

## **J&S Carpet Cleaning Update**

**As a family-owned business**, we consider each of you as part of our family. We wanted to let you know that we have been thinking about you and praying that you and your loved ones are safe and healthy.

**Our top priority** at J&S Carpet Cleaning is the safety and the well-being of our clients and our team members. Since the onset of COVID-19, we've followed the guidance of federal, state, and local authorities to curb the spread of the infection.

**J&S Carpet Cleaning will continue to provide a limited number of on-site service to our clients during this time.**

We have provided our technicians and office staff with an Infectious Disease Preparedness and Response Plan along with necessary training to ensure that the proper safety measures and sanitation procedures are always being followed. Our process of cleaning, which includes the use of very hot water and detergent, helps to kill bacteria and sanitize all surfaces we clean.

**Our Management Team** is in full support of our staff making the best choices for their own health and the health of their families. We will only send technicians to your home if we are confident of their well-being and prevention preparedness.

## **What to Expect During Your Service Appointment**

According to the CDC, the coronavirus (COVID-19) is thought to spread mainly from person-to-person contact or interaction. To ensure the safety of our customers and employees, we're taking the following precautions:

1. When our technician arrives, he will not shake hands or make physical contact with anyone in your home.
2. Our technicians will be wearing masks during the initial and final walkthrough. They may remove their masks during the cleaning. We ask that you practice safe social distancing and remain in another area during the cleaning. We encourage you to wear your mask during all interactions as well.
3. Our technicians will wear disposable gloves and shoe covers at all times while in your home. Gloves and Shoe Covers will be replaced after every appointment.
4. Our technicians will wash their hands as needed. Each of our vans has a hand-washing station equipped with soap, hot and cold water. We will not need to use your sink or soap.
5. Tools used for cleaning are sanitized and rinsed with water in excess of 200 degrees after every use and we apply a germicidal additive to all areas cleaned.
6. All paperwork, including invoices and other materials, can be sent in a digital format via email if preferred. Please be sure to provide your technician with a valid email address.

## **Additional Sanitization Measures in our Office**

Our entire staff will also be following CDC and OSHA recommended cleaning & sanitization protocols on all "High Touch" surfaces in our office building, including:

- Using a disinfectant on tables, desks, countertops, doorknobs, light switches, handles, phones, keyboards, toilets, faucets, and sinks twice a day.
- Using a disinfectant on our front counter after every time a client comes in to drop off or pick up a rug.
- AS OF TODAY, we will be offering curbside service for clients dropping off and picking up items to be cleaned. Simply honk your horn when you pull into our front parking lot and a team member will come out to assist you.
- We will be implementing additional cleaning protocols that may not be listed on this document as CDC and OSHA sources update their recommendations.

Be encouraged. We will get through this together! - *Doug & Jamie Pike*