

Facility Management Planning for Building Re-Occupation

Cleaning Considerations



July 16, 2020



How do we move forward?

From Harvard Business School
Crisis Management for Leaders
Program COVID19 Novel Event
March 2020

**In an unprecedented crisis,
there are no pre-cooked *answers*.
All we can offer is the best *process*.**

- 1) Resist the pressure to provide quick answers (most of them will turn out to be wrong)
- 2) Remind yourself and others that
 - We don't yet fully understand the situation
 - The situation is continuing to change
 - It will take time to learn / develop the best approaches
- 3) Activate the best *process* you can with the best people you can recruit

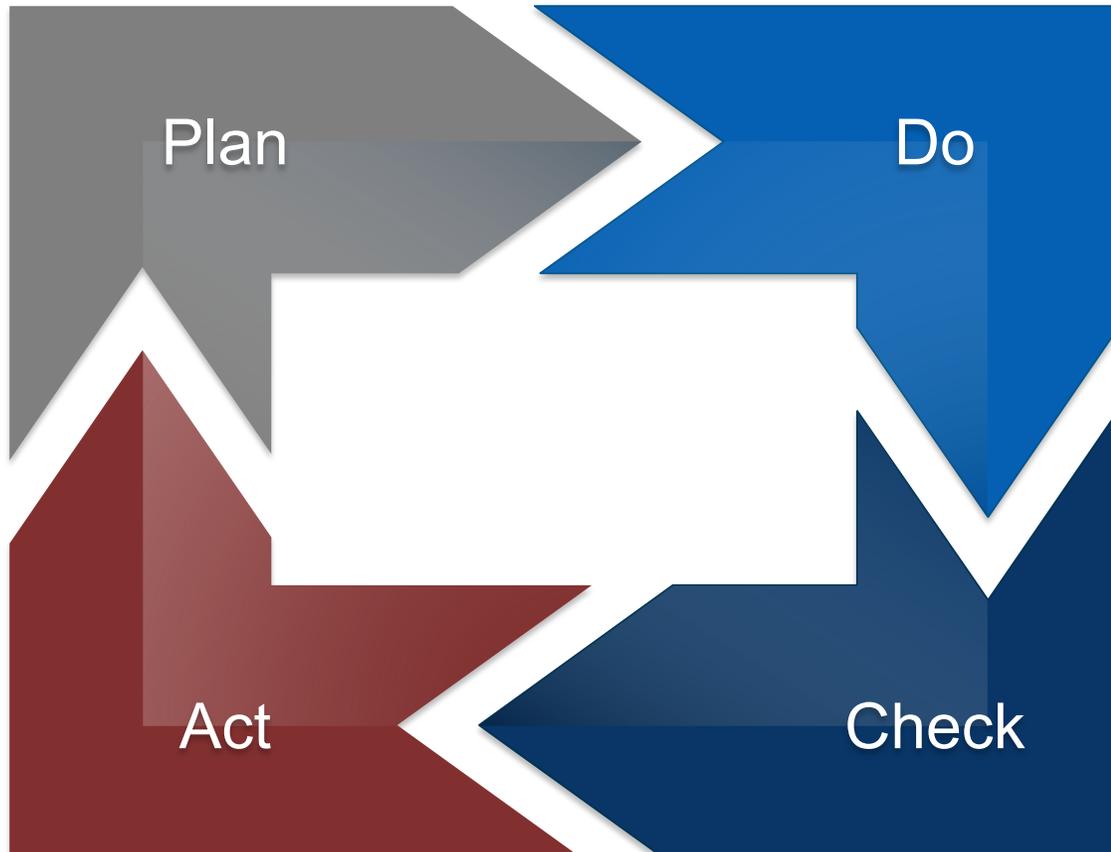


Crisis Management for Leaders
Frameworks for Crisis Management

Set Reasonable Expectations

Process

*Activate the **best process** you can*



Plan

- Determine Re-entry Protocols
- Plan for workplace changes
- Communicate the Plan

Do

- Re-occupancy
- Changes to existing protocols
- Long Term Occupancy

Check

- Lessons Learned
- Revisiting the Facilities plan
- Long-term adjustments

Act

- Readjusting to changes in Demand Organization
- Readjusting to changes to Legislative Environment
- What if you need to close again?



Cleaning Considerations

- 1. Mandates & Guidelines**
- 2. Terminology**
 - a. Levels of cleaning
 - b. Products
- 3. Operational Plan**
 - a. Pre-occupancy
 - b. During-occupancy
 - c. Positive tests
- 4. Communication**

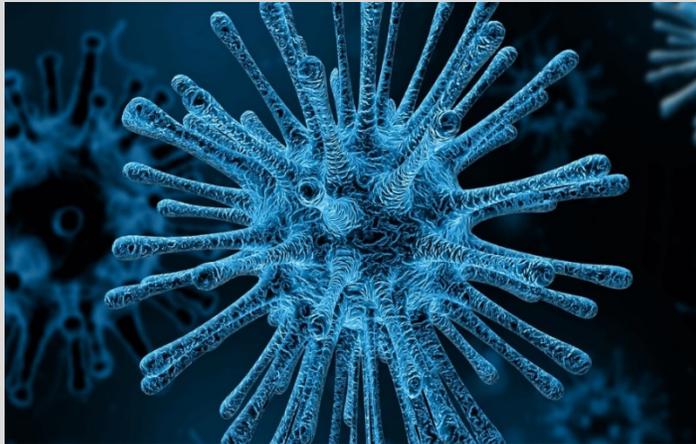




Mandates & Guidelines

Federal

CDC



Reference:
CDC, Cleaning and Disinfecting
Your Facility
<https://www.cdc.gov/coronavirus/2019-ncov/community/disinfecting-building-facility.html>

EPA



Reference:
EPA, List N: Emerging Pathogen
<https://www.epa.gov/pesticide-registration/list-n-disinfectants-use-against-sars-cov-2>

OSHA



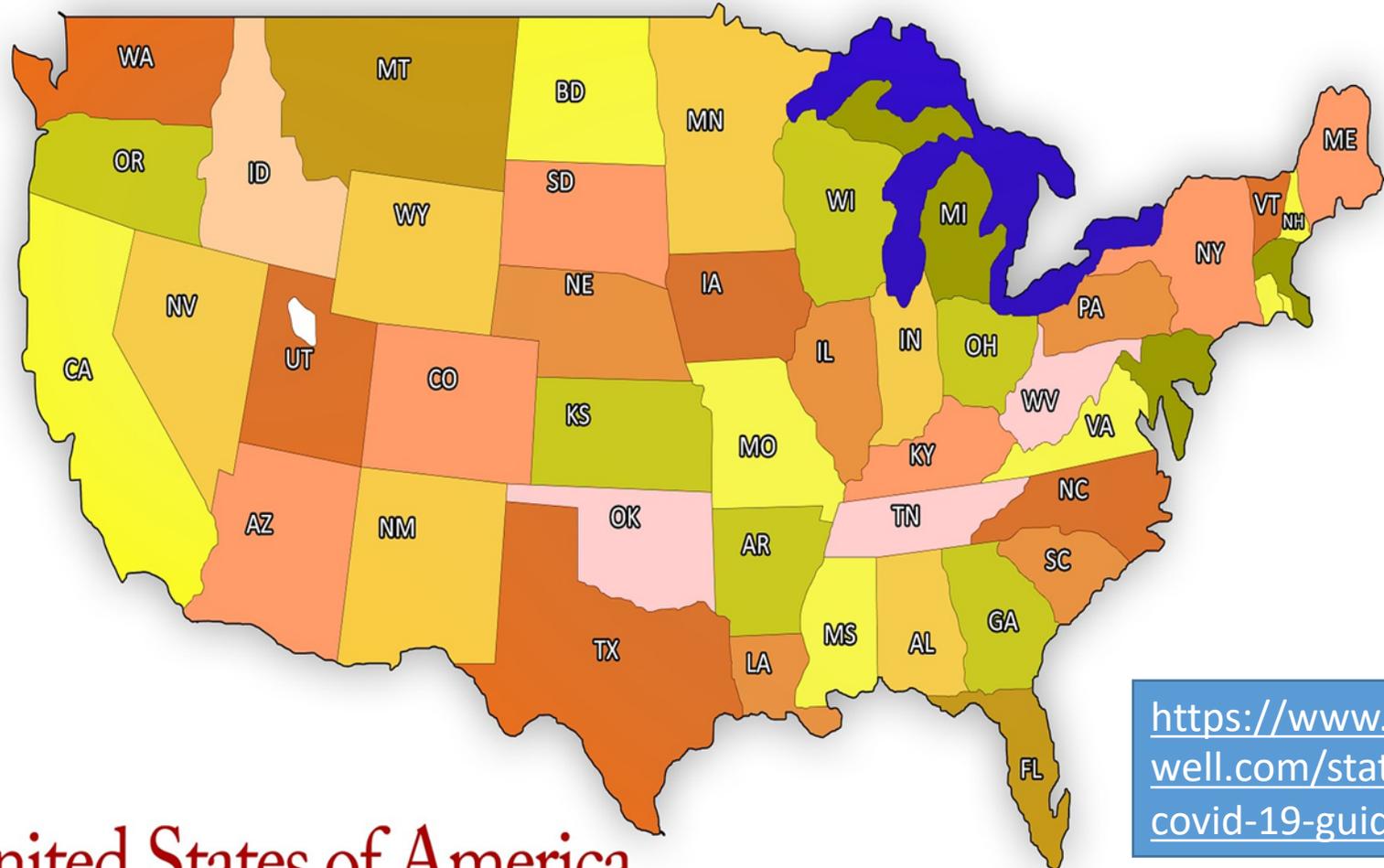
Reference:
OSHA, COVID-19
<https://www.osha.gov/SLTC/covid-19/>



Mandates & Guidelines

State & Local

- Statewide
 - Executive Orders
 - State Department of Labor
- Counties
 - Public Health Departments
 - Office of Emergency Management



<https://www.huschblackwell.com/state-by-state-covid-19-guidance>



United States of America

GUIDANCE FOR CLEANING & DISINFECTING

PUBLIC SPACES, WORKPLACES, BUSINESSES, SCHOOLS, AND HOMES



SCAN I
FOR M
INFOR

1 DEVELOP YOUR PLAN

DETERMINE WHAT NEEDS TO BE CLEANED.

Areas unoccupied for 7 or more days need only routine cleaning. Maintain existing cleaning practices for outdoor areas.

DETERMINE HOW AREAS WILL BE DISINFECTED. Consider the type of surface and how often the surface is touched. Prioritize disinfecting frequently touched surfaces.

CONSIDER THE RESOURCES AND EQUIPMENT NEEDED. Keep in mind the availability of cleaning products and personal protective equipment (PPE) appropriate for cleaners and disinfectants.

Follow guidance from state, tribal, local, and territorial authorities.

2 IMPLEMENT

CLEAN VISIBLY DIRTY SURFACES WITH SOAP AND WATER prior to disinfection.

USE THE APPROPRIATE CLEANING OR DISINFECTANT PRODUCT. Use an EPA-approved disinfectant against COVID-19, and read the label to make sure it meets your needs.

ALWAYS FOLLOW THE DIRECTIONS ON THE LABEL. The label will include safety information and application instructions. Keep disinfectants out of the reach of children.

3 MAINTAIN AND REVISE

CONTINUE ROUTINE CLEANING AND DISINFECTION. Continue or revise your plan based upon appropriate disinfectant and PPE availability. Dirty surfaces should be cleaned with soap and water prior to disinfection. Routinely disinfect frequently touched surfaces at least daily.

MAINTAIN SAFE PRACTICES such as frequent handwashing, using cloth face coverings, and staying home if you are sick.

CONTINUE PRACTICES THAT REDUCE THE POSSIBILITY FOR EXPOSURE. Maintain social distancing, stay six feet away from others. Reduce sharing of crowded spaces and frequently touched objects.

CDC ReOpening America Cleaning Disinfection Decision Tool

https://www.cdc.gov/coronavirus/2019-ncov/community/pdf/ReOpening_America_Cleaning_Disinfection_Decision_Tool.pdf

MAKING YOUR PLAN TO CLEAN AND DISINFECT

Cleaning with soap and water removes germs, dirt, and impurities from surfaces. It lowers the risk of spreading infection.

Disinfecting kills germs on surfaces. By killing germs on a surface after cleaning, it can further lower the risk of spreading infection.

Is the area indoors?

YES

It is an indoor area.

NO

Maintain existing cleaning practices.

Coronaviruses naturally die in hours to days in typical indoor and outdoor environments. Viruses are killed more quickly by warmer temperatures and sunlight.

Has the area been occupied within the last 7 days?

YES

Yes, the area has been occupied within the last 7 days.

NO

The area has been unoccupied within the last 7 days.

The area will need only routine cleaning.

Is it a frequently touched surface or object?

YES

Yes, it is a frequently touched surface or object.

NO

Thoroughly clean these materials.

Consider setting a schedule for routine cleaning and disinfection, as appropriate.

What type of material is the surface or object?

Hard and non-porous materials like glass, metal, or plastic.

Visibly dirty surfaces should be cleaned prior to disinfection.

Consult EPA's list of disinfectants for use against COVID-19, specifically for use on hard, non-porous surfaces and for your specific application need. More frequent cleaning and disinfection is necessary to reduce exposure.

Soft and porous materials like carpet, rugs, or material in seating areas.

Thoroughly clean or launder materials.

Consider removing soft and porous materials in high traffic areas. Disinfect materials if appropriate products are available.

CDC ReOpening America Cleaning Disinfection Decision Tool

https://www.cdc.gov/coronavirus/2019-ncov/community/pdf/ReOpening_America_Cleaning_Disinfection_Decision_Tool.pdf



Terminology

Understand The Products In Your Cleaning Program

- EPA Registered products
 - Specific for coronavirus – EPA List N
- Product Use Data
 - Dwell time
 - Dispersal
- Safety Data Sheet
 - Health & safety

Conforms to USDOL OSHA 29CFR 1910.1200 HAZCOM

SAFETY DATA SHEET



HEALTH · HYGIENE · HOME

Professional Lysol® Brand III Kills 99.9% of Viruses & Bacteria** Disinfectant Spray, All Scents

1. Product and company identification

Product name : Professional Lysol® Brand III Kills 99.9% of Viruses & Bacteria** Disinfectant Spray, All Scents

Distributed by : Reckitt Benckiser LLC.
Morris Corporate Center IV
399 Interpace Parkway (P.O. Box 225)
Parsippany, New Jersey 07054-0225
+1 973 404 2600

Emergency telephone number (Medical) : 1-800-338-6167

Emergency telephone number (Transport) : 1-800-424-9300 (U.S. & Canada) CHEMTREC
Outside U.S. and Canada (North America), call Chemtrec:703-527-3887

Website : <http://www.rbnainfo.com>

HAZARD AWARENESS CHART

HAZARD CLASSIFICATIONS

HAZARD INDEX

●	FIRE HAZARD
●	HEALTH HAZARD
●	REACTIVITY

4 - SEVERE HAZARD
3 - SERIOUS HAZARD
2 - MODERATE HAZARD
1 - SLIGHT HAZARD
0 - MINIMAL HAZARD

PERSONAL PROTECTION PICTOGRAMS

HAZARD SYMBOLS

emergency personnel and for other conditions and situations or prolonged exposure, in accordance with the requirements of stration.

our products. For consumer use, all precautionary and first aid accordance with the applicable government regulations, and shown

- 933) Original
- 940) Fresh
- 919) Country
- 917) Crisp Linen / Crystal Waters
- 918) Spring Waterfall
- 929) Early Morning Breeze / Lavender

ans
36241-04650
675
36241-74276
3241-74828
36241-76075





Terminology

Understand The Levels of Your Cleaning Program

Cleaning

Surfaces and objects

Removes germs, dirt, and impurities

Disinfecting

Surfaces and objects

Kills germs

Sanitizing

Surfaces and objects

Lowers the numbers of germs to a safe level



Terminology



Routine Cleaning

Cleaning normally completed during normal operations

Enhanced Cleaning

Cleaning designed to disinfect commonly touched surfaces to prevent the spread of disease

Deep Cleaning

Cleaning after a suspected or confirmed case of disease



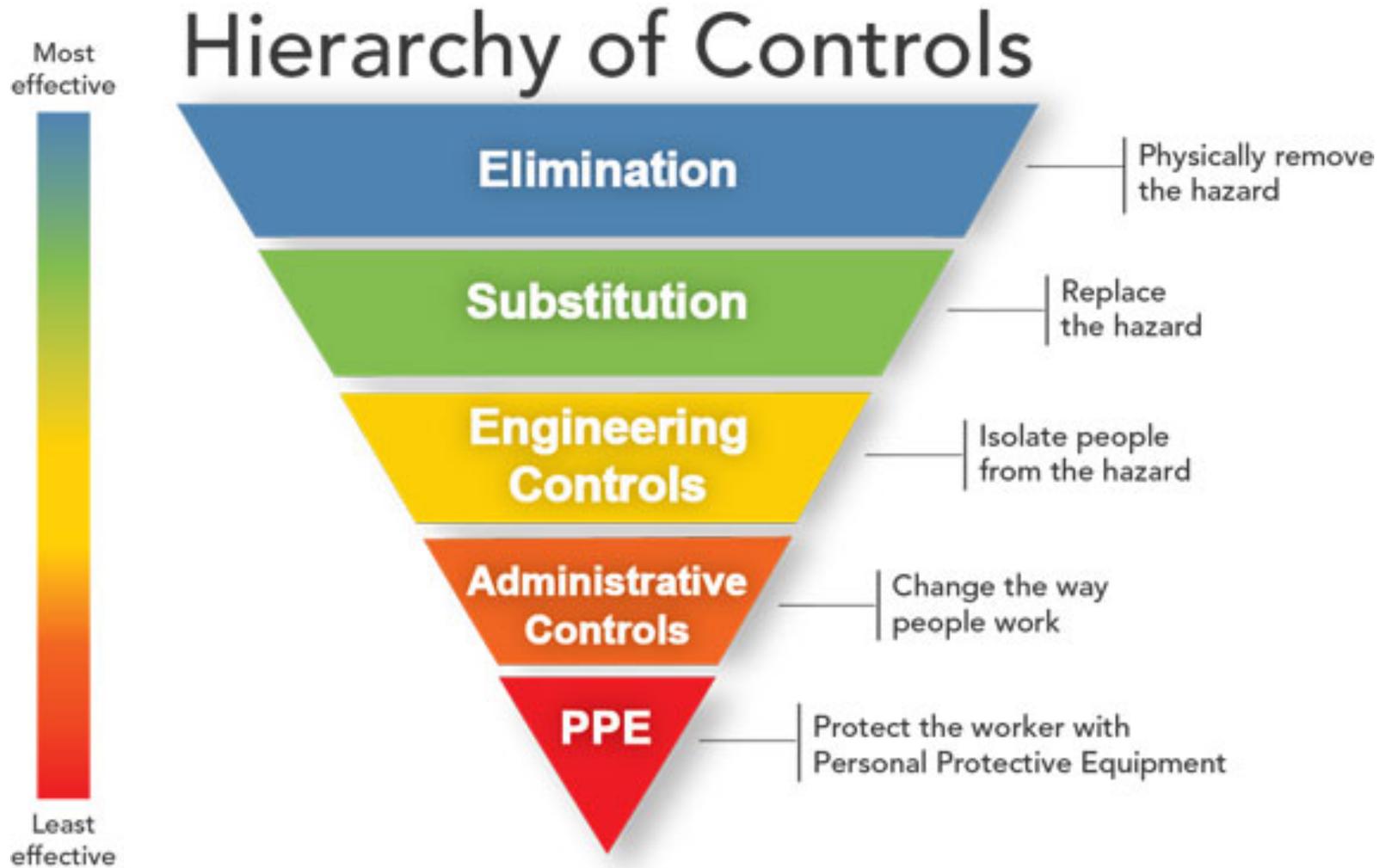
Terminology





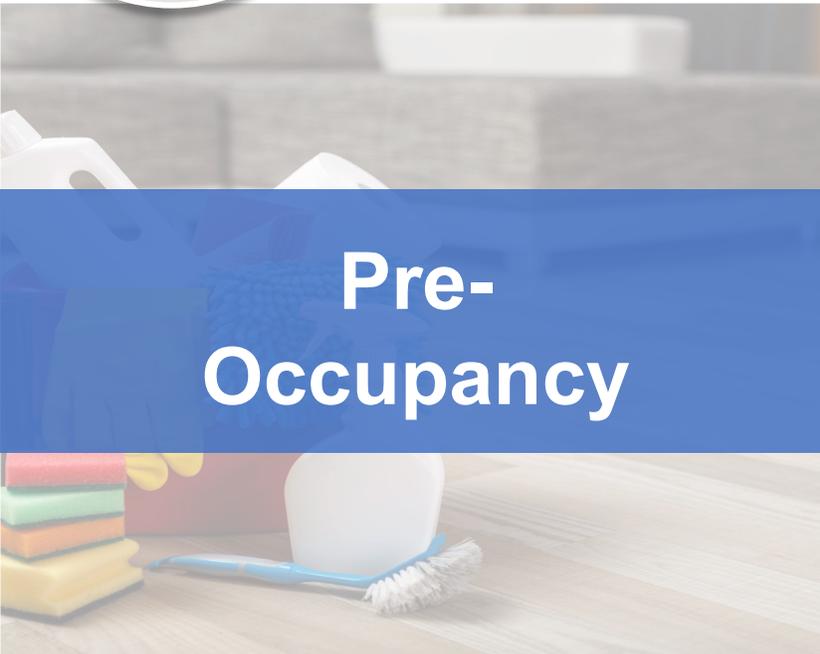
Operational Plan

*Minimizing risk using
a hierarchy of
controls*





Operational Plan



Pre-Occupancy



Re-Entry



Facility Strategic Planning

Past



What level of cleaning have you been doing during shutdown?



What level of cleaning will you perform during phased re-occupancy?



What level of cleaning will you perform if you have a positive COVID-19 test?

Future



Operational Plan

Re-Occupancy Cleaning Considerations:

1. What levels of cleaning you are doing now with limited or no occupancy?
2. How will those levels change with phased re-occupancy?
 - a. Additional disinfection
 - b. Increased frequency
 - c. Contract management
3. What level of PPE will be required for cleaning personnel?
 - a. OSHA
 - b. Safety Data Sheets



Operational Plan

Re-Occupancy Cleaning Considerations:

1. How will you measure the effectiveness of the cleaning program?
2. How will you make modifications as needed?
 - a. Contract management / Personnel management
 - b. Decision making authority
3. What will trigger changes in cleaning levels?
 - a. Positive case of COVID-19 ----- 
 - b. Stakeholder dissatisfaction

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



Operational Plan

Re-Occupancy Cleaning Considerations:

1. How will you handle quality control/quality assurance?
 - a. Who will verify cleaning personnel are using EPA registered products?
 - b. Who will verify cleaning personnel are using products correctly?
2. How will you handle stakeholder concerns or complaints about cleaning?
 - a. Be prepared for concerns and some dissatisfaction
3. How and when will you return to non-pandemic levels of cleaning?



Operational Plan

Re-Occupancy Cleaning Considerations:

1. How will the changes in the cleaning program be communicated to your stakeholders?
 - a. Education – Signs, Memos, Protocols
 - b. Training – Important to reinforce requirements
 - c. Communication Best Practices

Training may be required by mandates or regulations developed for COVID-19.



Communication

- Know your audience
- Variety of message types
- Consistency of messaging



Symptoms of Coronavirus (COVID-19)

Know the symptoms of COVID-19, which can include the following:



Symptoms can range from mild to severe illness, and appear 2-14 days after you are exposed to the virus that causes COVID-19.

***Seek medical care immediately if someone has emergency warning signs of COVID-19.**

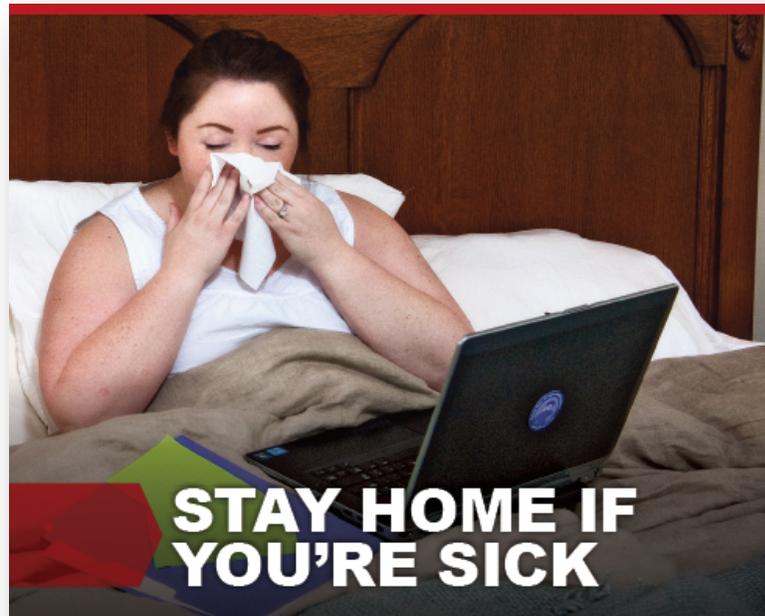
- Trouble breathing
- Persistent pain or pressure in the chest
- New confusion
- Inability to wake or stay awake
- Bluish lips or face

This list is not all possible symptoms. Please call your medical provider for any other symptoms that are severe or concerning to you.



cdc.gov/coronavirus

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STAY HOME IF YOU'RE SICK

If you're sick, stay home, rest, and remember to:



Cover your coughs and sneezes with a tissue or your sleeve.



Wash your hands often with soap and water.



Clean frequently touched surfaces and objects (for example, TV remotes and computers).



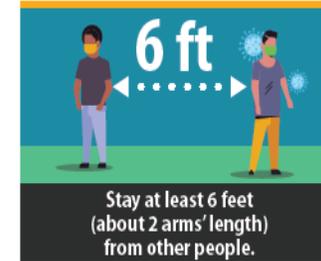
U.S. Department of Health and Human Services
Centers for Disease Control and Prevention

Employers: Consider offering flexible leave and telework policies. Make it easier for your staff to stay home when they're sick or caring for a sick family member.

For more information: www.cdc.gov/npi | 1-800-CDC-INFO (232-4636) | www.cdc.gov/info

Stop the Spread of Germs

Help prevent the spread of respiratory diseases like COVID-19.



cdc.gov/coronavirus

21877-10/13, 2020 10:00 AM

CDC Coronavirus Disease 2019 (COVID-19) / Communication Resources/ Print Resources

<https://www.cdc.gov/coronavirus/2019-ncov/communication/print-resources.html?Sort=Date%3A%3Adesc>

Re-Occupancy Summary Example



PERSONAL HABITS & HYGIENE

- Wash your hands frequently and for at least 20 seconds.
- Wear face coverings while entering, exiting facilities, and when you can't maintain proper social distance.
- Don't come to an office or project site if you are exhibiting any symptoms of COVID-19.
- Take personal responsibility for your health & safety.



SOCIAL DISTANCING & SHARED SPACE

- Maintain at least a 6-foot distance from other people.
- Limit your time in common areas. Limit the number of people in these areas based on proper social distancing.
- Don't use commonly shared items such as dishes, silverware, etc. Bring your own from home and keep it for your use.



CLEANING & DISINFECTING

- Wipe down your personal areas with provided cleaners. Don't bring in cleaners from home.
- Follow manufacturer's instructions for use. Understand dwell times to disinfect (varies by product)
- Wash your hands after touching frequently touched common surfaces.
- Offices will continue regular cleaning but will not have additional disinfection.



WHEN ON A PROJECT SITE

- Review local requirements before going on the site.
- Review project safety plan where applicable.
- Be aware of project site specific requirements.
- At a minimum, follow CDC guidelines - wear face coverings, maintain social distancing, and wash hands frequently.

Know Your State, Local, And Building Requirements!



Current Landscape

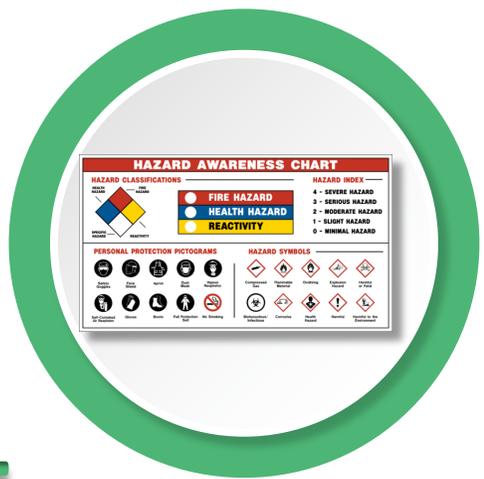
- Shortages of cleaning products and equipment
- No shortage of cleaning companies
 - Review company history & skillsets
 - Verification of process & procedures
- Verify proclamations and promises
 - New techniques, products
 - Be wary of “magic”, 100% guarantees, etc.



FOCUS ON ESTABLISHED STANDARDS & GUIDELINES



Key Takeaways



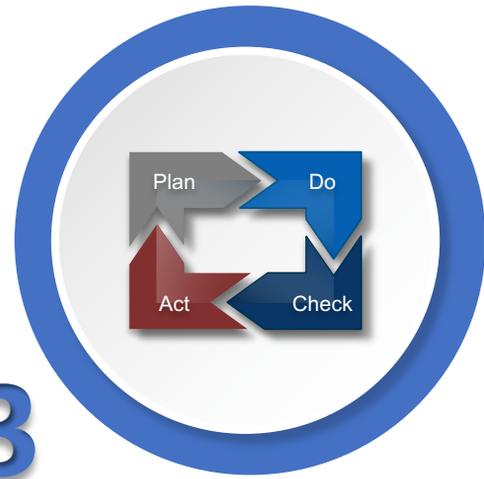
1

Know Your Cleaning Products & Cleaning Levels



2

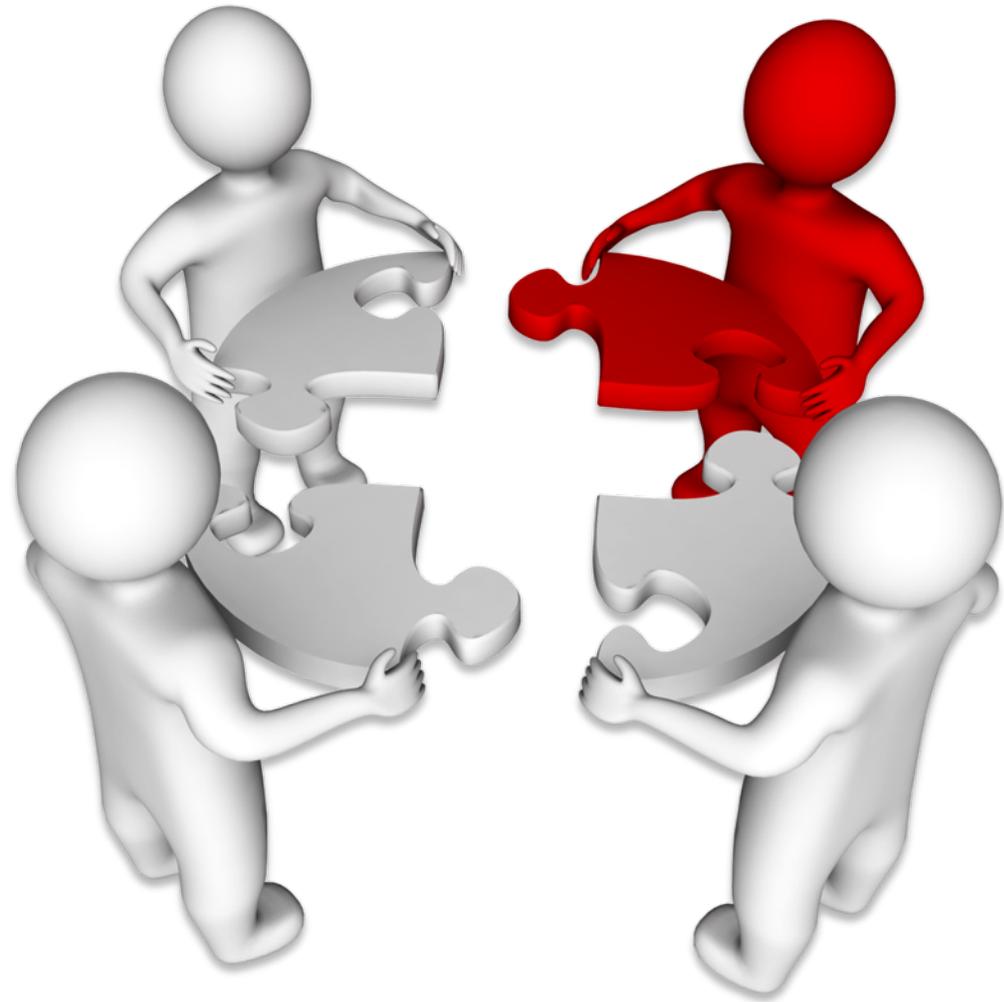
Focus on Established Standards & Guidelines



3

Set this up as a program – Plan – Do- Check - Act

Things Need to Look
Different to Impact
Employee/Occupant
Change



References

CDC

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

Environmental Cleaning and Disinfection Recommendations - Interim Recommendations for US Community Facilities with Suspected/Confirmed Coronavirus (March 6, 2020)

<https://www.cdc.gov/coronavirus/2019-ncov/community/organizations/cleaning-disinfection.html>

Interim Guidance for Environmental Cleaning and Disinfection for U.S. Households with Suspected or Confirmed Coronavirus Disease 2019.

https://www.cdc.gov/coronavirus/2019-ncov/prevent-getting-sick/cleaning-disinfection.html?CDC_AA_refVal=https%3A%2F%2Fwww.cdc.gov%2Fcoronavirus%2F2019-ncov%2Fprepare%2Fcleaning-disinfection.html

Interim Guidance for US Institutions of Higher Education

<https://www.cdc.gov/coronavirus/2019-ncov/community/guidance-ihe-response.html>

EPA

<https://www.epa.gov/coronavirus>

<https://www.epa.gov/pesticide-registration/list-n-disinfectants-use-against-sars-cov-2>

US Department of Labor

Occupational Safety and Health Administration

OSHA 3990-03 2020

Guidance on Preparing Workplaces for COVID-19

<https://www.osha.gov/Publications/OSHA3990.pdf>

Circle of Blue

https://www.circleofblue.org/2020/world/water-contamination-risks-lurk-in-plumbing-of-idled-buildings/?mc_cid=afce21fe93&mc_eid=8f2bc8eac7

ISS

<https://www.issworld.com/disinfection>

San Francisco Department of Public Health

COVID-19 “Minimum Environmental Cleaning Standards” for Business, Schools, and SRO Settings

March 9, 2020

<https://www.sfdph.org/dph/alerts/files/CoVid-19-Business-and-SROs.pdf>

International Association of Fire Chiefs

Safety Health Survival Section - COVID-19 PPE Decontamination Recommendations:

<https://www.iafc.org/topics-and-tools/resources/resource/covid-19-ppe-decontamination-recommendations>

Cleaning Considerations

Thanks for tuning in!

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