



## *COVID-19 Housekeeping Protocol*

### **Housekeeper's Guidelines:**

- Wash hands for at least 20 seconds with soap and water. Hand sanitizer that is at least 60% alcohol will be used in instances where soap and water are not available.
- Avoid touching face, eyes, mouth, and nose.
- Avoid contact with people who are sick or showing signs of illness.
- Stay home if sick or showing signs of illness.
- Sanitize high-use surfaces such as light switches, door knobs, remote controls, etc.
- Wear protective footwear, mask, and gloves, while cleaning an apartment. Change gloves between apartment cleanings and discard them properly in the nearby trash facilities outside of the apartment.
- Use CDC approved sanitizing cleaning products.



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**Take comfort knowing we are using CDC approved sanitizing solutions, hand sanitizers, regularly washing our hands, wearing protective wear, and practicing social distancing with our guests, vendors and community teams. Our Hospitality Team re-sanitizes high touch areas after inspecting before each arrival.**

### **We ask that our Guests:**

- Wear a mask while housekeeping is in your apartment. You may also socially distance in another room they are not working in
- If you are sick or showing signs of illness, our housekeepers will not clean your apartment. Please contact us immediately if you are ill and need to cancel. We will waive cancellation fees on a same day cancellation if it is because you are not feeling well.
- Notify us if you or anyone in your apartment has been exposed to someone that has tested positive for COVID-19 or if you or anyone in your household has tested positive for COVID-19. We will ask you to follow CDC guidelines in either case and we will cease housekeeping until deemed safe to resume services.