

A STEP BY STEP CLEANING PROTOCOL FOR YOUR BUSINESS

As Ontario's businesses begin to reopen, we have been listening to the concerns of our community. While the public get back to their normal routines, **they want to know that the places they go are clean and safe.** We know that you are worried about how to ensure the trust of your staff and clients and successfully rebuild your business.

In addition to this, businesses are legally obligated to remain compliant with the Emergency Management and Civil Protections Act. Managers must develop enhanced cleaning protocols and monitoring processes that ensure compliance by contractors, employees and service providers.

We created this step by step guide based on our own professional standards and experience to arm you with an expert-informed cleaning protocol and show you how to build trust by highlighting your standards and compliance.

A person wearing a white protective suit, mask, and gloves is cleaning a glass railing on a staircase. The person is using a red tool, possibly a squeegee or a brush, to clean the glass. The staircase has dark steps and a metal handrail. The background is dark and out of focus.

**MADE BY YOUR
PARTNERS IN
CLEANING FOR
HEALTH &
SAFETY**

Cleaning, Sanitizing & Disinfecting are not the same

First thing's first! Know the difference between cleaning, sanitizing, and disinfection to ensure you are using the right products and methods in your cleaning protocol.

CLEANING

Regular cleaning involves the use of detergents containing **surfactants** combined with agitation to **remove visible dirt, soils, and some germs** from a surface. Cleaning does not kill bacteria, viruses or fungi, which are generally referred to as germs.

SANITIZING

Sanitizers are products designed to reduce viral load and other surface germs to safe levels according to public health standards. The performance threshold for food contact sanitizers is 99.999%, meaning they **kill** 99.999% of germs.

DISINFECTING

Applying disinfectant doesn't necessarily clean dirty surfaces or remove germs, but rather works by **killing 99.9999% of pathogens on a surface *after* it has been cleaned.** For SARS-CoV-2 we must use disinfectants registered with the **EPA's N-list with an Emerging Viral Pathogens Claim.**

FOUR STEPS TO A SUCCESSFUL PROTOCOL



1 CREATE A PROTOCOL

A cleaning protocol should clearly define the step-by-step actions required for proper sanitation, as well as the frequency and reasoning behind each step. Protocols that are specific and give context increase comprehension and are more likely to be followed.

2 TRAIN YOUR STAFF

Everyone on staff needs to know how, when, and where to clean. Utilizing free software with modules and testing ensures your team understands all key concepts. Training should never be a one and done task; update with new information and test for retention around proper usage and steps.

3 BE ACCOUNTABLE

A schedule requiring initials that indicate who cleaned an area and when provides visual reassurance that protocols are being followed. Following up with quality control audits enables managers to spot gaps in performance and allows for continuous improvement backed by data.

4 MAKE IT PUBLIC

Cleaning is invisible work, so make your intentions and protocols as public as possible. Use various channels (onsite, online, email etc) to communicate cleaning protocols with as much transparency as possible. This provides much needed security to wary folks.

Create a Cleaning Protocol

Implementing a new cleaning protocol can be viewed as a 3-step process: Professional Deep Cleaning, Regular Maintenance Cleaning, & Frequent Disinfecting to prevent the spread of invisible pathogens like SARS-CoV-2. business.

While Deep Cleaning should be carried out by professionals, maintenance and frequent disinfection can usually be done in house.

STEP 1

DEEP CLEANING

This task involves **removing visible and hidden dirt from all areas in your space**, high and low. Depending on the traffic and nature of your business, deep cleaning should be done by a professional cleaning company 1-3x weekly, up to as often as daily.

MAINTENANCE CLEANING

Any visible dirt will harbour germs and inhibit disinfectants. Maintenance cleaning involves cleaning **high traffic and high touch surfaces** to keep these soils and germs at bay. Engage your staff in a rotational schedule to maintain the space up to twice daily.

DISINFECTING

Any surface such as a door handle or light switch can become contaminated the moment someone touches it. That's why **applying a disinfectant to high touch areas** should be done as often as possible, such as hourly for high traffic shops or in between clients/uses.

PRODUCT TRAINING

Ensure every team member that helps with cleaning is aware of exactly what products are effective on specific surfaces and soil loads, and exactly how to use them. This is especially crucial for the effective use of disinfectants.

TOOLKIT TRAINING

Demonstrate proper use and maintenance of each tool, from cloths to vacuums to electrostatic sprayers. Improper use and care of cleaning tools can waste time and money, and leave infectious pathogens behind.

PROCESS TRAINING

Have your team follow the same steps and use the same cleaning methods that will maximize their time and effort. It isn't micromanaging, it is necessary for effectiveness, efficiency, and ultimately hygienic surfaces.

Train Your Staff

Most of us have been taught how to clean at some point in our lives; however, the key to a successful and professional cleaning protocol is knowledge and consistency.

When everyone on your team is properly trained on how to use the correct products, tools, and processes in between cleaning services, you can be sure the best job is being done regardless of who is doing it.

STEP 2

Be Accountable

When the most important aspect of a cleaning protocol during a pandemic is invisible, checking in on your cleaning protocol regularly is the only way to ensure your business is being kept safe and healthy.

Whether you are doing it on your own or working with a cleaning partner, here is how to hold yourself and your staff accountable.

STEP 3

PERFORM REGULAR AUDITS

There is currently no technology available that can accurately determine the presence of SARS-CoV-2 after cleaning; however, tools such as ATP meters and UV fluorescent markers can measure adherence to cleaning protocols.

FOLLOW A SCHEDULE

The best way to keep track of cleaning is to maintain a cleaning schedule in a highly visible area, with the time and initials of who performed each specific task. We recommend following the **ISSA Clean Standards** which provides acceptable benchmarks on ranges of clean. Regular testing will inform the cleaning frequency required to meet the Clean Standards

REVIEW AND RETRAIN

Automate retraining and communicate when upcoming sessions will be held to reinforce the seriousness of following the proper protocols. This ensures your team doesn't develop poor habits that deviate from the correct procedures.

ONLINE MESSAGING

Email your team and clients describing your protocol. Pin a detailed message on your social media accounts, and put the same message in a visible place on your website. Always overcommunicate what you are doing to follow and improve protocols.

ON SITE MESSAGING

Consider appropriate signage depending on your business type. Beauty clinics can use tent cards on each station to signify it has been disinfected, while offices can have dated and initialed check lists outlining when the last time a certain area was cleaned.

MAKE 'CLEAN' VISIBLE

Get creative with how you demonstrate the safety of your building. NanoSeptic adhesives signal it is safe to touch high risk areas such as door knobs to reassure your team and clients.

Make It Public

You want everyone to know exactly what you're doing to keep them safe while inside your business. A sparkling clean space isn't enough anymore to reassure your staff and clientele that you are taking every measure to prevent the spread of infection.

Here's how to make your protocol public.

STEP 4

PROTIP #1: TOP TO BOTTOM, LEFT TO RIGHT

Methodically following a clockwise path through each room is proven to reduce time and conserves energy. Start cleaning from the top, utilizing gravity to knock dust and dirt downward to the floor before moving to the next arms length section. Avoid backtracking.

PROTIP #2: USE HIGH QUALITY MICROFIBER & 8-FOLD METHOD

When used dry, microfiber safely wipes away up to 99% of dirt and germs. The 8 fold method reduces cross contamination and smearing germs around, while maximizing the clean, usable surface area of each cloth.

PROTIP #3: USE THE CORRECT TOOLS, WISELY

Time and money is wasted using the wrong products in the wrong way. High quality products such as one multi-purpose spray, one disinfectant, and a degreaser for tougher soils are all that's needed. Specialty products that claim to be made for specific rooms typically provide no additional value.

PROTIP #4: LET THE PRODUCT DO THE SCRUBBING

We often spray and scrub without knowing most cleaning products are designed to sit wet on a surface for at least 30 seconds to activate their full cleaning power. Allowing the cleaning product to sit first usually results in a one-wipe clean.

THE SECRET TO A THOROUGH AND EFFICIENT CLEAN

Maintaining your space doesn't have to be an exhausting chore spending hours scrubbing. If you plan your approach and use your tools wisely and consistently, you will get a professional level clean in a minimal amount of time.

Here are 4 valuable protips directly from our experienced commercial cleaners!

DO NOT DEVIATE FROM MANUFACTURER LABELS

Most people don't know that Lysol wipes will only kill viruses if the surface remains wet with the product for 10 whole minutes! This is referred to as **contact or dwell time**. The lowest possible dwell time for any registered disinfectant is 60 seconds, and most are only approved for use on hard, non porous surfaces. The EPA N list identifies products approved for use on soft and porous materials. However, if possible, the CDC is recommending storing soft, porous objects like rugs, cushions, and drapes for now.

CONSIDER VALUABLE TECHNOLOGY

High traffic businesses can be difficult to sanitize frequently enough throughout the day to maintain safety levels. **NanoSeptic technology** can turn high touch areas like door handles and elevator buttons into continuous self-cleaning surfaces - 24/7! Professional cleaning companies utilize tools like **electrostatic sprayers** for safe and quick application of disinfectant to larger areas that otherwise take a long time to sanitize. **ATP meters and fluorescent markers** are also used to verify and validate cleaning efficacy.

THE SCIENCE OF DISINFECTING

Virucidal disinfectants are the main line of defense against SARS-CoV-2. These products can be difficult to find and they all work a little differently. Knowing how and when to apply disinfectant is critical in keeping your business safe and healthy.

Refer to the **EPA N list for registered disinfectants** to ensure your product is considered an effective option for protection against novel coronavirus.

WE USE GAME CHANGING TECHNOLOGY



ELECTROSTATIC SPRAYERS

Electrostatic spraying technology brings new touchless disinfection and sanitizing capabilities to infection control, reaching up to 3x more surfaces in the same amount of time of traditional disinfection.



NANOSEPTIC TECHNOLOGY

NanoSeptic surfaces utilize mineral nano-crystals molecularly bonded to material, which create a powerful oxidation reaction. Working 24/7, the surface continually oxidizes organic contaminants.



UV FLUORESCENT MARKERS

Fluorescent gel, powder, and lotion have all been developed for the purpose of marking high touch objects prior to room cleaning. It as an excellent training tool.



ATP METERS

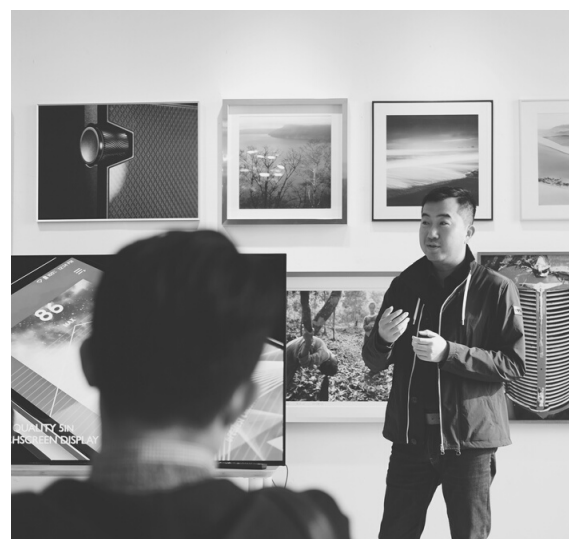
The technology is used to detect and quantify surface contamination and is used for post-cleaning assessment. It is convenient, rapid, and economical, with each sample yielding results in less than one minute.



FREE ASSESSMENT

We can assess your current protocol and work with you to build a cleaning program to follow in between professional cleaning services, based on the unique variables of your business.

Contact us for information on how to get started.



CUSTOM TRAINING

We can train your team on the specifics to maintain cleaning in between professional services including, step by step processes, efficient cleaning technique, product usage, how to prevent cross contamination, and proper use of PPE.



EXPERT SERVICE

In addition to traditional professional deep cleaning and sanitation services, we offer:

- Electrostatic sprayer disinfection coverage
- NanoSeptic installation and maintenance
- Fully customized audits via ATP and UV florescent markers

WE ARE YOUR PARTNER

GET IN TOUCH

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