

ENHANCED *Clean*[™] 

PREPARING FACILITIES FOR RE-OCCUPANCY AND THE NEW NORMAL

Quick takeaways and expert insights from the EnhancedClean[™] webinar



QUICK TAKEAWAYS

As COVID-19 remains a worldwide threat, facility managers must formulate strategies to create safer, healthier building environments. In our webinar, “Preparing Facilities for Re-Occupancy and the New Normal,” we explored all this and more:

- The strategies and solutions necessary for safer, healthier facility re-entry
- The specific needs behind three critical components for a successful partnership: staffing, supplies, and scope enhancement
- Why certified processes and training vetted by outside industry experts are of the utmost importance
- Innovations in infection control, such as anti-microbial coatings, electrostatic sprayers, UV lighting, and evidence-based testing
- Why visible reassurance is key to creating and maintaining occupant trust

Now, our key takeaways from our Expert Panel are available for you to keep and pass along to your colleagues. Read on for more insights.



Meet our Expert Panel



TOM GALLO
SVP of Strategy,
Head of EnhancedClean

Tom Gallo is Senior Vice President and Head of Strategy and Innovation. Tom is responsible for corporate strategy and building out the firm’s innovation program. Over his 16 years at ABM, Tom has held several leadership positions in corporate and field operations. He brings a unique operations-based perspective to his role, helping to tightly align the needs of the client and our field operations teams with the firm’s strategic objectives. He graduated from Villanova University with a degree in economics and received his MBA from Cornell University’s Johnson School of Business.



DEBORAH HETRICK
SVP, Healthcare Technology
Management, Head of
EnhancedFacility

Deborah Hetrick is the Senior Vice President, Healthcare Technology Management, and Lead for ABM EnhancedFacility. Deborah leads a team of subject matter experts, including the Expert Advisory Council, who provide guidance and energize innovation solutions for our clients and their customers. She holds a master’s degree in organizational dynamics from the University of Pennsylvania. She earned her Bachelor of Science degree for business administration from the University of Delaware.



CATHY CAMPBELL
National Director of Service
Delivery, CHESP, CMIP, ABM

With over 25 years of experience in the development and implementation of infection prevention programs, Cathy has contributed to product innovations, sustainability efforts, and technical training. Cathy earned her bachelor’s degree in healthcare administration and applied management and later received a Certificate of Mastery in infection prevention The Association for the Healthcare Environment (AHE). She established herself as a subject matter expert for healthcare environmental services during her career in a variety of roles focused on standardized work programs.



GORDON BUNTROCK
National Director of
Service Delivery, ABM

Gordon has over 40 years of experience in the development of cleaning systems, program management, and operations experience in the cleaning business. He has been recognized nationally for his expertise on cleaning processes, cleaning systems integration, supplemental infection prevention technologies, production standards development, and his ability to train and motivate management and service staff to drive productivity and efficiency. He is also recognized for innovation in the cleaning business and his expertise on interiors solutions.



ROBERT BAE
Senior Director, Environment,
Health & Safety and Certified
Safety Professional

Robert oversees the entire ABM U.S. Safety Team. Working closely with both Corporate and Industry Group leadership, he coordinates safety strategy to help ensure safe workplaces and practices for our team members and clients. Robert received a bachelor’s degree in biology from the University of Richmond, as well as masters’ degrees in industrial hygiene from Virginia Commonwealth University and an environmental management from Duke University.

What are the critical components for a successful client/ service provider partnership around reentering safely?



Answered by Gordon Buntrock

The Start of a Real-Life Success Story

One of the large school districts we provide services to had planned to reopen schools in-person for the fall and wanted to ensure they had a comprehensive plan in place for keeping their students and staff as safe as possible

We partnered closely with them to implement a three-step program that included a scope assessment preparing for schools being reoccupied. This included discussing ways to reduce contact with surfaces with the implementation of automated doors, hands-free dispensers, and other fixtures. We also determined the frequency of high-touch disinfection, and identified key areas suited for electrostatic spraying such as buses, locker areas, and gathering spaces.

We incorporated visual signage in their buildings around the measures we put in place to encourage hygiene and social distancing practices. We also developed letters to be sent to parents to instill trust as they prepared to send their children back to school.



Watch this video and see how [EnhancedClean works in action.](#)



You really need a planned program approach. Because the virus can live on surfaces for multiple days, we recommend a frequent high-touch point disinfection service be performed multiple times per day by uniformed certified disinfection specialists based on the risk profile and occupancy of your facility.

What challenges have you seen clients face around reopening and protocols in the new normal?



Answered by Deborah Hetrick

Deborah’s Critical Components for Success

Being ready to identify staffing needs:

There will likely be a need to hire new team members to meet increased demand. Ask about how the proper training of the team members will occur and ideally certify them in disinfection protocols before deploying them to the sites to ensure consistent service deliver.

Determining a plan for cleaning supplies:

Planning for the necessary supplies is a crucial part of properly executing reentry protocols. Ask about having the right products lined up in the supply chain network and making sure the cleaners have what they need, when they need it.

Reviewing cleaning frequency enhancements:

This program is not a one-time service. Its designed to complement standard cleaning practices and should not replace them. It requires planning weeks in advance to have the staff and supplies ready. Managing expectations of cost will be key to success to reflect higher labor costs due to the need for a higher frequency of cleaning, and higher materials costs to procure disinfectants, new supplies, and PPE.



In order to successfully navigate the new normal, it’s imperative to talk with your vendors around having the correct service levels that can support the level of disinfection and protection needed to maintain wellness while curbing spread of pathogens... We also recommend that you conduct a site risk assessment with your service provider to assess and identify other areas of your facility that should be addressed, including IAQ challenges related to HVAC systems.



For a comprehensive guide to safer reopenings, [download our guide.](#)

What are some of the considerations that facility managers should be thinking through to manage a safe return?



Answered by Cathy Campbell

Understanding the differences between cleaning and disinfecting

Cleaning

Cleaning uses detergents to physically remove germs, dirt, and other impurities from surface and objects. This process does not necessarily kill germs but lowers their numbers and the risk of spreading infection. Cleaning is most appropriate for all contact surfaces, especially high-touch surfaces.

Disinfecting

Disinfecting works by using chemicals to kill germs on surfaces or objects. Most EPA-registered disinfectants contain both disinfectant and detergency, therefore this is a critical step in the enhanced cleaning process to kill pathogens.



[Learn more about visual assurance for your facility.](#)



There is no silver bullet. Cleaning and disinfecting, practicing social distancing and good hygiene like washing your hands, and wearing masks where required has proven to be the best protection.

The plan you put in place must include all these components with constant reinforcing to reduce risk of transmission. This can be done with visible signage to communicate protocols you have put into place.

What should facility and property managers be asking of their service providers around their safety plan and workforce protocols?



Answered by Robert Bae

Robert's Five Crucial Concerns

1. While it is important to put in place certified cleaning and disinfection processes, it is equally as important to **ensure that your service providers have protocols in place for their team members** so that they are not contributing to pathogen spread while they are on-site.
2. To that end, begin by checking with them to **make sure that they have developed a plan that is based on the most recent available guidance from the CDC and OSHA**, as well as any regulations mandated by the state and local municipalities. As we have seen, re-opening criteria will oftentimes vary greatly from state-to-state, and city to city.
3. And as we've also seen what we know today, may be different than what we know tomorrow. So, **make sure that your service providers monitor for new and updated guidance on a continuous cycle**, and then evolve their safety plans accordingly.
4. Next, **get into the details of the plans, beginning with how they will prevent sick team members from entering the workplace**. Policies on screening should include daily expectations for the checking of symptoms, how facilities will be notified if a team member tests positive for COVID-19, and when those team members will be allowed back into the workplace.
5. And finally, **make sure that plans include preventative measures such as social distancing, personal hygiene, and protective equipment**. These should be general in some cases, such as six feet of separation between team members, but then should also include protocols for more specific tasks that have been developed through the performance of hazard analysis.



Learn more about how to [thoroughly vet disinfection providers](#) in this article from Facility Exec.

Tips for Evaluating Providers, Plus Quick Facts About Emerging and Established Practices



Cathy Campbell

Tip Regarding Electrostatic Spraying

Make sure to ask your provider what disinfectants are being used with which equipment to make sure it's one recommended for the machine...

Take on Evidence-Based Testing

EBT focuses on cleaning and disinfection goals and demonstrating excellence, validating performance, measurable objectives are to quickly quantify cleanliness and provide a plan for continuous performance improvement...



For more about [electrostatic spraying](#), download this overview.



For more about [evidence-based testing](#), download this overview.



Gordon Buntrock

Anti-Microbial Coatings

I understand the desire to provide additional protection between the times that surfaces are cleaned and disinfected. Antimicrobial coatings have been around for decades and were designed to inhibit the growth of organisms, as opposed to providing disinfection. Because of the pandemic, new chemistries and technology are emerging in this area.

Many antimicrobial products have not been reviewed or approved by the EPA. EPA products registered as disinfectants have very clear testing and pass/fail criteria that identifies the type of germs and the time frame that they are killed. However, the EPA does not identify a clear kill or germ reduction criteria, nor time frames in which these products provide this barrier of protection.

It is also not clear if the antimicrobial claims would hold up when the facility continues a disinfection program that requires damp wipe disinfecting these same surfaces. The EPA and the CDC has stated that application of these residual antimicrobials does not alter the frequencies required for cleaning and disinfection.

However, we can provide antimicrobial coatings and films and 'self-cleaning' products to clients that find value in these products as they consider the talking points above.



For more about [anti-microbial coatings](#), download this overview.

Deborah's Insights: Indoor Air Quality (IAQ)



Deborah Hetrick

Indoor Air Quality (IAQ)

- Initially the World Health Organization (WHO) held that the coronavirus could not be spread through aerosols, although it more recently reversed its stance. The WHO guidelines now state that transmission of the coronavirus through the air may be possible indoors, especially for people who spend extended periods in crowded, poorly ventilated rooms.
- Increasing IAQ does not replace surface disinfection, but it can enhance how you disinfect the overall environment.
- A healthy facility needs to incorporate both surface disinfection and disinfection of the air. It is becoming increasingly important given the growing body of research showing COVID-19 droplets remain in the air.
- Whether a building is open or closed, you need to ensure as part of a routine maintenance plan, that HVAC systems are operating properly, with outdoor ventilation air maintained at, or above design minimum values.
- In addition to filtration, there are other air cleaning strategies that will also further improve IAQ.
- It's important to look more holistically at the combination of surface disinfection and IAQ in terms of reducing viral transmission on surfaces and in the air. From the things you touch to the air you breathe – looking at these together will give you a healthier, safer building for employees and customers.



To learn more about improving indoor air quality, download our [EnhancedFacility overview](#).

What criteria do we use when assessing various products and the safety impacts for our team members, clients, and the public?



Answered by Robert Bae

To start, and as mentioned earlier, all of the products that we use are vetted through our Advisory Council whose assessment includes looking for any potential health and safety impacts to both building occupants and team members.

As an example, one of the first technologies that we looked was electrostatic sprayers, which is very different process than traditional forms of disinfection such as wipes or trigger spray bottles. For the health of building occupants, we now need to control the potential inhalation hazard following a broad area application. To accomplish this, controls were built in such as making spray areas unavailable to occupants through signs and barriers until the application and settling of the product is complete. And then for our team members, exposed to higher levels of the disinfectants during spraying, we performed exposure assessments to ensure the appropriate level of respiratory protection.

Finally, consideration was given to the spraying equipment itself, to ensure that its use wouldn't necessitate additional safety measures such as electrical grounding.

Newer technologies that we are now evaluating include various applications of UV. Here, we are having to evaluate the impact of exposing human skin and eyes to UV radiation. For building occupants, this would occur whenever in front of UV emitting equipment, and like electrostatic spraying, controls include making areas unavailable to occupants until the application is complete.

However, as these technologies and products are evolving, we are having to assess them independently as different products (which have different UV wavelengths and are being used at different distance) that may necessitate a different level of protection. And for our team members, where there may be a more direct exposure, such as application of UV through a hand-held wand, we would look at additional protection such as full skin protection and UV face shields.

As these new technologies increasingly enter the marketplace, we will assess both the effectiveness of disinfection, as well as any health and safety impacts, so that we can help our clients find ways to provide additional reassurance to occupants that it is safe to enter their buildings.

How can you get the virus? Is it from contacting surfaces or person-to-person spread?



Answered by Cathy Campbell

COVID-19 spreads mainly from person to person, whereas the flu (which is also a respiratory illness) can be transmitted three ways:

1. By direct contact (person to person),
2. Contact with contaminated objects (for example, high touch surfaces)
3. Inhalation of aerosols (from coughing and sneezing)

Studies have proven that viral pathogens, can remain on surfaces for seven days and a variety of other unseen pathogens can remain for up to 900 days. Think about those surfaces we did not regularly clean prior to COVID-19. This points to how important it is to clean and disinfect.

Just to help that sink in a bit, here are a few examples of pathogens you are familiar with:

- **c-Diff (Clostridium difficile)** can show up in the commercial space, and although it does not impact well people, some individuals with auto-immune deficiencies may be susceptible
- **Staph or MRSA:** You can catch it anywhere, such as through a scratch on your skin, or from surface to mucus membrane (eyes, nose, mouth)
- **VRE:** Usually a urinary tract infection but can spread from surface to people
- **Influenza A (H1N1)** can live for hours or up to several days on surfaces and can transfer easily to contaminate hands.

We are suggesting we bring hospital-grade disinfectants, not general cleaners, to commercial spaces. It is apparent that a focus on high-touch surfaces in the commercial space will make people safer. These disinfectants cost more, and companies have to be willing to make the investment.



Learn more about [common pathogens in this guide](#).

With the upcoming flu season, how can we prepare for two infectious diseases being prevalent simultaneously?



Answered by Cathy Campbell

Honestly, COVID-19 has set us up for the future of prevention in the commercial spaces. The flu and COVID-19 are both contagious respiratory illnesses, but they are caused by different viruses. It is going to be hard to tell the difference between the two and with that the CDC is highly recommending flu vaccines for essential workers, as well as people with increased risk for severe illnesses.

At this point in time, scientists are looking at the possibility of the flu and COVID-19 occurring simultaneously so guidance has been provided to state Health Departments for safe administration of flu vaccines, as well as ongoing testing for COVID-19.

Two points to keep in mind:

- As business owners and facilities managers, it means stressing the importance of continued messaging around frequent hand hygiene, social distancing, the wearing of masks. You should know that we can personally contribute to reducing person to person spread of both the flu and COVID-19.
- Because of COVID-19, we are better positioned in our thinking and current experiences and to provide a clean, safe environment to reduce the potential for transmission of pathogens from surfaces. The cleaning and disinfection protocols for infection prevention that we put in place today will position us for facing the pathogens of the future.



To learn more about common pathogens and their lifespans, [view this infographic.](#)

What types of chemicals does ABM use? How are they reviewed for efficacy and safety?



Answered by Gordon Buntrock

Gordon's Takeaways:

Disinfectants that we use meet EPA's criteria for use against the SARS-CoV-2 virus and are on the EPA's List N for emerging pathogens. The disinfectants used also have detergency which increases its effectiveness in removing germs as well as killing them.

The disinfectants selected are also reviewed for the strength of the product by reviewing if they are on additional EPA efficacy lists for killing stronger germs, for faster kill times or decreased contact time, and if they are qualified for use when treating bloodborne pathogens.

They are reviewed for extreme pH levels which could be hazardous to the user or the compatibility of the surfaces being cleaned.

Product Safety Data Sheets are reviewed for required PPE both for the concentrate product and the diluted product which can be extremely different.

We look at the method disinfectants are to be dispensed or converted from concentrate to "ready to use."

Lastly, we look at disinfectants to see if they are recognized by any sustainability programs such as: Green Seal, Ecologo/Greenguard, US Green Building Council LEED, or EPA Design for the Environment (DfE) recognition.

As one of the largest buyers of janitorial supplies in the country, our access to secure hospital grade disinfectant exceeds other vendors. Because we are typically first in line, we can maintain and deliver consistency for EnhancedClean.



View the [EPA's List N](#).

What is involved with frequent high-touch disinfection and broad disinfection? Why are both steps important?



Answered by Cathy Campbell

A consistent approach to the mechanical action of cleaning has been in place pre-coronavirus, but the surfaces we cleaned were limited and industry standards were focused on using multipurpose cleaners.

- **The first step** we take is to promote a logical look at what we touch when moving through a building, so that you can build a prescriptive approach to resolving the removal of soil load from frequently touched surfaces.
- **The second step** is defining the density of traffic moving through and working in particular areas and building a program that justifies the need to increase frequencies of cleaning to leave surfaces at an acceptable level of clean all the time.

We have already discussed how important cleaning is prior to using broader disinfection methodologies like Electrostatic Sprayers or Ultraviolet light technology. But these technologies, when effectively implemented, have been proven to compliment a cleaning and disinfection program and further the reduction of pathogens on surfaces.



Learn more about the [keys to effective disinfection](#).

What steps have you taken to help ensure adherence to cleaning and disinfection protocols?



Answered by Cathy Campbell

We've partnered with infectious disease and industrial hygiene experts to define a methodology and training curriculum for our EnhancedClean™ program.

Our certification program ensures subject matter comprehension and consistent program delivery and is in the process of external validation by the American National Standards Institute.

Our certified EnhancedClean program:

- Incorporates more widespread use of electrostatic sprayers and disinfectants.
- Offers testing and validation to clients who are seeking confirmation of the efficacy of disinfection.
- Validates that our process ensures consistency in employee training and validates service delivery at each location.
- Offers assurance around the use of the right processes, supplies, trainings, and communications that our delivered by trained, knowledgeable team members.

Online and in-person training includes the proper use of PPE, disinfectants, equipment, and more. It is a train the trainer concept where managerial training ensures supervisors can effectively instruct on methods and oversee the process.



For more on our expert-backed training methodology, [download this overview.](#)



To learn more, visit EnhancedClean.com
or call [866.624.1520](tel:866.624.1520) and press 3.



866.624.1520
EnhancedClean.com

©2020 ABM Industries Inc.
All rights reserved.
ABM-01214-0920