

14/01/21

CIRCUIT BREAKER

Isle of Man Government guidance for
businesses

www.gov.im/coronavirus



Isle of Man
Government
Reiltys Ellan Vannin

CIRCUIT BREAKER GUIDANCE

There is an obligation on all businesses to facilitate employees working from home where possible. However we do accept that for essential operations a limited number of staff may be required to attend if the work cannot be undertaken remotely. Business sectors identified as Essential Services, and who can continue to operate providing they consider how to implement practical elements of social distancing, are listed on pages 4 - 6.

Only business sectors identified as Essential Services are permitted to open premises and allow customers and employees on-site.

RECENT UPDATES TO THIS DOCUMENT

- 14/01/21- Gyms- Remote/Virtual classes only (page 16)
- 14/01/21- Car Show Rooms- Essential Operations only (page 24)
- 14/01/21- Retail- Essential and non-essential clarification, collection/drop off services (page 18)

Employees- Key messages

- All employees must stay at home if they are experiencing symptoms of COVID-19 and should complete the [online assessment tool](#) or call 111.
- Only workers in Essential Services should be attending the workplace but must follow 2m social distancing guidance.
- It is advised that face coverings should be worn when working.
- Employees should discuss with their employer any health and safety issues that may arise from working from home.

Employers- Key messages

- Essential businesses may continue to operate, but must follow the general guidance outlined on page 7 and the guidance specific to their sector as outlined on pages 16 -27.
- For all other businesses, home working should be encouraged where possible and workplaces should remain closed.
- Where 2 metres social distancing is not possible and the risk of COVID-19 spread is high, a risk assessment should be carried out and appropriate PPE should be provided where required.
- Records should be kept for 28 days of any staff or other visitors to the premises for contact-tracing purposes.

ESSENTIAL SERVICES DEFINITION

ESSENTIAL SERVICE SECTOR	WHAT DOES THIS INCLUDE?
Health & Social Care	<p>This includes but is not limited to doctors, nurses, midwives, paramedics, social workers, care workers, and other frontline health and social care staff including volunteers; the support and specialist staff required to maintain the Island's health and social care sector; those working as part of the health and social care supply chain, including producers and distributors of medicines and medical and personal protective equipment.</p>
Education & Childcare	<p>This includes childcare, support and teaching staff, social workers and those specialist education professionals who must remain active during the COVID-19 response to deliver this approach.</p>
Key Public Services	<p>This includes those essential to the running of the justice system, religious staff, charities and workers delivering key frontline services, those responsible for the management of the deceased, and journalists and broadcasters who are providing public service broadcasting.</p>

ESSENTIAL SERVICE SECTOR	WHAT DOES THIS INCLUDE?
<p>Local & National Government</p>	<p>This only includes those administrative occupations essential to the effective delivery of the COVID-19 response, or delivering essential public services, such as the payment of benefits, including in government agencies and arm's length bodies.</p>
<p>Food & other necessary goods</p>	<p>This includes those involved in food production, processing, distribution, sale and delivery, as well as those essential to the provision of other key goods (for example hygienic and veterinary medicines).</p>
<p>Public safety & national security</p>	<p>This includes police and support staff, contractor and (those critical to the delivery of key defence and national security outputs and essential to the response to the COVID-19 pandemic), fire and rescue service employees (including support staff), those maintaining border security, prison and probation staff.</p>
<p>Transport</p>	<p>This includes those who will keep the air, water, road and freight transport modes operating during the COVID-19 response, including those working on transport systems through which supply chains pass.</p>

**ESSENTIAL
SERVICE SECTOR**

WHAT DOES THIS INCLUDE?

**Utilities,
communication
& financial services**

This includes staff needed for essential financial services provision (including but not limited to workers in banks, building societies and financial market infrastructure), the oil, gas, electricity and water sectors (including sewerage), information technology and data infrastructure sector and primary industry supplies to continue during the COVID-19 response, as well as key staff working in the telecommunications sector (including but not limited to network operations, manufacturing and engineering, call centre staff, IT and data infrastructure, 999 and 111 critical services), postal services and delivery, payments providers and waste disposal sectors.

**Miscellaneous
Services**

This includes those that are required for essential commercial cleaning staff who are deployed in any of the working areas of the categories listed above in order to allow them to function.

General Guidance

If workers think they fall within the critical categories above, they should confirm with their employer that, based on their business continuity arrangements, their specific role is necessary for the continuation of this essential public service.

COVID guidance for ESSENTIAL SERVICES

- All businesses are obliged to facilitate employees working from home where possible., unless explicitly detailed within the Essential Services list on pages 4 - 6.
- When working in essential services offices or other workplaces, employees must remain at least 2 metres apart from the public and each other. Where work cannot take place with 2 metres social distancing applied effectively, this should be subject to a risk assessment (of which guidance can be found here) to determine whether activities should proceed or if appropriate PPE should be provided. You should also refer to specific guidance for your sector as appropriate. For activities that cannot take place with social distancing, potential mitigating actions could include:
 - o increasing the frequency of hand washing and surface cleaning;
 - o keeping the activity time involved as short as possible;
 - o using screens or barriers to separate people from each other;
 - o using back-to-back or side-to-side working (rather than face-to-face) whenever possible;
 - o reducing the number of people each person has contact with by using 'fixed teams or partnering' (so each person works with only a few others).
- You should review your cleaning and hygiene arrangements and increase the frequency of handwashing and surface cleaning.
- Keep records of which employees are working on-site on each day so this information can be used for contact tracing if required.
- Employees must not attend enter the premises if experiencing symptoms of COVID-19. Employees must report their absence to their Line Manager or Human Resources so records can be maintained.

Provide clear guidance for employees

- Discuss your plans for working from the workplace with employees to ensure that they understand the procedures and when they are allowed access to the workplace, either to collect items or to carry out essential work.

- Ensure that employees understand the part they play and their personal accountability in the process and their responsibilities in returning to a communal work environment.

- Communicate policies for situations in which an employee becomes unwell with COVID-19 symptoms on the premises.

- Provide clear guidance for employees on the current social distancing policy as well as displaying reminders around the workplace to ensure they are observed.

- Ensure that employees know the process for sharing concerns or asking questions about the working environment.

- Communicate to employees that in an emergency, for example, an accident or fire, people do not have to stay 2m apart if it would be unsafe.

Staff travel



- Businesses should consider staggering arrival and departure times at work to reduce crowding into and out of the workplace. Businesses should aim to reduce congestion on entering and exiting buildings or work sites, for example by having more entry points to the workplace. If you have more than one door, consider having one for entering the building and one for exiting.



- Handwashing facilities, or hand sanitiser where not possible, should be provided at entry and exit points for staff to use. Where your business uses touch-based security devices such as keypads, you should consider whether alternative touch-free options are possible, and if not, there should be an intensive cleaning regime in place for these.



- Staff should be discouraged from making non-essential trips in their line of work. You should consider putting in place solutions such as virtual meetings and phone calls rather than face-to-face meetings.
- If using public transport, face coverings are mandatory.



- Staff should travel separately to / from work and on work business as much as possible. If it is unavoidable that vehicles are shared between staff, they should be cleaned between uses, with a focus on high-touch areas such as steering wheels and wearing of face coverings may also be considered.

Workstations

For people who work in one place (including offices), workstations must be at least a 2m distance from each other as well as the public. This may entail rearranging office layouts etc.

Workstations should be assigned to an individual as much as possible, and hot-desking should be avoided. If they need to be shared, they should be shared by the smallest possible number of people and cleaned between uses. It is advisable that staff use face coverings.

If it is not possible to keep workstations 2m apart then businesses should consider in their risk assessment whether that activity needs to continue for the business to operate, and if so take all mitigating actions possible to reduce the risk of transmission such as installing perspex screens between workstations.

Cleaning

For workplace cleaning, you should continue to use your normal cleaning products, however cleaning routines should be intensified, with a particular focus on:

- High touch areas, such as door handles, desks, etc.
- Staff toilets
- Changing rooms and shower facilities

Special guidance applies for cleaning the office after a suspected or confirmed case of COVID-19.



Accidents and Emergencies

In an emergency (for example, an accident, fire, or break in), people do not have to stay 2m apart if it would be unsafe.

People involved in the provision of assistance to others should pay particular attention to sanitation measures immediately afterwards, including washing hands.

Deliveries

Where your business receives inbound goods or dispatches outbound goods, you should consider ways to minimise contact between staff and delivery operators. These could include:

- Revising pick-up and drop-off collection points, procedures, signage and markings.
- Minimising unnecessary contact at gatehouse security, yard and warehouse. For example, non-contact deliveries where the nature of the product allows for use of electronic pre-booking.
- Considering methods to reduce frequency of deliveries, for example by ordering larger quantities less often.
- Where possible and safe, having single workers load or unload vehicles. Where this is not safe, consider pairing teams so staff only come into close contact with a more limited number of people.
- Encouraging drivers to stay in their vehicles where this does not compromise their safety and existing safe working practice.

Facemasks and PPE

There is increasing evidence that wearing a non-medical face covering prevents the wearer from unknowingly passing on the virus to other people. There is also some evidence that it may prevent the wearer from catching COVID-19.

Wearing a face covering is strongly advised in all public settings, and is mandatory on public transport. For more guidance on face coverings, [please click here](#).

If your business risk assessment shows that PPE is required in the workplace, then you must provide this PPE free of charge to workers who need it. Any PPE provided must fit properly.

If you already use PPE for non-COVID-19 risks (e.g. building work that creates dust), you should continue to use this as normal.

Employee Guidance

Unless your work is classed as an Essential Service, you must work from home.

If you are considered a [vulnerable person](#) (by virtue of age, underlying health condition or pregnancy), or you live with someone who is vulnerable, and you are unable to work from home due to the nature of your essential employment, you should discuss your situation with your employer to agree to continue working from home or a suitable arrangement for a safe return to the work place.

Employees, visitors or contractors must not enter the premises if experiencing symptoms of COVID-19. Employees must report their absence to their Line Manager or Human Resources so records can be maintained.

How to raise a concern

If you have concerns about the arrangements your employer is able to put in place to protect you, you should discuss with your manager in the first instance, or the Occupational Health Service (if your employer provides one).

You may also benefit from advice from one of the following organisations:

DEFA's Health and Safety at Work Inspectorate

Phone: 685881

Email: worksafe.doi@gov.im

Manx Industrial Relations Service (MIRS)

MIRS can help both employers and employees and can provide practical and impartial advice on any employment matter.

Phone: 672942

Email: iro@mirs.org.im

Dealing with employees who become unwell on the premises

If an employee exhibits symptoms of COVID-19 on the premises, the following guidance applies:

- The employee should go home, self-isolate and complete the online assessment tool. If their symptoms indicate possible COVID-19, the tool will advise them to contact 111. 111 will provide clinical assessment, offer testing if appropriate and provide guidance on self-isolation. If they are advised (through the self-assessment tool or 111) that the symptoms are not possible COVID-19, they do not need to self-isolate and can return to work when they feel well enough.
- If they're waiting to be picked up to go home, they should stay in a designated room at least 2 metres away from others and if possible open a window for ventilation. If the weather permits, remain outside but at least 2 metres away from others.
- Cordon off the area that person was working in until the area has been professionally cleaned or the person has tested negative; an area 2m from each point around a workstation/desk would suffice.

If the employee tests positive



If the employee tests POSITIVE for COVID-19, additional guidance applies to manage the outbreak. This guidance can be found here. Businesses should also follow any guidance issued by the Contact Tracing team.

If the employee tests negative



If the employee tests NEGATIVE for COVID-19, they can return to their essential services workplace as soon as they feel well enough.

SECTOR SPECIFIC GUIDANCE

The following guidance should be read in conjunction with the General Guidance at the start of this guide.

Construction, Trades

- Emergency Only

Tradespeople, such as plumbers and electricians, should only undertake essential or emergency work in other people's homes/commercial premises. Construction workers should only undertake emergency work and work on critical national infrastructure or in the national interest only.

- It is advised that face coverings are worn in all public settings;
- Planning for the minimum number of people needed to be on site to operate safely and effectively, for example, workers deemed necessary to carry out physical works, supervise work, or conduct work in order to operate safely;
- Introduce staggered start and finish times to reduce congestion/contact at all times;
- Monitor site access points to enable social distancing – you may need to adjust the number of access points to reduce congestion or to enable effective monitoring;
- Maintain a 2 metre distance between individuals at all possible times. Where this is not possible, allow as much space as possible between people and ensure suitable PPE is provided to staff;
- Reduce the number of people in attendance at site inductions and consider holding them outdoors wherever possible (social distancing where possible);
- Reduce non-essential travel around the site by using mobile phones or other communication devices where it is safe to do so;
- Non-essential physical work that requires close contact between workers should be avoided where possible. Plan work to minimise contact between workers;
- Break times should be staggered to reduce congestion and contact;

In the event that close working is required, the following mitigating actions should include:

- Keeping the activity time involved as short as possible;
- Using screens or barriers to separate people from each other;
- Using back-to-back or side-to-side working (rather than face-to-face) whenever possible;
- Reducing the number of people each person has contact with by using 'fixed teams or partnering' (so each person works with only a few others);
- If people must work face-to-face for a sustained period with more than a small group of fixed partners, then you will need to assess whether the activity can safely go ahead. No one is obliged to work in an unsafe work environment;

Gyms

- Remote/Virtual Classes Only

Gyms cannot open to the general public currently. However, in line with a Public Health directive remote/virtual exercise classes can continue as we understand the benefit they provide to the local community during this difficult time. These can be conducted in the gym only by trainers employed by the gym however, the following guidance must be adhered to:

- Staff must not visit gyms/fitness centres if they experience COVID-19 symptoms.
- Staff on the premises should be kept to an absolute minimum
- If more than one employee is on the premises at one time, they should keep at least 2m apart at all times.
- You should regularly review your cleaning and hygiene arrangements and increase the frequency of handwashing, surface and equipment cleaning.
- Where a class might usually be delivered by two members of staff, staff must consider if this can be delivered by a sole member of staff.
- If possible, develop one-way systems to regulate the flow of movement for staff within the gym.
- Allocate equipment to members of staff and avoid sharing if similar equipment is available. You might consider encouraging staff to label and keep their own equipment in a separate space.
- Windows and doors should remain open for ventilation where possible and air conditioning systems should be set to an optimal setting for using fresh air rather than recirculating old air. Free standing fans should not be used.
- Access to shower/changing facilities should be restricted.
- Staff are encouraged to wear masks in the gym when not taking/recording a class.
- Staff should be discouraged from using the gym for personal training, they should only be visiting the gym to record or deliver a virtual class to customers.
- A staff rota should be kept detailing who will be on the premises at what time, and where possible staff should avoid going in at the same time as another member of staff. This will support contact tracing if required.

Horticulture

- Essential work only

Horticulture workers should only undertake essential work.

For essential work, horticulture businesses should follow General Guidance where possible and other social distancing measures, however it is understandable that this may not be possible in many horticulture roles, and furthermore that some element of close working will be required for certain tasks. Key mitigating measures specific to horticulture include:

- Planning for the minimum number of people needed to be on site to operate safely and effectively, for example, workers deemed necessary to carry out physical works, supervise work, or conduct work in order to operate safely.
- Introduce staggered start and finish times to reduce congestion/contact at all times;
- Monitor site access points to enable social distancing – you may need to adjust the number of access points to reduce congestion or to enable effective monitoring;
- Allow plenty of space between people waiting to enter the site, complying with the current social distancing guidelines at all times;
- Reduce the number of people in attendance at site inductions and consider holding them outdoors wherever possible (social distancing where possible);
- Reduce non-essential travel around the site by using mobile phones or other communication devices where it is safe to do so;
- Non-essential physical work that requires close contact between workers should be avoided where possible. Plan work to minimise contact between workers;
- Break times should be staggered to reduce congestion and contact;

In the event that close working is required, the following mitigating actions should include:

- Keeping the activity time involved as short as possible.
- Using screens or barriers to separate people from each other.
- Using back-to-back or side-to-side working (rather than face-to-face) whenever possible.
- Reducing the number of people each person has contact with by using 'fixed teams or partnering' (so each person works with only a few others).
- If people must work face-to-face for a sustained period with more than a small group of fixed partners, then you will need to assess whether the activity can safely go ahead. No one is obliged to work in an unsafe work environment.

Services (including offices)

- Work from Home

Unless your business is classified as an Essential Service, premises should remain closed and employees should work from home.

Retail

- Essential retail only

Some businesses in the Retail sector are permitted to remain open due to the essential products they sell. As the minimum, 2m social distancing measures should be implemented. Examples include:

- Supermarkets and other food shops
- Health shops
- Pharmacies and chemists
- Petrol stations
- Bicycle shops
- Hardware shops (open to essential trades only)
- Agricultural merchants
- Builders merchants
- Veterinary surgeries and pet shops
- Corner shops and newsagents
- Off-licenses and licensed shops selling alcohol, including those within breweries
- Laundrettes and dry cleaners
- All Post Offices
- High street banks, building societies, short-term loan providers, credit unions and cash points
- Storage and distribution facilities, including delivery drop off points

However, some businesses may be selling multiple types of product, including some products which are sold in other shops which are required to close. These businesses can open for the sale of essential products, but should not sell those products deemed non-essential. If a businesses is selling multiple product types (essential and non-essential) then they should follow this [guidance](#).

Collection/drop-off services: All reasonable measures must be put in place to ensure that a 2 metre distance is maintained between members of staff and customers waiting to collect or drop-off.

Suggested steps to implement social distancing – outside the store

- Limit the number of entry and exit points into and out of store, maintaining emergency exits.
- If you have 2 doors, one should be for the entrance and one for the exit. If you only have one shop door, the customer leaving the shop should be 2m away from the waiting queue so ensure the waiting queue is a safe distance away.
- Consider the size and layout of the store to determine how many customers can be allowed in at one time while maintaining 2m social distancing.
- Place clear signage outside of the store explaining the social distancing measures in place that customers should follow.
- Consider markings rather than physical barriers outside the store to assist correct queue spacing and reflect the maximum number of customers that can enter at one time – ensuring you do not encroach on another businesses frontage without their consent.
- Customer queue management will be the responsibility of store (social distancing must be maintained at all times) - and situated as close to the shop frontage as possible.
- Customer queues can only be situated outside shop frontage unless otherwise agreed with adjoining shop owners to devise a broader plan.
- Speak to nearby premises to work together to manage possible shared queuing areas (businesses in shopping centres should discuss queue management with centre management to determine the best way to avoid congestion)
- Encourage customers to shop alone wherever possible
- Schedule deliveries to avoid crowding in delivery areas and consider non-contact stock deliveries

Suggested steps to implement social distancing – inside the store

It is recommended that you have no more than one customer in each aisle and it is suggested you review a potential one-way system operates through the shop. Ideally, put arrows on the floor and/or display posters.

To help customers to keep their distance, mark lines on the floor 2m apart (starting at the till). At busy times a member of staff must provide guidance to customers and limit entry.

- Consider what steps will be taken by managers and staff where customers are not following social distancing measures
- Review the layout of the store to ensure aisles/walkways/collection order points are as clear as possible to accommodate 2m social distancing
 - Where till points are close together, consider closing every other till
 - Physical barriers at till points using flexiplastic can provide a barrier for those working on the tills. Include any physical barriers in your in-store cleaning regime.
- Encourage cashless purchases.
- Consider regularly cleaning self-checkout touch screens/keypads in between each use.
- Try to avoid promotions/features where customers are likely to congregate.
- Place clear signage throughout the store reminding customers of the social distancing measures and asking them to follow these rules.
- Leave non-essential doors open to minimise the number of people who touch them (this does not apply to fire doors) and consider limiting the number of customers in enclosed spaces such as lifts.
- Consider restocking/replenishing only outside of store opening hours. If replenishment must be done in opening hours, assess how this can be done without compromising employee or customer safety.
- Customer returns should be left untouched for 48 hours before processing.

Changing rooms, customer seating and special assistance

- Changing rooms should remain closed.
- Consider having a clearly designated position for colleagues to give the advice from.
- Consider limiting customer seating in store. If provided, space out appropriately.
- Services which require direct interaction with customers should follow 2m social distancing or be made temporarily unavailable.
- If you will not be assisting customers with carrying large/bulky purchases, this should be highlighted to customers before purchase. Consider providing guidance for customers about how they can move purchases safely.

On-site toilets

If your business includes restroom facilities, these must follow the relevant guidance for restrooms, which can be found [here](#).

Further hygiene measures

- Consider provision of cleaning stations at front of the store (e.g. hand sanitiser / wipes for trolleys).
- Identify and regularly clean key touch points

Restaurants and Cafes

- Takeaway/ Delivery only

Restaurants, cafes and pubs can open to provide a takeaway and delivery service following 2m social distancing and advisory face coverings.

Employee wellbeing guidance

- Where possible implement changing shift patterns and rotas to keep smaller, contained teams. Fixed teams of staff will help minimise the number of people in contact with one another.
- Consider the use of masks/face shields and gloves for kitchen staff.

Physical distancing

- Staff should maintain a 2 metre distance in line with current guidance. Assess kitchen areas to ensure appropriate distancing in place. This could include rearranging workstations so that employees do not face one another.
- Consider using physical barriers where practical; install screens at counters if required for ordering, payment or food collection.
- Develop a solution for service that suits your individual businesses circumstances, this could include designating specific food collection points or staggering collection.

Hygiene and cleaning measures

- Regular cleaning and sanitation schedules, especially of key touch points.
- Remove all unnecessary touch points, especially those that cannot be sanitised.
- Provide additional pop-up indoor and outdoor hand washing stations or facilities if possible, providing soap and water or hand sanitiser.
- Remove communal amenities – water fountains, salad bars, buffet dining etc as you will be expecting no dine-in customers. For communal collection points surfaces must be sanitised between each customer pickup.
- Restrict the number of people using indoor toilet facilities at any one time. This could entail closing off adjacent toilets or implementing a queuing system.
- Enhance the cleaning regimes for toilet facilities particularly door handles, locks and the toilet flush.
- It is suggested windows and doors remain open for ventilation where possible and air conditioning systems are set to an optimal setting for using fresh air rather than recirculating old air.

Customers guidance

- Customers must not visit food establishments to collect orders if they experience any of the associated COVID-19 symptoms.
- Place clear signage throughout the establishment and outdoors to remind customers of the social distancing measures and asking them to follow these rules.

Further suggestions

Consider changes to use of takeaway menus –

- Provide laminated menus which can be sanitised after each use;
- Utilise general non-contact signage to display your menu;
- Have single use paper menus available that can be disposed of after use;
- Make menus available for viewing online.

Car Show Rooms

- Essential operations only

For showrooms, whilst the public are not allowed to access, a minimal number of staff may still attend to keep essential operations going, which may allow for a level of business where this relates to deliveries or collection services. However, Test Drives cannot continue due to the mixing of households and high contact surfaces required to test drive vehicles.

For repairs, this should only be essential repairs and maintenance. This is likely to be mainly support vehicles relating to essential workers. General servicing and cosmetic repairs that can be delayed should be.

For all businesses however, the main Directions and Guidance is clear that all employers have an obligation to ensure staff work from home where they can, and that appropriate risk assessments are undertaken to minimise the risk of any transmission for anyone in the workplace. Social distancing and other protective measures must be in place.

Estate Agents

- Closed

Estate agents should remain closed and physical viewings should not take place.

Lifestyle Treatments

- Closed

Lifestyle treatments such as beauty and hairdressing should not take place at this stage.

Pubs/Nightclubs

- Closed

Pubs and Nightclubs should remain closed, although they can continue to offer takeaway-only services.

Tourism

- Closed

Tourism businesses, including hotels and self-catering should remain closed. [Special exceptions may apply to tourism businesses](#) providing services to keyworkers or to individuals self-isolating.

Working in other people's homes / workplace - Closed

Working in other people's homes/workplaces should not take place at this stage. Only Emergency work is permitted. Please follow the guidance on page 27 when undertaking this work.

'Emergency work' includes:

- No electricity
- Gas leak
- No cold, clean drinking water or dirty water coming up through plug holes or toilets
- A severe leak and/or burst pipe
- Any leak that is affecting the electrics
- An unsafe electrical fitting that is sparking or smoking, or evidence of bare wiring
- No heating
- No hot water
- No working ovens
- Carbon monoxide alarm sounding
- Other maintenance issues causing a risk to the tenants or the property
- Sewage leak
- Property security

Guidance for emergency work in the homes of people who are self-isolating or are in a vulnerable group

In the event that emergency work is required in the homes of people who are self-isolating or in a vulnerable group, please follow the guidance on page 27.

'Emergency work' includes:

- No electricity
- Gas leak
- No cold, clean drinking water or dirty water coming up through plug holes or toilets
- A severe leak and/or burst pipe
- Any leak that is affecting the electrics
- An unsafe electrical fitting that is sparking or smoking, or evidence of bare wiring
- No heating
- No hot water
- No working ovens
- Carbon monoxide alarm sounding
- Other maintenance issues causing a risk to the tenants or the property
- Sewage leak
- Property security

If emergency work is being carried out in other people's homes, the following precautions should be taken:

1

Ensure you talk to the customer over the phone before visiting a property. Confirm with them:

- If the issue can be resolved without a visit; or
- If the repair can be undertaken without entering the property.

2

If access to a property is required, then ask that the customer and any other people present at the property are isolated in an area of the property you will not need to access.

3

During any visit to a property:

- Wash your hands with soap and water for at least 20 seconds or use an alcohol-based hand sanitiser before you enter the property.
- Call from outside the property and ask the owner to open the relevant access point.
- Ask them to ensure all door handles and touch points are cleaned, windows opened in the room/s you will be accessing, and any lights you may need are turned on.
- Where possible ask all occupants in the premises to vacate the room/area you will be working in.
- Ask that all occupants in the premises remain at least 2m away in distance at all times whilst you are inside the premises.
- Wear gloves wherever possible that can be disposed of, or washed, after you have finished working.
- Following the visit wash your hands and equipment/tools thoroughly.
- Wherever possible it is advised that payments should be made via contactless payment rather than accepting cash.



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STAY AT HOME

www.gov.im/coronavirus