



## COVID-19 Frequently Asked Questions

January 18, 2021

1. I must answer the door to allow the team into my home. How can this be avoided, and do I have to wear a face mask to greet the team?

Yes, you must wear a face mask whenever you are sharing a space with the team. This includes the foyer, hallway, and open staircases to name a few areas. To avoid this greeting, the team will call you and provide a 15-minute warning to let you know they are on their way. That should give you ample time to unlock the entry door and move into your Safe Space. Some households have provided us with a key or code so the team can let themselves in and lock up on the way out.

2. I want to speak with the team and let them know what areas do not need to be done or may need some extra attention. I always do this when I greet them. Can I still greet them and have a quick meeting with them if I am wearing a face mask?

Yes, but we would prefer that this is done over the phone to avoid face-to-face contact. I understand that many of you are missing the personal connection and customer service you are used to receiving from our services, but the safety of the Daisy Fresh community is more important right now.

3. I stay in a room during the visits, but sometimes I need to grab a glass of water or prepare a meal or just use the bathroom. How and when can I do this safely with the team inside the home?

Wear a face mask when you leave that room. We hope you are prepared as far as drink and food are concerned, but if you must use the kitchen during the cleaning time then please request that the team completes that section of the home first or last depending on when you will need to access it.

Bathroom breaks are hard to plan and we understand that. In a home that only has one bathroom you could request that the team completes that room first, so you are free to use it during the rest of the time the team is there. For homes with more than one bathroom, we recommend you use the one that is farthest from the area where they are working. For instance, if they are working in the master bedroom you could use the main bathroom off the hallway instead of the ensuite bathroom. If they are working on the main level, you could use the bathroom upstairs or downstairs rather than the powder room on the main level.

4. You write about 'air space' all the time and I do not understand what the big deal is about sharing an area with the team if I am 2 metres away from them. Isn't that the health guidelines, 2 metres apart?

Yes, a minimum of 2 metres between people is what is recommended, but so is not allowing visitors into your home at all. The research regarding the transmission of COVID-19 has not ruled out the effects of air circulation, especially with an HVAC system on (furnace/air conditioning). The best way to guarantee you will not transmit the virus, or any illness, is by not coming in contact with another person.