

POINT OPERATING PROCEDURES

DEPT: Operations

SUBJECT: Cleaning Protocols for Guest Rooms Exposed to COVID-19

DATE: April 17, 2020

This document provides the requirements for the cleaning and disinfection of rooms or areas occupied by those with suspected or with confirmed COVID-19. It is aimed at limiting the survival of SARS-CoV-2 in key environments. These protocols are based on the guidance of the CDC document Cleaning and Disinfection for Community Facilities.

It is of the utmost importance to protect the health and well-being of our employees, guests, vendors and other visitors. For the protection of employees, no guests will be provided service during their stay. Upon check-out the **room must be left vacant for 48-hrs** after departure before an employee may enter the room.

PPE (Personal Protection Equipment)

The risk of exposure to cleaning staff is inherently low. Cleaning staff must wear disposable gloves, masks and gowns for all tasks in the cleaning process, including handling trash.

The use of personal protective equipment is required for all employees engaged in the cleaning of guest rooms, linens, and any other items and furnishings that are removed from a guest room that had been occupied by a guest with suspected or confirmed COVID-19.

- Gloves and gowns should be compatible with the disinfectant products being used.
- Additional PPE might be required based on the cleaning/disinfectant products being used and whether there is a risk of splash.
- Gloves and gowns should be removed carefully to avoid contamination of the wearer and the surrounding area. Be sure to clean hands after removing gloves.
- If gowns are not available, coveralls, aprons or work uniforms can be worn during cleaning and disinfecting. Reusable (washable) clothing should be laundered afterwards. Clean hands after handling dirty laundry.
- Gloves should be removed after cleaning a room or area occupied by ill persons. Wash hands immediately after gloves are removed.
- Employees should immediately report breaches in PPE such as a tear in gloves or any other potential exposures to their supervisor.

CLEANING & DISENFECTING

It is important to distinguish between cleaning and disinfecting as it is a two-step process.

- Cleaning refers to the removal of germs, dirt, and impurities from surfaces. It does not kill germs, but by removing them, it lowers their numbers and the risk of spreading infection.

- Disinfecting refers to using chemicals, for example, EPA-registered disinfectants, to kill germs on surfaces. This process does not necessarily clean dirty surfaces or remove germs, but by killing germs on a surface after cleaning, it can further lower the risk of spreading infection

Hard (Non-porous) Surfaces

- Wear disposable gloves when cleaning and disinfecting surfaces. Gloves should be discarded after each cleaning. Clean hands immediately after gloves are removed following guidelines to use soap and wash for 20 seconds.
- If surfaces are dirty, they should be cleaned using a detergent or soap and water prior to disinfection.
- For disinfection, most common EPA-registered household disinfectants should be effective.
 - A list of products that are EPA-approved for use against the virus that causes COVID-19 is available at the link below. Follow manufacturer's instructions for all cleaning and disinfection products for (concentration, application method and contact time, etc.) <https://www.epa.gov/pesticide-registration/list-n-disinfectants-use-against-sars-cov-2>
 - Additionally, diluted household bleach solutions (at least 1000ppm sodium hypochlorite) can be used if appropriate for the surface. Follow manufacturer's instructions for application, ensuring a contact time of at least 1 minute, and allowing proper ventilation during and after application. Check to ensure the product is not past its expiration date. Never mix household bleach with ammonia or any other cleanser. Unexpired household bleach will be effective against coronaviruses when properly diluted.
- Prepare a bleach solution by mixing:
 - 5 tablespoons (1/3rd cup) bleach per gallon of water or
 - 4 teaspoons bleach per quart of water

Soft (Porous) Surfaces

- 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. After cleaning:
 - Launder items as appropriate in accordance with the manufacturer's instructions. If possible, launder items using the warmest appropriate water setting for the items and dry items completely.
 - Otherwise, use products that are EPA approved for disinfecting and that are suitable for porous surfaces.

Electronics

- For electronics such as cell phones, tablets, touch screens, remote controls, and keyboards, remove visible contamination if present.

- Follow the manufacturer’s instructions for all cleaning and disinfection products.
- Consider use of wipeable covers for electronics.
- If no manufacturer guidance is available, consider the use of alcohol-based wipes or sprays containing at least 70% alcohol to disinfect touch screens. Dry surfaces thoroughly to avoid pooling of liquids.

Linens, clothing, and other items that go in the laundry

- Wear disposable gloves when handling dirty laundry from an ill person and then discard after each use. Clean hands immediately after gloves are removed following guidelines to use soap and wash for 20 seconds.
 - While in the guest room place all linens in a garbage bag and seal the bag before leaving the room. If possible, do not shake dirty laundry. This will minimize the possibility of dispersing virus through the air.
 - Launder items as appropriate in accordance with the manufacturer’s instructions. If possible, launder items using the warmest appropriate water setting for the items and dry items completely. Dirty laundry from an ill person can be washed with other people’s items.
 - Clean and disinfect clothes hampers according to guidance above for surfaces. If possible, consider placing a bag liner that is either disposable (can be thrown away) or can be laundered.

Dishes and other non-disposable food service items used should be handled with gloves and washed with hot water or in a dishwasher. Clean hands immediately after gloves are removed following guidelines to use soap and wash for 20 seconds.

TRAINING OF STAFF

- Managers must educate employees performing cleaning, laundry, and trash pick-up activities to recognize the symptoms of COVID-19 and provide instructions on what to do if they develop symptoms within 14 days after their last possible exposure to the virus. At a minimum, any staff should immediately notify their supervisor and the local health department if they develop symptoms of COVID-19. The health department will provide guidance on what actions need to be taken. Immediately report any employee with COVID-19 symptoms to Karlene.
- Managers must provide training to all cleaning staff on site prior to providing cleaning tasks. Training should include when to use PPE, what PPE is necessary, how to properly don (put on), use, and doff (take off) PPE, and how to properly dispose of PPE.
- Employers must ensure workers are trained on the hazards of the cleaning chemicals used in the workplace in accordance with OSHA’s Hazard Communication standard (29 CFR 1910.1200).
- Employers must comply with OSHA’s standards on Bloodborne Pathogens (29 CFR 1910.1030), including proper disposal of regulated waste, and PPE (29 CFR 1910.132).