

Best Practices Working With Disaster Restoration Professionals during the COVID-19 Pandemic



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Your Company's Action Plan

- What are the essential functions you need to maintain?
- Who will fulfill these roles?
- Will they operate remotely or in person?
- What kind of supplies will you need?
- Are your vendors/suppliers open?
- Does your team require additional supplies or training to protect their health & safety?
- Do your HR policies include protocols for a pandemic?
- What will you do if you have an outbreak?
- How will you communicate with your team/your customers?
- How will you plan for re-entry?



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When to call for help

- You are concerned you could have an outbreak.
- Someone in your building was exposed to someone who tested positive but are showing no symptoms.
- Someone in your building has a confirmed case of COVID-19.
- You are planning for Re-Entry



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You are concerned you could have an outbreak

You would like your building disinfected to compliment your existing cleaning protocols on a one time or re-occurring basis.

You would like to promote a sense of *peace of mind* for your tenants and employees

You would like to demonstrate to your tenants and employees that you are going above and beyond your routine cleaning procedures.



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You have a presumptive or confirmed case of COVID-19 in your building

- Call to schedule disinfecting services of common areas and anywhere the individual could have travelled.
- Follow CDC recommendations – If you are sick:
<https://www.cdc.gov/coronavirus/2019-ncov/if-you-are-sick/steps-when-sick.html>



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You are planning for re-entry

- You would like to have your facility cleaned and disinfected prior to re-opening
- You would like to set up regularly scheduled deep cleaning and disinfecting of all high touch surfaces
- Reassure your customers and employees – promote peace of mind
- Maintain a high level of diligence- potential Fall re-occurrence



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What to Ask Your Service Provider

- **Response Time**
- **PPE**
- **EPA Registered Products- SDS**
- **Recommendations/Informational Resources**
- **Invoicing**
- **Safety protocols for providers/customers**



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You will be asked/required

Pre-screening questions

- What is your exposure risk- confirmed/presumptive case?
- When do you need service-is this an emergency or can it be scheduled?
- Daytime or after hours?
- Is the building occupied?
- To sign a work authorization to begin service and other required paperwork.



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What you should see when crews arrive- PPE?

- Full body protective suite
Head to toe coverage
Liquid resistant
- Medical grade disposable gloves
- Chemically resistant (nitrile) gloves
- Respiratory protection
Fit testing and training required
Full or Half face preferred
- Eye protection
& Goggles



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What are high touch areas?

Common gathering areas (e.g., door handles, light switches, stair rails, elevator buttons, phones, microwaves, coffee stations, sink handles, water fountains, chair arms, shared workstations or learning materials, dining tables).



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Difference between cleaning & disinfecting?

Cleaning refers
to the removal of germs, dirt,
and impurities from surfaces.

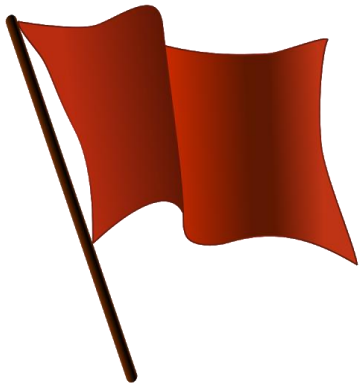
Cleaning does not
kill germs, but by removing
them, it lowers their numbers
and the risk of
spreading infection.

Disinfecting refers
to using chemicals to kill
germs on surfaces.



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What to Avoid - Red Flags!

Disinfection- you do not see the end result.

Providers can not claim their products are EPA registered effective against COVID-19

- They meet the Emerging Pathogen Standard as likely effective against COVID-19.
- They meet that standard because they are effective against previous Coronavirus strains.

Providers can not claim that their processes and protocols guarantee anything other than a temporary reduction in possibility of spread in Object to Person contact.

- There is not a clearance test that can be performed to guarantee removal.
- An infected person entering the environment 10 minutes after disinfection could reintroduce the virus.



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Looking Forward- Preparation to Reopen

- Partner with a provider experienced in biohazard cleaning and virus outbreaks
- Schedule a top to bottom disinfection of your building including walls, floors, sinks partitions counters and all rest room surfaces
- Horizontal and high touch areas, touch screens etc
- Porous surface cleaning
- Carpets shampooed
- Choose a provider who utilizes EPA- registered healthcare grade disinfectant



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Resources



High Touch Cleaning Checklist

High touch items are among the most pathogen heavy surfaces in your facility. Routine cleaning and disinfecting of these items along with frequent hand washing are critical to breaking the chain of infection and creating clean, safe, and healthy environments.



- | | |
|---|---|
| <input type="checkbox"/> CHAIR HANDLES & BACKS | <input type="checkbox"/> PHONES |
| <input type="checkbox"/> COFFEE MACHINES & POTS | <input type="checkbox"/> PODIUMS |
| <input type="checkbox"/> COUNTER TOPS | <input type="checkbox"/> PRINTER/FAX MACHINES |
| <input type="checkbox"/> DESKTOPS | <input type="checkbox"/> REFRIGERATOR HANDLES & DOORS |
| <input type="checkbox"/> DOOR GLASS | <input type="checkbox"/> SINK FAUCETS & HANDLES |
| <input type="checkbox"/> DOOR HANDLES & EDGES | <input type="checkbox"/> STAIR RAILS |
| <input type="checkbox"/> ELEVATOR BUTTONS & DOORS | <input type="checkbox"/> STAPLERS & STAPLE REMOVERS |
| <input type="checkbox"/> EMPLOYEE CELL PHONES | <input type="checkbox"/> TABLETOPS |
| <input type="checkbox"/> KIOSK BUTTONS | <input type="checkbox"/> TAPE DISPENSERS |
| <input type="checkbox"/> KEYBOARDS & MICE | <input type="checkbox"/> TIME CLOCKS |
| <input type="checkbox"/> LIGHT SWITCHES | <input type="checkbox"/> TOASTER OVENS |
| <input type="checkbox"/> MAILBOXES | <input type="checkbox"/> TRASH RECEPTACLES |
| <input type="checkbox"/> MICROWAVES | <input type="checkbox"/> VENDING MACHINES |
| <input type="checkbox"/> PAPER TOWEL DISPENSERS | <input type="checkbox"/> WATER FOUNTAINS |

DON'T OVERLOOK THESE COMMON GATHERING PLACES.

- | | |
|--|--|
| <input type="checkbox"/> BREAK ROOM AREAS (APPLIANCES, SINKS, CHAIRS & TABLES) | <input type="checkbox"/> CONFERENCE ROOM TABLES & CHAIRS |
| <input type="checkbox"/> RESTROOMS (RESTROOM FLUSH HANDLES, TOILET PAPER DISPENSERS) | <input type="checkbox"/> OPEN SHARED WORKSPACES |

While we hope it will never be necessary, ServiceMaster by Gilmore is qualified and equipped with the required protocols and processes should any pathogen outbreak occur within your facility.

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PLEASE CALL US IF WE CAN BE OF SERVICE
> **800-783-0552**



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Where to go for more information

CDC

1. CDC interim guidance for employers: https://www.cdc.gov/coronavirus/2019-ncov/community/guidance-business-response.html?CDC_AA_refVal=https%3A%2F%2Fwww.cdc.gov%2Fcoronavirus%2F2019-ncov%2Fspecific-groups%2Fguidance-business-response.html
2. How to Protect Yourself From Contracting Coronavirus <https://www.cdc.gov/coronavirus/2019-ncov/prevent-getting-sick/prevention.html>
3. Cloth Face Coverings <https://www.cdc.gov/coronavirus/2019-ncov/prevent-getting-sick/diy-cloth-face-coverings.html>

MASSACHUSETTS

4. <https://www.mass.gov/resource/information-on-the-outbreak-of-coronavirus-disease-2019-covid-19>
5. <https://www.mass.gov/info-details/frequently-asked-questions-about-covid-19>
6. <https://www.mass.gov/info-details/covid-19-printable-fact-sheets>



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Thank You!



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