

RETURN WITH CONFIDENCE

GUIDE



**FACILITYCARE™**
BY CCS FACILITY SERVICES

THE FUTURE OF CLEAN



RETURN WITH CONFIDENCE

The world—including your world and ours—has undergone tremendous change, placing a more intense focus on workplaces and buildings and greater importance on the role of the cleaning service.

Like never before, the cleaning team is in the spotlight. You want the assurance that they are “on it”—ensuring all surfaces and spaces are cleaned to high standards.

CCS has dedicated all resources to ensure a safe return for you, your company and tenants alike.

Our number one priority is the care of people and will remain our focus today and tomorrow.

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The Future of Clean

To support our customers, we've added specific procedures and products for added confidence, not just for "return to work" but as part of daily protocols.

Our goal is to support a seamless return to your facility in a safe and healthy way. To accomplish this collaborative goal, CCS has implemented the following improvements in what we call, our Facility Care Plan.

Which includes the following:

New Certifications

The Global Biorisk Advisory Council® (GBAC) helps organizations and businesses prepare for, respond to, and recover from biological threats, and bio-hazard situations and real-time crises such as COVID-19. Their new certification, GBAC STAR™ is the cleaning industry's only outbreak prevention, response and recovery accreditation for facilities.

CCS's In-House Experts and GBAC Forensic Restoration Certified technicians are uniquely qualified to assist your building to earn its GBAC Star Facility designation.



FOR YOUR FACILITY

- Disinfection, and infectious disease prevention program to minimize risks like the novel coronavirus.
- Proper cleaning protocols, disinfection techniques, and work practices in place to combat biohazards and infectious disease.
- Highly skilled cleaning professionals trained for outbreak and infectious disease preparation and response.

New Cleaning Enhancements

As your partner, it's our job to help you identify and implement ways to boost your building's defenses. This can happen in every space, from the entry point and open lobbies to meeting rooms and individual offices. Exploring enhanced disinfection protocols—considering location, frequency, timing and mix of products.

CCS is providing our standard cleaning program with additional measures and CDC compliance. Typically, our teams clean and disinfect all common touch points. As an additional measure of precaution, we will use disinfectant on all non-porous surfaces where we would normally only use a standard spray and wipe cleaner. We believe this additional step is warranted and provides all with added confidence.

To ensure a clean and safe environment, we have additionally upgraded our equipment to state of the art electrostatic technology, and added EPA registered, List N hospital grade disinfectant.

For more information on our additional disinfecting services, reach out to your Account Manager today!



The More You Know

General Clean

Cleaning removes germs, dirt, and impurities from surfaces or objects. Cleaning works by using soap (or detergent) and water to physically remove germs from surfaces. This process does not necessarily kill germs, but by removing them, it lowers their numbers and the risk of spreading infection.

Sanitizing

Sanitizing lowers the number of germs on surfaces or objects to a safe level, as judged by public health standards or requirements. This process works by either cleaning or disinfecting surfaces or objects to lower the risk of spreading infection, killing 99.9% of (some) germs.

Disinfecting

Disinfecting kills germs on surfaces or objects. Disinfecting works by using chemicals to kill germs on surfaces or objects. This process does not necessarily clean dirty surfaces or remove germs, but once surfaces are cleaned, kills 99.9999% (all) germs.



New Trainings & Resources

As information changes day by day, our teams must adapt and stay knowledgeable on all industry improvements. It is our responsibility to communicate with staff on a regular basis to stay on-top. Weekly meetings, webinars, classes and one-on-one's are essential in this fast, ever-changing journey.

Our standards of education doesn't stop at initial training lectures or meetings; it is an on-going process of true understanding and continual reminders.

Having on-hand, shareable posters, postcards, emails and PDF's are essential to quality control and ongoing trainings.

WHEN

- After using the bathroom
- Before/After handling food
- After handling garbage
- After handling money
- After sneezing
- After coughing
- After touching

CUANDO

- Después de usar el baño
- Antes/Después de manejar alimentos
- Después de manejar basura
- Después de manejar dinero
- Después de toser
- Después de estornudar
- Después de tocar
- Después de estornudar
- Después de toser

HOW | CÓMO

Wet Mojar	Lather Espumar	Scrub Desinfectar	Rinse Enjuagar	Dry Secar
Wet your hands with warm running water.	Apply soap and work into a lather.	Scrub hands for at least 20 seconds.	Rinse hands under warm running water.	Dry hands using a paper towel or air dryer.

www.ccsbts.com

WHEN POSSIBLE, KEEP 6 FEET BETWEEN YOU AND OTHERS WHEN YOU ARE OUT.

6' IS ABOUT THE LENGTH OF BICYCLES

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A COMPANY BUILT TO SERVE
FOR MORE INFORMATION VISIT
https://www.ccsbts.com/grip/robustadvice/social_distancing.html

YELLOW is for GENERAL CLEAN / AMARILLO es para LIMPIEZA GEN

RED is for DISINFECTING / ROJA es para DISINFECTAR

BLUE is for GLASS / AZUL es para VIDRIO

GREEN is for FLOORS / VERDE es para PISO

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UNA COMPANIA CREADA PARA SERVIR

Surfaces Before Disinfecting
1 and Disinfecting kills germs (so disinfecting first means you must both clean & disinfect)

Respect Contact Time
2 A standard dwell time, minutes. Carefully read the label.

Use When Possible
3 8% of microorganisms can be hit in wet cloths, but if you use dry, it can increase as high as 99%

Know Your Gray Zone
4 Gray zone items are the ones somebody else is cleaning machine, door hand!

REENTRY PLAN

Recommendations

As you navigate through the unsettled future to find your new norm, we at CCS have provided a list of recommendations to make the transition effortless while continuing the theme of good-health and a safe environment.



1

PHASE REENTRY

Recommended gradual, phased return, such as staggered days and times.

2

WORKSPACE LAYOUT

Consider rearranging your office layout to minimize social crowding.

3

STOCK SUPPLIES BEFOREHAND

Prepare your staff with sanitizing stations and disinfecting wipes.

4

STOCK PPE SUPPLIES

Recommended masks and gloves to be worn in public areas.

5

DELIVERY GUIDLINES

Establishing delivery protocols will control non-essential visitors in your space

Break the Chain of Infection

Our Company

- Increase the frequency of disinfecting
- Incorporate the periodic use of electrostatic disinfecting.
- Consider shifting day porter priorities or adding day porter services to increase frequency of touch-point disinfecting.
- Place additional trash receptacles at exits of restrooms so occupants can use the towel they dry hands with to open the door and then easily and immediately dispose of the towel.
- Schedule special tenant requests prior to their return - i.e. carpet/upholstery cleaning, electrostatic disinfection, additional day porter services within suites
- Consider replacing manual dispensers with touch free automated dispensers. Examples include soap, towel, sanitizer.

Your Company

- Promote proper handwashing procedures via simple instructions in all restrooms and other forms of building communication.
- Reduce or remove seating in conference rooms or gathering areas to maintain at least six feet of separation between individuals.
- Remove personal items and clear papers each day so that janitorial staff can properly and more easily disinfect open/clean areas of work stations as outlined in scope of work.
- Maintain disinfectant wipes next to copy machines and other commonly used electronics, kitchenettes and break rooms.
- Install toe pulls for common doors or leave doors open, when/where possible.
- Consider wearing face covers in office when/where appropriate.

FREQUENTLY ASKED QUESTIONS

Returning to the workplace after the imposed “safe shelter” requirements involves a mix of planning and logistics—all backed by clear communications. Here are some FAQs and guidance that may make your planning easier and more focused.

What products will the janitorial staff be using daily to disinfect surfaces?

- CCS will continue to disinfect touch points as well as non-porous surfaces with Spartan HDQ Neutral Disinfectant Cleaner (EPA #1839-169). This product is listed on the EPA’s List N as effective against COVID-19.
- CCS may utilize, in limited situations, at an additional cost, either a Victory Electrostatic Sprayer or a Clorox 360 Electrostatic Sprayer. We will use HDQ Neutral Disinfectant as listed above, or Clorox 360 Disinfectant Cleaner (EPA #67619-38). Both products are listed on the EPA’s List N as effective against COVID-19.

How is CCS addressing cross contamination issues? How can we be assured that cleaning supplies (such as clothes) are not being used from one space to another and are being swapped out as necessary?

- CCS uses a color coded system to prevent cross contamination.
- Microfiber cloths are used to remove soil and biofilm from surfaces so that the disinfectant is able to work on any pathogens, and then leave a residual amount of disinfectant that remains wet for the required dwell time. The industry utilizes microfiber cloths for their ability to pick up soil, and retain it. We follow industry best practices of folding clothes into quarters which yields 8 separate and distinct surfaces to remove soil load. Once a cloth has become loaded, it is replaced with a clean cloth. Soil is later removed from the cloths via washing.
- It is important to note that the cloths are fully saturated with disinfectant, ensuring the proper amount of disinfectant is left behind for the surface to remain wet for the required dwell time per EPA regulations.

What changes will CCS be implementing in the scope of work upon return of the tenants? Will there be any additional cost for these changes?

- CCS will continue to perform the same scope of work outlined in the service contract.
- We recommend increasing the frequency of disinfecting touch points during occupied hours to bolster the frequency of breaking the chain of infection. There may be additional protocols that building managers request in order to accomplish this or we may add additional services to the building cleaning process at your request.
- We will consult with you in order to shift or add services to accommodate the specific requirements of your building/tenants.
- CCS Night Cleaners and Porters currently use Spartan HDQ Neutral Disinfectant Cleaner on all non-porous surfaces to clean common touch points. We shifted from cleaning of all common touch points to all open surfaces at the beginning of the COVID-19 outbreak and will continue until it is no longer necessary.
- CCS Day Porters will continue to focus on high touch point areas in order to break the chain of infection as often as possible.

Can we have our carpets disinfected? Do vacuum cleaners spread the virus?

- CCS can hot water steam extract carpet using a disinfecting cleaner upon request. The industry has determined there is no absolute guarantee that carpets can be completely disinfected, but the process does provide a sanitizing claim. The difference between the two—disinfected vs sanitized—is a 99.9% vs. 99.9999% virus inactivation (kill claim). Sanitizing is significantly better than doing nothing. Additionally, emerging data is showing that the COVID-19 virus is sensitive to both heat and humidity, at levels far lower than the levels carpet is subjected to during this process.
- CCS uses vacuum cleaners that meet the Carpet and Rug Institute's (CRI) Green Label Program. This certifies them on three fronts—no damage to the carpet, removal of soil, and retention of soil instead of putting it back into the air. The vacuums we use range from CRI Green Label Bronze to Gold level. They also contain a HEPA filter media on the exhaust port to ensure capture of very small particles. Indoor air quality is the goal of the green certification, and it happens to pay significant dividends when we clean to ensure a healthy environment.

Once a surface has been disinfected, how long does that last? Is there any residual effect on COVID-19 after disinfecting? What about antimicrobial coatings that we have been seeing lately?

- Current technology in disinfectants require a dwell or contact time for the surface to remain wet with the disinfectant in order for it to kill or inactivate specific pathogens. Once that disinfectant has dried, there is no assurance of any additional efficacy.
- Once a surface has been disinfected, it remains so until a pathogen is reintroduced to that surface, usually by someone coughing, sneezing or touching that surface with contaminated hands/items. Since we cannot see or measure COVID-19 on a surface in real-time, we have to assume the surface is possibly contaminated the moment the area is re-occupied after disinfection.
- There are companies that claim to have a product to apply to surfaces that has antimicrobial benefits. We have seen a number of these emerge in the market in the past few months. Unfortunately, none of the offerings have a proven effect on COVID-19 and the EPA has advised against their exclusive use to maintain a sanitary status for any pathogens without continued use of standard disinfectants. Until they are proven and recognized by a trusted approval authority, we are unable to tell you if they work or not.

How will day cleaning be affected since there is a required dwell/contact time for the disinfectant?

- Since the surface is to remain wet with disinfectant for the required dwell time, it may delay how quickly a tenant may be able to re-occupy that space by as much as 10 minutes. There is plenty of evidence to suggest that the disinfectant will achieve a sanitizing level (99.9%) within a shorter period of time, but it is tested to reach disinfectant claim levels (99.9999%) at the 10-minute mark.

Should we switch from normal to antibacterial soap for handwashing?

- The FDA advises against using over the counter antibacterial soap because it is not shown to work any better than standard soap.
- More importantly, COVID-19 is a virus not a bacteria. Even if antibacterial soap was shown to be effective on bacteria vs. regular soap, that has no relation to efficacy on this virus or any virus.
- COVID-19 is inactivated by hand soap in that the soap dissolves the fatty envelope that protects the virus, and then it is no longer a threat.

What additional steps are you taking to ensure that your employees are safe?

- CCS employees are provided face covers per the CDC recommended guidelines along with other necessary PPE in order to ensure they are protected from workplace hazards.
- CCS employees will maintain social distancing guidelines of at least six feet from others during the performance of their duties.
- Employees are required to wash their reusable face covers after each shift using soap and water, rinsing them thoroughly, and allowing them to dry.
- All employees are required to perform handwashing after removing gloves, before touching their face or eating.
- Non-launderable but reusable PPE are wiped down with disinfectant inside and out after use; disinfectant is then reapplied and allowed to dry for the proper dwell time (70% or greater alcohol may be use in lieu of disinfectant for the final step.)

What are you doing to ensure no CCS workers are on-duty if they are sick?

- Any CCS employee who is not feeling well is immediately sent home.
- Additional CCS precautions:
 - Communicate COVID-19 precautions with each CCS worker bilingually (English/Spanish) in writing.
 - Workers who have traveled to or had contact with someone who has traveled to an affected area may not return to work until the person who traveled AND the CCS worker has been COVID-19 symptom free for a minimum of fourteen (14) days.
 - Workers who have had COVID-19 symptoms or had close contact with someone who has had symptoms must be cleared by a medical professional before returning to work and provide CCS with documentation as such.

May we screen the janitorial crew upon arrival to our building? May we direct them to complete a health questionnaire or have their temperature taken?

- Per your building requirements, CCS employees may be asked to complete a health questionnaire or have their temperature taken prior to their shift starting.
- Due to a limited number of reliable non-touch thermometers being available in the marketplace, we will rely on building management to provide the needed screening devices if their policy requires screening.

How does CCS ensure its staff practices safe/social distancing while at the building?

- In situations where CCS is employing team cleaning, employees are required to stay a minimum of six feet apart to ensure each employee is at a safe distance. This includes limiting the number of employees who enter the freight elevator at one time.
- CCS will stagger clock in/clock out and breaks for employees at larger locations.

**For the full list of FAQs visit
ccsbts.com/FacilityCare**



For additional questions and details specific to your facility, contact your Account Manager or reach us at info@ccsbts.com

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