



Client Onsite Conditions - Version 4

Protocol to Keep Our Teams Safe & Healthy

Updated January 1, 2021

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 staff arrives, and the following requirements are not met, the staff has the right to leave the premises and contact management for further instructions.

1. You must contact us and cancel your clean for 14 days if anyone living in the household is experiencing symptoms of illness such as difficulty breathing or shortness of breath, severe chest pain, congestion, cough, stuffy/runny/congested nose, loss of taste or smell, or fever. Once the 14-day self-isolation period has been completed we will resume cleaning services. We can resume service earlier than 14 days if you provide us with a negative COVID-19 test result. This will continue until a vaccine is available or the Ontario government provides a different solution. If our staff arrives and discovers a resident experiencing symptoms, they will contact management for further instructions and may be instructed to leave without cleaning the home.
2. You must contact us and cancel your clean for 14 days if anyone living in the household has been traveling outside of the country. Once the 14-day quarantine period has been completed we will resume cleaning services. This will continue until a vaccine is available or the Ontario government provides a different solution.
3. You can contact Daisy Fresh Cleaning Service Inc. if you have a medical condition that causes similar symptoms to COVID-19, such as COPD, seasonal allergies, asthma, or GERD. This will be noted on your file, so everyone understands that these are not warning signs of COVID-19.
4. Anyone within the household is not permitted to share a room or 'air space' with our staff. When this cannot be avoided you must wear a face covering and maintain a minimum 2-metre distance from them. In the event the staff or someone within the household begins to experience signs of illness, our staff members must self-isolate if they were in contact with that person. This reduces our cleaning appointment capacity until the staff member(s) can return to work safely. The possibility of transmission of any virus or illness is reduced to almost 0% by removing all in-person contact.

Please refer to our Safe Space Guidelines included in this document for more information.

5. As much as possible, please tidy your home prior to the team's arrival. Place any personal items away, and in the bathrooms and kitchen to clear the countertops. Leave hand soap and dish soap out for use, as the staff will be washing their hands when changing tasks and moving between rooms, as well as upon arrival and departure. This is to prevent the team from touching more items than needed during the cleaning process.

6. As much as possible please ensure all garbage is placed inside lined garbage bins prior to our staff's arrival. This includes, but is not limited to facial tissue, toilet paper, feminine hygiene products, birth control, cotton swabs, etc. Contact our office if you would like to remove garbage collection from your file.
7. As much as possible please ensure dirty dishes are placed in the kitchen sink or loaded into the dishwasher. Collect recycling from around the home and place it in your designated bins. Place dirty laundry in hampers or baskets so the team does not have to move it to clean the floors and surfaces.
8. Our staff is not permitted to use the clients' supplies or equipment. Therefore, they will always bring in their own supplies for use. This is in accordance with OHS, WHO, and the CDC guidelines and to avoid the need to disinfect more objects during the visit.
9. The teams will call you when they are on their way to your home unless you have discussed other options with us. This is to provide you with ample time to leave the home, move into your safe space, or unlock the front door when required to prevent a face-to-face greeting.
10. If possible, please change your payment method to e-transfer. We will still accept Visa, MasterCard, cash, and cheque, but would prefer a 'hands-off' approach to payment and we are trying to lower some of our operating expenses regarding credit card charges.
11. The teams will complete the original General Clean on an ongoing basis unless your file exempts certain tasks or rooms to be completed.

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



Safe Space Guidelines

Effective December 18, 2020

As an employer it is my legal obligation to ensure my teams' working conditions reflect their overall wellbeing, as well as their health and safety. I understand that certain people may not be able to adhere to the new guidelines based on their lifestyle, household members, or health conditions. These new restrictions will be loosened as daily case numbers decrease in Kitchener-Waterloo.

What is a Safe Space?

- 1) Your Safe Space must be in a room where you can close the door or hang a curtain at the very least to lower the chances of air exchange into the area the team member(s) are cleaning. This can also be a separate level of the home. E.g., residents can stay in the basement while the team cleans the main level.
- 2) Clients must remain in their Safe Space throughout the duration of the clean except for when leaving the Safe Space so the team can clean in there. Otherwise, this Safe Space can be exempt from the cleans until further notice.

Increased Social Distancing

- 1) The teams will call every household when they are on their way over to provide ample time for the residents to move into their Safe Space. At that time, the clients and teams can discuss any notes pertaining to that day's visit and the client can unlock the front door to allow the team to enter without encountering the client(s). The client(s) that are not home during the cleans can contact me and avoid an unnecessary phone call if they are in meetings throughout the day.
- 2) Each household member must stay in their Safe Space while the team is cleaning and cannot move about the home.
- 3) The Safe Space will be cleaned at the start or the end of the visit so household member(s) only need to change places once during the clean. This will be discussed prior to the team entering the home.

Face Masks, Are They Still Required?

Yes. Anytime you are walking by a team member or sharing the same 'air space' as them a face mask must be worn. These are instances we want to completely avoid, but I know we have clients with mobility restrictions and for a handful of you this is unavoidable.

Warning Notices

I have started to issue warning notices when a team reports to me that a household member, trade/contractor, or any outside party, did not follow our guidelines throughout the duration of the clean. One warning notice will be issued and if the problem is not corrected then the teams have a right to refuse work in an unsafe environment and therefore have my full support to leave the home immediately. I may have to suspend service until further notice for households that will not comply.