



THE **CONTENTS**  
SPECIALISTS®



# COVID19 Newsletter

March 18, 2020

**What The Contents Specialists are doing to protect our team and your customers.**



## A Quick Reminder

During this time of what can seem like uncertainty, it is important to remember that preventative measures and onsite action can provide you and your team with an extremely high level of safety. The key is to take care of your body and your space.

As a team, The Contents Specialists are taking every step necessary to ensure our team's health and your customer's safety. With proper procedures and care, businesses should move along as usual.

In this newsletter, we will outline what we are doing in-house and in your customer's homes to ensure your business or reputation is not affected while we perform our duties. We understand you have many choices when considering pack-out and The Contents Specialists thank you for considering us.

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## Job Site Safety

Listed below are the measures we have set in place to make sure our team is as operating to the current standards set by the CDC when setting up jobs and performing them.

### Inspection:

1. If needed, always offer customers to sign all paperwork through our “DocuSign” to prevent contact.
2. Ask the customers if anyone in the home is elderly or immune-suppressed in order to prepare our inspector for proper PPE.
3. Speak with the contractor and insured to find a time to perform the pack-out when no one is inside the residence.
4. All of our employees should wear PPE at all times and practice the recommended hygienic practices that Human Resources provided.

### Scheduling the job

1. Do not schedule a team larger than 10 people per job, unless the particular job is a multi-unit project with individual entryways.
2. Stagger our job schedule so that not all employees show up at the office at the same time.

### At the job site

1. Field employees should try to maintain a 6’ distance while working next to other employees from our company and or other individuals on site.
2. Employees should wash their hands every hour for at least 20 seconds each time.
3. Keep employees spread out around the house, if possible one person per room.
4. Employees should wear full PPE.
5. Be responsible for your own snacks, meals, and beverages and DO NOT SHARE.
6. Sanitize your working space, phone, mobile phone etc.

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## Additional Safety Offerings

Due to the rise in questions regarding site cleaning and preventative maintenance. We would like to outline the additional services we are offering to you and your customers.

All services are in conjunction with a current pack-out/pack-back claim or a new cleaning job request.

### Fogging

1. We have the ability to not only fog your customer home following our jobs, but also have the capacity to fog and wipe down large commercial spaces as well. Our staff is available to field your inbound request or team up with you on your jobs.

*\*\*Referral programs apply\*\**

### **All solutions are EPA certified and COVID19 Effective**

#### **Process:**

1. For fogging contents and surfaces in contained vacant areas as a supplement to cleaning and disinfection: after setting up a fogging device, seal all windows & doors and leave area for recommended treatment time, according to the device manufacturer (10 Minutes).
2. After the fogging cycle is complete, fully ventilate the treated area. Following re-entry, cleaning & disinfection directions may be followed.
3. Personal Protection: Appropriate contaminant barrier protection should be worn, such as disposable gloves, gowns & masks.
4. Disposal of Infectious Materials: All cleaning materials & waste should be autoclaved & disposed of according to local regulations for infectious waste disposal.

### **Post Job Sanitization**

1. When our team is leaving the site, we will have a team lead or individual acting as such go through and wipe down surfaces that our team would have touched. This includes but is not limited to: *Door handles, drawer knobs, hard surfaces, and keypads/lockboxes.*
2. If the homeowner request, we can make a more thorough lap and/or return for a full cleaning prior to them reentering the home.
3. The same process can be applied to large commercial spaces, multi-unit housing, or single-family homes.