



Covid-19 Policies & Procedures  
**Power Vac ®, Greater Vancouver**

Dear valued customers,

As we continue to schedule our regular services, we want to assure you that the health and safety of our customers and employees is of the utmost importance. As a pre-cautionary measure, we have implemented the following policies and procedures within our company to help reduce any risk or spread during a **Power Vac ®, Greater Vancouver** servicing appointment. These guidelines can be viewed below:

**Prior To Workplace Arrival**

1. Our workplace policies ensure that employees showing symptoms of COVID-19 are **prohibited** from the workplace. This includes:

- Anyone who has had symptoms of COVID-19 in the last 14 days. Symptoms include fever, chills, new or worsening coughs, shortness of breath, sore throat and new muscle aches or headaches.
- Anyone directed by the Public Health Authority to self-isolate
- Anyone who has arrived from outside of Canada or who has had contact with a confirmed COVID-19 case

Should an employee arrive to the workplace this any of these symptoms or show any of these symptoms throughout their shift, they will be sent home immediately.

**At The Workplace**

1. Our workplace policies ensure that employees always follow the below protocols throughout their shifts:
- Each staff member is required to report any symptoms or illness to their supervisor immediately
  - Each staff member is required to disinfect and sanitize all equipment, including their vehicles, at the beginning and end of their shift
  - Each staff member is required to wear both a mask and gloves
  - Each staff member is required to social distance from customers by keeping 2 meters and/or 6 feet between them
  - Only two technicians will be working together on-site and only one technician will be entering a customer's residence, when possible.
  - Each staff member is required to wash their hands as much as possible throughout their shift
  - Each staff member is required to wipe down any touched surfaces and will be equipped with sanitization and disinfectant products



## For Our Customers

To ensure the healthy and safety of both our customers and employees, we kindly ask for our customers help in creating a risk-free environment during your service appointment. This can be done by following the below actions:

1. Please call our office at 604.591.3484 if you or someone in your household has or has been in contact with someone who has:
  - The following symptoms: fever, chills, new or worsening coughs, shortness of breath, sore throat and new muscle aches or headaches
  - Been directed by the Public Health Authority to self-isolate
  - Arrived from outside of Canada within the last 14 days
  - Had contact with a confirmed COVID-19 case

If any of the above apply, we will be unable to service your location but will be happy to reschedule to a later date.

2. Please remember to social distance and provide 2 meters and/or 6 feet from our technicians while they work to complete your service.

If you have any questions or concerns regarding our policies and procedures, please contact our office at 604.591.3484 or by email at [admin@gvpowervac.ca](mailto:admin@gvpowervac.ca).