



Re-Defining Clean: Environmental Health Cleaning Program

*Bee-Clean return to the workplace
guidance document*

The Health, safety and wellbeing of our associates as well as facility tenants is the top priority as we collectively approach the return to the workplace. Our assumptions underpinning this document include but are not limited to:

COVID-19 will remain a threat across all parts of society until a vaccine is readily available or treatments become scalable and broadly available.

National and provincial governments will provide guidance and risk levels regarding their requirements and approaches to the easing of restrictions as they relate to return to work.

Organizations will return to work in a phased manner. This will provide for easing with respect to staffing levels and supply and PPE levels required to sustain healthy workplaces.



This document highlights our commitment to providing peace of mind to staff, building tenants and the general public as we look to remobilize our workforce. In the coming months, remobilization will require solutions to unique situations including those related to supply chain, PPE requirements and expectation and the continued presence of COVID-19 in Canada. Bee-Clean will bring our experience, expertise and dedication to any situation that arises not just today, but every day as we create a high level of trust and confidence in your building.

[Key COVID-19 Mitigation Measures for Bee-Clean Associates:](#)

Facility Access

Synchronizing our response with that of facility management to determine what procedures they propose to implement when people return to the office is essential. This includes the provision and use of PPE, hand hygiene products and in some cases temperature checks.

Brief Our Associates

We will advise Bee-Clean associates to stay at home if they are experiencing any signs of illness or if they are sharing a household or have been in contact with someone who has tested positive for COVID-19 over the past 14 days.

Self Assessment

The distinction between all building occupants has been dramatically changed in that all occupants provide an opportunity for the spread of COVID-19 equally. Reminders about vigilance regarding one's own health and providing associates with confidence that protocols are in place to maintain safety measures.

Social Distancing

Bee-Clean associates should remain a distance of 2 meters (6 feet) from others to lower the risk of community transmission. Organizations should consider the physical distance between employees around the workstations and how its people move through their offices.

This includes lobbies, elevators, workspaces, conference rooms, food service areas, collaboration spaces, staircases, reception areas and even hallways. Limit the number of people who can frequent a particular location at one time, to include face-to-face meetings, to facilitate this physical distancing measure. Ideally facilities will close certain areas to reduce the risk of close contact.



Organizations should consider ways to control the number of employees who can come into the office. This may require having employees work in the office on alternate days, creating shifts, scheduled arrival and departure times, identifying those who can continue to work full-time on a remote basis, and other plans to reduce the number of employees in the office, to safely and easily enable those in the office to carry out the 2-metre requirement.

Personal Protective Equipment (PPE):

Facilities should determine if masks or face coverings are acceptable or required in their location and engage procurement staff or vendors to establish supplies to support this requirement. This requirement may vary from tenant to tenant. It is important that essential PPE (such as N95 or KN95s) be retained specifically for clinical purposes and not for regular services in order to support the sustainment of health care supply chains.

Health Authority Status for COVID-19:

Bee-Clean will ensure that employees are aware of, and adhere to, the most recent pandemic information from official health sources, including the World Health Organization, Public Health Agency of Canada, the Provincial Health Agency and Regional Health Authorities.

Employees have been trained to prevent exposure to a range of infectious and communicable diseases through the practice of good hygiene. This includes:

- Wash hands often with soap and water or use an alcohol-based hand sanitizer.
- Avoid touching eyes, nose and mouth with unwashed hands.
- Avoid close contact with people who are ill.
- Stay home when ill.
- Cover coughs or sneezes with a tissue, then immediately throw the tissue in the garbage and wash hands.
- If there is no tissue, sneeze or cough into a sleeve or arm, not a hand.
- Clean and disinfect frequently touched objects and surfaces.



Employees are required to stay home if they present with any symptoms Covid related or not, and will not be allowed to return until medically cleared.

Employees will be encouraged to avoid non-essential travel or non-essential visits to the affected areas of the outbreak or “hot spots” in accordance with provincial recommendations.

Employees are required to complete a 14 day isolation if they live with any person that has travelled outside of the country, is ill or has tested positive for COVID-19 until such time as the guidelines from Health Canada have been removed.

Employees will be asked to complete a pre-work self-assessment questionnaire with the results being sent directly to the supervisor in charge.

In the event an employee informs Bee-Clean that they are symptomatic or have tested positive they shall remain off of work until they are medically cleared to return.



We will ensure that a team of trained staff is available to provide emergency coverage and business recovery. We have a labour strategy for your building to address temporary labour shortages that includes team cleaning assignments and additional labour hours for your current cleaning team.

Policies and Procedures For Bee-Clean Staff While In Your Building:

Employees will be alerted to the symptoms and risks associated with infectious and communicable diseases, as well as prevention measures.

Employees will adhere to Bee-Clean's harassment and discrimination policies.

PPE:

For routine services, cloth masks will be made available to our staff if requested by our associates or required by our clients. At this time, there is no formal guidance from Health Canada or local health authorities recommending face coverings upon return to work.

This mask is provided on a voluntary basis to the wearer and is only required to be worn in areas where physical distancing between people is less than 2 meters although social distancing is still encouraged while wearing this mask.

The wearer will be responsible to inspect the mask to ensure the mask remains free of wear and tear and defects and shall wash the cloth mask after each use.

Gloves will be provided to your cleaning team in accordance with provincial HSE standards and consistent with practices prior to COVID-19.

Staff will be trained in the proper removal of PPE and signage will be provided in janitorial closets, break rooms and storage closets to serve as a reminder.

Signage and floor markings will be installed in storage closets and janitorial rooms highlighting social distancing protocols and reminders.



Social Distancing:

Employees must keep a 2 meters (6 feet) distance between themselves and other individuals when working in public places and where other building occupants exist. Social distancing during shifts will be managed to ensure that employees maintain a safe distance during:

- Arrival and departure times through staggered start and end times
- Staggered seating and the use of larger breakrooms
- Staggered break times



Training:

All staff will receive the training needed to safely and successfully complete their assigned task. Clinical Disinfection cleanings to be performed by crews specifically trained in the decontamination process.

Bee-Clean trainers and supervisory staff will perform the training and document it in the staff members personnel file.

Pre-shift/toolbox meetings will be held providing employees with up to date information on cleaning policy and procedures as they relate to COVID-19 and feedback from our clients.

Managing cross-contamination of fomite will continue to be at the forefront of our cleaning practice.

- Colour-coded microfiber cloths will be used for all cleaning as well as a colour-coded mopping system.
- Job-specific chemical usage. Day-to-day cleaning is done with one chemical, disinfection and sanitization of areas completed with higher concentrated chemicals (i.e. high traffic touch point cleaning).
- Fresh chemistry used daily.
- Quality Control manager assigned to every account.



PPE Waste Removal:

All Bee-Clean staff will be informed of, and follow, the provincial guidelines as it relates to the removal of used PPE. (i.e. double bag and securely tie before removing for collection)

Cleaning and Care of Equipment:

Cleaning carts and equipment will be fully sanitized at the end of each shift.

What Steps Would Bee-Clean Recommend You Take to Prepare Your Facility for Re-Opening:

An essential step is creating an Environmental Health Cleaning Program (EHCP) that will provide a technical road map to ensure that your facility receives a program that minimizes risk of COVID-19 exposure. While an EHCP will reflect the natural usage patterns of your facility, there are general components that would stand as recommendations for all facilities as an addition to the existing scope of work.

The technical components of your program should include:

Pre Mobilization Considerations:

Has the area been unoccupied for the last 7 days?

If your workplace, school, or business has been unoccupied for 7 days or more, it will only need your normal routine cleaning to reopen the area. This is because the virus that causes COVID-19 has not been shown to survive on surfaces longer than this time. (US CDC and EPA)



There are many public health considerations, not just COVID-19 related, when reopening public buildings and spaces that have been closed for extended periods.

For example, take measures to ensure the safety of your building water system. It is not necessary to clean ventilation systems, other than routine maintenance, as part of reducing risk of coronaviruses. For healthcare facilities, additional guidance is provided on CDC's Guidelines for Environmental Infection Control in Health-Care Facilities.

Your building may require a thorough cleaning which involves disinfecting all high touch point surfaces, cleaning finished floors and restrooms, carpet extraction, surface disinfection and other areas as outlined in the sample touchpoint cleaning checklist. This consideration is dependent on the duration of time the space was fully vacated as well as tenant requests and policies.

Regular Building Considerations:

Ongoing cleaning requires the disinfection of all touchpoints on a frequent basis. Your cleaning program should be adjusted to incorporate additional cleaning frequencies while ensuring that cleaning staff are rotating and seen frequently by tenants and building personnel.

To provide confirmation of service for tenants, you may consider creating a form of notification (cleaning note) to advise tenants that disinfection services have been provided to a given area.

Touchpoint cleaning should focus on:

Main Lobby/Entrance/Elevator Vestibules/Loading Docks:

- All interior and exterior door handles and accessibility buttons to be sanitized on a rotational basis.
- All directories sanitized.



- All handrails to be sanitized.
- Waste/Recycling receptacles to be sanitized on regular rotation.
- Public Escalators/Elevators: All buttons interior/exterior or handrails to be sanitized.
- Regular disinfecting of service elevators throughout the day.
- Sanitize all garbage and recycling containers.
- Sanitize all EV (Electric Vehicle) charging stations handles and faceplates.

Washrooms:

- Elevated cleaning of all public restrooms.
- Dedicated male and female washroom cleaners to rotate between washrooms regularly.
- Washroom touchpoints to be cleaned hourly.
- Disinfect all counters, faucets, soap dispensers, change tables, confirm supplies, and mop around toilets/urinals.
- Deep clean completed at the close of each day. Facilities can request an additional deep clean during the day based on washroom usage.
- Confirm the following prior to re-opening and checked regularly throughout each day.
 - Washrooms are fully stocked with toilet paper/paper towels.
 - Soap dispensers are full.
 - Faucets supply warm water.
 - Hand sanitizer dispenser is full outside washrooms.



Office Space:

- Elevated Cleaning of all touchpoints in common areas including but not limited to: doors, handles, switches, desks and telephones.
- Kitchen area: counters, tabletops, microwave, coffee maker, vending machines, TV remotes, doors, handles, switches, telephone,
- Copier room: copier buttons, touch screens upon approval from client, doors, handles, telephone, tabletops, misc items as directed by the client.
- Washrooms: as listed above.
- Deep clean completed at the close of each day.

How we can support each other for a successful re-entry to your building:

- Involve us in your pandemic relaunch plan and create a specific EHCP for your property.
- Update building tenants of change in cleaning schedules and protocols.
- Work with us to determine what supplies and equipment are available.
- Work with us to keep cleaning supplies stocked and stored in a secure area.
- Implement strategies to reduce the theft of cleaning supplies and PPE.
- Take measures to ensure the safety of your building water system. Pipes that have been sitting can oftentimes cause problems once the water starts flowing again. Making cleaning in your building a difficult task.
- Install touchless technology where possible. i.e. paper towel, soap dispenser, faucets, sani pod.
- Consider removing air hand dryers.
- Centralize trash receptacles wherever possible.
- Place trash receptacles outside of washroom doors for paper towel waste after opening the washroom door.
- Limit group seating areas and water stations so more time can be focused on the disinfection of high touch point areas.
- Consider closing/sealing off public water stations.
- Provide larger break areas to allow for social distancing (using two spaces rather than one).
- Supply chain flexibility is essential with conventional lines of products remaining difficult to source in all North American markets.

We cannot begin to know the long-lasting effects of COVID-19 on our community or society. Education and communication will continue to be key factors for Bee-Clean and our National Pandemic Management team as we move forward alongside you in remobilization.

Pandemics are unpredictable and, as was stated earlier, remobilization will require solutions to unique situations. Once again, we affirm our continued commitment to bringing over 50 years of experience, expertise and dedication to your facility, not just today, but everyday as we create a high level of trust and confidence in the cleanliness of your building.

