



## **Client Onsite Conditions - Version 6**

### *Protocol to Keep Our Teams Safe & Healthy*

Updated June 13, 2022

Please review the following points and ensure that each one is followed to continue service with Daisy Fresh Cleaning Service Inc. In the event our team arrives, and the following requirements are not met, the team has the right to leave the premises and contact management for further instructions.

1. You must contact us and cancel your clean if anyone living in the household has tested positive for COVID-19. Please refer to our Cancellation Policy for more information. When the team arrives onsite and discovers a resident has tested positive, they will leave the premise and the cleaning will not be completed on that day.
2. Please maintain a minimum of a 2-metre distance from the team when moving around the home. In the event someone within the household is experiencing signs of illness, the team members will wear their face masks to reduce the spread of any virus or cold. We encourage sick household members to wear a face mask as well or remain in a room away from the team during the cleaning visit.
3. As much as possible, please tidy your home prior to the team's arrival. Place any personal items away including children's toys and remove garbage, dirty dishes, and laundry. This helps the team move through the home efficiently as they do not have to navigate around additional items.
4. The team can call when they are on their way to your home if you would like a 10-20 minute 'heads up' prior to their arrival. Otherwise, expect them to arrive within the window of time provided the day before the clean.
5. The team members will wear a face mask upon request of the household members going forward, or if they are experiencing signs of illness and have tested negative for COVID-19.

Please contact our office if you have any questions or concerns or you would like more clarity on our updated protocol and procedures. I thank you for continuing to use our services and we look forward to servicing your home.