

Done Right Cleaning: Employee Policies & Guidelines

This manual is designed to provide you with the policies and guidelines that keep our team running smoothly and our clients delighted. Inside, you'll find clear expectations, standards, and procedures that ensure fairness, professionalism, and consistency across all aspects of your work. Our goal is to support you with the tools and knowledge you need to succeed, while maintaining the high level of trust and quality that Done Right Cleaning is known for.

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Health & Safety Guidelines

Your safety -and the safety of our clients- is our top priority. Please review and follow these key practices:

General Safety

- Always use company-approved cleaning products and follow the instructions on the bottles.
- Wear gloves when handling chemicals.
- Do not lift heavy objects (50+ lbs) without assistance.

On the Job

- Be mindful of slippery floors and warn clients when floors are wet.
- Ensure cords, vacuums, or hoses are placed safely to avoid tripping hazards.
- Keep personal belongings out of work areas.
- Rinse chemicals thoroughly so as to not leave any harmful product residue.
- Be mindful of pets and children.

Emergencies

- If an accident or injury occurs, notify your supervisor immediately.
- For serious incidents, call 911 first, then report to management.
- All incidents, even minor ones, must be documented.

Code of Conduct

Purpose

To set clear expectations for professionalism, respect, and behavior in all work-related settings.

Scope

This policy applies to all employees -whether on a client's property, in a company vehicle, at a team event, or communicating via Discord, phone, text, or email.

Policy

- **Professionalism**
 - Arrive on time, in proper uniform, ready to work.
 - Follow SOPs and instructions from supervisors.
- **Respect**
 - Treat clients, teammates, and company property with care.
 - Maintain clean language and positive communication at all times.
- **Communication**
 - Use Discord channels appropriately (no spamming, off-topic, or inappropriate content).
 - Raise concerns or feedback through proper channels respectfully.
- **Safety**
 - Follow all health and safety guidelines.
 - Report hazards, injuries, or unsafe practices immediately.
- **Integrity**
 - Be truthful in reporting hours, mileage, expenses, and client feedback.
 - No theft, dishonesty, or misrepresentation will be tolerated.

Examples

- *Good Conduct:*
 - Showing up 10 minutes early, greeting the client politely, and updating Jobber after completing the job.
 - Respectfully offering a suggestion in the team Discord and tagging the right channel.

- *Poor Conduct:*
 - Arriving late without notifying management.
 - Using rude or disrespectful language toward a teammate or client.
 - Falsifying hours worked or mishandling company equipment.

Consequences

Violations of this Code may result in disciplinary action, up to and including termination. Severity of action will depend on the nature and frequency of the violation.

Harassment & Discrimination Policy

Purpose

To ensure a safe, respectful, and inclusive workplace for all employees and clients.

Scope

This policy applies to all employees and covers interactions with coworkers, management, and clients.

Policy

- Harassment, bullying, sexual harassment, or discrimination of any kind will not be tolerated.
- This includes any unwanted conduct, advances, jokes, or comments related to race, gender, sexual orientation, religion, age, disability, or any other protected characteristic.
- Sexual harassment includes, but is not limited to: unwelcome sexual advances, inappropriate touching, suggestive comments, or requests for sexual favors.
- Employees must treat coworkers, clients, and management with professionalism and respect at all times.
- Any employee who feels harassed or discriminated against should report it to management immediately.
- All complaints will be investigated promptly, fairly, and confidentially. Retaliation against someone who makes a complaint is strictly prohibited.

Examples

- *Good*: Offering feedback respectfully, focusing only on work performance and tasks.
- *Not Good*: Making sexual jokes, sending inappropriate messages, or mocking a coworker or client based on personal characteristics.

Consequences

Harassment, discrimination, or sexual harassment will result in disciplinary action, up to and including termination.

Conflict Resolution Policy

Purpose

To maintain professionalism and resolve workplace disagreements fairly and constructively.

Scope

This policy applies to all employees when dealing with coworkers, management, or clients.

Policy

- Employees are encouraged to resolve minor conflicts calmly and respectfully with one another.
- Disagreements must never be argued in front of clients.
- If the conflict cannot be resolved directly, escalate the matter to management for mediation.
- All employees are expected to listen actively, remain professional, and avoid personal attacks.

Examples

- *Good:* Two cleaners disagree about task order, discuss it privately, and agree on a plan.
- *Not Good:* Arguing loudly with a teammate in a client's home or refusing to work together.

Consequences

Unprofessional handling of conflicts may result in disciplinary action. Repeated issues will lead to further corrective action, up to and including termination.

Confidentiality & Client Privacy Policy

Purpose

To protect the privacy of our clients and ensure their trust in Done Right Cleaning.

Scope

This policy applies to all employees at all times while on client property or handling client information.

Policy

- Client addresses, schedules, and personal information must be kept strictly confidential.
- Do not share client details with anyone outside the company.
- Only use client information for work-related purposes.
- Discussing client details in public or on social media is strictly prohibited.

Examples

- *Good:* Referring to a client by name only within team discussions or Jobber.
- *Not Good:* Sharing a client's address or schedule with a friend, or talking about a client's private life outside of work.

Consequences

Violating this policy may result in disciplinary action, up to and including termination.

Client Belongings Policy

Purpose

To ensure that all client property is treated with the highest level of respect and professionalism, maintaining client trust in Done Right Cleaning.

Scope

This policy applies to all employees while working in client homes.

Policy

- Do not eat, drink, or use any client food, beverages, or personal items.
- Do not borrow, use, or tamper with client belongings (e.g., electronics, toiletries, or household items).
- Do not move personal items unless necessary to complete cleaning tasks, and always return them to their original place.
- Report any unusual situations (e.g., unsafe items, damage noticed before cleaning) to management immediately.

Examples

- *Good:* Moving a chair to vacuum under it, then placing it back in the same spot.
- *Not Good:* Using a client's coffee machine, eating snacks, or leaving personal items out of place.

Consequences

Failure to respect client belongings may result in disciplinary action, up to and including termination.

If the Client Isn't Answering the Door

Important: Sometimes clients forget, run late, or don't answer the door. Always follow this process step by step before escalating.

Steps:

- **Check Jobber**
 - Look in the Job Notes for any entry details (lockbox codes, garage code, spare key info, etc.).

- **Call the Client**
 - If they **answer**: ask for ETA or entry instructions.
 - If they **do not answer**:
 - Check if the door is unlocked.
 - Check if a key has been left in the mailbox/lockbox.

- **If still no entry**
 - Contact **Management** and wait for further instructions.
 - Do not leave unless directed by management.

Substance Use Policy

Purpose

To maintain a safe, professional, and reliable workplace for employees and clients.

Scope

This policy applies to all employees during work hours, at client sites, and when representing Done Right Cleaning.

Policy

- Employees must not consume or be under the influence of alcohol, drugs, or any illegal substances while on shift.
- Employees must not use substances that impair judgment, safety, or performance while working.
- Prescription medications that may affect performance should be reported to management confidentially.

Examples

- *Good:* Taking prescribed medication that does not affect your ability to work safely and informing management if necessary.
- *Not Good:* Arriving at work under the influence of drugs or alcohol, or using substances during a shift.

Consequences

Violations will result in disciplinary action, up to and including termination.

Injury & Incident Reporting Policy

Purpose

To keep employees safe, ensure timely care, and document all workplace injuries and incidents accurately for compliance and prevention.

Scope

Applies to all employees at client sites, in transit for work, or performing any work-related task.

Policy

- **Immediate Care & Safety**
 - If an injury occurs, **stop work**, ensure the area is safe, and provide first aid if trained.
 - For serious injuries or life-threatening situations, **call 911 first**, then contact management.
- **Notify Management Directly**
 - **Contact management by phone or text immediately.** Do **not** rely solely on Discord posts.
- **Documentation (Same Day)**
 - Complete the company **Incident Report Form** before the end of the shift (or within **24 hours** if medically unable).
 - When safe, take **photos of the scene/equipment** and note **witness names**.
- **Medical Care & Notes**
 - Seek medical evaluation when needed. A **doctor's note** may be required for modified duties or time off.
- **Modified Duties / Return to Work**
 - We provide **modified/light duties** where possible. Employees must have medical clearance before returning to regular tasks.

- **Equipment Involved**

- **Tag and remove** any damaged or suspect equipment from service until inspected/cleared by management.

- **Near Misses**

- Report **near-miss incidents** (no injury but could have caused one) the same day to help prevent future accidents.

- **Client Communication**

- Only management communicates with clients about incidents. **Do not admit fault** or discuss liability on site.

- **Compliance**

- Reports will be filed as required by law and worker's compensation authorities (e.g., **WSIB in Ontario**); employees must cooperate with any follow-up.

Examples

- *Good:* You trip on stairs, twist your ankle, **call your manager right away**, fill out the incident form that day, and bring a **doctor's note** for modified duties.
- *Not Good:* You cut your hand on a sharp object, **say nothing**, finish your shift without reporting it, and only mention it casually days later.

Consequences

Failure to report or document injuries/incidents, or to follow safety procedures, may result in disciplinary action and required retraining; repeated non-compliance may lead to termination.

Broken Items Policy

Purpose

To ensure accidents in client homes are handled with honesty, professionalism, and care.

Scope

This policy applies to all employees working in client homes.

Policy

- If you accidentally break or damage something in a client's home:
 - **Apologize politely to the client right away.**
 - **Take clear photos** of the broken/damaged item.
 - **Notify management immediately** before leaving the property.
- Do not attempt to fix the item yourself.
- Do not offer refunds or replacements - management will handle all next steps with the client.
- Done Right Cleaning carries **insurance** to cover accidental damages.

Examples

- *Good:* Knock over a lamp, apologize to the client, take photos, and call management right away.
- *Not Good:* Break a dish, hide the pieces, and leave without saying anything.

Consequences

Failure to report damages or to follow this process may result in disciplinary action, up to and including termination.

Checklist Completion Policy

Purpose

To ensure that all jobs meet Done Right Cleaning's quality standards by requiring employees to fully complete assigned checklists before leaving a client's home.

Scope

This policy applies to all employees performing cleaning services.

Policy

- Employees must remain at the job site until the **entire cleaning checklist is completed**, regardless of the originally scheduled time, unless explicitly stated otherwise in the job instructions.
- Scheduled time slots are **estimates only** and not a guarantee of job length.
- Employees should not leave a client's home until:
 - All assigned tasks are complete.
 - The checklist has been reviewed.
 - The client has performed a final walkthrough and approves the work.
- If the checklist cannot be completed due to unforeseen circumstances (e.g., client requests, safety hazards, or missing supplies), employees must **contact management immediately** for direction.

Examples

- *Good*: Staying an extra 20 minutes to finish vacuuming and wiping down all surfaces because the checklist is not yet complete.
- *Not Good*: Leaving at the originally scheduled end time with tasks still unchecked, even though the client paid for a full cleaning.

Consequences

Failure to follow this policy may result in disciplinary action, client complaints, or loss of scheduling flexibility.

Use of Company Equipment & Supplies Policy

Purpose

To ensure all company equipment and supplies are used responsibly and remain in good working condition.

Scope

This policy applies to all employees using Done Right Cleaning tools, equipment, and supplies.

Policy

- Company equipment and supplies are for work purposes only.
- Handle all tools, vacuums, and cleaning products with care.
- Return all supplies to their proper place after use.
- Report any damage, loss, or low stock levels to management immediately.
- If an employee is no longer employed by Done Right Cleaning, **all company-issued equipment and supplies must be returned immediately.**
- Failure to return equipment may result in the **value being deducted from the employee's final paycheck.**

Examples

- *Good:* Letting management know right away if a mop handle breaks during a shift.
- *Not Good:* Failing to return a branded mop bucket or caddy after leaving employment.

Consequences

Failure to follow this policy may result in disciplinary action and/or being held responsible for damaged, missing, or unreturned items.

Dress Code Policy

Purpose

To ensure all employees present a professional appearance, maintain client trust, and protect themselves and client property while on the job.

Scope

This policy applies to all employees representing Done Right Cleaning at client homes.

Policy

- **Uniform:** A Done Right Cleaning branded t-shirt is required while on shift.
- **Footwear:**
 - Indoor shoes are highly recommended for comfort and safety.
 - Outdoor shoes are **never allowed** inside a client's home.
 - Shoe covers are available at the office for use when needed.
- **Clothing Care:**
 - Do not wear clothing you don't want damaged, bleach and other cleaning chemicals can stain or ruin fabric.
 - The company is **not responsible** for personal clothing ruined by cleaning products.
- **General Appearance:**
 - Clothing should be clean, tidy, workplace appropriate, and free of offensive graphics or wording.
 - Hair should be neat and tied back if long.

Time-Off Policy

Purpose

To ensure fairness and proper staffing while balancing team availability and client needs.

Scope

This policy applies to all employees.

Policy

- Time-off requests must be submitted with **at least 2 weeks' notice**.
- All requests must be submitted using the **Jotform** link in **Discord channel #time-off-requests** (guidelines are pinned in the channel).
- Requests are **not guaranteed**; if too many team members request the same date, management may deny requests to maintain service coverage.
- If you cannot meet the 2-week requirement, you may attempt a **shift exchange** in **Discord channel #shift-offerings**.
- If no one claims your shift, you are **still expected to attend**.
- **Emergencies (e.g., illness)**: You must contact management **directly as soon as possible** so we can attempt to cover your shift.
- Management may request a **doctor's note** if:
 - You have multiple sick days in a row.
 - You exceed a certain number of sick days within a year.

Examples

- *Good*: Requesting off Oct 20th by Oct 6th in #time-off-requests.
- *Not Good*: Messaging your manager the morning of saying you can't make it (except in emergencies).

Consequences

Failure to follow this policy may result in denied requests, disciplinary action, or loss of future scheduling flexibility.

Payroll Policy

Purpose

To establish clarity on when and how employees are paid.

Scope

This policy applies to all employees.

Policy

- Starting pay is \$20/hour.
- Pay increases are based on performance, not time.
- Gas and bonuses are added to your pay. Vacation pay is added each paycheque instead of accumulated.
- Pay is **bi-weekly via direct deposit**.
- Payday is **every second Friday**.
- There is a **one-week processing delay**.
 - Example: Work completed **Sept 22 – Oct 5** will be paid on **Oct 10**.

Notes

- Ensure your banking information is up to date to avoid payment delays.
- Any issues with payroll must be reported immediately to your supervisor or payroll manager.

Compensation Policy

Purpose

To provide clear guidelines on reimbursement for gas and parking expenses, ensuring fairness and consistency across the team.

Scope

This policy applies to all employees who incur approved work-related expenses while performing their duties.

Policy

Gas Reimbursement

- Gas reimbursement must be submitted weekly using the official **Jotform link**.
- Submissions are due **every Sunday before midnight** for the previous week.
 - Example: If submitting on **Sunday, Sept 28**, you must include the date range **Sept 22–28** on the form.
- A **screenshot from your smartphone's map/navigation app** (e.g., Google Maps, Apple Maps, Waze) is required for **each day** worked.
 - This is the **only accepted proof of mileage** — no handwritten notes or estimates will be accepted.
- Gas is compensated for all jobs worked, **but not for the route home**.
- Office trips are **not reimbursed**, unless specifically for picking up the carpet cleaner.

Parking Reimbursement

- Parking receipts must be **submitted immediately** by text to management.
- Receipts must be submitted **before we charge the client** for parking.
- Failure to submit receipts on time will result in **denied reimbursement**.

Examples

- *Good*: Submitting the Sept 22–28 Jotform on Sept 28 with daily screenshots from Google Maps showing mileage.
- *Not Good*: Sending a typed note saying “drove 20 km” without screenshots, or texting a parking receipt a week late.

Consequences

Late or incomplete submissions may result in denied reimbursements. Repeated issues could result in disciplinary action.

Handling Cash Policy

Purpose

To ensure all client payments are handled securely and transparently, and to provide clear guidelines on how employees should handle cash in client homes.

Scope

This policy applies to all employees while performing work at client properties.

Policy

- Cleaners are **not permitted to accept cash as a payment method** for services.
- **Management will always handle payments** - clients should be directed to pay through approved channels.
- Do **not accept or take cash from clients** unless the client explicitly states it is a **tip**.
- Do **not take cash you find in a client's home** unless the client clearly tells you it is intended as a tip.
- If a cash tip is received while working in a group:
 - Split the cash **equally among all team members**.
 - If an equal split is not possible, bring the cash to the office and notify management so it can be **added to payroll and distributed evenly**.

Examples

- *Good*: A client hands you \$20 and says, "This is a tip for the team," and you split it equally among the crew.
- *Not Good*: Taking \$20 found on a counter without confirmation, or accepting cash for a client's service bill.

Consequences

Any unauthorized handling of cash (accepting service payments, taking money without explicit client consent, or mishandling tips) is considered misconduct and may result in disciplinary action, up to and including termination.

Disciplinary Action Policy

Purpose

To establish a fair, consistent process for addressing violations of company policies, procedures, or expectations.

Scope

This policy applies to all employees of Done Right Cleaning.

Policy

- Done Right Cleaning uses a **progressive discipline process** to correct behavior while giving employees the opportunity to improve.
- The process generally follows these steps:
 1. **Verbal Warning** – The supervisor explains the issue, expected improvements, and consequences if the behavior continues.
 2. **Written Warning** – A formal written notice is issued and placed in the employee's file.
 3. **Final Warning / Suspension** – Depending on the severity, an employee may be suspended from work for a set period.
 4. **Termination** – If the behavior does not improve, or if a serious violation occurs, employment may be terminated.
- The company reserves the right to skip steps in cases of severe misconduct (e.g., theft, harassment, safety violations).

Examples

- *Good*: After receiving a verbal warning for tardiness, an employee makes an effort to consistently arrive on time.
- *Not Good*: An employee repeatedly fails to follow safety procedures after multiple warnings, leading to suspension or termination.

Consequences

Employees who fail to correct violations after disciplinary action, or who commit serious offenses, may face suspension or termination.