

# Service Call Screening Questions

As part of our commitment to the safety and well-being of our members and employees, I need to ask you three short questions before scheduling a service call:

1. Has anyone in your home been exposed to someone who has tested positive for or been suspected of having COVID-19?
2. Has anyone in your home recently exhibited symptoms such as fever, coughing, sneezing or shortness of breath?
3. Has anyone in your home traveled in recent weeks to:
  - a. countries with known COVID-19 outbreaks?
  - b. regions of the U.S. where outbreaks are occurring?
  - c. major U.S. cities with national and international airports?

