



Dear Merry Maid valued customer,

In light of recent events, we want to keep you informed and up to date on our efforts to keep you and our team members safe during this COVID-19 virus outbreak, we want to share with you the current strategies we are employing. Now more than ever, a clean home is of the utmost importance.

Our team members have recently received training on new safety procedures specifically addressing the corona virus, as well as a refresher training on our standard health safety cleaning protocols. Below is a list of our health safety procedures that you can expect from the team members cleaning your home. Some of these have been our standard protocol for many years and some are new and effective immediately.

- Gloves: Team members will be wearing gloves at all times. They will be donned before entering the home and will remain on until after they leave.
- Hand Sanitizing: All team members will be following the correct hand sanitizing procedures as set forth in the CDC guideline and recommendations.
- Disinfectants: We currently have products that can sanitize and disinfect surfaces. We will be giving extra attention to high touch areas of your home such as door handles, light switches and cabinet knobs. In order for the disinfectants to be effective they often need extra time to remain on the surface which may increase the cleaning time.
- Masks - CDC is not recommending that healthy people wear masks. They are somewhat useful to prevent germs when the person wearing them is sick, they do little to actually prevent someone from getting sick. If you notice our team members wearing masks it is likely because they are using a strong-smelling cleaner such as our mildew cleaner that should not be directly inhaled.
- Cleaning Cloths: Your team is given a dedicated bag of microfiber cleaning cloths and scrubbers that go into your home only. We will continue to use our color-coded cleaning cloths that help prevent spreading germs from one room to another. All cleaning cloths and scrubbers brought into each home are previously washed with a commercial grade disinfectant (Virucide) in hot water that kills germs.
- Cleaning Equipment: All equipment and supplies are disinfected between homes.
- Team Member Health Protocol: No team member exhibiting signs of illness with a temperature above 100 degrees will be allowed to come to work.

We also ask for your help in stopping the spread of disease. Please notify us if you are sick or quarantined. We will work with you to resume cleaning when you are well. Late cancellation fees will be waived for illness.

Everyone's safety is our main concern. We understand these are anxious and confusing times for everyone. If we are diligent in our efforts and remain calm, we will all get through this together. We are happy to address any questions or concerns you may have. Feel free to call our office at: 801-377-0303

We will communicate any new information related to our cleaning and procedures as it becomes relevant. Thank you for your trust and continued support,

Kelly Hendrix, General Manager, Provo Merry Maids