

## COVID-19 CLEANING & DISINFECTING POLICY, 3-24-2020

Cleaning practices for controlling the transmission of COVID-19 can be divided into 3 levels:

- Level 1: Regular Janitorial Cleaning per existing contracted scope of work;
- Level 2: Advanced Cleaning - environmental infection control of rooms/areas (zones) other than those involving known or suspected cases of COVID-19.<sup>1</sup>
- Level 3: Environmental Disinfection of rooms/areas involving known or suspected cases of COVID-19, within 6 days of a case(s) being present. After the 6-day period a zone of known/suspected infection may be addressed using the Level 2 protocol.

This policy, based on CDC, OSHA and WHO guidelines, focuses on practices and procedures for cleaning and disinfecting “community” facilities, e.g., offices, schools, institutions of higher education, businesses, community centers. It does not apply to healthcare facilities, households, or other types of facilities where specific CDC guidance already exists.

### **LEVEL 1: REGULAR JANITORIAL CLEANING**

C&W Services will continue to perform regular janitorial cleaning per existing contracted scope of work, unless directed otherwise by our client in response to a known or suspected case of COVID-19 or by Federal, State and Local authorities having jurisdiction.

### **LEVEL 2: ADVANCED CLEANING (ENVIRONMENTAL INFECTION CONTROL)**

As compared to regular janitorial cleaning practices, Advanced Environmental Infection Control provides for more rigorous cleaning and disinfecting of areas outside zones of known/suspected contamination. C&W Services Level 2 cleaning includes: (A) Changes from standard cleaning products to EPA ‘List N’ and/or (B) Changes to cleaning frequencies/methods, based on facility risk level and focusing on touchpoints.

Advanced environmental infection control may be initiated at any site, but only after review and approval by the client. In addition, Level 2 cleaning must be reviewed and approved by the C&W Services VPO and Regional HSSE Manager (RHM).

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<sup>1</sup> Level-3 (vs. Level-2) protocols: Findings by the US National Institute of Health (NIH) indicate the COVID-19 (SARS-COV-2) virus remains detectable up to 3 days on some surfaces. CWS has applied a safety factor of 2x to this detectable timeframe as the basis for specifying a 6-day period, after which a contaminated zone may be cleaned/disinfected using our less restrictive Level 2 protocol.

## (A) CHANGES TO CLEANING PRODUCTS

C&W Services sites shall use approved Products from EPA's 'List N,' which can be found here: ([https://www.epa.gov/sites/production/files/2020-03/documents/sars-cov-2-list\\_03-03-2020.pdf?referringSource=articleShare](https://www.epa.gov/sites/production/files/2020-03/documents/sars-cov-2-list_03-03-2020.pdf?referringSource=articleShare))

All cleaning products shall be used in accordance with the manufacturer's specifications, particularly dwell/contact times. For example, while Diversey Oxivir 1 is currently stated by the manufacturer to require only 1-minute of surface contact, Diversey Virex II 256 requires 5-minutes.

## (B) CHANGES TO CLEANING FREQUENCY /METHOD

For the purposes of advanced cleaning, the determination of changes to cleaning frequencies starts with the identification of the risk level of the facility (see Table1).

Table 1: Risk Level by Facility Type		
Risk Level	Facility Type (or known exposure level)	Frequency Changes
High	<ul style="list-style-type: none"><li>Healthcare facilities and facilities with a vulnerable population (i.e., occupants with weakened or compromised immune systems, infants, the elderly, or other medical patients).</li><li>Known outbreak throughout local area/county</li></ul>	Follow (strict) client schedule or Local Health Department recommendations
Moderate	<ul style="list-style-type: none"><li>Any facility with known/suspected COVID -19</li><li>Public venues (convention halls, sport stadium)</li><li>High public foot-traffic facilities - airports, shopping malls, educational buildings</li></ul>	Per Table 2, below
Low	<ul style="list-style-type: none"><li>Commercial office, manufacturing and warehousing buildings, and other facilities with <u>no known/suspected COVID-19</u></li></ul>	No change in product/freq. recommended

After the risk level of the facility is identified, changes to cleaning frequency (Table 2) shall be identified for high transmission spaces/surfaces. Table 2, below, identifies some common touchpoints and cleaning frequencies for moderate risk level facilities. Each site should adjust the type of touchpoints and frequencies per the layout of their facilities and, more importantly, the availability and current workload of janitorial cleaning staff.

Regarding cleaning methods, the use of pre-wetted disposable wipes containing an EPA approved cleaning product (e.g., Oxivir 1 wipes), is preferred, as the use of pre-wetted wipes reduces the potential for employee exposure to spray, the need for PPE, and the need to clean equipment. As well, dry fogging and/or electro-static sprayers (Clorox Total 360) systems can improve cleaning efficiency while reducing exposure.

Table 2: Examples of Touchpoints and Cleaning Frequency for Moderate Risk Facilities			
High-Frequency Touchpoints	Frequency per day	High-Frequency Touchpoints	Frequency per day
Elevator Buttons	3x	Refrigerator/Freezer Handles	3x
Interior Staircase Handrails	3x	Microwave Buttons	3x
Lobby Door Handles	4x	Breakroom Cabinet Handles	3x
Conference Room Door Handles	3x	Coffee Bar/Café Sink Handles	3x
Restroom sink/door handles*	3x	Countertop	3x

\*Examples of additional restrooms touchpoints for ‘Advanced Cleaning’ include inside latches, flush handles, faucet handles, toilet seats, soap dispenser levers, towel dispenser levers, hand dryer buttons.

### PERSONAL PROTECTIVE EQUIPMENT (PPE)

PPE shall be used per product SDS (Safety Data Sheet) and company best practices. For example, the SDS for Oxivir 1 RTU/wipes does not specify the need for use of PPE. However, per C&W Services best practices, employees conducting cleaning tasks are required to use:

- 1) Disposable gloves - gloves shall be compatible with the disinfectant products being used. Remove gloves carefully to avoid the spread of contamination.
- 2) Safety eyewear for spraying tasks.
- 3) Additional PPE: Shall be provided as specified in the operating manual of the equipment and/or SDS of the disinfectant product(s) being used.

Note: The CDC does not currently recommend the use of respirators (e.g., N-95s) and/or surgical masks for individuals performing environmental cleaning and disinfecting.

### EQUIPMENT, TOOLS, AND SUPPLIES

Equipment, tools, and supplies for Level 2 cleaning tasks shall be strictly limited to such use and kept separate from other cleaning supplies. Such equipment/tools shall be disposed of or disinfected according to manufacturer’s guidelines after each use.

### TRAINING & READINESS REVIEW

Site management shall ensure the following actions are completed (for all employees assigned to perform advanced environmental infection control cleaning practices, as outlined above), prior to authorizing an employee to perform Level 2 related cleaning tasks:

- 1) C&W Services core training, including PPE, BBP Awareness, and Hazard Communication;
- 2) Training on cleaning products, including product SDS, tasks, and task frequencies;
- 3) Review of good personal hygiene practices for reducing transmission of viruses.
- 4) COVID-19 Awareness Training.

## **LEVEL 3: SELF-PERFORM ENVIRONMENTAL DISINFECTION<sup>2</sup>**

Level 3 practices and procedures apply to cleaning<sup>3</sup> and disinfecting<sup>4</sup> of areas known or suspected of being contaminated with COVID-19. They apply to zones (e.g., offices, conference rooms, cubicles, and/or shared pods) identified by the client as involving a known/suspected case of COVID-19. These disinfection zone must be no more than 500 ft<sup>2</sup> per zone, although each building can have multiple disinfection zones. Level 2 cleaning can be performed outside these zones using the Level 2 procedures above.

Each Regional VPO should determine the most feasible approach to staffing, based on their geographical portfolio and service line needs. For example, one region might establish a dedicated, mobile Disinfection Team to cover a geographical area with a dense, diverse client base. Another Region, with large client sites, and a large, competent site staff, might establish dedicated site-level disinfection team(s). In each case, however, Regions may only self-perform Level 3 services if the following criteria can be met (otherwise the disinfection work must be subcontracted per current Legal guidance):

- 1) The client must identify the zone(s) to be disinfected, agree to pricing for above scope work, and agree to a waiver of liability associated with COVID-19 disinfection work;
- 2) VPOs must review and countersign the scope, pricing, and waiver, which must then be routed to and maintained by Legal and;
- 3) Disinfection services may only be performed by an Authorized Disinfection Team, meeting the requirements set forth below.

### **AUTHORIZED DISINFECTION TEAMS**

- 1) **Team Design/Selection –**
  - a) Each team shall consist of a minimum of 3 members:
    - i) One (1) Team Lead and
    - ii) Two (2) technicians is standard (4 techs, 2 Teams, per Lead, maximum)
  - b) “High risk” people, per CDC, should not be considered for the teams:
    - i) Older adults (please see HR for guidance)
    - ii) People who have significant, underlying medical conditions, including immunodeficiencies, heart disease, diabetes, or lung disease.

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<sup>2</sup> *This Disinfection guidance* is based on the following CDC recommendations:  
(<https://www.cdc.gov/coronavirus/2019-ncov/community/organizations/cleaning-disinfection.html> )

<sup>3</sup> *Cleaning* refers to the removal of dirt and impurities, including germs, from surfaces. Cleaning alone does not kill germs. But by removing the germs, it decreases their number and therefore any risk of spreading infection.

<sup>4</sup> *Disinfecting* works by using chemicals to kill germs on surfaces. This process does not necessarily clean dirty surfaces or remove germs. But killing germs remaining on a surface after cleaning further reduces any risk of spreading infection.

- c) Team Lead must have work experience with Bloodborne Pathogen (BBP) clean-up, per OSHA 1910.1030.
- 2) **Team Leader roles and responsibilities**
  - a) Ensure team members are trained on the use of equipment and chemicals
  - b) Monitor and (positively) reinforce safe work practices, including PPE usage, hand hygiene, chemical dwell times, etc.
  - c) Evaluate/monitor employees for symptoms before and 3 days following disinfection tasks.
  - d) Ensure any team member who exhibits COVID-19 symptoms follows HR's self-quarantine protocols.
- 3) **Training** – all team members must have completed the following education/training:
  - a) Core training courses: PPE, BBP Authorized Employee, Hazard Communication (note, meeting the Company's Core and HiPo training fulfill these requirements).
  - b) Training on the cleaning products, tasks, and task frequencies, including review of the product SDS;
  - c) Review of good personal hygiene practices for reducing transmission of viruses

## **DISINFECTION PROCEDURES**

- 1) **Management of disinfection zone(s) and timing of work**
  - a) Identify and limit access to each area/room used by person(s) with actual or suspected case of COVID-19, via use of barricades, caution tape, etc.
  - b) Minimize potential for exposure to respiratory droplets and surface contaminants:
    - i) Open outside doors and windows to increase air circulation in the area.
    - ii) Wait a minimum of 48 hrs, if feasible, before beginning cleaning/disinfection.
  - c) Clean & disinfect all surfaces within the disinfection zone, focusing on touch points.
- 2) **Cleaning and Disinfection of Surfaces (porous and non-porous)**
  - a) **Cleaning** – If surfaces are (observably) dirty, they should be cleaned using a detergent or soap and water, prior to disinfection.
  - b) **Disinfection** – EPA (List N) products should be used (see pg. 1 of this policy).<sup>5</sup>
    - i) Follow manufacturer's instructions for cleaning and disinfection products (e.g., concentration, application method, contact time, etc.).
    - ii) For soft (porous) surfaces, such as carpeted floor, rugs, and drapes, remove visible contamination, if present, and clean with appropriate cleaners indicated for use on these surfaces.

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<sup>5</sup> **Use of bleach** – If/when EPA approved products become scarce, diluted household bleach solutions may be used, if appropriate for the surface and approved for use by the customer. Never mix household bleach with ammonia or any other cleanser. Unexpired household bleach will be effective against coronaviruses when properly diluted. Prepare bleach solution by mixing: 5 tablespoons (1/3<sup>rd</sup> cup) bleach per gallon of water or 4 teaspoons bleach per quart of water. Use PPE per bleach SDS.

**PERSONAL PROTECTIVE EQUIPMENT (PPE)** - Cleaning staff shall wear the following PPE while performing disinfection tasks:

- a) Disposable gloves
- b) Gowns or aprons
- c) Safety eyewear based on the cleaning/disinfectant product(s) used and whether there is a risk of splash.
- d) Additional PPE: Shall be provided as specified in the operating manual of the equipment and/or SDS of the disinfectant product(s) being used.

**Note on PPE breaches** – Breaches to PPE (e.g., tear in gloves), or any potential exposure, require immediate action (e.g., removal of gloves, hand washing and glove replacement), including reporting of the incident to the employee’s supervisor.

#### **POST DISINFECTION – WASTE DISPOSAL**

The Team Lead shall establish a transition area for donning and doffing of PPE in a systematic and safe manner; including the careful removal and management of PPE following a Disinfection effort:

- 1) All used PPE shall be discarded in a sealed plastic bag immediately after the cleaning procedure.
- 2) All used disposable cleaning products (e.g., wipes, rags, paper towel) shall be placed into a plastic bag and discarded in the municipal trash.
- 3) Wash hands immediately after gloves are removed.
- 4) Safety glasses/googles shall be disinfected

#### **ADDITIONAL CONSIDERATIONS**

- 1) **Coordination** – Site management shall coordinate with local/state health departments to ensure local protocols and guidelines, such as updated/additional guidance for Disinfection, are followed, including for identification of new potential cases.
- 2) **Hand Hygiene** – Cleaning staff and others should clean hands, often, including immediately after removing gloves and after contact with an ill person, by:
  - a) Washing hands with soap and water for 20 seconds.
  - b) If soap and water are not available and hands are not visibly dirty, an alcohol-based hand sanitizer that contains 60%-95% alcohol may be used.
  - c) However, if hands are visibly dirty, always wash hands with soap and water, first.

# Standard Operating Procedure



<b>Title:</b>	<b>Disinfecting Using Electrostatic Sprayers</b>		
<b>Number:</b>	415-4-XXX PENDING	<b>Last Review Date:</b>	6/1/2020
<b>Author:</b>	Cleaning Innovation and Optimization		
<b>Approver:</b>	Chris Johnson VP of Service Innovation and Optimization		

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## Purpose

To provide guidance on cleaning and disinfecting procedures using an electrostatic sprayer. Additional information and updates will be made on the KHub, HSSE Departmental website, as further details on any current or future virus or other disease transmissibility, clinical manifestation, drug susceptibility, and risks to different age groups and subpopulations becomes available.

## Scope & Applicability

<b>Role and/or Location</b>	Compliance expected as written	Can be tailored to local needs	Specific Applicability / Variance / Exceptions
Accounts that self-perform or outsource janitorial activities, unless otherwise specified by Standard Operating Procedures or contract documentation.	X		None

## Definitions

**Cleaning:** the removal of dirt and impurities, including germs, from surfaces. Cleaning alone may not kill germs, but removing them decreases their number and therefore the risk of spreading infection.

**Disinfecting:** the use of chemicals, or other means, to kill germs, bacteria and viruses, on surfaces. The disinfecting process, to be effective, requires cleaning of dirty surfaces, first. Once cleaned, the appropriate disinfecting agent can kill any germs remaining on a surface, further reducing the risk of spreading infection.

## Disinfecting Using Electrostatic Sprayers

### Roles & Responsibilities

**Account Manager** –The Account Manager is responsible for communicating with the customer, setting overall project priorities, and ensuring key performance indicators are achieved. Account Managers must be familiar with the current Pandemic Policy including the HSSE COVID-19 Plan / Procedures. Periodically update the customer concerning the status of C&W Services operations at the site, including site-preparedness. Coordinate all emergency response procedures, including communicating changes based on CDC guidance, including CDC's Pandemic Interval Framework. When necessary, assist local, state, or contracted emergency responders. Ensure that the necessary training of C&W Services staff and updating of staff takes place regarding the flu emergency and the impact of the emergency on their roles/responsibilities

**Janitorial Supervisor** –Responsible responsible for supervising the day-to-day activities of the cleaning procedures and must assist the Account Manager in carrying out all functions and will assume responsibility in his/her absence.

**Janitorial Staff** –Responsible for performing the day-to-day and periodic cleaning activities in assigned work areas. Understand the required customer's flu action plan if applicable.

### Process Map/Overview

N/A

### Process Description

Disinfectant Products and Contact Time				
Product Image				
Contact Time	2min	1min	5min	
Product Title	<a href="#">Botanical Disinfectant Solution</a> ***	<a href="#">Oxivir TB</a> ***	<a href="#">Virex Plus</a> ***	
PPE Required				
Product Image				
Product Title	Disposable Nitrile or Vinyl Gloves	Face mask	Safety Glasses Goggle/Face shield	Signage (Wet Floor and/or Closed for Cleaning)



## Disinfecting Using Electrostatic Sprayers

### Additional Information on Chemicals and Safety Requirements for PPE

#### CHEMICAL INFORMATION\*\*\*

1. All disinfectants that are used in the facilities we service must be listed on the EPA List N.
2. Efficacy and further updates from the EPA will drive updates to this policy and procedure.
3. Follow PPE Requirements as provided on the SDS for safe chemical handling

\*\*\*SDS are linked within the titles

#### PPE REQUIREMENTS

1. Always wear appropriate protective clothing provided (gloves and safety glasses)
2. Always put up safety signs (wet floors/cleaning in progress)
3. Risk Assessment to be in place and the operative to be aware of.

### Tools and Equipment

For further information on specific tools, please review Janitorial Cleaning SOPs located within will vary depending on area type within the facility. Please refer to the janitorial SOPs located within [400-Facility Service Operations](#).

#### ELECTRICAL SAFETY

CAUTION: To avoid electrical shock do not touch or insert any foreign objects into the nozzle of the sprayer. A cordless sprayer with integral batteries or a separate battery pack must be recharged only with the specified charger for the battery. Use battery operated sprayer only with the specifically designated battery pack. Use of any other batteries may create a risk of fire.

### Procedures

#### Equipment Image



#### Description

Electrostatic delivers charged droplets that are actively attracted to surfaces, including the back sides and crevices of surfaces regardless of the direction of spray for complete wrap-around disinfection coverage.

This procedure outlines steps in using the Victory Electrostatic Sprayer. Equipment, tools, and supplies for cleaning tasks shall be strictly limited to such use and kept separate from other cleaning supplies.

### Importance of Cleaning and Janitorial SOPs

Cleaning of non-contact surfaces (e.g. floors and walls) should involve pre-cleaning of any heavily soiled surfaces, followed by cleaning with an anti-viral disinfectant cleaner (Diversey Oxivir 1 RTY/Wipes or similar products) with strict adherence to the products contact period.

For surfaces (e.g., door handles/fixtures, toilet, partitions, faucets, sinks and the floor) Approved disinfectants from the EPA List N should be employed and allowed to remain on the surface for the product's dwell/contact time. All fixtures should be dried with paper towels and the resultant paper waste should be discarded in the trash.

Please review full C&W Services janitorial SOPs located within [400-Facility Service Operations](#).

### Disinfecting Procedures

#### Chemicals/Products

- Approved Disinfectant
- Disposable wipes

#### Personal Protective Equipment (PPE)

- Please review disinfectant SDS for PPE requirements\*
- Nitrile Gloves
- Goggles/Face Shield
- Face Mask

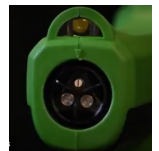
#### Step 1 Prepare for Disinfecting

1. Review SDS for approved surfaces that the disinfectant can be applied
2. Ensure cleaning of surfaces has occurred prior to disinfecting
3. Don PPE as per SDS
4. Ensure the electrostatic sprayer battery has been charged
5. Review the operator's equipment manual

#### Step 2 Prepare Electrostatic Sprayers

##### A. Handheld

- B. Victory sprayers have a 16.8-volt lithium ion battery and charger
- C. The battery snaps into place and lights indicate charge on the left side
- D. Snap battery into place at the bottom of the handle
- E. Remove the tank from spray buy releasing the collar to "Unlock"
- F. Pull the ring back to release the locking mechanism
- G. Once the ring has released the lock, pull the unit up and off the tank
- H. Place approved properly diluted disinfectant into the tank
- I. Reattach the tank by aligning the vertical rails and grove along the top of tank
- J. Firmly press the tank to the sprayer and listen for the lock
- K. Rotate the collar to "Lock"
- L. Rotate the nozzle to the top position 3 settings 40,80 and 110 microns



Victory Nozzle

##### B. Backpack

- M. Follow same procedure steps for battery as listed above for charging
- N. Insert the batter at the front of the backpack and lock into position, closing the door
- O. Remove the 2.2 L tank by releasing the black handle
- P. "Unlock" on the top of the backpack
- Q. Place approved properly diluted disinfectant into the tank
- R. Reattach the tank by aligning the vertical rails along the top of tank "Lock" the handle
- S. Rotate the nozzle by using the wrench to rotate position 3



Battery must be placed at the bottom green section

Top of backpack with green handle there is a block lock for the tank

## Disinfecting Using Electrostatic Sprayers

### Step 3 – Begin at Designated Area

1. Place closed for cleaning signage at the entrances of the area
2. Close the room/area to the general public for disinfection
3. Review the area and assess high touch points (see example of lobby area)
4. Examples of high touch surfaces include light switches, desks, door handles, appliance handles shared electronics (desk phones) waste containers etc.

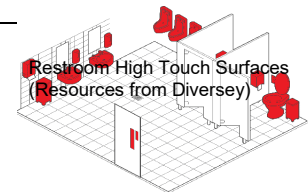
#### Key touch points disinfected



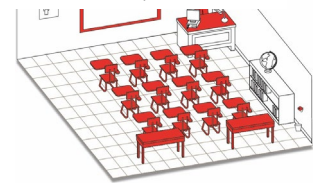
High Touch Surfaces  
(Resources from Diversey)

### Step 4 – Disinfect Approved Surfaces

1. Turn the sprayer “On”
2. Spray surfaces away from your body
3. Extend the handheld sprayer or backpack nozzle
4. Apply disinfectant to the approved surfaces
5. Ensure the surfaces is wet
6. Adhere to the dwell time for each section
7. Move through each zone area working from high to low  
Example: Disinfecting a classroom being at the end of the classroom  
Work outward spraying chemical from higher surfaces to lower surface
8. Image to the left is an example of high touch surfaces within a classroom



Restroom High Touch Surfaces  
(Resources from Diversey)



Classroom Surfaces  
(Resources from Diversey)

### Step 5 – Review Disinfection

1. Review the surfaces disinfected
2. Chemical must be maintained wet and allowed to dwell for the allotted time
3. Allow disinfectant to dry
4. Use disposable cloth to dry wipe surfaces as certain surfaces dry might leave residue (stainless steel, white tables, etc.)
5. Once task has been completed, remove gloves
6. Practice hand hygiene traditional hand washing is very effective at physically removing dirt and germs on hands:
7. Provided you follow the 8 steps correctly, you can help prevent the spread of viruses

#### Hand Hygiene



## Disinfecting Using Electrostatic Sprayers

### END OF TASK:

1. Disinfect all equipment and tools used during the task
2. Return all equipment, materials and supplies to storage area
3. Report any issues encountered during cleaning to your direct supervisor
4. As instructed by your supervisor, restock cart or replace all materials and supplies to their storage containers.

### Performance Measures

Name of KPI	Description
Quality	Increased scores in quality inspection (CMMS, etc)
Service	Customer satisfaction survey results
Liability	Proper execution potentially contributes to reduction in claims

### Training Requirements

The following training plan is designed to meet C&W Services' needs for employee education, awareness and training related to site level Pandemic Planning:

CDC Interval	Required Training	Frequency	Responsible Persons	Comments
Recognition	<ul style="list-style-type: none"><li>General Flu Awareness</li><li>Pandemic Operations Awareness</li></ul>	Annual	Account Manager & designee, and customer contact	
Initiation	<ul style="list-style-type: none"><li>Pandemic Operations Procedures</li></ul>	Quarterly	Account Manager & designee, and customer contact	Task and surface analyses will need to be conducted if Acceleration is noted
Acceleration	<ul style="list-style-type: none"><li>Pandemic Operations Procedures</li></ul>	Monthly	Account Manager & designee, and customer contact	Only essential personnel should be allowed on site

All personnel shall be trained in their role in this procedure by the appropriate Manager/Supervisor. Proof of compliance training must be documented (Technical Skills Training Program Checklist) and filed.

### Related Processes and Documentation (References)

- HSSE - Pandemic Contingency Plan
- SOP 415-1-002 Chemical Inventory – Janitorial
- SOP 415-1-100 Use of Authorized Cleaning Chemicals Policy
- SOP 415-3-005 Measuring / Diluting Concentrated Cleaning Products
- SOP 415-3-069 Cleaning Chemical Formulary
- SOP 415-4-018 Release Form Non-Formulary Cleaning Chemicals
- SOP 415-4-054 Janitorial Field Guide
- SOP 415-4-056 Green Cleaning Toolkit
- CWS Green Cleaning Program 2016
- Diversify Resources

### Document Change Record

Version	Date	Section	Nature of Change	Approver
1	02/27/2020	All	Review and revise format	Kenneth Ziegler
2	6/1/2020	All	Update content	Innovations and Optimization Team

# Standard Operating Procedure

<b>Title:</b>	<b>Level 3: Zone Cleaning and Disinfecting for COVID-19</b>		
<b>Number:</b>	100-3-342	<b>Last Review Date:</b>	3/24/2020
<b>Author:</b>	Don Yang, Director HSSE		
<b>Approver:</b>	Marc Wendell, VP HSSE		

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## Purpose:

To identify and conduct Level 3 cleaning and disinfecting, of zones (areas/rooms) previously occupied or visited by a person with an actual or suspected case of COVID-19. Level 3 practices apply to zones (e.g., offices, conference rooms, cubicles, and/or shared pods) identified by the client as involving the presence of a known or suspected case of COVID-19 for 15 minutes or more. Each disinfection zone must be no more than 500 ft<sup>2</sup>, although a building may have multiple, distinct zones that require Level 3 cleaning and disinfecting.

## Scope/Applicability:

Role or Location	Compliance expected as written	Can be tailored to local needs	Specific Applicability / Variance / Exceptions
Accounts that self-perform or outsource COVID-19 Level 3 cleaning and disinfecting activities, unless otherwise specified by Standard Operating Procedures or contract documentation.	X		Exception for timeframe*

\* Level-3 (vs. Level-2) protocols: Findings by the US National Institute of Health (NIH) indicate that viable COVID-19 (SARS-COV-2) remained detectable up to 3 days on some surfaces. CWS has applied a safety factor of 2x to this detectable timeframe as the basis for specifying a 6-day time period, after which a contaminated zone may be cleaned/disinfected using our less restrictive Level 2 protocol.

## Definitions:

- **Cleaning** – refers to the removal of dirt and impurities, including germs, from surfaces. Cleaning alone does not kill germs. But removing the germs decreases their number and therefore the risk of spreading infection.
- **Disinfecting** – refers to the use of chemicals to kill germs, including COVID-19 virus, on surfaces. The disinfecting process, to be effective, requires cleaning of dirty surfaces, first. Once cleaned, disinfecting kills any germs remaining on a surface, further reducing the risk of spreading infection.
- **Disinfectants:**
  - **List N** – EPA “List N” Disinfectants (<https://www.epa.gov/pesticide-registration/list-n-disinfectants-use-against-sars-cov-2>)
  - Alternatives to EPA approved List “N” Disinfectants, per CDC – For disinfection of hard, nonporous surfaces, diluted household bleach solution (1/3<sup>rd</sup> cup bleach/gallon of water or 4 tsp bleach per quart of water) or alcohol solutions, at least 70% alcohol will be effective against coronaviruses:
    - Diluted household bleach solutions may be used if appropriate for the surface.
    - Do not use bleach on a surface unless approved by the client (it can damage/mar surfaces)
    - Follow manufacturer’s instructions for disinfection (5-10 min contact time for bleach solution);
    - Ensure product is not past its expiration date and use bleach solutions within 24 hours.
    - Never mix household bleach with ammonia or any other cleanser.
  - For Canadian Jurisdiction, List N may be substitute Health Canada’s List:  
<https://www.canada.ca/en/health-canada/services/drugs-health-products/disinfectants/covid-19.html>
- **Teams** (for cleaning & disinfecting) – each team consist of three (3) members (1 leader and 2 technicians). However, if needed, a Team Leader may coordinate two teams with two technicians each.

## **SOP for COVID-19 (Level 3: Zone Cleaning & Disinfecting)**

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- **Zones** (requiring disinfection) – zones are areas/rooms previously occupied or visited by a person with an actual or suspected case of COVID-19.

### **Process Description:**

#### **Roles & Responsibilities**

##### **Account Manager**

- Recommend Disinfection Team members to DO/VPO for approval.
- Review the company's "COVID-19 Cleaning & Disinfecting Policy" and ensure the Disinfection Team has the appropriate supervision, team members, equipment, and chemicals needed to safely and effectively complete the work.
- Review the work plan and confirm acceptability based on our standards and client requirements.
- Off-site Disinfection Team Management:
  - Coordinate the appropriate time between the client and off-site Disinfection Team.
  - Be available to escort Disinfection Team onsite.
- Inspect the completed work and confirm that it has been carried out to the pre-agreed standards.

##### **Regional VPO/DO**

- Approve the Disinfection Teams recommended by the Account Manager.
- Determine the pricing for this Out-of-Scope (OOS) activity and gain commitment from the client via the normal contractual process.
- Have your client complete the company's release waiver, for liability from disinfection work.

##### **Regional HSSE Staff**

- Ensure Disinfection team(s) are trained: PPE, BBP Authorized Employee, Hazcom, SOPs, Equipment...
- Provide HSSE technical assistance as needed.

##### **Team Leader**

- Complete Attachment A: Level 3 Checklist for Cleaning and Disinfecting COVID-19
- Supervise and assist with the cleaning and disinfecting tasks as necessary
- Ensure the safety and health of all team members

##### **Team technicians**

- Perform the work per Attachment A: Level 3 - Zone Cleaning and Disinfecting.
- Practice good hand hygiene and social distancing at work and at home.

#### **Equipment and Material**

- 1) Plastic garbage bags for collecting waste and trash, 2 millimeter or thicker, double bag if necessary.
- 2) Disposable wet wipes (w/List N disinfectants)
- 3) Properly labeled spray bottle (w/List N disinfectants)
- 4) Wet mop, preferably microfiber mop-head
- 5) Mop bucket
- 6) Designated transport cart or equivalent
- 7) Designated vacuum equipment with HEPA filter
- 8) Disinfectants
- 9) Disposable plastic sheeting
- 10) Plastic container liners - large for trash barrel, small for waste receptacles

## SOP for COVID-19 (Level 3: Zone Cleaning & Disinfecting)

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### **Job Tasks**

- 1) Work with client to identify and schedule zone(s) for cleaning & disinfecting.
- 2) Assemble all necessary equipment/materials
- 3) Prepare zone for entry
- 4) Cleaning and Disinfect zone
  - a) Empty waste and trash receptacles
  - b) Clean & disinfect furniture and equipment within each “zone” that can be reached while standing on floor
    - i) Where equipment is available, Dry Fog or other disinfecting solution, e.g., Clorox Total 360 system
    - ii) Wet-wipe all surfaces with EPA ‘List N’ Disinfectants, preferably using disposable wipes
  - c) Clean and wet-mop (disinfect) hard, non-porous floors using EPA ‘List N’ Disinfectants
- 5) Release zone back to client

**Note – Team lead must complete & sign Att. A (Level 3 - Checklist for Cleaning & Disinfecting COVID-19)**

### **Training Requirements:**

All team members must be completed the following education/training:

- Core training courses:
  - Personal Protective Equipment
  - Bloodborne Pathogen Authorized Employee
  - Hazard Communication
  - Note, meeting the Company’s current Core and HiPo training fulfill these requirements
- COVID-19 Awareness Training
- Training on cleaning products, equipment, tasks, and task frequencies, including review of the product SDS
- Review of good personal hygiene practices for reducing transmission of viruses
- Review most current version of “COVID-19 Cleaning and Disinfecting Policy”
- Review this SOP and Attachment A

### **Document Change Record:**

Version	Date	Section	Nature of Change	Approver
1	3/19/2020	All	Original Issue	Marc Wendell
2	3/24/2020	All	Various, including 6-day exception time period for use of Level 2 protocol	Marc Wendell



## Attachment A: Level 3 Checklist for Cleaning and Disinfecting COVID-19

(Employee has the right to stop work if they believe conditions present a potential for imminent harm)

Steps	Task description
<input type="checkbox"/>	<p><b>Step 1</b></p> <p><b>Identify and prepare zones for entry</b> – Team <u>Leader</u> completes the following tasks:</p> <ol style="list-style-type: none"> <li>1) Work with client to identify zone(s) and travel route(s) of COVID-19 case(s)*.</li> <li>2) Confirm with client/account manager the disinfection zone has been allotted, at least, 48 hours cure time from the last known exposure of suspected/confirmed infected individual.</li> <li>3) Conduct pre-task briefing with team members, led by team lead.</li> </ol> <p>* Note, work will be performed one zone at a time: if there is more than one zone identified within a facility (e.g., office, bathroom, conference room and/or common area) the team will clean and disinfect <u>one zone</u>, doff their PPE, “wrap up,” and dispose of waste/trash, before moving to the next zone.</p>
<input type="checkbox"/>	<p><b>Step 2</b></p> <p><b>Prepare for zone entry</b></p> <ol style="list-style-type: none"> <li>1) Obtain necessary equipment: Equipment/materials, cleaning/disinfecting supplies, PPE</li> <li>2) For non-porous flooring is part of the scope. Prepare mopping solution.</li> <li>3) Proceed to zone – Take all equipment, materials and supplies; Open outside doors and windows to increase air circulation in the area, where possible.</li> <li>4) Isolate zone(s) using barricades, caution tape, etc., to prevent public access.</li> <li>5) Post signs on all potential entry points to the zone: “<u>Disinfection in Progress, Do Not Enter</u>”</li> <li>6) <b><u>Set up transition area</u></b> (at the entry point) – Place and tape down a piece of plastic sheeting (minimum 8 feet x 8 feet) onto floor, just outside the Disinfection Zone (the transition area is used for “Donning” and “Doffing” PPE, retaining materials/equipment, and accumulating bags of trash/waste).</li> <li>7) <b><u>“Don” (put on) PPE:</u></b> Gloves, apron, glasses/goggles and other required PPE.</li> </ol>
<input type="checkbox"/>	<p><b>Step 3</b></p> <p><b>Zone entry: Clean &amp; disinfect surfaces</b></p> <ol style="list-style-type: none"> <li>1) ONLY clean and disinfecting surfaces from the floor and up to 7 feet vertically. A ladder or other equipment must not be used to increase the reach of the technician.</li> <li>2) Do not perform any dusting activities.</li> <li>3) Cleaning: If any surfaces are dirty, clean them using a detergent/soap and water, prior to disinfection.</li> <li>4) Preliminary Disinfecting (via technology): If available, use dry-fogging or other devices (e.g., Clorox Total 360 System) for preliminary disinfection; follow manufacturer’s recommendation for dwell time;</li> <li>5) Disinfecting hard, nonporous surfaces (tabletop, chair, keyboard, screens, window, door :             <ol style="list-style-type: none"> <li>a) Apply disinfectant to all surfaces, focusing on touch points, using a ‘List N’ product:                 <ol style="list-style-type: none"> <li>i) Disposal wet wipes (use of pre-wetted wipes is preferred, to prevent chemical splash)</li> <li>ii) Spray &amp; wipe, with cloth or paper towels (use of disposable paper towels is preferred).</li> </ol> </li> <li>b) Allow product to remain on the surface for the product’s specified dwell/contact time.</li> <li>c) Place used towels/wipes in plastic collection container/bag, tie the bag, and place bag in transition area, for disposal in trash.</li> </ol> </li> </ol>

## SOP for COVID-19 (Level 3: Zone Cleaning & Disinfecting)

<input type="checkbox"/>	<b>Step 4</b>	<b>Floor cleaning and disinfecting</b> <ol style="list-style-type: none"> <li>1) Do no sweep or vacuum, as it might spread particles (effectiveness of HEPA vacs is uncertain).</li> <li>2) Clean/Disinfect soft, porous floor surfaces (carpet, rug):               <ol style="list-style-type: none"> <li>a) Clean – Remove any visible contamination, if present, and clean with appropriate cleaners indicated for use on these surfaces.</li> <li>b) Disinfect – Spray the porous surface with 'List N' products suitable for the porous surfaces, wait the required dwell time.</li> <li>c) Alternative to spraying chemical, deep-steam disinfecting machine or carpet extractor machine can be used, if rated for such use.</li> </ol> </li> <li>3) Clean/Disinfect hard, non-porous floor surfaces (wood, tile, vinyl, marble, etc):               <ol style="list-style-type: none"> <li>a) Clean – Pre-clean heavily soiled surface with (non-disinfectant) cleaner</li> <li>b) Disinfect – Wet mop floor with 'List N' disinfectant solution (microfiber system preferred).</li> <li>c) If feasible, use disposable (single use) mop heads/pads.</li> </ol> </li> </ol>
<input type="checkbox"/>	<b>Step 5</b>	<b>Complete the job:</b> Exit the zone, dispose of waste, return equipment. <ol style="list-style-type: none"> <li>1) Remove Trash: Starting at entry to zone, working in a counterclockwise direction, empty any waste baskets into plastic bag used for collection and disposal of waste/trash.</li> <li>2) Check area for completeness of work; return all furniture, receptacles, etc., moved during cleaning/disinfecting operation, to proper location.</li> <li>3) Exit zone, at transition area, onto plastic sheeting (note, 'wipe,' below, refer to use of 'List N' wipes)               <ol style="list-style-type: none"> <li>a) Wipe down (disinfect) all equipment and place re-usable mop heads in sealed container/bag;</li> <li>b) Wipe gloves, remove recyclable PPE (glasses/goggles) and place in sealed container/bag;</li> <li>c) "Doff" (take off) disposable PPE and place PPE in the trash bag, in the following order, :                   <ol style="list-style-type: none"> <li>i) Apron/gown</li> <li>ii) Wipe shoes</li> <li>iii) Fold up Transition Area plastic sheeting/bag</li> <li>iv) Gloves – pull off "inside-out"</li> <li>v) Seal trash bag.</li> </ol> </li> <li>d) Remove barricades/signs (following completion of cleaning and disinfection).</li> </ol> </li> <li>4) Dispose of mop wastewater in slop sink or toilet, and rinse thoroughly, then wash hands.</li> <li>5) Dispose of sealed trash/waste bag in municipal trash.</li> <li>6) Inform client the zone is done, move all equipment/materials to storage area (or to next zone).</li> <li>7) End-of-day: Care, Cleaning, and Disinfecting of Equipment               <ol style="list-style-type: none"> <li>a) Return re-usable cloths and mop heads to team leader for laundering/disinfection.</li> <li>b) Re-stock cart.</li> </ol> </li> </ol>

Name of Team Leader	Signature	Date and Time Zone Completed



# St Elizabeth University WELLNESS CENTER SOP

## OBJECTIVE

To clean and disinfect the Wellness Center areas using prescribed procedures involving daily (and/or periodic) care of furniture, rugs, glass surfaces, floors, exam tables and patient rest areas to protect the health and safety of the occupant and those who visit and work in this space.

## TOOLS AND EQUIPMENT

- a) Containers for collecting recyclable waste and trash (provide red bag for any hazardous waste)
- b) Lobby pan and broom
- c) Microfiber cleaning clothes
- d) Properly labeled spray bottles and / or disinfectant sprayers
- e) Dust mop, Microfiber mop or vacuum with floor tool
- f) Main cart
- g) Vacuum equipment with accessories or upright vacuum cleaner for any carpet areas
- h) Bucket with wringer
- i) Safety glasses
- j) Wet floor sign
- k) Face Mask or cover
- l) Rubber door chock
- m) Telescoping dust tool
- n) Protective gloves

## MATERIALS

- a) All-purpose cleaner
- b) Disinfectant cleaner (Virex or other EPA "List N" Disinfectants (<https://www.epa.gov/pesticide-registration/list-n-disinfectants-use-against-sars-cov-2>))
- c) Glass cleaner
- d) Carpet spotter
- e) Plastic liners - large for trash barrel, small for waste receptacles
- f) Sanitary Napkin disposal bags
- g) Dispenser keys
- h) Stainless steel cleaner
- i) Crew bowl cleaner and bowl mop

## SUPPLIES

- a) Hand soap
- b) Paper towels
- c) Toilet tissue
- d) Receptacle liners
- e) Toilet Seat Covers

# **Saint Elizabeth University**

## **WELLNESS CENTER SOP**

### **JOB DUTIES**

- a) Perform assigned tasks in a safe efficient manner
- b) Assemble all necessary equipment, materials and supplies
- c) Empty recyclable waste and trash receptacles
- d) Dust, damp clean and disinfect all furniture and equipment in rooms and corridor spaces that can be reached while standing on the floor
- e) Clean glass and bright work
- f) Remove finger marks from doors, walls and other specified surfaces
- g) Sweep or vacuum hard surface floors
- h) Vacuum carpet and rugs

Also, as required, clean and disinfect:

- Signage
- Phones
- Televisions / Monitors



# **Saint Elizabeth University**

## **WELLNESS CENTER SOP**

### **PROCESS**

#### **STEP I**

1. Obtain necessary equipment, materials and supplies
2. Proceed to assigned work area. All equipment, materials and supplies should be taken to the starting point of the assigned work area to be used as needed

#### **STEP II**

##### **Empty and Damp Wipe Waste and Recycle Receptacles**

1. Starting at one end of the work area, working in a counter-clockwise direction empty each wastepaper basket into the container provided for collecting recyclable waste and trash. Damp wipe or dust inside and outside of basket. To avoid possible injury, use the receptacle to compact waste, Replace recyclable waste and trash receptacles in proper location
2. Transport waste to designated collection point, a piece of plastic sheeting must be placed on the floor of the collection point to contain any potential leakage. Tie the plastic collection bag and place at the collection point, empty recyclable materials into the appropriate collection receptacles
3. Where trash retention policy is in effect: secure bag, label bag properly and take it to designated area

#### **STEP III**

##### **Dusting**

1. Use a microfiber cloth to dust the surfaces of desks, tables, chairs, telephones, etc. Do not move papers, etc.
2. Dust miscellaneous furniture: chairs, bookcases, etc. - Upholstered furniture is to be brushed or vacuumed as directed by supervisor.
3. Dust other horizontal surfaces per event and vertical surfaces as required. Start with highest surface that can be reached while standing on the floor and dust downward. Surfaces such as picture frames and other wall hangings are to be handled very carefully, hold the frame steady with one hand and dust with the other.

##### **Damp Wiping and Polishing**

1. Apply prescribed cleaner to the cloth; do not spray solution directly on surfaces to be cleaned.
2. Remove fingerprints from glass, such as mirrors, door glass, etc., using a damp wiping cloth and buff with a dry cloth to remove streaks.
3. Remove finger marking from desks, walls, light switches, table tops or desk tops, door knobs, door frames, etc. with a damp microfiber cloth.

# Saint Elizabeth University

## WELLNESS CENTER SOP

**CAUTION:** When damp wiping stubborn finger marks from walls, be careful not to damage painted surface. Test the surface first in an inconspicuous area.

### Disinfecting Surfaces

1. Using a designated microfiber cloth, apply the disinfectant to all human contact surfaces, both visible and under desk or other non-visible pull/touch surfaces.
2. Be sure to note the dwell time for the specific disinfectant and allow it to remain damp on that surface, without touching or wiping, for the specific time period.
3. Alternately use an electrostatic or other sprayer or mister to cover all surfaces within the room.

### STEP IV

#### Sweep / Vacuum and Damp Mop Hard Surface Floors

1. Use a clean dust mop or vacuum, with hard floor tool, and begin at the far side of the room and sweep or vacuum toward the door
2. During this process, use the lobby broom to clean out any areas inaccessible to the dust mop or vacuum floor tool
3. Push dry mop straight forward along walls and baseboard edges, use the lobby broom to pull soil out and away from corners. In open areas using a figure eight or overlapping pattern. Do not lift the tool off the floor until area is fully covered
4. Use the putty knife to scrape gum or other foreign substance from the floor
5. Gently shake or vacuum the sweep mop as required during the sweeping operation, use the lobby pan and broom to pick up any loose sweepings
6. Vacuum clean carpets and rugs

### STEP V

1. Check area for completeness of work; return all furniture, receptacles, etc., moved during cleaning operation, to their original location.
2. Report any maintenance concerns or conditions that prevent thorough vacuuming or dusting to the supervisor.
3. Collect all equipment and material; secure room and return equipment to storage area
4. Care and Cleaning of Equipment
  - a. Return all cloths and mops to collection area for laundering if necessary
  - b. Empty, clean filters and wipe clean vacuum cleaner
  - c. Clean and restock cart for the next shift.

# **Saint Elizabeth University**

## **WELLNESS CENTER SOP**

### **MEASURING / DILUTING CONCENTRATED CLEANING PRODUCTS**

1. Use appropriate protective equipment when mixing concentrated cleaning products
2. Follow manufacturer's dilution directions. Do not under- or over-dilute concentrated cleaning products
3. Make sure that spray bottles (secondary containers) have appropriate labels
4. Never mix different cleaning products together

Highly concentrated cleaning products reduce environmental impacts from packaging and transportation, and typically reduce actual use cost compared to less concentrated alternatives. However, to gain the environmental benefits and to protect workers exposed to these more highly concentrated products during mixing, extra care should be used.

Products should always be diluted accurately per manufacturer's directions. This can be achieved through a variety of methods including measuring cups; simple dispensing pumps and more complicated automated dilution equipment. Dilution equipment should be periodically checked for accuracy.

Cleaning personnel should understand that adding extra concentrated cleaning product does not make the cleaner work better or faster, it not only wastes products and the associated product expense but also can result in longer times to do the job (i.e. removing residues), slippery floors and surfaces and other complications. Finally, never mix cleaning products together.

# Saint Elizabeth University WELLNESS CENTER SOP

## AREA SPECIFIC SPECIFICATIONS

### PHYSICIAN and TREATMENT ROOMS and LOBBY

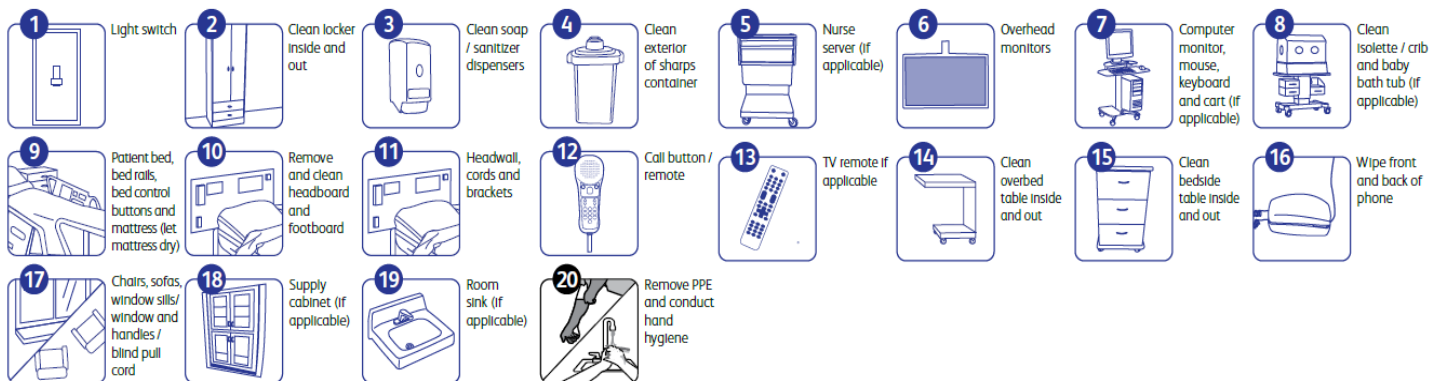
1. Empty materials from trash receptacles placing waste in bags and remove to designated area.
2. Empty all recycled materials and remove to designated area.
3. Wipe clean soiled trash receptacles and replace damaged or soiled liners.
4. Remove litter from floors, ledges, etc.
5. Damp dust, wipe clean and disinfect (using Virex\*) ledges, walls, furniture surfaces, doors & knobs, counter tops, etc.
6. Remove finger marks, stains and smudges from painted walls, partitions, doors and glass partitions.
7. Disinfect telephone stations and polish surrounding bright work.
8. Sweep and/or dust mop all hard-finished flooring removing surface dust and dirt.
9. Using Virex\* damp mop all hard finished flooring removing spillage, gum and other foreign substances.
10. High dust all walls, ledges, pictures, diffusers and registers as directed and/or required.
11. Turn into your supervisor any/all found personal items such as; watches, jewelry, wallets, money, credit cards, etc.
12. Report maintenance issues to your supervisor.

#### Entry Areas



#### Critical Attention Areas

#### Patient Area





# Saint Elizabeth University WELLNESS CENTER SOP

## LAVATORIES SPECIFIC

1. Empty materials from trash receptacles placing waste in bags and remove to designated area.
2. Wipe clean / disinfect soiled trash receptacles and replace damaged or soiled liners.
3. Using Virex\* disinfectant scour, wash and disinfect interior and exterior of all toilet seats, basins, bowls, and urinals.
4. Stainless Steel doors & partitions wiped down with a vinegar and water solution; then Virex\* disinfectant.
5. Using Virex\* disinfectant, clean and sanitize all tiled surfaces as directed and/or required.
6. Flush system in waterless urinal (by pouring water into the drain); using Virex\* disinfectant wipe clean all urinal surfaces and pour sealing liquid into drain.
7. Using Virex\* disinfectant, wash, scour restroom counter tops.
8. Using Virex\* disinfectant wipe clean all dispensers and receptacles, partitions, dispensers in all lavatory stalls, doors and knobs.
9. Wash and polish mirrors; clean bright work and enameled surfaces in all lavatories.
10. Remove finger marks, stains and smudge, from painted walls, partitions, doors and glass partitions.
11. Restock paper towels, toilet tissue, hand soap.
12. Sweep / damp mop using Virex\* disinfect cleaning agent all tile flooring in Locker Room and Showers (Note: mild to deep scrubbing may be required to remove difficult dirt residue / stains).
- 13. Lavatories with showers. (See Locker Room/Shower Specifications)**
14. High dust, to include lights, walls, grills, and louvers as directed and/or required.
15. Clean, damp wipe lighting fixtures as directed and/or required.
16. Turn into your supervisor any/all found personal items such as; watches, jewelry, wallets, money, credit cards, etc.
17. Report all mechanical deficiencies, dripping faucets etc. to supervisor or designated person.
18. Report maintenance issues to your supervisor.

### Restroom Area

