

Employee Safety and Training Manual

The purpose of this guide is to ensure safe business practices both for the safety of our clients and employees. Our goal is to provide exceptional home cleaning services using the safest, most effective environmentally friendly products. Upon beginning employment with us, employees are required to read the following safety practices and training guide to ensure quality service as well as the well-being of themselves, our clients, and the environment.

Employee Training

1. How our business works

Our clients will book their home cleaning through our website or our Facebook page. They will select their preferred schedule and place their order. Our scheduling specialist will review the order and select the employee with the availability that best matches the client's schedule preference. The employee will be offered that client. If the client would like recurring services the same employee will visit the same client each time. This gives greater peace of mind to the client. If an employee feels threatened in any way by a client, the employee should let their manager know and they will not be asked to visit that client again. Employees will also be supplied with self-defense mace pepperspray for use in the event of a self-defense emergency situation in which they feel physically threatened.

2. Arriving at a client's home

When you get to your client's home the first thing you should do is clock in. Leave your valuables in your car, you may take your phone and your self-defense pepperspray, take all your cleaning supplies, and politely knock or ring the doorbell. Introduce yourself and let the client know how long the clean is estimated to take. Remember to take a 10 minute paid rest break if you are expected to work more than 3 hours. You may not leave the premises during your break. Take a 1 hour unpaid lunch break not less than two nor more than five hours from the beginning of your clean if it is expected to take over 5 hours. You may leave the premises for your lunch. If you are ill or expect to be late to a scheduled shift, please let your manager know as soon as possible so that the client may be notified and/or that the clean may be rescheduled. When you and your supplies are safely back in your vehicle and ready to go please clock out of your shift.

3. Cleaning a home

After introductions, promptly begin services. Gather your supplies as well as the client's vacuum and step-ladder, if needed, and start in the back of the home and work your way back to the front of the home. Work from back to front and top to bottom. Clean each room as booked. Remember that a client may order a routine clean for one room and a deep in another as well as additional options. Follow the booking request of each client individually as custom ordered.

3-1. A routine cleaning

A routine cleaning includes dusting surfaces, thoroughly sanitizing the kitchen and bathrooms including counters and sinks, tubs, showers, and toilets, sanitizing light switches and door knobs, cleaning mirrors, spot cleaning cabinet fronts, and vacuuming and mopping floors. In a routine cleaning, start with dusting. Do not clean inside china cabinets and do not move or clean heirlooms or other items which are precious to the homeowner. Sanitize door handles and light switches. Wipe down the outside of appliances including the stove top and exhaust vent as well as inside sinks and spot check cabinet fronts. In the bathroom, clean the tub and/or shower, sinks, and toilet. Clean mirrors. If selected during booking, change the sheets, clean inside cabinets, clean the microwave, and/or clean windows. When cleaning windows don't forget to get inside the tracks and the frame of the window. Remember we do not do outside windows. Dust blinds with a feather duster. When changing sheets, ask the client where to place dirty sheets. Remember we do not do laundry. Finally, vacuum or mop the floors as appropriate. Wring your mop so it is only damp when mopping, avoid using too much solution. Prior to mopping, always warn the client that the floor will be wet and hang wet floor door hangers as appropriate to ensure safety. Do not forget to gather your wet floor hangers after the floors are dry and before you leave.

3-2. A deep cleaning

A deep cleaning is the same as a routine cleaning with the addition of high dusting and ceiling fans which can safely be reached with a step-ladder (do not use a ladder taller than a step-ladder), dusting vents, cleaning cabinet fronts, inside closets, inside windows including frames and tracks, baseboards and spot cleaning of wall, door, carpet, and rug stains.

3-3. An overdue cleaning

An overdue cleaning includes all of the above but may require extra time to scrub off and remove set-in stains and built-up grime.

4. Services we do not perform

We provide environmentally friendly cleaning services inside the home only. We do not provide services outside of the home including outside windows. We don't do or fold laundry, do or put away dishes, pick up pet messes, organize, lift or move items which are too heavy, or use unapproved cleaning chemicals. We do not use ladders larger than a step-ladder and we do not move or clean family heirlooms or items precious to the homeowner.

Client and Employee Safety

Always keep your supplies with you. Do not leave them unattended. Although we use the safest cleaning products and supplies possible we still need to ensure that they are kept safely away from children and pets at all times.

Always keep your mace pepperspray with you.

Always keep your phone with you.

Always use approved cleaning products and supplies.

Always be sure your cleaning bottles are labeled.

Do not bring your own unapproved chemicals or use a client's unapproved chemicals.

Always be mindful of the vacuum cord when using the vacuuming.

Always empty the client's vacuum when finished.

Always wear safety materials provided including gloves and face masks as appropriate.

Always make sure the step-ladder you are using is fully locked into place and ready to use.

Do not use ladders taller than a step-ladder.

Do not provide services outside of the home.

Always use wet floor door hangers when mopping.