

Mel's Helpful Hand Cleaning Co.



Health & Safety Cleaning Standards

Keeping Your Home & Our Cleaning Team Safe

At **Mel's Helpful Hand Cleaning Co.**, the safety of our clients and cleaning team is extremely important. To provide the highest quality service while maintaining a safe working environment, we ask that all homes be properly prepared before our arrival.

Bodily Fluids & Biohazards

For the health and safety of our cleaning team, we **do not handle or clean bodily fluids or biohazardous materials**, including:

- Vomit
- Human feces
- Human urine
- Blood
- Other bodily fluids
- Used needles or sharps
- Diapers containing human waste

Pet waste is also not included in standard cleaning services, including dog or cat urine, feces, or vomit.

Any bodily fluids, pet waste, or other biohazardous materials must be safely removed and the affected area properly addressed **before the cleaning team arrives**.

If these conditions are present when we arrive, we may need to **modify, postpone, or cancel the cleaning service**.

Pets

Pets are welcome, but they must be safely secured if they are aggressive, fearful, or likely to interfere with the cleaning process.

Pet hair is included in standard cleaning to a reasonable extent. Excessive pet hair or heavily soiled areas may require additional time or an additional fee.

Unsafe Conditions

For everyone's safety, cleaning services may be refused, stopped, or modified if the home contains conditions that create an unreasonable safety risk.

This may include:

- Excessive clutter that prevents safe movement
- Infestations or active pest problems
- Mold requiring specialized remediation

- Needles or other sharps
- Hazardous chemicals or materials
- Unstable furniture or structures
- Excessive animal waste
- Strong or hazardous odors
- Other conditions that require specialized cleaning or protective equipment

Mel's Helpful Hand Cleaning Co. is a **residential cleaning service and does not provide biohazard remediation, pest control, mold remediation, or hazardous-material cleanup.**

****Before Your Cleaning****

To help us provide the best possible service, please:

- Secure pets when necessary
- Remove personal items from floors and surfaces
- Remove dishes and excessive clutter
- Ensure safe access to all areas being cleaned
- Remove any bodily fluids or pet waste
- Notify us of any special conditions or hazards in the home before your appointment

Rescheduling Due to Unsafe Conditions

If unsafe or unsanitary conditions are discovered upon arrival, Mel's Helpful Hand Cleaning Co. reserves the right to stop or modify the cleaning until the area has been made safe.

If the appointment must be cancelled or rescheduled because the home is not safe for the cleaner to work in, the **cancellation and booking deposit policies outlined in the New Client Booking Agreement will apply.**

We appreciate your understanding and cooperation in helping us maintain a **safe, healthy, and professional environment** for everyone.

Client Acknowledgment

By signing below, I acknowledge that I have read and understand Mel's Helpful Hand Cleaning Co. Health & Safety Cleaning Standards and agree to properly prepare my home before scheduled cleaning services.

Client Name: _____

Client Signature: _____

Date: _____

Mel's Helpful Hand Cleaning Co.

Cleaner/Owner: Melissa Fisher

Owner Signature: _____