

# Adapting to COVID-19



## Utah Weatherization Assistance Program

Weatherization Works!

*Our efforts to ensure your protection in these new times*



Utah Weatherization Assistance Program  
1385 S. State Street • 4<sup>th</sup> Floor  
Salt Lake City, Utah 84115 • (801)-468-0134

[UtahWAP@utah.gov](mailto:UtahWAP@utah.gov)  
[jobs.utah.gov/housing/scso/wap/index.html](https://jobs.utah.gov/housing/scso/wap/index.html)



**WORKFORCE  
SERVICES**  
HOUSING & COMMUNITY  
DEVELOPMENT

# Contents

- Getting Started** ..... 2
- Appointment Scheduling** ..... 3
- Energy Audit** ..... 4
- Installing Measures** ..... 5
- Quality Control Inspections** ..... 6
- Our Commitment to You** ..... 7

## Getting Started

**THE WORLD HAS** changed because of COVID-19. As we try to adapt to this new normal the Utah Weatherization Assistance Program is committed to ensuring your safety and wellbeing, just as the program has done for over 40 years.

Accessing program services is still easy as ever. Your local agency can send and accept all application documents via email or through the U.S. mail. You can find your local agency at [jobs.utah.gov/housing/scso/wap/how.html](https://jobs.utah.gov/housing/scso/wap/how.html).



# Appointment Scheduling



## **Staying safe starts with all of us!**

**PRIOR TO ANYONE** arriving at your home, we need to check in with you. Your local agency will contact you and ask questions about your household and if anyone has been sick or been exposed to COVID-19, so we can come prepared and take the appropriate precautions for your needs.

During this process, it might be decided that it is best for us to serve you at a later time. If this happens, you will be kept at the top of the list, and agency staff will check in periodically to see if things have changed.

## **Please keep your agency updated on any changes.**

We need to know what is going on with our clients so we can keep our schedule. Please inform us if things change, including a change to health status of anyone in your home or a change to your schedule or just if “something comes up.” The quicker you inform the agency, the more effectively we can serve our clients.

## **Safety is a two-way street.**

Each day, workers are screened for symptoms related to COVID-19 to protect your home and family. We stand by Governor Herbert’s directive, if feeling sick, to **“Stay Safe. Stay Home.”**

# Energy Audit



*“I think this is the beginning of a beautiful friendship”*

—Humphrey Bogart, *Casablanca*

**THE ENERGY AUDIT** is where it all begins. This visit will take up to three hours as technicians collect data on your home. You will need to answer some questions about your home and fill out some paperwork. They will likely need access to every part of your home to do their evaluation properly.

During the audit you can expect auditors to:

- Measure building components like walls, floors, doors and windows
- Take lots of pictures of equipment and building components
- Inspect the attic, crawl space and similar areas
- Test appliance safety and functionality
- Test for leakage
- Conduct a safety inspection
- Discuss energy savings with you
- Assist you in completing more paperwork

All that information is then taken back to the office and entered in to a computerized Energy Audit tool to determine which improvements will most benefit your home.

# Installing Measures

*“There’s no place like home”*

—Judy Garland, *Wizard of Oz*

**DURING INSTALLATION**, one or more crews will visit your home. They may need to access your HVAC equipment, attic, basement or crawl space and other rooms in your home.

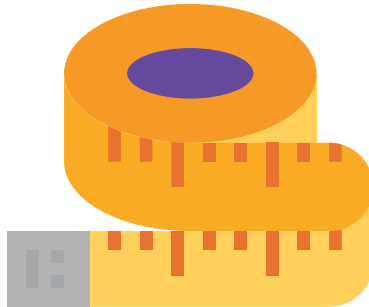
## **Help Us Help You**

A little preparation on your part can make a big difference to us. Please clear your belongings from the work areas before our crews arrive. This will help the work go much faster.

Make sure the agency notifies you of the areas they will need to access.

## **We Promise to Clean Up After Ourselves**

There will be times that things might seem messy, but crews will clean up after themselves each day, leaving your home in a safe condition.



# Quality Control Inspection

*“That’s all folks”*

—Porky Pig, Loony Tunes

**WE NEED TO MAKE SURE** everything is perfect before we leave. The U.S. Department of Energy and the state of Utah mandate 100% inspection of all work. This means one more detailed inspection. There will be testing similar to what was done during the audit, and it might even be the same person.

Our standards are high because we only get one chance to serve you. Inspectors will look at all the work, and if they are not satisfied, crews may need to come back. We appreciate your patience in helping us make sure we got it right.

The Quality Control Inspector will need to speak with you and will have some paperwork to complete as well. They will discuss any new equipment installed and how to maintain it. But most importantly, this is the time to make sure you have all your questions answered.



# Our Commitment to You

**MAKING SURE YOU** and your family are safe is very important to us.



## **Our commitment to you is:**

- Worker symptom screening takes place daily.
- Tools and equipment will be sanitized daily and after each job visit.
- Social Distancing will be maintained.
- Masks will be worn by Weatherization Workers.
- When appropriate, higher levels of protection will be used.
- Workers will clean up after themselves.

## **What we need from you:**

- Be open and honest during our health screening process; it protects everyone.
- Respect our Weatherization Workers' social distance, too.
- Be prepared for the appointments.
- Ask questions when you do not understand what is happening.
- Maintain the new equipment we install in your home.
- Provide feedback. Let us know what went well and what we need to work on.



Five County  
Association of Governments



Utah Community Action™