GETTING BACK TO WORK IN NEVADA
IN-HOME REPAIR BUSINESSES TIP SHEET

Your business may look very different as it begins to recover from COVID-19 impacts. To move forward, your business will need to adapt to new safety and health guidelines and respond to new and increased expectations from staff and customers. New practices and guidelines will become commonplace in order for customers to feel safe having your employees enter their homes.

To help you get started we have put together this tip sheet that focuses on four important areas: Requirements, React, Recover, Be Resilient. We conclude the tip sheet with a list of Resources to help you.

**REACT: Get ready to open your doors again!**

**Be Prepared** – Below is a starter checklist of what you might need or find helpful to purchase or prepare before you reopen. Always check with the state, your county, and your local health district for current operating guidelines because local jurisdictions can impose stricter requirements:

- Masks for employees (and as a courtesy for customers)
- Protective splash proof face shield
- Safety goggles
- Liquid repellent coveralls
- Rubber boots
- Rubber gloves
- EPA-approved COVID-19 cleaners
- Hand sanitizer

**Expand Services to Meet your Customer’s Needs**

Have you already video calls rather than in-person appointments as part of your reaction to COVID-19? If not, start considering now if you have the ability to video conference. In the early phases of reopening the economy, in-person consultations will be limited or non-existent.

- Offer over the phone services for simple fixes
- Offer Zoom or Facetime video consultations to the customer for easier in-home problems
- Offer add-on services to be done on repair visit such as spring smoke alarm battery and furnace filter changes, air conditioner checks, or other small repairs that the homeowner has put off
- Develop a preventative maintenance program for return clients

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Reopening requires in-home repair services to adapt to expected new operating requirements that include social distancing and enhanced health and safety guidelines. In-home repair service owners should plan immediately for how they will best meet new guidelines which may include:

**Operations**

- Offer electronic payment methods either over the phone or through an app. Avoid contact with customers.

**Employees**

- Provide and require employees to wear face masks
- Provide employees with gloves to wear and/or provide instruction on proper hand hygiene to practice between interactions with each table
- Consider no touch thermometers to conduct pre-shift employee temperature checks and do not allow anyone with a temperature over 100F degrees to work (keep a log of daily employee assessments)
- Stagger lunches and breaks for social distancing
- Train employees on the signs and symptoms of COVID-19
- Suggest that the employees wear liquid-repellant protective suits for additional protection during cleaning of tools and equipment.
- Have them carefully remove the suit and glove by rolling inside out.
- Have employees place the suit in a plastic bag that can be sealed.
- Wash hands, arms, and face with soap and water for at least 20 seconds immediately after removing PPE.
- Provide instruction on proper hand hygiene.
- Before eating, remove soiled work clothes and eat in a designated area.
- Clean contaminated work clothing daily.
- Clean and disinfect tools and equipment used.
- Do not have the employees share equipment.
- Clean and disinfect the work area frequently, especially after the work is complete.
- In the in-home environment, utilize closed door and walls as physical barriers to separate workers from the customer.
- Inform employees on important social distancing and personal hygiene practices and guidelines.
**BE RESILIENT:** *This is all new. Adapt as necessary. Let’s stay in business together.*

Business basics will be more important than ever. Evaluate your profit and loss statement. Look for ways to reduce operating and food costs. Analyze your cash flow and breakeven to evaluate the impacts of the new guidelines and best practices on your in-home repair services operations. As Nevada reopens in phases, you may need to continually adjust your operations. Here are a few things to think about:

**Get Help**

- Contact a business development counselor at the Nevada SBDC by calling 800.240.7094 – we can help you assess your operations and decide on best strategies for your business
- For questions about cleaning and disinfecting, strategies to control new waste streams, or other environmental questions, contact an environmental business advisor at BEP at 800.882.3233.

**Communicate**

- Keep communicating with your customers on social media and your website with announcements about your reopening, make sure they know you are not shut down for good
- Be open about the measures you are taking to meet the Phase 1 reopening guidelines; consider signage at your entrance so customers can be aware of the steps you are taking
- Be patient, communicate openly with staff while waiting for customers to return
- Call the customer beforehand to ask if anyone in the household or facility has been exposed to COVID-19.
- Be patient, it may take some time for customers to feel comfortable with letting employees into their house; communicate openly with staff

**Expanded Services**

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**Potential Cost-Saving Measures**

- Renegotiate rent or look for lower cost space if renting building or storage space
- Reduce vehicle use and mileage through geographic scheduling of jobs
- Cross train employees to complete different kinds of repairs

**Creative Marketing**

- Use micro social media and focus more on the immediate neighborhood in order to attract local customers
- Advertise through local homeowner associations
- Offer free guidance videos to customers on how to fix simple in-home problems
RESOURCES

Below are additional resources to help in-home repair operations react, recover, and be resilient in the face of COVID-19.

Nevada SBDC Small Business Recovery Procurement List
https://docs.google.com/spreadsheets/d/e/2PACX-1vRaNqMHmNRt3ZAIs0ivMUghuvuZBOsNx8d6WG-S7HVjPISqrb5HYXd6OCl2-9FA/pubhtml

US EPA List N: Disinfectants Approved for Use Against SARS-CoV-2
https://www.epa.gov/pesticide-registration/list-n-disinfectants-use-against-sars-cov-2

Center for Disease Control (CDC) Guidance for Businesses and Employers

Nevada Health Response | COVID-19 in Nevada
https://nvhealthresponse.nv.gov/

Southern Nevada Health District (SNHD) COVID-19 Guidance for Food Establishments

Nevada Governor’s Office of Economic Development
https://www.diversifynevada.com/

Nevada Department of Business & Industry, Occupational Safety & Health Administration
http://dir.nv.gov/OSHA/Home/

Small Business Federal Financial Assistance
https://www.coronavirus.gov/smallbusiness

Association of Small Business Development Centers | COVID-19 Small Business Resources
https://americassbdc.org/covid19/

Guidelines to Protect Workers Related to COVID-19 in Plumbing and HVAC Systems

International Association of Plumbing and Mechanical Officials
https://www.iapmo.org/ibu/whats-new/coronavirus-resources

This tip sheet will be updated as new information becomes available.

Stay Safe to Stay Open Nevada!

The Nevada Small Business Development Center (SBDC) guides and assists Nevadans looking to start and grow businesses. We are available to counsel on business planning and management issues raised in this tip sheet. One-on-one counseling services are free and confidential.

The Business Environmental Program (BEP) is affiliated with the Nevada SBDC and provides free and confidential environmental compliance and management assistance and can help your business think about cleaning and waste issues. Our focus is on making Nevada’s businesses stronger and more environmentally responsible.

DISCLAIMER: This guidance document is intended as general information and is not provided nor intended to act as a substitute for legal advice or other professional services. The Nevada SBDC advises the regulated business community to read all applicable regulations and to check with state and local authorities, including local health districts, for the latest in guidelines and requirements for businesses reopening during the COVID-19 pandemic. This tip sheet is funded, in part, through a Cooperative Agreement with the US Small Business Administration and funding support from the Nevada Division of Environmental Protection. All opinions, conclusions, and/or recommendations expressed herein are those of the author(s) and do not necessarily reflect the views of the SBA.