



**Our Response
To Coronavirus
COVID-19**



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Introduction:

This Covid-19 Guide is designed by Kent Klear Window Cleaning Services and its Contractors to the clients, based on the advice given by the Government and the NHS. We will be regularly updating our procedures and contingencies as and when necessary, as described below. The following explains what actions Kent Klear are putting in place to aim to keep all clients and staff members safe.

Advice from Government:

The Government issued a lockdown and has released those that cannot work from home as of 13th May 2020. It transpires that window cleaners could have continued to work during the lockdown in March, April and May. We will assess at the time if we continue working through another lockdown, but as you will read below the nature of most of our work would allow us to continue.

- Transmission occurs mainly in the household.
- We can observe 2 metre social distance at all times from a client.
- We do not need to go through most properties to clean the back of a property.
- We have 5 payment methods in total of which 3 are via online methods.

The symptoms will be how we decide our routes, schedules and cleaning teams. The Government is concentrating solely on the following symptoms of COVID-19:

A NEW cough;

Fever (temperature and above of 37.8°C);

Lack of smell or taste.

If a cleaner is exposed or is unwell with the above symptoms they will need to self isolate and do the following:

- If a cleaner starts experiencing these symptoms even if they are mild they will need to book a test and if found positive isolate for 7 days if the symptoms persist at 7 days they will need to continue for a further 7 days, 14 in total.
- If someone in a cleaners household starts experiencing these symptoms even if they are mild they will need to book a test and if found positive isolate for 7 days.
- If a cleaner has been in close recent contact with someone who has tested positive, they will need to self isolate for 14 days and / or received a notification from NHS test and trace.

Staff and clients can look at this link for further guidance.

<https://www.gov.uk/guidance/nhs-test-and-trace-workplace-guidance>

Advice from the NHS:

Using the NHS website we have established the following:

- It is currently known the virus spreads through cough / sneeze droplets at a total distance of 2 metres.
- There is some evidence that the virus is spread through surfaces like metal for up to 96 hours. Hence online payments are advised where possible.

How to avoid catching viruses like the coronavirus, it is sensible to take the usual precautions which include:

- Covering your mouth and nose with a tissue when sneezing or coughing or into your elbow.

- Tissues should be put in a bin immediately.
- Wash your hands with soap and water or hand sanitizer regularly.
- To limit contact with people.
- To NOT touch your eyes, nose or mouth if your hands are not clean.

<https://www.nhs.uk/common-health-questions/infections/how-long-do-bacteria-and-viruses-live-outside-the-body/>

Plan of Action:

As those infected are now including 'community outbreak' we could be visiting those that have come into contact with Covid-19.

Our current plan is as follows:

- **All staff to carry hand sanitizer with them at all times, and to wash their hands whenever they come into contact with another person, whether they cough or sneeze or not, or after handling cash / cheques.**
- **All staff to stay 2 metres away from others where possible, if this is not possible to wear a face mask.**
- All staff to wash their cleaning equipment if they or a client cough or sneeze near it with disinfectant (the average cough travels 6 metres and the average sneeze travels 8 metres and are suspended in the air for up to 10 minutes).
- All staff to wear latex gloves when handling cash but to NOT then touch face, eyes, nose or mouth with gloves as this renders this idea useless, use gloves when you have no hand sanitation facility.
- **All cleaners to use buckets for clients to make payments. Not to touch the cash / cheques.**
- All staff to advise us if they are feeling unwell with the symptoms on page 2.
- All staff to advise us if they come into contact with a member of the public or a client who is feeling unwell or has been diagnosed with Covid-19 and is still contagious.
- **There will be no inside cleans or cleans at the backs that involve going through the property to access the rear of the property for the foreseeable future. This includes going through a garage or closed side access. Only open side or rear access points will be used to clean the rear of a property.**
- **The Government Test, Track and Trace systems will alert us to hotspots developing and all areas known to have Covid-19 cases will be known to us as soon as possible, whilst we cannot help where we have been we can forward plan to where we are headed. We understand Hot Spot areas may be locked down and therefore we can be extra vigilant in those areas if the Government allows us to continue to work in that area, if we are not allowed then we may have to change our scheduling accordingly.**
- **Clients can if they wish to change their payment method, and advise us how they wish to pay.**

In the possibility that one of our staff members is suffering with the symptoms described on page 2 the staff member is to do the following:

- Contact their Line Manager and if working to head home immediately after the call and keep their Line Manager updated at all times. Which includes notification of the results of the test to confirm either a positive or negative test results for Covid-19.
- Self isolate for 7 days.
- Book a test and advise the Line Manager of the result.
- If it is negative, return to work, and continue to follow the Plan of Action as above.
- If it is positive, self isolate for the required amount of time.

In the possibility that one of our staff member has been diagnosed with Covid-19, Kent Klear will do the following:

- Liaise with 111 online service or the relevant body to enable all relevant Kent Klear clients (those that have come into contact with the relevant staff member) to be fully updated with what they need to do to get tested etc.
- Reassess if there is anything more that Kent Klear can do to prevent further spread of the virus.
- Once the staff member is given the all clear to return to work, the staff member is to contact their Line

Manager with the view to return to work the next day.

Kent Klear Management are to do the following:

- Keep fully updated daily with any developments of news from the NHS or Government website.
- Change this guide where necessary.
- If cleaning schedules are affected will keep clients updated where possible.

Commercial Clients:

Our commercial sites vary in area, type and work place environments. The cleaning teams rarely speak with anyone at these sites.

For any site that our cleaning team do speak and come into contact with the general public, the above precautions will be followed.

We ask clients to be respectful and to also follow the NHS and Government guidelines when seeing our cleaners as our staff could pick up a virus from them and then pass it to other clients.

If any members of your staff, clients or other contractors should test positive for Covid-19 and have been in contact with our member of staff or been on site prior to 14 days before we arrive, we would ask you to please let us know as soon as is possible, or to alert the authorities that we were on site so that they can make contact with us.

Our website contains our most up to date information with regards to scheduling, so in the possibility that schedules and routes are affected we will update the website here. Clients are asked to check the website <http://www.kkwcs.com/schedule-change-updates> facebook page or twitter account for any changes.

Residential Clients:

About 40% of residential clients are in when we clean, and either speak to our cleaners or hand money over to them personally. We ask clients to be respectful and to also follow the NHS and Government guidelines when seeing our cleaners as our staff could pick up a virus from them and then pass it to other clients.

Our website contains our most up to date information with regards to scheduling, so in the possibility that schedules and routes are affected we will update the website here. Clients are asked to check the website <http://www.kkwcs.com/schedule-change-updates> facebook page or twitter account for any changes

Conclusion:

We will do all that we can to ensure the safety of our staff and clients by closely monitoring the situation at home and abroad on a daily basis. Should the spread worsen before it improves further measures may be introduced and this guide will be updated as often as is possible. Our staff will be issued with this document at each change, as will our clients, and we will continue to update all of those necessary with any changes to ensure the safety of all of our staff and clients.

Kent Klear Window Cleaning Services

www.kkwcs.com

Issued by Kent Klear Window Cleaning Services

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