

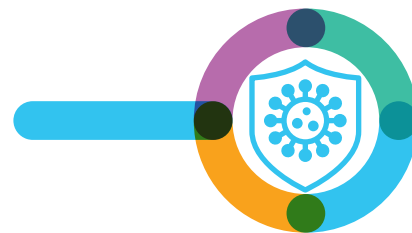


Ministry Infection Control and Prevention Guide

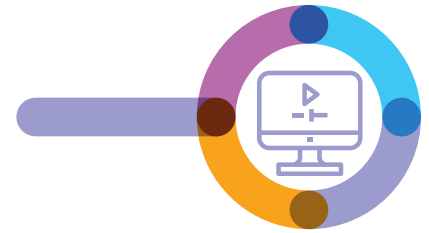


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How to Use this Guide

The coronavirus (COVID-19) pandemic is changing the way all organizations will operate in the future. Many nonprofit organizations over the last few decades have struggled with how best to keep not only their workforce, but the clients they serve safe. Unless your ministry is in healthcare, has infirmaries or manages senior living facilities, one area of safety which could have been overlooked until now is infection control and prevention.

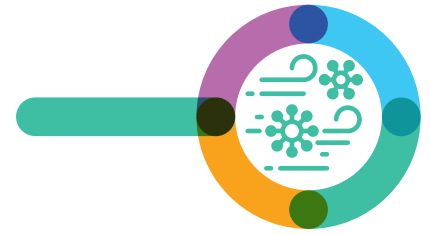
By using this Guide, your organization can begin to develop or continue to improve upon your existing Infection Control and Prevention Plan. It will assist in the thought process of identifying and developing organizational processes and procedures your infection response and planning team can implement and monitor to prevent facility infection and to react should an infectious outbreak occur within your ministry.

Every organization has its own set of regulations that must be complied with and activities to be performed on a daily, weekly, monthly, quarterly, semiannually and/or annual basis, dependent upon whose regulations are being followed. The area of infection control and prevention has been around for a long time, however new technologies, research and resources are constantly being developed and improved upon. This Guide can help you develop a plan that can be self-sustaining and will give those organizations with no plans a place to start. There are several checklists in each section throughout this Guide. These checklists will highlight a variety of topics specific to that section, which your organization's designated team can discuss, prioritize, and develop so that those activities can be implemented and monitored at your ministry.

Our goal with this guide is to provide your organization with more insight on how best to manage your infection control and prevention measures to protect all who serve and those you serve in your ministry.

The purpose of this guide is for informational purposes only. Each organization needs to follow the best practices for their specific ministry and consult with CDC, federal, state and local guidance as it relates to COVID-19. This guide should not be used as legal or medical advice. For legal and medical advice, organizations should consult with those professionals.

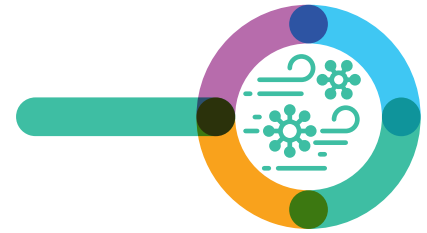
Preparing Your Organization for a Pandemic Overview



During a pandemic, organization leaders are challenged to protect their religious communities, employees, volunteers, clients/customers, facilities and even their ministries. Having plans developed will enable organizations to respond efficiently, and these preparations may be useful in other emergencies. Two immediate focuses are: *Preparing your workplace* and *Preparing for your employees and clients*. These are general practices; however, it should be noted specific steps may need to be developed according to unique considerations of each industry. For example, residential organizations such as nursing homes, colleges and universities, convents, monasteries, and retreat facilities will have unique considerations compared to non-residential organizations like a thrift store, gift shop, shrine, chapel, etc.

Preparing for how your organization's workplace will be impacted: Below is a list of topics that can help guide your thoughts as you begin to look at what is needed for your ministry:

- Develop a Pandemic or Infection Control and Response Team with an assigned director who is tasked with establishing the plan.
- Determine who and what are essential to keep the business functioning; how to engage them:
 - Employees who need to report on-site or be actively engaged.
 - Suppliers and services; appropriate alternatives to consider in case of additional needs.
- Cleaning and Disinfecting your facilities:
 - Assess if your staff is able to perform these tasks, or if outside contractors are needed.
 - What will your staff need to do to accommodate contractors (moving equipment, altering/vacating spaces, moving residents, etc.)?
 - Increase building HVAC ventilation to increase air purity.
- Anticipate an increase or decrease in demand for your organization's services or products.
 - How will restrictions such as social distancing impact your organization?
 - Will that limit the number of people who interact with you?
 - Do you manufacture or use products such as Personal Protective Equipment (PPE) that will be in higher demand than usual?
- How will travel restrictions impact the way you do business?
- What alternative methods of conducting business can you substitute effectively?
For example:
 - Video conferencing meeting formats.
 - Physical barriers or separation to increase distance between staff and customers.
- Communications: how to communicate emergency, important information and changes to:
 - Key crisis managers and contacts.
 - Status on changes in essential worker designations.
 - Phases of partial shut-down, full shut-down and reopening.



Preparing Your Organization for a Pandemic Overview

- Anticipate potential financial implications to the organization, and what steps may be considered to address these, such as:
 - Loss of revenue from decreased sales, interruption of tuition, etc.
 - Stocking up on additional types and quantities of PPE.
 - Suppliers not able to fulfill needs; identify substitute sources.
 - Emergency loans, such as to meet payroll.
 - Additional costs associated with thorough cleaning, disinfecting initially and ongoing costs.
 - Technology and equipment infrastructures to support remote client business and staff telecommuting.

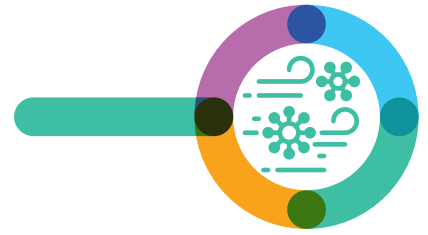
Prepare for how your employees and clients will be impacted

- Identify essential workers who are required to report to the workplace.
 - Extended work hours and staggered shifts.
 - Considerations for alternative housing on-site or other precautions.
- Measures to keep people safe from infection.
 - Providing adequate hand-washing and sanitizing stations, touch-free if possible.
 - Wearing increased personal protective equipment.
 - Change types of interaction such as eliminating shaking hands, changing seating space in meetings, and workspace alterations.
 - Limiting physical workspace access: confined to specific floors/areas, departments, avoiding common areas, dining in departments rather than cafeterias, etc.
- Policies on working remotely/from home.
- Staffing needs may change to meet the new demands: activities, departmental numbers, and job sharing.
- Policies on employee absences due to factors such as their own illness, illness of family members, isolation and quarantine, closures of businesses and schools.
- Identify isolation policies in case a client or religious person becomes ill on-site.
- HR procedures to determine who infected persons have had close contact with in past 14 days.
- Employee return-to-work policies and procedures.
- Products and services: delivery options, curbside pickup, on-line ordering, student education.
- Prepare information to be communicated, up front and in response to inquiries or concerns.

Additional Considerations for Employers

- Employers should work with their local and state health departments to insure they are following local protocols and guidelines.
- Employers should educate staff and others to recognize the symptoms of infection and provide instructions for reporting, isolation, etc.
- Employers should determine the mental health needs for staff and clients.

Preparing Your Organization for a Pandemic Overview



For more information:

"Communities, Schools, Workplaces, and Events, Guidance for Where You Live, Work, Learn, Pray and Play"

Source: CDC

<https://www.cdc.gov/coronavirus/2019-ncov/community/index.html>

Resources:

Centers for Disease Control and Prevention, CDC 24/7: *Saving Lives, Protecting People* ^(TM)

<https://www.cdc.gov/cdctv/emergencypreparednessandresponse/cdc-24-7.html>

U.S. Department of Health & Human Services

<https://www.cdc.gov/business>

"Plan, Prepare and Respond to Coronavirus Disease 2019", May 2020

Source: Centers for Disease Control and Prevention

<https://www.cdc.gov/coronavirus/2019-ncov/community/guidance-business-response.html>

Infectious Response and Planning Team



Employee exposure to infectious diseases can seriously affect the success and the way an organization accomplishes its mission. How that organization responds is critical to this success. One of the first steps any organization needs to consider is developing an Infectious Response and Planning Team. This team can play a key role in developing pre-, during, and post- plans the organization will follow to prevent and minimize the spread of infectious diseases to help keep the organization focusing on its mission.

This section provides you with a checklist to be used to help guide your organization in developing an infectious response and planning team.

Developing Your Team: (The size of your team will depend on the size of your organization, various departments available at the organization and the type of ministry being provided).

- Identify who will be responsible for developing the team.
- Identify possible team members from organizational departments, employees with experience and outside assistance:
 - Human Resources
 - Facilities/Custodial
 - Risk Management/Safety
 - Employees with expertise in:
 - Healthcare/first aid responders*
 - Worker's compensation*
 - Wellness and health*
 - Member of other committees, such as Business Continuity Team*
 - Employees interested in being on the team
 - Security
 - Training
 - Vendors/Community Assistance
 - Employee Health Benefits*
 - Employee Assistance Programs*
 - Insurance Risk Management/Safety Experts*
 - Worker Compensation Provider*
 - Housekeeping/Custodial Services Capable of Disinfecting for the Exposure*
 - State/County Health Department*
 - Department of Education*

Infectious Response and Planning Team



Team Responsibility and Direction: (Define the team's responsibility and areas of focus the team can work toward developing, implementing and monitoring)

- Obtain leadership commitment for the team.
- Support and demonstrate leadership's commitment to the health and safety in all areas of the organization.
- Develop, maintain and implement a response plan should there be an infectious exposure where an immediate response is needed.
- Determine when an organization's facility needs to be partially or completely shut down.
- Develop and implement steps for reopening a facility from a shutdown.
- Suggest specific formal responsibilities be incorporated in company policy for managers, supervisors and employees.
- Ensure ongoing employee awareness, education and training specific to all levels of the organization:
 - Top leaders
 - Mid-level managers
 - Supervisors
 - Employees
 - Volunteers
- Assess third-party risks and controls.
- Assess and act on the organization's preparedness for prevention and response (Hierarchy of Controls Applied to NIOSH Total Worker Health)
 - Eliminate workplace conditions that cause or contribute to worker illness and injury or otherwise negatively impact well-being. These include factors related to supervision throughout the management chain.
 - Replace unsafe, unhealthy working conditions or practices with safer, health-enhancing policies, programs and management practices that improve the culture of safety and health in the workplace.
 - Redesign the work environment where needed, for safety, health and well-being.
 - Remove impediments to well-being, enhance employer sponsored benefits and provide flexible work schedules.
 - Provide employees with education and resources on safety and health.
 - Encourage personal change for improvements to health, safety and well-being.
 - Assist workers with individual risks and challenges; provide support for healthier choice-making.

Infectious Response and Planning Team



- Provide policy/program recommendations for the use of employee PPE.
- Ensure ongoing client awareness and education on infection control, hygiene and safety.
- Provide policy/program recommendations clients are to follow to minimize and prevent exposure.
- Determine the need and process for employee/client daily health screening.
- Develop entrance and egress controls for each facility.
- Provide support and assistance with organizational communication.
- Develop, maintain and implement programs with organizational activities to include social distancing.
- Ensure there is a plan for day-to-day ongoing cleaning and disinfecting of the facility.
- Ensure there is an employee emotional/mental health awareness program available at all levels of the organization.
- Develop and implement a process to help maintain confidentiality and privacy of employees and clients.
- Identify, develop, obtain and evaluate resources to prevent and minimize risk to exposure.
- Design programs with both short- and long-term approaches to be aligned with the organization's core values.
- Review updates and guidelines from the CDC, federal, state and local governmental agencies, the U.S. Department of Health and U.S. Department of Education.
- Ensure a response plan is ready to be used should an employee report possibly contracting COVID-19 or any other contagious disease.

For more information:

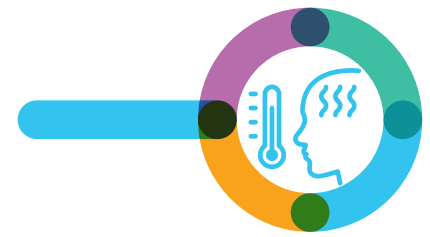
NIOSH Total Worker Health program, please visit www.cdc.gov/niosh/twh

Source: NIOSH, Hierarchy of Controls

www.cdc.gov/niosh/topics/hierarchy/default.html

Resources:

"Fundamentals of Total Worker Health Approaches" Essential Elements for Advancing Worker Safety, Health and Well-Being, developed by the Department of Health and Human Services, Centers for Disease Control and Prevention, National Institute for Occupational Safety and Health.



10 Responding to Employees Who May Have COVID-19

When responding to employees who may have COVID-19, employers must be very careful to ensure they are following all applicable federal, state and local laws.

Organizations must know the symptoms of COVID-19 that the Centers for Disease Control and Prevention (CDC) has identified, which include:

- Cough
- Shortness of breath
- Fever
- Chills
- Muscle pain
- Sore throat
- New loss of taste or smell
- Less common symptoms, including nausea, vomiting or diarrhea

The CDC has promulgated more detailed recommendations, as have many state and local public health authorities. States and local regions have their own laws and processes in place which may apply, and should also be consulted for any specific situation.

When responding to an employee who may have COVID-19, the following are suggested steps to follow if:

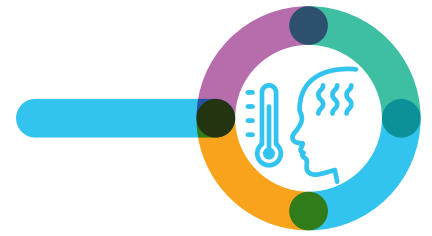
- An employee reports a diagnosis of COVID-19
- An employee reports a recommendation to quarantine or self-isolate due to COVID-19
- An employee reports or exhibits symptoms

Initially Interacting with the Employee:

- If the employee is at work, they should be immediately separated from other employees, customers, and visitors, and sent home. If they are already home, they should remain home. Have Human Resources or a similar person immediately contact the employee and collect as much information as possible. Potentially important information includes:
 - Have they been tested or diagnosed with COVID-19?
 - Have they been recommended to quarantine or self-isolate due to COVID-19?
 - Have they exhibited any symptoms of COVID-19?
 - How long have they been experiencing any such symptoms?
 - Have they been in close contact (within six feet for a prolonged period of time) with any other employees or persons in the workplace in the past two weeks?
Recommended definitions of prolonged periods of time vary between health authorities and circumstances, from a few minutes to 30 minutes or more.
- In what workspaces have they spent prolonged periods of time in the past two weeks?

Employers must treat the information about the employee's condition as a confidential medical record in compliance with the Americans with Disabilities Act (ADA). Do not discriminate or retaliate against the employee because of their having or possibly having COVID-19, or reporting any of the above.

Responding to Employees Who May Have COVID-19



Employee Leave of Absence from the Workplace:

- Employers must treat the information about the employee's condition as a confidential medical record.
- Employer must not discriminate or retaliate against the employee because of their having or possibly having COVID-19, or reporting any of the above.
- To ensure your response is in compliance with the ADA, Emergency Paid Sick Leave Act, CARES ACT and any other federal, state or local law, you should develop this step in conjunction with your employment law attorney.

Keeping Other Employees and Persons in the Workplace Safe: If it has been less than seven days since the sick employee was in the facility:

- Close off any areas used for prolonged periods of time by the sick person.
- Increase air circulation if possible.
- Clean and disinfect any potentially contaminated areas following CDC guidelines.

The CDC and other public health authorities have also made recommendations for ways to generally reduce the spread of COVID-19 in the workplace.

If the employee is confirmed to have COVID-19, notify other employees of possible exposure to COVID-19. Also directly contact each co-worker identified as having been exposed to the sick employee, i.e., prolonged contact within six feet of them, or those who worked for a prolonged period at the same station. But **do not** name the employee; maintain confidentiality.

Other Employees and Persons Exposed to COVID-19:

- Exposed employees with symptoms should self-isolate at home and follow CDC guidelines and/or medical provider's recommendations.
- Exposed employees without symptoms should remain at home and practice social distancing for 14 days from last contact, or based on a medical provider's recommendations.
- Exposed employees without symptoms who are critical infrastructure workers performing essential operations should follow practices recommended by the CDC, local public health authority, and/or medical providers, including pre-screening, appropriate monitoring, masks, social distancing, and routine cleaning and disinfectants.

Additional information and resources:

<https://www.koponairdo.com/blog/latest-eeoc-technical-assistance-for-covid-19-and-the-ada/>

<https://www.koponairdo.com/blog/hipaa-rules-and-disclosures-during-the-covid-19-public-health-emergency/>

<https://www.koponairdo.com/blog/the-families-first-coronavirus-response-act/>



Communication is a critical aspect of any organization at all times; not only during day-to-day operations but especially during a crisis. As management, it is your responsibility to make sure information is shared consistently, timely and appropriately. This not only helps to keep employees informed but also reassures them you are on top of the situation. As organizations begin to reopen or develop their new normalcy, it is doubly important to keep the lines of communication open and up to date. The following are some areas of consideration.

Communication:

- Designate a specific member(s) of management as your face for communication. Have all communication come from an individual or team. Make sure all employees know this.
- Communicate a clear consistent message. Start by communicating the message to management first then make sure the message is the same to all employees.
- Communicate through various styles of media at all times. This includes but isn't limited to video, email, texts, webinars, organization link, posters, letters, and phone calls. Recognize not everybody has access to computers so don't rely on that communication medium only.
- Maintain an open door communication process. Allow means for employees to ask questions before, during and after the crisis. Listen and respond appropriately to questions and suggestions. Employees work on the front lines of your organization and have great insight and ideas for improvement.
- Keep the messages positive but be clear and realistic. Don't sugar coat a difficult message.
- Show empathy during all communication. Your staff is your most important resource.
- Always be consistent and timely with the message. Transparency is a must.
- Communicate when policies and protocols change and explain the rationale as to why these changes have or have not occurred to help reduce anxiety.
- Make sure as management you 'lead' the changes. Follow all safety protocols that have been communicated. Practice what you preach.

Training:

As with communication, training is an important part of any organization and must be considered and updated on an ongoing basis especially during a time such as a pandemic. Some organizations will have been working during this time, some will have limited the hours in the office, others will have instituted a work at home plan and some will have closed their doors. As we reopen the country and parts or all areas of our organizations, we will need to be very mindful of the safety of our employees and of all those that are served by your ministries. With this in mind, training and retraining is essential to help our employees get back into their jobs based on the new normal after this difficult time. Remember safety of our people is paramount so it is important to review safety procedures frequently with everyone.



Before reopening:

- Bring management in first and review their responsibilities for training and following the safety protocols themselves. Make sure they share a consistent message concerning:
 - Any new policies or changes in policies. This could include policies related to sick leave, time off, employee assistance programs, social distancing, the proper use of PPE, cleaning protocols, new job descriptions, cross-training of work responsibilities, guest and visitor policies, response to COVID-19 positive incidents, etc.
 - Make sure they have the appropriate training materials to share with the employees.
 - Make sure management schedules time to conduct appropriate training prior to the employees returning to their designated work.
 - Remind management the emotional well-being of employees is paramount. Take additional time to review their responsibilities by following the Five Core Principals of Effective Management: 1) No Tolerance, 2) Observation, 3) Communication, 4) Empathy, 5) Fairness.
 - Recognize the importance of starting slow or staggered reopening so employees get comfortable back in the job. It might be advantageous to have a reduced production plan to allow for employee safety needs.
 - Review existing safety protocols with management including incident reporting, incident review process, and incident investigation process, etc.
 - Even if your workplace has been operating during this crisis, following the communication and training guidelines is still necessary and a very effective way to calm anxiety employees may be experiencing.
- Management is responsible for ensuring the workplace is safe. Using observation is critical in following up on the new procedures. Use it to share positive recognition for those using good safety guidelines and for providing constructive feedback for those who aren't following the safety guidelines. As management, the employees look to you for guidance, make sure you are leading by example. Follow all of the safety guidelines yourself.



- As employees begin to return to work (or have been working during the crisis) start with training them by:
 - Reviewing the new policies put together and reviewed with management.
 - Making sure all employees attend all training and sign off on the acknowledgment of the training.
 - Providing the training through various communication mediums, whether it is through a presentation via the computer, virtually via a 'Zoom' or web conferencing tool, by a written handout or in a classroom.
 - Making the training interactive, having them ask questions, handling new equipment, knowing how to use the appropriate PPE, knowing where to find any new cleaning supplies and the proper ways to use them. Have them practice!
 - Cross-training workers to perform various jobs so the workplace can operate if other employees are absent.
 - Having employees do some stretching exercises prior to beginning their shift especially if they have been off work for some time.
 - Reviewing training materials on a regular basis.

Resources:

Smart Risk Management: Christian Brothers Training

NSC: SAFER: Safer Actions For Employee Returns

<https://www.cushmanwakefield.com/en/insights/covid-19/recovery-readiness-a-how-to-guide-for-reopening-your-workplace>

Workplace Controls and Staff Protection



To reduce the risks and impact of an infection, it is important for your organization to assess its existing workplace controls and staff protection programs to identify areas of possible improvement and risk reduction. Each organization will have multiple programs and each will look different based on the level of interaction and risk a person has to the potential infection. To be in compliance with the Occupational Safety and Health Administration (OSHA), it is suggested every organization develop infectious workplace controls and employee protective measures based on traditional infection prevention and industrial hygiene practices. These safe work practices focus on the need for each organization to implement engineering controls, administrative controls, work practice controls and utilization of personal protective equipment (PPE), as well as other strategies to minimize the risk.

Implement Workplace Controls

In the field of occupational safety and health, a framework called the “hierarchy of controls” is used to help select ways of controlling workplace hazards. In other words, the best way to control a hazard is to systematically remove it from the workplace, rather than relying on humans to try to manage reducing their exposure.

During an infection outbreak, when it may not be possible to eliminate the hazard, the most effective protection measures are engineering controls, administrative controls, safe work practices (a type of administrative control), and PPE. In most cases, a combination of control measures will be necessary to help provide and protect individuals from the infection.

● Engineering Controls (Examples)

- Reviewing Heating, Ventilation and Air Conditioning (HVAC) equipment and procedures to provide better air changes and air filters.
- Installing physical barriers, such as clear plastic sneeze guards.
- Utilize electronic cameras, speakers and other devices to greet individuals at building entrances.
- Replace hand push faucets/toilets and hand-pull paper dispensers with motion sensor dispensers.
- Custodial and cleaning measures.

● Administrative Controls (Examples)

- Encouraging sick workers to stay at home.
- Taking routine temperatures of workers, religious members and visitors.
- Minimizing contact by replacing face-to-face meetings with virtual communications and implementing telework if feasible.
- Establishing alternating days or extra shifts that reduce the total number of employees in a location at a given time, allowing them to maintain distance from one another while maintaining a full on-site work week.

Workplace Controls and Staff Protection



- Discontinuing nonessential travel to locations with ongoing infection outbreaks.
- Developing emergency communications plans, including a forum for answering workers' concerns and internet-based communications, if feasible.
- Providing workers with up-to-date education and training on infection risk factors and protective behaviors (e.g., cough etiquette and care of PPE).
- Training workers who need to use protective clothing and equipment. Training should include how to put it on, use/wear it, and take it off correctly, including in the context of their daily job or living activities.
- Enacting social distancing measures.

Personal Protective Equipment (PPE)

While engineering and administrative controls are considered more effective in minimizing exposure to infection, PPE may also be needed to prevent certain exposures. PPE should be used in conjunction with the aforementioned engineering and administrative controls.

● Types of Personal Protective Equipment (PPE)

- Gloves
- Goggles
- N95 Masks (healthcare personnel)
- Face shields
- Face masks
- Gowns/Aprons
- Shoe coverings
- Respiratory protection

During an outbreak of an infectious disease, recommendations for PPE specific to occupations or job tasks may change depending on geographic location, updated risk assessments for workers, and information on PPE effectiveness in preventing the spread of the infection. Each organization should check with local agencies regularly for updates about recommended PPE.

● All Types of PPE Must Be:

- Selected based upon the hazard to the person.
- Properly fitted and periodically refitted, as applicable (e.g., respirators require the development and utilization of a respirator program as defined by OSHA).
- Consistently and properly worn when required.
- Regularly inspected, maintained, and replaced, as necessary.
- Properly removed, cleaned, and stored or disposed of, as applicable, to avoid contamination of self, others, or the environment.

Workplace Controls and Staff Protection



The Risk Hazard Assessment and its purpose:

- Hazards exist in every workplace in many different forms. Each organization should assess the workplace or facility to determine if hazards are present, or are likely to be present, which necessitate the use of PPE.
- A PPE hazard assessment can be conducted for an area, a job category or for an individual. Affected employees from each work area being assessed should be involved in the process. A review of the job procedures, potential hazards and the PPE currently in use should be performed prior to beginning the assessment. Reports of work-related injuries/illnesses, near misses and other reported safety concerns also provide helpful information. The assessment should be reviewed routinely to determine the effectiveness of the assessment and to determine if targeted personnel are wearing the appropriate PPE.

Organizations are obligated to provide their workers with PPE needed to keep them safe while performing their jobs. The types of PPE required during an outbreak will be based on the risk of being infected while working and job tasks that may lead to exposure.

Some additional protective measures that need to be assessed, discussed, procedures developed and training provided might include:

- Stay home if sick.
- Take individuals temperatures periodically.
- A person who has a fever or two or more symptoms of the infection will not be allowed to work or enter location.
- Avoid touching your eyes, nose, or mouth with unwashed hands.
- Frequently wash your hands with soap and water for at least 20 seconds. When soap and running water are unavailable, use an alcohol-based hand rub with at least 60% alcohol. Cover all surfaces of your hands and rub them together until they feel dry. Always wash hands that are visibly soiled. Hand wipes can also be used for cleaning hands.
- Practice good respiratory etiquette, including covering coughs and sneezes.
- Conduct environmental cleaning and disinfection on a regular basis. This includes tables, doorknobs, light switches, countertops, handles, desks, phones, keyboards, toilets, faucets, and sinks, among others.
- Practice sensible social distancing, maintaining six feet (about 2 arms' length) between individuals. Do not gather in groups of 10 or more.
- When social distancing is difficult, a cloth face cover should be worn (e.g., stores, libraries, hallways and work stations located close to one another).
- Encourage workers to report any safety and health concerns to supervision.
- Post signage to alert workers, religious members, and visitors of PPE expectations.

Workplace Controls and Staff Protection



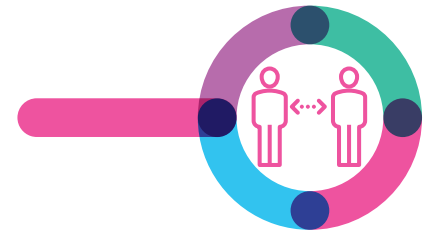
- Healthcare workers should ensure protection is worn in accordance to CDC and Health Department guidelines.
- Assess the use of appropriate disposable gloves in situations where exposure could be higher.
- When eye protection is needed, especially in close contact, use goggles or face shields.
Personal eyeglasses are not considered adequate eye protection.
- Depending on the job task, disposable gowns may need to be worn.
- After removing PPE, always wash hands with soap and water for at least 20 seconds, if available. Ensure that hand hygiene facilities (e.g., sink or alcohol-based hand rub) are readily available at the point of use (e.g., at or adjacent to the PPE removal area).
- Organizations should establish, and ensure workers follow standard operating procedures for cleaning (including laundering) PPE and items such as uniforms or laboratory coats intended to function as PPE, as well as for maintaining, storing, and disposing of PPE.

Stores/ Gift Shops (if applicable)

- Require all persons in the store to maintain a social distance of at least six feet between one another. Floor markings by the sales register should be six feet apart.
- Point of sale equipment should be included on a clean and sanitize schedule.
- Possible installation of Plexiglas could be used at the point of sale to minimize potential exposure.
- Depending on the size and layout of the store, aisles could have designated directions customers are to follow along with easy-to-understanding instructions.
- Include the entrance/exit doors on a sanitizing schedule.
- The number of individuals in the store could be minimized to only include a limited number of customers determined by the size of the store.
- Provide hand sanitizer near the entrance so that customers can use it.
- Trash receptacles will be present for proper disposal.
- Store employees will enforce social distancing of at least six feet between people.

Content source:

National Center for Immunization and Respiratory Diseases (NCIRD), Division of Viral Diseases
<https://www.cdc.gov/ncird/overview/websites.html#dvd>



Spread of a virus can happen when an infected person coughs, sneezes or talks while droplets from these actions come from their mouth or nose and spray into the air. The droplets can be inhaled into the lungs of other people or land in the mouths or on frequently touched objects such as doorknobs, light switches and handrails. COVID-19 can spread more easily among people who are within about six feet of each other for an extended period of time and by touching a surface of an object that has the virus on it and then touching their own mouth, nose, or eyes. People who are asymptomatic can also play a role in the spread of COVID-19 since they may not even know they have been infected. Depending on the conditions, viruses can live for hours or even days on a surface, so practicing social distancing can help limit contact with infected people and contaminated surfaces.

The risk of contracting a severe illness and the effects of the illness can be different for everyone. Also, anyone can be infected and spread illnesses such as the common cold, flu and even COVID-19. It is everyone's responsibility to slow the spread of any illness and protect themselves and others from contracting infection. Keeping space between you and others is one of the best tools we have to avoid being exposed to COVID-19 and slowing its spread locally and across the country and world.

What is Social Distancing?

Social distancing or "physical distancing," is a system of maintaining space between yourself and other people aside from those in your home. To practice social or physical distancing:

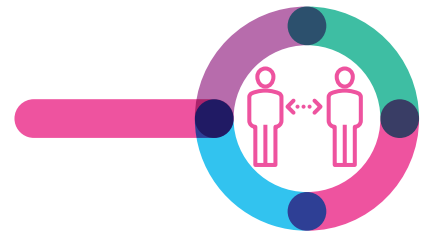
- Stay at least six feet from other people.
- Do not gather in groups.
- Stay out of crowded places and avoid mass gatherings.

Since people can spread the virus during a pandemic without knowing they are sick, it is important to stay away from others whenever possible, even if you have no symptoms. Social distancing is especially important for vulnerable people who are at higher risk of getting very sick.

Social Distancing Guidelines at Work

Companies have never experienced a situation like COVID-19 in our lifetime and they are putting plans in place to ensure the safety of their employees and others in their workplaces. The following guidelines should be followed to help reduce the spread of the virus:

- Avoid in-person meetings. Instead, use online conferencing, email or the phone whenever possible – even when people are in the same building.
- If an in-person meeting must be held, it should be short and convened in a large meeting room where attendees can maintain a distance of at least six feet.
- Unnecessary travel, meetings, workshops and training sessions should be canceled or postponed.
- Do not allow personnel to congregate.
- Ensure employees follow social distancing guidelines.
- Bring lunch and eat at your desk if possible and according to company policy.
- Avoid public transportation.



Site-Specific Social Distancing

Catholic ministries consist of a variety of different types of workplaces that may require specific social distancing disciplines in addition to those mentioned. Below are guidelines that can be discussed within your organization and determined what may be communicated to staff and utilized. Keep in mind, depending on any pandemic situation, social distancing guidelines may be stricter depending on the federal, state and local requirements:

Thrift Stores/Gift Shops

- Employees should wear PPE when possible.
- Employees who have a fever or other symptoms of COVID-19 must not be allowed to work.
- Signage should be posted outside the store that individuals who have a fever, cough or any sign of sickness should not enter.
- All persons in the store should be required to maintain a social distance of at least six feet from other persons.
- Sales registers must be at least six feet apart.
- Point of sale equipment should be frequently disinfected.
- The entrance/exit doors should be sanitized routinely.
- Noncash payments by customers should be encouraged.
- Customers should be encouraged to use face coverings while in the store.
- Persons at checkout should maintain a distance of six feet from the customer ahead of them. All customers should remain six feet from the cashier.
- Depending on the store's or shop's size, occupancy limits may need to be determined.

Convents, Monasteries and Nursing Homes

- Vendors, repair persons, etc., visiting the facility should have a COVID-19 safety plan. Share this plan with your organization before service is provided and before individuals come onto the property. Your organization's requirements should also be shared with these organizations before they come on site.
- PPE such as masks and face coverings should be worn by visitors during their entire time at the facility.
- Should their tasks require visits to various floors and/or sections of the building, provide communication to the residents on those floors or sections in advance and state the length of service and the actions residents must take during this time.
- Signage stating COVID-19 requirements should be conspicuously posted throughout the facility.
- Residents should always maintain proper social distancing.
- The amount of residents gathering in recreational rooms and dining rooms should be limited in number (based on the size of the room) and social distancing should be enforced.



- If possible, designate separate entrances and exits for buildings and rooms and post signage and floor markings directing the traffic flow.
- Consider staggering work shifts, break times and lunch times in order to limit the risk of exposure.
- Consider designating additional break rooms and lunchrooms to limit worker density and allow proper physical distancing.
- For nursing homes, additional CDC, state, local and Department of Health requirements may also need to be enforced. These compliance requirements can change frequently throughout the various phase of a pandemic. Therefore, those who are accountable at your facility should be held responsible for monitoring and developing procedures to be in compliance.

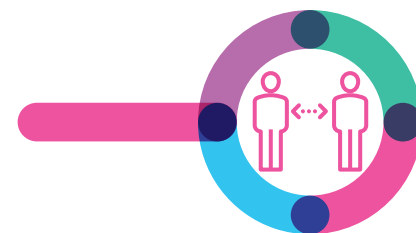
Educational Settings

School settings can be difficult to increase social distancing due to the size of the classrooms and the size of the student, faculty and administration population. In addition, each school is different—strategies that work in one school may not work in another. Administrators and teachers must develop methods that will increase the physical space between staff and students and limit the gathering of large group settings. Like nursing homes, the school should assign responsibility for monitoring and developing procedures to be in compliance with the CDC, federal, state, local governmental requirements and Department of Education requirements since these can change frequently throughout the various phases of a pandemic.

Administration

School administrators must ensure that all who enter the school – students, staff, visitors, etc., follow the protocols put in place for the safety of all.

- Control the environment through monitoring of symptoms and adherence to ill-student policies.
- Limit the presence of volunteers for classroom activities and non-essential visitors.
- Move parent-teacher conferences to a phone conference or a virtual format.
- Ensure the availability of appropriate cleaning supplies (e.g., disinfectant wipes) for cleaning of high-contact surfaces and increased traffic areas.
- Depending on the size of the school population, it may be necessary to stagger the arrival and dismissal times of students.
- To limit close contact in high-traffic areas and times, student entry points may need to be divided rather than having all students enter through the same space.
- Field trips, assemblies and other large gatherings such as athletic events, practices, special performances, school-wide parent meetings, etc., should be canceled.
- Consider using alternate spaces such as classrooms for lunch times. If classrooms are not available, each classroom group should sit with each other in the lunchroom rather than mingling with the entire school population.



Teachers

Teachers can monitor their students to ensure they adhere to social distancing rules.

- Students should wash hands upon entering and leaving the classroom.
- Develop regular cleaning practices for desks, equipment, writing utensils, and other classroom materials.
- Educate students on the importance of avoiding touching their faces throughout the day, and when and how to wash their hands.

Maintain Safe Classrooms

Maintaining a clean classroom throughout the day is essential. The following steps will help reduce risk of spreading the virus.

- Consider using visual aids (e.g., painter's tape, stickers, etc.) to show the traffic flow and appropriate spacing to support social distancing.
- Turn desks to face in the same direction (not facing each other) to reduce the possibility of virus-containing droplets (e.g., from talking, coughing, sneezing) from entering breathing zones.
- If possible, hold physical education and music classes outside and have students follow the "Six Foot Rule." Use visual methods such as painter's tape and signage to demonstrate physical spacing.
- Bring in specialist teachers (e.g., music, art, physical education) to individual classrooms rather than bringing the students to the teacher. This will eliminate the difficulty of cleaning a shared space at the end or beginning of the next classroom session.

Even though social distancing is an effective way for people who are not infected with COVID-19 to avoid getting the virus, it leads to some major changes and challenges in how businesses are run, public events are held, and social interactions occur. If individuals reduce their contact with one another, people will be less likely to pass the virus on.

The following resources were used in creating this section:

- "Social Distancing, Quarantine and Isolation" Centers for Disease Control and Prevention
- "Coronavirus Health and Safety Resources for Southwest Michigan" Cornerstone Alliance; CDC
- "Social Distancing for Employees in the Workplace" National Safety Council
- "Social Distancing Guidelines at Work" Society of Human Resource Management (SHRM)
- "Checklist for U.S. Employee Considerations" Covington and Burling LLP
- "MDH Guide for Social Distancing at Schools" Minnesota Department of Health

For more information:

NIOSH Total Worker Health program, please visit: www.cdc.gov/niosh/twh
Centers for Disease Control and Prevention: www.cdc.gov/coronavirus



While organizations are eager to get back to normalcy in their workplace, you must keep in mind that determining and developing controls for entering and leaving the facility are important and can be a complex process. Policies and procedures need to be considered not just for employees but for volunteers, vendors, visitors, religious and other clientele your ministry serves.

Below are suggested guidelines for entrance and egress control. Your organization can evaluate these guidelines and determine if they would be beneficial and appropriate for your ministry.

Entrance and Exits

- Determine if any level of daily health screening will be used (this could be temporary or ongoing depending on your ministry and the state of an ongoing pandemic). If daily health screenings will be used:
 - Legal counsel should be consulted for this area of your program.
 - Screenings must be nondiscriminatory.
 - Screenings must be treated as confidential medical information.
 - Educate and communicate the facilities screening process to all of whom it applies.
 - Are physical body temperature checks going to be done? Who is going to perform these checks?
 - Are self-body temperature checks going to be used and/or signed certifications or electronic certifications documenting they are within safe working guidelines? Will employees and visitors have to use their own temperature check devices or will they use the company's devices/equipment?
 - Is employee body temperature going to be tracked and kept separate from any personnel records and confidentiality of this information maintained?
 - Procedure to follow if anyone refuses to verify their temperature is below the company's set temperature.
 - Determine if there are other possible screening protocols for symptoms to be used.
 - Develop a procedure to follow if the individual does not meet the criteria for entering the facility.
- Communicate the procedure the organization will follow if someone who wants to enter the facility fails the screening requirements to enter the building.



- Identify specific entrances/exits individuals will use and develop a process each individual must follow when entering and exiting the building.
 - Employees
 - Religious
 - Volunteers
 - Visitors
 - Vendors
 - Clients
 - Delivery drivers for business assets
 - Delivery drivers for food
- Determine if signage at entrance/exits is needed. Some postings may include:
 - Specific facility rules.
 - Facemasks must be worn at all times.
 - Social distancing (six feet).
 - Handwashing for at least 20 seconds.
 - No entry for any person who has a temperature/exhibits signs of illness.
 - Employee, volunteers, visitors, and vendors should have or be provided a valid organization-issued ID badge and worn at all times (Visitors might need an ID badge sanitizing method to use).

Loading Docks and Delivery Entrances

- Determine control areas and develop check-in and delivery procedures for daily and weekly deliveries.
- Communicate organization controls to those delivery drivers before they enter the building, possibly via handouts, email or signage.

Resources:

<https://www.reidhealth.org/covid-19-screening-questions>



The purpose of this section is to provide you with some general guidelines to consider when developing your ongoing cleaning and disinfecting program. This section includes a variety of topics and areas in your facilities to consider when developing a customized cleaning and disinfecting program for your organization.

Identifying key staff and responsible individuals

An important first step is to designate individuals who will be responsible for developing your facility's cleaning and disinfecting schedules and ensure that required cleaning and disinfecting is completed in a safe and efficient manner. These individuals should have knowledge and experience in this specialized area. This could include:

- Facilities/Custodial
- Risk Management/Safety
- Employees with expertise in:
 - Housekeeping / Environmental Service
- Vendors/Community Assistance
 - Housekeeping/Custodial Services capable of disinfecting for the exposure
 - State/County Health Department for consultation

Identifying areas to be cleaned

The second step is to develop a schedule of areas to be cleaned. This will vary depending on the size and type of business/ministry/occupancy. Keep in mind that you may need to develop customized cleaning and disinfecting schedules for different types of ministry operations. This could range from a provincial office to an elementary school to a retreat center.

Typically, most workplaces / buildings / occupancies can be broken down into different or specific areas. Below is a list of areas within a common office setting or ministry:

- Entrances / Exits
- Hallways
- Stairs
- Conference rooms
- Elevators
- Lunch / Break rooms
- Bathrooms
- Office areas including cubicles, chairs, desks, computers and copiers
- IT areas
- Mailroom
- Receiving / Dock
- Basement / Storage



To help you develop a cleaning and disinfection schedule for these major areas, we have included sample schedules with this guide. You can further develop these schedules depending on the exposures of your facility. These schedules start on page 32.

Other items to consider

Personal items - Cell phones can become contaminated. Employees need to take personal responsibility to keep these cleaned and at their workstation. Employees shouldn't leave cell phones on shared surfaces or tables. Employees should keep their other personal items such as glasses, jackets and hats at their workstation. Employees can sanitize their phones with a solution of isopropyl alcohol and water following the manufacturer's guidelines for cleaning. A good practice is to declutter the workstation for easier cleaning.

Sanitizing your hands - All employees, upon entrance to the workplace and after contact with items that have been out of the employee's control, should sanitize their hands either by following proper hand washing guidelines or through the use of hand sanitizers.

Personal Protective Equipment - All persons conducting cleaning and disinfecting should use gloves and other PPE required by the manufacturer's guidelines for the cleaning chemical being used.

Facility Engineering - Think of ways to reduce touching and employee contact such as:

- Lights that turn on automatically
- Touchless faucets
- Automatic door openers
- Foot assistance door opening devices
- Motion activated towel dispensers

Determine what cleaning equipment and resources are needed

To deliver an effective cleaning and disinfecting program equipment and resources are needed. Responsible individuals can help determine exactly what you will need. It is also important to determine effective cleaning and disinfecting processes, disinfectants and equipment. You need to make sure these items are purchased, inventoried and stored in a secure area. Communicate that safe handling and the use of these cleaning and disinfecting products are to be followed to ensure the safety of employees and occupants of the facility. It is recommended that disinfecting products are EPA-Registered. You can utilize the CDC's recommendations on How To Clean and Disinfect:

<https://www.cdc.gov/coronavirus/2019-ncov/community/disinfecting-building-facility.html>



Frequency of cleaning and disinfecting

Key staff/responsible employees need to determine how often areas are to be cleaned and disinfected. Largely speaking, the amount of use and level of risk will help determine this. For example, the main entrance door handles, etc., need to be cleaned and disinfected more often than the conference room, which is used only occasionally. Each of the sample schedules have a column that communicates the level of cleaning and the frequency of which this type of cleaning should occur.

Cleaning, by definition, typically involves using soap products and water to clean hard and soft surfaces for the purpose of removing dirt, debris and dust. This really prepares surfaces to be disinfected. Disinfecting with approved products kills bacteria and germs like the coronavirus. You will need to follow the directions and use these disinfecting products as specified to obtain the desired results. Scrubbing and using warm water helps clean. A good thorough cleaning may help kill the coronavirus as well as bacteria and germs.

Utilizing the schedules

The schedules should be used as a guide to help identify specific items to be cleaned and disinfected in the workplace environment. They can be edited and customized to meet your needs. The schedules are not designed to identify every single item to clean and disinfect. Your key staff and responsible individuals need to fine tune these accordingly.

These schedules can also be used to develop and customize your own daily/weekly checklist to clean and disinfect your facility. The checklist could include times, dates and a place to initial who completed the cleaning and disinfecting. This would be similar to the type of checklist you would see posted in a bathroom at a restaurant. Your customized schedules could be maintained via your computer and new daily/weekly files can be created and utilized.



What about other ministries and operations?

The schedules included in this guide do not address specific ministries included in the list below, however, your team can utilize the same schedule approach, such as the office schedules provided in this guide. You could expand the schedules using the forms included to develop a specific cleaning and disinfecting schedule for your specific ministry, including:

Schools

- Cafeteria (eating and serving)
- Kitchen
- Classrooms (Lecture type room)
- Classrooms (Science and Art)
- Locker rooms
- Gymnasiums
- Athletic Fields
- Athletic equipment/Weight room
- Bleachers (in and out)
- Trainer's rooms
- Library
- Auditoriums
- Pools
- Computer rooms
- Band rooms

Senior Living Facilities

- Cafeteria (eating and serving)
- Kitchen
- Activity rooms
(Craft rooms/game rooms, salon)
- Resident equipment (like wheel chairs)
- Nurse's stations
- Physical therapy rooms
- Exercise rooms
- Pools/Whirlpools
- Bathing rooms
- Living room areas for residents

Retail Operations

- Show room fixtures and handles
- Changing rooms
- Display cases
- Cashier station
- Shopping carts

Retreat Center

- Cafeteria (eating and serving)
- Kitchen
- Conference / Activity rooms
- Guest rooms
- Bathing rooms
- Community Rooms
- Reception area / Lobby
- Outdoor Area – Patio furniture

Resources:

CDC – Cleaning and Disinfecting your Facility
 CDC – Guidance for Cleaning and Disinfecting

For more information – the CDC has more specific guidance for Schools, Healthcare, Retail and other types of business. Check the website. www.cdc.gov



During any pandemic, the human effect will be different for each person as it relates to his or her mental and physical health. Employers can play a key role in helping their employees to manage these effects for both themselves and their families. The purpose of this section is to provide you with a checklist that can be used to help your organization think through what options and activities may be available. It also includes thoughts on how to implement/manage the options and activities you may want to consider developing as you move forward to a new operational normalcy.

Employer actions:

- Evaluate the possibility of providing an Employee Assistance Program (EAP) to employees and their families.
- Explain healthcare coverages to employees as it relates to mental health and pandemic (COVID-19) testing and treatment.
- Compile a list of employee-accessible mental health/wellness resources and web links from the company's health benefit provider, and community and national programs that include health support groups, mental health and substance abuse, mental health, financial and financial aid, childcare, nursing care, etc.
- Develop a proactive, ongoing plan to communicate, educate and make employees aware of options they can use to assist with their mental health and wellness.
- Determine whether there is an employee health and wellness benefit to pay for or subsidize programs and activities, such as joining Weight Watchers, joining a fitness center, or utilizing health programs to help employees and family members to quit using tobacco products.
- Conduct a survey that includes questions to help the organization better understand the current mental health of all employees.

Employee Assistance Program (EAP): EAPs can offer confidential telephonic and online counseling services to assist with employee stress levels, anxiety, substance use, family conflict and more. These types of programs are normally offered through your employee health insurance providers to the employee and possibly to their family members.

- Does your organization provide an EAP for employees and their families to use?
- Does your organization have a marketing plan to inform employees on their eligibility to use the EAP, provide explanation on how to use the EAP, and the variety of services available to them through the EAP on a weekly, monthly or quarterly basis?
- Does your organization's EAP marketing plan communicate services in a variety of ways, such as posting on employee website, companywide emails, company newsletters/bulletins, employee webinar, departmental meetings, etc.?



- Do employees know the EAP can be used for both at-home and work-related stress? This can be helpful for managers and supervisors by providing them with a possible suggestion to offer employees to use if dealing with personal stresses which could affect their performance in the workplace.
- Can your EAP provide services 24/7, via phone or online?
- Does the EAP provide your company with weekly reports on the frequency and the types of concerns employees are expressing? If a company is aware that there is increasing concerns with depression, substance abuse, family violence and suicide, then implementation of programs can be looked at to help minimizing these stresses.
- Does the EAP provide a variety of material that employees can download and obtain to assist with their concerns?
- Have managers and supervisors been trained on managing employees who are stressed and how to direct them in a de-escalating way and offering the EAP?

Health and Wellness Team: A Health and Wellness Team can take on the responsibility of developing, planning and managing an ongoing proactive program for the entire organization. This employee-run team can utilize employee creativity, vendor resources and upper management support to encourage healthy living for employees in and outside of the office.

- Does your organization have a Health and Wellness Team?
- Is the team supported by upper management with their participation and by funding activities that may need funding?
- Does the team develop resources and provide these resources to employees to encourage positive health and wellness?
- Does the team organize company activities that are supported by upper management to increase awareness and education on staying healthy and practicing good hygiene?
- Does the team work with other teams or committees to encourage health and wellness throughout the organization?

For more information:

Source: NIOSH www.cdc.gov/niosh/topics/stress/



The purpose of this plan is to ensure that all areas of our facility are kept clean and disinfected and that all staff are trained and understand their responsibilities to help protect themselves and others during business/office hours during the time of a pandemic/virus situation.

Employees/Staff will follow all procedures identified in this policy by “Organization Name” during a pandemic situation. Staff will consistently follow their responsibilities pertaining to cleaning and disinfecting and utilize schedules provided by “Organization Name” as trained to do during the entire duration of the crisis.

In response to the COVID-19 pandemic, we are implementing regular cleaning and disinfecting procedures. We will make the implementation of these procedures with the goals of protecting the health and safety of all employees, guests and service providers while taking all necessary and deliberative steps to assure continuity and to avoid disruption of business services.



Basement / Storage

Items to Clean and Disinfect	Cleaning Frequency	Disinfecting Frequency	Responsible Individual
Doors			
Door Handles/ Hardware			
Light Switches			
Floors			
Individual Storage Units			
Lockers			
Equipment Storage Areas			
Storage Locks			

Conference Rooms

Items to Clean and Disinfect	Cleaning Frequency	Disinfecting Frequency	Responsible Individual
Doors			
Door Handles/ Hardware			
Tables			
Floors			
Signs			
Desk			
Light Switches			
Technology Equipment			
Chairs			
Dry Easer and Markers			



Elevators

Items to Clean and Disinfect	Cleaning Frequency	Disinfecting Frequency	Responsible Individual
Doors			
Control Panel/ Buttons Inside and Outside			
Walls			
Floors			
Signs			
Emergency Phone			
Handrails			

Entrances / Exits

Items to Clean and Disinfect	Cleaning Frequency	Disinfecting Frequency	Responsible Individual
Doors			
Door Handles/ Hardware			
Card / FOB Readers			
Intercoms			
Chairs			
Light Switches			
Visitor Badges			
Reading Material			
Touch Screens			



Hallways

Items to Clean and Disinfect	Cleaning Frequency	Disinfecting Frequency	Responsible Individual
Doors			
Door Handles/ Hardware			
Walls			
Floors			
Signs			
Pictures			
Light Switches			
Touch Screens			

IT Areas

Items to Clean and Disinfect	Cleaning Frequency	Disinfecting Frequency	Responsible Individual
Individual Offices			
Doors			
Door Handles/ Hardware			
Light Switches			
Cubicles/ Partions			
Desks			
Computers			
Keyboards			
Monitors			
Chairs			
Walls/Windows			
Flat Screens			
Printers			



Lunch / Break Rooms

Items to Clean and Disinfect	Cleaning Frequency	Disinfecting Frequency	Responsible Individual
Refrigerator			
Coffee Makers			
Counters			
Sinks			
Faucets			
Light Switches			
Tables			
Garbage Receptacles			
Recycling Receptacles			
Vending Machines			
Microwave Ovens / Toasters			
Bulletin Boards			
Touch Screens			
Utensils			



Mail / Copier Room

Items to Clean and Disinfect	Cleaning Frequency	Disinfecting Frequency	Responsible Individual
Individual Offices			
Doors			
Door Handles/ Hardware			
Light Switches			
Copiers/Faxes			
Desks			
Computers			
Keyboards			
Monitors			
Chairs			
Walls / Windows			
Flat Screens			
Cubicles/ Partitions			
Mail Machines			
Paper Cutters			
Printers			



Office Areas

Items to Clean and Disinfect	Cleaning Frequency	Disinfecting Frequency	Responsible Individual
Individual Offices			
Doors			
Door Handles/ Hardware			
Cubicles/ Partitions			
Desks			
Computers			
Keyboards			
Monitors			
Chairs			
Walls / Windows			
Printers			



Receiving / Docks

Items to Clean and Disinfect	Cleaning Frequency	Disinfecting Frequency	Responsible Individual
Doors			
Door Handles/ Hardware			
Light Switches			
Computers			
Chairs			
Dock Equipment/ Dollies, etc.			
Intercom and Equipment			

Stairs

Items to Clean and Disinfect	Cleaning Frequency	Disinfecting Frequency	Responsible Individual
Doors			
Door Handles/ Hardware			
Walls			
Floors			
Signs			
Handrails			
Light Switches			



CHRISTIAN
BROTHERS
SERVICES

Risk Management Services

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