

Five-step enhanced cleaning protocol

for Senior Home Living clients & employees

A quick-start guide

Senior Home Living

Introduction

At Seniors Home Living, we've developed a five-step enhanced cleaning protocol to help keep your home clean and sanitized whenever we must visit to provide services to you. This quick start guide is a visual overview of the five steps we complete to ensure your home stays clean and sanitized as if we had not been there.

The five steps are: 1. Prepare 2. Clean 3. Sanitize 4. Check 5. Reset



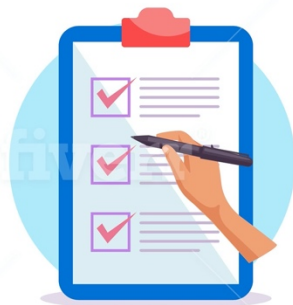
1. Prepare



2. Clean



3. Sanitize



4. Check

Enhanced Cleaning Protocol



5. Reset

Step 1: Employees Prepare for a safer visit



Step 1: Prepare

Employees prepare for a safer visit by carrying the Employee Safety Kit that contains a) Hand Sanitizer with no less than 60% alcohol b) multi-surface cleaner c) approved multi-surface disinfectant wipes; d) face mask; e) latex gloves; f) Apron; g) disposable sterile shoe covers and other work-related cleaners.

- Our employee's day starts with a check to ensure they do not have a fever nor displaying any symptoms of the Coronavirus. Should they identify any symptoms, they are asked to self-isolate and seek medical attention.
- All being well, and before entering the home, our employee puts on a face mask and apron and hand sanitizer is applied to both hands before entering your home or apartment block.
- Upon entering the home, their safety kit is set on the nearest flat hard, easy-clean floor surface by front door. Shoe covers are removed from kit and placed over shoes to eliminate debris tracking and latex gloves are applied.
- When possible, we maintain social-distancing and ventilate home by opening windows and turning on any fans
- Employees note any surfaces touched that will need a disinfectant wipe before leaving your premises, paying attention to frequently touched surfaces appropriate to the type of work being carried out during our visit. Items like:
 - ✓ Doorknobs and handles
 - ✓ Light switches
 - ✓ Remote controls or computer keyboards
 - ✓ Tables
 - ✓ Fans
 - ✓ Lamps
 - ✓ Windowsills and window handles
 - ✓ Keys and lockboxes
 - ✓ Railings
 - ✓ Garbage cans and recycling bins
 - ✓ Sinks
 - ✓ Appliances
 - ✓ Kitchenware
 - ✓ Chairs
 - ✓ Toilets

Step 2: Clean dust and debris



Step 2: Clean

After our meeting or work completion, we first clean, then we sanitize.

- ✓ Cleaning is when you remove germs and dirt from surfaces. For example;
Using a soapy sponge to wipe off a kitchen countertop or stovetop.
- ✓ Sanitizing is when you use chemicals to reduce the number of germs and bacteria. For example;
Spraying a chemical disinfectant on high-touch surfaces such as doorknobs.

For a complete list of step-by-step instructions to cleaning our Client's home after a work visit, please see our handbook.



Facemasks remind us not to touch our face while cleaning.

Step 3: Sanitize



Step 3: Sanitize

- ✓ Once a surface is clean, we spray or wipe it with an approved disinfectant
- ✓ Let the disinfectant do its job—keep wet for the time specified on the manufacturer label.
- ✓ We ask you to allow it to air dry.
- ✓ When using wipes, we use one wipe per surface.



Vinegar is strong, but germs are stronger. Natural disinfectants have not been approved by regulatory agencies

Step 4: Check frequently touched surfaces



Step 4: Check

We check and double-check that frequently touched surfaces have been sanitized (see the list below)

- ✓ Doorknobs and handles
- ✓ Light switches
- ✓ Remote controls or computer keyboards
- ✓ Tables
- ✓ Fans
- ✓ Lamps
- ✓ Windowsills and window handles
- ✓ Keys and lockboxes
- ✓ Railings
- ✓ Garbage cans and recycling bins
- ✓ Sinks
- ✓ Appliances
- ✓ Kitchenware
- ✓ Chairs
- ✓ Toilets

Step 5: We Reset your home to complete our minimal-presence policy.



Step 5: Reset

Part of Resetting your home is to remove one, last disinfectant wipe from our care kit, place the care kit outside your front door and wipe the floor surface it was on with a disinfecting wipe. We then step outside, close the door, and disinfect the doorknob, then safely dispose of wipes.

We know that introducing this new process into our routine takes time, so we're allowing an extra 15 minutes per visit to carry out our "minimal-presence policy" procedure and developing a [cleaning handbook](#) for more details about our five-step cleaning process. Download it here: www.seniorhomeliving.com/minimalpresencepolicy

We Hope To See You Soon!

John & Orlando

Please contact us for more information or to book a no-obligation appointment in the Midland and surrounding areas.

Tel: 705-999-7684