

As the Coronavirus and its impact continue to evolve and develop we remain focused on maintaining the health and safety of our staff, our community, as well as to you, our customers. The CDC has stressed the importance of [keeping our homes and workplaces clean and disinfected](#) to help control the spreading of the virus

We are here to support you and are working hard to ensure our company can continue to provide you with the cleaning services you need as safely as possible by following the guidelines of the CDC.

### **How are our home cleaning technicians protecting against COVID-19?**

We know that these are uncertain times and if/when you are ready, we are here to help. Our IICRC trained and background checked technicians are prepared to provide your home/facility with a deep clean including our enhanced service application of disinfectant and sanitizer for carpet, upholstery, and hard surfaces.

We realize that allowing people in your home or place of business may cause concern. Our commitment to you and our employees is to first follow all of the recommendations from the CDC and World Health Organization. Our technicians and employees are required to follow the recommendations which include, but are not limited to:

- Technicians are following the CDC guidelines for hand washing, using hand sanitizer and following all recommended hygiene practices.
- With regard to social distancing, our technicians are maintaining a distance of 6 feet from our customers, and you do not need to be in the same room while they are working.
- We are frequently cleaning and disinfecting all our equipment with professional-grade, EPA-approved disinfectant.
- Our technicians will wear booties and gloves, and they will wear a mask upon request; however, the CDC has recommended that people do not wear a mask if they are not ill.

## **What is the difference between cleaning, sanitizing and disinfecting?**

Most important to understand is that cleaning does not kill bacteria, viruses, or fungi more commonly referred to as “germs”. Instead cleaning is done to remove “germs” usually by combining water, a cleaning product, and scrubbing. Cleaning is still a vital step in the cleaning process as removal of dirt and debris can make way for products and methods that do kill ‘germs’ to be more effectively.

Disinfecting and sanitizing methods on the other hand refer to products that work by killing germs on a surface after cleaning, further lowering the risk of spreading infection. Sanitizers reduce bacteria on a surface by at least 99.9% in as little as 30-60 seconds. Disinfectants kill 99.99999% of a wider range of microorganisms including bacteria, viruses, fungi, and mold but can take up to 10 minutes or longer depending on the product. These methods work great on all surfaces like natural stone including marble, granite, and limestone; upholstery, fabrics, and drapes; and carpets and area rugs on hard non-porous surfaces.

It is our deepest commitment at [\*\*Jonquil Carpet Cleaning and Restoration\*\*](#), to provide you with a clean, safe, and healthy home or work environment. We appreciate you as a community member and as our customer.

We do take this health risk very seriously and wish to protect the spreading of the virus in any way. If you or someone living with you is not well, we ask that you please reschedule your appointment for a future time, call your family doctor, and follow the necessary precautions.

We are here for you. Please let us know how we can be of any service to you.