

Brunelcare's Controlled Distance Process - Housing

This guide outlines the Coronavirus (COVID-19) guide to accessing Brunelcare properties in the event of a diagnosed or self-isolating tenant, resident or guest.

Brunelcare wish to ensure that adequate protections are in place to protect tenants, residents, guests and Brunelcare employees in all aspects of work carried out at properties.

Communicate before we visit your property

Brunelcare need to be aware of any tenant, resident or guest who is self-isolating or has confirmed a case of Coronavirus. This can be communicated to us:

- Via telephone on 0117 914 4200
- Or by leaving a note outside your property

The operative will call the tenant before arriving at the property to run through some advisory questions:

- Have you or anyone who lives in the property been diagnosed with coronavirus?
- Is anyone in the property self-isolating?
- Have you or anyone in the property had flu-like symptoms in the last seven days?
- Have you or anyone in the property recently returned from a country that has said may host at higher risk for coronavirus?

Here they will assess if:

1. Brunelcare will continue the property visit as scheduled
2. Brunelcare will continue the visit by controlled distance process
3. If a controlled distance cannot be maintained the operative will use the appropriate PPE during the visit
4. If the property assessor will need to seek additional advice from Brunelcare Management

Where it is necessary for a member of the Housing team to enter the home of a possible or confirmed case, a risk assessment should be conducted and appropriate PPE worn if a risk is identified (such as in the case of tenants who meet the criteria for shielding).

Brunelcare Management will advise whether to continue the property visit or be advised not to attend the works unless it's an emergency job.

Withdrawal Process

- If the tenant will not keep 2 metres away from the operative, then the operative must withdraw from the property and inform the Housing and Property team who will manage the issue. The operative will stay in their car or the office until told what to do.
- The Housing and Property team will resolve the distance issue with the tenant.

Operatives need to ensure they operate the highest standards of personal hygiene when visiting a property. Washing hands often, using hand sanitizer and not putting hands to mouth, eyes, or face.

Property Visit Controlled Distance Process

The operative will call the tenant upon arrival and ask the survey questions.



The door should then be opened and the tenant should stand 2 metres away or in another room. If the operative is exchanging items with the tenant such as money, groceries, paperwork, prescriptions, medication, the item should be left on/near the door step for collection at a safe distance.



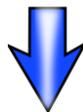
The tenant should always keep a phone with them so the operative can discuss and question the tenant without any face to face interaction.

Operative - Controlled Distance Process Guidelines

Take only essential items to carry out the task and PPE into the property.



Call the tenants before arrival and go through the survey as described above.



Advise when outside the property by phone



Ask the tenant to open the door and keep at least 2 meters away or stay in another room.



Wipe down any surface touched or anything that may have to be handled with an antiviral solution