



## **COVID-19 Protocol**

### **Dear Clients:**

Your safety, health and well-being remain the highest priority for us at Luxury Residential Management. We understand there are many concerns around the coronavirus pandemic, be assured we are doing all we can to protect you and your family, the vendors and our team.

With guidance from the Centers for Disease Control and Prevention (CDC), the World Health Organization (WHO), the Florida Department of Health, and local officials, we have implemented an extensive, safety and sanitization program.

### **Safety Practices for LRM Staff & Vendors**

1. Wear masks and maintain social distance.
2. Upon entering the residence wear booties.
3. Wash hands with soap/water for 20 seconds (80% of infections are transmitted by hands)
4. Wear gloves. Use sanitizer as needed.
5. Wipe down all door handles and knobs when vendors leave.

Note: All vendors are instructed if they or a family member is not feeling well to reschedule.

### **Increased Cleaning and Sanitization**

- Soft (porous) Surfaces: All surfaces are sanitized with an EPA registered soft surface sanitizer according to label directions.
- Hard (non-porous) Surfaces: The CDC recommends pre-cleaning surfaces before applying disinfectants. Manufacturer's instructions for cleaning and disinfection products, especially regarding concentration, application and contact time are strictly adhered to.
- Floor Care Disinfectant: For all non-porous floor types, an EPA registered disinfectant is used. The correct dilution ratio is followed as per manufacturer's directions.
- Laundering: Items are laundered in accordance with the detergent manufacturer's instructions using the warmest appropriate water setting; items are dried completely and all hampers or other carts for transporting laundry are cleaned and disinfected according to guidelines for hard or soft surfaces.

### **Employee Training**

- Reinforcement of personal hygiene, proper handwashing and use of alcohol-based hand-sanitizers.

### **Physical Distancing:**

- Physical distancing is encouraged throughout the residence amongst team members and vendors, for the safety of everyone.

Our team is eager to provide exceptional service in the safest and most hygienic environment. We sincerely thank you for your understanding during these times and wish great health to you and loved ones!

Sincerely,

*Eddie*

Eddie Miller, CEO