

Instruction for ensuring workplace cleanliness and thereby health and prevention of new health crisis

Prepared by SOL Baltics, 8 May 2020



Prerequisites

Cleanliness of contact surfaces, personal hygiene and reasonable conduct are the prerequisites that the employees, customers and partners of the company would stay healthy and economy could operate smoothly.

The prerequisite for using the instruction is to handle it as a whole. If the cleaning plan is changed, work organization should be respectively changed and vice versa.



Work organization

- Organize work so that people could work at least 2 metres apart.
- If needed, use inserted walls for separation of workplaces.
- Prevent and avoid close contacts as much as possible.
- Come to work only if necessary – continue distance working, if possible.
- It is prohibited to come to work when being ill or having signs of disease.
- No guests are invited to the workplace. If this is unavoidable, separate the meeting room from usual workplace, located as close to the entrance as possible.



Organization of premises

- **Organize separations at the workplace:**

- If possible, please organize teamwork with shifts, to reduce the number of people staying in the room at the same time and close contacts between colleagues;
- If possible, divide the building into parts, avoid cross-use of premises. E.g. use different entrances, avoiding thus contacts between warehouse and office employees. Organize work on different floors. Use of separate toilets and different kitchens;
- Remove unnecessary chairs from rooms to prevent many people sitting side by side (e.g. in kitchen or meeting room).

- **Deal with rules and instructions:**

- Prepare instructions for using public rooms: e.g. meeting rooms (how many people can stay together in the room), kitchen (who puts dishes to the washer and pushes the button), printing (who exchanges the toners and inserts paper), toilets (who and when cleans contact surfaces).
- Ensure accessibility and visibility of rules and instructions. Create a single information space (e.g. MS Teams etc) or print the instructions out and install on relevant places for that purpose.



Hygiene

Hand hygiene

- Always wash your hands when arriving to work, also after using toilet, public rooms, publicly used equipment;
- Wash hands with liquid soap and dry with paper. Do not share piece of soap or towel with others;
- Replace electric blowers with paper towels;
- Ensure hand disinfecting possibility near entrances of workplace (the best is dosage dispenser with contactless sensor).

Personal protective equipment

- If the regular cleaning of contact surfaces at the workplace is ensured and 2m distance can be kept, an employee without signs of disease does not have to use personal protective equipment;
- If you have direct and close contacts with other persons, it is recommended to use protective mask and gloves;
- Ensure availability of personal protective equipment at the workplace and user training (see video from Tips & tricks)

Behave reasonably

- Avoid close contacts, e.g. do not shake hands or hug anyone;
- Try not to touch face area with hands;
- Touch contact surfaces only if needed, not out of a habit.



Cleanliness

- Review the cleaning plan of premises proceeding from health risks
 - Carry out cleaning audit (either by yourself or involve your cleaning service provider);
 - Draw up a new cleaning plan, where the focus is on the cleaning of contact surfaces arising from the people's behavioural habits.
- Cleanliness and safety of premises is ensured only by efficient and aware cleaning
 - The disinfecting of hands and surfaces is a short term emergency aid. Therefore the latter should be done as needed or performed in case of absence of cleaning possibility or based on corona case.
- Premises should be regularly cleaned, i.e. every day the premises have been in use, i.e. 5 times in case of 5-day working week, 7 times in case of 7-day working week etc.
- In case of frequent use of premises, it is required to perform additional cleaning of contact surfaces with 2- up to 4-hour interval.



Planning of cleaning

- Health crisis has a negative impact on economy and companies, thus all costs, incl costs of cleaning, need to be decreased.
- The inconsiderate reduction of cleaning costs results in fast sickening of employees and new crisis.
- During health crisis sickening can be kept under control with even more efficient cleaning and personal hygiene.
- Some hazards in planning of cleaning:
 - If the company has decreased its number of employees, there is an opinion that cleaning frequency should be also decreased. This is a hazardous misunderstanding, as there is no difference in case of risk of virus whether there are 10 or 20 employees at the workplace – contact surfaces are touched by everyone;
 - If the company is for example open 5 days a week, cleaning should also should take place 5 days a week. Cleaning should be done on the days the company is open and people are working. By decreasing its frequency employees are put at risk.
- Cleaning costs become more reasonable, if the whole cleaning plan will be drawn up based on the need. Thus performance-based cleaning is possible.



Contact surfaces

- Contact surfaces are the surfaces used often and repeatedly by people. For example:
 - Doorknobs, door edges, desktops, switches, armrests, handrails;
 - Toilet push buttons, taps, paper and soap dispensers;
 - Coffee machines, printers and copy machines;
 - PIN keyboards, self-service consoles and touchscreens.
- The best option is to decrease the quantity of contact surfaces (see next topic).
- Draw more attention than usual to the cleaning of contact surfaces.
- Review how the regular cleaning of office and kitchen equipment in public use is ensured.
- In addition to regular cleaning, additional cleaning of contact surfaces in at least each 2 up to 4 hours should be performed – depending on the peculiarity and use of premises.



Decrease of contact surfaces

- If possible, install contactless dispensers of hygiene accessories with sensors.
- If possible, use motion sensors for turning lights on and off.
- Prefer drinking water machine, where water can be obtained without pushing the button.
- Remove the covers from garbage bins.
- Review the procedure for collecting dirty dishes and their washing.
- Mark all contact surfaces in the premises – e.g. with small colorful sticker (see Tips & tricks) to get the user of premises used not to touch surfaces without need.
- The marked contact surfaces are easier to find also by cleaning employee or an employee performing their additional cleaning, if necessary.



Myths

Does the disinfection of surfaces replace cleaning?

No, it does not. If immediate cleaning is not possible (e.g. sales counter in the shop), it can be disinfected, but should be also cleaned at the end of the workday – by wiping with damp microfibre cloth with strong pressure. The surfaces are disinfected only if cleaning is impossible at that moment. If you wish to have full disinfection, the surfaces should be previously cleaned. Under no circumstances may dirty surfaces be disinfected.

Should the surfaces be constantly disinfected?

Certainly not. If there is no COVID-19 case, efficient and aware cleaning removes all dirt and is the best virus prevention measure.

Is the spraying of disinfectant into air and on the surfaces efficient?

Definitely not. Daily regular cleaning is the best. If disinfection is necessary, then surely not based on spraying method. As an aerosol the splashes emit dirt particles into air, damage surfaces (splashes, streams) and health of the persons staying in the room while inhaling. This is also an expensive method, as the surfaces should be previously cleaned, then sprayed with disinfectant and thereafter the damaged surfaces including streams and splashes should be cleaned.

Does the disinfection of hands give the same result as hand wash?

The best protection method is a decent 30-second handwash (see Tips & tricks). Hand disinfection is an emergency aid in the shop or elsewhere where hands cannot be properly washed.



Involve employees...

...in risk mapping and preparing instructions, as they have good ideas.

Appoint responsible persons who:

- ensure existence and accessibility of instructions for employees and customers;
- settle new emerging situations.

Involve working environment representatives who:

- communicate regularly with employees and forward the proposals of employees to the employer;
- get feedback on the performance of instructions and rules and keep the employer posted with their changing needs.



Action plan

Map and assess the risks

- Map the work processes, in the course of which people can have contacts.

Map the users of your premises (e.g. employees, customers, job seekers, partners).

- Map the contact surfaces in your premises.
- Map the places where instructions should be given to the people for proper conduct (e.g. entrance, kitchen, training class, meeting room).
- Analyze your existing cleaning plan.

Reorganize and prepare instructions

- Reorganize work and premises so that the employees could keep to 2-metre requirement.
- Decrease contact surfaces and mark these, if possible.
- Prepare instructions for proper conduct in the premises by considering different target groups using the premises.

Prepare a new cleaning plan (involve your own provider of cleaning service, if needed)

Communicate

- Place the instructions on the visible place (visual, different languages if possible)
- Introduce instructions and plans of keeping cleanliness to your employees and partners.

Monitor

- Collect feedback from employees on changes and performance of new instructions, analyze proposals, make amendments to work organization, instructions or cleaning plan, if necessary.



Tips & tricks

Handwash instruction video from Tartu University Hospital:

https://www.youtube.com/watch?v=n5LLDyaR2NY&list=PLbuXxBpiY_kSd6zKkV18DZQINFJLDytkx&index=2&t=0s

Hand antiseptic (disinfection in common parlance) instruction video from Tartu University Hospital:

<https://www.youtube.com/watch?v=8JMsqnlpP8&feature=youtu.be>

Video of safe putting on and removal of gloves:

<https://www.youtube.com/watch?v=0vtjB1y0EYw>

Mask placement and removal video:

https://www.youtube.com/watch?v=8XCegzTVE-0&list=PLbuXxBpiY_kSd6zKkV18DZQINFJLDytkx&index=5

Cleaning and disinfection before and after COVID-19 case:

<https://www.sol.ee/eripuhastustood/covid19puhastus/>



Tips & tricks based on sample of SOL office

We marked all contact surfaces with red stickers



Visual instructions on the doors of meeting rooms and in the kitchen



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CLEANLINESS = HEALTH

Cleanliness plan = health plan

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