Facility Management Planning for Building Re-Occupation

Cleaning Considerations
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

Set Reasonable Expectations
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

<table>
<thead>
<tr>
<th>Agency</th>
<th>Reference</th>
</tr>
</thead>
<tbody>
<tr>
<td>CDC</td>
<td>CDC, Cleaning and Disinfecting Your Facility</td>
</tr>
<tr>
<td>EPA</td>
<td>EPA, List N: Emerging Pathogen</td>
</tr>
<tr>
<td></td>
<td><a href="https://www.epa.gov/pesticide-registration/list-n-disinfectants-use-against-sars-cov-2">https://www.epa.gov/pesticide-registration/list-n-disinfectants-use-against-sars-cov-2</a></td>
</tr>
<tr>
<td>OSHA</td>
<td>OSHA, COVID-19</td>
</tr>
<tr>
<td></td>
<td><a href="https://www.osha.gov/SLTC/covid-19/">https://www.osha.gov/SLTC/covid-19/</a></td>
</tr>
</tbody>
</table>
Mandates & Guidelines

• Statewide
  - Executive Orders
  - State Department of Labor

• Counties
  - Public Health Departments
  - Office of Emergency Management

State & Local


United States of America
GUIDANCE FOR CLEANING & DISINFECTING
PUBLIC SPACES, WORKPLACES, BUSINESSES, SCHOOLS, AND HOMES

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 DISINFECTING.
Continue or revise your plan based upon appropriate disinfectant and PPE availability. Dirty surfaces be cleaned with soap and water prior to disinfect. Routinely disinfect frequently touched surfaces least daily.
MAINTAIN SAFE PRACTICES such as frequent handwashing, using cloth face coverings, and stay home if you are sick.
CONTINUE PRACTICES THAT REDUCE THE POS FOR EXPOSURE. Maintain social distancing, stay six feet away from others. Reduce sharing of common spaces and frequently touched objects.

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

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
Terminology

Understand The Levels of Your Cleaning Program

<table>
<thead>
<tr>
<th>Cleaning</th>
<th>Disinfecting</th>
<th>Sanitizing</th>
</tr>
</thead>
<tbody>
<tr>
<td>Surfaces and objects</td>
<td>Surfaces and objects</td>
<td>Surfaces and objects</td>
</tr>
<tr>
<td>Removes germs, dirt, and impurities</td>
<td>Kills germs</td>
<td>Lowers the numbers of germs to a safe level</td>
</tr>
</tbody>
</table>

Reference: CDC Cleaning and Disinfecting Your Facility
**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.

Reference: Industry terminology, not explicitly defined by CDC.
**Terminology**

**4 D’s**

- **Disinfection**
  Is the product listed as effective for Coronavirus? = EPA List N

- **Dilution**
  Can this product be diluted and how? = Manufacturer Information

- **Dispersal**
  How can this product be delivered effectively? = Manufacturer information

- **Dwell Time**
  How long does the product need to remain wet on surfaces? = Product label
Minimizing risk using a hierarchy of controls

https://www.cdc.gov/niosh/topics/hierarchy/default.html
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?
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

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?
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.
Effective communication is clear, concise, and respectful

- 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:

- Cough
- Fever
- Chills
- Muscle pain
- New loss of taste or smell
- Difficulty breathing

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 worrisome to you.

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!
• 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

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

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

Interim Guidance for US Institutions of Higher Education

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

Circle of Blue

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

International Association of Fire Chiefs
Safety Health Survival Section - COVID-19 PPE Decontamination Recommendations:
Cleaning Considerations

Thanks for tuning in!

Maureen Roskoski, CFM, SFP, ProFM
Facility Engineering Associates
Senior Professional
Maureen.rokoski@feapc.com
(703) 591-4855
Cell (703) 517-0214
12701 Fair Lakes Circle, Suite 101
Fairfax, VA 22033
www.feapc.com