



Dear Client,

Thank you for being a valued Lilly's Cleaning Service, Inc. client. You're the reason we do what we do, so we wanted to personally reach out to you regarding the current coronavirus situation. As we are sure you've seen, there continues to be an influx of new information each day. So, I appreciate the chance to update you on what we're doing right now at Lilly's Cleaning Service, Inc. to protect you, your family, and our employees.

**1. Trust and Your Safety**

First, we want to assure you that your safety and the safety of all our clients and employees remains our top priority. And that means you can continue to trust us to clean your home with confidence. Here are some of the measures we have in place:

- Employees who have any respiratory distress or fever are not permitted to work and will be required to present a doctor's note clearing them to come back to work
- Daily, we sterilize our microfiber cloths by washing them in the hottest water and detergent
- Fresh, clean, and sterilized microfiber cloths are used at every house. We DO NOT use dirty or used microfiber cloths from one house to the next.
- Cloths used at a house are kept in a separate bag to be taken to the laundry service to be sterilized at the end of each day
- For vacuuming, disposable hypo-allergenic filter bags are used
- Our employees use disposable gloves and put on fresh gloves for every house.
- We wash our hands when entering and leaving a house with soap and water for at least 20 seconds, the time that it takes to sing happy birthday

**2. The Products we use that help**

- **HydrOxy-Pro** is our main cleaning product used in floors, kitchens, mirrors, doorknobs and other hard surfaces around your home. HydrOxy-Pro is a hydrogen peroxide-based cleaning product that, as stated by the manufacturer, disinfects by "killing microorganisms in just seconds Vs. 10 minutes or more...that continues to protect surfaces against re-contamination." This is an eco-friendly product that can be used in all surfaces and clothing.
- **Clorox Bleach** is used in bathrooms when needed.

To protect our clients and our employees' health, and to prevent the spread of viruses or bacteria, we ask our clients to please let us know if any of your family members are ill. We will gladly reschedule your service and be prepared to disinfect your home at your next cleaning service.

Thank you for your trust in us, and for being the heart of our business. You are the reason that Lilly's Cleaning Service, Inc. has been in business since 1992 and we promise to do everything within our control to ensure your wellbeing, not only during difficult times, but always.

Sincerely,

Edda Salas  
Operations Manager  
Lilly's Cleaning Service, Inc.