

# PATH FORWARD

Reopen • Reimagine • Recover

A webinar series by the Rochester Area Chamber

## Deep Dive in Reopening Your Business Safely

Tuesday, May 12 | 3pm

# Agenda

## **Olmsted County Public Health Update**

Graham Briggs, MS

Director of Olmsted County Public Health

## **Mayo Clinic Update**

Erin Sexton

Director of Community Engagement

## **Deep Dive in Reopening Your Business SAFELY**

Dan Mesenburg

Regional Training Manager, Business Consultant

ServiceMaster Restore

# Deep Dive in Reopening Your Business Safely

Hotels, Restaurants, & Retail



Presented By:

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Business Consultant

ServiceMaster Restore

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# “Burn The Ships”

1519 Hernando Cortez



2018 For King & Country



2020 The Path Forward IS Clear –  
All or Nothing, 100% Commitment  
– And Don't Look Back

## Today's Agenda

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About Coronavirus/COVID-19

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What does “CLEAN” Look  
Like

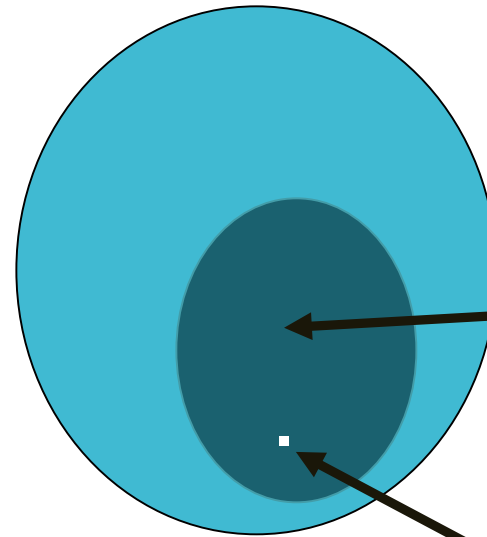
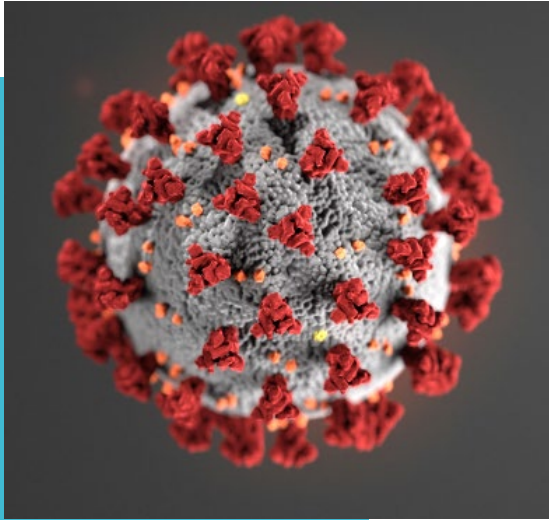
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Resources to Open Hotels,  
Restaurants, and Retail

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# About COVID-19



Human hair cross section  
(70 microns)

Smallest particle visible to human  
eye (50 microns)

Dot represents 1 micron particle

- SARS-CoV-2 .12 microns

<https://newsnetwork.mayoclinic.org/discussion/covid-19-mayo-clinic-expert-answers-questions-about-masks-after-cdc-updates-its-recommendation/>

# About COVID-19

## How Long COVID-19 Is Present on Surfaces?

- Aerosolized form – 3 to 6 hours
- Copper – 4 hours
- Aluminum – 2 to 8 hours
- Cardboard – 20 to 24 hours
- Plastic and Stainless – 2 to 3 days
- Wood and Metal – 4 to 5 days
- Glass and Ceramics – 4 to 5 days



Correct answer, it depends... even doctors, researchers, universities and other experts cannot agree on specific time for types of materials – best to proceed with caution.

Source: <https://hub.jhu.edu/2020/03/20/sars-cov-2-survive-on-surfaces/>

# What does “CLEAN” look like ?

## Your Plan

- What Needs To Be Cleaned
- What Needs To Be Disinfected
  - Type Of Surface
  - How Often Surfaces Are Touched (High Touch)
  - Does The Surface Have Cough Or Sneeze Potential
- Sourcing Products And Equipment
  - Cleaning/Disinfecting Products
  - PPE



# What does “CLEAN” look like?

## Implement

- Clean Visibly Dirty Surfaces Prior To Disinfecting
  - Soap and Water (agitation is needed)
  - Over the counter cleaning product
- Use Appropriate Cleaning/Disinfecting Product
  - EPA Approved List N
  - Read Label To Ensure The Product Meets Your Needs
  - CDC Recommended Bleach Solution (5 Tablespoons/Gallon)
- Follow Label Directions
  - Mix By Directions (No Glug, Glug or Double Strength)
  - Appropriate PPE
  - Keep Out Of Reach Of Children

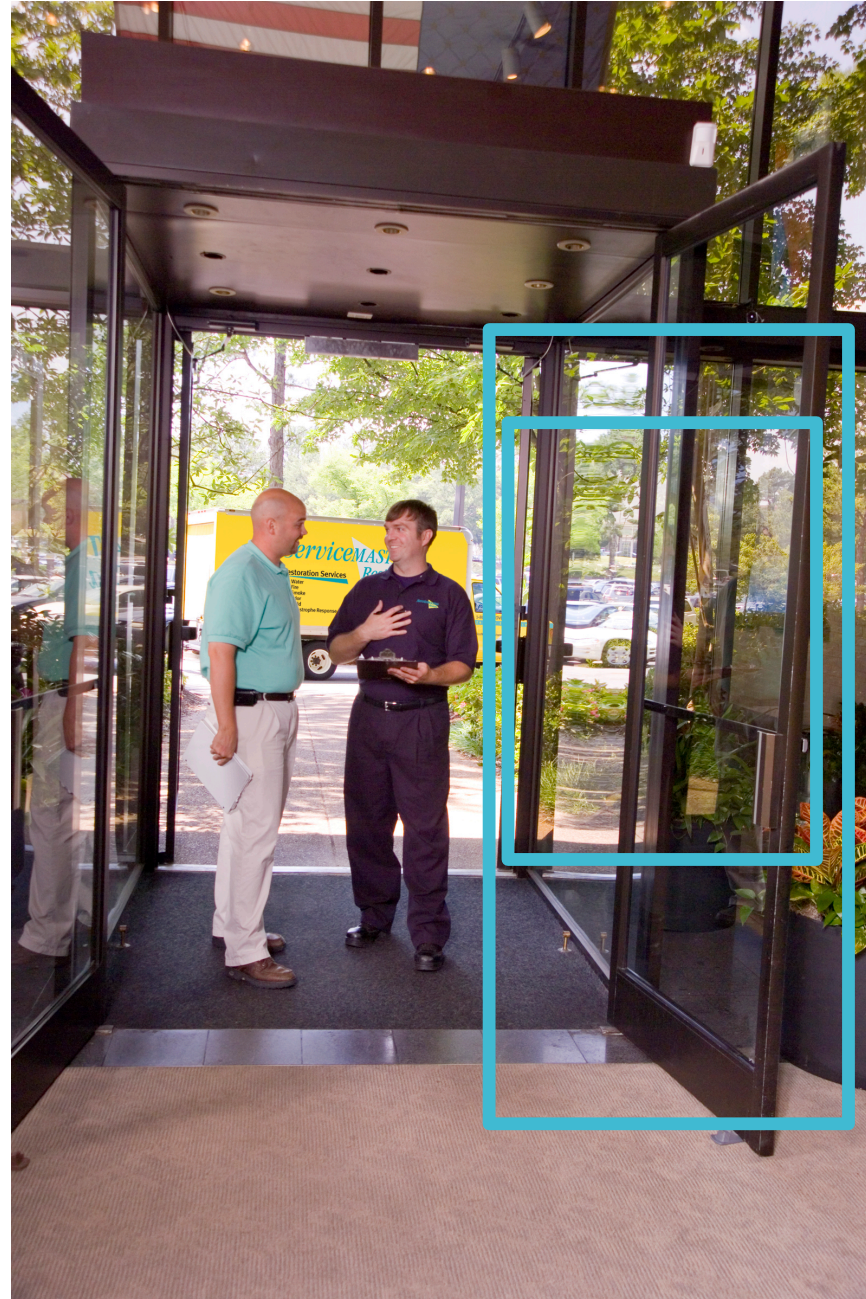
# What does “CLEAN” look like?

## Maintain, Revise

- Continue Routine Cleaning And Disinfection
  - Revise Plan Based On Product/PPE Availability
- Maintain Safe Practices
  - Handwashing, Hand Sanitizer, Face Coverings
- Continue Practices That Reduce the Potential For Exposure
  - Social Distancing
  - Reduce Sharing of Common Spaces/Frequently Touched Objects
  - Reduced building occupancy numbers

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

# High Touch Planning Example



Box 1: High  
Touch Only

Box 2: High  
Touch Plus  
Respiratory  
Coverage

# High Touch Questions???

- In My Business What Are All The Potential Touch Points?
- How Much Larger Is The Affected Touch Point If A Cough Happens?
- Do Some Customers Have Different Touch Points? Children vs Adults.
- How Are Non-Customer Areas Different Or The Same?

# Resources To Reopen Controls

- ❑ Engineering Controls: Physical changes to the environment
  - ❑ Increased Air Flow, Physical Barriers for Separation, Rope & Stanchion or Tape on Floors
- ❑ Administrative Controls: Protocols, schedules, signs that direct
  - ❑ Signs Establishing Facemasks to be Worn Always, Schedules to Stagger Breaks, Specific Hours for Elderly or Immunocompromised
- ❑ Safe Work Practices: Workers and customers avoid touching faces, including eyes, nose, and mouths... wash hands often or use alcohol-based hand sanitizer
- ❑ PPE: Proper PPE for the Hazards Present
  - ❑ Gloves and Eye Protection for Mixing and Cleaning/Disinfecting, Facemasks, etc.

<https://www.osha.gov/SLTC/covid-19/retail.html>

# Resources To Reopen Employees

- ✓ Training New Procedures
- ✓ Limit Group Settings
- ✓ Discussing Being At Home
- ✓ Hand Washing/Hand Sanitizer
- ✓ Screening
- ✓ Facemask Use
- ✓ High Touch Cleaning
- ✓ Deep Cleaning – if needed
- ✓ Social Distancing

# Resources To Reopen Customers

- ✓ Training
- ✓ New Procedures
- ✓ Hand Washing/Hand Sanitizer
- ✓ Screening
- ✓ Facemask Use
- ✓ Social Distancing

# Resources To Open - Hotels

- Public Areas
- Pool/Workout Areas
- Office Areas
- Front Desk
- Laundry & Housekeeping
- Food Service
- Guest Rooms
- Meeting Rooms
- Elevators & Stairwells
- Outside Areas



# Resources To Open - Hotels



American Hotel and Lodging Association

<https://www.ahla.com/>

Ecolab

<https://www.ecolab.com/pages/coronavirus>

### OPERATIONAL READINESS: HOSPITALITY REOPENING CHECKLIST

**General manager checklist to prepare your hotel to safely and successfully resume operations.**

Reference the **!** symbol for your most critical reopening actions.

**Planning Assessment**

- ☐ Take inventory of which guest rooms, floors and public spaces (pools, gyms, etc.) have been closed.
- ☐ Ensure you have the recommended cleaning products and tools (Y/N)
  - !** Y / N EPA-Approved Disinfectant\* Y / N Hand Sanitizer (when soap and warm water is unavailable)
  - Y / N Bathroom Disinfectant Cleaner\* Y / N Laundry Detergent & Destainers
  - Y / N Odor Control Y / N Equipment & Tools
  - Y / N Floor Cleaner Y / N Food Contact Sanitizer
  - Y / N Hand Soap Y / N Non-Food Contact Disinfectant
  - Y / N Mops, Broom, Microfiber Cloths and Other Tools
- ☐ Take inventory of your PPE (Y/N)

Refer to SDS guidance for all products in use and follow local/federal public health authorities to understand the full scope of PPE required.

Y / N Mask (as advised by public health authority or corporate policy)	Y / N GHS
Y / N Disposable Gloves	Y / N SDS Station
Y / N Goggles	Y / N Thermometer
Y / N First Aid Kit	
- ☐ Schedule service with your Pest Management Professional at least two weeks prior to reopening in case remediation is required.

**ECOLAB**



# Resources To Open Restaurants

- Public Areas
- Front of House
- Back of House
- Restrooms
- Outside Areas

# Resources To Open Restaurants



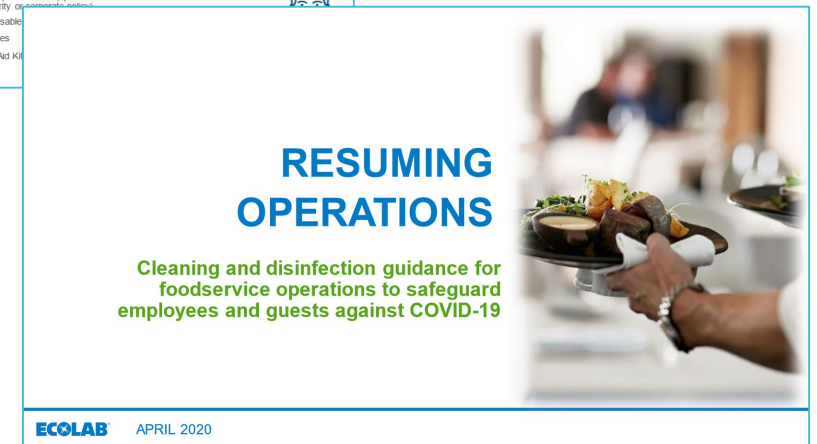
### OPERATIONAL READINESS: FOOD SERVICE REOPENING CHECKLIST

**General manager checklist to prepare your establishment to safely and successfully resume operations.**  
Reference the **!** symbol for your most critical reopening actions.

**Planning Assessment**

<input type="checkbox"/>	Take inventory of which spaces have been closed (bars, seating, patios, kitchens, etc.)		
<input type="checkbox"/>	Ensure you have the right cleaning products and tools (Y/N)	<input checked="" type="checkbox"/>	
Y / N	Food Contact Sanitizer	Y / N	Degreaser
!	EPA-Approved Non-Food Contact Surface Disinfectant	Y / N	Floor Cleaner
Y / N	Machine Warewash Detergent	Y / N	Antibacterial Hand Soap
Y / N	Manual Warewash Detergent, Sanitizer, and Rinse-Additive	Y / N	Food Service Hand Sanitizer (when soap and warm water is unavailable)
Y / N	Presoak	Y / N	Bathroom Cleaner*
Y / N	Mops, broom, microfiber cloths and other tools		
<input type="checkbox"/>	Take inventory of your PPE (Y/N)		
	Refer to SDS guidance for all products in use and follow local/federal public health authorities to understand the full scope of PPE required.		
Y / N	Mask (as advised by public health authority)	Y / N	GHS
Y / N	Disposable		
Y / N	Goggles		
Y / N	First Aid Kit		

\* Ensure an EPA-approved disinfectant for use against Covid-19 is readily available. Refer to [List N](#) for approved products to use against SARS-CoV-2.



National Restaurant Association  
<https://www.restaurant.org/Home>  
Ecolab  
<https://www.ecolab.com/pages/coronavirus>

# Resources To Open Retail

- Public Areas
- Checkout Area
- Individual Offices and Conference Rooms
- Storage
- Public Restrooms
- Food Service (if applicable)
- Outside Areas

# Resources To Open Retail

 **RETAIL INDUSTRY LEADERS ASSOCIATION**

 **NRF** NATIONAL RETAIL FEDERATION

## OPEN FOR BUSINESS – A BLUEPRINT FOR SHOPPING SAFE

America's retailers have been on the front lines of the COVID-19 crisis, with grocers, pharmacies, and other retailers working hard to make sure every family has what they need as America has stayed home. However, many retailers were required to shut down storefronts throughout the country, furloughing over one million workers in order to protect our communities and stop the spread of the novel coronavirus.

With a focus on the health and wellness of both our employees and our customers, now is the time to prepare for the entire retail sector to safely re-open. Retailers have been learning from each other throughout this crisis, sharing leading practices and protocols to keep stores clean and sanitized, and keeping customers and employees as safe as possible. As an industry, we stand ready to assist governors and mayors with the important task of safely re-opening our Main Streets and storefronts again, with an underlying commitment to helping all families Shop Safe.

Retailers' primary objective remains the health and safety of employees and customers, from distribution centers to stores. We envision an approach that relies on the protocols employed by those businesses which have remained open to the public since the beginning of this crisis. This approach also allows governors and state health departments to evaluate conditions, and allows businesses to open to the public with the confidence that all retailers will adopt the social distancing, hygiene, and sanitation practices necessary to keep customers, employees, and the entire community safe.

The key to this approach is adopting a blueprint that puts in place uniform statewide rules of operations. The protocols we propose were developed in accordance with CDC guidelines and benchmarking between leading retailers who have shared their operational experiences over the past six weeks. A mutually agreed upon blueprint will accomplish three key objectives: (1) Protect our communities (2) Allow for the safe reopening of retail and (3) Establish clear expectations for employees and customers. We will endeavor to update these recommendations as conditions change or if guidance from the CDC leads to the adoption of new protocols.

## INFECTION PREVENTION: Cleaning, Disinfection and Hygiene



### SPECIFIC GUIDELINES FOR PROCEDURAL IMPLEMENTATION (CONT)

#### RESTROOMS

- Clean and disinfect public restrooms as specified on the product label.
- Provide alcohol-based hand sanitizer stations just outside of public restrooms.

#### EMPLOYEES

- Closely monitor employee health. Reinforce personal hygiene and cough etiquette. Encourage symptomatic employees to stay home.
- Identify critical staff members and functions - develop a business continuity plan. Consider the ability for employees to work from home.
- Provide hand sanitizer stations, ready to use (RTU) disinfectant spray or wipes, and tissues for employees from list provided by your Ecolab representative.
- Have employees disinfect all personal hard surfaces referenced on the product label.
- Educate and inform all employees of infection status and proper infection control procedures.

### SPECIFIC TOUCH POINTS

#### INDIVIDUAL OFFICES AND CONFERENCE ROOMS

- Individual offices and conference rooms
- Door handles, push plates, thermostats and hand railings
- Light switches
- Drinks, tables and chair seats
- File cabinet handles
- Trash receptacle touch points
- Telephone and keypad
- Computers, keypad and mouse

#### PUBLIC AREAS

- Door handles and push plates
- Elevator buttons (inside and out) and escalator railings
- Hand rails
- Reception desk counter
- Public phone
- Public computers
- Light switches

#### PUBLIC RESTROOMS

- Door handles
- Sink faucets and toilet handles
- Towel dispenser handle
- Soap dispenser push plates
- Baby changing stations
- Trash receptacle touch points

#### CAFETERIA DINING AREA

- Door handles, push plates, thermostats and hand railings
- Dining tables
- Chairs and benches
- Trash receptacle touch points
- Highchairs
- Social bar and beverage stations

#### CAFETERIA BACK OF THE HOUSE

- Door handles and push plates
- Handles of all the equipment doors and operation push plate
- Handles of the dispensers (beverage, etc.)
- Ice scoops
- Walls in and over refrigerator handles
- Walls in refrigerator and freezer plastic curtains
- Freezer handles
- 3-compartment sink and mop sink
- Handwashing sink handles
- Soap dispenser push plates at handwash sink
- Towel dispenser handle at handwash sink
- Trash receptacle touch points
- Cleaning tools
- Buckets
- Telephone keypad and hand set
- Manager's computer

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www.ecolab.com 1 800 35 CLEAN  
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Retail Industry Leaders Association (MN's own Best Buy featured)


<https://www.rila.org/coronavirus-resources-for-retailers>

Ecolab

<https://www.ecolab.com/pages/coronavirus>

# Other Resources

- Centers for Disease Control and Prevention  
<https://www.cdc.gov/coronavirus/2019-nCoV/index.html>
- Hospitality Minnesota  
<https://www.hospitalityminnesota.com/coronavirus>
- Minnesota Department of Health  
<https://www.health.state.mn.us/diseases/coronavirus/index.html>
- Minnesota Department of Labor and Industry  
<https://www.dli.mn.gov/updates>
- OSHA <https://www.osha.gov/SLTC/covid-19/>



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Nothing, 100% Commitment – And  
Don't Look Back



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# QUESTIONS?





Join us for Thursday's Path Forward webinar

## **Marketing Innovations: New Tools and Techniques**

**Thursday, May 14 | 3 – 4pm | Register on Chamber website**

***PLEASE NOTE TIME CHANGE TO 3PM***