

In response to COVID-19: Pure Zen Cleaning Staff Regulations.

THESE POLICIES ARE EFFECTIVE IMMEDIATELY FOR ALL PURE ZEN CLEANING STAFF

- **Right to refuse work:** Under health and safety legislation, employees have the right to refuse dangerous work. If staff come into contact with an individual client that they feel is at risk or showing symptoms of illness, they will have the right to refuse work in that environment and will act in accordance with our procedures by cancelling service appointments as deemed necessary during this pandemic.
- **Washing hands:** All employees MUST practice frequent hand hygiene and [coughing/sneezing etiquette](#). It is **mandatory** that Pure Zen employees use hand sanitizer at the door before entering and wash their hands before leaving every property (as well as frequently wash hands in between and feel free to wear gloves as necessary while cleaning).
- **Disinfecting Procedures:** Staff are now required to replace their all-purpose cleaner with disinfectant cleaner to be used on all surfaces in the client home. Our disinfectant cleaner kills 99.99% of bacteria and viruses on surfaces, is chemical free, food safe and EPA-approved to use against COVID-19 virus when used properly. Disinfecting 'high touch' areas such as doorknobs, light switches, faucet handles, etc. is something we have always regularly practiced, and we will continue to do so with increased diligence and caution. Please do a 'disinfecting' walk through before you begin cleaning by spraying or misting the product on all surfaces safe to do so. Pure Zen will also be offering a new service in May for 'fogging'. We will provide additional training for using this equipment. If 'fogging' is added on to a clean, you do not need to spray the disinfectant first as we will begin with the fogging method instead.
- **Using Caution:** As is our regular policy, we DO NOT cross contaminate from home to home. It is extremely important to us that we use proper sanitary procedures, not just now, but always. We will continue with our regular practice of NOT bringing used cleaning materials, dirty cloths, gloves, etc. into homes. We will use additional care and caution during this time by ensuring we disinfect and wipe ALL our equipment, such as vacuum, trays, mop, etc. BEFORE AND AFTER every cleaning. "Disinfect in & disinfect out" will be our rule for every item that passes through the door.
- **Knowledge & Training:** all staff are required to watch the videos in below links and read the following notices for proper education and knowledge on how to best and most effectively prevent the spread of COVID-19, use proper hygiene, and to be prepared if you or your family become infected. ****NEW**** we have registered to complete an online certification course pertinent to cleaning in a COVID-19 world and reduce spread of illness. This course is now mandatory for all staff before returning to work and you must submit your certificate. As always, this is a paid training course and you will be compensated for your time to complete this training. Please remember to clock in when you begin the course (3 hours for training and 1 hour for testing). Deadline to complete the course is May 5th, 2020.
- **Signs of illness:** If any pure Zen cleaning staff become ill or begin to show signs of illness including but not limited to; fever, coughing, shortness of breath, sore throat or aching joints, they are required to immediately cease work and self isolate for 14 days or until approved to return to work by a health official. ALWAYS err on the side of caution and call in sick if you feel under the weather. We do not want to put anyone at risk. If any Pure Zen Cleaning staff, have come into contact with individual(s) who are showing signs of illness, or known or presumed to be infected with COVID-19, these employees shall be placed on an immediate mandatory suspension to self isolate/quarantine for a minimum of 14 days or until approved to return to work by health officials.

- **Maintaining distance:** Pure Zen staff are to stand back a minimum of 7ft from others as much as possible. Cleaning will only occur in rooms the clients are not in. If a client is home, please ensure you inform them of your cleaning plan, and communicate the best way to effectively 'stay out of each other's way'. This may require you to exclude from the cleaning whatever room the client decides to stay in. For example: if the client is staying in their basement, do not enter or clean the basement.
- **Working individually:** In order to ensure we are reducing the risks and spread of virus, we will only be working individually and no longer allow working in teams. We will be communicating in our group chat when we plan on going to office for restocking supplies so that we are not there at the same time and will be doing our best to minimize going to the office. Elissa has ordered extra product to ensure we can stock our supply effectively. Please also see the new signage and set up at office, which includes using disinfecting and handwashing procedures every time you enter and leave the Pure Zen office.

Mandatory education:

- [What is coronavirus video \(5-minute video\)](#)
- [Proper Handwashing](#)
- [How to properly disinfect & when to wear gloves](#)
- *NEW*: Before returning to residential cleaning work, please check your emails for online course registration ["What house cleaners need to know in a COVID-19 world"](#) this is a certification course you must complete before returning to work.

Other resources for Pure Zen Staff:

- [What to do if you become sick](#)
- [EI sickness benefits](#)

These policies effective as of March 6, 2020

Last Updated April 28, 2020