

SARS-COV-2, THE CAUSE OF COVID-19

What is COVID-19?

An outbreak of a respiratory illness was reported in Wuhan, China in 2019. The World Health Organization named the illness COVID-19, the “CO” stands for Corona, “VI” for virus, and “D” for Disease. “19” refers to 2019 - when the virus was first reported.

ServiceMaster Restore has many years of experience cleaning and disinfecting hospitals and other facilities that have been at risk for exposure to various infectious diseases. We rely on our experience and a scientific, common sense approach that is thorough and cost-effective. We provide protective measures for our staff and take security and privacy into consideration to protect facilities.

We only use disinfectants that are effective given the EPA’s Emerging Pathogen Standard. A list of these products are available upon request.

ServiceMaster Restore follows the CDC’s personal protective equipment and safety recommendations.

OUR PROCEDURE

- Take precautions and proceed with appropriate personal protective equipment.
- Isolate and disinfect critical points of exposure and high touch areas.
- Disinfect all other areas as appropriate.
- Use EPA registered and approved products for disinfection appropriate to the situation.
- Properly dispose of contaminated cleaning materials.

TAKE PRECAUTIONS TO PREVENT THE SPREAD

- Avoid touching your nose, mouth, and eyes with unwashed hands.
- Wash your hands often with soap and water for at least 20 seconds.
- If soap and water are unavailable, or in addition, use alcohol-based hand sanitizer with >60% alcohol.



While we hope it will never be necessary, ServiceMaster Restore is qualified with the required protocols and processes should any harm come to your facility.

1-800-RESPOND

There are no known products that claim to kill this particular strain of COVID-19, our products meet the EPA’s Emerging Pathogen Standard as likely effective against COVID-19, based on previous Coronavirus strains. We can only guarantee a temporary reduction in possibility of spread in object to person contact.



Specialized Disinfectant & Restoration Services – General Protocol

Introduction:

ServiceMaster Restore has been serving Canadian's for over 65 years, with many years of experience cleaning and disinfecting hospitals and other facilities that have been at risk for exposure to various infectious diseases. In recent years we have assisted our clients and their facilities with exposure to SARS, MRSA, EBOLA and other concerns. We rely on our experience and a scientific, common sense approach that is thorough and cost-effective. We provide complete protective measures for our staff and customized solutions for our customers and their facilities.

Procedures:

Our recommendations are based on Health Canada guidelines and the CDC's general recommendations for cleaning & disinfection:

- Direct disinfectant wiping (disposable) of all high-touch surfaces (phones, keyboards, doorknobs, light switches).
- Sanitizing of all bathroom fixtures with disinfectant cleaner (disposable) wipes.
- Fogging with an EPA registered broad-spectrum disinfectant in all areas of concern. This allows an effective disinfectant to come into contact with most surfaces in a given space.
- Proper disposal of contaminated cleaning materials.

Safety:

ServiceMaster Restore follows the Health Canada standards and CDC recommendations for employee protection (Personal Protective Equipment) and safety.

- Respiratory protection
- Eye protection
- Protective suits
- Disposable Hand protection

Products:

ServiceMaster Restore only uses disinfectants that meet or exceed Health Canada requirements. A list of those products and their SDS documents are available upon request.

Products must meet one of the following:

- Approved by Health Canada to inactivate at least one large or one small enveloped virus to be eligible for use against an enveloped emerging viral pathogen.
- Approved by Health Canada to inactivate at least one large or one small non-enveloped virus to be eligible for use against a non-enveloped emerging viral pathogen.
- Approved by Health Canada to inactivate at least two small, non-enveloped viruses with each from a different viral family to be eligible for use against a small, non-enveloped emerging viral pathogen.

ServiceMaster Restore has trained and credentialed personnel available to respond to any emergency your business may have. Please visit our website at www.servicemasterrestore.ca for more information about our services.

Cleaning for Confirmed Exposure Situations –

For cleaning in locations that are in response to a confirmed COVID-19 infection, ServiceMaster Restore follows bio-hazard cleaning protocols and consider that the contaminate could be spread through the location. Taking all precautionary measures this would necessitate the cleaning of all areas within the impacted structure. The infected person could have touched any surface that was then touched by someone else who could have carried the contaminate to any other surface.

- 1) Provide necessary and appropriate security and sensitivity for the customer and their property.
- 2) Prior to donning PPE and after doffing, employee must wash hands with soap and water.
- 3) Employees must wear appropriate PPE for personal protection and as directed by the product label. These include:
 - a. Full body covering (moisture resistant)
 - b. Respiratory protection: full face preferred, if using a half face, eye protection must be added.
 - c. Eye protection, if not wearing full face respirator. Safety goggles with an added face shield covering, to protect exposed skin.
 - d. Double gloves, sealed to protect suit (taped at wrist on outer layer)
 - e. Medical grade, disposable, nitrile gloves (inner layer)
 - f. Chemically resistant nitrile (outer layer)
 - g. Steel shanked, rubber boots work over protective suit foot coverings
 - h. Head protection – OPTIONAL – based on work location requirement
- 4) Utilize appropriate Health Canada registered product (1) - follow label directions for required dwell time.
- 5) Employees working in teams of 2 – 3 monitoring each other for work related stress and other safety concerns.
- 6) Work from the furthest point to entry:
 - a. Clean all floor traffic areas first to avoid cross contamination or re-contamination.
 - b. Wipe all horizontal and high touch surfaces (light switches, doorknobs, handrails, etc.) using micro-fiber cloths or disposable cloths.
 - c. Spray disinfectant on all surfaces to ensure coverage of product.
 - d. Dispose of cleaning cloths in a 3ml bag for disposal in appropriate trash or for laundering if reusable.
 - e. Inspect surfaces after cleaning and ensure adequate product contact time per label.
- 7) Move to next location as a team and repeat process.

- 8) If PPE is damaged at any point during process, replace and dispose of used items in 3ml bag. Check for any possible exposure to employee and take appropriate measures.
- 9) Upon completion of all cleaning. Remove PPE in the following order:
 - a. Unzip protective suit.
 - b. Remove boots – step onto clean towel or disposable mat.
 - c. Remove outer gloves – grasp exterior of glove and pull away from body, grasping in palm of second hand. Remove second glove by placing fingers of ungloved hand inside glove and fold glove over itself until both gloves are rolled together - dispose of gloves.
 - d. Remove protective suit by removing from shoulders and rolling suit downward and turn inside out – roll suit into a ball and dispose.
 - e. Remove second gloves set – grasp first glove in center of palm and pull away from body holding in second hand – remove second glove by placing fingers of ungloved hand inside wrist of glove rolling gloves into a ball – dispose of gloves.
 - f. Remove respirator, grasping straps from behind and rolling over head. Place in protective bag until respirator can be cleaned and serviced for reuse.
 - g. Wash hands.
- 10) All equipment that was used (HEPA vacuums, sprayers, buckets, etc.) must be wiped with disinfectant to prevent cross contamination.
- 11) Remove all items and dispose of bagged trash in appropriate receptacle.
- 12) Return launderable items to facility for cleaning.

References:

1. Health Canada
<https://www.canada.ca/en/public-health/services/diseases/coronavirus-disease-covid-19.html>
2. CDC list of approved products or source products for COVID-19 disinfection (note: this may not an all-encompassing list):
https://www.epa.gov/sites/production/files/2020-03/documents/sars-cov-2-list_03-03-2020.pdf
3. CDC interim guidance for employers:
<https://www.cdc.gov/coronavirus/2019-ncov/specific-groups/guidance-business-response.html>
4. CDC how COVID-19 spreads:
<https://www.cdc.gov/coronavirus/2019-ncov/about/transmission.html>
5. Environmental Protection Agency, Emerging Viral Pathogen Guidance for Antimicrobial Pesticides:
<https://www.epa.gov/pesticide-registration/emerging-viral-pathogen-guidance-antimicrobial-pesticides>

For More Information –

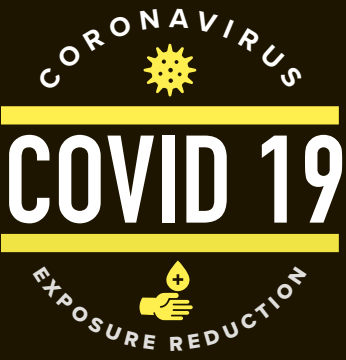
Centers for Disease Control and Prevention, Coronavirus Summary.
<https://www.cdc.gov/coronavirus/index.html>

Preventing COVID-19 Spread in Communities CDC:
<https://www.cdc.gov/coronavirus/2019-ncov/community/index.html>

Food and Drug Administration, Coronavirus:
<https://www.fda.gov/emergency-preparedness-and-response/mcm-issues/novel-coronavirus-covid-19>

World Health Organization, Coronavirus:
<https://www.who.int/health-topics/coronavirus>

Occupational Safety and Health Administration, 2019 Novel Coronavirus:
https://www.osha.gov/SLTC/novel_coronavirus



COVID-19 PRE-SCREENING FORM

Property Owner / Agent _____

Property Address _____

City _____ Province _____ Postal Code _____

Phone (H) _____ (W) _____

Have you or anyone in your home/business recently exhibited any of the symptoms related to COVID-19?

YES NO

Have you or anyone in your home/business been in close contact with a confirmed or probable case of COVID-19?

YES NO

Have you or anyone in your home/business traveled outside of Canada in the last 14 days?

YES NO

If yes, where? _____

Do you or anyone in your home/business have a fever, cough, difficulty breathing or flu-like symptoms?

YES NO

Property Owner / Agent: _____ Date ____/____/____

ServiceMaster Representative: _____ Date ____/____/____



Please note that if any of the above answers to our questions including your health, activity or exposure changes, please inform us immediately by phone or email to report the change in order to ensure the safety of our employees and subtrades along with the safety of our customers and others we serve or come in contact.

