

## Instructions for safety in the workplace for service voucher employees during the “corona measures”.

### Background

Now that the economy is gradually experiencing a revival and both the demand and supply of household help are starting to approach normal levels, the safety guidelines remain extremely important.

This directive has been drawn up so that the recognised companies will have clear instructions when taking measures in addition to the generally applicable safety guidelines. With this, we are not only taking into account the safety of the employee, but also that of the user and the entire population, as stipulated by the National Security Council. We are also taking into account the guidelines drawn up by the Agency for Care and Health.

The following measures must be observed by the service voucher companies, employees and users when performing their activities.

### Instructions for the service voucher company

1. The service voucher company is **bound to inform the employees and users thoroughly** and to ensure that this set of instructions is **followed**. The service voucher company also takes the necessary care to explain these instructions in an understandable way for everyone. Both the users and the employees must at all times be able to contact the company during working hours in order to provide **feedback**.
2. The employees will receive the necessary **training** for this, and the training must be organised in a safe way. The training must consist of more than just a summary of the measures. Special attention must be given to the correct use of the protective equipment, such as gloves and face masks, the correct procedures for guaranteeing hygiene and the rights and obligations of the employee. Good training also requires regular monitoring of the company to ensure a proper understanding of the instructions, with repetition and adjustment where necessary. The company is free to choose the way of training on condition that the stated objectives are achieved.
3. A work instrument we recommend is **a check-list** which the household help can consult before each cleaning operation; this acts as a reminder of the most important measures, but in no way replaces the training.
4. The service voucher company provides the employee with sufficient **materials** to be able to work hygienically and safely, namely:
  - paper tissues;
  - paper towels;
  - gloves that can be replaced after each new client;
  - sanitiser gel;
  - suitable face masks are provided for employees who use public transport.
5. The service voucher company regularly contacts the employees to discuss the work and to check whether the employees can perform their work in a safe manner. Each company also provides a **number** that is accessible for employees who do not feel safe or have questions.
6. The service voucher company reminds the user of his obligation to inform the employee or employer before the start of the work of **the risk factors**, such as a (possible) infection with the corona virus.

7. Sick employees or employees showing **symptoms** of covid-19 must not work.
8. Employees may not under any circumstances work with an infected person or for a person who shows symptoms of the coronavirus: mild to serious respiratory problems with fever, coughing or breathing difficulties. The evaluation of the health condition of the user should not be made by the employee, but the latter can contact the employer if he or she has questions about his or her safety while working.
9. Concerning the use of the vehicle and positioning in **transport for the disabled** the social distancing of at least 1.5 metres is respected. This can be done by using half of the normal capacity for the simultaneous transport of clients. The users are positioned in the vehicle in such a way that a maximum distance is created between them.

Wheelchair users must be spread as far apart as possible in the vehicle, in observance of the safety measures. The users and the driver wear face masks and always wash their hands before departure.

The interior of the vehicle is cleaned after each trip, using water to which detergent and/or sanitiser has been added. Wearing protective gloves is essential when performing this.

10. If these instructions have **not been complied** with by users or employees, the service cheque company shall quickly take the adequate measures.

### **Instructions for the employee**

1. Employees can of course always **contact** the service cheque company during the working hours if there is any doubt concerning the workplace, concern about (older) users, ... The company shall also make a **number** available for this.
2. It must always be possible to organise the work in a **safe manner**. If the employee feels unsafe because the measures provided are not or cannot be respected by the user, he has the right to leave the workplace. The employer shall then immediately inform the service voucher company and they shall take suitable measures with regard to the user.
3. Employees who suddenly **feel ill**, or feel symptoms shortly prior to performing their tasks, should report this to the service cheque company and the user, in accordance with the internal procedures. If a doctor identifies a risk of infection by covid-19, the employer shall be immediately notified. He then informs the (former) users in a way that observes the rules of privacy.
4. Employees who show the **symptoms** of covid-19 should strictly adhere to the medical guidelines.
5. It must be possible to work safely at the user's premises and the employee should be sure to adapt his behaviour in order to minimise the risk of infection:
  - When greeting the client and during cleaning, the rules of '**social distancing**' must be taken into account. If the house allows this, the user should be in a separate room while the work is taking place. If that is not possible, the greatest possible distance should be respected. If it is not possible to maintain a distance of at least 1.5 metres, work may not be performed.
  - Particular attention should be given to hand washing.
  - **Gloves** should be used during the work as much as possible. These should be replaced after every cleaning round. In addition, the employee shall wash his hands thoroughly and regularly with soap and water. This means at least before and after the work. The employee uses disposable paper towels or a clean towel to dry his hands. Disposable paper towels should be thrown into a garbage bag that is then closed.

- The first task is to **thoroughly clean** the most important **places that are touched**: door handles, light switches, telephones, surfaces such as a table, the sink, the remote control, etc. and the sanitary fittings (most certainly the flush button, hand grip, taps, etc.). The employee repeats this task at the conclusion of the job.
6. When using **public transport**, the greatest possible social distancing is maintained and face masks must be worn. Companies must tell their employees who go to the users by public transport that they should, wherever possible, travel outside rush hours. In consultation with the household helpers and clients, the service cheque company can consider adapting the working hours; the service cheque company must be informed about this in advance, not least in respect of insurance.
  7. The employee must always have sufficient **paper tissues** with him. The employee must cover his nose and mouth with a paper tissue when he sniffs, sneezes or coughs. The employee disposes of the tissue in a rubbish bin that can be closed and observes hand hygiene.

### **Instructions for the user**

1. The user organizes a safe workspace as followed:
  - During cleaning, the user avoids contact with the employee. If the house allows this, the user should be in a separate room while the work is taking place. If that is not possible, the greatest possible distance should be respected. If it is not possible to maintain a distance of at least 1.5 metres, work may not be performed.
  - The user plans non-essential visits outside the hours of cleaning.
  - The user provides a possibility for washing hands, a clean towel or kitchen roll, liquid soap and of course all cleaning products and materials.
  - The user ensures that the workplace - where possible, yet to the greatest degree - is **well ventilated**, preferably before the employee actually arrives. If mechanical ventilation is provided, this should be used to the maximum.
  - The service vouchers are laid out in advance in order to avoid any personal contact. It is strongly recommended to make use of electronic service vouchers.
2. The user shall **contact** the company if they think that it will be difficult to perform the work in a safe way.
3. An employee may not, under any circumstances, work at the premises of a infected person. of for a person who has symptoms of the coronavirus: mild to serious respiratory problems with fever, coughing or breathing difficulties. The user shall **inform** the service voucher company as quickly as possible if such a situation should arise. The user may be held **liable** for the consequences if he does not do this immediately.
4. If the notification occurs less than 48 hours before the planned service voucher activity shall take place, the **contractual agreements** between the service voucher company and the user apply.