

# Enhanced Cleaning Practices

Best Practices for Environmental Cleaning for  
Prevention and Control of Infections



PRODUCTIVITY

SIMPLICITY

SUSTAINABILITY



## 01 KNOW THE DIFFERENCE

**Cleaning** removes germs, dirt, and impurities from surfaces or objects. Cleaning physically remove loose soils from surfaces by the means of a detergent and water. The key to cleaning is friction (e.g., scrubbing and rubbing).

**Sanitizing** lowers the number of germs on surfaces or objects to a safe level, as per Health Canada's standards and requirements. Sanitizing reduces the amount of germs by 99.9%.

**Disinfecting** kills germs on surfaces or objects, preventing them from spreading. This process does not necessarily clean dirty surfaces or remove germs. Disinfectants need to be used after a cleaning agent and must be left on the surface for the appropriate contact time to be effective. Disinfecting destroys most of the germs by 99.999%.

**REMEMBER:** "C" (cleaning) comes before "D" (disinfection). Start by cleaning the surface with detergent to remove any visible soils. Follow by rinsing the surface with water, dry and then apply disinfectant.

## 02 ESTABLISH A PLAN

**Determine areas of focus** and where additional cleaning may be required.

**Educate your staff** about proper hand hygiene, appropriate use of cleaning chemicals, and PPE.

**Train your staff** on proper protocols to clean and disinfect surfaces, ensuring label directions and safety information are followed.

**Use appropriate** cleaning and disinfectant products.

**Continue to maintain** these new cleaning and disinfecting protocols daily.

**Ensure consistency** throughout your facility.

# THE NEW NORMAL

The COVID-19 pandemic has forever changed the way we clean, which includes undertaking enhanced cleaning and disinfection procedures. The following guide provides a general framework for cleaning and disinfecting and aims at limiting the survival of COVID-19 in key environments, specifically in public spaces, with the exception of healthcare facilities and other care settings.

## 03 EMPHASIZE ON HANDWASHING

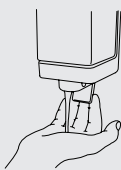
Your staff and cleaning staff must wash their hands often, including after removing gloves and after being in contact with someone. Washing your hands for 20 seconds with soap and water can greatly reduce the spread of infections.

If soap and water is not available, use an alcohol-based sanitizer that contains at least 65% alcohol.



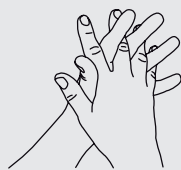
### PROPER HANDWASHING TECHNIQUES

1



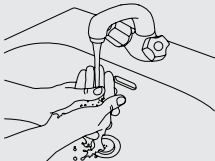
Wet hands with water. Apply enough soap to cover all hand surfaces.

2



Lather. Rub hands, wrist and under fingernails vigorously for **20 seconds**.

3



Rinse hands under water.

4



Dry thoroughly with a single use towel. Use the same towel to turn off faucet.

### Recommended Hand Cleaners

Proper hand hygiene starts with the right products.

- Corsage (55896)
- Tradition (50220)
- Tradition Plus (50228)







## 04 KNOW THE RISK LEVEL OF YOUR SURFACES



Surfaces can be divided into two categories – those with minimal contact (low-touch) and those with frequent hand contact (high-touch).

**High-Touch Surfaces:** Cleaning and disinfecting frequencies should be increased for high-touch surfaces and must be cleaned frequently, as often as necessary to protect customers and employees.

**Low-Touch:** Cleaning frequencies for all other low-touch surface areas such as floors, high windows, and hard-to-reach areas may stay the same, or increase under the discretion of supervisors and managers.

## 05 CLEAN ACCORDING TO THE RISK LEVEL OF SURFACE



**Low Risk:** Clean according to a fixed schedule and additionally as required (e.g. gross soiling).

**Moderate Risk:** Clean and disinfect or sanitize at least once daily and additionally as required (e.g. gross soiling).

**High Risk:** Clean and disinfect or sanitize after each use, at least twice per day and additionally as required.



High Risk

### High-Touch Surfaces

- tables
- doorknobs/handle
- light switches
- countertops
- handles
- desks
- phones
- keyboards
- toilets
- faucets/sinks
- gas pump
- touch screens
- ATM machines
- POS system
- self-checkouts
- shopping cart

Low to Moderate Risk

### Low-Touch Surfaces

- walls
- ceilings
- floors
- window sills
- carpets
- curtains

## 06 CHOOSE THE RIGHT PRODUCTS

It is important to take proactive measures to keep yourself, your staff, and the public healthy.

Choosing the right disinfectant is key. The best practice is to use a registered disinfectant. All registered disinfectants **will have a Drug Identification Number (DIN)** provided by Health Canada.

Foreign approvals such as **EPA and FDA are non-transferable to Canada** and are not approved for use.



### Vanguard

General Purpose Disinfectant Cleaner

Cleans, disinfects and deodorizes in one labour-saving step. This neutral quat-based cleaner is highly efficient in destroying a broad range of bacteria, viruses, fungi and other microorganisms from hard surfaces.

DIN: 02213109

Code: 53023 (5 L)

APPROVED FOR /  
APPROUVÉ CONTRE  
COVID-19



### Triple Action

Cleaner, Degreaser & Disinfectant

Triple Action cleans, degreases and disinfects in one easy step. Reduce your inventory while simplifying your purchasing decision and maintenance program with this 3-in-1 cleaning solution.

DIN: 02322110

Code: 51347 (5 L)



### Oxy-Q

Hydrogen Peroxide Based Disinfectant

Utilizes the power of hydrogen peroxide to create a non-toxic, complete cleaning solution. Oxy-Q has limitless cleaning options. Dilute it according to your application – one product does it all.

DIN: 02457148

Code: 52880 (4 L)



### Quat Plus

Liquid Disinfectant

A disinfectant and germicidal detergent with the cleaning performance of a neutral quat that eliminates malodour by destroying a wide range of bacteria, fungi and viruses. Effective against Influenza A (H1N1).

DIN: 02298694

Code: 50232 (4 L)



### UniTab

Disinfectant & Sanitizing Tablets

An effervescent disinfectant and sanitizer tablet that just requires water. A single dose tablet delivers accurate strength solution every time, eliminating measure and pour guesswork.

DIN: 02470381

Code: 53379 (120 tablets)

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# GUIDELINES DURING CLEANING AND DISINFECTION



• Always wear disposable gloves when cleaning and disinfecting. Discard gloves after each use.



• Wear safety glasses when manipulating the chemical concentrate.



• Always label diluted products properly using a workplace label.



• Diluted disinfectants have a shelf life of 30 days. Prepare a fresh solution every 30 days.



• Always clean the room **clockwise**, and from the outside to the middle.



• Always clean/disinfect the **least soiled areas (low-touch) to most soiled areas (high-touch)** and from **high surfaces to low surfaces**.

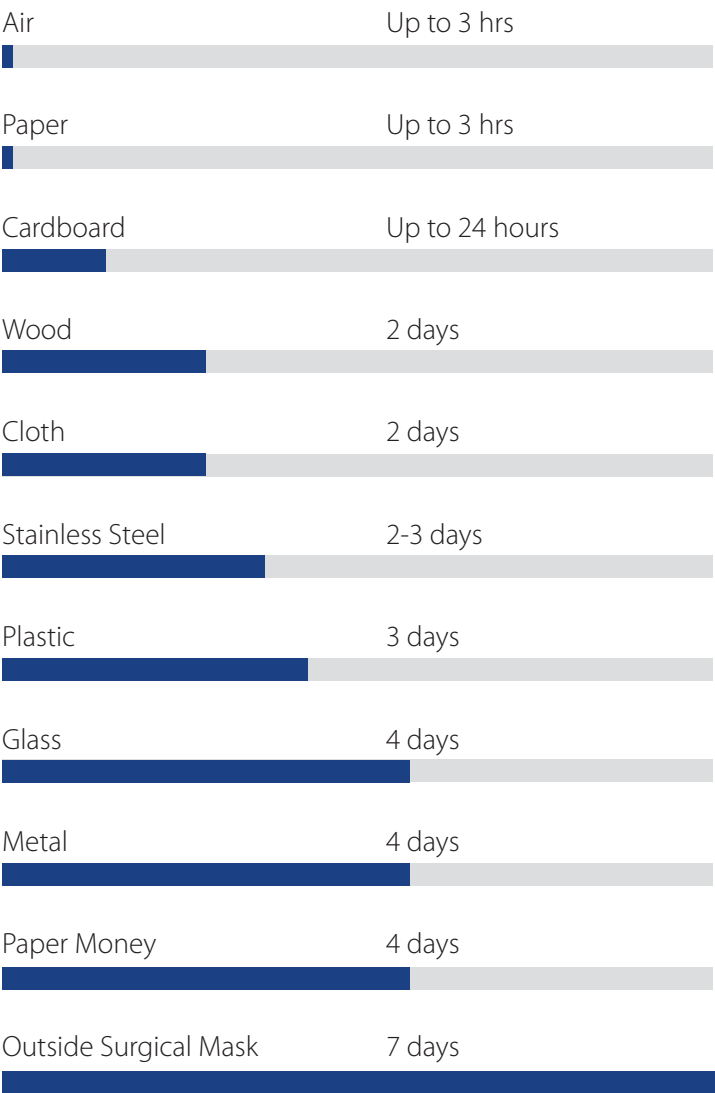
## Recommended RTU Disinfectants

Proper disinfecting starts with the right products.

- Eliminate (53377)
- Sanitizing Wipes (53378)
- Triple Action Multi (53376)
- Triple Action RTU (51345)
- Quatromyicide V RTU (52889)



## HOW LONG DOES COVID-19 LIVE ON COMMON SURFACES



Source: New England Journal of Medicine, The Lancet Microbe



## 07 DON'T FORGET ABOUT YOUR FLOORS

Floors can unknowingly spread viruses across your establishment and even carry it out to other establishments as guests, employees walk around.

**Step 1:** The infected person sneezes or coughs, producing respiratory droplets that land on their surroundings.

**Step 2:** The virus gets transferred to a variety of surfaces, including the floors.

**Step 3:** A person walks on the floor and the virus gets transferred to their shoes. They start spreading the virus as they walk around.

**Step 4:** That person takes their shoes off and the virus gets transferred to their hands. They then touch surfaces or their face, not knowing the virus is on their hands.



## DISCOVER THE MICRO-5: OUR MICRO SCRUBBER DRYER

Using this mop alternative can go a long way in preventing the spread of infections. As you know, floors can harbour disease-causing germs.

The Micro-5 dispenses a disinfectant-detergent from the centre of the brush and uses a fresh solution at every pass throughout the cleaning process. Contrary to a mop, the dirty brush never comes in contact with the solution which greatly reduces the risks of cross-contamination.

The scrubbing action offers a deeper clean and using the double scrub method, you allow the disinfectant more contact time with a microorganism, thus creating a better killing situation.

They help create healthier environment ensuring floors are properly cleaned and disinfected.



## WHY YOU SHOULD DITCH YOUR MOP

Dirty mops can contain germs and viruses, and can spread them instead of removing them.

Mops can also absorb the active ingredients in disinfectants in a process called quat binding if the mop is left to soak in the solution. One study has found the quat level of a disinfectant remaining was decreased by 50 percent after soaking for just 10 minutes – rendering the solution with an insufficient ppm.



# Vision

To be a growth company focused on continuously improving customer experience through people, products and processes while making a positive impact on society and the environment.



## **CUSTOMER INTIMATE**

Meet customer expectations.



## **EXECUTE**

Deliver results.



## **GROWTH**

Be a high growth company where staff also grow professionally.



## **RESPECTFUL & INCLUSIVE**

Show all stakeholders respect.  
Communicate effectively and listen to learn from others.



## **MEANING**

Positively impact people and the planet.