

Doolittle Services, LLC

Cleaning & Sanitizing Protocol and Procedure

The health and safety of our housekeepers, managers, homeowners, and guests are of upmost importance to us at Doolittle Services. Therefore, in lieu of COVID-19 we have implemented a rigorous sanitization and disinfection protocol at each of our homes utilizing following the procedure. To help ensure the best possible outcome and ongoing safety of each one who enters the property the steps below have been adapted in addition to the strict guidelines we had already employed.

The CDC defines **Cleaning** as “*the removal of germs, dirt, and impurities from surfaces by using soap or detergent and water*”. It does not kill germs, but by removing them, it lowers their numbers and the risk of spreading infection.” **Disinfecting** is a separate step that’s used by Doolittle Services after cleaning and refers to “*killing nearly 100% of germs on surfaces or objects*”, according to the CDC. **Sanitizing** refers to “*reducing the number of germs to a safe level by utilizing these two processes*”. Although subject to change as recommended by CDC, to achieve our expectations we have implemented the following cleaning procedures.

- I. All field staff/housekeepers/technicians and other cleaning personnel have completed appropriate training regarding proper and safe cleaning techniques and are informed of CDC recommendations.
- II. A mandatory 6 hour minimum re-entry is required by all housekeepers, inspectors, maintenance technicians, managers, and anyone else following guest/renter departures unless additionally outlined procedures are followed (see below).
- III. No guest/renter should be allowed to enter a property less than 6 hours following the cleaning procedure.
- IV. All teams are required to understand how to safely use chemical products (such as germicides to clean bathrooms) and properly dispose of trash, cleaning supplies, and biohazards appropriately.
- V. If a property requires more than one cleaner, or other staff member to be present, proper social distancing protocols are followed.
- VI. All housekeepers, inspectors, maintenance technicians, managers, and anyone else entering the property shall wear masks and disposable gloves at all times when entering due to emergent conditions or when less than 3 hours following guest occupancy.
- VII. Housekeepers have been informed of the importance of using the appropriate personal protective equipment (PPE), including masks, disposable gloves, and in some cases, splash goggles when entering a property. The use of splash goggles to cover the eyes, and a mask that covers the nose and mouth and creates an adequate seal against the face is mandatory for any re-entry into a property within 3 hours of guest departure.
- VIII. Gloves are changed between properties and also between certain in-property tasks.
- IX. Thorough hand washing for at least 20 seconds is done as soon as possible when gloves are removed, before and after each cleaning, and as necessary throughout the day. If hands are

visibly dirty, hand washing with soap and water is performed. If soap and water is unavailable an alcohol-based hand sanitizer that contains at least 60% alcohol is used.

- X. Masks are properly discarded when moist, wet, or no longer effective. Cloth masks that can be reused or washed, are carefully placed in a zipper bag (such as Ziploc®) to be disinfected later.
- XI. When the cleaner arrives, windows are opened when able to do so to “air out” the property. HVAC and ceiling fans are turned on to assist in this process. Windows are closed and locked when leaving the property.
- XII. Use of CDC approved disinfecting products are used on all major surfaces and close attention is given to all high-touch areas, including but not limited to the following:
 - a. Doorknobs
 - b. Fans and lamps
 - c. Garbage and recycling bins
 - d. Hairdryers
 - e. Irons and ironing boards
 - f. Keys and keypads
 - g. Light switches
 - h. Railings
 - i. Remote controls
 - j. Tabletops
 - k. Thermostats
 - l. Window sills and window handles
 - m. Appliances such as coffee maker, oven, pressure cooker, toaster, etc.
 - n. Cabinet handles and pulls
 - o. Condiments such as oil, salt and pepper shakers, commonly used spices and containers, etc.
 - p. Chairs
 - q. Kitchenware that isn't dishwasher safe
 - r. Sinks
 - s. Faucet handles
 - t. Soap dispensers
 - u. Shower curtains and doors
 - v. Showers and tubs

w. Sinks

x. Toilets

y. Hangers and luggage racks

z. Nightstands

aa. Bedding and linens

bb. Dishwashers

cc. Vacuum cleaners

dd. Washer/dryer units

ee. Kids' Items:

ff. High chairs

gg. Portable cribs and playpens

hh. Toys, cleanable books, board games, etc.

XIV. Supply expiration dates are verified

XV. To prevent the release toxic gases, bleach is never mixed with ammonia or other cleaning solutions.

XVI. Sofas, rugs, drapes, and other soft, and porous surfaces including upholstery are machine washed at the highest heat setting appropriate for the material and/or sanitized as recommended by the manufacturer. Pump sprayers are used to distribute sanitizing product across all soft surfaces.

XVII. Linens and bedding are laundered at the correct temperatures and with the correct chemical chemistry for proper cleaning and sanitization. Drying is done at the highest setting the linen will allow without damage to the material and fabrics that require a low temperature receive a chemical sanitation product.

XVIII. Blankets/comforters are replaced with a freshly washed items

XIX. All extra throw blankets, decorative pillows, or other soft objects are cleaned and put away.

XX. Gloves and masks are worn at all times when handling trash.

XXI. A proper disinfecting product is used on trash barrels and bins, and a fresh liners are placed inside.