Coronavirus Policies and Procedures

The goal of these policies and procedures is to protect our employees and clients by taking active measures to prevent the spread of the coronavirus to our employees or clients.

Cleaning Technicians (Shared during team meeting)

- If you’re sick (or have flu-like symptoms, a fever or a cough) – do not come to work.
- If you’re exposed to the corona virus from family members – get tested before coming to work.
- Wash hands with soap and water when you enter a client home.
- Wash hands with soap and water before leaving the clients home.
- Wipe down areas your touch during a cleaning with a disposable disinfectant wipe after each house (vacuum handle, tote handle, cleaning bottles, etc.)
- Carry hand sanitizer with you at all times and use frequently.
- Keep your hands out of your eyes, nose and mouth.
- Be vigilant about disinfecting surfaces you touch in your own home and car daily.
- If a client appears to be sick – call the office.
- Wear gloves and a mask if a clients asks you to.
- Take extra precautions when cleaning for our elderly clients or clients with an infant.

Office Staff/Management (Shared during team meeting)

- If you’re sick (or have flu-like symptoms, a fever or a cough) – do not come to work.
- If you’re exposed to the corona virus from family members – get tested before coming to work.
- Wash hands with soap and water and use hand sanitizer frequently during the day.
- Keep your hands out of your eyes, nose and mouth.
- Be vigilent about disinfecting surfaces you touch in the office as well as your own home and car.
- If there is a local outbreak – work from home.

Inform Customers (Shared as needed)

- We will waive the cancellation fee for all cancellations related to anyone in the client’s home being sick.
- We will not send a sick employee into a client’s home. Employees with any symptoms will be sent home immediately.
- To protect our employees and other clients, we will not clean homes if anyone in the home is sick or showing flu-like symptoms.
- Cleaning technicians will wear gloves and masks if requested by the client.
- Cleaning technicians will be required to wash hand with soap and water upon entering the home and before leaving the home.
- Cleaning technicians will carry disposable disinfecting wipes and will disinfect all commonly touched surfaces – light switches, door handles, drawer/cabinet pulls, etc.