Planning for the provision of cleaning

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Flow Chart for Accessing Cleaning

Non Engaged / highly complex client (Behavioral Approach)

Referral to cleaning company with all relevant information

Complete case conference with all applicable stakeholders to determine roles and responsibilities

Cleaning company to complete on site risk assessment — This should determine areas to be addressed, costing, and before cleaning photos should be taken. Client rapport should be a priority for the cleaning company at this point. A Cleaning plan should begin to be developed after this point.

(NB: Determine safety of staff with client on/off site during this inspection)

Cleaning Service to provide the following:
- Onsite Risk assessment
- Quote
- Plan

Case Conference to be completed to discuss the following:
- Assessment of Risk
- Timelines and Plan for cleaning days
- What agencies will provide what support
- Contacts and Plan for any welfare or safety concerns
- Behavior management plan
- Who can support / coach client through process

Cleaning Services Agreement to be completed

(See attached Template)

Photo’s to be taken and used for:
- Progress journal
- Illustrate use of funding
- Prevent legal issues / complaints from client relevant to environment pre/post cleaning

Implement Cleaning Plan

Post Cleaning Support should include:
- Photo’s
- Review of Care Plan and Cleaning Agreement Goals
- Optional Case Conference
- Staff de-briefing
- Client counseling / support / feedback

Ongoing Maintenance Plan that should consider the following:
- Future of case management
- Use of regular home maintenance
- Intermittent cleaning Therapy
- Regular, supportive housing inspections from landlord

Ongoing / Voluntary Support from Coach / Case Management continued alongside therapy.
Intermittent cleaning when required

Behavioral Approach to support cleaning is sustained. Well defined expectations and boundaries identified with client and landlord in supportive manner

**Cleaning services agreement**
*(to be completed on a case-by-case basis)*

This is an agreement between:

<table>
<thead>
<tr>
<th>Name of service:</th>
</tr>
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<tbody>
<tr>
<td>Name of cleaning business:</td>
</tr>
<tr>
<td>Client name:</td>
</tr>
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</table>

<table>
<thead>
<tr>
<th>Client telephone:</th>
</tr>
</thead>
<tbody>
<tr>
<td>Client address:</td>
</tr>
</tbody>
</table>

**Date of cleaning visit:**

| Time: |

**Rooms to be cleaned:**

| Articles/items to be removed: |

| Articles/items not to be removed: |

**Signed (cleaning business):**

| Date: |

**I, ___________________________ (insert name), agree to the cleanup of my property and removal of unwanted items as stated at the top of this form. I acknowledge that it is my responsibility to clearly identify the items that I do not wish to be removed and the areas I do not want to be cleaned. It is also my responsibility to be present during the cleanup to ensure that it is undertaken according to the stated action plan. I understand that where I have accessed a cleaning service referred to me, that the referral service (e.g. people, clinical, animal, housing, local municipal council) is not liable for any damages or removal of non-authorised items that may occur during the process of the cleanup.**

**Signed (client):**

| Date: |

**Referral service:**

| Worker’s name: |

**Program:**

| Date: |