🧼✨ Housekeeping Communication Cheat Sheet

💬 Why Your Observations Matter

As a housekeeper, you're often the **first to see** things others might miss. Your eyes and attention help keep residents **safe, healthy, and comfortable.** Communicating what you notice ensures small issues don't turn into big ones!

👀 What to Watch For & Report

🔖 Category	🧩 Examples You Might See	📢 Why It Matters / What to Report
⚠️ **Safety Hazards / Environmental Issues**	Wet floors, cluttered walkways, broken lights, frayed rugs, unstable handrails	🚨 These are fall or fire risks — report what, where, and when you observed it.
🏚️ **Structural / Maintenance Concerns**	Leaks, water stains, mold, cracked tiles, broken windows, doors that don't latch	🧰 These need quick repair — helps prevent damage and maintain safety.
🧴 **Hygiene & Sanitation**	Odors, pests, spoiled food, overflowing trash, mildew	🦠 Impacts health and dignity — report details or include a photo if possible.
🪑 **Damage or Wear & Tear**	Broken furniture, holes in walls, peeling paint, damaged curtains	🔧 Even small issues signal updates are needed — note and report them.
🧓 **Resident Condition Indicators**	Unusual stains, items out of place, skipped personal care items	🩺 Could indicate a fall, health change, or need for extra support — notify nurse/manager.
👃 **Unusual Odors / Smells**	Strong chemical smells, urine, smoke, or burning odors	🕵️‍♀️ These can signal safety or hygiene issues — report immediately.
🔐 **Personal Belongings / Security**	Missing or damaged items, open windows, valuables left out	🛑 Protect resident privacy and security — always notify management.

🗣️ How to Communicate with Management

1. 📝 **Text Message to Management or Maintenance Request**
   - Date, time, your name
   - Room number or area
   - Description of what you saw
   - 📷 Photo (if allowed)
   - Action taken (e.g., "cleaned spill," "taped area off")
2. ⏰ **Prioritize by Urgency**

- 🔥 **Immediate danger** (fall risk, electrical issue, flooding) → Report *right away!*
- ⚡ **Medium risk** (leak, mold, broken fixture) → Report *same day*
- 🪞 **Low risk** (minor wear or décor issue) → Report during *routine maintenance*

3. 🔄 **Follow Up**
   - Confirm the report was received
   - Check later to see if fixed
   - If it happens again → report the *pattern*
4. 🤫 **Maintain Confidentiality**
   - Share facts only, no opinions
   - Protect resident privacy
   - Speak with kindness and respect
5. 🚀 **Escalate When Needed**
   - If an issue is serious and not addressed, follow the **chain of command**

💡 Tips for Effective Communication

✅ Use **clear, simple language** – "Water leaking from ceiling in Room 204 above window."
✅ **Document everything** – even small problems matter later.
✅ **Be observant** – you know your spaces best.
✅ **Stay proactive** – fixing small issues prevents big ones.
✅ **Be a team player** – share concerns that could help caregivers or maintenance.
✅ **Show respect** – rooms are private spaces; treat them with care.

🌟 Remember

Your role keeps residents **safe, healthy, and happy** — and your voice matters. 💛
When you speak up, you're not just cleaning — you're **caring.** 🌻