

# BATTLE AGAINST CORONAVIRUS (COVID-19)

PREVENTATIVE MEASURES MANUAL

Daily  
Operating  
Procedures





April 8, 2020

**To: Service Techs, Office Personnel and Customers**

During these unprecedented times, we must all do our part to keep the US thriving while maintaining a safe environment for everyone. Being an essential business does not come short of a major responsibility. We have been entrusted to follow all safety guidelines provided by many organizations such as the World Health Organization, the Center for Disease Control, the Ohio Department of Health, and even the Department of Homeland Security to name a few. This has no longer been something as simple as customer service—it has become a Global Protection measure while maintaining the utmost in customer service! I am without a doubt that the employees in AC Electric, with the proper guidance, will get through this and continue to provide excellent customer service as it has done for over two decades! This manual has been prepared as a daily guide to convey all safety requirements as outlined by health professionals and organizations. This manual will undergo periodic updates as more safety measures are communicated by the organizations. Should you have any input, please contact me at your earliest convenience so that I may pass along all necessary changes or additions as needed.

Sincerely,

A handwritten signature in black ink, appearing to read 'Asmint Cruz', is written over the typed name and email address below.

Asmint Cruz/CEO

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## Coronavirus (COVID-19)



Unlike other obvious and noticeable concerns, coronavirus is imperceptible by the human eye. How can we defend ourselves from this invisible threat and feel we are doing our part in eradicating this pandemic? Treat the coronavirus like bed bugs!

Bed bugs thrived in the US for many decades since the 17<sup>th</sup> century. However, by the 1950's, bed bugs had been all but eradicated in the developed world, thanks to the availability of new pest control products, coupled with the widespread use of vacuums and washing machines which helped to control the spread of infestations in living spaces. Several factors led to the resurgence of bed bugs beginning in the late 1990's: **increased international travel**, more targeted pest control products and methods, and a **lack of public awareness** about pest prevention methods—sound familiar?

Source: <https://www.pestworld.org/all-things-bed-bugs/history-of-bed-bugs/>

Although bed bugs are not the same as a virus, it's a good visualization that will help some understand how to treat the virus. This manual has been put together to create a new operating procedure which will assist everyone in the company on the Global effort to eradicate coronavirus.

## Starting Your Day

Your home should be your safe zone from any foreign invaders. Everything in this manual can be used in your own homes to maintain a sanitary and a virus-free environment. Allow yourself a little more time in the morning to ensure a safe commute to the office. Show up to work in plain clothes and bring a bag to put them in. Your drive should be directly from your home to the office, unless stopping for gas. Steering clear of public areas will limit your exposure.

## Vehicle Maintenance

Maintain an organized vehicle and sanitize door handles, steering wheel, radio buttons, GPS, glove box, trunk handle, etc. Doing so the night before ensures you're touching a sanitized vehicle.





Once you're in your vehicle, put latex gloves—whether it's company owned or personal. Contact your Warehouse Manager if you don't have or are running low on Latex Gloves.

## Fueling Your Vehicle



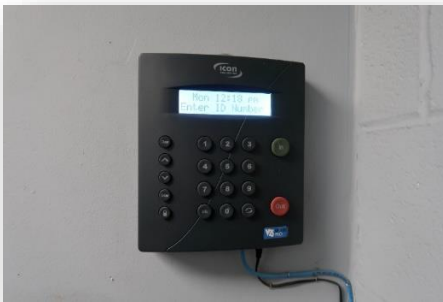
The only place you should stop *every day* is at the gas station to top off on fuel. Step out of your vehicle with a clean set of gloves in your pockets before exiting. Treat the pump as though it were severely

contaminated. Once you place the pump back in its cradle, immediately dispose of your gloves and put the new ones on before getting in your vehicle. Avoid touching the door handle until you have finished pumping gas and have changed gloves.

## Warehouse Manager

The Warehouse Manager will be our connection between Vendors and Supply Houses. He will be entrusted in maintaining a sanitized environment for all employees. Every morning, all common touch areas are to be sanitized.

### Punch Clock Buttons



### Door Handles





## Bathroom & Change Area Parts



## Kitchen Area Appliances

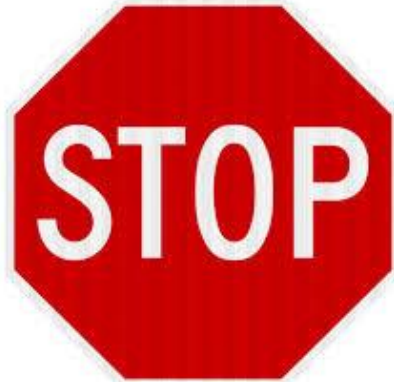


## Office Equipment



## At the Office

By the time you get to the office, all surfaces will have been sanitized for you. Please allow the Warehouse Manager to perform his preventative maintenance and wait until 6:45AM before entering the building. Once you're in the building, punch-in and grab a fresh set of uniforms. Go to the back of the warehouse (at the loading dock area) and change clothes. If you wore your company jacket or hat home, steam your jacket and hat before heading out of the area. Put away your personal clothes into a duffel bag or a clean trash bag and set your clothes at the designated area in the warehouse. If you have not done so in your home, you are encouraged to drink some hot fluids before having any conversations with anyone. Hot coffee will be provided for you every morning.



**DO NOT STOP AT ANY PUBLIC AREAS UNLESS ABSOLUTELY NECESSARY!**

## Lunch



We suggest you “brown bag” your lunch. Avoid drive through or fast food to help prevent exposure. If you order delivery, sanitize the outside of the box or packaging. If you forget to pack your lunch, contact the Warehouse Manager and he will make arrangements.

## Office Personnel



Sanitize deliveries including mail. Limit your exposure by not going out of the office on unnecessary trips. When putting out the mail, wear gloves or use a paper towel and treat all surfaces outside of the office as contaminated.

## Face Masks



Ever since this pandemic has been in the news, the US has had a shortage on face masks. All inventory has been redirected from the retail counters to medical facilities. Although face masks have always been an excellent protection method from airborne diseases such as

the coronavirus, they are not available. As such, there are other procedures we can implement in order to mitigate not only exposure, but if you've been contaminated, spread of the disease. Every morning before leaving for work, gargle with a saltwater solution. Doing so 4-times a day will generate an alkaline environment which will not allow for the growth, multiplication nor survival of any virus. Also, drinking hot fluids (over 100°F) will destroy the virus; or, at the very least, will flush it down the esophagus and not the trachea—leading to your lungs.



**NOTE:** Coffee has a pH of 4.5-6.0. If maintaining an alkaline mouth, drink your coffee in the morning and then gargle with saltwater solution after. The preferred hot liquid solution would be hot water.

## Social Distancing

So what does “social distancing” mean? According to public health officials, social distancing is deliberately increasing the physical space between people to avoid spreading illness. Being Service Techs, it is difficult to not interact with customers. The new standard of Social Distancing has led to a different approach on the meeting and greeting

of customers. We will try to implement most, if not all, the following procedures when meeting customers or in our daily lives.

- **Listen to and follow the directions** of your state and local authorities.
- **Stay home** if you can and avoid any non-essential travel.
- **Keep at least six feet away from other people** if you must go out in public.
- **Avoid eating or drinking in restaurants, bars and food courts.** Use drive-thru, pickup or delivery options.
- **Avoid visiting nursing homes, retirement or long-term care facilities.**
- **Stay connected virtually with loved ones** through video calls, phone calls, texts or social media.

## Wearing Gloves



We're trying our best to keep a good inventory on sanitary gloves, but just like the facemasks, they are also becoming a difficult item to find. Wearing gloves does not replace the frequent handwashing that has

been the number one preventative measure being used to stop the spread of the disease, but is an excellent secondary defense. Washing hands together with frequent glove changing assists with keeping your hands free and clear of any contaminants. Read **Best practices for handwashing and glove removal** on the following page for proper methods on these two key procedures. Keep in mind when in public areas; if you washed your hands appropriately and then touch the surface of a towel dispenser, or shutting off the water, or simply opening a bathroom door—your efforts may have been in vain! Plan your steps before embarking out on a venture in public areas. If you know you will be touching public doorknobs or using their facilities, take some gloves with you or dispense your paper towels *before* washing your hands; that way you can use the towels to shut off the faucet or open the door.

## Best Practices for Handwashing and Glove Removal



## Handwashing

Washing your hands is a must when it comes to keeping yourself and others healthy:

1. **Wet your hands with clean, running water (warm or cold), turn off the tap, and apply soap.** Because hands could become re-contaminated if placed in a basin of standing water that has been contaminated through previous use, clean running water should be used. The temperature of the water does not appear to affect microbe removal.
2. **Lather your hands by rubbing them together with the soap.** Be sure to lather the backs of your hands, between your fingers, and under your nails. Microbes are present on all surfaces of the hand, often in particularly high concentration under the nails.
3. **Scrub your hands for at least 20 seconds.** Evidence suggests that washing hands for about 15-30 seconds removes more germs from hands than washing for shorter periods.
4. **Rinse your hands well under clean, running water.** Soap and friction help lift dirt, grease, and microbes—including disease-causing germs—from skin so they can then be rinsed off of hands. Rinsing the soap away also minimizes skin irritation.
5. **Dry your hands using a clean towel or air dry them.** Germs can be transferred more easily to and from wet hands; therefore, hands should be dried after washing.

Please watch this video on YouTube for procedures on **handwashing**:

<https://www.youtube.com/watch?v=lisgnbMfKvI>

## Glove Removal

Another component of good hand hygiene is the careful removal of gloves:



1. **Grasp first glove.** Avoiding bare skin, pinch the glove at either palm with the gloved fingers of the opposite hand.



2. **Remove first glove inside out.** Gently pull the glove away from the palm and towards the fingers, turning the glove inside out without snapping. With your gloved hand, gather the glove you just removed and hold it in your palm.
3. **Slide finger under second glove.** Carefully slide your bare index finger inside the wrist band of the gloved hand.
4. **Remove second glove inside out.** Gently pull outwards and down, inverting the glove and trapping the first glove inside. Throw away gloves in an appropriate container.
5. Use soap and water (or alcohol-based hand sanitizer) to **clean your hands or any exposed skin.**

Please watch this video on YouTube for procedures on **glove removal**:  
<https://www.youtube.com/watch?v=dyLEd9cng5U#action=share>

# Cleaning Products that Destroy Coronavirus

## **Soap and Water**

Just the friction from scrubbing with soap (any kind of soap) and water can break the coronavirus's protective envelope. Discard the towel or leave it in a bowl of soapy water for a while to destroy any virus particles that may have survived. Using antibacterial soap won't give you added protection against the coronavirus because it kills bacteria, not viruses. You can still use it as long as you scrub.

## **Bleach**

The Centers for Disease Control and Prevention recommends a diluted bleach solution ( $\frac{1}{2}$  cup bleach per 1 gallon of water or 4 teaspoons bleach per 1 quart of water) for virus disinfection. Wear gloves while using bleach, and never mix it with ammonia—or anything, in fact—except water. (The only exception is when doing laundry with detergent.) Once mixed, don't keep the solution for longer than a day because the bleach will lose potency and can degrade certain plastic containers. It is unadvisable to use bleach on faucets and stainless-steel products since bleach corrodes metal over time. Because bleach is harsh for many countertops as well, you should rinse or wipe down surfaces with water after disinfecting to prevent discoloration or damage to the surface; let the bleach sit for 10-minutes before rinsing or wiping down.

## **Hydrogen Peroxide**

According to the CDC, household (3 percent) hydrogen peroxide is effective in deactivating rhinovirus, the virus that causes the common cold, within 6 to 8 minutes of exposure. Rhinovirus is more difficult to destroy than coronaviruses, so hydrogen peroxide should be able to break down the coronavirus in less time. Pour it undiluted into a spray bottle and spray it on the surface to be cleaned, but let it sit on the surface for at least 1 minute. Hydrogen peroxide is not corrosive, so it's

okay to use it on metal surfaces. But similar to bleach, it can discolor fabrics if you accidentally get it on your clothes.

## What NOT to Use Against Coronavirus

### **Homemade Hand Sanitizer**

You're probably seeing all sorts of hand sanitizer recipes floating around your social media and the internet, but Thomas at Upstate Medical University advises against making your own. "People don't know the right ratios to use, and the internet won't give you the right answer," he says. "Not only can you hurt yourself, but it could give you a false sense of security."

### **Vodka**

There are widely circulated recipes on the internet using vodka to combat the coronavirus. A couple of vodka makers, including Tito's, have already come out with statements telling their customers that their 80-proof product does not contain enough ethyl alcohol (40 percent compared with the 70 percent required) to kill the coronavirus.

### **Distilled White Vinegar**

Disinfection recommendations using vinegar are popular online, but there is no evidence that they are effective against the coronavirus.

### **Tea Tree Oil**

While there is preliminary research that suggests tea tree oil may have an effect against the herpes simplex virus, there is no evidence that it can kill coronaviruses.

Source: <https://www.consumerreports.org/cleaning/common-household-products-that-can-destroy-novel-coronavirus/>

## Service Manager



Create an educative atmosphere for all service techs and inform them every day on the importance of following through these guidelines entered in this booklet. Every morning test employee temperatures using an approved body temperature thermometer. If an employee has a temperature over 100.4°F, instruct the employee to see his or her doctor immediately. Follow up on their training on how to approach and inform customers on our procedures on how to keep them safe. It is crucial to communicate to the customer that we are taking this disease and their health seriously. The Service Manager will coordinate all customer home visits whether for an estimate or tech scheduling. Similar to all employees, he will use the Warehouse Manager as his connection between himself and Vendors and Suppliers.

## Feeling Under the Weather?



We all get here...if you're feeling sick—what should you do? Contact your Supervisor and notify them of your issue. You may be instructed to see your Doctor to get a letter of clearance stating there is no concern of a coronavirus infection. If during the day you start feeling sick, contact your Supervisor so that we can find a relief for you if needed. If you have a need to cough or sneeze, contain the spray within the elbows of your shirt. Do not sneeze inside your shirt since your undershirt might get contaminated if there is a presence of coronavirus. Doing so might pose a risk to you taking it home when you change into your personal clothes. Of course, if you have access to tissues, use that instead and immediately wash your hands.

## Returning to the Office-Service Techs

Plan to exit customers' homes by 2:00PM if on a larger project so that the worksite is cleaned and you're heading out to the office by no later than 4:30PM. When returning to the office, you should follow the same procedures when leaving your home. Sanitize your door handles before leaving the jobsite; and, put on a fresh set of gloves. When at the shop, pick up your clothes from the designated area and change *with gloves on*. Drop the used uniforms in the appropriate bin which will be collected every Monday. Here is a quick check list that you can use when leaving the customer's home:

- Wash your hands
- Put on a clean set of gloves
- Sanitize vehicle door handles
- Gargle with saltwater solution

## Plan Ahead

Don't wait on your peers to prepare for the next day. If you need gloves, face masks, sanitizing equipment, materials, tools or any work-related piece of equipment, contact your Warehouse Manager so that they may have it ready for you in the morning. Planning will not only minimize downtime but will also help in the receiving of the equipment so that it can be sanitized if coming in from an outside source.

## Conclusion



It has been defined that we are an essential business. This fact comes with great responsibility. Plan out your day before heading out. Take a mental picture about what you are going to encounter and how will you protect yourself, your associates, your home and your family from being exposed to any potential threats.

## Check List

- Steering clear of public areas
- Avoid touching the door handle until you have finished pumping gas and have changed gloves.
- Change your gloves frequently
- Wear face masks when available
- Do frequent hand washing
- Pack your lunch
- Gargle with saltwater solution 4-times a day
- Drink plenty of hot fluids throughout the day
- Practice Social Distancing by maintaining 6-feet from another person
- STAY HOME if able to
- If your sick—STAY HOME after you see your Doctor
- Sneeze into you sleeve if no tissue paper is available
- Stay up to date with the latest news











PREVENTATIVE MEASURES MANUAL