

Client Package



Welcome to the hive! I am pleased to have you as a client and feel honoured that you have chosen to invite me and my team into your life and home.

When I was a child, my mother would often find me rearranging furniture and cleaning up the toys on my own. Deep down, I've always known I wanted to pursue organizing, productivity, and coaching as a career. My passion and goal is to help others regain control of their lives and the space that they live in.

Change is never easy; that fact informs my compassionate approach. I admire my clients for their strength in wanting to enhance their lives through the power of organization.

This document outlines all you need to know about working with me. Please contact me if you have questions.

I look forward to working with you in the near future!

Sincerely,

Clare Cluff
& the Busy Bee Organizing Team

Owner - Lead Organizer, Errands/Virtual Assistant, & Life Coach

Certified Organizational Specialist

Certified Professional Life Coach

Member of Canadian Association of Virtual Assistants - CAVA

Member of Professional Organizers in Canada - Virtual Chapter

Past Chair of Professional Organizers in Canada - Ottawa Chapter

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Services

Organizing & Decluttering

We believe that clutter is more than just your stuff out of place. Clutter takes on a life of its own and affects your time, relationships, emotions, energy level, and attitude. We are here to help do much more than just clean up or organize your home. We hold space for you while we work through mental, emotional, and physical blockages together and transformation your space into the peaceful home you have been dreaming of.

It's time reclaim your space (and life)!

Bedrooms
Play Rooms
Activity/Craft Rooms
Laundry Rooms
Small Home Offices
Kitchens
Pantries
Living Rooms

Dining Rooms
Storage Rooms
Bathrooms
Mud Rooms
Closets
Basements
Garages
and more!

Paperwork Organization

Do you want to get your paperwork under control but don't have the time? Don't worry! We will pick up the paperwork, organize, file, and label it for you. The paperwork will be dropped back off to you when complete!

Move Assistance & Home Set-Up

We can help you decluttering in preparation for home sale, coordinate movers, and other needed services. We provide assistance packing/unpacking and with new home set up. A Junior Organizer/Assistant is available for larger homes/organizing projects.

Please inquire directly for a quote for this service.

Organizing Accountability Coaching & Maintenance Sessions

Organizing accountability coaching & maintenance sessions are available on a biweekly, monthly, or quarterly basis for clients that have been working with us for 3 months or longer. These sessions are customized to meet the needs of each individual and their space and can be conducted in-person or virtually.

Shredder Rental

Renting a personal shredder is an efficient way of getting the job done without having to buy an expensive machine yourself. Simply choose which shredder you would like and have it dropped off and picked up when you are done. Shred all your confidential documents yourself from the comfort of your own home!

Virtual Assistant

Do you wish there were more hours in the day? Are some of the small tasks taking you away from advancing in your business? We will take care of the little things so you can focus on the big stuff! As a virtual assistant, I provide various services to entrepreneurs and small businesses from my office in Ottawa, Ontario. Anything from travel planning, schedule/calendar management, responding to emails, managing in-person or virtual events, basic administrative tasks, to personal errands or shopping...I can tackle almost anything!

Errand & Concierge Service

This service is perfect for busy working professionals, new parents, seniors, or after a surgery or illness. Check everything off your to do list without lifting a finger!

*Dry Cleaning
Grocery Shopping
Gift Wrapping
Post Office Runs
Light Cleaning*

*Personal Shopping
Photocopying and Faxing
Prescription Pick Up/Drop Off
Charitable Drop Offs
and more!*

Don't see what you need help with on the list above?

Other errands/concierge services available upon discussion!

The Organizing Process

We work one on one with clients to help transform and increase the usability of their space while teaching them how to become and stay organized!

Phone Consultation: Let's get to know each other! Tell us about yourself and your space. Find out more about the services we offer and our process. We will book a time for the In Home Organizing Assessment.

In Home Assessment: This initial meeting is crucial to establishing the areas in your home and life that you need help with. We will discuss strategies, priorities, and our suggested approach for reaching your organizational goals. Finally, we will book your first session to get started!

Organizing Sessions: Working together, we will categorize your belongings followed by decluttering each category. We will then implement a customized organizational system based on your specific needs and unique organizing style.

All organizing sessions include:

Expertise and time of the Lead Professional Organizer (and Junior Organizer if requested).

Use of a 15-Sheet Crosscut Shredder. Please let us know in advance of a session if you would like to use the shredder so that we can make sure to bring it with us.

Standard products and supplies from the organizers toolkit.

1 carload of donations dropped-off at the charities/organizations of the clients choosing.

When applicable; post session email or text message with notes detailing progress, remaining tasks, and confirmation for any additional session(s).

Unlimited support via email or phone for up to 3 months after the last organizing session.

An effort is made to micro-sort donations so that they are properly and responsibly distributed to registered charities and organizations within the Ottawa Area.

Price List

Effective as of June 5, 2022

Service	Price (+HST)
Phone Consultation <i>Up to 20 Minutes</i>	Complimentary
In Home Organizing Assessment <i>Up to 90 Minutes</i>	\$155.00
Lead Organizer <i>Organizing, Decluttering, & Coaching</i>	\$85.00/hr
Junior Organizer/Assistant <i>Available to work alongside the Lead Organizer on larger homes & projects</i>	\$42.50/hr
Organizing Accountability Coaching & Maintenance Sessions <i>In-Person or Virtual</i>	\$115.00/hr
Move Assistance & Home Set-Up	Inquire directly for a customized quote.
Paperwork Filing & Organization <i>Includes Mileage for Pickup & Drop Off</i>	\$60.00/hr
Errand & Concierge Service <i>2hr minimum</i>	\$40.00/hr
Shredder Rental <i>Small - 8 Sheet Crosscut</i>	\$40.00/day
Shredder Rental <i>Large - 15 Sheet Crosscut</i>	\$50.00/day
Virtual Assistant <i>Sliding Scale</i>	\$35.00-\$45.00/hr
Lunch & Learns, Group Sessions, and Workshops	Inquire directly for a custom price based on your group requirements.
50km of roundtrip mileage is included for each session/service.	Additional mileage is charged at \$0.65/km.

Accepted Payment Methods: Cash, E-Transfer, Debit, or Credit Card.

In-Home Organizing Packages

Tier 1	Price (+HST)	SAVE
Half Day 4 Hours	\$ 320.00	\$20
Full Day 7 Hours	\$ 560.00	\$35
Tier 2		
15 Hour Package	\$ 1,125.00	\$150
25 Hour Package	\$ 1,875.00	\$250
Tier 3		
35 Hour Package	\$ 2,450.00	\$525
45 Hour Package	\$ 3,150.00	\$675

Tier 1 Organizing Package hours cannot be split between multiple sessions/days. All Tier 2 & 3 Organizing Packages must be paid in full up front in order to reserve session dates. Organizing Packages are not refundable.

FAQ

What is a Professional Organizer?

A Professional Organizer is someone who helps you gain control of the clutter and disorganization in your life. We are here to help guide, support, and coach you in a direction that will help to achieve your organizational goals and free yourself from the heavy burden of clutter & disorganization.

Terminology:

- **Declutter:** The removal of unnecessary items from a space. Clutter can cause a lot of stress and distraction. By decluttering you will start to feel much calmer and more organized.
- **Organize:** Arranging items into a more structured order. Your space should reflect what is most important to you and be functional for your chosen lifestyle.
- **Downsize:** Making something smaller by eliminating unwanted or unused items. People choose to downsize for a multitude of reasons; less upkeep, less stress, saves them money, and change in lifestyle to name a few.

What benefits are there to getting organized?

There are many benefits to getting organized! The most important benefit we see is that you will have more time to do what makes you happy. You will feel less stressed and spend less time looking for lost or forgotten items in your home. The environment that you live in is crucial to your emotional, mental, and physical well being. When everything is in order it makes the rest of your life easier!

What areas in my home can you help with?

We are equipped to tackle almost any residential organizing project. However, we do not work in Large Offices, Commercial Buildings, Sheds, or Attics. If we cannot do the job, we will find you someone who can!

Will our time together and what we discuss be kept confidential?

Allowing other people into your home to help go through your belongs can be difficult and often times uncomfortable. Everything we do and discuss is kept confidential. The privacy of our clients is extremely important.

As a member of Professional Organizers in Canada, Clare conducts her business following POC's Code of Ethics. Learn more at www.organizersincanada.com - Code of Ethics

If I need organizing products and supplies for my home, can you purchase them for me?

We can certainly purchase organizing products on your behalf. We offer shopping assistance at \$40.00/hour plus the cost of all products purchased. No minimum number of hours required to book this service for all current organizing clients. All items will be

agreed upon before they are purchased and you will receive a copy of the receipt (POP) along with your next invoice.

What do you charge for your services?

We offer hourly pricing as well as package pricing. For a full list of services and prices, please see pricing and packages pages listed above.

If it is a larger organizing project or the work that needs to be completed is on a tight deadline, the Lead Organizer may suggest bringing in a Jnr. Organizer/Assistant to help speed the process along. Jnr. Organizers/Assistants are billed per hour in addition to the fee/package rate for the Lead Organizers expertise and time.

What is a service agreement and what will it include?

The service agreement is a summary of the work that is agreed upon to be completed. It helps provide both the client and the organizing team with a clear understanding of what is expected. Included in the service agreement is a description of the project, a customized plan, estimated number of hours, your scheduled times for the work to be completed, as well as a resource list for your reference. This agreement will be sent to you via email shortly after the In Home Assessment. A signed service agreement is required before the execution of any onsite organizing, errands, or specialty services.

What geographical area do you work in?

We provide onsite services within the City of Ottawa and most surrounding areas (Southeastern Ontario and Outaouais Region included). 50km of mileage is included for each session or service. After the first 50km, mileage is charged at \$0.65/km.

Virtual services are available upon request after discussion.

What methods of payment are accepted and when will I be charged?

We accept cash, e-transfer, debit, or credit card as payment. If you are paying by the hour, payment is required at the end of that session or service. If you are purchasing a package, payment is due upon booking to confirm your session/service dates. We do not carry any change so if are paying with cash please be sure to have the exact amount on hand. Thank you in advance!

Can I purchase a gift card or certificate?

Gift certificates are available in any denomination. [Contact us](#) directly to purchase. Or you can purchase an eGift Card online by [clicking here](#). We cannot provide refunds for gift certificates or eGift Cards.

What is your policy for cancelations or rescheduling?

A minimum of 48-hours notice is required in order to cancel or reschedule a session/ service otherwise a \$155.00 cancelation fee will apply. Cancelling or rescheduling with

less than 48-hours notice can only be accommodated once free of charge (per calendar year). The cancelation fee also applies to client no shows.

If you have any questions that about working with me or any of the information above please contact me directly and I would be happy to chat with you further to provide clarification!