

SMS ASSIST

Deep Cleaning Service Offering



In light of coronavirus disease 2019 (COVID-19), we want to offer a new deep cleaning service to help your business safely continue operations. We are committed to doing everything we can to assist you in upholding the health and safety of your employees and customers during this time.

What does the service include?



Level 1: Preventative Cleaning and Sanitization

This service will include sanitization of all existing work areas. Affiliates will wet wipe/spray all hard and soft surfaces—including walls, furniture, and computer equipment, with disinfecting agents. Commonly touched surfaces in each room—including keyboards, computer components, doorknobs, and latches—will be wet wiped twice. We will use EPA-registered chlorine or peroxide-based cleaners that are known to be effective in fighting COVID-19. This service is recommended for all areas as a preventative measure or for areas of high-touch traffic.



Level 2: Contamination Cleaning and Disinfection

This service will include more specialized methods of advanced cleaning that may include mist foggers, light-based disinfection, and 10-foot-down deep cleaning to ensure all work areas have been thoroughly sanitized and are cleared following respiratory cleanup. This service will follow bio-hazard decontamination processes and may require the space to be closed for a limited period of time so that the room can be thoroughly disinfected. This service is recommended for areas that have a potential or confirmed positive test of coronavirus in the immediate vicinity.



Reporting and Documentation

Affiliates will supply regular work documentation within the One by SMS Assist™ portal and mobile app, and any departure(s) from the above procedures will be documented on a site-specific report.



Teams and Training

Affiliates performing this work are trained and tested in use of the proper gear and equipment. Teams will include individuals who are solely dedicated to specific aspects of these operations, such as verifying Personal Protective Equipment (PPE) compliance, preparing of cleaning solutions, and ensuring all sanitization standards are met.

How can I sign up?

If you are interested in this service, please reach out to your customer service representative.