

COVID-19 Guidelines for Employees Interacting with Clients in the Field

During this outbreak, Departments are expected to limit face to face interactions when possible. This document covers scenarios when virtual / delayed face to face interactions are not possible.

Safe Work Practices: How can you protect yourself?

Practice everyday preventive actions to help prevent the spread of respiratory viruses, including:

- Wash your hands often with soap and water for at least 20 seconds. If soap and water are not available, use an alcohol-based hand sanitizer with at least 60% alcohol content.
- Avoid touching your eyes, nose, and mouth with unwashed hands.
- Avoid close contact with people who are sick.
- Stay home when you are sick
- Cover your cough, sneeze into a tissue, throw the tissue away and wash your hands
- Clean and disinfect frequently touched surfaces daily with EPA approved products that are effective on COVID-19 (e.g., Clorox Disinfecting Wipes, Lysol Clean & Fresh Multi-Surface Cleaner, Purell Professional Surface Disinfectant Wipes).

These everyday habits can help prevent the spread of several diseases.

Controls/Protocols: Field Interactions/Home Visits

- When possible, before the visit the employee should call the client prior to the visit to screen for respiratory illness. The employee should ask the following questions:
 - Are you experiencing any of the following symptoms: fever, cough, shortness of breath, or difficulty breathing?
 - In the last 14 days, have you come into close contact with someone who is known to have COVID-19 case?
 - In the last 14 days, have you traveled to an area with widespread, ongoing COVID-19 transmission? For the most updated information please refer to the [CDC list](#).

If the client reports symptoms or answers '**yes**' to any of the questions above, the employee should *reschedule* the appointment or use telephonic means for the visit to prevent a potential exposure.

- If it is not feasible to call in advance and the client reports symptoms or answers '**yes**' to any of the questions above and the visit is necessary, and/or during the visit the employee notices the client or family member is ill, then follow the steps below:
 - If unable to reschedule, the employee should provide the client a face/surgical mask and ask the client to practice hand hygiene by washing with soap and water. If soap and water is not available, ask the client to use hand sanitizer.
 - If the client cannot or will not wear a mask, the employee should put on a face/surgical mask, eye protection, and gloves.

- If possible, maintain a distance of at least 6 feet.
- After the visit properly remove the PPE and follow your department's guidance on proper PPE disposal.
- After the client visit, the employee should wash their hands with soap and water. If handwashing is not possible use an alcohol-based hand sanitizer at least 60% alcohol.

Please refer to your department/division for additional guidelines/protocols applicable for your position.

If you believe you have been exposed or are experiencing symptoms, please elevate to your supervisor immediately.

Resources

1. Please visit <https://www.sandiegocounty.gov/coronavirus/#Protect>
2. [FAQ's](#)
3. To disinfect your vehicle or work area after the client visit, see the [CDC's disinfecting guidance](#).