SERVICE REQUESTS

Guidance for Completing Service Requests During COVID-19

LINCOLN MILITARY HOUSING
Every Mission Begins at Home®

Prior to entering the home I will need to ask you the following 4 questions:

Has anyone in the home tested **positive** for COVID-19 within the last **14 days**?

YES → I apologize, but due to the fact that you have answered **yes** to that question, we will need to reschedule this work order for another time; one of our teams will be reaching out to you to discuss next steps within the next 24 hours.

NO ↓

Has anyone in the home **traveled** to any country within the last **14 days** for which the CDC has issued a pandemic-related Level 3 Travel Health Notice?

YES → I apologize, but due to the fact that you have answered **yes** to that question, we will need to reschedule this work order for another time; one of our teams will be reaching out to you to discuss next steps within the next 24 hours.

NO ↓

Has anyone in the home come into **contact** with any individual that has tested positive for COVID-19 within the last **14 days**?

YES → I apologize, but due to the fact that you have answered **yes** to that question, we will need to reschedule this work order for another time; one of our teams will be reaching out to you to discuss next steps within the next 24 hours.

NO ↓

Has anyone in the home had a **fever of 100°F** or more, chills, cough, shortness of breath or difficulty breathing, body aches, or experienced a new loss of taste or smell within the last **14 days**?

YES → I apologize, but due to the fact that you have answered **yes** to that question, we will need to reschedule this work order for another time; one of our teams will be reaching out to you to discuss next steps within the next 24 hours.

NO → Thank you, can you please turn on the lights where the repairs are needed and isolate yourself to an area of the home away from where the work will take place