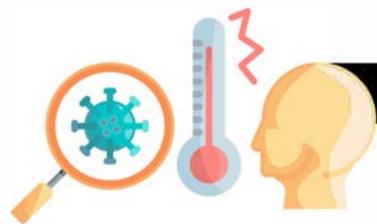


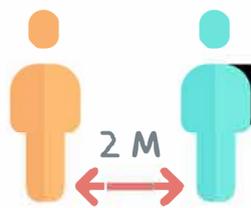


As we begin to resume handyman services we wanted to provide you with some information on how our services will operate as they may be different than you are used to. We have put in the necessary safety measures below in an effort to keep you and our Home Maintenance Workers (HMWs) safe to further reduce the risk of transmission of COVID-19.



Screening of Symptoms

Our HMWs are required to self-screen for symptoms daily prior to visiting your home. They are required to stay home if they are unwell or displaying any symptoms. The HMW will also screen you for symptoms prior to entering the home. Handyman services will only be delivered once the screening assessment is negative. Unfortunately, service will not be delivered with a positive screen and our office will contact you to follow up. We also request that if you are feeling unwell, that you please delay the visit until you are feeling better. If you are unsure if you are displaying symptoms of COVID-19 you can complete the Self-Assessment created by the Ministry of Health online for further advice: <https://covid-19.ontario.ca/self-assessment/>



Physical Distancing

If you have any specific instructions regarding your service request, we ask that you please communicate this in advance to our office over the telephone before the service date. We want to reduce as much contact between you and the HMW as possible. However, if you need to speak to the HMW, please ensure that you maintain physical distancing of at least 2 metres/6 feet between you and the HMW.



Personal Protective Equipment (PPE)

We have implemented universal masking and eye protection for the ongoing health and well-being of you and our staff. HMWs that enter your home will wear a mask and eye protection for the entire visit. We also request that you wear a non-medical mask or face covering during the visit and if you are unable to maintain physical distancing.



Equipment Handling

If the HMW will be using your equipment, we request that you put all equipment required in an accessible location that the HMW can access by themselves. It is also important to note that your equipment is in safe operating order. We also request that you avoid using your equipment as much as possible. We have instructed all HMWs to disinfect equipment before and after use as an added safety precaution.

Chart a path plan for how you'll direct the person through your home, and where to suggest to put the tools.

Thank you for understanding these service modifications and know that your health and well-being is our top priority.