

Dear Valued Customer:

There is nothing more important to Merry Maids than the safety of our customers and employees.

As your partner in maintaining a clean and healthy home, we have adjusted and enhanced our services to ensure compliance with CDC and other health agency recommendations targeted to reducing the risks of virus transmission. While our normal cleaning system has helped keep millions of homes protected during flu seasons, our more comprehensive and targeted approach is customized to reducing the threat of COVID-19 transmission from home surfaces.

We are part of a large organization with roots in health care. This allows us to continuously monitor and adopt the most proven prevention processes. Staying on top of doing the right things, in the right way, while utilizing effective products is key to making sure we do everything we can to protect your family and your home

Our COVID-19 protocols include:

- No employee will be dispatched who shows any visible signs of illness of any kind.
- Upon entering your home our team will request that they be allowed to wash their hands before any surfaces are touched.
- Your cleaning team will apply protective covers to their shoes and utilize medical grade nitrile gloves during the entire time we are in your home. Gloves and shoe covers are discarded following each service.
- All equipment will be wiped down prior to being introduced into your home and repeated between all homes.
- Our microfiber towels are never cross contaminated. They are freshly laundered as they enter your home and only used in your home.
- We will concentrate attention on all touchpoint surfaces of your home. This will include surfaces such as: all doorknobs, light switches, stair railings, keypads and remotes, armrests, faucet handles, and any other home surfaces that fall into this "High Touch" category. This attention is designed to help ensure the risk of transmission is kept as low as possible.
- We are providing recurring training on a weekly basis to ensure compliance and adoption of the most current COVID -19 cleaning recommendations.
- We will waive all cancellation fees for illness related skips

Here is how you can help us in our efforts:

- If you or anyone in your family exhibits symptoms of a cold, flu or respiratory illness we ask that you contact our office so we can manage your service in a manner that protects our employees and manage the cleaning of your home in the safest manner possible.

- If we fail to deliver a service on a specific day it may be because managing our staff availability presented a challenge. Our commitment is to contact you as quickly as possible to reschedule. We appreciate your understanding.

Please don't hesitate to call our office at (513) 278-7951 with questions. We thank you for the opportunity to serve you and we value your trust and confidence.

Thanks for allowing us that opportunity.

Mark Williams, Merry Maids of West Cincinnati