



### **3/11/20 Update to Clients – COVID-19**

The Government Guidelines “Working Safely During Coronavirus (Covid-19)” has defined cleaners as in home workers ie they work in other people’s houses. This definition means that they can continue to clean as long as the government guidelines on social distancing and staying safe are followed, both during the National lockdown and under all local alert levels.

**However, the ultimate decision about working through this time remains with the Client and the Housekeeper and both must adhere strictly to the following guidelines.**

Many Housekeepers work in an empty house, but if there is someone at home, we would ask that they stay in a different room to the one in which the Housekeeper is working, maintaining a distance of at least 2 metres away at all times.

For your peace of mind, we have outlined below, the advice issued to the Housekeepers, but there a few of points we would like to highlight:

- All our Housekeepers have been provided with disposable gloves and will wear masks on arrival.
- We have told Housekeepers that even if they are well, they must not work if anyone in their house is ill or is displaying any of the symptoms. **We are also reliant on Clients informing the Housekeeper if anyone in their household is ill or displaying any symptoms.**
- It is really important that Housekeepers have access to appropriate cleaning materials at this time and we would ideally like them to be using a suitable anti-bacterial surface cleaner to ensure surfaces are thoroughly clean.
- If a Housekeeper is using a new product please ensure that they are fully aware of what surfaces you are happy for it to be used on.
- Many of the Housekeepers will be using public transport to get to your property, it is, therefore, unlikely that they will be able to arrive at a set time as we have advised them not to get onto crowded buses.

#### **ADVICE ISSUED TO HOUSEKEEPERS**

##### **Government Guidelines**

In order to return to work, **you must be well and have no symptoms, no matter how mild.** This includes a continuous cough and/or high temperature and/or loss of smell.

- No work should be carried out in any household which is isolating or where an individual is being shielded.
- You should notify all clients in advance of your arrival.
- On entry to the home, you should wash your hands using soap and water for 20 seconds. You should wash your hands regularly, particularly after blowing your nose, sneezing or coughing, and when leaving the property.
- You should maintain a safe distance (at least 2 metres) from any household occupants at all times, and ensure good ventilation in the area where you are working, including opening the window.

**In addition, we recommend the following extra measures to keep everyone safe:**

- Thoroughly wash your hands for 20 seconds before and after cleaning, with warm soapy water.
- You have all been provided with disposable gloves, please use a fresh pair for each house and ensure that these are disposed of sensibly into a dust bin, do not leave these in rubbish bins inside of the property.
- Regularly use alcohol-based hand rub.
- Regularly sanitise your mobile phone.
- Where feasible, keep a distance of at least 2 metres from people.
- If it is possible, please check your body temperature in the morning before going out to clients.
- Keep up to date with NHS and WHO best practice on preventing infection

**When cleaning, we recommend the following:**

- If there are other people in the house, wear a mask and we recommend that you ask them to stay in a different room to the one in which you are working.
- Surfaces should be cleaned using regular products, then ideally disinfected using a product such as Dettol Antibacterial Surface Cleaner Spray. If necessary ask your clients to obtain these cleaning items, we will be informing clients of this.
- When using a new product, check the labels and use according to the instructions, and be aware of the potential hazard of each product. Check with your client where they do and do not want the new products used.
- You may be using more hazardous cleaning materials than usual, please exercise extreme caution, ensure you protect your eyes and skin and ensure it is not splashed onto surfaces which it will stain i.e. carpets and soft furnishings.
- Be very careful not to mix different cleaning products.
- Keep windows wide open, not only will it help in germ control it will ensure that any fumes from cleaning products are quickly dispersed.
- Special attention should be paid to "high-touch" areas, such as door, cupboard handles, light switches, TV remotes, tables and countertops.

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