



## CORONAVIRUS & FLU POLICIES & PROCEDURES

The goal of these policies and procedures is to protect our dedicated, amazing employees and our wonderful, valued clients by taking active measures to protect them from the spread of the coronavirus and flu.

Now, more than ever it is important for all of us to practice extreme cleanliness and to have a CLEAN & HEALTHY HOME! **Washing your hands** and **having clean counter tops and surfaces** are the most effective methods to stop viruses from spreading.

While we are still learning about the coronavirus, this helpful chart compares it's known symptoms with other contagious illnesses:

### Going Viral: What to Watch For

Viruses can be contagious during the incubation period, before symptoms start.

	COLD	FLU	NOROVIRUS	COVID-19*
Incubation period	1-3 days	1-4 days	A few hours	2-14 days
Symptom onset	Gradual	Abrupt	Abrupt	Gradual
Typical illness duration	7-10 days	3-7 days	1-2 days	Undetermined
SYMPTOMS				
Sore throat	Common	Sometimes	Rare	Undetermined
Sneezing	Common	Sometimes	Rare	Undetermined
Stuffy, runny nose	Common	Sometimes	Rare	Undetermined
Cough, chest discomfort	Sometimes	Common	Rare	Common
Fatigue, weakness	Sometimes	Common	Sometimes	Undetermined
Fever	Rare	Common	Sometimes	Common
Aches	Rare	Common	Sometimes	Undetermined
Chills	Rare	Common	Sometimes	Undetermined
Headache	Rare	Common	Sometimes	Undetermined
Shortness of breath	Rare	Rare	Rare	Common
Nausea	Rare	Rare	Common	Undetermined
Vomiting	Rare	Rare	Common	Undetermined
Diarrhea	Rare	Rare	Common	Undetermined
Stomach pain	Rare	Rare	Common	Undetermined

\*See below for emerging information on COVID-19 coronavirus symptoms.  
 NOTE: Rare symptoms can occur in some cases with any of these diseases.

SOURCES: CDC; Merck Manual; University of Michigan GRAPHIC BY ROBERT ROY BRITT

Like the flu, the common indicator of the coronavirus is a fever. Unlike the flue and cold, shortness of breath is a more unique attribute of coronavirus.



## PROFESIONAL HOME CLEANERS

- If you have coronavirus or flu-like symptoms, a fever or a cough, do not come to work, but still call in.
- If you are exposed to a flu-like illness from a family member, get tested before coming to work.
- Apply hand sanitizer before entering a client's home, then wash hand thoroughly with soap and water before cleaning.
- Avoid touching your face, nose, mouth, or eyes.
- Wash hands thoroughly with soap and water before leaving the client's home.
- Ensure all handles, knobs, light switches, arm rests, railings, remotes, faucet handles are disinfected thoroughly in all clients' homes as well as in your own home.
- Sneeze or cough into the elbow or sleeve (Projectiles can travel to 6 feet without doing this).
- If a client appears to be sick, call the office.
- Carry gloves and hand sanitizer with you and use frequently. Wear a mask if requested by client.
- Wear booties before entering client's home.
- Take extra precautions when cleaning for our elderly clients or clients with an infant.
- Be vigilant about disinfecting your cell phone and other surfaces you touch in your own home and car throughout the day.

## Coronavirus prevention



**Wash your hands often with soap and water for at least 20 seconds. If soap and water are not available, use an alcohol-based hand sanitizer.**



**Avoid touching your eyes, nose, and mouth with unwashed hands.**



**Cover your cough or sneeze with a tissue, then throw the tissue in the trash.**



**Avoid close contact with people who are sick.**



**Clean and disinfect frequently touched objects and surfaces.**



**Stay home when you are sick.**



## OFFICE STAFF/MANAGEMENT

- Provide immediate assistance to professional home cleaners with regards to supplies or issues in the field.
- If you have the coronavirus or flu-like symptoms, a fever or a cough, do not come to work, but call in.
- If you are exposed to a flu-like illness from a family member, get tested before coming to work.
- Wash hands with soap and water frequently.
- Keep your hands out of your eyes, nose, and mouth.
- Sneeze or cough into the elbow or sleeve.
- Be vigilant about disinfecting surfaces you touch in the office as well as your own home and car.
  - If there is a local outbreak, work from home.



## CLIENTS

We will waive the cancellation fee for all suspensions related to anyone in the client's home being sick.

- We will not send a professional home cleaner with symptoms of coronavirus or flu into a client's home. Re-scheduling to another cleaner on a mutually convenient date will be offered when possible.
- **To protect our employees and other clients, we will not clean homes if anyone in the home is sick or showing flu-like symptoms.** Please contact our office by phone or email as soon as possible when cancelling due to illness.
- Professional home cleaners will wear a mask if requested.
- Professional home cleaners will be required to sanitize hands before entering the home and wash with soap and water upon entering and departing home.