



# BEST PRACTICES: **SANITIZING YOUR OPERATION**



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# COVID-19 INFORMATION

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**With this guide, identify the extra precautions your operation needs to take in order to provide a safe and sterile environment for your employees and customers.**

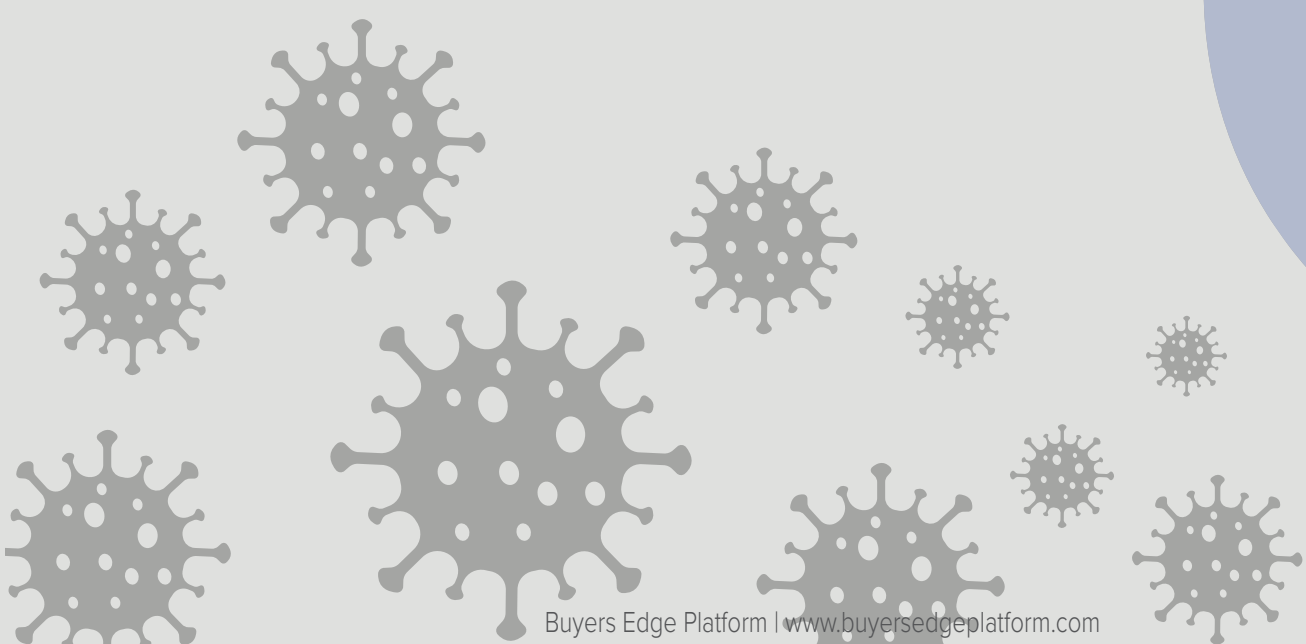
According to both the Centers for Disease Control (CDC) and World Health Organization, coronaviruses are spread from person-to-person and there is currently no evidence to support transmission of COVID-19 associated with food.

Coronaviruses generally have poor survivability on surfaces, so there is likely very low risk of spread from products or packaging that are shipped over a period of days or weeks at ambient, refrigerated, or frozen temperatures.

New information is frequently released as the CDC continues to monitor this virus. This resource is for informational use only.

The CDC has stated: *“CDC guidance for COVID-19 may be adapted by state and local health departments to respond to rapidly changing local circumstances.”*

(CDC, 2020a)



# HAND WASHING

## BEST PRACTICES

Review the following information with your team members to help reduce the risk of a COVID-19 outbreak in your operation. Stress the importance of regular hand washing and disinfecting routines to promote a sterile environment and avoid cross contamination.

### HOW TO PROPERLY WASH HANDS



1  
Wet hands with clean, running water



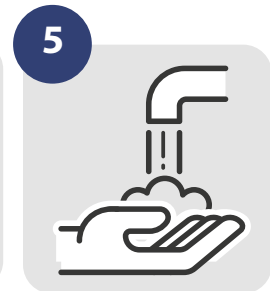
2  
Apply soap and lather hands by rubbing together



3  
Ensure palms, backs of hands, fingers and nails are washed



4  
Scrub hands for at least 20 seconds



5  
Rinse hands thoroughly with clean, running water

(Gordon Foodservice, 2020)

## WHEN TO WASH YOUR HANDS?

### RESTAURANT

- Using the restroom
- Leaving and returning to the kitchen and prep areas
- Taking out the garbage
- Handling cleaning supplies and solutions
- Eating, drinking, smoking or chewing gum or tobacco
- Handling raw meat, poultry or seafood
- Touching the body or clothing
- Sneezing, coughing, or using a tissue
- Handling cash or other forms of payment
- Before and after wearing gloves

(Tork, 2020a)

### HEALTHCARE

- Before and after all patient contact
- Contact with potentially infectious materials

- Before putting on and after removing personal protective equipment (PPE)

(Tork, 2020b)

### WORLD HEALTH ORGANIZATION'S 5 MOMENTS OF HAND HYGIENE FOR HEALTHCARE STAFF

1. Before touching a patient
2. Before a clean/septic procedure
3. After body fluid exposure risk
4. After touching a patient
5. After touching patient surroundings

(World Health Organization, 2020a)

## HOSPITALITY

- Using the restroom
- Leaving and returning to the kitchen and prep areas
- Taking out the garbage
- Handling cleaning supplies and solutions
- Eating, drinking, smoking or chewing gum or tobacco
- Handling raw meat, poultry or seafood
- Touching the body or clothing
- Sneezing, coughing, or using a tissue
- Handling cash or other forms of payment
- Before and after wearing gloves
- After touching devices such as public phones, computer keyboards, etc
- After touching elevator buttons, faucets, countertops, exercise equipment, and other commonly used surfaces

(America Hotel & Lodging Association, 2020)

## WHERE TO PLACE DISPENSERS?

“Studies show that **OPTIMIZING DISPENSER PLACEMENT CAN INCREASE USAGE BY MORE THAN 50%**, and that merely increasing the number of dispensers has a smaller impact on usage than keeping the same number of dispensers but **making them MORE PROMINENTLY VISIBLE.**”



(Tork, 2020b)

As you continue to operate during the COVID-19 pandemic, reinforce proper hand hygiene through optimal dispenser placement.

## WHERE TO PLACE DISPENSERS?



(Tork, 2020a)

### RESTAURANT

- Entrances
- Kitchen
- Kitchen Exit
- Front Counter
- Restroom
- Waste Bins

### HEALTHCARE

- Hospital Entrance
- Traditional Private Patient Room
- Semi-private Patient Room
- Nurse Station

(Tork, 2020b)

### HOSPITALITY

- Break rooms
- Employee Cafeteria Settings
- House Keeping Carts (Individual Packets)
- Hotel Rooms (Individual Packets)

(America Hotel & Lodging Association, 2020)i



THE BUYERS EDGE PLATFORM OFFERS **HAND SANITIZING PRODUCTS** THROUGH VARIOUS PARTNERS.



AND MORE...

# SURFACE CLEANING

## BEST PRACTICES

By continuously practicing routine cleaning and sanitization of high touch surfaces, restaurants can help reduce the spread of COVID-19. From the front of house, to the back of house, inform your staff on how to effectively clean essential areas.

### CLEAN, THEN DISINFECT

According to both the Centers for Disease Control (CDC), cleaning with soap and water followed by disinfectant is a best practice measure for prevention of COVID-19 and other viral respiratory illnesses in households and community settings.



(CDC, 2020a)

### HOW TO PROPERLY CLEAN SURFACES

1



Always wear gloves when disinfecting and cleaning

2



Clean surface with soap and water

3



Then, clean with a disinfectant

### BE SURE TO WEAR GLOVES

When cleaning, the CDC recommends people to wear disposable gloves so then they can be discarded after each cleaning. If you are using reusable gloves, be sure to dedicate those specifically to cleaning and disinfecting surfaces. Those gloves must not be used for any other purposes. Clean hands immediately once gloves are removed.

(Gordon Foodservice, 2020)

### ALWAYS READ THE LABEL

- Do not mix cleaners and disinfectants unless the labels indicate it is safe to do so.
- Combining certain products (such as chlorine bleach and ammonia cleaners) can result in serious injury or death.
- Always ensure the product you are using is safe to use in the area you are cleaning.

(CDC, 2018)



## WHERE TO DISINFECT?

### RESTAURANT

**BACK OF HOUSE** Door handles, light switches, dispensers, food contact surfaces, hand contact surfaces, sink faucets and handles and utensils.

**FRONT OF HOUSE**, Door handles, light switches, dispensers, sneeze guards, menus, tables and chairs, countertops, takeout counter and register/credit card machines.

**BATHROOMS** Door handles, light switches, dispensers, sink faucets and handles, toilet seats and flushers.

(Tork, 2020a)

### HEALTHCARE

**PATIENT ROOMS** Bed rails / controls, Tray table, IV pole (grab area), Call box / button, Telephone, Bedside table handle, Chair, Room sink, Room light switch, Room inner door knob, Bathroom inner door knob / plate, Bathroom light switch, Bathroom handrails by toilet, Bathroom sink, Toilet seat, Toilet flush handle, Toilet bedpan cleaner, IV pump control, Multi-module monitor controls, Multi-module monitor touch screen, Multi-module monitor cables, Ventilator control panel

(CDC, 2020b)

### HOSPITALITY

**GUEST ROOMS** Door handles, desk, table, chairs and lamps, dresser drawer handle, light switches and thermostats, drapery pull handles, mini-bar, menu and room collateral, telephone and keypad, remote control keypad and alarm clock, television, safety latch and peephole, trash receptacle touch points, iron handle, hangers, and luggage rack, faucet and toilet handles



**PUBLIC RESTROOMS** Door handles, sink faucets and toilet handles, towel dispenser handle, soap dispenser push plates, baby changing station, trash receptacle touch points

**LOBBY AREA AND FOODSERVICE DINING ROOM** Door handles, push plates, thresholds and hand railings, telephone and keypad, tables and chairs, coffee and beverage stations, vending and ice machines, public information kiosk, trash receptacle touch points, high chairs

(America Hotel & Lodging Association, 2020)

THE BUYERS EDGE PLATFORM OFFERS CLEANING PRODUCTS THROUGH VARIOUS PARTNERS.



AND MORE...



## MANAGING OPERATIONS

Manage your operation's safety by not only monitoring what comes in and out of your operation, but who. From employees to vendors, make sure your operation is covered.

### OPERATOR

#### *YOUR STAFF*

Management must communicate to employees guidelines they must follow to keep themselves, others, and the overall operation safe.

#### **PERSONAL PROTECTIVE EQUIPMENT (PPE)**

- Provide personal protective equipment (PPE) for staff
- Always wear PPE (gloves) when handling food

## ATTIRE

- Hair must be pulled back and when serving food, it must be covered
- Change work clothes daily. Wash them by using hot water to kill bacteria. Work clothes should only be worn inside the facility and not at any other locations
- Do not wear jewelry or nail polish

## ACTIONS

- Wash hands very frequently
- Use an alcohol-based hand sanitizer after washing with soap and water (at least 60% alcohol)
- Do not touch your eyes, nose or mouth with unwashed hands. If touch, immediately wash hands afterwards
- Cover your mouth and nose with a tissue when you cough or sneeze, then throw the tissue in the trash and wash your hands. If you do not have a tissue, cough or sneeze into your elbow, never your hands.

(Tork, 2020a)

## EMPLOYEE EXPERIENCING COVID LIKE SYMPTOMS?

If your staff is experiencing COVID-19 like symptoms, they should not work.

Foodservice employees who are feeling sick should stay home for 7 days if experiencing symptoms. They must be 72 hours fever-free without medication before returning.

\*Outside of healthcare and healthcare facilities, there is typically no need to perform special cleaning or decontamination of work environments when a person suspected of having the virus has been present, unless those environments are visibly contaminated with blood or other body fluids. In limited cases where further cleaning and decontamination may be necessary, consult U.S. Centers for Disease Control and Prevention (CDC) guidance for cleaning and disinfecting environments, including those contaminated with other coronavirus.

(OSHA, 2020)



## SCHEDULING TIP

By scheduling employees by splitting them into groups, you limit the staff that comes into contact with each other. That way, if you have someone that tested positive, there will still be unexposed workers.

(Gordon Foodservice, 2020)

## EXTERNAL INTERACTIONS



## CUSTOMERS

Keep customers in mind at ease by providing them with resources to keep them safe from germs and getting sick.

### TURN TO DISPOSABLES

- Consider contained systems to help reduce the chance of cross-contamination and communicate a hygienic establishment to your patrons.
- Consider single use disposable foodservice solutions, to ensure patrons food is safe and secure.
- Consider contained cutlery and napkin dispensing systems, to ensure your patrons receive hygienic cutlery and napkins each time.

### USE THE RIGHT TOOLS

- Consider disposable towels over air dryers to prevent the spread of germs and promote proper hand hygiene.
- Consider automated drink lidding/sealing options to provide tamper-resistant takeout and delivery disposables for your patrons. Consider covered dispensers and toilet seat covers to communicate a hygienic facility.
- Consider hand sanitizing stations inside the establishment and at curbside, in greater quantities and capacities and near common touch points, for employees and patrons.

Georgia Pacific Pro (2020)

## EXTERNAL VENDORS

Per your policy, restrict, screen, and log all vendor sales and deliveries.

### IF YOU ARE NOT ALLOWING YOUR FOODSERVICE VENDOR ACCESS INSIDE YOUR BUILDING:

- Designate an area for where orders can be unloaded
- Designate a staff member to manage all deliveries
- Be sure to let the delivery representative know whom they should expect/contact when they arrive

### TO ENSURE A SAFE TRANSFER OF PRODUCT UPON DELIVERY:

- Require a designated staff member to meet the delivery person and remain in that location while the delivery is unloaded by the vendor
- Provide a pallet for the vendor to unload the packages
- Be sure your designated staff member to store the product in a safe and timely manner to be in accordance with food-safety regulations
- The CDC and World Health Organization (WHO) indicate that there is a very low likelihood of transmission via packages, particularly if people are utilizing standard preventive measures

(World Health Organization, 2020b)

- Be sure your designated staff member thoroughly washes their hands when completed delivery process (GP PRO Foodservice Actionable Hygiene Checklist)

Georgia Pacific Pro (2020)

# HEALTHCARE

## YOUR STAFF

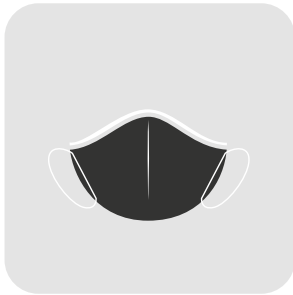
### PERSONAL PROTECTIVE EQUIPMENT (PPE)

According to CDC, employers should select appropriate PPE and provide it to healthcare professionals (HCP) in accordance with OSHA's PPE standards (29 CFR 1910 Subpart I).



#### GLOVES

- Before putting on gloves, ensure you have properly cleaned your hands
- Put on non-sterile, clean gloves on before entering a patient room or care area
- Always change gloves if they become damaged or contaminated



#### RESPIRATORY PROTECTION

- Respiratory protection should be at least a fit-tested NIOSH-certified disposable n95 filtering facepiece
- One should be applied before entering any patient or care area



#### EYE PROTECTION

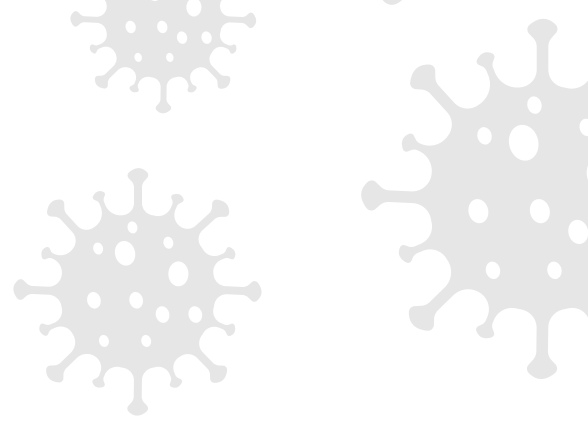
- Goggles and shields that cover the front and sides of the face are adequate forms of eye protection
- Put on eye protection before entering a patient room
- Personal glasses do not work as effective eye protection
- Disinfect or dispose eye protection by following manufacturer's instructions



#### GOWNS

- Before entering a patient room or area, put on a clean isolation gown
- If the gown becomes soiled or damaged, change it
- Use a dedicated container when discarding the gown before leaving the patient room or care area

(CDC, 2020c)



## HOSPITALITY

### YOUR STAFF

#### EDUCATE

- To ensure a smooth operation, be prepared. If an essential staff member becomes sick, cross train personnel to perform essential functions
- Work with local health authorities and communicate their instructions to your staff

#### ENCOURAGE SANITATION AND SAFETY

- Provide employees with extra sanitation items such as sanitizer and wipes to promote hand and surface cleaning
- Frequently sanitize high touch surfaces such as countertops and doorknobs
- Every room is to be thoroughly sanitized by staff after each guest has checked out

*Employees who experience the following symptoms are recommended to stay home and not come to work:*

- Fever (100.4° F [37.8° C] or greater)
- Any other symptoms for at least 24 hours, without the use of medicine

(America Hotel & Lodging Association, 2020)

### YOUR GUESTS

#### COMMUNICATION

Communicate your sanitation efforts to provide your guests with peace of mind. Provide a resource page on your company's website where guests and others can see how your operation is handling safety and sanitation.

THE BUYERS EDGE PLATFORM OFFERS **CLEANING PRODUCTS** THROUGH VARIOUS PARTNERS.



**AND MORE...**

# CLEANING CHECKLIST

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## FRONT OF HOUSE CHECKLIST:

- All food contact surfaces
- All areas regularly touched by employees/guests
- Restrooms (toilets, sinks, paper towel dispensers, etc)
- Door Handles
- Touch Screen Registers
- Drive-thru window ledges
- Clean every surface such as chairs, tables, bar and booths
- Delivery vehicle interiors and any reusable delivery shipping/warming units
- Anything else applicable

## BACK OF HOUSE CHECKLIST:

- All food contact surfaces
- Non-Food contact surfaces
  - Receiving doors
  - Phones
  - Reach-in and walk-in-doors
  - In-place equipment
  - Anything that cannot be washed in 3 compartment sinks
  - Area around and basins of sinks when not in use
- Clean and empty the trash cans and recyclables
- Put all aprons, rags and chef's coats in the laundry
- Clean entrance (glass door, door handles and frames)

# START SAVING TODAY

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We work with hundreds of manufacturers and programs to help your operation during these vital times.

If you are interested in learning how you can take advantage of member discounts on many products and programs designed to keep your operation clean and germ free, please contact:

## BEYOND PRIME PROGRAMS

beyondprime@buyersedgeplatform.com

## MANUFACTURER PROGRAMS

jocelyn.yanco@diningalliance.com



# THANK YOU TO OUR PARTNERS

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# GLOSSARY

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**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. (CDC, 2018)

**CONTACT TIME** Time a disinfectant is in direct contact with the surface or item to be disinfected. For surface disinfection, this period is framed by the application to the surface until complete drying has occurred. (CDC, 2016)

**CONTAMINATED** State of having actual or potential contact with microorganisms. As used in health care, the term generally refers to the presence of microorganisms that could produce disease or infection.

**DECONTAMINATION** According to OSHA, “the use of physical or chemical means to remove, inactivate, or destroy bloodborne pathogens on a surface or item to the point where they are no longer capable of transmitting infectious particles and the surface or item is rendered safe for handling, use, or disposal” [29 CFR 1910.1030]. In health-care facilities, the term generally refers to all pathogenic organisms.

**DETERGENT** Cleaning agent that makes no antimicrobial claims on the label. They comprise a hydrophilic component and a lipophilic component and can be divided into four types: anionic, cationic, amphoteric, and non-ionic detergents.

**DISINFECTANT** usually a chemical agent (but sometimes a physical agent) that destroys disease-causing pathogens or other harmful microorganisms but might not kill bacterial spores. It refers to substances applied to inanimate objects. EPA groups disinfectants by product label claims of “limited,” “general,” or “hospital” disinfection.

**DISINFECTION** Thermal or chemical destruction of pathogenic and other types of microorganisms. Disinfection is less lethal than sterilization because it destroys most recognized pathogenic microorganisms but not necessarily all microbial forms (e.g., bacterial spores). (CDC, 2016) A substance or mixture of substances, that destroys or irreversibly inactivates bacteria, fungi, and viruses, but not necessarily bacterial spores, in the inanimate environment. (Code of Federal Regulations, 2018).

**SANITIZER** Agent that reduces the number of bacterial contaminants to safe levels as judged by public health requirements. Commonly used with substances applied to inanimate objects. According to the protocol for the official sanitizer test, a sanitizer is a chemical that kills 99.999% of the specific test bacteria in 30 seconds under the conditions of the test. (CDC, 2016) . A substance, or mixture of substances, that reduces the bacteria population in the inanimate environment by significant numbers, but does not destroy or eliminate all bacteria. (Code of Federal Regulations, 2018)

**SHELF LIFE** Length of time an undiluted or use dilution of a product can remain active and effective. Also refers to the length of time a sterilized product (e.g., sterile instrument set) is expected to remain sterile.

**STERILIZATION** Validated process used to render a product free of all forms of viable microorganisms. In a sterilization process, the presence of microorganisms on any individual item can be expressed in terms of probability. Although this probability can be reduced to a very low number, it can never be reduced to zero. (CDC, 2016)



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