

Cleaning and Preventive Protocol to Mitigate Risk and Exposure

Prevention: Coronavirus Disease 2019 (COVID-19) pre-contamination protocol

The current flu season, along with the outbreak of a newer pathogen, SARS-CoV-2 which is the cause of COVID-19, offers an opportunity to reinforce the importance of keeping employees' workspaces clean, safe, and healthy. Our experience and training afford us the ability to promote safe practices. Aligned with the CDC recommendations, ServiceMaster has preventive solutions for all types of illnesses as well as COVID-19.

Actionable plans for businesses today:

CDC Recommendations	ServiceMaster Solutions
1. Emphasize hand hygiene by all employees. ⁽²⁾	<ul style="list-style-type: none"> A. Perform frequent hand washing using soap and water for 20 seconds (sing Happy Birthday twice) or use hand sanitizers that contain at least 60% alcohol. B. If possible, use no-touch dispensers (e.g., paper towels, sinks, soap). C. Post ServiceMaster hand hygiene process posters in hand washing areas. D. Keep an adequate supply of products and monitor shelf life.
2. Emphasize respiratory etiquette by all employees. ⁽²⁾	<ul style="list-style-type: none"> A. Employees should cover the nose and mouth with a tissue when coughing or sneezing. If tissue is not available, use elbow or shoulder to cover your mouth. B. Provide tissues and no-touch trash cans and other disposal receptacles for use by employees.
3. Perform routine environmental cleaning focused on high-touch surfaces. ⁽²⁾	<ul style="list-style-type: none"> A. Clean and disinfect high-touch surfaces in the workplace nightly, focusing on common gathering areas (e.g., door handles, light switches, stair rails, elevator buttons, phones, microwaves, coffee stations, sink handles, water fountains, chair arms, shared workstations or learning materials, dining tables). B. Provide disposable wipes for employees to clean and disinfect commonly used or high-touch surfaces between use.
4. Encourage sick employees to stay home, separating and avoiding close contact with people who are sick. ⁽²⁾	<ul style="list-style-type: none"> A. Actively encourage employees who have symptoms of acute respiratory illness to stay home until they are free of fever (100.4° F or lower as measured by an oral thermometer) and other symptoms for 24 hours without medication. B. Maintain flexible policies, consistent with public health guidance, that permit employees to stay home. C. Avoid close contact with people who are sick.

	D. Avoid touching your eyes, nose, and mouth.
5. Advise employees to take safe travel steps. ⁽²⁾	A. Check CDC travelers' health notices, especially when traveling internationally. B. Have a plan for employees if they become sick during travel; promptly call a provider for help if needed.
6. Additional measures with COVID-19: Employees who are well but have a family member with COVID-19 should notify their supervisor and other employees in the workplace. ⁽²⁾	A. Make sure employees notify their supervisors if they have a family member who is sick at home with COVID-19. B. In that case, notify other employees of potential exposure while maintaining confidentiality. C. If possible, have plans in place for working remotely in the event of an outbreak.

Coronavirus Disease 2019 (COVID-19) response protocols;

General Cleaning for precautionary measures (No confirmed COVID-19 case)

When asked to perform cleaning in locations that **HAVE NOT** experienced a confirmed case of COVID-19, follow standard cleaning processes.

- 1) Provide necessary and appropriate security and sensitivity for the customer and their property.
- 2) Employees must wear appropriate PPE as indicated on the product label. The PPE is for the product, not the environment you are working in. If there is further concern related to environmental exposure, see **Cleaning for Confirmed Exposure** below.
- 3) Remove gross soiling from all surfaces.
- 4) Using an EPA registered product that meets the requirements for COVID-19 ⁽¹⁾, pay particular attention to required dwell time.
 - a. Starting at the furthest point working toward the exit, clean/wipe all surfaces paying particular attention to high touch areas (counters, sinks, rest rooms, elevators, door knobs, light switches, etc.).
 - b. Utilize micro-fiber cloths, folded to provide adequate surface cleaning.
 - c. Spray cloth and wipe to ensure coverage and to remove soiling.
 - d. Surface must remain wet for required dwell time (see label).
- 5) Work out of the room avoiding re-soiling.

Cleaning for Confirmed Exposure Situations

For cleaning in locations that are in response to a confirmed COVID-19 infection, follow bio-hazard cleaning protocols. Consider that the contaminate could be spread through the location. This would necessitate the cleaning of all areas within the impacted structure. The infected person could have touched any surface that was then touched by someone else who could have carried the contaminate to any other surface.

- 1) Provide necessary and appropriate security and sensitivity for the customer and their property.
- 2) Prior to Donning PPE and after Doffing, employee must wash hands with soap and water.
- 3) Employees must wear appropriate PPE for personal protection and as directed by the product label. These include:
 - a. Full body covering (moisture resistant)
 - b. Respiratory protection: full face preferred, if using a half face, eye protection must be added.
 - c. Eye protection, if not wearing full face respirator. Safety goggles with an added face shield covering, to protect exposed skin.
 - d. Double gloves, sealed to protect suit (taped at wrist on outer layer)
 - i. Medical grade, disposable, nitrile gloves (inner layer)
 - ii. Chemically resistant nitrile (outer layer)
 - e. Steel shanked, rubber boots work over protective suit foot coverings
 - f. Head protection – OPTIONAL – based on work location requirement
- 4) Utilize appropriate EPA registered product ⁽¹⁾ - follow label directions for required dwell time.
- 5) Employees working in teams of 2 – 3 monitoring each other for work related stress and other safety concerns.
- 6) Work from the furthest point to entry:
 - a. Wipe all horizontal and high touch surfaces (light switches, door knobs, hand rails, etc.) using micro-fiber cloths or disposable cloths.
 - b. Spray disinfectant on all surfaces to ensure coverage of product.
 - c. Dispose of cleaning cloths in a 3ml bag for disposal in appropriate trash or for laundering if reusable.
 - d. Inspect surfaces after cleaning and ensure adequate product contact time per label.
- 7) Move to next location as a team and repeat process.
- 8) If PPE is damaged at any point during process, replace and dispose of used items in 3ml bag. Check for any possible exposure to employee and take appropriate measures.
- 9) Upon completion of all cleaning. Remove PPE in the following order:
 - a. Unzip protective suit.
 - b. Remove boots – step onto clean towel or disposable mat.
 - c. Remove outer gloves – grasp exterior of glove and pull away from body, grasping in palm of second hand. Remove second glove by placing fingers of ungloved hand inside glove and fold glove over itself until both gloves are rolled together - dispose of gloves.
 - d. Remove protective suit by removing from shoulders and rolling suit downward and turn inside out – roll suit into a ball and dispose.
 - e. Remove second gloves set – grasp first glove in center of palm and pull away from body holding in second hand – remove second glove by placing fingers of ungloved hand inside wrist of glove rolling gloves into a ball – dispose of gloves.
 - f. Remove respirator, grasping straps from behind and rolling over head. Place in protective bag until respirator can be cleaned and serviced for reuse.
 - g. Wash hands.
- 10) All equipment that was used (HEPA vacuums, sprayers, buckets, etc.) must be wiped with disinfectant to prevent cross contamination.
- 11) Remove all items and dispose of bagged trash in appropriate receptacle.
- 12) Return launderable items to facility for cleaning.

Frequently asked questions:

What is Coronavirus, SARS-CoV-2 aka COVID-19?

COVID-19 is an enveloped virus causing mild to severe respiratory illness that can spread from person to person. It was first identified during an investigation into an outbreak in Wuhan, China.²

What are the symptoms of COVID-19?

Symptoms can include fever, cough, and shortness of breath, which may appear 2-14 days post exposure.²

How does COVID-19 spread?

The virus is thought to spread mainly from person to person between those in close contact (within ~6 feet) and through respiratory droplets produced when an infected person coughs or sneezes. It may be possible for a person to get the virus by touching a surface or object and then touching their own nose, mouth, or possibly eyes, although at this time this is not thought to be the main way the virus spreads.²

What are simple, everyday actions to help prevent the spread of respiratory viruses?

- Avoid close contact with people who are sick.
- Avoid touching your nose, mouth, and eyes with unwashed hands.
- Wash your hands often with soap and water for at least 20 seconds. If soap and water are unavailable, use alcohol-based hand sanitizer with at least 60% alcohol.²

Which disinfectants are effective against COVID-19?

Because the virus is so new, the EPA has not tested and established efficacy protocols or inactivation claims. The EPA has issued "Guidance to registrants: process for making claims against emerging viral pathogens not on EPA-registered disinfectant labels,"⁽⁴⁾ which at this time establishes approved products. An eligible product must meet the criteria in the document in order to make limited claims about disinfectant efficacy.

ServiceMaster disinfectants that can make this claim in line with dwell times and product labels are Peridox, Virex Plus, Sanimaster 7, Sanimaster 6, and Decon 30.

What is disinfectant dwell time?

Dwell time is the required period that a surface must remain wet for a disinfectant to achieve full efficacy.

In closing:

It is important to keep in mind that COVID-19 is a new and emerging pathogen. Regulators are just beginning to understand COVID-19 — how it spreads, the incubation period, length and severity of illness — knowledge that will develop over time. We will continue to update you as the CDC, EPA, FDA, and OSHA provide more information.

References:

1. CDC list of approved products or source products for COVID-19 disinfection (note: this may not be an all-encompassing list):
https://www.epa.gov/sites/production/files/2020-03/documents/sars-cov-2-list_03-03-2020.pdf
2. CDC interim guidance for employers:
<https://www.cdc.gov/coronavirus/2019-ncov/specific-groups/guidance-business-response.html>
3. CDC how COVID-19 spreads:
<https://www.cdc.gov/coronavirus/2019-ncov/about/transmission.html>
4. Environmental Protection Agency, Emerging Viral Pathogen Guidance for Antimicrobial Pesticides:
<https://www.epa.gov/pesticide-registration/emerging-viral-pathogen-guidance-antimicrobial-pesticides>

For More Information

Centers for Disease Control and Prevention, Coronavirus Summary.

<https://www.cdc.gov/coronavirus/index.html>

Preventing COVID-19 Spread in Communities CDC:

<https://www.cdc.gov/coronavirus/2019-ncov/community/index.html>

Food and Drug Administration, Coronavirus:

<https://www.fda.gov/emergency-preparedness-and-response/mcm-issues/novel-coronavirus-covid-19>

World Health Organization, Coronavirus:

<https://www.who.int/health-topics/coronavirus>

Occupational Safety and Health Administration, 2019 Novel Coronavirus:

https://www.osha.gov/SLTC/novel_coronavirus/