

Dear Valued Client,

While trying to stay calm, we want you to be aware of the policies Karen's Kleaning currently has in place in order to remain diligent throughout the COVID-19 crisis. Keep in mind this is somewhat of a 'moving target' so as things change and as new information is released, we will adjust these policies and keep you informed.

FOR OUR EMPLOYEES:

*We are instructing our employees to stay home and NOT report to work if they are feeling unwell with any symptoms such as a fever, cough or respiratory issues, or if they have been exposed to anyone with these symptoms. They are to contact us prior to reporting to work if they have any doubts or concerns about their health.

*We have instructed them to wash their hands for 20 seconds with warm/hot water and soap immediately when entering a home/jobsite.

*After washing their hands, they are instructed to put on a sterile pair of gloves to wear during the duration of the cleaning, after which these gloves will be disposed of.

*They are also instructed to open windows during their work to circulate air.

ON YOUR END:

*We ask that you cancel your service if anyone in your home is feeling unwell with symptoms of a fever, cough or respiratory issues or has been exposed to anyone with these symptoms.

*Please regularly open windows to circulate air within the home or office in order to maintain good air quality.

We have consulted with a chemical specialist and the current recommendation from the CDC with regards to cleaning - is to disinfect/sanitize "High Touch Points".

The way this would work is:

We will do our usual cleaning procedure with our usual chemicals, and at the end of the cleaning offer a service that includes disinfecting with a special disinfectant on all "high touch point areas":

- All handles (doorknobs, faucets, cabinets, drawers, toilet)
- Cabinet area where opened if no handle
- Kitchen appliances
- Remote controls
- Light switches
- Window cranks/opener
- Computer keyboard & mouse
- Any other areas at your discretion

This extra service will add additional time to your cleaning at an estimated cost of \$15-\$40 depending on the size of your home. **If you want this service added to your cleaning please contact the office as soon as possible via email, phone or text.**

*If you wish to have this service, but cannot absorb the additional cost, you can always substitute this service for something else that is part of the standard cleaning.

*If you DO NOT want Karen's Kleaning to provide this service, we highly recommend you do this yourself to have the best protection possible.

Thank you and stay well!

The staff at Karen's Kleaning