

Screening Questions for Service Personnel of Oil-Based Heating Companies to Ask Customers during the Initial Phone Call¹:

- In the last two weeks:
 - o Has anyone who resides in the home had a fever, cough, or shortness of breath, or **tested positive** for COVID-19?
 - If yes, has everyone else who resides in the home used recommended precautions for home care and home isolation?
 - o Has anyone who resides in the home **cared for someone**, who had a fever, cough, or shortness of breath or tested positive for COVID-19?
 - If yes, has this person or these people used recommended precautions for home care and home isolation?
 - o Has anyone who resides in the home **traveled** outside of the Country or State in the last 2 weeks?
 - If no, has anyone who resides in the home traveled from mainland China outside Hubei Province, Iran, Italy or South Korea?
 - OR, NY, Southwest of CT?
 - If no, has anyone who resides in the home traveled from anywhere else outside the country or State?

(Please keep in mind that this is a moving target)

Screening Questions for Service Personnel of Oil-Based Heating Companies to Ask Customers prior to Entering Homes¹:

- In the last two weeks:
 - o Has anyone who resides in the home had a fever, cough, or shortness of breath, or **tested positive** for COVID-19?
 - If yes, has everyone else who resides in the home used recommended precautions for home care and home isolation?
 - o Has anyone who resides in the home **cared for someone**, who had a fever, cough, or shortness of breath or tested positive for COVID-19?
 - If yes, has this person or these people used recommended precautions for home care and home isolation?
 - o Has anyone who resides in the home **traveled** outside of the Country or State in the last 2 weeks?
 - If no, has anyone who resides in the home traveled from mainland China outside Hubei Province, Iran, Italy or South Korea?
 - OR, NY, Southwest of CT?
 - If no, has anyone who resides in the home traveled from anywhere else outside the country or State?

(Please keep in mind that this is a moving target)

Recommendations to Service Personnel of Oil-Based Heating Companies for Prevention of Community Transmission^{4,5,6}:

- Wash hands often with soap and water for at least 20 seconds, especially:
 - o After blowing nose,
 - o After coughing or sneezing,
 - o After using the bathroom,
 - o After having contact with animals or pets, and
 - o Before eating or preparing food.
- If soap and water are not available, clean hands frequently with alcohol-based hand sanitizer.
 - o Please perform this before entering the house where services are being provided and repeat when leaving the house.
- Avoid touching eyes, nose and mouth with unwashed hands.
- Cover cough or sneeze with a tissue and throw the tissue in a trash receptacle.
- Clean and disinfect frequently touched objects and surfaces.
- Please wear disposable foot covers before entering a house and remove and dispose them off after completing the job and clean hands after that.
- Avoid close contact with people who are sick. (need to have a minimum of 6 feet distance)
- Notify supervisor and local health department if symptoms of COVID-19 develop.
- Stay home if sick and please contact your doctor.

References

1. The U.S. Centers for Disease Control and Prevention (CDC), “Interim US Guidance for Risk Assessment and Public Health Management of Persons with Potential Coronavirus Disease 2019 (COVID-19) Exposure in Travel-associated or Community Settings,” <https://www.cdc.gov/coronavirus/2019-ncov/php/risk-assessment.html>.
2. CDC, “Travelers from Countries with Widespread Sustained (Ongoing) Transmission Arriving in the United States,” <https://www.cdc.gov/coronavirus/2019-ncov/travelers/after-travel-precautions.html>.
3. The U.S. Occupational and Safety Health Administration (OSHA), “COVID-19: Control and Prevention,” <https://www.osha.gov/SLTC/covid-19/controlprevention.html>.
4. CDC, “Stop the Spread of Germs,” <https://www.cdc.gov/coronavirus/2019-ncov/downloads/stop-the-spread-of-germs.pdf>.
5. CDC, “Share Facts about COVID-19,” <https://www.cdc.gov/coronavirus/2019-ncov/about/share-facts-h.pdf>.
6. 211 of Connecticut, “Coronavirus (COVID-19) – General Information for Connecticut,” <https://uwc.211ct.org/coronavirus-novel-in-connecticut-general-information/>.