



Polish Care Services

We Make Everyday Life Easier

Employee Handbook-Cleaners

Table of Contents

What does it takes to be a Polish Care Services cleaner?	Page 4
What are the benefit of being a Polish Care Services cleaner?	Page 4
Cleaning materials and Equipment	Page 4
Client Keys	Page 5
One-Time cleaning	Page 5
Temporary Cover	Page 5
Our rating and monitoring systems:	Page 6
Our 5 Rules of Reliability	Page 7
How do I get new clients?	Page 7
The First Day	Page 8
Rules when working for the client	Page 9
Things to watch out for	Page 9
When you must call the office	Page 10
Safety	Page 11
Cleaning advice and guidelines	Page 12
The cleaning routine	Page 12
At Will Employment	Page 13
Equal Opportunity Employment	Page 13
Dismissal Policies and Disciplinary Practices	Page 13
Voluntary Resignation/Change In Employment Status Page	Page 14
Payroll Guidelines	Page 15
Reference Checks	Page 15
Sickness and time off	Page 16
Family and Medical Leave	Page 16-19
Military Leave	Page 19

Time Off **19-20**
Stealing Clients **Page 20**
Saying goodbye to Polish Care Services **Page 20**
Success Hints **Page 21**
Safety Training **Page 22-24**
Lifting and Preventing Back Injuries **Page 24-25**
Handbook Acknowledgement **Page 26**

What does it takes to be a Polish Care Services Cleaner?

You must;

- Be reliable.
- Be punctual.
- Take pride in your work.
- Be a personable, caring and understanding person.
- Be capable of forming a friendly working relationship with customers. By understanding their needs, you will be able to carry out the most effective job.
- Smile, Give Eye contact, When complete do a final walkthrough and don't forget to ask if I met or exceeded your expectations
- Never argue with the customer, they hire us, the office will address each situation with a customer fairly.
- Remember to say thank you

What are the benefit of being a Polish Care Services cleaner?

Providing you do a good job and meet our expectations you will be given as many clients as you would like.

You will benefit from flexible working hours to fit in around your current schedule.

Cleaning materials and Equipment

We like to ensure that our clients are 100% confident in the products used in their home and as such, the client will usually provide all of the cleaning materials and equipment you will need. We occasionally provide supplies and equipment.

We ask you to be careful with bleach and chemical usage, do not mix chemicals and be mindful where you pour or how you transport chemicals, see safety page 11-12.

Remember we treat our customers, businesses and homes the way we want to be treated, with respect and care.

Client Keys

As we like our clients and cleaners to build a trusting relationship, it is recommended that the client leave their keys with you. This will allow you to enter and exit the home safely and securely. You are responsible for the safekeeping of the clients keys while they are in your possession. The client is provided with a key holders form which you will be required to sign when you take ownership of the keys.

When holding keys for a client;

- You must keep them in a safe and secure location.
- You must never keep the clients contact details on or near the keys.

This ensures that should the keys ever be stolen there is no way they could be traced to the client's property.

Should the keys ever be lost or stolen you will be responsible for any loss to the client and will have to pay for any lock replacement.

If you receive garage code information, keep it separate from the customers information, to prevent others from having access to the customer or identify the location.

One-Time cleaning

You may notice that we occasionally offer you the chance to cover for one of our cleaners or to carry out a 'one-time' cleaning. One-time cleaning will usually be quite a large job, lasting between 4 and 6 hours. However there are often 2 hour jobs that are offered through our marketing programs, that can occasionally be fit with another cleaning job for the day.

No matter the marketing program or hours worked, your pay will still be the same for hours worked.

Occasionally, should you do a thorough job, you may be asked to return and become that client's regular cleaner.

Temporary Cover

Should one of our cleaners be sick or on vacation, you may be asked to provide temporary cover. Usually lasting for one or two weeks, temporary cover requires we will call the client and arrange an appropriate day for you to clean their home. Remember that the job you do reflects upon the company as a whole. Also please be aware the person you are offering cover for may provide cover for your clients when you are on holiday. As such, we ask that you treat temporary cover with the same level of care that you would any of your own permanent clients.

Our rating and monitoring systems:

Here at Polish Care Services, we are focussed upon ensuring that our cleaners are happy and continue to provide an excellent level of service to their clients. Our rating system begins at the stage of your first interview, where upon completion you are rewarded with a 5 star rating.

Stars are then awarded for good work and removed for bad work, with the highest rating being 9 stars and the lowest being 0 stars.

How do you get stars awarded to you?

1. Continued reliability
2. Demonstration of continued honesty
3. A high standard of work
4. Strong communication with your clients and the staff at the Polish Care Services office
5. Flexibility and a willingness to put in extra hours when required

How do you lose stars?

1. Being unreliable
2. Questionable dishonesty.
3. Showing a poor standard of work.
4. Having poor communication with your clients and the Polish Care Services office
5. A lack of flexibility / willingness to work.

Our rating system provides you with straightforward standards and should you meet them, we will enjoy a longstanding working relationship. However, once your star rating drops to 3, you will no longer be rewarded with additional clients. Should you reach a 2 or lower star rating, your client will be contacted and recommended an alternative cleaner. We will inform you and the client that your insurance cover will cease to exist.

Should you reach 8 or 9 stars then you will be one of the most valued members of our team. You will be given priority on new customers and you will be on our preferential list for one-time cleaning.

Our 5 Rules of Reliability

1. Do not accept jobs half-heartedly. Be absolutely sure you want the job before you accept it.
2. Make sure to be on time, being late reflects poorly on you and the company. If you are going to be late call the office so we can communicate with the customer
3. Always make sure job is completed consistently with high quality, one that you can be proud of.
4. When working for a client, always attend on time and always work the full hours you are being paid for. Do not leave early.
5. If the job can be done in less time than you are being paid for, suggest some additional tasks you can do, or if not required then suggest the client reduce your hours.

How do I get new clients?

When a new client becomes available, we will decide upon our most suitable cleaner for their needs. If this is you, we will call and tell you about the client. Should you be happy to work with them, we will then put you on the schedule. Our goal is to ensure that you are both happy to work together and that you will hopefully be able to form a long-lasting working relationship together.

When we give you a new client we will provide you with;

- The clients name
- The clients address
- The clients priorities
- The number of hours required per week
- Which days they require a cleaner
- If they have any pets or specific requirements

The First Day

We know that first days can be a bit nerve-racking. So we are here to tell you to relax and take your time. Doing a good job the first time is essential to forming a good relationship with the client.

Everything is likely to take longer on the first day. You will have to find your way around a home or office you are not used to and you will want to do the best job you can. If you feel that you need more time for the first clean, never be afraid to let the client know at your initial cleaning or contact the office.

Before leaving the client's home

So, you have got the cleaning done and have no doubt done a good job after self inspection of your final walkthrough. Now it is time to leave. To make sure that everything goes to plan, be sure to follow these few simple steps:

1. Place all cleaning products and equipment back where they belong and ensure that all lids are properly fastened.
2. Check for low amounts of cleaning products. If a cleaning product is running low, leave a note for the client. They will then replace the product before your next visit.
3. Close all windows – The security of our client's homes is essential.
4. Do a room to room check to ensure that nothing has been left unfinished and ensure you have all your belongings.
5. Lock any doors which have been left open and turn on the alarm(if required).

Congratulations on completing your first day with us! We are sure that you will have done an amazing job! When you get home, be sure to give us a quick call to let us know how the day went. We are always eager to hear how you got on, so please let us know:

- Did you complete the required work?
- Did you have enough time to complete the work?
- Did any other issues arise during the day?

By sharing your experience with us, we can ensure that you and our customers enjoy a long-lasting relationship together.

Rules when working for the client

- Always be punctual.
- If you can't work, call us and explain the situation, so we can rearrange with the client.
- NEVER use a client's telephone.
- Never take anyone else (e.g. children or friends) into a client's home.
- Having agreed to take on a client you must visit every time you are scheduled. It is not acceptable to pick and choose which days or weeks you work, this gives the client a negative impression of us. If you don't want to work for your client someone else will always accept the position.
- Treat working for Polish Care Services clients like any other job. Turn up on the right day at the right time and do the job to a high standard.
- Never change a day without telling the client, and don't arrive late. Clients very quickly tire of cleaners who are late or unreliable, and can easily **fire** us. Remember, a neighbor may be checking your arrival and departure times.
- The client will always know if you have cleaned. Please make sure they will be happy with your work.

Things to watch out for

Customers will often offer you a cup of tea to keep you going through the day. While it is perfectly acceptable to have cup while you are "on the go" please be mindful that the homeowner is paying you for your time and they may feel it inappropriate if you stop for a cup of tea and a chat.

Always empty the bins in each room, and replace with appropriate bin bags. If a client leaves a list, always start at the top and work through. If you do not have the time to complete a job leave a note and let us know. DON'T rush through a job.

When you must call the office

There will be a number of times you will need to call the Polish Care Services office so please enter our office telephone number into your phone, so you'll never be without it again: 860-255-8278 or 860-470-7103.

- *If you have any problems*

We are here to help you, so if you have any problems contact us.

- *Sickness and time-off cover*

It is not always easy to find cover and we need as much notice as possible. For time-off coverage, please us at least four weeks' notice. You need to make sure the customer is aware that if they require a replacement cleaner they just need to call the Polish Care Services office to arrange this. Even if none of your customers require a temporary cleaner it is always useful to let us know when you are going on vacation, and when you will be back.

- *Anytime you don't visit the client*

The client will always need a cleaner so if you haven't visited we need to arrange a new appointment or new cleaner.

- *If a client cancels with you*

The client doesn't always tell us, so you need to call the Polish Care Services office. We need to know so that we can stop invoicing the client.

- *If you intend to leave*

It is not always easy to cover clients, so we need a minimum of four weeks' notice.

Safety

1. If opening windows for ventilation, only do so while working in that room. Remember to close windows before leaving each room.
2. Only dilute chemicals in an area where drips or spills will not cause stains or damage.
3. Be careful with products containing bleach during usage or transport. Damage caused by bleach cannot be repaired, also mixture of different chemicals with bleach can be harmful, If there is physical contact, flush area with water and see a doctor. Be familiar with instructions on label before usage.
4. Electrical cables: extra care should be taken with these. Before connecting to the mains supply visually check cables of all electrical equipment for signs of damage. If you feel the cable is damaged then please do not use the equipment and make both Polish Care Services and the client aware of your concerns.
5. Faulty equipment: if something is not working, plug another item which you know is working into the socket to check it is not the socket that is at fault. If any equipment does not work, do not attempt to fix or repair it yourself. Report it to the client and ask them to call in a qualified technician or electrician.
6. When carrying cleaning equipment from room to room, make sure bottle tops are screwed on firmly and take care not to drip or spill cleaning fluids on floors, especially carpeted areas.
7. Look for warning signs on all cleaning products. Read them and follow the instructions carefully.
8. Chemicals can often be diluted with water, but they cannot and must not be mixed with other substances. In addition, when diluting chemicals, it is safer to put the water in first and then add the chemicals.
9. Color-coded gloves should be worn at all times and especially when working with any chemicals or cleaning fluids.
10. Broken glass must only be disposed of in a rigid container not left loose in a plastic bin liner.
11. The height limit for reaching areas to clean is no higher than your own reach. Do not stretch or strain. Use extended light, safe equipment to reach areas.

12. When cleaning couches and armchairs, do not put your hands down the sides to feel for lost or missing objects. You could be injured by any unseen sharp objects.

13. All electrical appliances must be disconnected from the mains before you clean them. This is especially important when using cleaning fluids, water or even a damp cloth for wiping the appliance.

14. Do not use any electrical appliances with wet hands.

Cleaning advice and guidelines

Organisation:

You know what they say; organization is the key to success. So, when working with Polish Care Services, make sure you organize your time well. Good organization leads to less confusion and happier clients so we all win as a result.

So, start out with a plan of how you intend to clean each room. Working from top to bottom, we suggest that you begin by cleaning the ceiling and working clockwise around the room. You can then do the same at eye level, before repeating the process at baseboard level.

Now that that is completed, you can move on to the carpets. Starting from the back of the room, make your way towards the door.

Once finished, take a look from the door and your hard work should be immediately noticeable. If you are happy with your work, make sure that any windows and doors are secured and carry on with the next room.

The cleaning routine:

Our cleaning routine is worked out for convenience, efficiency and hygiene purposes. So, as a general rule, we suggest that you begin cleaning the upstairs of the house and work your way downstairs. Finish your work by cleaning the kitchen, then the bathroom and finally the toilets and always make sure that you finish each room by cleaning the door; this will ensure that each room is as sparkingly clean as possible. For hygiene reasons we recommend you use different colored cloths for different areas of the house. Yellow for general cleaning, blue for low risk areas, red for high risk areas (toilets, etc) and green for kitchens. See success hints

AT WILL EMPLOYMENT

It is our hope and expectation that both Polish Care Services and each employee will have a long lasting and mutually beneficial relationship. However, as an employee develops new skills and as an employee's circumstances may change, an employee may choose to pursue other career opportunities. Likewise, business directions and needs are subject to change. For this reason Polish Care Services has an at-will employment policy that allows either the employee or Polish Care Services to terminate the employment relationship at any time and for any reason.

EQUAL OPPORTUNITY EMPLOYMENT

Polish Care Services is an equal opportunity employer. It is our policy to employ qualified people without regard to race, color, religion, sex, age, marital status, physical or mental disability, national origin or ancestry, veteran's status, or any other category protected by federal state or local law. This policy applies to all aspects of employment, including but not limited to application, hiring, selection and placement, training and development, promotion, compensation, benefits, recalls, leaves of absence, discipline and termination.

Consistent with the CHRA and/or ADA, as applicable, Polish Care Services will make reasonable accommodations to all qualified persons with disabilities under the CHRA and/or ADA, as applicable, and Polish Care Services will comply in all respects with any applicable local regulation or ordinance that provides qualified persons with disabilities greater protection than the ADA and/or CHRA.

DISMISSAL POLICIES AND DISCIPLINARY PRACTICES

The goal of Polish Care Service disciplinary policy is to correct improper behavior and eliminate unacceptable performance or behavior while protecting the interests of our clients. With this in mind, Polish Care Services may use progressive or creative disciplinary procedures when dealing with employee problems. The purpose is to enable employees to understand what is expected in terms of behavior and performance and to provide Polish Care Services employees with a

reasonable opportunity to correct improper or unacceptable behavior. Polish Care Services goal is to resolve problems through open communication. The normal steps in the process are as follows:

1. Oral reprimand
2. Written reprimand (placed in employee file) Strike 1 Strike 2 Strike 3
3. Suspension (with or without pay)
4. Termination of employment

The above steps may not be used in all situations, and in no way should any provisions within this Manual be considered a contract or guarantee of employment. As described above, Polish Care Services has an “employment at will” policy, and either an employee or Polish Care Services may terminate the employment relationship at any time, with or without cause, and with or without advance notice, unless otherwise provided in a written employment agreement signed both the employee and an authorized manager of Polish Care Services.

There are some situations where progressive discipline is not appropriate, and an employee may be terminated without going through all or any of the steps indicated above. This may occur if the health, safety or welfare of a Polish Care Services client, employee or representative is endangered in any way by an employee’s conduct; certain actions constituting grounds for termination as set forth within this Manual are taken, or in other situations deemed necessary by Polish Care Services, in its sole and absolute discretion. For example, an employee who fails to report for work for two (2) consecutive shifts without notifying Polish Care Services management of inability to work may be subject to immediate termination. No future employment recommendations will be furnished to any employee whose services are terminated for disciplinary action.

VOLUNTARY RESIGNATION/CHANGE IN EMPLOYMENT STATUS

Polish Care Services requests that each employee provide Polish Care Services with written notice four (4) weeks prior to the employee's voluntary resignation. Upon resignation or other change in status of employment with Polish Care Services, Polish Care Services also requests that each employee sign the Status Change Form.

Payroll Guidelines

Pay periods are bi-weekly and begin 12:01 a.m. on Sunday and end at midnight on Saturday. Overtime must be authorized in advance by the office. Not all clients are approved for services on holidays. Please call the office prior to a holiday to verify if you are authorized to work on a holiday.

Payroll checks will be available for pick up every Friday biweekly from 1 pm to 3 pm at our Connecticut office, or deposited in your bank account. If you are unable to pick up your check, your check will be mailed to you within 14 business days after it's been issued. You will be responsible for postage if you wish to have your payroll check mailed to you on a weekly basis. Payroll checks will be mailed from our Connecticut office to each employee's home address. It is the responsibility of the employee to furnish Polish Care Services with their correct home address. Please notify the office as soon as possible if there is a change of address

Reference Checks

At Polish Care Services two reference checks are conducted on every job applicant, regardless of the position for which they are applying. This process is conducted to verify the accuracy of the information provided by the applicant. Examples include checks of past employment, education, job-related accomplishments, etc.

Once a decision has been made regarding interest in hiring an applicant an offer will be made contingent upon satisfactory completion of reference checks. As part of this process, each prospective employee must submit at least three professional references to be considered for employment at Polish Care Services. Applicants will be asked to provide the employers name, telephone number, and address.

Sickness and time off

While we would all like to be Superman, we here at Polish Care Services understand that we all get ill from time to time.

Of course, clients still require cleaners and homes still need cleaning. So, if you are likely to be ill and unavailable to clean, contact your client at your earliest possible convenience. We also ask that you give the office a quick call to keep us informed. We will make arrangements with the client. If you expect to be absent for longer than a week we will need to offer the client the opportunity to have a temporary cover cleaner.

Communication is key. Speaking to the client and the office always ensures that everything runs smoothly and everyone remains happy.

Family and Medical Leave

In accordance with the Federal Family and Medical Leave Act (the “Act” or “FMLA”), the Company grants family and medical leaves of absence to eligible associates for the following:

1. the birth of an associate’s child or to care for the newborn child;
2. the placement of a child with the associate for adoption or state-approved foster care;
3. the care of an associate’s spouse, child, or parent (“family member”) who has a serious health condition;
4. the associate’s serious health condition which prevents the associate from performing any one essential function of the associate’s position;
or
5. to help care for a family member in the armed forces or the national guard who is being treated for a serious illness or injury. “Family member” for purposes of this paragraph means the associate’s spouse, child, parent or nearest blood relative.

The associate may take up to 26 weeks of leave to care for the injured service member, and the 26 weeks is a “one-time” leave entitlement that must be used during a single 12-month period. FMLA leave for up to 12 weeks will also be

available for a “qualifying urgency” related to an associate whose spouse, parent or child is on active duty or who has been called to active duty.

A serious health condition is an illness, injury, impairment or physical or mental condition that involves either inpatient care or continuing treatment by a health care provider.

The associate may take up to 26 weeks of leave to care for the injured service member, and the 26 weeks is a “one-time” leave entitlement that must be used during a single 12-month period. FMLA leave for up to 12 weeks will also be available for a “qualifying urgency” related to an associate whose spouse, parent or child is on active duty or who has been called to active duty.

Eligible Associate

An active full-time or part-time associate is eligible for family and medical leave under the Act provided that on the date the associate requests leave:

1. the associate has been employed by the Company for at least 12 months;
2. the associate has worked 1,250 hours during the 12-month period immediately preceding the commencement of leave; and
3. the associate must work in an office or worksite where 50 or more associates are employed within 75 miles of that office or worksite

Length of Leave

An eligible associate is entitled to a total of 12 work weeks of unpaid leave within a 12-month period. The amount of leave available to an associate will be calculated by looking backward at the amount of leave taken within the 12-month period immediately preceding the first date of leave. Leave taken for the care of a newborn child or placement for adoption or foster care must be taken as an uninterrupted, continuous leave of absence and must be taken within 12 months of the birth or placement of the child. If both a husband and wife are employed by the Company, and are eligible for leave, except for leave due to the associate’s serious health condition, the two may take a combined total of 12 weeks. Intermittent leave or a reduced schedule may be approved for the associate’s serious health condition or a family member’s serious health condition where medically necessary and where the need for such leave is best accommodated through such scheduling. An associate requesting intermittent leave/reduced schedule may be transferred temporarily to an available alternative position with equivalent pay and benefits, or to a part-time

position if such a position better accommodates the need for intermittent leave/reduced schedule.

Associate Notification Requirements

If an associate expects to take family and medical leave, the associate must notify in writing, the administration offices of the intention to take leave at least 30 days in advance of the expected leave. Following proper notification, the associate must complete a Leave of Absence Request form and provide any required medical certification.

If the need for leave is not foreseeable, the associate must provide written notification of leave to the administration office as soon as is practicable under the circumstances. An associate's failure to provide 30 days advance notification for a foreseeable leave may result in a delay of leave.

Medical Certification

An associate who takes leave for their serious health condition or to care for a family member with a serious health condition must submit to Polish Care Services administration office, written medical certification of the need for such leave from the applicable health care provider. Failure to provide the certification in a timely manner may result in a delay of leave. The Company may request a second or third medical opinion for verification of an associate's serious health condition. The opinion of the third health care provider, who is approved jointly by the Company and the associate, shall be final and binding on the Company and the associate. In addition, while the associate is on leave, the Company may require the associate to provide periodic recertification of the associate's medical condition (not to exceed once every 30 days) and the Company may inquire as to the associate's intentions to return to work.

An associate on uninterrupted, continuous leave due to the associate's own serious health condition will be required to provide a job-related medical certification of fitness before the associate is allowed to return to work. Failure to provide this certification may result in the delay or denial of job restoration.

Benefits Continuation

Absences due to leave will not be counted as time worked for the purpose of seniority or computing vacation, sick leave or personal days.

Job Restoration

An associate will be returned to the same or an equivalent position when the associate returns from family and medical leave, with no loss of benefits accrued

prior to leave. An associate who does not return to work at the end of an authorized leave is subject to termination of employment. In the event an associate's position with the Company is affected by a decision or event not related to the associate's leave of absence, e.g., job elimination due to a reduction in force, the associate will be affected to the same extent as if he was not on leave.

Certain "key associates" as defined under The Family and Medical Leave Act may not be eligible to be restored to the same or an equivalent position after leave if doing so would cause substantial and grievous economic injury to the operations of the assigned company. The Company will notify such associates of their "key associate" status and the conditions under which job restoration will be denied, if applicable.

Special eligibility requirements and other rules apply when taking unpaid leave under the FMLA. *Where state or local laws provide different benefit levels or requirements, the Company will comply with them.* Please direct questions about eligibility for this leave or any other issues about the FMLA to your Manager.

Military Leave

Military Leave may be requested in accordance with the Uniformed Services Employment and Reemployment Rights Act (USERRA) and/or local law, as applicable.

Time Off

We all like to enjoy the sun once in a while, so when arranging a holiday, make sure to contact us to let us know when you will be away.

A minimum of 4 weeks' notice is required for time-off leave and you should inform us of your holiday dates as soon as you can. We also need to be kept up to date with your plans so please also inform the Polish Care Services offices a minimum of 4 weeks prior to your time-off (if you can give more notice then please do). When discussing your time-off dates with the client please make them aware that if they would like a temporary cover cleaner they just need to call the Polish Care Services office. This ensures that clients are always well catered for during your absence. You are not required to work on public holidays. However, some customers do still require a cleaner, so if you are happy to work on a holiday then please let your customer know. Alternatively re-schedule the clean for an alternative convenient date.

Insurance

To ensure that our clients and cleaners are fully covered, we provide a basic level of insurance to each customer for any damage or breakages you may cause. Of course, we totally accept that accidents happen from time to time, so if you cause any kind of damage, please tell us immediately so that we may take immediate action.

We will make an accurate note of the details and then, should the client choose to enter a claim we will ask you to complete a handwritten account of the incident. We can then compare these versions of events in order to send onto the insurance claims company.

As you are not employed by Polish Care Services we do not offer any cover for any physical harm or injury which may occur while working for a client. However should you suffer from either of these please inform us immediately so that we make take the appropriate course of action.

Stealing Clients

Occasionally a client may ask you to continue working for them when they have stopped paying us and are no longer a client of the company. This may be embarrassing for you but it is also against the terms and conditions of their (and your) agreement with us. As you can imagine after we have incurred the cost of getting a new customer, then gone to great expense to recruit a new cleaner, the last thing we want is a cleaner being disloyal to the agency who, after all, found them work. For this reason in your contract you will have agreed not to perform this act and we consider this as theft and breach of contract, which we will take very seriously. We always take legal action on loss of our income as it is damaging to our business.

Naturally any cleaner who is caught stealing clients is in breach of contract and will get no more work from us and cannot expect a good reference.

Saying goodbye to Polish Care Services

When the day comes for you to leave Polish Care Services, we will of course be sad to see you go, but would ask that you provide us with as much notice as possible so we may arrange a permanent replacement cleaner for your clients.

We also ask that you inform us prior to informing the clients. This allows us to make the best possible arrangements for our clients and to arrange for you to return any keys you may still have.

If you decide to leave and follow these guidelines, should your decision be the wrong one and you decide to come back to us we would not hesitate to put you back on the books without a further need for an interview. However, if you drop us in the deep end without notice, we would not consider using your services again.

Please note that our terms and conditions forbid you from working with any of your previous clients for a period of 24 months. Any breach of these terms and conditions may result in legal action being taken.

We hope that you enjoy your time at Polish Care Services and look forward to a long and successful working relationship together.

Success Hints:

- Be polite and professional in appearance, eye contact, SMILE.....hi my name is _____ from Polish Care Services, I am here to do the cleaning.**
- If the task cannot reasonably be completed in the time given, contact the office so we can communicate with the customer.**
- Before cleaning do a walkthrough to have a picture in your mind of what needs to be done, and how much time it will take. This helps to plan, be organized and complete the task more efficiently.**
- Use company checklist or a specification sheet as a cleaning guide and mark off what was completed. This ensures you do not miss anything.**
- When cleaning areas with hard soils, grime, mildew and stains spray solution and focus on other areas, while the solutions does its magic, return to the area 10-15 minutes later to clean, grime and residue comes off more easily.**
- Use a duster to reach “hard to reach” areas e.g. sofa and dressers even baseboards you will touch that area when the customer checks it will be clean.**
- If there is an incident, create an incident log and report to the office, this helps us when communicating with the customer.**
- Review the cleaning routine. page 10**

Safety Training:

7 ways to prevent or reduce injuries when cleaning:

Slips, Trips and Falls.

Make sure you wear the proper footwear. Athletic shoes or rubber soled shoes are preferred - never wear sandals, open-toed shoes or shoes with slippery soles on the job.

Watch for cords, mats, and other objects on the floor.

Use wet floor signs, hazard or caution tape at all entrances to areas where wet floors or stairs are being cleaned. Try to avoid walking across or on wet floors.

Ergonomic Injuries.

Make sure you know how to lift safely. To pick up objects bend at the knees and not at the waist.

Try to avoid repetitive motions that can cause injuries. If possible, use equipment that is ergonomically designed like back pack vacuums. Before using a back pack vacuum, adjust it for the proper fit.

Use quieter vacuums and floor machines to help reduce noise fatigue which can lower productivity.

Equipment Accidents.

Learn how to use all equipment properly in order to avoid accidents and keep the equipment in good working order. Read the manual or ask questions.

Floor machines like buffers and carpet cleaning equipment can be hard to handle so practice, practice. Only experienced and trained employees to use this type of equipment.

Climbing Accidents.

Make sure you use sturdy ladders that are in good condition.

Never stand on chairs, desks, boxes or other objects to reach high up areas.

Never stand on the top rung of the ladder and don't over-reach or lean too far to one side when standing on a ladder.

Never use a step ladder as a straight ladder. Step ladders should be fully open with spreaders locked in place.

Cuts or Puncture Wounds.

Never push down on trash with your hands or feet to compact it. There may be sharp objects that can cause puncturing.

Never pick up broken glass with your hands - use a broom and dust pan.

Use thick gloves to brush and clean metallic, glass and wood objects.

When working in dental or medical facilities, be sure to watch for improperly discarded needles in order to avoid being stuck. Always wear gloves if there is an opportunity to become in contact with a needle. Use two pairs of gloves for added protection.

Respiratory Injuries.

Avoid using aerosols while cleaning it's easier to breathe in the fumes from this type of container. Instead, use pump sprayers and spray a small amount onto your cleaning cloth rather than spraying large amounts onto the surface you're cleaning.

Avoid feather dusting, which makes the dust airborne and increases the risk of inhalation. Rather, use damp dusting methods with microfiber cloths.

Also avoid sweeping. Instead, vacuum hard floors with a vacuum and then damp mop the floor to keep dust from becoming airborne.

Use a respirator if there is a chance of inhaling harmful dust, fumes, vapors, and/or gases.

Eye and Skin Injuries.

Use protective eye glasses when using cleaning chemicals to keep the spray from entering the eyes.

Use protective gloves when using cleaning chemicals to prevent contacting the skin, causing irritation or burning.

Avoid touching other parts of your body when wearing soiled gloves.

Lifting and Preventing Back Injuries

- Take a balanced stance with your feet about shoulder-width apart. One foot can be behind the object and the other foot next to it.
- Squat down to lift the object. Make sure to keep your heels off the floor. Get as close to the object as you can. (This is the time many people are tempted to bend their back.)
- Use the palm of your hands, not just your fingertips, to get a secure grip on the object.
- Lift gradually and smoothly (don't jerk yourself up) using your leg, abdominal and buttocks muscles. Keep the load as close to you as possible. Keep your chin tucked in. This will help you to keep a relatively straight back and neckline.
- Once you are in a standing position, change directions by pointing your feet in the direction you want to go and then turning your whole body. Avoid twisting at the waist while carrying objects.
- When you are ready to put the object down, use these same guidelines in reverse.

Remember you prevent back injuries by lifting properly

Other important tips to remember:

- If it is a heavy load, reduce the amount of weight by making several trips.
- Remember to look around before you lift and make sure you have a clear path to carry the object - you don't want to be twisting and turning around obstacles.
- Avoid walking on slippery and uneven surfaces while carrying objects.
- Test the load before you lift them by pushing them lightly with your hand or foot. This will give you an idea of how heavy the object really is. A small size does not mean that an object is light. Make sure the object is balanced properly.
- Use handles and lifting straps where appropriate.
- If you are wearing gloves when picking up an object, make sure they are textured gloves and not smooth.
- Don't throw trash bags from any distance. Walk up to the dumpster and place them inside.
- Remember to always do the work with your arms and legs - not your back.
- If the object is too heavy - get help.

This last tip points out another potential risk for back injuries. Improper vacuuming and mopping can cause back injury, or at the least, back pain. These actions often result in the twisting of the torso, causing a strain on the muscles supporting the back. Combined with simultaneously bending over and lifting, this can cause significant back pain. To avoid this, good posture is important. Keep your back straight, and use your arms to perform the necessary motions to perform these duties. Avoid twisting your torso, and keep bending to a minimum.

Training is not a one-time event. You must always remember to think about safety in everything you do. When you notice improper lifting techniques, kindly point them out. Oftentimes, people do things without even being aware of them. We learn through repetition, be mindful of all safety measures, including back injury prevention. You cannot afford to do otherwise.

Handbook Acknowledgement

I, _____ (employee name), have been given a copy of the Polish Care Services Employer Handbook. I have been advised and acknowledge that in the course of my employment with Polish Care Services, the Company may at any time change the policies, procedures, benefits and benefit plans contained therein with or without prior notice since nothing in the Handbook should be construed as a contract of employment or promise of continued benefits. If I have specific questions about any statement or provision in the Handbook, I will direct them to my Supervisor or to the Personnel Department.

Confidential Information

I am aware that during the course of my employment confidential information will be made available to me, for instance, product designs, marketing strategies, customer lists, pricing policies and other related information. I understand that this information is proprietary and critical to the success of Polish Care Services and must not be given out or used outside of Polish Care Services 's premises or with non- Polish Care Services employees. In the event of termination of employment, whether voluntary or involuntary, I hereby agree not to utilize or exploit this information with any other individual or company.

I acknowledge that the programs and statements outlined in the booklet are to be regarded only as guidelines, not guarantees, which the Company may, in its sole discretion, change as needed in order to manage its work force to the Company's benefit as Polish Care Services deems fit.

Additionally, I acknowledge that no promise of job security has heretofore been given to me and that there are no such promises contained in the Handbook since I am employed AT WILL and may resign at any time or be fired from my job at any time, with or without notice and with or without cause.

Signature of Applicant or Employee:

Printed Name of Applicant or Employee:

Date: