

## Coronavirus (COVID-19)

We want to inform you of the actions we are taking as a business to protect our cleaners and our clients as far as possible during the COVID-19 outbreak. I'm sure you will know that the government have ordered people to stay at home with a few exceptions. On the other hand, we don't need to point out that a clean house is even more essential during these times.

For the next period (hopefully just 3 weeks) we have asked our cleaners to contact you for you to decide between you if you wish to continue receiving cleans or not. If your cleaner does not wish to attend, but you would still like a cleaner, please inform us of this and we will try our best to find you an alternative cleaner. We are in constant contact with all our cleaners and are asking them and yourselves to take all the precautions you can. If you or anyone in your household have any symptoms, please let us and your cleaner know as soon as possible. We have also informed our cleaners to do the same if they or anyone in their household displays any symptoms. We have always ensured that the same cleaner attends the same clients each clean and that our cleaners only use the client's cleaning materials to prevent contamination.

Maid2Clean and our cleaners would like to thank you for your continued support at this difficult time. It is much appreciated.

**Symptoms:** High-Temperature | A New, Continuous Cough

**Stay at home, unless it is for one of the following reasons:**

- Shopping for basic necessities, for example food and medicine, which must be as infrequent as possible
- One form of exercise a day, for example a run, walk, or cycle – alone or with members of your household
- Any medical need, or to provide care or to help a vulnerable person
- Travelling to and from work, but only where this absolutely cannot be done from home
- Ensure you stay at least 2-meters away from other people

**Use the NHS 111 online coronavirus service if:**

- You feel you cannot cope with your symptoms at home
- Your condition gets worse
- Your symptoms do not get better after 7 days

[Click here to use the 111 coronavirus service](#)

**ONLY call 111 if you cannot get help online.**

## How to avoid catching and spreading coronavirus (social distancing)

### DO

- Wash your hands with soap and water often - do this for at least 20 seconds
- Always wash your hands when you get home or into work
- Use hand sanitiser gel if soap and water are not available
- Cover your mouth and nose with a tissue or your sleeve (not your hands) when you cough or sneeze
- Put used tissues in the bin immediately and wash your hands afterwards
- Use phone, online services, or apps to contact your GP surgery or other NHS services

### DON'T

- Do not touch your eyes, nose or mouth if your hands are not clean

### HEALTH & WELLBEING

- Stay in touch with family and friends over the phone or on social media
- Try to keep yourself busy – you could try activities like cooking, reading, online learning and watching films
- Do light exercise at home, or outside once a day

### USEFUL LINKS

- [NHS Coronavirus Help](#)
- [UK Government Response](#)
- [111 Online Coronavirus Service](#)