



Coronavirus (COVID-19) Policy

During these trying times as there is a global effort to prevent the spread of the coronavirus (COVID-19), we are committed to staying aware of the situation as it continually evolves and will follow the guidelines of the CDC as we continue to come alongside our clients in the care and keeping of their homes.

We realize that prevention is key and cleaning your home is one of the ways to minimize the spread of the coronavirus, the flu, and the common cold. Flu season generally ends when the weather changes however health officials are not sure that it will be the same with the coronavirus. Preventative measures should continue even as the weather changes.

Global health authorities have observed that the coronavirus is transmitted primarily airborne, through coughing and sneezing. Coughing and sneezing into your hands is highly discouraged as it becomes a mode of transmission and contamination. Generally, the virus transmits when people are within 6 ft of another for more than 10 minutes (again, 6 ft, 10 min). Those who aren't showing symptoms (and coughing and sneezing) are likely not transmitting the virus.

Safety is the first attribute of our SHINE values and we are committed to both the safety of our clients as well as our employees. Therefore we will adhere to the following as we continue to provide our services:

- We ask that if any of our clients or anyone living in their home has a fever, shortness of breath, or any flu-like symptoms that they reschedule their cleaning. We usually require at least a 24-hour notice, however, in this case, we will waive late cancellation fees.
- If any of our team members have a fever, cough, shortness of breath, or any other flu-like symptoms we will ask them to remain home. If the Cleaning Technician assigned to your home demonstrates any of these symptoms, we will send another Cleaning Technician to your home.
- Our Cleaning Technicians will be required to wash their hands before they begin cleaning and before they leave your home.
- We will clean AND disinfect frequently touched surfaces. Although most are already included in our normal cleaning routine, this includes tables, doorknobs, light switches, countertops, handles, desks, phones, keyboards, toilets, faucets, and sinks.
- As is our normal procedure, we will only bring clean cleaning cloths, microfiber cloths, tools, and mop pads into your home. As usual, we ask that you provide a vacuum and broom as there is no time to sanitize these tools between homes.

We are taking this matter very seriously and are adhering to the measures recommended by the CDC. For more information on CDC recommendations, visit <https://www.cdc.gov/coronavirus/2019-ncov/>.