

Instructions for safety in the workplace for service cheque employees during the 'corona measures'.

Background

The RD on service cheques of 12 December 2001 states in art. 2c, §2, 4° that the company undertakes not to have any work performed in an environment with unacceptable risks or dangers to the employees or in an environment where the employees could be the victims of misuse or discriminatory practices.

This provision deserves extra attention now that all resources are being used to combat the spread of the corona virus¹. For that reason, this directive has been drawn up so that recognised businesses have a clear instruction available when taking measures in addition to the generally applicable safety rules. With this, we are not only taking into account the safety of the employee, but also that of the user and the entire population, as stipulated by the National Security Council in its instructions of 13 and 17 March 2020, and repeated on 27 March 2020. We are also taking into account the guidelines drawn up by the Agency for Care and Health.

The following measures must be observed by the service cheque companies, employees and users when performing their activities.

Instructions for the service cheque company

1. The service cheque company is bound to inform the employees and users thoroughly and to ensure that this set of instructions is followed. The service cheque company also takes the necessary care to explain these instructions in an understandable way to every employee and user. The employees also receive the necessary (digital) training for this.
2. The service cheque company reminds the user of his obligation to inform the employee or employer of the risk factors, such as a (possible) infection with the corona virus.
3. The service cheque company regularly contacts the employees to discuss the work and to check whether the employees can perform their work in a safe manner.
4. Sick employees or employees showing symptoms of covid-19 must not work. Employees may not under any circumstances work with a (presumed) infected person.
5. If employees (in retrospect) report that they have shown symptoms of covid-19, the users for whom the employee has performed tasks in the previous 2 weeks shall be immediately informed.
6. The service cheque company provides the employee with sufficient material to be able to work hygienically and safely, namely paper towels, paper tissues, gloves and where possible disinfectant gel.
7. The transport of people with reduced mobility may only take place if the 1.5 metre distance between the driver and the users can be guaranteed. This distance must also be observed between the user-passengers. The vehicle must be sanitised after each trip.
8. If these instructions have not been complied with by users or employees, the service cheque company shall quickly take the adequate measures.

Instructions for the employee

¹ SARS-Cov-2

1. Employees can of course always contact the service cheque company if there is any doubt concerning the workplace, concern about (older) users, etc.
2. It must always be possible to organise the work in a safe manner. If the employee feels unsafe because the measures provided are not or cannot be respected by the user, he has the right to leave the workplace. The employer shall then immediately inform the service cheque company and they shall take suitable measures with regard to the user.
3. Employees who suddenly feel ill, or feel symptoms shortly prior to performing their tasks, should report this to the service cheque company and the user, in accordance with the internal procedures. If a doctor identifies a risk of infection by covid-19, the employer shall be immediately notified. He then informs the (former) users in a way that observes the rules of privacy.
4. Employees who show the symptoms of covid-19 should strictly adhere to the medical guidelines.
5. It must be possible to work safely at the user's premises and the employee should be sure to adapt his behaviour in order to minimise the risk of infection:
 - When greeting the client and during cleaning, the rules of 'social distancing' must be taken into account. If the house allows this, the user should be in a separate room while the work is taking place. If that is not possible, the greatest possible distance should be respected. If it is not possible to maintain a distance of at least 1.5 metres, work may not be performed.
 - Gloves should be used during the work as much as possible. In addition, the employee shall wash his hands thoroughly and regularly with soap and water. This means at least before and after the work. The employee uses disposable paper towels or a clean towel to dry his hands. Disposable paper towels should be thrown into a garbage bag that is then closed.
 - The first task is to disinfect the most important places that are touched: door handles, light switches, telephones, surfaces such as a table, the sink, the remote control, etc. and the sanitary fittings (most certainly the flush button, hand grip, taps, etc.). The employee repeats this task at the conclusion of the job.
6. When using public transport, the greatest possible social distancing is maintained. Companies must tell their employees who go to the users by public transport that they should, wherever possible, travel outside rush hours. In consultation with the household helpers and clients, the service cheque company can consider adapting the working hours; the service cheque company must be informed about this in advance, not least in respect of insurance.
7. The employee must always have sufficient paper tissues with him. The employee must cover his nose and mouth with a paper tissue when he sniffs, sneezes or coughs. The employee disposes of the tissue in a rubbish bin that can be closed and observes hand hygiene.

Instructions for the user

1. An employee may not, under any circumstances, work at the premises of a (presumed) infected person. The user shall inform the service cheque company as quickly as possible if such a situation should arise.
2. If the notification occurs less than 48 hours before the planned service cheque activity shall take place, the user notifies the service cheque company. If there is no work alternative for the employee, the contractual agreements between the service cheque company and the user apply.
3. The user helps to organise a safe workplace as follows:
 - The user provides a possibility for washing hands, a clean towel, a disinfectant (e.g. javel 10 * diluted with water) and of course all cleaning products and materials.

- The user ensures that the workplace - where possible, yet to the greatest degree - is well ventilated, preferably before the employee actually arrives. If mechanical ventilation is provided, this should be used to the maximum.
- During cleaning, the user avoids contact with the employee. If the house allows this, the user should be in a separate room while the work is taking place. If that is not possible, the greatest possible distance should be respected. If it is not possible to maintain a distance of at least 1.5 metres, work may not be performed.
- The service cheques are laid out in advance in order to avoid any personal contact. It is strongly recommended to make use of electronic service cheques.