



# Administrative Protocols During the COVID-19 Outbreak

During the very important and ever-changing directives from the Center for Disease Control and the government, Zoom Home Inspections has developed a company administrative policy to help prevent the spread of SARS-CoV-2, the virus that causes COVID-19. The safety of our community, our clients, our families, and the occupants of the homes we inspect is paramount to us. Zoom's practices are intended to prevent the transmission of this virus, and we ask all of those involved in the transaction to also commit to the following protocols and procedures when a home inspection is being performed.

We at Zoom are continually monitoring the directives of the CDC and state officials. We will alter our protocol as needed.

## PROTOCOLS AND PROCEDURES

1. Supporting the Office of the Governor's Proclamation 20-25, Zoom asks all clients not to attend the home inspection. In person meetings are currently prohibited unless deemed necessary. No more than two persons are currently allowed to enter a property when a home inspection is being performed. Please view the Governor's order [here](#).
2. Zoom will communicate with clients via phone and/or video to discuss the inspection findings prior to sending the completed digital report.
3. If an in person meeting should be deemed necessary to facilitate the transaction, Zoom inspectors will not shake hands, bump fists or touch elbows to support social distancing guidelines of maintaining a minimum six-foot distance from others.
4. Please do not bring additional people to any meeting, this includes children, contractors, relatives, friends, and others who are not directly involved in the transaction.
5. If anyone in the transaction is experiencing a fever or cough please stay home.
6. If a Zoom inspector is experiencing a fever or cough, we will reschedule the inspection or substitute with a different inspector.



7. Before and after the inspection, Zoom inspectors will use hand sanitizer that contains greater than 60% alcohol to disinfect our hands as per the CDC guidelines. Also, we will refrain from touching our face during the inspection as per CDC guidelines. Additionally, we will wash our hands at every sink location for a minimum of 20 seconds, as per CDC guidelines. We will provide our own soap and clean hand towels for this purpose. We will use sanitizing wipes on doorknobs, switches, faucets, toilet handles and other surfaces that are included in the inspection. Where appropriate, we will use gloves or napkins to provide a barrier between surfaces to prevent direct skin contact. All wipes, napkins and gloves will be immediately contained and discarded in trash at the end of the inspection.
8. Zoom inspectors will use our own sanitized footwear during the interior inspection.
9. Before all inspections, Zoom inspectors will sanitize our mobile devices (using isopropyl alcohol containing a minimum of 70% alcohol) and tools using hydrogen peroxide.
10. At the request of the homeowner, we are happy to wear masks during the inspection. However, according to CDC guidelines, frequent washing of hands and refraining from touching our face is the best method of preventing the spread of COVID-19.
11. Zoom inspectors will refrain from touching any item that is not directly included in the inspection process.
12. Zoom is proud to have earned recognition as a certified COVID-19 inspection company by the International Association of Certified Home Inspectors.

Thank you, we wish you and your loved ones health and safety during these unprecedented times. Let's work together to combat this pandemic and flatten the curve.

Sincerely,

*Brian McDowell*

Brian McDowell, President  
Zoom Home Inspections LLC

