

# Computer Club of Rossmoor / House Call Program



## In-person Technical Support

During the Covid pandemic the Club has been offering technical support to Members via remote access technology. However, as of May 15, 2021, our House Call Technician volunteers may elect to offer Members an option to conduct the technical support session on-site (in the Member's home).

We recognize that some of our volunteer Technicians and some of our Members may not be comfortable with in-home technical support at this time. That's fine! Rule #1 is that no one should feel pressured into conducting the session in person. We will continue to offer a remote-service option.

The following guidelines have been established to respect the wishes and safety concerns of both our volunteer Technicians and our Members.

- When contacting the Member regarding a submitted service call request, the Technician may opt to offer an in-person house call.
  - If a Technician chooses to do so, s/he must follow our guidelines, as explained below.
  - Technicians may also be selective about which calls to do in-person (such as addressing printer problems).
- If the Technician decides to offer in-person service:
  - The Technician must make it *very clear* to the Member that the Member may opt out and select remote service instead.
  - The Technician must explain the following safety measures that will be followed
    - Masks worn by both parties
    - Social distancing when possible
    - Hand sanitizer will be applied by the Technician before and after working on the Member's system
    - Note: There is no viable way to kill the virus on keyboards or mice, which is why hand sanitizer must instead be used.
  - It is up to the Technician whether or not to inquire about vaccination status of the Member. Likewise, the Member may ask about the Technician's status.
    - No one is obligated to divulge their vaccination status, which some people view as a private matter.
    - Depending on the responses, the Technician and the Member may decide whether or not to proceed with an in-person call.

**These guidelines may be updated or retracted in accordance with local safety requirements.**

Comments or questions about these guidelines should be addressed to [caccor@comcast.net](mailto:caccor@comcast.net).