

# 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: **React, Recover, Be Resilient**. We conclude the tip sheet with a list of **Resources** to help you.

### Requirements: *Nevada Phase 1 & 2 Reopening*



On June 25, 2020 Nevada Governor Steve Sisolak [announced](#) a **mandatory** face covering policy. The [directive](#) requires that face masks or coverings must be worn by employers, employees and visitors/customers in all public spaces. Contractors performing in-home repairs should wear face masks when entering and working in a customers' residence. The mandate [guidelines](#) will be enforced by Nevada OSHA.

### 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

## **Recover:** *Expect new ways of doing business. The new in-home repair experience.*

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**

- Call the customer beforehand to ask if anyone in the household currently has tested positive for COVID-19 or has been exposed to COVID-19; reschedule if the answer is yes
- In the in-home environment, utilize closed doors and walls as physical barriers to separate workers from the customer
- Clean and disinfect the work area frequently, especially after the work is complete
- Clean and disinfect tools and equipment used
- If possible, employees should not share tools and equipment
- Offer electronic payment methods either over the phone or through an app. Avoid contact with customers.

### **Employees**

- Inform employees on important social distancing protocols (6 foot distancing)
- Provide and require employees to wear face masks
- Provide employees with gloves to wear and/or provide instruction on proper hand hygiene
- Train employees on the signs and symptoms of COVID-19; instruct employees to stay home if they have symptoms
- 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)
- Suggest that the employees wear liquid-repellant protective suits for additional protection during cleaning of tools and equipment. If wearing suits and gloves, instruct employees to carefully remove the suits and gloves by rolling inside out
- Clean work clothing daily
- Wash hands, arms, and face with soap and water for at least 20 seconds immediately after removing PPE
- Stagger lunches and breaks for social distancing
- Before eating, remove soiled work clothes and eat in a designated area

## **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
- Create a social media following by posting how-to blogs and videos
- 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, it may take some time for customers to feel comfortable with letting employees into their house; communicate openly with staff

### ***Expanded Services to Meet your Customer's Needs***

- Offer over the phone services for simple fixes and do-it-yourselfers
- 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

### ***Potential Cost-Saving Measures***

- Renegotiate rent or look for lower cost space if renting a 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 to draw in new customers

## 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-1vRaNqMHmNRt3ZAIsivMUghuvuZBOsNx8d6WG-S7HVjfPIsqrb5HfYXd6OCl2-9FA/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

<https://www.cdc.gov/coronavirus/2019-ncov/community/organizations/businesses-employers.html>

### Nevada Health Response | COVID-19 in Nevada

<https://nvhealthresponse.nv.gov/info/business/>

### Nevada Governor's Office of Economic Development

<https://www.diversifynevada.com/covid-19-reopening-guidance-and-assistance/>

### Nevada Department of Business & Industry, Occupational Safety & Health Administration

<http://dir.nv.gov/OSHA/Home/>

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

<https://www.southernnevadahealthdistrict.org/coronavirus/guidance-to-reopen-businesses-and-permitted-facilities/>

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

<https://www.iapmo.org/media/23652/guidelinesworkerhealthplumbinghvacsystems-covid-19.pdf>

### International Association of Plumbing and Mechanical Officials

<https://www.iapmo.org/ibu/whats-new/coronavirus-resources>

### 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/>

**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.*