

## **Be Free Cleaning Protocols for the Safety of Clients & Crews: COVID-19**

First, we just want to take a moment to Thank You for the opportunity to serve you.

With our first few cases of COVID-19 in Clay County just being announced over this past week and the shelter in place mandate starting Friday, we will be implementing new and more strict guidelines to maintain the safest and highest quality of service possible during this time.

Across the US, Governors have made statements about essential businesses and in-house cleaners in particular. Many have stated that house cleaners are "overwhelmingly essential" and that we are an essential service trade - like any other trade in our local community. House Cleaning is actually one of the most essential services provided to the public during times like these. According to the American Lung Association and the CDC, having a clean-living environment greatly increases the viability and resilience of health within your homes and businesses, especially when facing an epidemic of lung disease, such as COVID-19. Governor Walz's mandate supports cleaning as essential as it falls under critical trades that are exempt from the shelter in place mandate.

COVID-19 will not be going away after the "lockdown" is over. This is a matter that is going to require, we as the professional cleaning industry - as well as society in general, to quickly adapt to and move forward with new protocols as the threat will be with us for quite some time. Our clients (residential and commercial) rely on the services of professional cleaners each day - especially now when indoor air quality and sanitization & disinfection of our homes and businesses is the only line of defense per CDC guidelines and recommendations.

We thank you for trusting in us as your cleaning service providers and we look forward to helping keep your family safe during this time. We appreciate your patience during this time of transition for our company in order to provide for you and our staff the best and safest outcome with every visit.

Our crews are confident in the work they are doing in your homes, take pride in the service they provide, and love that they can serve you all, especially during this crucial time. They also need to remain healthy to continue to work and provide services to our community as well as protect you the very best ways possible at this time.

### **WHAT DO WE NEED FROM YOU?**

1. Please inform us if you or someone currently living in your home has a fever or is in any way sick. We will need to postpone your clean until the person(s) are feeling better or has been fever free for at least 72 hours.
2. If you are home please unlock the door and our technicians will let themselves in during their expected arrival. Please stay on a different floor or in another room while technicians are cleaning. This will allow for an efficient clean and keep everyone 6ft apart.

## WHAT IS BE FREE CLEANING DOING?

1. Be Free Cleaning will continue to follow our steps to prevent cross-contamination, including but not limited to:

- Disinfecting all supplies and equipment in between each home that we serve.
- Technicians will continue to always use separate cleaning rags in bathrooms and kitchen.
- Technicians will wear disposable gloves & wear foot booties during the entirety of each cleaning.
- Technicians will wash/disinfect their hands frequently.
- Technicians will wear a mask if they are experiencing allergies that may cause sneezing
- Technicians will continue to pay special attention to thoroughly sanitize and disinfect places in homes touched most frequently, such as doorknobs and light switches.

2. Our team members will remain home if they are showing any signs of illness, especially fever.

We will continue to closely follow all the guidelines of the CDC and will notify all of our clients as new developments come about in order to serve you, your families, and your businesses in the Detroit Lakes & surrounding areas. Thank you again for trusting our team as your cleaning providers!

# *Certificate of Completion*

*presented to*

**Jennifer Smith**

*for*

***What House Cleaning Professionals Need to Know in a COVID-19 World***

*Offered by*



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*Date*