

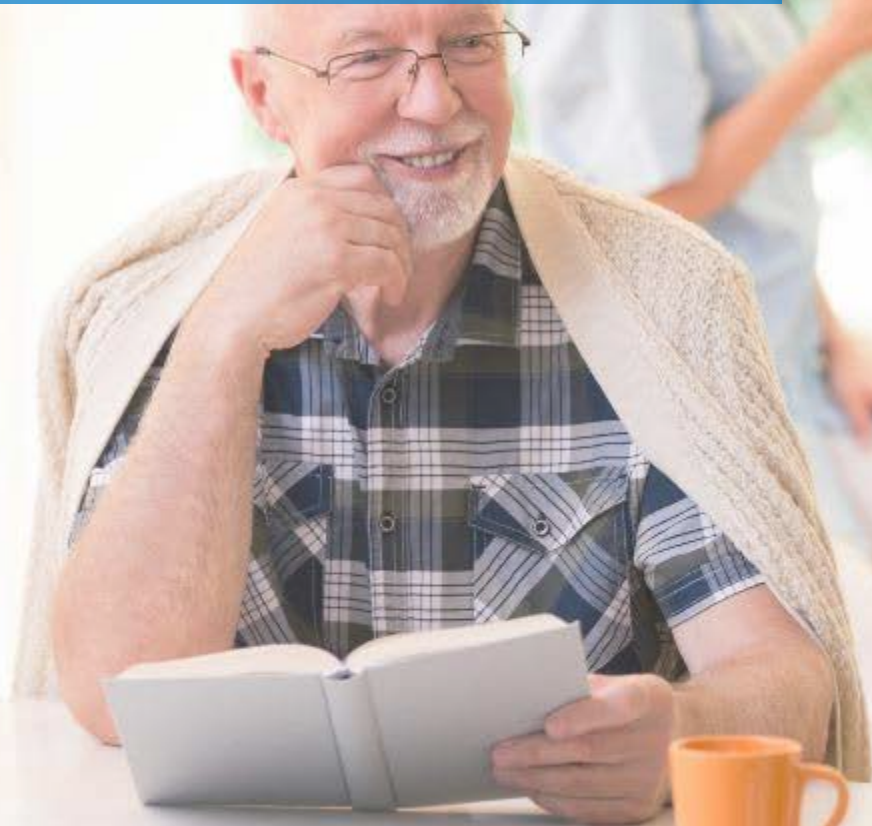
HYGIENE PROTOCOL FOR LONG TERM CARE

Guidance on cleaning and disinfecting

October 2020



ENSURE SAFE OPERATIONS



UNDERSTANDING RISK FACTORS

HOW NOVEL CORONAVIRUS ENTERS



STAFF & EMPLOYEES



RESIDENTS & VISITORS

HOW NOVEL CORONAVIRUS SPREADS



**NOVEL CORONAVIRUS
IS SPREAD BY DROPLETS**

MADE WHEN INFECTED PEOPLE COUGH, SNEEZE OR TALK¹



**TOUCHING CONTAMINATED PEOPLE,
OBJECTS OR SURFACES**

THEN TOUCHING YOUR EYES, NOSE OR MOUTH

FOCUS ON PERSONAL + ENVIRONMENTAL HYGIENE



DID YOU KNOW?



The average person touches
300 in **30**
surfaces minutes.

IMPLEMENT ENHANCED HYGIENE

TAKE ACTION



Public health recommendations focus on **standard infection control practices, training and compliance.**



PERSONAL HYGIENE

Wash hands frequently with soap and water. When soap and water aren't available, use an alcohol-based hand sanitizer.

Minimize close contact with people who have symptoms of respiratory illness.

Ensure proper use of personal protective equipment (PPE) where appropriate.



ENVIRONMENTAL HYGIENE

Clean and disinfect surfaces and high-touch objects with approved disinfectants.

REGULAR HIGH TOUCH SURFACE DISINFECTION

➤ Consider dedicating a shift to extensive cleaning and disinfection to ensure a safe return to operation for both employees and residents. Special attention should be paid to high-touch surfaces including (but not limited to) those listed below.



Dining Areas

- Tables, chairs (including armrests) and booths
- Hand railings
- Coffee and beverage stations
- Door handles and push plates
- Any touchscreens, keypads or phones
- Menus & ordering areas
- Storage areas for trays & ware
- Grab & go cases and handles

Resident Rooms

- Door frames and handles
- Tables, chairs & lamps
- Furniture knobs and handles
- Light switches and thermostat
- Drapery pull handles
- Telephone and remote control
- Alarm clock
- Trash receptacle
- Railings
- Call button
- Tray table
- Faucets

Restrooms

- Door handles
- Countertops
- Faucets & toilet/urinal handles
- Seat covers
- Trash receptacle
- Toilet paper dispenser
- Grab bars
- Sharps container
- Soap dispensers & towel bars or dispensers
- Stall latches
- Sanitary receptacle

Kitchen

- Kitchen equipment handles and push plates
- Operating buttons for all equipment
- Dispenser handles (i.e., beverage machine)
- Handles for refrigerators and freezers
- Sink faucets
- Towel and soap dispensers
- Trash receptacle
- Cleaning tools



**SAFEGUARD
EMPLOYEES**

DEVELOP PLAN TO SAFEGUARD EMPLOYEES

- ✓ Determine if there are an adequate number of trained employees to staff each area of operation during normal working hours. Develop a business continuity plan if not fully-staffed.
- ✓ Educate employees on symptoms of COVID-19.
- ✓ Closely monitor employee health and have symptomatic employees stay home in accordance with company illness policy.
- ✓ Emphasize the need to self-quarantine and contact employer if they've been exposed to someone confirmed to have COVID-19.
- ✓ Reinforce personal hygiene, cough etiquette and social distancing (as recommended by local and federal public health authorities).
- ✓ Provide hygiene materials such as tissues, hand soap and sanitizer.
- ✓ Have employees disinfect all personal hard, non-porous surfaces according to the directions for use on the product label.
- ✓ Inform employees of pandemic status and proper infection control procedures.
- ✓ Develop policies for worker protection and provide training on proper product use and how to read a Safety Data Sheet (SDS) to all cleaning staff.



RESPOND WITH RISK MANAGEMENT STRATEGIES

Follow CDC and WHO guidance to protect yourself and others:



Wear a mask as advised.



Wash your hands.



Stay home while sick.



Cover your mouth and nose.



Avoid close contact.



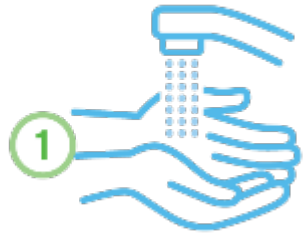
Clean and disinfect.



Increase ventilation where possible in indoor environments

PROMOTE PROPER HAND HYGIENE

HAND HYGIENE >> Hands are a primary mode of transmission so hygiene must be judiciously implemented.



WET

hands with clean running water, turn off the tap and apply soap.



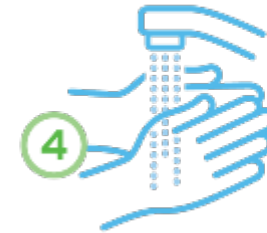
LATHER

the back of hands, between fingers and under nails.



SCRUB

for at least **20 seconds**.



RINSE

hands well under clean running water.



DRY

hands using a clean towel or air dryer. If available, use a towel to turn off tap.



IF SOAP AND WATER ARE NOT AVAILABLE,
use an alcohol-based hand sanitizer.

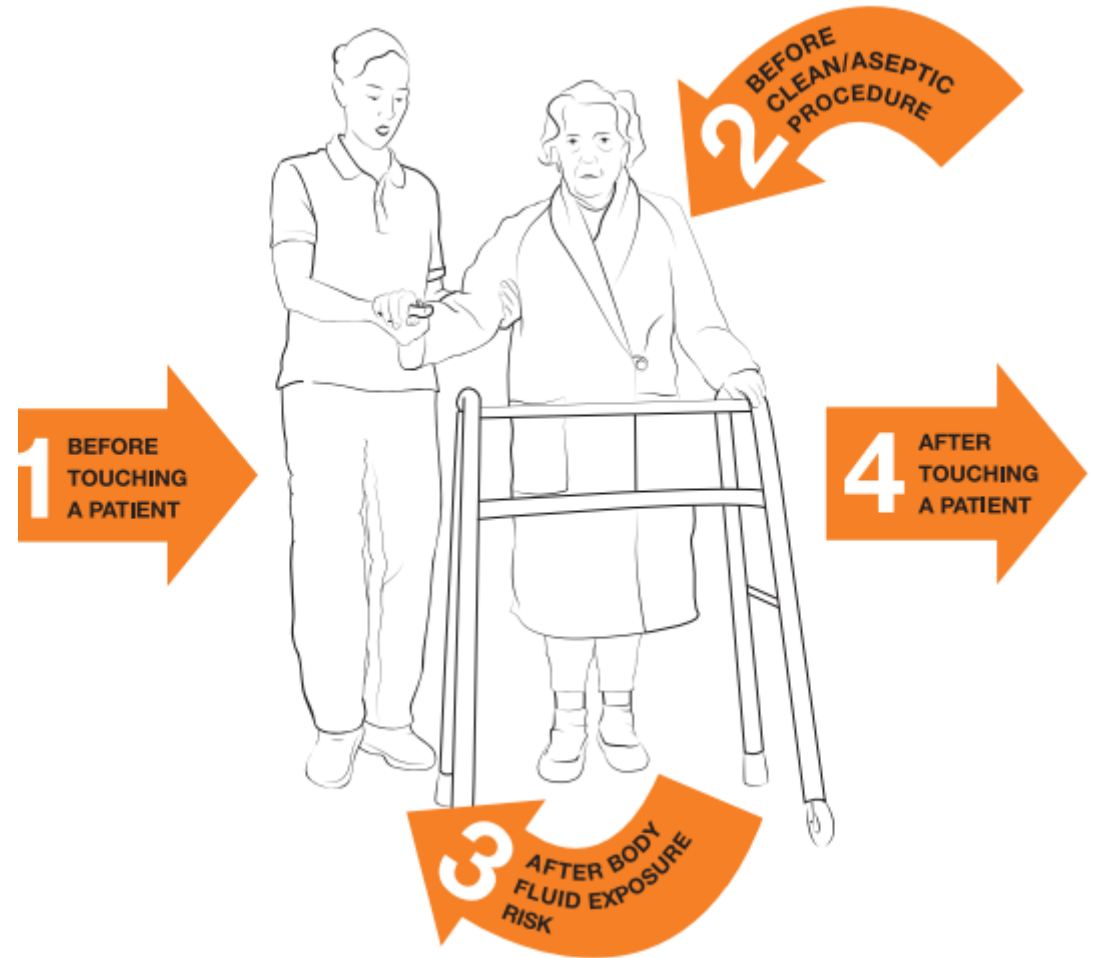
- Use sufficient product to wet entire hand.
- Rub onto all surfaces of the hands for 30 seconds.
- Let air dry. **DO NOT RINSE.**

YOUR MOMENTS FOR HAND HYGIENE

Protect others and protect yourself!

Don't forget to perform hand hygiene...

- 1 Before touching a resident/guest
- 2 Before clean/aseptic procedure.
- 3 After body fluid exposure risk
- 4 After touching a patient

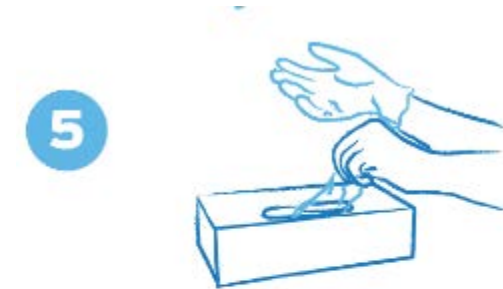


PROPER GLOVING

How to **DON** (put on) disposable gloves



Wash hands.



How to **DOFF** (take off) disposable gloves



Wash hands.

BARRIER MASK USAGE



PUTTING ON & TAKING OFF THE MASK

- Before putting on a mask, **clean hands with soap and water** or alcohol-based hand rub.

Inspect mask before putting it on. Make sure it is **free of dirt and grime**, and not damaged.

Cover mouth and nose with mask and make sure there are **no gaps between your face and the mask**. If the mask has a metal nose piece, use your fingers to press down & form it to your nose.

Avoid touching the mask while using it; if you do, clean your hands with soap and water.

To remove the mask: **remove it from behind** (do not touch the front of mask); if discarding the mask place in a closed bin; clean hands with alcohol-based hand rub or soap and water.

REUSING THE MASK

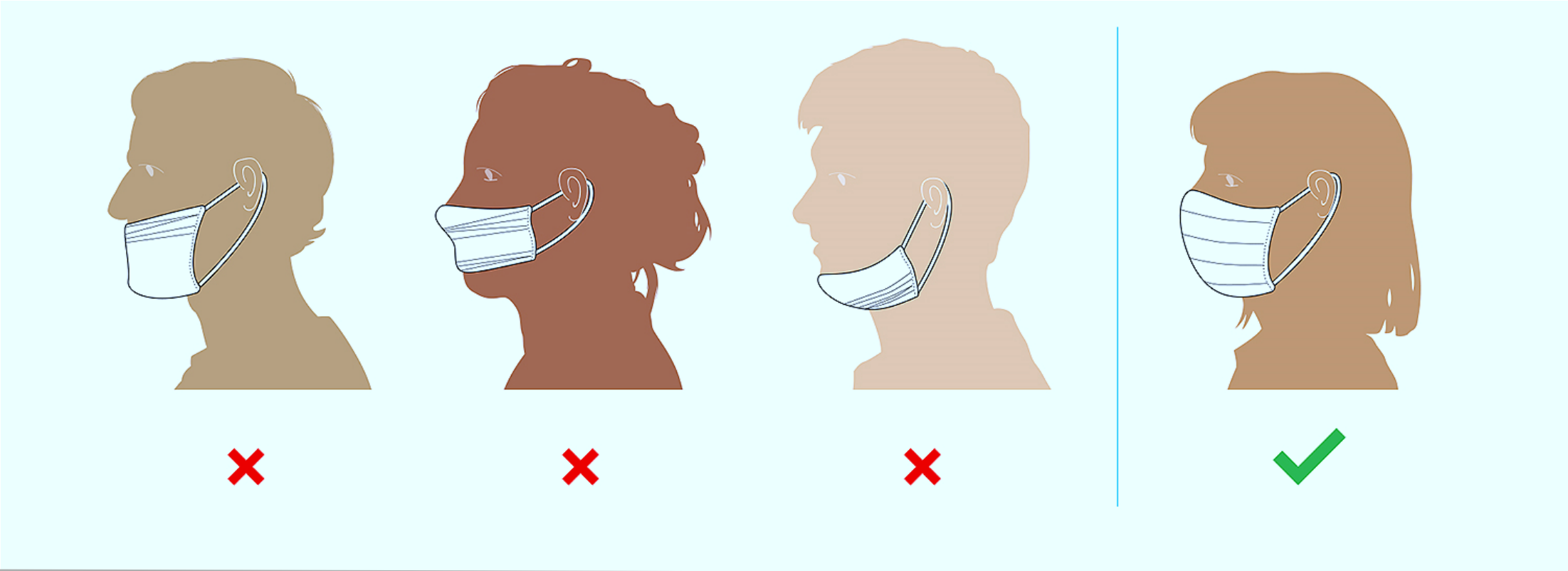
Inspect the mask prior to every use. If there are any visible tears, the mask is dirty, or the mask is hard to breathe through, it should be discarded & replaced.

The barrier mask **should be stored between uses** in a clean brown paper bag.



* Please consider local regulations on the type of mask or respirator to be used

DO'S-AND-DON'TS OF WEARING A MASK



RECOMMENDATIONS ON HOW TO WORK IN LOCATIONS WITH KNOWN COVID-19


Follow local and plant-specific guidelines and recommendations for infection prevention, including the appropriate use of personal protective equipment (PPE).

Infection prevention includes proper hand hygiene, the disinfection of hard surfaces and the handling of laundry and waste.

- Use the following sequence to put on and take off PPE*
 - Body protection
 - Use of disposable medical isolation gown or disposable coverall
 - Perform hand hygiene before placing and after removing body protection
 - Respiratory
 - Use of respirator mask (N95) with proper donning/doffing
 - Perform hand hygiene before placing and after removing N95
 - Eye protection
 - Use of goggles and face shield that covers front and sides of face
 - Reusable eye protection must be thoroughly cleaned and disinfected prior to reuse
 - Perform hand hygiene before placing and after removing eye protection
 - Gloves
 - Perform hand hygiene, then put on clean gloves, changing gloves if they become torn or contaminated
 - Remove and discard gloves when leaving area and immediately perform hand hygiene
 - Disposal
 - All Isolation PPE needs to be bagged and disposed of as per customer requirements
- Perform hand hygiene between steps if hands become contaminated and immediately after removing all PPE

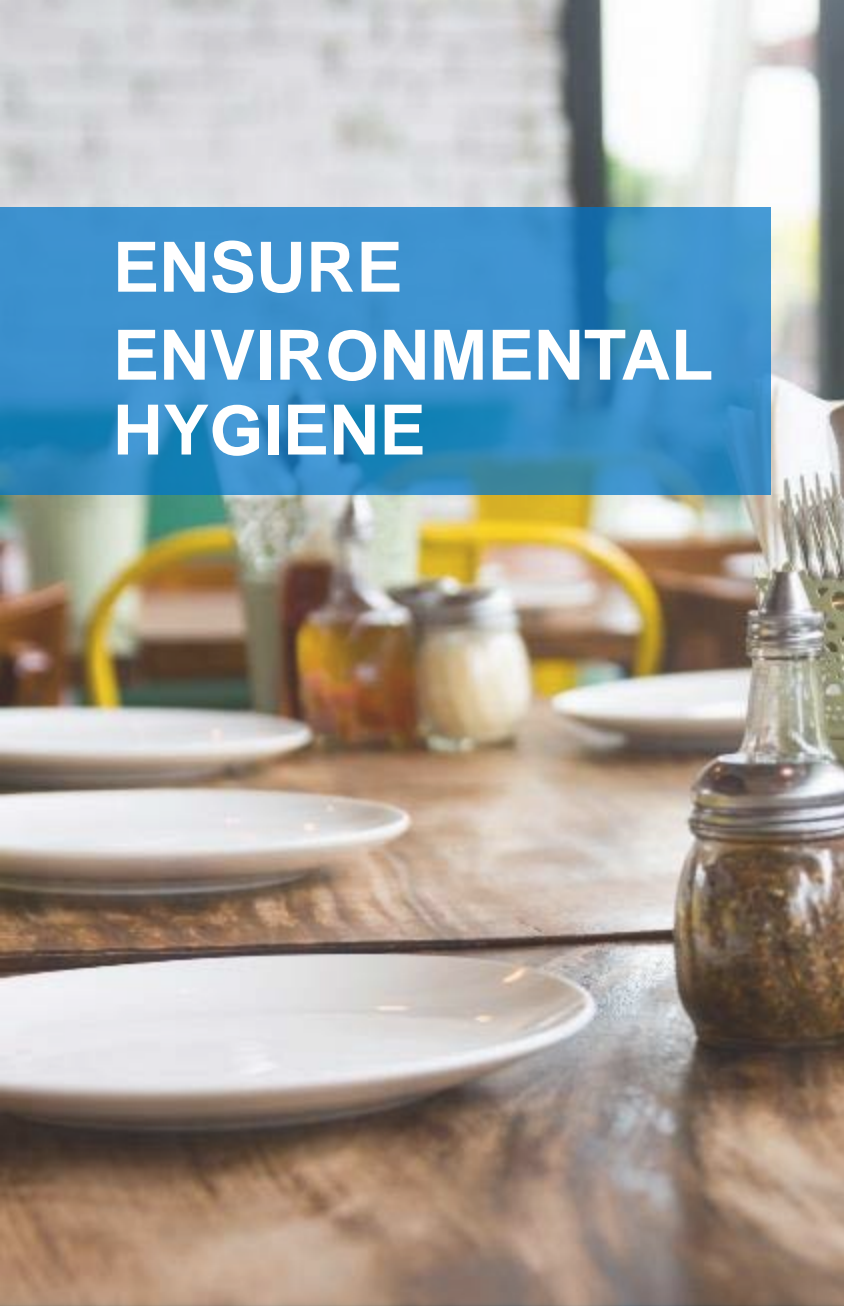
SEQUENCE FOR PUTTING ON PERSONAL PROTECTIVE EQUIPMENT (PPE)

The type of PPE used will vary based on the level of precautions required, such as standard and contact, droplet or airborne infection isolation precautions. The procedure for putting on and removing PPE should be tailored to the specific type of PPE.

- 1. GOWN**
 - Fully cover torso from neck to knees, arms to end of wrists, and wrap around the back
 - Fasten in back of neck and waist
- 2. MASK OR RESPIRATOR**
 - Secure ties or elastic bands at middle of head and neck
 - Fit flexible band to nose bridge
 - Fit snug to face and below chin
 - Fit-check respirator
- 3. GOGGLES OR FACE SHIELD**
 - Place over face and eyes and adjust to fit
- 4. GLOVES**
 - Extend to cover wrist of isolation gown

* Please always consider local regulations on the type of PPE to be used

**ENSURE
ENVIRONMENTAL
HYGIENE**



LOOKING AHEAD

Enhanced cleaning and disinfection for your operation



Pay attention to:

- Selecting the **proper solution(s)** for the job (i.e., product, tool and application method)
- The importance of **contact time** to achieve disinfection
- Increasing **frequency of cleaning and disinfection** as infection risk, foot traffic and soil load increases
- Increased **awareness of safety considerations** (disposable PPE, etc.)
- Ensure correct **overall procedures**, to ensure doing everything possible to protect employees and residents



DETERMINE FREQUENCY OF CLEANING AND DISINFECTION

As infection risk, foot traffic or soil load increase, frequency of cleaning and disinfection should also increase.



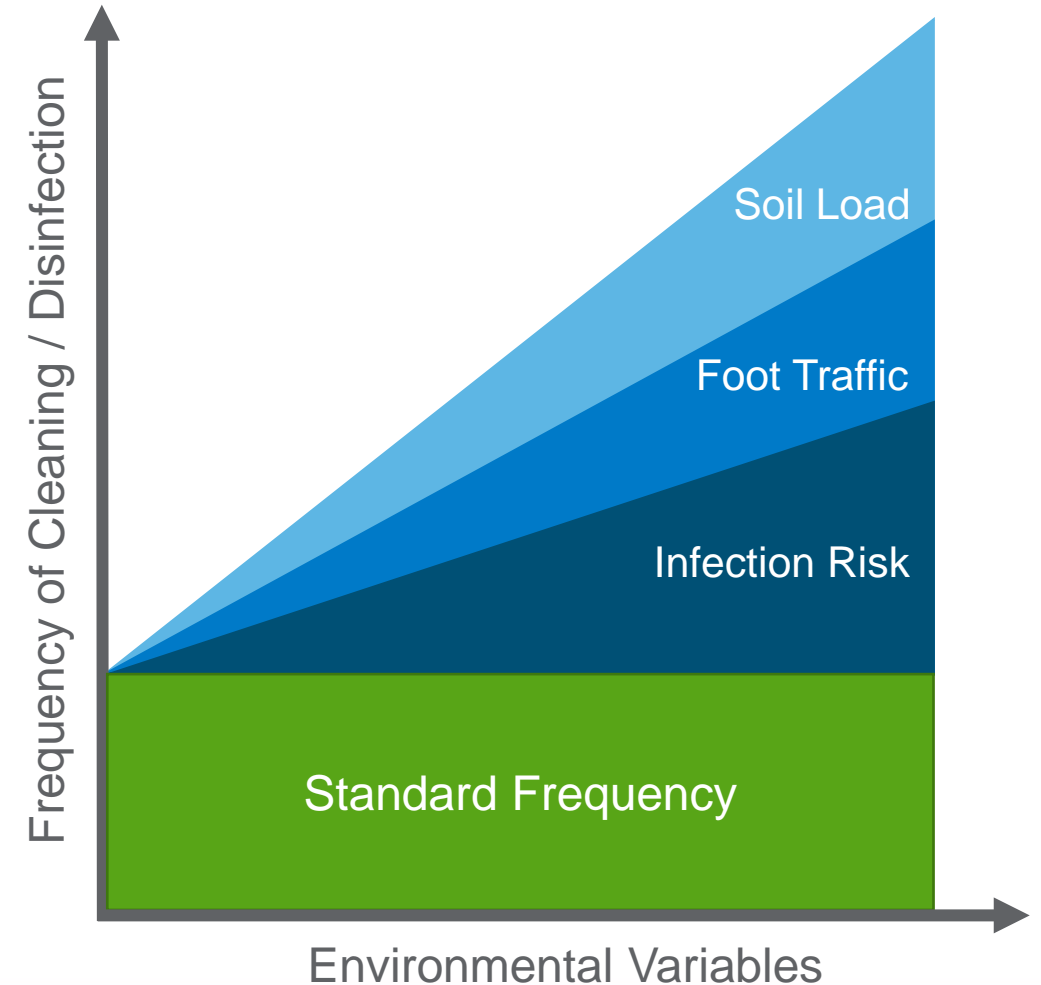
Many variables should be considered when determining frequency of cleaning and disinfection in each area of your operation including:

- Infection Risk
- Foot Traffic
- Soil Load

Other considerations (including but not limited to):



- Product Type
- Soil Type
- Surface Type

Frequency should be determined at the unit level and re-evaluated as environmental variables change.



APPLICATION METHODS

Not all spray applicators are the same; some require additional safety and operational measures...

	How it Works	Ecolab Products	Benefits	Considerations
Trigger Spraying 	Manual trigger pulls apply a coarse spray of disinfectant to cover surface	Any registered disinfectant with spray as an application method on the product label	<ul style="list-style-type: none">• Cost effective• Heavier spray for pre-cleaning when needed• Adjustable nozzle for wider or more directed spray	<ul style="list-style-type: none">• Manual application• May need to manually dry surfaces after desired contact time
Electrostatic Spraying 	Powered continuous electrically charged spray evenly coats surfaces	Contact your Ecolab Representative for the most up-to-date product recommendations.	<ul style="list-style-type: none">• Continuous spray• Charged particles deliver uniform and consistent coverage to hard surfaces• Even coating of surface allows for more effective air drying	<ul style="list-style-type: none">• Specialized equipment• May require a separate application method for pre-cleaning• Need to ensure enough application to allow proper contact time before drying• Not designed to treat air

*Follow product label directions for use when applying to ensure adherence to surface wetting and contact time, PPE, compatibility, and any required rinse post-application.

ELECTROSTATIC SPRAYING - GUIDELINES FOR USE



DO'S For Electrostatic Spraying

- **DO** place signage indicating area is closed or out of service
- **DO** ensure no bystanders are present
- **DO** address any ventilation concerns (i.e., avoid confined spaces with poor ventilation)
- **DO** ensure food or food related items are removed from space and any food contact surfaces are rinsed with potable water post-spray
- **DO** avoid contact with eyes, skin or inhalation while spraying
- **DO** ensure spraying is away from user breathing zone
- **DO** move from sprayed areas to unsprayed areas
- **DO** wear proper PPE (minimally – sealed dust/mist mask/N95 in addition to any required per the SDS)
- **DO** allow for 15-minute resettling time post-spray
- **DO** treat areas with sources of heat, open flames, sparks or other ignition sources with care

DON'TS For Electrostatic Spraying

- **DON'T** spray flammable products – spray only products recommended by Ecolab
- **DON'T** spray electronics or sensitive items unless this application is confirmed with the manufacturer.
- **DON'T** spray directly on people or animals.
- **DON'T** use electrostatic spraying to treat the air.

Detailed Procedures Available!



ENSURE ENVIRONMENTAL HYGIENE

DISINFECTING NON-FOOD CONTACT SURFACES



CLEAN AND DISINFECT HARD SURFACES AND HIGH-TOUCH OBJECTS WITH APPROVED DISINFECTANT SPRAY. INCREASE FREQUENCY AS NEEDED.

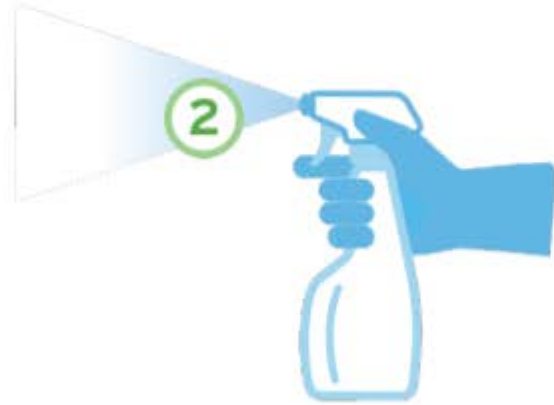
1



PRE-CLEAN

Pre-clean visibly soiled areas to be disinfected. Rinse with a damp cloth and allow to air dry.

2



DISINFECT

For an emerging viral pathogen, use a disinfectant with proven efficacy against enveloped viruses. Refer to the product label for complete directions for use.

3



WAIT

Leave surface for the time indicated in the directions for use on the product label.

4



DRY

Wipe the surface with a dry disposable cloth or allow to air dry.



Contact your Ecolab Representative for approved products.

ENSURE ENVIRONMENTAL HYGIENE

DISINFECTING FOOD CONTACT SURFACES



CLEAN AND DISINFECT HARD SURFACES AND HIGH-TOUCH OBJECTS WITH APPROVED DISINFECTANT SPRAY. INCREASE FREQUENCY AS NEEDED.

1



PRE-CLEAN

Pre-clean visibly soiled areas to be disinfected. Rinse with a damp cloth and allow to air dry.

2



DISINFECT

For an emerging viral pathogen, use a disinfectant with proven efficacy against enveloped viruses. Refer to the product label for complete directions for use.

3



WAIT

Leave surface for the time indicated in the directions for use on the product label.

4



RINSE

Rinse the surface with fresh water if necessary (see label instruction).

5



DRY

Wipe the surface with a dry disposable cloth or allow to air dry.



Contact your Ecolab Representative for approved products.

CLEANING SOFT (POROUS) SURFACES

» For soft-surfaces such as upholstered furniture, carpeted floor, rugs and drapes, etc.



Remove visible contamination (if present) and **clean the surface using soap and water** or with cleaners appropriate for use on these surfaces.* Ensure products are spot-tested in an inconspicuous location before application.



Launder items (if possible) according to the manufacturer's instructions. Ensure items are dried completely.



Vacuum as usual*. Wait until the room or space is empty. Use a vacuum equipped with a high-efficiency particulate air (HEPA) filter, if available.



**Refer to product label for use directions. Always wear appropriate PPE*

BEST PRACTICES ACROSS YOUR OPERATION

PUBLIC AREAS

General Instructions

What products do you need?

- Multi-Purpose Disinfectant
- Disinfectant Wipes
- Hand Soap
- Hand Sanitizer
- Glass Cleaner
- Floor Cleaner
- Air Freshener/Odor Eliminator
- Stainless Steel Cleaner

Best Practices

- Focus disinfection on high-touch, hard non-porous surfaces ensuring treated surfaces remain wet for proper contact time.
- Disinfect surfaces after each resident interaction.
- Offer hand sanitizer for instances when hand soap and water is not readily available.
- Consider providing disinfectant and cloths or disinfecting wipes for use by staff and visitors.

Specific touchpoints

- Doorknobs/push plates
- Thermostat
- Elevator buttons
- Railings
- Reception desk
- Water fountain
- Public phones
- Public computers
- Light switches
- Chair armrests



To help protect against COVID-19, ensure treated surfaces remain wet for contact time indicated on product label.

**Refer to product label for use directions*

RESTROOMS

General Instructions

What products do you need?

- Multi-Purpose Disinfectant
- Bathroom Cleaner Disinfectant
- Hand Soap
- Glass Cleaner
- Stainless Steel Cleaner
- Floor Cleaner Disinfectant
- Air Freshener

Best Practices

- Ensure that hand soap is sufficiently stocked, and paper towels or hand dryers are available.
- Frequently disinfect hard non-porous surfaces throughout the day including high-touch objects like stall door latch/lock.
- Consider posting cleaning schedule in the open for public viewing.
- Employ a bathroom cleaner disinfectant approved for use against COVID-19.

Specific touchpoints

- Doorknobs/push plates
- Towel dispenser handle
- Sink faucets
- Soap dispenser
- Stall door latch/locks
- Toilet/urinal flush lever
- Sanitary receptacle
- Baby changing station
- Sharps container



To help protect against COVID-19, ensure treated surfaces remain wet for contact time indicated on product label.

**Refer to product label for use directions*

RESIDENT ROOMS

General Instructions

What products do you need?

- Multi-Purpose Disinfectant
- Bathroom Cleaner Disinfectant
- Glass Cleaner
- Floor Cleaner
- Odor Eliminator

Best Practices:

- Ensure cleaning staff is trained and equipped with proper PPE
- Focus disinfection on high-touch, hard non-porous surfaces, especially those that care workers may touch
- Ensure treated surfaces remain wet for proper contact time.
- Employ a bathroom cleaner disinfectant approved for use against COVID-19 or address high-touch surface as a secondary step using multi-purpose disinfectant.
- Consider providing disinfectant and cloths or disinfecting wipes for use by residents & care workers
- Inspect bed and room for any signs of pests.

Specific touchpoints

- Door frames & handles
- Light switches
- Thermostat
- Phone
- TV and remote control
- Chair armrests
- Toilet flush lever
- Shower handles
- Drawers (inside/out)
- Nightstands
- Railings
- Call button
- Tray table
- Faucets
- Soap & sanitizer dispensers



To help protect against COVID-19, ensure treated surfaces remain wet for contact time indicated on product label.

**Refer to product label for use directions*

LAUNDRY

General Instructions

What products do you need?

- Detergent
- Destainer
- Softener
- Sour (as needed)
- **Multi-Purpose Disinfectant**
- Glass Cleaner
- Floor Cleaner

Best Practices

- Collect laundry with minimum agitation and prevent unintentional contact with skin or uniform.
- Consider bagging dirty linen in resident rooms and avoid leaning into cart when gathering laundry.
- Washing with Ecolab detergent using existing formulas and sufficient drying results in hygienically clean linens.
- Dirty laundry from an ill person can be washed with other resident's items.
- Disinfect hampers/carts, washer seal/rim, and machine door handles and buttons frequently.

Specific touchpoints

- Doorknobs/push plates
- Light switches
- Laundry carts
- Folding tables and shelves
- Washer and dryer controls
- Washer seal/rim and door handle



Tip: To help protect against COVID-19, ensure treated surfaces remain wet for contact time indicated on product label.

**Refer to product label for use directions*

LAUNDRY

General instructions

Procedures:

1. Transport laundry in a closed and appropriately labeled container or laundry bag to the laundry area and sort into laundry machine with disposable gloves and additional appropriate respiratory protection (FFP2).
2. In OPL laundries without separation in dirty and clean side, a disinfection of the used laundry equipment (machine, transport cars) is recommended as a pre-caution measure: To avoid recontamination of the clean laundry, the outside of the machine including the machine door should be disinfected with an appropriate surface disinfectant after the machine has been loaded. Also, the transport equipment for the dirty laundry should be disinfected with the same disinfectant.
3. BPR (Biocidal Products Regulation) viricidal applied processes*

Detergent	Conc. Detergent	Disinfectant	Conc. Disinfectant	Temperature	Bath Ratio	Time
Ecobrite Magic Emulsion	1,5 ml/l	Ozonit Super	2 ml/l	60 °C	1:5	12 min
Ecobrite Magic Emulsion	1,5 ml/l	Ozonit**	4 ml/l	60 °C	1:5	12 min
Eltra	7 g/l			60 °C	1:5	20 min
Eltra 40 Extra	7 g/l			40 °C	1:5	10 min
Mop Eltra	6 g/l			60 °C	1:5	15 min

➤ Items to be checked

- Laundry
- Laundry of persons at risk of infection
- Work clothes
- Cleaning textiles

➤ Products and tools you need

- Laundry Machine & Chemistry
- Cleaner Disinfectant
- Laundry Container/Laundry Bags
- Disposable Gloves
- Cloth

*The BPR guidance for PT2-4 states that at temperatures ≥ 40 °C Murine Parvovirus is the required heat resistant reference organism. This virus is more resistant against thermal and chemical influences than the one responsible of the COVID-19 disease, an enveloped virus. Therefore, a product passing EN14476 with Murine Parvovirus can also be claimed to have virucidal efficacy against enveloped viruses, such as SARS-CoV-2.

**Ecolab statement on the read-across of efficacy test report data from Ozonit Super to Ozonit for determining dose concentrations.

FOODSERVICE: DINING AREAS

General Instructions

What products do you need?

- Multi-Purpose Disinfectant
- Glass Cleaner
- Food Contact Sanitizer
- Manual Detergent

Best Practices

- Disinfect high-touch, non-food contact surfaces frequently.
- Train staff on proper hand hygiene, use of PPE and procedures for food contact vs. non-food contact surfaces.
- Minimize items offered on tables and disinfect any that remain between each use (e.g. menus, condiments)
- Encourage social/physical distancing by spreading out tables and chairs and encouraging staff to minimize use of high-traffic areas.
- Consider the addition of a 'knock-and-drop' or in-room dining offering.
- Eliminate any standing water or food debris to prevent pest activity.

Specific touchpoints

- Dining tables
- Beverage stations
- Doorknobs
- Push plates
- Light switches
- Menus
- Faucets
- Cupboards/drawer handles
- Hand railings
- Chairs and seating
- Trash receptacle touch points



Tip: To help protect against COVID-19, ensure treated surfaces remain wet for contact time indicated on product label.

**Refer to product label for use directions*

FOODSERVICE: FOOD DELIVERY

General Instructions

What products do you need?

- Multi-Purpose Disinfectant
- Food Contact Sanitizer

Best Practices

- Keep hot food hot and cold food cold, and minimize the length of time food is out of temperature control
- Keep equipment and cart clean.
- Emphasize the importance of proper PPE and hand hygiene with delivery staff
- Place any raw protein items, unpackaged produce, and ready-to-eat food items into separate delivery packages to prevent cross-contamination.
- Maintain a distance of 1,5 m from others and food recipients.
- Clean and disinfect cart between each delivery using an appropriate registered product with an emerging viral pathogen or coronavirus claim. Refer to product label for directions for use.
- Process dishes and ware in dishmachine or 3-compartment sink, following local health codes.

Specific touchpoints

- Delivery cart handles
- Delivery cart surfaces
- Handheld devices
- Doorknobs
- Push plates



Tip: To help protect against COVID-19, ensure treated surfaces remain wet for contact time indicated on product label.

**Refer to product label for use directions*

FOODSERVICE: BACK OF HOUSE

General instructions

What products do you need?

- Multi-Purpose Disinfectant
- Hand Soap
- Hand Sanitizer
- Food Contact Sanitizer
- Manual Detergent
- Machine Detergent
- Machine Sanitizer
- Rinse Additive
- Presoak
- Degreaser
- Stainless Steel Cleaner
- Freezer Cleaner

Best Practices

- Focus disinfection on high-touch, non-food contact surfaces, particularly in high-traffic areas.
- Handwashing stations and hand sanitizer should be convenient and highly visible.
- Train staff on proper hand hygiene, use of PPE and procedures for food contact vs. non-food contact surfaces.
- Ensure physical distancing of employees is standard practice.
- Thoroughly clean drains and eliminate standing water, food debris and spilled garbage to prevent pest activity.

Specific touchpoints

Food Contact:

- Counters/food-prep surfaces
- Tables
- Sinks
- Food Storage Equipment
- Thermometers
- Beverage stations

Non-Food Contact:

- Buttons on equipment (i.e., bump pads and controls)
- Light switches
- Faucets
- Cupboards/drawer handles
- Hand Soap/Sanitizer dispenser
- Towel dispenser
- Labeling system keypad



To help protect against COVID-19, ensure treated surfaces remain wet for contact time indicated on product label.

**Refer to product label for use directions*

WAREWASHING

Pre-Check

Procedures:

1. Check the dishwasher for completeness, cleanliness and condition of all sieves, wash arms, rinse arms, standpipes, curtains, baskets and transport devices, if necessary, install, clean and/or repair them.
2. Check water softener and or water filter (partial demineralisation/demineralisation/reverse osmosis) for completeness and condition, if necessary, install and/or repair or replace.
3. Check salt levels and, if necessary, refill.
4. Turn on the tap and then turn on the main switch.
5. Check dosing devices for condition, fill up product reservoir.
6. Switch on the machine, fill it and let it heat up.
7. Put the dishwasher into operation and let it run for at least 3 baskets or 5 minutes without dishes.
8. In the dish washing process, it should be ensured that a wash temperature of min. 60 °C and a rinse temperature of min. 82 °C is achieved.
9. Then continue working as usual.

➤ Items to be checked

- Wash Arms
- Rinse arms
- Standpipes
- Curtains
- Baskets
- Transport devices

➤ Products and tools you need

- Dishmachine
- Warewashing Detergent & Rinse Aid
- Delimer (optional)

WAREWASHING

Disinfection of Wares

Procedures:

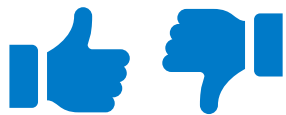
1. According to the German Public Health Authority (the Robert Koch Institute, RKI), there is no risk associated with using the standard machine ware wash process to establish the required safety required to eliminating the novel SARS-CoV-2 virus from ware.
2. Statement of the Robert Koch Institute (RKI): “Dishes may be transported in closed containers to the dishwasher and washed with a program as usual in a hospital“ (translated from German).
3. Based on the RKI statement, we suggest transporting both soiled ware and cleaned ware in separate, closed containers to minimize the possibility of contamination outside of the normal cleaning process.
4. Containers for used ware shall of course be disinfected after use and those for clean ware cleaned appropriately. Use an appropriately labeled container for transporting ware to/from the dish room and sort ware into the dishwasher using disposable gloves.
5. In the dish washing process, it should be ensured that a **wash temperature of min. 60 °C and a rinse temperature of min. 82 °C** is achieved.

➤ High-touching Objects

- Dishes
- Cutlery
- Glasses
- Pot & pans
- Cutting boards
- Utensils
- Transport container
- Bain marie



ASSURANCE TACTICS - BEST PRACTICES



- ✓ Increase frequency of cleaning and disinfection in public spaces during high-traffic periods to increase visibility of these tasks.
- ✓ Script a message for your staff to share with visitors and new or prospective residents
- ✓ Communicate new cleaning standards through your website and via email or newsletter to residents and their families
- ✓ Provide on-property messaging & signage to provide reminders and communicate your commitment to cleanliness.
- ✓ Be clear about expectations for behavior of residents and guests in common areas with obvious signage (e.g. masks, distancing, temperature checks).
- ✓ Where available, provide hand sanitizer at visitor check-in as well as high-traffic areas that do not have access to soap and water.
- ✓ Provide disinfectant and cloths or disinfecting wipes in public areas for use by employees or residents to encourage heightened sanitation.
- ✓ Consider providing an opportunity for residents/visitors/employees to provide feedback on the cleanliness of your operation to reinforce your commitment to their wellbeing.

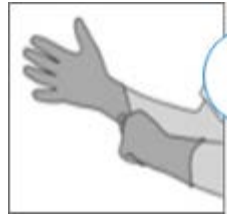


PRINTABLE WALLCHARTS



PUBLIC AREAS

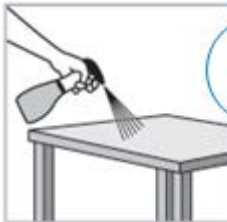
Hard Surfaces (Non-Food Contact)



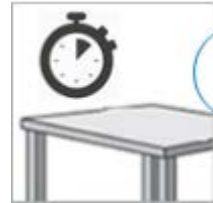
1 Wear protective gloves.



2 Pre-clean visibly soiled areas to be disinfected.



3 Apply **Disinfection Solution** to high-touch surfaces such as doorknobs, light switches, faucets, counter tops, tables, chair armrests, etc.



4 Allow the surfaces to remain wet for the time specified on the product label.

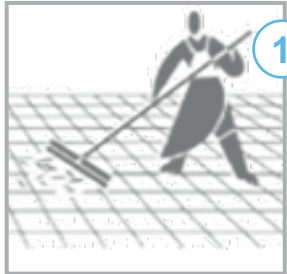


5 Wipe the surfaces or allow to air dry.

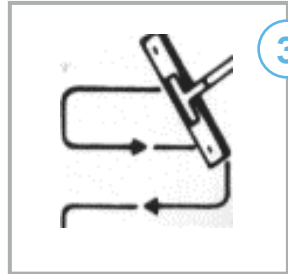
Note: If using a bucket ensure the solution is changed regularly.

PUBLIC AREAS

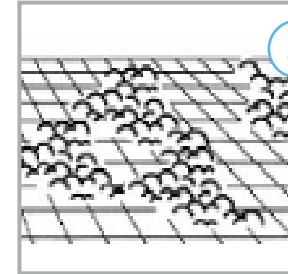
Daily Floor Cleaning



1 Pre-clean area to remove heavy/loose soil, particularly under appliances. Place warning signs at entry.



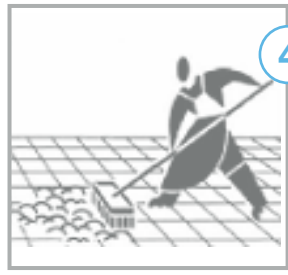
3 Using a mop apply solution to floor. Mop using figure of 8 motion.



5 Pick up dirt/grease with mop.



2 Fill bucket with cold water and **Floor Cleaner** as indicated on product label.



4 For heavy soiling leave to soak and/or use deck brush.



6 Mop dry or squeegee to drain and allow to air dry.

PUBLIC AREAS

Trashing



1 Wear protective gloves. Line trash cart with the appropriate size trash bag.



3 Empty trash can and wipe outside with **Multi-Purpose Cleaner** or disinfect, if needed.



5 Empty trash cart in main dumpster area.



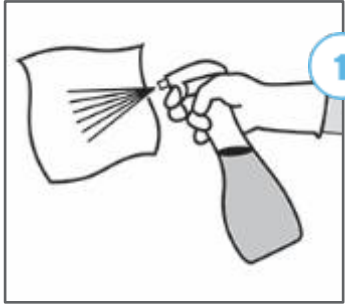
2 Pick up debris. Keep trash cart near, making sure not to block aisles or hallways.



4 Replace liner if there is food or liquid.

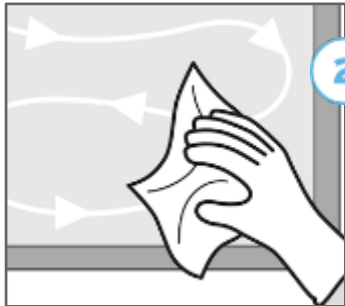
PUBLIC AREAS

Mirrors & Glasses



Spray **Glass Cleaner** onto a clean cloth. DO NOT spray cleaning solution directly onto mirror.

NOTE: To minimize streaking, do not use cloths treated with fabric softener.



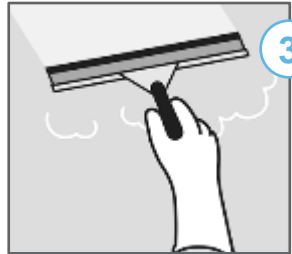
Beginning at top, wipe surface by moving cloth from left to right and flipping as necessary until surface is dry and streak-free.

PUBLIC AREAS

Large Glass Surfaces



1 Dip window scrubber into **Glass Cleaner** and apply to window.



3 Beginning at top, remove cleaning solution by dragging squeegee across window moving left to right until window is dry and streak-free.



5 Collect solution at bottom with cleaning cloth.



2 Scrub surface from top to bottom until surface is covered with cleaning solution.



4 To spot clean trim, spray cleaning solution onto clean cloth and wipe dry.

PUBLIC AREAS

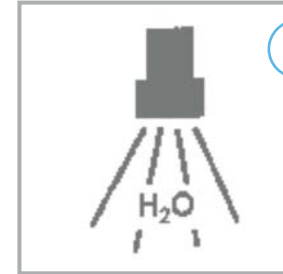
Gym



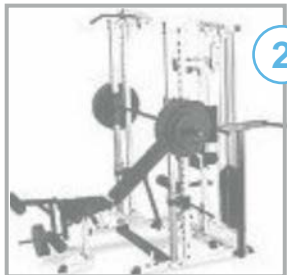
1 Prepare **Disinfectant Solution** according to product label.



3 Allow the surfaces to remain wet for the time specified on the product label.



5 Rinse where necessary and allow to dry.



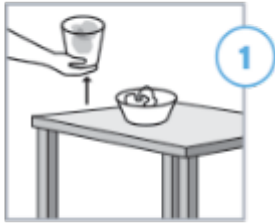
2 Apply **Disinfectant Solution** using a foaming trigger to all areas to be cleaned.



4 Wipe all areas to ensure effective disinfection.

PUBLIC DINING

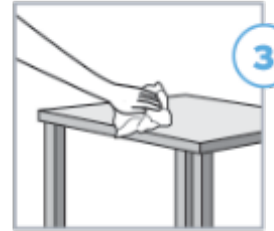
Table Surface



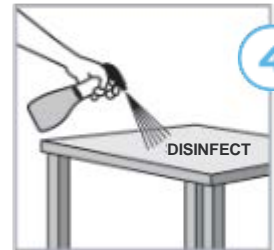
After customers leave, clear tabletops and counters of all dishware, food debris and other items.



Clean entire surface, bottom/underneath side of all tables at least 15-20 cm from the edge of tabletop/counter using **Multi-Purpose Cleaner**. Use with a clean cloth and bucket application (damp, wrung-out cloth), or spray bottle and clean cloth application (spray surface and wipe clean).



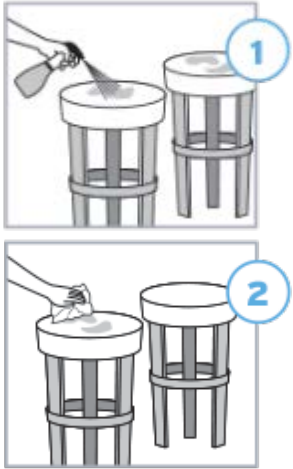
Allow additional product soak time for areas with a high amount of soiling. Rinse with clear water using a clean cloth and allow to air dry. Be certain to clean all edges of tabletops and counters.



Use a **Disinfection Solution** to disinfect entire counter or tabletop surface with either a clean cloth and pail application (damp, wrung-out cloth) or spray bottle application (spray surface, do not wipe dry). Allow the surfaces to remain wet for the time specified on the product label. Allow to air dry before placing items on the tabletop/counter or before returning to use.

PUBLIC DINING

Seating



Use a **Disinfection Solution** to disinfect chairs, highchairs (top, bottom and armrests) and booths with either a clean cloth and bucket application (damp, wrung-out cloth) or spray bottle application (spray surface, do not wipe dry). Allow the surfaces to remain wet for the time specified on the product label. Allow to air dry before returning to use.

Note: If using a bucket ensure the solution is changed regularly.

Comply with local legislation regarding seating / capacity requirements.

PUBLIC DINING

Buffets



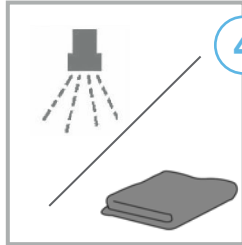
1 Where necessary, unplug item and ensure it is cool and empty.



2 Remove physical debris.



3 Spray **Multi-Purpose Cleaner** over all surfaces and clean with cloth. Pay attention to legs, sides and under shelves.



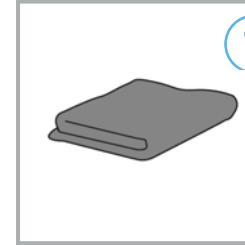
4 Rinse surfaces with clear water and wipe dry.



5 Spray **Disinfection Solution** directly over all surfaces. Allow the surfaces to remain wet for the time specified on the product label.



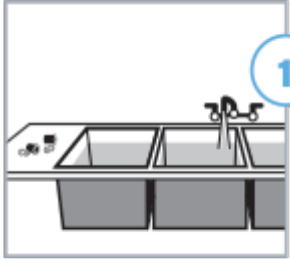
6 Rinse surfaces with clean water.



7 Wipe area with a clean cloth.

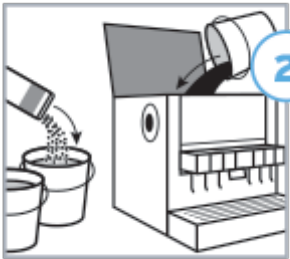
PUBLIC DINING

Beverage Machines

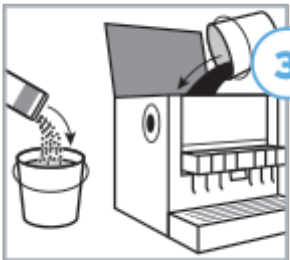


Remove mixing nozzles, diffusers and cup rest from machine and thoroughly clean and Disinfect using the Dishwasher or Manual cleaning procedures.

NOTE: For Machine Method, use a rack designed for small items.



To Clean Ice Bin (if present): Remove ice from bin. Prepare **Multi-Purpose Cleaner** as specified by the product label. Place solution into the machine. Allow to soak for at least 5 minutes. Drain the solution and rinse with fresh water.

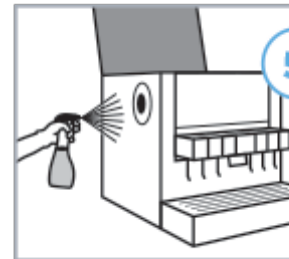


To disinfect ice bin (if present): Repeat Step 2 with **Disinfection Solution** and allow surface to remain wet for time specified on product label before draining. Rinse with clean water and allow to air dry.



Clean exterior surface (top and sides) and panel bottom (soda splash area) with **Multi-Purpose Cleaner** and wipe with clean cloth.

NOTE: Pour hot water (min. 45 °C) down drip pan to ensure proper drainage.



Spray exterior food contact surface area with **Disinfection Solution**. Allow to sit per time specified by product label. Allow to air dry. Reinstall nozzles, diffusers and cup rest. Stock ice bin with fresh ice, if applicable.

PUBLIC DINING

Beverage Refrigerator



1 Remove beverages and place in temporary refrigerated storage. Remove shelving, brackets, etc.



2 Wash, rinse and disinfect all removed parts using either the machine or manual method.



3 Wash interior of refrigerator/freezer with solution of **Manual Detergent**. Scrub built-up food deposits with nylon brush or scraper. Rinse well with clean water.



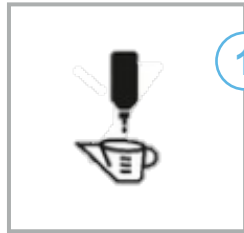
4 Spray surface with **Disinfection Solution** and allow to sit for time specified on product label. Allow to air dry.
NOTE: Pour disinfection product per label directions into drain trough to prevent development of mold and odor-producing bacteria.



5 Return refrigerator to proper temperature. Use solution of **Multi-Purpose Cleaner** to clean exterior.

PUBLIC DINING

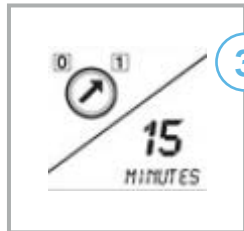
Coffee/Esspresso Maker



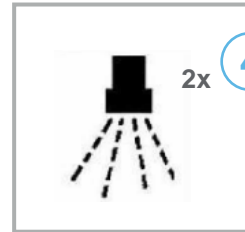
1 Prepare use solution with **Delimer Product** as indicated on product label.



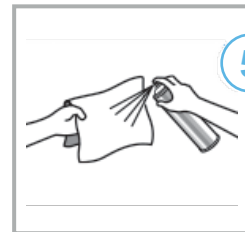
2 Fill the water reservoir with the prepared **Delimer Solution**.



3 Switch on the coffee/tea machine and let it soak for 15 minutes. Then let it drain.



4 Allow the machine to run at least 2 cycles with fresh water.



5 Clean exterior surface (top and sides) and panel bottom (splash area) with **Multi-Purpose Cleaner Solution** and wipe with clean cloth.

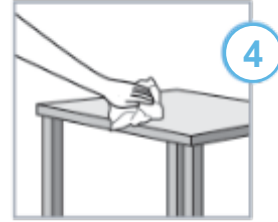
NOTE: Hang a Warning tag on the valve handle to indicate cleaning is in process and urn should not be used! Ingestion of the cleaning solution is hazardous.

PUBLIC DINING

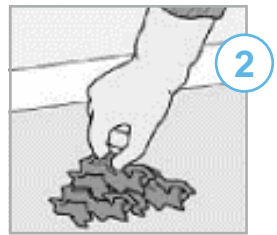
Work Areas (e. g. Bars, Preparation Areas, Host Stand)



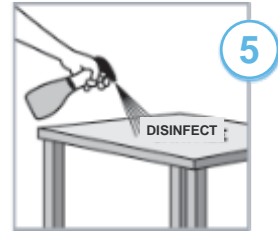
Remove all items such as bowls or utensils.



Rinse surfaces with clean water and wipe dry.



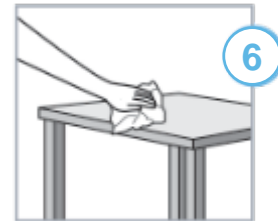
Remove physical debris.



Spray **Disinfection Solution** directly over all surfaces. Allow the surfaces to remain wet for the time specified on the product label.



Spray **Multi-Purpose Cleaner** over all surfaces, bottom/underneath side of all tables at least 15-20 cm from the edge of tabletop/counter and clean with cloth. Pay attention to legs, sides and under shelves.



Rinse with clean water and wipe area dry with a clean cloth.

Note: If using a bucket ensure the solution is changed regularly.

RESIDENT ROOMS

Evaluate & Prepare



1 Look for any spills or stains on the carpet.



2 Check for damaged furniture (lamps, curtains, chairs, etc.).



3 Take notice of any unusual odors. Identify odor source and remove, if possible (smoke, food, trash, pet messes, body odors, etc.).



4 Remove all dishes and glassware to be washed outside of room.



5 Pick up and remove trash/debris from room.



6 Remove towels as needed.

Never spray chemicals directly onto live electrical items.

RESIDENT ROOMS

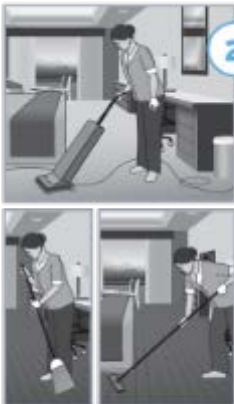
Dust Cleaning



Spray **Multi-Purpose Cleaner** onto cloth. Wipe down all high-touch points (TV, remote control, light switches, door handles, trash can, etc.). Reapply product to cloth as needed.



Finish room by spraying **Air Freshener** on soft surfaces, including carpet and curtains. Start at the back of the room and work toward the door.



Vacuum carpet.

For hard-surface floors, remove dry soil using a broom. Spray **Floor Cleaner** onto flat mop pad. Mop floor beginning at the back of the room, working toward the door. Use sticky roller on floor to remove hair and fine particles.

Never spray chemicals directly onto live electrical items.

RESIDENT ROOMS

Bedding



Remove bed linens to be replaced. You might also want to change linens which do not look



Inspect mattress for bed bugs.



To avoid soiling linens, dust surfaces above the bed using **Multi-Purpose Cleaner** before replacing bed linens.



Make bed with fresh linens. Use sticky roller on bed to remove hair and fine particles.

RESIDENT ROOMS

Clean Resident Bathroom



1 Apply **Bathroom Cleaner** as needed. Scrub complete interior surface of shower/tub. Rinse and dry surface completely.



2 Spray **Glass Cleaner** onto cloth. Wipe mirrors top to bottom until there are no streaks.



3 Wipe down vanity and sink with Bathroom Cleaner.



4 Wipe down toilet. Use toilet brush to scrub bowl.



5 Spray **Disinfecting Solution** on a clean cloth and wipe all high-touch points including fixtures and light switches.

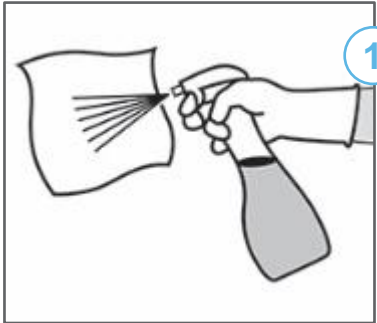


6 Replace bath towels. Spray floor with **Floor Cleaner**. Wipe thoroughly.

Never spray Chemicals directly onto live electrical items.

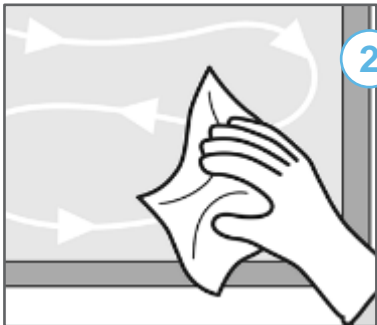
RESTROOMS

Mirrors & Glass Surfaces



1 Spray **Glass Cleaner** onto a clean cloth. DO NOT spray cleaning solution directly onto mirror.

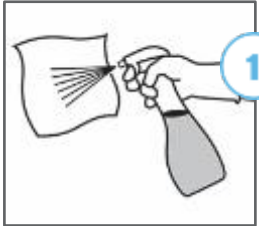
NOTE: To minimize streaking, do not use cloths treated with fabric softener.



2 Beginning at top, wipe surface by moving cloth from left to right and flipping as necessary until surface is dry and streak-free.

RESTROOMS

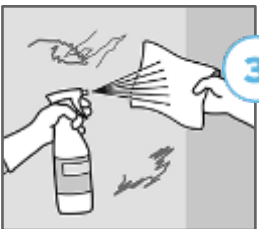
Partitions & Walls



Spray **Multi-Purpose Cleaner** on clean cloth and wipe stall partitions, doors and bathroom walls (from the floor to an average arm reach height – 61 cm). Allow proper time to remove heavy soiling.



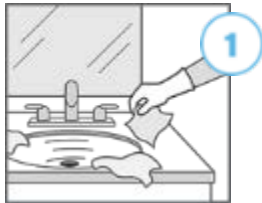
Spot clean high-tough surfaces. Spray **Disinfectant Solution** onto cloth and wipe as needed. Allow the surfaces to remain wet for the time specified on the product label.



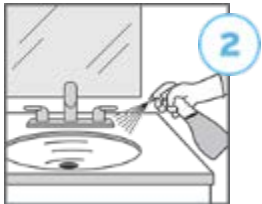
Check for and remove graffiti with cloth. Report areas that need paint or repair to your supervisor.

RESTROOMS

Hard Surfaces (Counter & Sink)



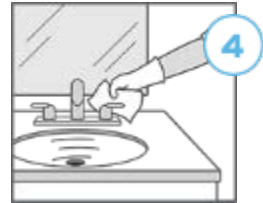
1 Wear protective gloves. Pick up debris around sink.



2 Spray sinks, counter tops – including faucets, handles, soap dispensers, paper towel dispenser... with **Bathroom Cleaner**.



3 Scrub surfaces with a non-abrasive sanitary sponge or color-coded microfiber cloth (yellow).

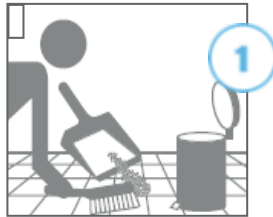


4 To disinfect, spray surfaces with **Disinfectant Solution** and allow surfaces to remain wet for time specified on product label. Make certain to include all high-touch surfaces, such as faucet handles.

Note: If using a bucket ensure the solution is changed regularly.

RESTROOMS

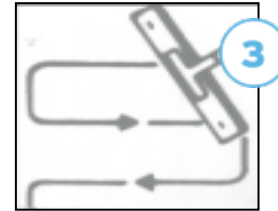
Floors



1 Place warning signs at entrances. Pre-clean area to remove heavy/loose soil, particularly under appliances



2 Dip mop into cleaning solution and wring out well so mop does not drip.



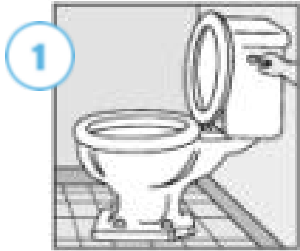
3 Mop in "figure 8" pattern with overlaps. Continue mopping until entire floor is clean.



4 Remove excess water. Empty dirty cleaning solution into mop sink. Wipe dry with mop.

RESTROOMS

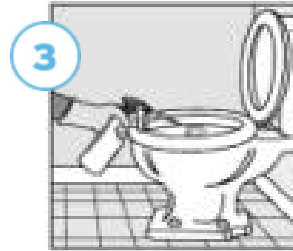
Toilets & Urinals



Flush toilet



Reduce water level by pushing water repeatedly with brush



Apply **Bowl Cleaner** under rim, around toilet bowl and under water line.



Use toilet brush to ensure all surfaces are covered and to remove dirt.



Wait 5 minutes before proceeding.



Flush toilet before leaving room.



Foam **Bathroom Cleaner** onto microfiber cloth (red).



Working towards the seat, clean external surfaces with cleaner disinfectant.



Rinse and allow to air dry.

KITCHEN

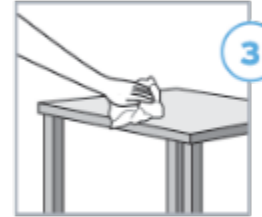
Food Contact Surfaces



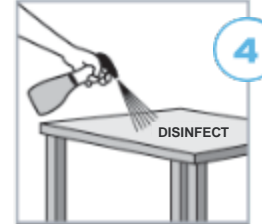
1 Clear counter area of food debris and other items.



2 Clean entire surface using **Multi-Purpose Cleaner**. Use with a clean cloth and bucket application (damp, wrung-out cloth), or spray bottle and clean cloth application (spray surface and wipe clean).



3 Allow additional product soak time for areas with a high amount of soiling. Rinse with clear water using a clean cloth and allow to air dry. Be certain to clean all edges of tabletops and counters.

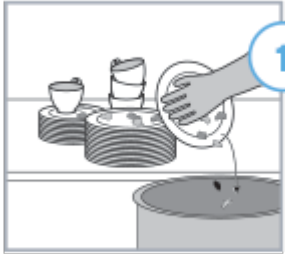


4 Use a **Disinfection Solution** to disinfect entire counter or tabletop surface with either a clean cloth and pail application (damp, wrung-out cloth) or spray bottle application (spray surface, do not wipe dry). Allow the surfaces to remain wet for the time specified on the product label. Rinse with clean water and allow to air dry or wipe dry with a clean cloth.

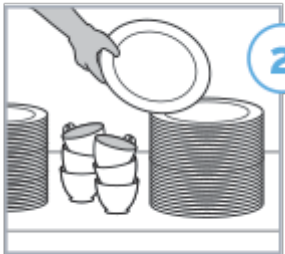
Note: If using a bucket ensure the solution is changed regularly.

KITCHEN

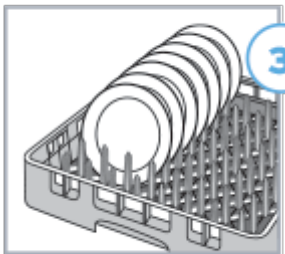
Tableware



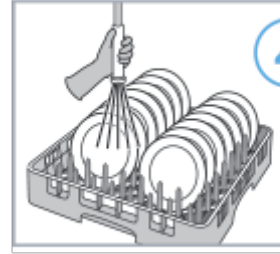
1 When sorting soiled wares, place flatware in separate bus pan or open rack. Dump liquid from glasses and cups, and place in glass and cup racks. Remove excess food from tableware by hand-scraping into garbage.



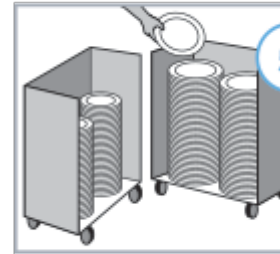
2 After hand-scraping wares, sort and stack the same type and size of dishes together (Decoy method).



3 Load the same type and size of dishes into racks. When multiple types or sizes of tableware must be loaded on the same rack, place smaller items in front of larger ones so the dishwasher spray will not be blocked.



4 Thoroughly spray the loaded rack to remove loosened food. Wash in dishwasher with **Machine Detergent**. Use **Rinse Aid** for spotless wares.



5 Stack clean dishes in the appropriate dish dolly. Each compartment in the dish dolly should be filled with only one size dish. When dolly is completely loaded, store in assigned area and cover to prevent contamination

Note: Hands should be washed after handling/loading dirty tableware into the dishwasher and before unloading to prevent cross contamination.

KITCHEN

Cutlery/Flatware



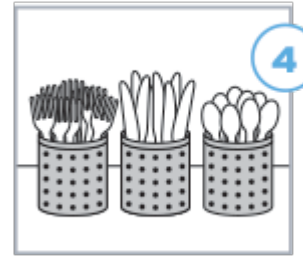
1 Fill presoak tub or bus pan with **Presoak** solution as specified by the product label. NOTE: Change presoak solution when water cools or is dirty.



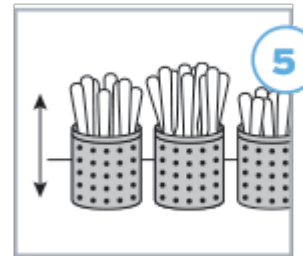
2 Sort dirty flatware and place into presoak solution. Ensure flatware is completely submerged into the solution. Soak for a minimum of 20-30 minutes.



3 Remove flatware and place in a single layer on an open rack. Rinse off excess food soil, and then wash in dishwasher. Do not overload.



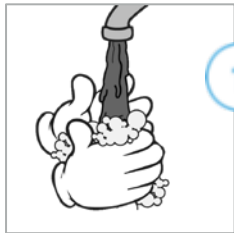
4 Sort flatware and transfer from open rack to the baskets. Run through dishwasher wash cycle with handles down.



5 Shake off excess water and allow to air dry and cool down. Transfer to empty basket and store flatware with handles up. Do not touch eating ends of flatware.

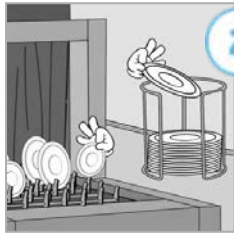
KITCHEN

Warewashing: final work flatware and cutlery

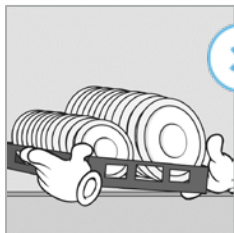


1 Remove dishes only with clean hands.

Separation of clean/ dirty area

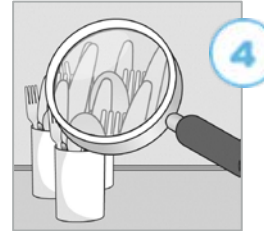


2 Remove dishes from machine

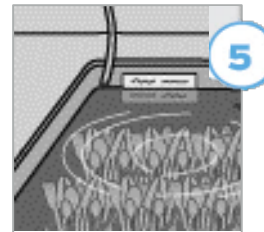


3 Tipp racks slightly to empty water in troughs

Allow the dishes to dry in the air using their own heat.



4 Check dishes for optical cleanliness



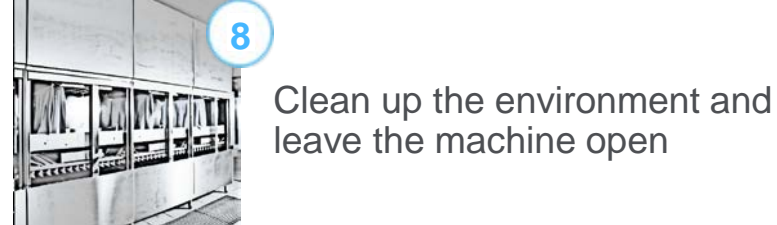
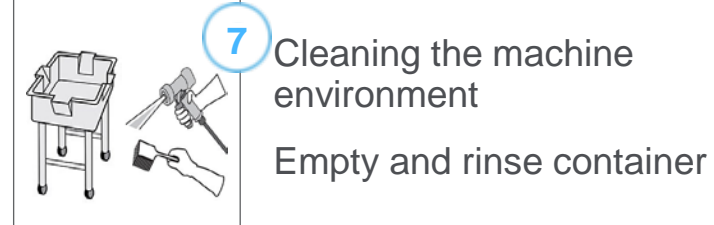
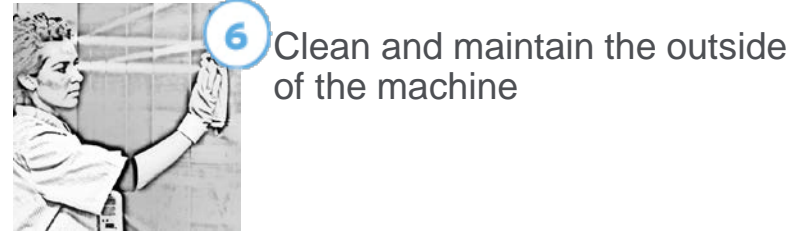
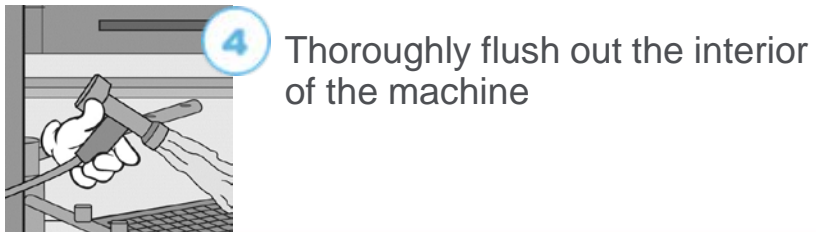
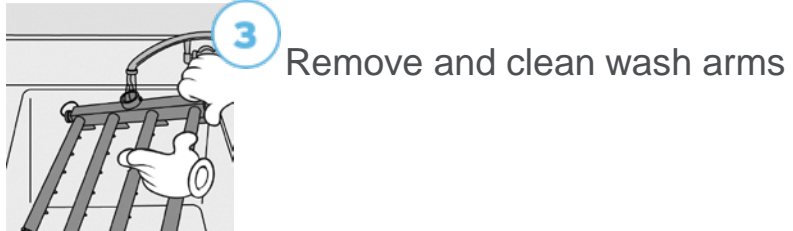
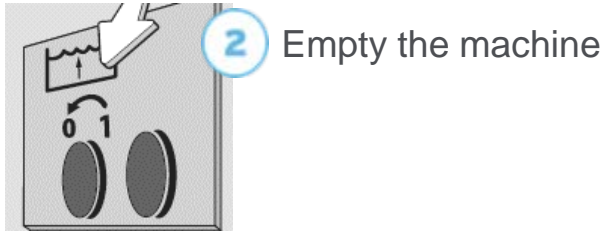
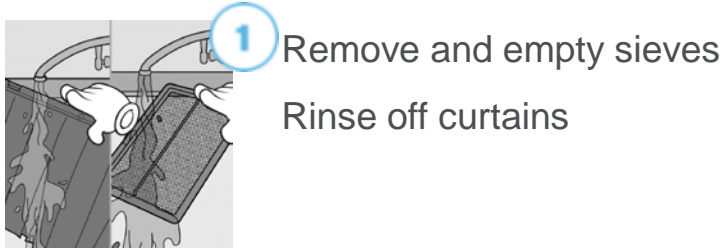
5 Soak and rewash dirty dishes.



6 Store washed dishes separately from dirty ones

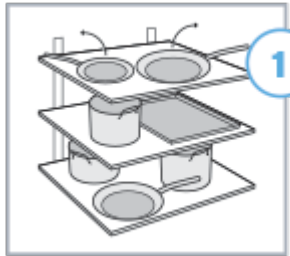
KITCHEN

Warewashing: final work warewashing machine

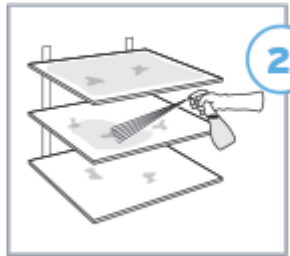


KITCHEN

Shelves



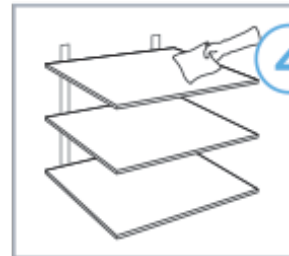
1 Remove all items from the shelf and temporarily store in a clean, dry, safe area that does not block traffic or create a hazard.



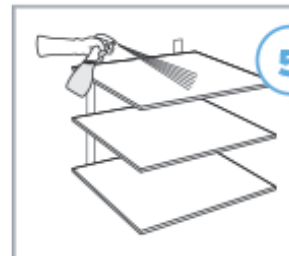
2 Spray **Multi-Purpose Cleaner** generously with cloth and wipe so surface remains wet.



3 Allow cleaning solution to penetrate soils. Use a scraper or non-scratch pad to loosen any dried-on food particles.



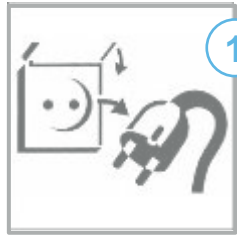
4 Rinse with clean water and wipe with clean cloth.



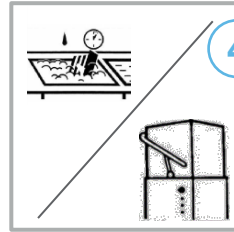
5 Apply **Disinfection Solution** with either a clean cloth and bucket or spray bottle application, so surface remains wet. Allow the surfaces to remain wet for the time specified on the product label. Allow to air dry.

KITCHEN

Food Processing Equipment (e. g. Blender, Slicers)



1 With dry hands, disconnect unit from power supply before you start cleaning..



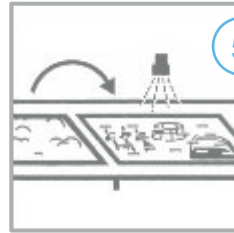
4 Clean all removable parts and rinse, preferably using a dishwasher.



7 Rinse surrounding areas with clean water and cloth. Allow to air dry.



2 Disassemble removable parts to be cleaned.



5 In case of manual cleaning, rinse parts with clean water and let them dry on air.



8 Reassemble equipment. With dry hands switch on power supply ready for use.



3 Remove any loose food debris from the equipment.



6 Wet cloth with **Disinfection Solution**. Allow the surfaces to remain wet for the time specified on the product label.

Never spray Chemicals directly onto live electrical items.

KITCHEN

Food Cart - Tray Dispenser



Spray surfaces with **Multi-Purpose Cleaner**. If soil on surface is greasy, use **Degreaser** as specified by the product label.



Wipe surface of food cart/tray dispenser clean with a dry paper towel or clean cloth. Be certain to clean all surfaces including the cart legs.



Allow cleaning solution to penetrate soils. Use a non-scratch pad to loosen any dried-on food particles.



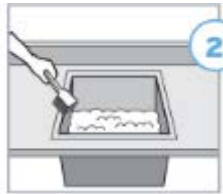
Spray surface with a **Disinfection Solution**. Allow the surfaces to remain wet for the time specified on the product label. Rinse with clean water and allow to air dry.

KITCHEN

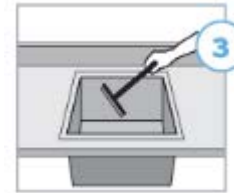
Sink Area



Fill all sinks to low level with hot water and **Manual Detergent**. For sinks with grease buildup and stubborn stains, use **Degreaser**.



Scrub the inside and outside of all sinks, drain table, splash backs, and scrap baskets with a nylon brush and the detergent solution in the sink.



Drain and rinse all sinks. Squeegee water from all flat surfaces. Wipe exterior surfaces with a clean, dry cloth.



To disinfect, spray surfaces with **Disinfection Solution**. Allow the surfaces to remain wet for the time specified on the product label. Rinse with clean water and allow to air dry before washing dishes.

KITCHEN

Refrigerator/Freezer Reach-in



Remove all food containers and place in temporary refrigerated storage. Remove shelving, brackets, etc.

NOTE: Freezer temperature must be adjusted to above freezing (0 °C) before cleaning.



Wash, rinse and disinfect all removed parts using either the machine or manual method.



Wash interior of refrigerator/ freezer with solution of **Manual Detergent**. Scrub built-up food deposits with nylon brush or scraper. Rinse well with clean water.



Spray surfaces with **Disinfection Solution** and allow to sit for time specified on product label. Rinse with clean water and allow to air dry.

NOTE: Pour disinfection product per label directions into drain trough to prevent development of mold and odor-producing bacteria.



Return refrigerator/freezer to proper temperature. Use solution of **Multi-Purpose Cleaner** to clean exterior.

KITCHEN

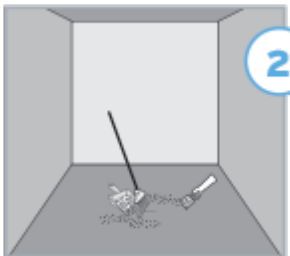
Refrigerator/Freezer Walk-in



Remove all unpacked foods and food packaging from area. Clear floor of all movable equipment including floor mats, plastic door curtains, inside and outside walls, each shelving unit and container, carts to be used for moving and holding food.

STOP Turn off recirculation fan.

NOTE: If using a product other than Freezer Cleaner, all food must be removed, and freezer temperature must be adjusted to above freezing 0 °C.



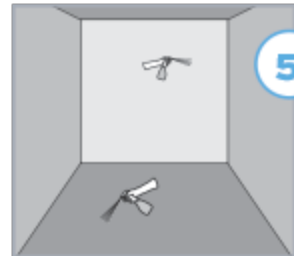
Wipe up spills and sweep away any loose soil and debris. Use a scraper or abrasive pad to remove built-up deposits.



Put out wet floor sign. Do not dilute. Apply **Freezer Cleaner** directly to freezer/refrigerator floor surface, walls and shelving using a mop, sponge or sprayer. Soak for time specified by the product label depending on the amount of soil and ice present.



Wipe area with mop to loosen and remove soil. Dry mop or squeegee to remove excess liquid and wipe with a dry cloth, if needed, to aid drying. A wet vacuum may also be used. When dry, replace unpacked foods and food packaging and turn on recirculation fan.



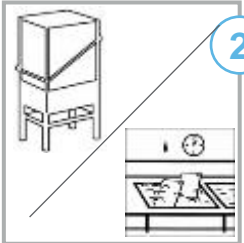
After cleaning, disinfect with a **Disinfection Solution** and let the surfaces remain wet for the time specified on the product label. Allow to air dry. Do not rinse.

KITCHEN

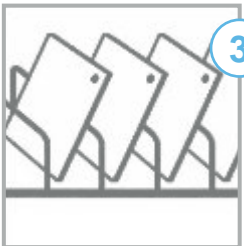
Cutting Boards/Meat Blocks



Remove excess food and loose soil with a spatula into garbage.



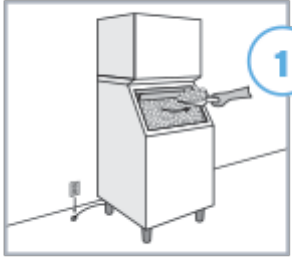
Run through dishmachine. If a dishmachine is not available, clean it manually with **Manual Detergent**, rinse off with fresh water. Spray **Disinfection Solution** onto boards and allow to remain wet for time specified on product label.



Store Cutting Boards upright with a gap in between and allow to air dry.

KITCHEN

Ice Machines



1 Unplug the machine. Remove and discard all ice.



2 Clean the inside of the unit with **Manual Detergent**. Give special attention to the floor of the bin, corners, doors, gaskets, hinges and latches. Scrub built-up deposits with nylon brush or scraper.



3 Wipe with a clean towel, then rinse well with clean water.



4 Use **Multi-Purpose Cleaner** to clean exterior.

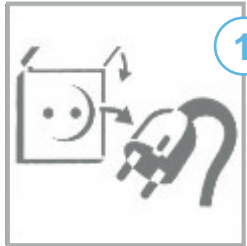


5 Spray exterior of tray and door with **Disinfection Solution** and allow surfaces to remain wet for time specified on the product label. Rinse with clean water and allow to air dry. Plug in machine. Fill machine with fresh, new ice.

NOTE: Above procedure is only for the ice bins. For procedure to clean the ice maker, please refer to instructions in the OEM manual.

KITCHEN

Mobile Event Equipment (e. g. Live Cooking Equipment)



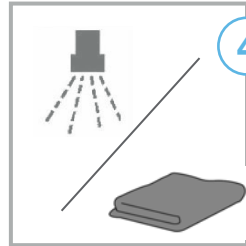
1 Where necessary, unplug item and ensure it is cool and empty.



2 Remove physical debris.



3 Spray **Multi-Purpose Cleaner** over all surfaces and clean with cloth. Pay attention to legs, sides and under shelves.



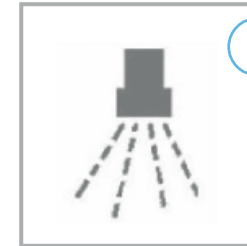
4 Rinse surfaces with clean water and wipe dry.



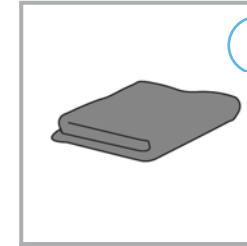
5 Apply **Disinfection Solution** directly over all surfaces or with a well wrung cloth.



6 Allow the surfaces to remain wet for the time specified on the product label.



7 Rinse surfaces with clean water.



8 Wipe area with a clean cloth.

Never spray Chemicals directly onto live electrical items.

LAUNDRY

Collection



1

Enter the room. Leave cart outside of the room.



3

Stained towels should be placed in a small laundry bag.



5

Stained sheets and pillow cases should be placed in the cart's laundry bag



2

Enter the bathroom, collect towels and roll them into a ball. Put them in the cart's laundry bag.



4

Remove sheets and pillow cases from the bed. Roll dirty sheets into a ball and put them in the cart's laundry bag.



6

Transport dirty and stained linen to the laundry area for sorting.

If guest is suspected or confirmed of having Covid-19 all linen should be placed in a sealed bag and laundry staff informed of using the correct washing process.

In the event of an Outbreak face protection must be worn.

NOTE: Do not use dirty linen to clean the room.

LAUNDRY

Transport



1 Wear protective gloves. Separate stained linen into separate collection bags.



3 Transport in a closed and appropriately labeled container or laundry bag to the laundry and sort into laundry machine with disposable gloves



2 Place soiled linens in cart to transport to laundry. Avoid overfilling and having linens hanging over the cart.

NOTE: Carbonised grease from cartwheels creates stains that likely cannot be removed.

In the event of an Outbreak face protection must be worn.

LAUNDRY

Operation



1 Replace product when empty. Check liquids levels frequently.



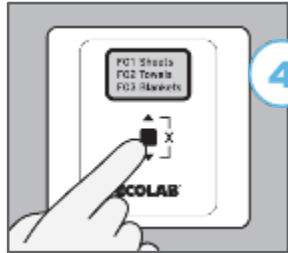
2 **For towels:** Load machine all the way to the top. Fill all washer space.



2 **For sheets:** Fill all but 15 to 25 cm. Leave two fists of space.



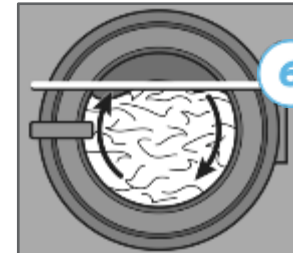
3 Check formula chart to identify the correct wash formula



4 Select formula on the controller (if applicable).



5 Select appropriate formula on the washer and push start.



6 If properly loaded, linen should be at the 10:00 and 2:00 position between rotations.



7 After cycle is complete, unload the washer using a cart designated for clean laundry only. Dry linen immediately.

Also remember ...

Use different carts for soiled and clean linen
A disinfection of laundry machine and transport cart is recommended as a pre-caution after each load

Note: Good hand hygiene during and after collecting, and loading should be observed.

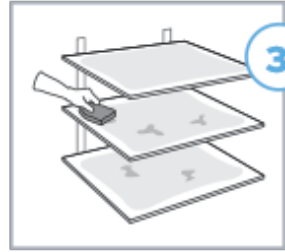
In the event of an Outbreak face protection must be worn.

STORAGE & LOADING

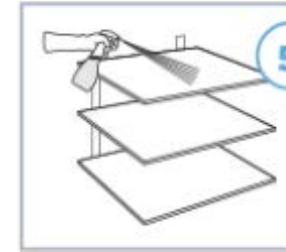
Storage Area



1 Remove all items from the shelf and temporarily store in a clean, dry, safe area that does not block traffic or create a hazard.



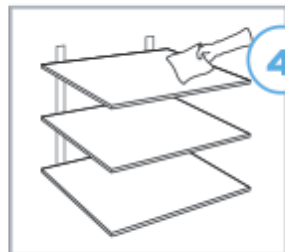
3 Allow cleaning solution to penetrate soils. Use a scraper or non-scratch pad to loosen any dried-on food particles.



5 Apply **Disinfecting Solution** with a well wrung cloth so surface remains wet. Let product sit for time specified on product label. Allow to air dry.



2 Spray **Multi-Purpose Cleaner** generously and wipe with cloth so surface remains wet.



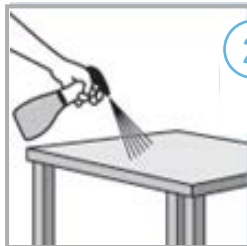
4 Rinse with clean water and wipe with clean cloth.

STORAGE & LOADING

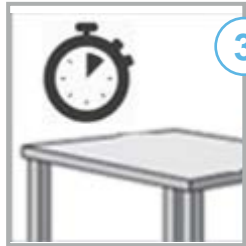
Loading Bay / Hard Surfaces (Non-Food Contact)



1 Pre-clean visibly soiled areas to be disinfected.



2 Apply **Disinfection Solution** to high-touch surfaces such as switches, trolleys and door handles.



3 Allow the surfaces to remain wet for the time specified on the product label.



4 Wipe the surfaces or allow to air dry.

ELECTROSTATIC SPRAYING PROCEDURE

CLEANING AND DISINFECTION GUIDELINES

1



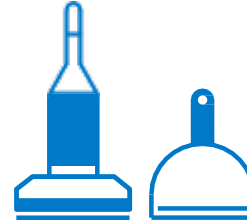
Don required PPE (minimally – sealed dust/mist mask/N95 in addition to any required per the SDS), and place 'Area Closed/Out of Service' signage.

2



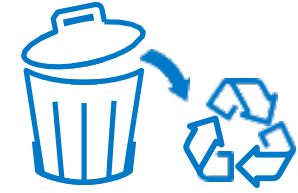
Remove trash/debris, linens, food and any ware.

3



Vacuum carpet/entrance mats and vacuum or sweep hard-surfaced floors (tile/wood/LVT).

4



Empty trash cans and recycling bins. Replace liners.

5



Refill air freshener, hand sanitizer and disinfectant wipe dispensers as needed.

6



Remove or cover electronics, high-value items or sensitive surfaces.

7



Pre-clean visibly soiled areas (e.g., food/drink spills) using **multi-purpose disinfectant**.

8



To disinfect using an electrostatic sprayer, apply **multi-purpose disinfectant** solution to hard, non-porous environmental surfaces.

ELECTROSTATIC SPRAYING PROCEDURE

CLEANING AND DISINFECTION GUIDELINES

9



Begin spraying area from the farthest corner ensuring no more than 2 feet (60 cm) between the spray nozzle and the surface. Be aware of possible overspray.

10



Ensure treated surfaces remain wet for contact time indicated on product label. Allow spray to settle for 15 minutes before re-entering the area.

11



Wipe surfaces (recommended) or let air dry. For electronics, spray a cloth and wipe surface.

12



Clean glass and windows by spraying **multi-purpose disinfectant** or glass cleaner on a fresh microfiber to ensure a streak-free finish.

13



Mop hard-surfaced floors (tile/wood/LVT) to remove overspray or settled product.



NOTE: Ensure spraying is always away from user breathing zone and movement is from sprayed areas to unsprayed areas.

Refer to product labels for complete directions for use.

Specific Touchpoints

- Doorknobs/pushplates
- Hand railings
- Handles
- Water fountain push plates
- Elevator/escalator
- Chair armrests
- Reception/concierge desks
- Countertops/tables
- Faucets/sinks
- Fitness equipment/weights
- Luggage carts
- Bellhopstand

List is not exhaustive – assess your facility for additional touchpoints.

Electronic Touchpoints*

- Elevator buttons
- Lightswitches
- Thermostat
- Keyboard
- Computer mouse
- Remote control
- Phones
- Touchscreens
- ATMs



For more information contact
your Ecolab Representative
or visit [ecolab.com/coronavirus](https://www.ecolab.com/coronavirus)