

Livable Home Solutions, LLC (LHS) is committed to the health and safety of our team members, clients and vendors we work with and the services we provide.

We are following the guidance from state and local agencies, the Center for Disease Control (CDC) and the World Health Organization (WHO) to set our procedures to reduce the threat of COVID-19 exposure to employees, clients, vendors and collaborators. To protect our clients and team members, we have implemented the following procedures:

- LHS Team Members
 - Are asked to complete a daily screening for common COVID19 symptoms.
 - If team members exhibit any symptoms, they are required to stay home.
 - If team members or someone they have recently had contact with are diagnosed with COVID-19, they are asked to stay home, contact their health care provider and alert their LHS supervisor.
- LHS provides Remote Home Modification Assessments and Consultations and No-Contact Site Visits when possible, appropriate and necessary (see details below).
- All team members will practice *social distancing* by keeping an appropriate distance from the clients, vendors and others present based on CDC recommendations, which is currently 6 feet.
- All LHS team members will wear appropriate PPE during site visits.
- LHS Project Managers will screen clients prior to an in-home visit. This screening will include questions about current symptoms, recent hospitalizations and travel history of household members and their caretakers.
- LHS expectations for vendors, clients, caregivers, family members and other household members present during Site Visits:
 - Practice social distancing by keeping an appropriate 6' from the LHS Project Manager and any vendors present for Site Visits.
 - Clients, caregivers and family members present during the Site Visit will wear face masks, per the CDC and local authorities mandate. If a client, caregiver or family member is unable to wear a face mask, please notify the LHS Project Manager so that accommodations can be made during the Site Visit as necessary.

LHS may update these procedures at any time as the circumstances change.

Remote Home Modification Assessments and Site Visits

For the safety of our team, clients and vendors, when possible, appropriate and necessary, LHS will provide a portion or all of Home Modification Assessments, Site Visits and consultations remotely as an alternative to our standard in-home visits.

No-Contact Home Modification Assessments and Site Visits

- We will call you when we are at your door.
- You can unlock the door but do not need to greet our team member. When in the room, we require that you are at least 6 feet away for social distancing or go to another room of the house when possible. We also ask that you limit the number of household members in the room to 2 during our visit.
- Per CDC recommendations, team members will use hand sanitizer before and after an in-home visit.
- Our team will touch as little as possible in your home and will ask that you avoid any physical contact with any equipment that we may bring into your home.
- Team members will wear protective gear for in-home visits.
- We suggest that you keep any especially vulnerable members of your household away from us and that other household members wash their hands after we have left the home.