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To All Who We Serve,

 All of us here at Champlain Valley Weatherization Service understand this is a challenging and unprecedented time and that everyone has concerns regarding their safety and well-being during this COVID-19 pandemic. Through a collaborative effort between the VT Dept. of Health, the Governor’s Office, OSHA, The CDC and the Association of General Contractors, we are implementing the policies and practices outlined below to ensure your safety and the safety of our staff and community as we begin to re-open our program and start providing Weatherization services again.

What You Can Expect

* We will call you to schedule a time to come to your home and make sure you are comfortable with us coming. The person who calls will ask you several health related questions as part of this process related to COVID-19. All of this information is kept private and confidential.
* Once you have given us the go ahead to come to your home to provide Energy Efficiency Coaching, Energy Auditing, Weatherization or Quality Control Inspection services (depending on what phase in the weatherization process you are in), we will call you the day we are due to arrive to double check there have been no health related changes in your household that would keep us from coming to your home.
* All of our staff are screened daily to make sure they have a normal temperature and have no COVID-19 related symptoms. No one will come to your home that has not been screened that day.
* Before our arrival, all equipment that will be used in your home will be disinfected. All materials to be installed will have been either disinfected and/or quarantined in our warehouse beforehand.
* Any staff entering your home will be wearing an approved mask, gloves and other personal protective equipment as needed.
* While any of our staff are at your home, you will be asked to wear a mask and maintain social distancing to both protect yourself and our staff as per state guidelines. If you are unable to wear a mask due to health reasons, please let us know and we will make adjustments for this. If you are able to wear a mask but are unwilling to, we will need to postpone our visit until you are either willing to wear one or the State of Vermont deems they are no longer necessary. If you do not have a mask, we can provide you with one.
* Often there are papers which we will need you to sign during our visit. These will be provided to you in duplicate in a plastic zip lock bag. We will ask you to sign them (preferably with your own pen). One set of copies are for you to keep and the other will be placed back into the bag for return to our office.
* Any surfaces in your home which are touched by any of our staff without gloves will be disinfected before leaving.

Because we are funded by both the state and federal governments and we care about everyone’s safety, we are taking the guidelines issued to us for safe operation very seriously. If you have any questions or concerns about our COVID-19 safety procedures, please let us know and we will do our best to address them.

We look forward to serving you and making your home more energy efficient, healthier and comfortable.

Dwight DeCoster

Director- Champlain Valley Weatherization Service