



# **Employee Safety Manual**

## **DaVinci Home Services, Inc. dba It's Maid Day**

**An Employee Guide to Safety Policies & Procedures  
to Support a Safety-Conscious Work Environment**

## Employee Safety Manual

DaVinci Home Services, Inc. dba It's Maid Day and hereafter referred to as It's Maid Day recognizes that our people drive the business. Employees will be safeguarded through training, appropriate work surroundings, and procedures that foster the protection of health and safety. All work conducted by It's Maid Day's employees will take into account the intent of this policy. No duty, no matter what its perceived result, will be deemed more important than employee health and safety.

It's Maid Day is firmly committed to the safety of our employees. We will do everything possible to prevent workplace accidents, and we are committed to providing a safe working environment for all employees.

We value our employees not only as employees but also as human beings, critical to the success of their family and their local community.

**Employees are encouraged to report any unsafe work practices or safety hazards encountered on the job.**

### **All accidents or incidents, no matter how slight, are to be immediately reported to the supervisor on duty.**

Report any and all incidents to your supervisor. They will contact the Office, and the Office will contact the General Manager. If there is no supervisor to report your injury or accident, then contact the office directly. If the office is not available, then contact the owner Bruce Bishop right away on his cell phone at 404-281-9755.

A key factor in implementing this policy will be the strict compliance with all applicable federal, state, local, and company policies and procedures. Failure to comply with these policies may result in disciplinary actions.

Respecting this, It's Maid Day will make every reasonable effort to provide a safe and healthful workplace that is free from any recognized, known or potential hazards. Additionally, It's Maid Day subscribes to these principles:

1. All accidents are preventable through the implementation of effective safety and health control policies.
2. Safety and health controls are a major part of our workday.
3. Accident prevention is good business. It minimizes human suffering, promotes better working conditions for everyone, holds It's Maid Day in higher regard with customers and increases productivity. This is why It's Maid Day will comply with all safety and health regulations.
4. Management is responsible for providing the safest possible workplace for employees. Consequently, management of It's Maid Day is committed to allocating and providing all of the resources needed to promote and effectively implement this safety policy.
5. Employees are responsible for following safe work practices and company rules and for preventing accidents and injuries.
6. Management and supervisors of It's Maid Day will set examples with good attitudes and strong commitment to safety and health in the workplace. Toward this end, management must monitor company safety and health performance, working environment and conditions to ensure that program objectives are achieved.
7. Our safety program applies to all employees and persons affected or associated in any way by the scope of this business. Everyone's goal must be to constantly improve safety awareness and to prevent accidents and injuries.

Everyone at It's Maid Day must be involved and committed to safety. This must be a team effort. Together, we can prevent accidents and injuries. Together, we can keep each other safe and healthy in the work that provides our livelihood.

# Employee Safety Manual

The primary responsibility of It's Maid Day employees is to perform their duties in a safe manner that prevents injury to themselves and others.

As a condition of employment, employees must become familiar with, observe and obey It's Maid Day's rules and established policies for health, safety and preventing injuries while at work. Additionally, employees must learn the approved safe practices and procedures that apply to their work.

If an employee has any questions about how a task should be done safely, they are under instruction **not** to begin the task until they discuss the situation with their supervisor. Together, they will determine the safe way to do the job.

If, after discussing a safety situation with his or her supervisor, an employee still has questions or concerns, he or she is required to contact the office at 770-790-4979

**No employee is ever required to perform work that he or she believes is unsafe** or that he or she thinks is likely to cause injury or a health risk to himself or herself, or others.

If a customer asks you to do something unsafe you must tell the customer NO and that you have to contact your supervisor to see what we can do to accommodate their request.

## General Safety Rules

### **Conduct**

Horseplay and practical jokes are forbidden. Employees are required to work in an injury-free manner displaying accepted levels of behavior. Conduct that places the employee or others at risk, or which threatens or intimidates others, is forbidden.

### **Drugs and Alcohol**

Use and/or possession of illegal drugs or alcohol on company property or on company time are prohibited. Reporting for work while under the influence of illegal drugs or alcohol is forbidden.

Please see the Drug-Free Workplace Policy in the employee handbook for additional details.

### **Injury Reporting**

All work-related injuries must be reported to your supervisor immediately. **Failure to immediately report injuries can result in loss of workers' compensation benefits.** After each medical appointment resulting from a work-related injury, you must contact your supervisor to discuss your progress. You must also give your supervisor any paperwork that you received at the appointment.

### **List of Worker Compensation Doctors**

If you have an emergency or life-threatening situation call 911.

For all other situations, there is a list of worker compensation Doctors that you must use for any work-related injury. This list is posted in the office, employee locker room or common area. Although this list of network Doctors that is posted are those close to the office you can access any of the network approved Doctors including additional Doctors and Clinics outside the list posted. There is a website that can provide you with additional options.

If you use a Doctor or Facility outside the list of approved Doctors or Facilities the bill may not be paid. If you have any questions about network approved Doctors or Facility contact the office or the Workers Compensation insurance carrier directly. Those contacts are listed on the list posted in the office or employee common area.

### **The clothes and shoes you wear are important to your safety**

- Wear shoes that support your feet and are slip resistant

Tennis shoes or running shoes are the preferred shoe. The ideal shoe is a tennis shoe that has a turned-up toe which reduces the chances of tripping.

- Avoid pants that are too tight or too loose.

Loose clothing can get caught on things as you move throughout the home.

Because you are required to bend, squat and kneel you cannot wear jeans that are too tight. Tight pants not only prevent you from bending but can also cause you to lose your balance as you try to move.

- You cannot wear pants that drag the ground

Pants that drag the ground can increase the chances of trips and falls.

In addition, wearing pants that drag the ground cannot be worn because the pants will pick up cleaning solutions and transfer them to other floors throughout the home.

If you stand in a shower or tub that has bleach (or any chemical) and the bottom of your pants get wet from these cleaning solutions, once you step out of the shower or tub you will get those cleaning solvents on the floor or carpet potentially causing stains, damage and increased chances for slips and falls.

- You have to wear the company work shirt

Having a company work shirt identifies you, in the customer home, as an employee and not a stranger in their home. Not wearing the company shirt and looking like a stranger in the home could lead to dangerous situations.

If you show up to work with clothes or shoes that are not acceptable, you could be sent home to change or you may not work that day. Any time missed for this violation would still count against your time off allocation.

These rules are established to help you stay safe and injury free. Violation of the above rules or conduct that does not meet minimum accepted work standards, may result in discipline, up to and including discharge.

### **If you need corrective lenses to see, you must wear them at all times**

You need to see what you clean and where you walk without any blurred vision. If you have a prescription for glasses or contacts, you must wear them during work.

# Work Injuries and Workers Compensation

It is our goal to prevent work-related injuries from happening. We are always concerned when one of our employees is injured or ill due to a work-related condition. We believe that such absences cost both the employee and It's Maid Day. We want our injured employees to get the best possible medical treatment immediately to assure the earliest possible recovery and return to work.

It's Maid Day has a workers' compensation program available for employees who have suffered work-related injuries. The program's administrator will determine, based upon their guidelines, whether you are eligible for wage loss or medical expenses under that program.

Here are some important procedures that relate to work injuries.

## **Employee Procedures**

- Stay calm and think through your actions.
- If it is an emergency, dial 911.
- All work-related injuries should always be reported immediately to the office or Bruce, the owner
- When medical treatment is sought, the injured employee must advise their supervisor that they are seeking treatment and obtain a return-to-work evaluation form from their health care provider. Regardless of the choice of physicians, the return-to-work form must be completed for each healthcare visit. It's Maid Day will not accept a general note stating only that you are to be off of work.
- If you are unable to return to your regular job but are capable of performing transitional duty, you must return to transitional duty. Failure to do so will result in your not being eligible for full disability benefits under the workers' compensation program and may result in disqualification for certain employee benefits and, in some cases, be a basis for termination.
- Employees who are unable to work must keep It's Maid Day informed on a weekly basis of their status. Failure to do so may result in a reduction in benefits available and discipline, up to and including termination, from employment.
- If you are unable to return to your regular job or transitional duty, you must have your practitioner complete both the return to work evaluation form and return to work request/physician's authorization form.
- If you are unable to return to any available work, your job position may be filled after a reasonable time. When able to do so, you will be entitled to return to a suitable position if it is available and consistent with any limitations. However, you must keep us regularly informed of your status and any changes in your condition.
- Cooperate with our third-party administrator and insurance carriers. Provide accurate and complete information as soon as possible so that you receive all benefits to which you are entitled. If you have problems or concerns, please contact the office or Bruce.

## **Medical Emergency**

- Upon discovering a medical emergency, call 911.
- As soon as possible, notify the office and report the nature of the medical emergency and location.
- If the injury is to a co-worker, stay with the person involved, but be careful not to come in contact with any bodily fluids.
- Human resources will attempt to reach family members of the person suffering the medical emergency.
  - Make sure to update your Emergency Contacts in BambooHR, our HR tracking system. Every new employee completes an emergency contact form. Contacts or their phone numbers may change over time. Make sure to update BambooHR with any change, addition or deletions to your contact list

## Severe Weather

- If you hear tornado sirens, immediately go to the basement of the home or building
  - If there is no basement then go to the bathroom on the ground floor and if there is a choice, choose the bathroom in the center of the home.
- Call the office to alert them to your situation
- Once the tornado alarm stops you should be able to return to work.
- Contact the office to let them know everything is ok and you are returning to work

## Workplace Violence

It's Maid Day has a zero-tolerance policy for violence in the workplace. Employees that engage in threatening or violent behavior will face disciplinary action, up to and including termination.

- Any employee who feels that they have been threatened should immediately report their concern to their supervisor and to Human Resources.
- If any person is observed exhibiting threatening behavior or making threatening statements, the person discovering the situation should warn others in the area and immediately notify the office.
- Always stay away from the person exhibiting threatening behavior.
- Depending upon the level of concern, the police department (911) should be called immediately.
- Never attempt to confront any person exhibiting threatening behavior.

If you have reason to believe that events in your personal life could result in acts of violence occurring at work, you are urged to confidentially discuss the issue with Bruce so that a prevention plan can be developed.

## Blood borne Pathogens

1. Although we wear gloves and masks throughout the entire time in the customer's home, we do not clean or touch syringes or other medically contaminated materials.

## Fire Prevention

1. Smoking is never allowed at the customer's home.
2. No candles or unauthorized open flames are allowed within the facility.
3. You never turn on stoves or ovens

## Electrical Safety

1. We use vacuum cleaners, so we plug and unplug vacuum cleaners
2. When you plug a vacuum cleaner into the outlet make sure you plug it all the way in, firmly
3. Turn vacuum cleaners off with the switch instead of pulling the plug from the outlet
4. You should never run over your power cord with vacuuming
5. If the power cord on either vacuum cleaner is damaged, report it to your Area Manager immediately. They will fix your vacuum right away. If there is any delay, contact the office.

### Cleaning Solutions and Hazards

1. It's Maid Day employees have a right to know what chemicals they work with, what the hazards are, and how to handle them safely.
2. Material Safety Data Sheets (MSDS) are documents provided by the supplier of a chemical. MSDS detail the chemical contents, associated hazards and general safe handling guidelines. The MSDS collection is located in every company car in the glove compartment. They are also located in the office or they can be provided at any time upon request. They are also included in this class.
  - a. There are instructions on how to read MSDS sheets, starting on this page and the next few pages
  - b. After you review how to read these sheets, you will find instructions on how to access these MSDS sheets for each of our products online as part of this class requirement. It takes just a few minutes to review these documents. Reviewing these documents is required to pass this class and before you are allowed to start cleaning.
3. Some of the MSDS have two sections of information. The first section is for the concentrate that is used to mix with water to dilute the concentrate down to what we use in the bottles. The second column is the hazard information based on the diluted product, which is what you use to clean in the home.

The concentrates can be dangerous and that is why only the Area Manager is allowed to change out concentrates. Violation of this important rule is grounds for termination.

The products you use to clean at It's Maid Day have no known significant effects or critical hazards.

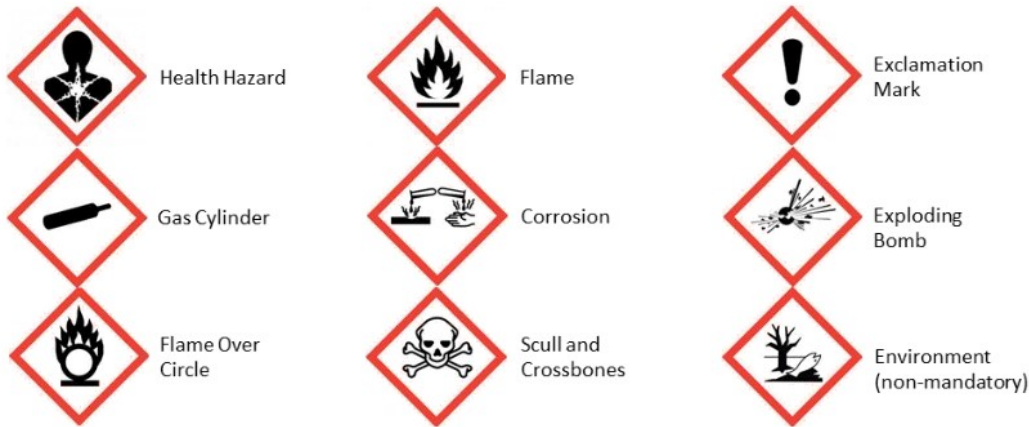
The biggest concern is not mixing Bleach with any products. Mixing Bleach with Dawn will create dangerous gases that can injure you or even kill you in high doses.

4. General rules for handling chemicals in any environment are:
  - Read all label warnings and instructions. Each Spray Bottle should have a label. You should never use a Spray Bottle without a proper label. Let your supervisor know if your spray bottle label is damaged or needs replacing.
  - Minimize contact with chemicals.
  - Keep your face clear of the area to reduce inhalation and getting the spray in your eyes
  - Always wear your gloves and mask
  - Never use a customer's cleaning solution unless it has been cleared by the office and added to the work order by the office
  - If a chemical enters your eye(s), immediately hold open the injured eye(s) and rinse with clean, cool water for 15 minutes. Then be sure to report the injury immediately.
  - Any questions or concerns regarding chemicals should be reported to your job site manager or the office.

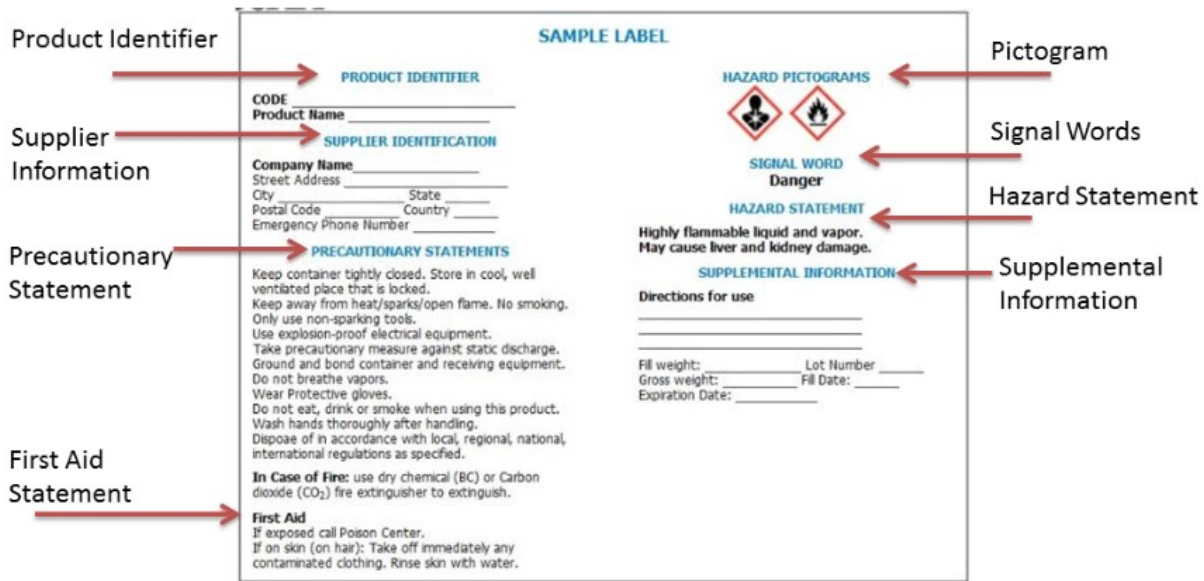
How do you read a MSDS (Material Safety Data Sheet)

# Pictograms

9 images depicting hazard warnings that must be placed on chemical labels



# New Label Criteria





Each MSDS is broken out into 16 sections.

1. Product Identification
2. Hazard Identification
3. Composition/Information Ingredients
4. First Aid Measures
5. Fire Fighting Measures
6. Accidental Release Measures
7. Handling and Storage
8. Exposure Controls/Personal Protection
9. Physical and Chemical Properties
10. Stability and Reactivity Data
11. Toxicology Information
12. Ecological Information
13. Disposal Considerations
14. Transport Information
15. Regulatory Information
16. Other Information

### **It's time to review all of the MSDS sheets.**

At this time, please review each of the MSDS sheets located on this classroom's page.

- Every chemical we use is listed on the right-hand side of the page. Click on each solution we use and review the MSDS sheet now.
- After reviewing these sheets, come back to this page and finish reading the rest of this document.

### **Gloves are provided at the beginning of every month and in designated areas in the office.**

Cleaners are required to wear gloves. Each Cleaner is provided several boxes of gloves at the beginning of every month. That is usually enough to get you through the month. If you run out before the month ends, ask your Area Manager for more. Don't wait until you run out. Request more gloves from your Area Manager before you run completely out to make sure you always have gloves. If you need gloves right away but you cannot connect with your Area Manager, you can help yourself to gloves located in the common area where the washing machines are found.

You cannot clean without gloves. If you happen to run out of gloves while you are cleaning, ask your Team Leader and they will share their supply to get you through the day. Always carry a supply of gloves to get you through a few days, that way you should never run out in the field.

### **Always wear a mask at all times including while you are at the office**

The company will provide you with 5 reusable face masks or you can wear your own, or you can buy your own mask and the company will reimburse you up to \$25 a year. You cannot work without a mask. If needed, we can provide masks at any time.

### **Weapons are never allowed on the job, in the car, or on your person**

Personal weapons are not allowed and is grounds for termination

### **Loading Area for Company Cars**

1. Pull the car into the loading area front first. Do NOT back into the loading area.
2. Do not begin loading or unloading until the car has come to a complete stop.
3. Do not park behind another car that is loading or unloading
4. Always be alert to vehicles coming into and out of the loading area

### **Never run or walk fast in the home**

We do work at a good pace, but we never rush, and we never run or walk fast in the home. Walking fast can be dangerous for many reasons, including tripping and slipping on wet floors. If you are observed going too fast, you will be asked to slow down, and if it continues, it will be grounds for termination

### **Be careful around wet floors**

We work around wet floors, so be very careful. You never walk on wet floors, because you mop away from the wet floor, plus you don't want footprints on the newly mopped floor. You are working close to these wet floors. Always know where the floor is wet, and stay alert. This is another reason why we wait to mop the floors until the very last, and we always mop our way out of a home.

### **Angry dogs or pets**

We do ask customers if their dogs are roaming or crated. If a dog is roaming, we ask if the dog is friendly. If the customer says the dog is not friendly, the customer has to secure the dog, or we are not able to clean their home.

Sometimes the customer will say the dog is friendly, but the dog growls at one of our cleaners. If you encounter a growling dog at the door of the home, you are not to enter the home. Call the office right away.

If you are in the home and the dog is roaming and growls, you have to call the office. We will contact the customer and see if they can come to the home right away and board the dog. If they cannot, then we will not clean.

### **Lifting**

1. You never lift or move anything heavier than 20 pounds.
2. Test the weight of the load before lifting using both hands.
3. Assistance to move something is never required and would tell you that the item is too heavy to move.
4. Never lift anything if your hands are greasy, wet, or dirty.
5. Lift with your legs and never your back.

### **Stepladders**

We use step ladders to clean certain parts of the home, like the top of the refrigerator and bookshelves that cannot be reached without your step ladder.

1. Do not use ladders that have loose rungs, cracked or split side rails, missing rubber foot pads, or damaged.
2. Do not place a ladder at a blind corner or doorway without diverting foot traffic by blocking off the area.
3. You never use a stepladder on a wet floor - That is why the last thing you do in a room is mop the floors.
4. You never use a stepladder in the shower
5. Face the ladder when climbing up or down.
6. When performing work from a ladder, face the ladder, and do not lean backward or sideways.
7. Walk up and down the stepladder. Do not jump from ladders
8. Do not stand on tables, chairs, boxes, or other improvised climbing devices to reach high places.
9. You should always have one free hand when stepping on to a stepladder

### **Closing Comments**

All accidents are preventable. Everyone must be involved and committed to safety – it is a team effort. Together, we can prevent accidents and injuries and keep each other safe and healthy in the work that provides our livelihood.

Contact your supervisor, office or Bruce directly, if you have any questions about the instructions in this manual or at any time you have questions or concerns about safety in the work place.