CLIENT HANDBOOK
POLICIES & PROCEDURES

Blooming Broom Clean Co.
Owner/ Manager: Joelle Wassing
Phone/ Email: 250 409 4314 hello@thebloomingbroom.ca
Version: 1.0
Effective Date: October 1, 2026

---

1. WELCOME

Thank you for choosing *Blooming Broom Clean Co*. to be your trusted home care team.

Our goal is to provide high-quality, professional, reliable and respectful cleaning services- while maintaining a safe and cooperative working environment for our clients and staff.

This Client Policies & Procedures Handbook outlines expectations, procedures, protocols, duties and rights.

Conclusively, the things you can expect from us, and what we can expect from you.

These policies apply to all services provided by *Blooming Broom Clean Co.* (barring exceptions otherwise explicitly explained in writing)

Management may update policies as business needs, work practices, or legal requirements change. You (the client) will be informed and sent a new copy of each revision to sign and review.

2. OUR COMMITMENT TO OUR CLIENTS

We are committed to:

- Providing a professional, efficient and courteous service.
- Using non-toxic, eco-friendly, and ingredient-conscious product choices
- Treating your home, business, belongings, and property with care and respect
- Respecting and maintaining your privacy and confidentiality.
- Using cleaning products and equipment safely and appropriately.

- Communicating clearly regarding scheduling, appointments and service changes.
- Addressing concerns promptly and professionally.
- Maintaining appropriate health and safety standards.

---

3. CLIENT ACCESS & ENTRY

Clients must provide safe and reliable access to the property at the scheduled service time.

Acceptable access arrangements may include:

- Client being present (door unlocked)
- Key
- Lockbox
- Door / gate code
- Building access system/ code
- Alarm disable code

Access Requirements/ Procedure

Clients are responsible for ensuring:

- Keys and access codes work properly.
- Staff can safely enter and exit the property
- Explicit instructions for operating security systems and control panels are given. (Sending a demonstration video prior to initial visit)
- Parking or loading access is nearby and available.
- Security systems do not interfere with staff entering or leaving.

Please notify us immediately if a key, access code, alarm, or entry procedure changes so we can update your file.

Blooming Broom Staff are responsible for:

- Following all instructions provided by the client
- Ensuring the property is properly “closed down” when they finish the service. (eg: doing a final walkthrough, turning off all the lights, locking windows and patio doors, arming the building properly as per security system instructions, leaving the doors locked/ unlocked as advised)

Water, Hot Water Tanks, Thermostats/ AC, Electrical Panels, ect…

Our cleaning services cannot be provided without safe access to electricity and water.

Please provide:

- Hot, running water with adequate plumbing and sink drainage
- Safe access to electricity (proper lighting, ventilation, and power outlets)
- A comfortable temperature working environment

You may ask our staff to turn on water, hot water tanks, breakers and heating and cooling units in the event you “close up” your home while you’re away…

Due to liability and risk, we will only operate and handle the above listed systems as advised by the client.

Please provide explicit instructions for operating these systems in your home.

- Send a demonstration video at the time of booking when you fill out the client intake form with: location of valves, breakers, hot water tanks, how to operate heating and cooling control panels
- If you are not present to record video or photos, please be available via phone at the time of your appointment so we can follow instructions and troubleshoot any questions with you.

Keep in mind, we are not trained plumbers or electricians, so any issues will be directed back to management and the homeowner in the event anything is non-operational.

A comfortable working temperature is important.

We ask that your home is comfortably heated during the winter, and cooled during the summer.

Failed Access: ie) Lock Out

If our staff arrive at the scheduled time and cannot safely access the property, or any of the above listed requirements are non-operational, the appointment may need to be rescheduled and a cancellation fee will be applied.

---

4. CLIENT PRESENCE DURING CLEANING

Clients are welcome to remain in the property while cleaning services are being performed. It's your home and we thank you for welcoming us! We do love getting to know you, and to give you the opportunity to get to know us.

However, clients must not interfere with cleaning activities or place employees in an unsafe situation. Clients should provide staff with reasonable working space.

Expectation: Once our staff have worked through an area of the house, they are not required to go back and re-clean after a member of the household goes behind them re-dirtying something. Example: making lunch in the kitchen after our team has moved onto the bathrooms. They would not be required to go back and re-clean the kitchen. This keeps us on schedule and costs on-budget for you.

Cleaning staff will work with you to create a routine or plan regarding which spaces to clean first. If you're working from home, we will try our best not to disturb you.

Staff may wish to play music while they work, in which case, kindly let us know your preferences, whether they use personal headphones or a portable speaker will work best for you.

---

5. PET POLICY

We love animals, and love meeting yours! We understand that pets are a part of your home and family.

However, animals can create safety risks, escape through open doors, interfere with cleaning equipment, or react unexpectedly to unfamiliar people.

For the excitable or anxious, it typically just takes some time getting our arrival. We introduce ourselves and interact with your animals, to build trust and familiarity.

We aim to give them whatever assurance they need, whether that's giving them space by keeping distance, offering a treat, or some cuddles and gentle pets.

Client Responsibilities

Clients must disclose any pets that will be present during cleaning and of any known aggressive or dangerous animal behaviour.

For the safety of our staff and your pets:

- Animals must be secured IF they display aggressive, territorial, unpredictable, or highly excitable behaviour.
- We won't let any animal outside through the door without your consent.
- Pets must not be allowed to interfere with vacuums, electrical equipment, chemicals, or other cleaning equipment.

Aggressive or Unsafe Animals (Including Wild Animals Outside)

If an animal poses a safety risk, our employees may stop work, and will contact the client and management. Service may resume once the animal has been safely secured. Additional charges or a cancellation/rescheduling fee may apply.

Pet Waste/ Litter Boxes

Our cleaning services do not include the removal of animal feces, urine, vomit, blood, or other biohazardous material.

Employees may decline tasks involving animal waste. If we discover it, we will inform you.

We maintain a one foot wide berth around cat litter boxes, so as to not pick up any contamination on our equipment.
We do not clean/empty litter boxes.

If you wish for us to clean *AROUND* your cat litter box, you must supply the broom or vacuum, and our procedure would look like this:
-We use your equipment to remove hair, dirt, debris.
-Spray disinfecting spray around the area and wet wash/ wipe with a disposable paper towel.

6. WEAPONS & FIREARMS POLICY

The safety of our employees is our primary priority.

Clients must ensure that all firearms, weapons, and ammunition are safely secured, unloaded and locked away before our employees enter the property.

Weapons/ Ammunition Must:

- Be unloaded
- Be secured in a locked container, safe, or other appropriate secure location.
- Not be left on countertops, tables, floors, beds, furniture, or other accessible locations.

- Not be handled, moved, cleaned, or otherwise touched by our employees.

Cleaning staff will never be expected or permitted to handle firearms or weapons for the sake of cleaning around them, or putting them away.

Clients are responsible for ensuring compliance with all applicable laws regarding the storage and possession of firearms and weapons.

---

7. VALUABLES & PERSONAL PROPERTY

We don't want you to feel the need you have to put things away or out of sight before we arrive. The point of this service is to create a seamless integration and help alleviate home chores for you, while building trust with us.

However, eliminating the possibility of an accident is the first step to mitigation.

Clients are encouraged to either secure or advise us of any valuable, fragile, sentimental, or irreplaceable items before cleaning begins- for safe keeping.

Dusting decor around fragile items is something we do every day. We take extra caution when dusting/ cleaning shelves, and don’t want your scheduled cleaning day to feel like a hassle that you have to put things away.

Examples include:

- Jewellery Boxes
- Fragile items/ glass
- Collectibles
- Electronics
- Artwork
- Heirlooms
- Other irreplaceable possessions

Let us know what you’re comfortable with, and if there’s anything you'd rather be left alone. Protection of your home is our priority, but accidents do happen and that's why we carry insurance.

We will work with you to come up with the best plan for the care of your items.

Moving Heavy Furniture

Sure, we can try our best, but if we feel like something is too heavy and our staff can't lift it or move it safely without hurting themselves or damaging something else, items will be left in place.

Company Policy

Our employees are advised not to:

- Open personal drawers, cabinets, bags, safes, or containers unless required for an agreed specific cleaning service.
- Handle cash or financial documents
- Move large, extremely valuable, fragile, or irreplaceable items.
- Access locked storage areas unless specifically authorized.

---

8. CHEMICALS & HAZARDOUS MATERIALS

Clients must inform the company of hazardous materials that may be present at the property.

This includes:

- Chemicals.
- Needles or sharps.
- Medical waste.
- Biological waste.
- Dangerous substances.
- Unidentified chemicals.
- Hazardous materials.

Our Policy:

We supply and use our own non-toxic cleaning products that we know, love and are familiar with. If you have any special requests, please advise management and we can create a product care plan for your property.

Cleaning staff may refuse to handle materials that are unsafe, unidentified, improperly stored, or outside the scope of the cleaning service.

---

9. SAFE WORKING ENVIRONMENT

Clients are responsible for notifying the company of known hazards at the property.

Examples include:

- Loose flooring
- Mold
- Active construction zones
- Broken stairs or railings
- Electrical hazards
- Water leaks
- Structural damage
- Dangerous animals
- Unsafe exterior conditions/ access to house
- Severe pest infestations
- Hazardous substances
- Other conditions that could reasonably put a worker at risk

Employees may stop work where conditions present an unreasonable safety risk.

WorkSafeBC requires employers to address risks to workers, including risks arising from violence and harassment. Workers have rights concerning workplace safety and refusing unsafe work.

MOLD POLICY

Mold can grow in areas with organic material, poor ventilation, and exposure to water and moisture. It's common to find mold in window tracks, shower grout, bathroom areas, and areas of the house where water is leaking.

Our staff are expected to stop work when they discover mold and contact management for direction.

Mold Protocol:

- Staff are instructed to send photos to management and await instructions with how to proceed.
- With minor, isolated cases, staff can continue with the rest of the booked service, working around and not touching the area with mold. If possible, containing the mold affected area by closing it off (eg, closing a window, door, cupboard, ect)
- Management will analyze size, situation and scope of growth/contamination.

- Large mold removal jobs that require a specialized remediation team will be directed to Odyssey Cleaning Invermere. https://odysseyinvermere.ca/

  **Client is responsible for booking and payment through Odyssey.

- Window tracks affected with mold will be directed to The Valley Shiners- Window Cleaning Service https://www.valleyshiners.com/

  **Client is responsible for booking and payment through The Valley Shiners.

- If we feel like the mold removal job *IS* within our capabilities, we will give you a quote, wait for approval, and reschedule a time to come back with the proper PPE and equipment to perform and finish the work.

  For information sake…

- A type of pink/orange bacteria that shows up in your shower, commonly known as “pink mold” is within our Scope of Service. It’s a pigmented airborne bacterium called *Serratia marcescens*. It thrives in warm, humid spaces and feeds on soap scum, shampoo residue, and body oils. We treat it with hydrogen peroxide.
- Shower caulking that hides mold growth underneath needs to be removed, and re-caulked.

---

10. RESPECTFUL CONDUCT TOWARD STAFF

Our employees deserve to work in an environment that is safe, professional, and respectful.

Clients, household members, guests, tenants, contractors, and other individuals present at the property must adhere to the following:

The following conduct is not permitted:

- Threatening behaviour
- Intimidation
- Physical aggression
- Harassment
- Bullying
- Discriminatory or abusive language
- Sexual harassment or unwanted sexual comments
- Unwanted physical contact
- Blocking an employee from leaving

- Following or cornering an employee
- Throwing objects
- Deliberately creating unsafe working conditions
- Threatening to harm an employee
- Demanding that an employee perform unsafe work

WorkSafeBC defines workplace violence to include actual or attempted physical force as well as threatening statements or behaviour that gives a worker reasonable cause to believe they are at risk of injury or harm.

Zero-Tolerance Safety Response

If an employee reasonably believes they are in danger, they are authorized to stop work and leave the property.

Management may:

- Suspend service
- Require a reconciliation meeting before service resumes
- Require that the client or another individual not be present during future services
- Terminate the service relationship
- Report serious incidents to appropriate authorities where necessary

---

12. COMMUNICATION WITH STAFF

Our staff are happy to answer reasonable questions about the cleaning service.

However, clients should direct:

- Pricing questions
- Complaints
- Service changes
- Scheduling
- Billing
- Requests outside the agreed scope

to **Blooming Broom Clean Co. Management.**

This allows our cleaning staff to remain focused on performing their work, and protects the privacy of your information.

---

13. SCOPE OF CLEANING SERVICES

Services will be performed according to the service package booked, estimate, checklist, or agreement with the client.

Tasks outside the agreed scope may require:

- Additional time
- Additional fees
- A separate appointment
- Specialized equipment or products

Examples may include:

- Heavy-duty/ severe buildup
- Post-Construction
- Specialized stain removal
- Additional add-on items

Additional work should be approved by the client and management before it is performed.

Please be advised, we are currently not equipped for:

- High elevation- climbing ladders taller than 3ft step stool
- Specialized bio-hazard clean up
- Exteriors

We pass over exterior cleaning and window cleaning work to The Valley Shiners! They are fantastic. They are well-equipped to handle high elevation, gutters, patios, BBQ's and exteriors. Booking goes directly through them.

---

14. CLIENT PREPARATION

Getting ready for us should be quick and easy. Here's a little checklist to ensure a happy and efficient service:

- Clear and tidy surfaces
- Clear the kitchen sink
- Ensure access/ give instructions
- Secure pets/ weapons
- Mitigate/ remove hazards

- Notify us of any specifics (specific cleaning instructions or products to use, items or areas to be left untouched, things to include)
- Provide safe access to running water and electricity

Cleaning staff are not responsible for organizing personal belongings unless organization is specifically included in the service.

We don't mind helping you do a couple dishes, or the odd item leftover from morning coffee/ breakfast, but please know we are not required to do a full sink load of dishes left over from the night before.

---

15. DAMAGE & BREAKAGE

We take extreme care when handling client property.

We document any pre-existing damage we find in the home before we touch it to clean it. This includes scratches on fixtures, broken knobs, chipped items, ect

If an employee causes accidental damage or breaks something during service, it will be reported to management that day, relayed to you and included in your Service Report.

If this happens, our goal is to work with you to remediate the situation until you're sufficiently satisfied.

Clients should report concerns promptly so that the company can investigate the circumstances.

---

16. CLEANING PRODUCTS & EQUIPMENT

Blooming Broom Clean Co. is proud to provide non-toxic, home, pet and surface-safe cleaning products and equipment required for your service.

Clients must disclose:

- Sensitive surfaces.
- Special finishes.
- Known allergies or product sensitivities.

We prefer to use our own vacuums and equipment for the sake of liability.

We regularly clean and sanitize our equipment.

The company may decline to use a client-provided product if the product appears unsafe, unidentified, damaged, expired, improperly labelled, or otherwise unsuitable.

---

17. PAYMENT POLICY

Payment Requirements

Clients are responsible for paying invoices immediately upon receipt of invoice.

Invoices should be reviewed promptly and any billing questions should be communicated to management.

Late or unpaid accounts may result in:

- 5% interest added to amounts owing over 30 days
- Follow-up communications.
- Suspension of future services.
- Requirement for payment before additional services.
- Other lawful collection measures.

---

18. CANCELLATION & RESCHEDULING

We understand that plans change.

Clients should provide as much notice as reasonably possible when cancelling or rescheduling an appointment.

We require at least 24 hours notice before your appointment to cancel/reschedule, to avoid incurring a $50 cancellation fee.

---

19. LOCKOUT / FAILED ACCESS

If staff arrive for a scheduled appointment and cannot enter the property because:

- The client is unavailable.
- A key does not work.
- An access code is incorrect.
- A gate is locked.
- An alarm prevents entry.

- Another person prevents access.

… the company may treat the appointment as a cancellation and a $50 fee applies

---

20. SERVICE QUALITY & CONCERNS

We want clients to be satisfied with every service.

If you believe something was missed or completed incorrectly:

1. Contact the company as soon as possible. (within 24 hours)
2. Clearly describe the concern
3. Provide photographs
4. Allow management an opportunity to review the concern
5. Where appropriate, we may arrange a re-clean or other resolution.

Concerns should be directed to management rather than confronting individual cleaning staff.

---

21. PRIVACY & CONFIDENTIALITY

Our employees may encounter personal information while working in a client's home or business.

Employees are expected to maintain confidentiality and not disclose private client information.This includes names, addresses, and access information.

Clients should also respect employee privacy and should not photograph, record, publish, or share identifying information about employees without appropriate authorization.

---

22. PHOTOGRAPHY & RECORDS

The company may document cleaning conditions, damage, hazards, or completed work for legitimate business purposes. We use this media for communicating amongst the team, with the client and to management.

When photographs are taken at a client's property, the company will make efforts to avoid capturing personally identifying items, or sensitive information. These photos are kept safe, covered under our privacy policy and are not shared with the general public.

Media Used for Marketing:

We want you to feel proud and happy to see your property and our work projects online. Because of this, we aim to keep our marketing and reels educational, fun, and positive.

Your privacy is paramount, and we will never share anything identifiable like names, family photos or location. Keeping our online community positive and safe is very important to us.

You have the right to decline this, and say no to our photo release policy.

---

23. CHILDREN & OTHER OCCUPANTS

Clients are responsible for ensuring children and other occupants remain safely away from:

- Wet floors
- Cleaning chemicals
- Vacuums and electrical equipment
- Ladders or elevated work areas
- Cleaning equipment
- Areas where staff are actively working

Employees are not responsible for supervising children or other occupants.

Because of this, we try to give morning appointments priority to families who have children who will be out of the house with child care or at school.

---

24. SMOKING, VAPING & INTOXICATION

For employee safety, clients and other occupants should not smoke or vape in areas where employees are working.

If an individual is intoxicated, behaving unpredictably, or creating an unsafe environment, employees may stop work and leave the property.

---

25. SECURITY SYSTEMS & CAMERAS

Clients should disclose the presence of security cameras or other recording devices in areas where cleaning staff will be working.

We ask that you turn off any indoor cameras, and they cannot be present inside bathrooms. Clients must not intentionally use cameras or recording devices to harass, intimidate, or monitor employees.

---

26. SERVICE SUSPENSION

The company may suspend or reschedule service when conditions make it unsafe or impractical to continue.

Examples include:

- Unsafe animals
- Unsecured weapons
- Threatening or violent behaviour
- Hazardous substances
- Severe infestations
- Unsafe structural conditions
- Lack of required utilities
- Dangerous environmental conditions
- Individuals creating an unsafe workplace
- Failure to comply with security camera policy

Management will communicate the reason for suspension and work with you to remediate circumstances and the expected requirements for resuming service.

---

27. EMERGENCIES

In the case of an emergency, employees will prioritize personal safety and may contact emergency services when necessary.

Emergency situations may include:

- Fire
- Medical emergency
- Gas leak
- Serious injury
- Threat of violence

- Dangerous animals
- Chemical exposure
- Other immediate threats to life or safety

Clients should ensure emergency exits and access routes remain unobstructed.

---

28. OUR COMMITMENT TO OUR STAFF

Our employees are the heart of our business.

We are committed to providing them with a workplace where they can perform their duties happily, comfortably, safely and professionally.

We take special care and time to select, train and support our staff.

Staff/ Client Non-Solicitation Agreement

Bypassing the business to hire our staff privately is prohibited.

- **Prohibited Action:** The client agrees not to solicit, recruit, or directly hire any current or former cleaning staff member introduced to them by Blooming Broom Clean Co.
- **Timeframe:** This staff member protection window is extended for 12 months after the client stops using our services.

---

30. POLICY ACKNOWLEDGEMENT

By signing below, and returning the form, the client acknowledges that they have received and reviewed the **Blooming Broom Clean Co. Client Policies & Procedures Handbook** and agree to follow the applicable policies as part of booking and receiving our cleaning services.

Client Name: _____

Property Address: _____

Client Signature: _____

Date: _____

IMPORTANT NOTICE

This handbook is intended to establish clear service, safety, and conduct expectations. It should be read together with the client's signed service agreement, estimate, invoice terms, and any other applicable company policies.

Nothing in this handbook is intended to limit any rights or obligations that cannot legally be waived or modified under applicable British Columbian or Canadian law.