

Coronavirus (COVID-19) cleaning guidelines for workplaces

Information for business owners, managers and cleaners

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Authorised and published by the Victorian Government, 1 Treasury Place, Melbourne.

© State of Victoria, Australia, Department of Health and Human Services, October 2020.

**ISBN** 978-1-76096-183-1 (online/pdf/Word)

Available at: [DHHS.vic.gov.au – Infection Prevention Control](https://www.dhhs.vic.gov.au/infection-prevention-control-resources-covid-19" \l "guidelines-and-resources-for-environmental-cleaning) <https://www.dhhs.vic.gov.au/infection-prevention-control-resources-covid-19#guidelines-and-resources-for-environmental-cleaning>

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# Introduction

The Victorian government is actively working with health services, agencies and businesses to keep the Victorian community safe and slow the spread of coronavirus (COVID-19).

As restrictions continue to ease, workplaces will be required to have a COVIDSafe plan which outlines the key actions that are in place to mitigate the introduction and potential impacts of coronavirus (COVID-19). One of the key areas that must be addressed in the plan is environmental cleaning.

This guide provides advice on how businesses can ensure they have the right cleaning structure, processes and equipment in place to meet the cleaning requirement. The principles outlined in this document apply to all workplaces including retail and public facilities, schools, childcare centres, accommodation, factories, healthcare services and aged care facilities.

## Why environmental cleaning is important

coronavirus (COVID-19) is predominantly spread by respiratory droplets. Surfaces and belongings can be contaminated when people who are infectious cough or sneeze or touch them. Transmission of coronavirus (COVID-19) can occur when someone else then touches the contaminated surface or item. The person may become infected if they touch their nose, eyes or mouth with a contaminated hand or object.

The infection risk from a coronavirus (COVID-19) contaminated environment decreases over time. It is not yet clear at what point there is no risk from the virus, however, studies suggest that in non-healthcare settings the risk of residual infectious virus is likely to be reduced after 48 hours. Therefore, it is important that workplaces have an environmental cleaning program in place as one key strategy to prevent transmission of coronavirus (COVID-19) and keep workers safe.

This document aims to provide guidance to assist workplaces to determine the appropriate level of environmental cleaning that is required to reduce the risk of transmitting coronavirus (COVID-19). This document should be read in conjunction and not replace industry specific legislation and standards.

### The importance of cleaning and disinfection

Disinfectants may be inactivated by the presence of organic matter therefore physical cleaning must be undertaken prior to the application of a disinfectant.

* **Cleaning** refers to the mechanical action, using a detergent and warm water to remove dirt.
* **Disinfection** is the use of chemicals to kill germs. It is important to remember to **clean** with detergent **before** adisinfectant is used.

### Cleaning service provision

There are a range of cleaning service delivery models.

* Cleaning services fully provided and managed in-house by health care service staff.
* Cleaning services completely purchased from an external provider.
* Hybrid models using a mix of the above models.

Irrespective of cleaning service provider arrangements, the following six pillars of a COVIDSafe cleaning program should be in place.

1. **Accountability** is defined for each role responsible for the cleaning service provision.
2. **Schedules** for cleaning set the expected standard and frequency of cleaning, and the roles responsible for delivering the outcomes.
3. **Procedures** document cleaning methods appropriate to the workplace, task and level of risk.
4. **Service delivery** ensures cleaning supplies are provided and cleaning duties are carried out as documented and trained to perform.
5. **Education** and training requirements are stipulated for all staff who have a cleaning role.
6. **Monitoring** program checks that the six pillars are implemented and the standard of cleaning is met.

These Department of Health and Human Service Cleaning Guidelines are structured on these six pillars:



### **Accountability**

**In-house responsibility:** The accountability for all aspects of in-house cleaning and cleaning staff clearly lies with the management, that is, the company directors / chief executive officer (CEO) and the board of management.

**Contracted responsibility:** Where the facility purchases some, or all, of their cleaning service from an external provider, the roles, responsibilities and relationship between the purchaser and the provider become less clear. Defining these parameters at the start of the commercial relationship is essential to reduce the risk of later problems.

While a contractor may be responsible for providing cleaning services, management of the contractor may be the responsibility of an intermediate party, the accountability relating to the cleaning service remains with the business owner, company directors / CEO or board of management.

A well-defined relationship, with a delineation of roles and responsibilities between the purchasing organisation and the external cleaning service provider, is an essential component of any constructive working relationship. Achieving good cleaning outcomes is important to minimise the risks associated with poor cleaning, such as cross-infection, media attention, and occupational health and safety problems.

## About this guide

### Four key roles

There are four key roles defined in the DHHS Cleaning Guidelines. Each role has its own set of responsibilities that helps the building to be cleaned to a high standard of cleanliness and hygiene.

Although there will be many people working for small companies or facilities who might carry more than one role, the same four roles and responsibilities should apply to all types of buildings, businesses and sectors.

Throughout these guidelines, these four roles and responsibilities are highlighted via the use of icons to help identify which requirements apply specifically to your role.

These four roles are:

|  |  |  |
| --- | --- | --- |
| Occupiers icon | **Occupiers** | Building occupiers including responsible company director / CEO / Board and general staff |
| Managers icon | **Managers** | Cleaning service manager / decision maker, in-house and contracted |
| Supervisors icon | **Supervisors** | Site supervisor / cleaning supervisor, responsible for operations |
| Cleaners icon | **Cleaners** | Cleaning operators / staff responsible for cleaning |

A more detailed description of each role is provided in [Part 1. Accountability.](#_Part_1._Accountability)

### Risk levels from coronavirus (COVID-19)

This guide supports risk management planning, by describing the processes that should be in place to clean according to the level of risk from coronavirus (COVID-19), now and into the future. This approach allows cleaning services to be scaled according to three levels of risk:

| Low risk  Routine cleaning practices | Medium risk  Increased numbers of positive COVID-19 in the community | High risk  COVID-deep cleaning |
| --- | --- | --- |
| **Business as usual cleaning**  Prevent the spread of disease (germs) by maintaining good hygiene and cleaning as routine practices. | **Preventative cleaning**  Prevent the spread of COVID-19 by increasing the cleaning and disinfection of frequently (high) touched surfaces in high activity areas. | **Decontamination cleaning**  Thorough cleaning and disinfection of the areas in the workplace that a suspected or confirmed COVID-19 case was identified to have been. |

### Supporting factsheets and resources

These cleaning guidelines are supported with factsheets and training resources to help you implement the requirements and recommendation and keep your buildings clean and healthy.

### Definitions

#### Buildings and people

|  |
| --- |
| * **Accommodation facilities** may include supported residential services, high rise towers, boarding houses, boarding schools and hotels. * **Building occupier** means the organisation that is responsible for the facility and the occupants within it. * **Visitors** may include students, children, residents, clients, patients and 3rd party providers. * **Frequently touched surfaces** mean a surface that is touched often by multiple hands and at risk of being contaminated and of spreading germs. * **High touch surfaces** (also called **high touch points)** is the term used in this guideline to mean frequently touched surfaces. * **Minimally touched surface** means a surface that is touched less often for example, glass windows, ceilings, curtains or floors. |

#### Processes

|  |
| --- |
| * **Cleaning** means physically removing germs, dirt and organic matter from surfaces. Cleaning alone does not kill germs, but by reducing the numbers of germs on surfaces, cleaning helps to reduce the risk of spreading infection. * **Damp dusting** means the use of a slightly dampened cloth, achieved by spraying with water or a cleaning agent, or wetting then wringing out to prevent drips, then wiping surfaces with the damp cloth. * **Deep cleaning** means thorough cleaning and disinfection of high touch surfaces and objects in a workplace area that a suspected or confirmed coronavirus (COVID-19) case was identified to have been during their infectious period. * **Disinfection** means using chemicals or thermal (moist or dry heat) to kill germs on surfaces. Cleaning before disinfection is very important as organic matter and dirt can reduce the ability of disinfectants to kill germs. * **Fogging** means using systems that can apply a disinfectant under high pressure, with a droplet size less than 10 microns (dry fogging), or between 20 to 100 microns (wet, cold or Ultra Low Volume fogging or misting). **The department does not recommend the use of dry or wet fogging disinfection for COVID-deep cleans.** |

#### Products

|  |
| --- |
| * **Detergent** means a surfactant that is designed to break up oil and grease with the use of water. * **Disinfectant solution is** a product that is a Therapeutic Goods Administration-listed household/commercial grade disinfectant, labelled with the specific claim to kill viruses or Australian Register of Therapeutic Goods listed as effective against coronavirus (COVID-19). A disinfectant product may be applied as a liquid, spray or impregnated wipe. * **Surfactant** is a **surface-active agent**, which means a substance that when added to a liquid, reduces its surface tension, thereby increasing its spreading and wetting properties. |

# Part 1. Accountability

## Roles and responsibilities

### Occupiers iconBuilding occupier

Building occupiers are those responsible for the building being cleaned and those within it. Employers are responsible under the Victorian Occupational Health and Safety (OHS) Act 2004 to maintain work environments and workplace amenities in a ‘[hygienic, safe, secure and serviceable condition](http://www.worksafe.vic.gov.au/resources/compliance-code-workplace-amenities-and-work-environment)’. <[www.worksafe.vic.gov.au/resources/compliance-code-workplace-amenities-and-work-environment](http://www.worksafe.vic.gov.au/resources/compliance-code-workplace-amenities-and-work-environment)>

Those that manage and control a working environment, are responsible for ensuring it is safe and free of risks to health, and for giving employees the necessary information, training or supervision to work safely and without risks to health. Read more about [Worksafe OHS legal duties](http://www.worksafe.vic.gov.au/occupational-health-and-safety-your-legal-duties) <www.worksafe.vic.gov.au/occupational-health-and-safety-your-legal-duties>

This includes ensuring that the facility cleaning services are effective in preventing the risk of infection from a contaminated surface, while at the same time, ensuring that the cleaning methods used do not introduce new risks, such as from exposure to hazardous substances.

Some industry and community sectors, including aged care, childcare, hospitality and food manufacturing are governed by specific cleaning guidelines and standards that must be met for the accreditation of their facility.

The responsibility of keeping buildings hygienically clean and safe should be shared by the occupier’s staff and cleaning staff, by keeping surfaces free of clutter and cleaning high touch surfaces during opening hours.

### Managers iconCleaning manager

A cleaning or environmental services manager is responsible for managing the cleaning operations and the cleaning staff, and for overseeing the delivery of safe and effective cleaning services. This responsibility may be undertaken by the occupant organisation (in-house cleaning service), or an operations manager engaged by the contracted cleaning company.

At a minimum, a cleaning manager’s role should include the following responsibilities:

* establishing roles and communications
* training and qualifications for staff
* supplying and preparing cleaning materials, tools, equipment and PPE
* developing safe work methodologies
* conducting risk assessments
* planning workflows and systems
* scheduling cleaning duties and hours.

### Supervisors iconSite supervisors

Trained site supervisors (also called cleaning supervisors) should be responsible for supervising and monitoring cleaning employees and contractors. Minimum contact hours should be set for Supervisors and their cleaning teams, and per facility in which cleaning is carried out.

At a minimum, a site supervisor’s responsibility should be to:

* develop systems and processes for carrying out cleaning tasks in a safe and efficient way
* identify and evaluate hazards and put in place controls for preventing risks
* schedule preventative maintenance of vacuum cleaners and other mechanical cleaning equipment
* undertake regular inspections of cleaner’s rooms and equipment
* maintain accurate records of personnel, supplies and incidents.

For example, when inspecting the cleaner’s room, a site supervisor should ensure that reusable cleaning cloths have been properly laundered and are stored in a clean and dry state; adequate supplies of PPE are stored ready for use; cleaning equipment such as buckets and carts have been wiped clean and left neatly ready for use; alcohol-based hand rub is ready for use and cleaning agents have been correctly diluted.

*The site supervisor’s responsibilities will need to be scaled up according to the level of risk, as shown in the example below:*

| Routine cleaning practices | Increased numbers of positive COVID-19 in the community | COVID-deep cleaning |
| --- | --- | --- |
| A site supervisor would manage the supply, use, maintenance and storage of cleaning materials / equipment, and organise the cleaning personnel’s shifts and records daily.  They would provide new cleaners with site and WHS Induction training and the team with ongoing training in cleaning and safety skills.  They would provide an effective communication channel between the occupier and the cleaners. | In addition to routine supervision duties, the site supervisor would schedule shifts so that cleaners can maintain physical distancing, especially in the cleaner’s room, and assign daytime shifts to clean high touch surfaces if required.  Both they and the cleaners should complete coronavirus (COVID-19) infection control training, including processes related to high touch surface cleaning.  They would ensure the additional supplies of cloths, hand sanitiser and PPE were available. | The site supervisor would need to liaise with the occupier or DHHS if a COVID-deep cleaning service is required, to determine the high touch points in an identified area that would need to be cleaned and number of personnel to complete the task.  To ensure only cleaning staff that have completed the appropriate COVID-deep cleaning infection control training to attend the workplace and undertake the task. |

### Cleaners iconCleaning staff

Cleaners are vitally important to the success of the cleaning service and to Victoria’s ability to mitigate the spread of coronavirus (COVID-19) in the community.

The cleanliness and hygiene of the building depends on how well they have been trained and resourced to carry out their work safely and effectively. They have a responsibility to be willing to learn and to follow instructions correctly. They must strive to keep themselves, their work mates and the building occupants safe at all times.

**Communications**

Clear lines of communication need to be set up between the building occupier and its occupants (for example staff, tenants, visitors and customers), between the occupier and the cleaning service provider, and between the cleaning managers and the cleaning staff that deliver the service.

* An organisational chart or similar document should show the lines of communication between the occupier’s requests, complaints, or building safety issues, and the staff that carry out the duties.
* Communication systems should be provided by the cleaning service company (for example 24hour help desks, mobile phone access with Site supervisors, Customer Relationship Systems (CRM) and apps).
* Capacity for occupants to register complaints and feedback (for example poor cleaning standards and missed duties, or health concerns such as reactions to chemicals and disinfectants).
* Decisions regarding cleaning schedules for high touch surfaces to be shared between the occupier’s staff during business hours and cleaning services after hours.
* Decide who will remove clutter, waste and food should a COVID-deep clean be needed.

## Cleaning service engagement

### Occupiers iconBuilding occupier

Organisations that out-source cleaning services to carry out routine cleaning and COVID-deep cleaning services, should ensure that the company they engage has the appropriate capacity, skills and experience to do so, and that they are operating within the law and following the DHHS Cleaning Guidelines.

There is no need to engage specialist services claiming to provide ‘disinfection’ or ‘sanitation’ services. Such terms are used for marketing purposes only and are not supported with a recognised qualification, licencing system or insurance.

If the cleaning personnel providing routine cleaning services, in-house or contracted, are appropriately trained and resourced, they can also be used to carry out a COVID-deep clean should the need arise.

[*Appendix 1 Checklist for engaging cleaning services*](#_Appendix_1:_Checklist)contains a detailed checklist to help building occupiers select the most appropriate and qualified cleaning company**.** It provides detailed list of evidence and questions to ask of prospective cleaning service owners.

A summary of the ten cleaning service procurement questions is listed below.

### Ten cleaning service engagement questions:

1. Are they experienced and capable of running cleaning services?
2. Is their service recommended by reliable sources?
3. Are they correctly insured?
4. Are cleaning methods listed in their Routine Cleaning Procedures suitable, validated and compliant?
5. Are cleaning methods listed in their COVID-Response Cleaning Procedures suitable, validated and compliant?
6. What supervision, workers and labour hours will they provide for Routine Cleaning Services?
7. What supervision and workers will they provide for a COVID-Response Cleaning Service?
8. Are their cleaners and supervisors qualified to carry out this work?
9. What evidence can they provide to show the standard of work completed?
10. What industry association membership and accreditations do they hold?

# Part 2. Schedules

Key responsibilities for scheduling cleaning services are:

|  |  |
| --- | --- |
| Occupiers icon | * The **building occupier** is responsible for setting cleaning requirements and standards, including the location and frequency of cleaning of high touch surfaces. |
| Managers icon | * The **cleaning manager** isresponsible for scheduling routine and high touch surface cleaning services and assigning enough numbers of skilled staff and supplies to carry it out correctly. |
| Supervisors icon | * The **site supervisor** is responsible for ensuring cleaners understand how to carry out their duties, which high touch surfaces to clean and how, and that they meet the occupant’s standards. |
| Cleaners icon | * **Cleaning staff** are responsible for following instructions correctly and cleaning surfaces well, so they are left hygienically clean. |

## Schedule routine cleaning requirements

**Building occupier**

**Building occupiers** should have documented cleaning specifications, schedules or scope of works in place that define the required cleaning activities and standards for their building, that should include:

* a description of each cleaning activity to be carried out per surface and soil type
* frequency with which each cleaning activity is to be carried out per surface or area
* cleaning standards that must be achieved
* the method by which the performance of each activity will be measured.

Cleaning specifications should set realistic expectations about what can be achieved for your cleaning budget. Request transparent and itemised pricing to ensure cleaning operators have not promised more than is possible to deliver for the labour hours quoted. Routine cleaning schedules should cover details for:

* **High touch surfaces:** a surface that is touched often by multiple hands and at risk of being contaminated and of spreading germs.
* **Minimally touched surfaces:** a surface that is touched less often for example, glass windows, ceilings, curtains or floors.
* **Occupant waste removal:** waste and recycling placed in waste bins, including increased volumes of PPE and disposal wipe waste from staffand visitors that is removed and placed ready for collection.

### Cleaning high touch surfaces

Routine cleaning schedules must include the cleaning of **high touch surfaces** which may also be referred to as frequently touched surfaces. For more information see the [Australian Government Department of Health – Coronavirus (COVID-19) Information about routine environmental cleaning and disinfection in the community](https://www.health.gov.au/resources/publications/coronavirus-covid-19-information-about-routine-environmental-cleaning-and-disinfection-in-the-communit) <https://www.health.gov.au/resources/publications/coronavirus-covid-19-information-about-routine-environmental-cleaning-and-disinfection-in-the-community>

| High touch surfaces in common areas | High touch surfaces in kitchens | High touch surfaces in bathrooms and toilets |
| --- | --- | --- |
| * light switches * door handles * push plates * railings * lift buttons * counters * hot desks * shared phones and computer keyboards * shared office equipment buttons * EFTPOS machines and sign-in touch screens. | * tap handles * soap dispenser pumps * dining tables * seat arms and backs * water fountain buttons * fridge, cupboard and drawer handles * microwave and electrical appliance buttons. | * door handles * door locks and push plates * basin and shower tap handles and benches * soap dispenser buttons * hand dryer buttons * toilet and urinal flush buttons * toilet lid and seat front * sanitary bin lids * safety railings in accessible toilets. |

### When to schedule cleaning on high touch surfaces

** Building occupier and manager**

The frequency of cleaning high touch surfaces should increase according to the number of people touching it, and how often this occurs.

For example, reception counters, front door handles, food court tables and gym equipment should be cleaned and disinfected more frequently than the buttons on office equipment that are only touched by a few people.

*Cleaning frequencies should be scaled according to level of activity and risk, as shown in the example below:*

| Routine cleaning practices | Increased numbers of positive COVID-19 in the community | COVID-deep cleaning |
| --- | --- | --- |
| Door handles in a reception area that are touched 10 times a day by the same person would require to be cleaned daily | Door handles in a reception area that are touched 10 - 20 times a day by different people could be cleaned and disinfected twice daily.  Minimum touched surfaces, no change in cleaning required | Door handles in a reception area that were touched frequently by a suspected or confirmed coronavirus (COVID-19) employee during their infectious period, would require the door to be thoroughly cleaned and the door handle to be cleaned and disinfected  Both frequently and minimally touched surfaces will need to be cleaned in contaminated zones. |

#### Considerations when deciding on frequencies

The occupant organisation should decide upon the appropriate cleaning frequencies for high touch surfaces by considering additional risk factors such as:

* the volume of different people touching the surface
* the likelihood that occupant activities could spread germs (for example in gyms or bars)
* the capacity to become infected (for example where food is consumed)
* the capacity for germs to be spread to surfaces (for example in toilets)
* the vulnerability of the occupants (for example in aged care)
* the risk that occupants will not follow personal hygiene practices (for example in public spaces).

### When to schedule cleaning on m**inimally** touched surfaces

**Building occupier**

Regular routine cleaning of these surfaces should be continued as a standard practice regardless of the risk level, to prevent the build-up grime, dust, mould and bacteria that can contribute to other health issues.

The frequency of cleaning on minimally touched surfaces needs to be decided by the occupier by considering the building’s usage and the level of soiling that can occur. There is no need to increase cleaning frequencies on minimally touched surfaces when the risk level increases to medium.

#### How to develop cleaning schedules

[***Appendix 3 Cleaning Schedule example for Routine Services***](#_Appendix_3_–) contains a sample to show you how to scale up and down the cleaning of high and minimally touched surfaces in your building, by adjusting the frequency and by sharing the load between occupier staff and cleaning service staff.

## Occupant cleaning activities

**Building occupier**

Keeping building surfaces and objects hygienically clean and safe should be a shared responsibility. For example, building occupants / employees could clean high touch surfaces during business hours, in addition to cleaning by after-hours cleaners.

It is recommended that a list of high touch surfaces be developed, with a duty roster for cleaning them both during and after business hours, along with assigned roles / personnel responsible for cleaning them. The high touch surface cleaning program should be clearly communicated to all staff, residents and cleaning staff.

Building occupants, including staff and visitors, should also be encouraged to clean the surfaces they use, by providing them with the necessary cleaning products, cloth / wipes, systems and training in their safe handling. Personal cleaning schedules and responsibilities should also be documented and communicated.

* Employees could be encouraged to regularly clear away clutter and clean surfaces and objects that are touched by one person only (such as personal telephones, equipment, computer hardware and desks).
* If similar surfaces are to be cleaned by after-hours cleaning staff, the occupant should clear it of all materials on a regular rotation, for example weekly, to give cleaning staff clear access for cleaning.
* Occupants should be responsible for cleaning shared equipment, tools, toys or other objects that are used in a shared environment (such as a workshop, restaurant kitchen, childcare centre or gym).
* It is imperative that either the same, or compatible, cleaning and disinfectant products are used to clean the same surfaces, if these duties are shared. Some products can react with, or neutralise the effects of other chemicals, especially disinfectants.

Occupant cleaning schedules for high touch surfaces should also be scaled according to the level activity and risk, as shown in the example below:

| Routine cleaning practices | Increased numbers of positive COVID-19 in the community | COVID-deep cleaning |
| --- | --- | --- |
| The handles of tools in a shared workshop that are touched by 5 people, several times a day, would require to be cleaned daily.  Employees would be encouraged to maintain hygiene practices. | The handles of tools in a shared workshop that are touched by 5 people, several times a day, could be wiped clean after each use. | All handles of tools in a shared workshop that were potentially touched by a suspected or a confirmed coronavirus (COVID-19) case during their infectious period coronavirus (COVID-19), would need to be cleaned and disinfected |

## Schedule cleaning duties and rosters

### Why scheduling labour hours is important

**Cleaning manager**

Whether employing in-house cleaners or providing contracted surfaces, scheduling or quoting insufficient hours to carry out the required tasks correctly and fully, is a common underlying cause of poor cleaning standards and missed duties. Inadequate time can create multiple compounding issues.

* It contributes to wage theft and underpayment (for example working without pay to complete the tasks).
* It can cause staff to rush and make mistakes and have accidents or near misses.
* It can lead to poor infection control practices.
* It can undermine staff morale and a sense of care and pride in their work.
* It can lead to increased staff turnover and the loss of skills.

### Accurate scheduling

To be able to schedule the cleaning duties and accurately assign the number of labour hours to carry them out, the following details need to be documented:

* the areas, rooms, surfaces and objects of the building to be cleaned
* area size and type of floor coverings, (for example carpet, wood, vinyl, tiles etc.)
* type and level of usage from occupants and number of visitors (called the loading)
* level of cleaning activity that will be required on each surface and area (for example spot cleaning, full cleaning or high touch point cleaning and disinfecting)
* frequency that each duty needs to occur (daily, twice daily, weekly, monthly etc.)
* time of day each duty is required to be carried out.

This information will help cleaning managers to schedule the correct number of labour hours, the number of personnel, duties lists, employee classifications and wages. This applies to managers of an in-house cleaning workforce, or of a contracted service. It will also enable accurate quoting of services.

These same details need to be provided to site supervisors and cleaning staff in the form of daily duty lists, so that they know exactly what is expected of them and how long it should take.

Duty lists can be provided as a checklist in various scheduling software apps, or as a simple paper-based checklist, which allows cleaners to check off their tasks as an incentive to improve.

Listing the cleaning requirements for each surface and frequency, makes it easier to increase the cleaning schedules on high touch surfaces when there are increased rates of coronavirus (COVID-19) in the community, and reduce them in other areas that may not be as important.

### Scheduling work activities to ensure physical distancing

**Site supervisors**

Plan work schedules and workflows (order of tasks) so that cleaners do not need to work close together or be in the cleaner’s room at the same time. If practical and safe to do so, stagger arrival and departure times of cleaners. For example:

* one cleaner could be responsible for preparing supplies ready for when other staff arrive (for example chemical bottles, carts and mop buckets ready)
* one cleaner could wash cleaning cloths while others finish mopping or waste removal, then finish alone by disinfecting high touch points with disposable paper towel.

If physical distancing is not possible during breaks, or breaches are occurring, stagger break times as well so that workers do not take ‘smokos’ together.

### Scaling cleaning hours according to COVID-19 risk levels

During times when numbers of positive coronavirus (COVID-19) increase in the community, and occupant numbers decrease, after-hours cleaning hours could be scaled down to allow for increased daytime cleaning. Likewise, the same cleaning personnel’s hours could be adjusted if there is the need for a COVID-Response clean.

Cleaning schedules should be scaled according to the level activity and risk, as shown in the example below:

| Routine cleaning practices | Increased numbers of positive COVID-19 in the community | COVID deep cleaning |
| --- | --- | --- |
| In a small shopping centre:   * 2 roving cleaners are employed during the day to empty waste bins, refresh washrooms, spot clean lifts and clean food court tables. * A team of 4 cleaners are employed at night to full clean washrooms, vacuum public areas and scrub floors daily. | In a small shopping centre:   * 3-4 roving cleaners are employed during the day to empty waste bins, refresh washrooms, clean food court tables and clean / disinfect all high touch surfaces. * A team of 2-3 cleaners are employed at night to full clean washrooms vacuum public areas daily, but only scrub floors every second / third day. | In a small shopping centre:   * The same two teams of day cleaners and night cleaners work in ‘bubbles’ as they are given simulated training for COVID-deep cleaning. * They are ready to carry out COVID-deep cleaning services if, and when, required. |

Coronavirus (COVID-19) ‘bubbles’ can be created by using the same cleaning personnel for all three levels of risk. This limits the need for new staff who are unfamiliar with the building and can decrease the risk of spreading germs to other teams and workplaces.

# Part 3. Procedures

Key responsibilities for scheduling cleaning services are:

|  |  |
| --- | --- |
| Occupiers icon | * The **building occupier** is responsible for writing a COVIDSafe Plan for the building. |
| Managers icon | * The **cleaning manager** isresponsible for developing a COVIDSafe cleaning plan for routine and high touch surface cleaning and being prepared for a COVID-deep cleaning service. |
| Supervisors icon | * The **site supervisor** is responsible for ensuring cleaners are trained and carry out their duties detailed in the COVIDSafe cleaning plan for routine and COVID-deep cleaning services. |
| Cleaners icon | * **Cleaning staff** are responsible for following instructions and cleaning safely and effectively. |

## COVIDSafe Cleaning Plan

**Building occupier**

It is a requirement for the occupier of every facility or the manager of every workplace, to prepare a COVIDSafe Plan.

**Cleaning manager**

Cleaning and hygiene are key COVIDSafe actions. Contracted cleaning service providers MUST provide the Occupier with a completed COVIDSafe cleaning plan for:

* **Routine cleaning** services designed to prevent the introduction and spread of coronavirus (COVID-19)
* **COVID-deep** **cleaning** services in the event of a positive case.

The cleaning service provider should also include with their COVIDSafe Cleaning Plan, copies of procedures, protocols and manuals that provide more details about their cleaning products and processes and provide evidence that the plan has been actioned.

* Standard work procedures (SOPs) / safe work method statements (SWMS) for cleaning processes
* Risk management plan (such as infection risk prevention, hazardous substance prevention, PPE)
* Chemical registers and safety data sheets (SDS) for all cleaning products and disinfectants
* Cleaning induction training.

The Plan should be approved, signed and dated by the occupant, and its conformance monitored via cleaner’s room, cleaning staff checks, and completion reports by the service provider.

[Appendix 2 COVIDSafe Cleaning Plan Checklist](#_Appendix_2_–) contains the key requirements of the Victorian Government’s COVIDSafe Plan for cleaning and hygiene and the management of cleaning staff that should be carried out by the cleaning service. This checklist describes how to meet each of the relevant requirements and lists the sections of the DHHS Cleaning Guidelines where more information can be found.

#### Support for your COVIDSafe cleaning plan

The Victorian Government has several resources to the support the development of a [COVIDSafe plan on the Business Victoria website](https://www.coronavirus.vic.gov.au/covidsafe-plan) <https://www.coronavirus.vic.gov.au/covidsafe-plan>

### When a COVID-deep cleaning service is required

An employer may be advised by an employee that they have symptoms of coronavirus (COVID-19) or are a confirmed case or may be notified by the department that a confirmed case had attended the workplace.

Employers are required to undertake a risk assessment to inform what actions should be taken once they are aware of either a suspected or confirmed coronavirus (COVID-19) case among employees or visitors. These actions can be undertaken before contact is made by the department.

More information can be found on the [Department of Health and Human Services website](https://www.dhhs.vic.gov.au/preventing-infection-workplace-covid-19)< https://www.dhhs.vic.gov.au/preventing-infection-workplace-covid-19 >

#### Risk assessment

The aim of a cleaning risk assessment is to determine:

* if a workplace needs to close in part or fully
* the extent of cleaning required (if any).

Unless it is unreasonable to do so:

* All areas used or likely to have been used by the suspected or confirmed case must be vacated for cleaning and disinfection whilst awaiting further instruction and assessment by the department.
* If any parts of the workplace remain open, the employer must ensure these areas do not pose any ongoing risk of transmission to other staff, visitors or contractors who visit the site.
* If this cannot be achieved, or if a suspected or confirmed case has accessed multiple areas across the site that cannot be effectively and safely vacated for cleaning and disinfection, the whole site must be vacated until further assessment by the department.

The identified area(s) will need to be closed to prevent ambulant traffic prior to and during cleaning and disinfection. When cleaning and disinfection begins, if possible, outside doors and windows should be opened to increase air circulation.

#### Identify high touch surfaces

Identify the high touch surfaces in each of the areas that the suspected or confirmed coronavirus (COVID-19) case may have touched during their infectious period. The infectious period is taken as 48 hours before onset of symptoms.

Minimally touch surfaces are those that are touched less often for example, glass windows, ceilings, curtains or floors may not be required to be cleaned unless there is an identified infection transmission risk.

#### Create a COVID-deep cleaning schedule

Using the template in [Appendix 4 - Cleaning schedule template for COVID-deep cleans](#_Appendix_4_–), create a list of all the high touch and medium touch points that you have identified will need to be cleaned in each room / area that the infected case has been.

The proposed *COVID-19 Response Cleaning Schedule* should be shared with a member of the department outbreak team to check that it will cover the environmental risks. This may coincide with an onsite assessment or via a telephone consultation where specific information about the site layout, and, following discussions with the facility manager, confirmed which areas are required to be cleaned and disinfected.

The *COVID-19 Response Cleaning Schedule* should be provided to the cleaning contract company or to the in-house cleaning manager and used to direct what should be cleaned and disinfected using Therapeutic Goods Administration approved products and method of application.

It is the employer’s responsibility to ensure that the area and all surfaces identified in the checklist and the area is free of clutter and that waste has been disposed of appropriately before the COVID-19 response clean is performed.

#### Monitoring cleaning

After the COVID-19 response clean has been performed, the cleaning manager or department representative should check that the clean was performed to the expected standard. This can be assessed by checking all the high touch and required medium touch points were cleaned as per the *COVID-19 Response Cleaning Schedule*, that the agreed cleaning and disinfection products were used and waste was removed.

If the cleaning was performed to the expected standard, then a certificate of completion may be given. An example of a certificate of completion can be found in [Appendix 7 - COVID-deep ‘Certificate of Completion’ template.](#_Appendix_7_–)

For further information, please refer to the below documents.

* [Part 4 – Service delivery](#_Part_4._Service_1) of these Cleaning Guidelines for information about supplying, preparing, handling and disposal of cleaning supplies for routine cleaning and cleaning of high touch surfaces.
* Additional information specific to cleaning can be found at: [Safe Work Australia](https://www.safeworkaustralia.gov.au/covid-19-information-workplaces/industry-information/general-industry-information/cleaning) <https://www.safeworkaustralia.gov.au/COVID-19-information-workplaces/industry-information/general-industry-information/cleaning>.

## Document safe work procedures

### Safe work method statements / standard operating procedures

**Cleaning manager**

The cleaning service manager (or other nominated manager) is responsible for developing and implementing safe work method statements (SWMS) or standard operating procedures (SOPs) with the products and practices to be used while carrying out cleaning services.

Operational procedures should detail at a minimum:

* how touched surfaces are to be cleaned and disinfected during routine cleaning services
* how hard surfaces are to be cleaned and disinfected during a COVID-deep clean
* how cleaning tools are handled and laundered for effective cleaning and to prevent the spread of germs.
* how cleaning staff are to be inducted, trained and supervised while carrying out routine and COVID-deep cleaning services.

Copies of operational procedures should be provided to all supervisors, cleaners and customers, and to WorkSafe and the department when requested, prior to carrying out a COVID-deep cleaning service.

#### Chemical Register

* Compile a Chemical Register that lists all cleaning products and disinfectants to be used for each task/surface and compile a current copy of each Safety Data Sheets (SDS) in a clearly labelled folder.
* Make sure a copy of the Chemical Register and SDS Folder is prominently stored at every customer’s site.

#### Protocols for managing the cleaning of high touch surfaces

As part of the COVIDSafe Plan, cleaning plans or protocols must be developed to ensure high touch surfaces are cleaned effectively. These protocols should document the location of high touch surfaces, staff training, cleaning practices and cleaning frequencies on high touch surfaces as well as how cleaning completion or effectiveness will be tested.

High touch surface protocols should include the following details:

* list the areas and rooms with high touch surfaces
* list high touch surfaces within each area
* develop protocols for cleaning and disinfecting high touch surfaces
* schedule the frequency of cleaning on high touch surfaces
* conduct staff training in identifying and cleaning on high touch surfaces
* develop testing protocols for measuring the cleanliness of high touch surfaces
* schedule the testing of high touch surfaces.

Refer to [Part 2. Scheduling](#_Part_2._Schedules) for more information about high touch surfaces.

### Pandemic risk management planning

#### Occupiers icon Managers iconBuilding occupier and cleaning manager

[WorkSafe Victoria](https://www.worksafe.vic.gov.au/resources/preparing-pandemic-guide-employers) has a guide to help employers plan for working through a pandemic by using your existing workplace health and safety (WHS) practices.

Apply your WHS risk management processes to health and safety risks specific to the pandemic. This must include developing and implementing a pandemic risk management plan by:

* identifying and assessing the risks associated with your customer’s workplaces, cleaning practices and staff behaviour
* applying risk control measures and communicating them to your staff through training and procedures.

WHS risks associated with a pandemic may include:

* risk to the occupant’s health and safety from not removing germs fully through poor practices, spreading germs while cleaning, and residual hazardous disinfectants on surfaces and in the air
* risk to the cleaning personnel’s health and safety from exposure to hazardous disinfectants, not adhering to physical distancing guidelines, exposure to germs through poor hand hygiene practices and while handling contaminated PPE and cleaning equipment, or when carrying out a COVID-Response clean in an enclosed space (for example lifts).

All identified WHS risks and preventative measures should be documented in your pandemic risk management plan and implemented by all your personnel.

While a pandemic risk management plan is not a requirement of your COVIDSafe Plan, it will help you to make better decisions to protect the safety of your customers, your staff and to protect your own organisation during the coronavirus (COVID-19) pandemic – and any future epidemics.

Download the [*Preparing for a Pandemic Guide*](http://www.worksafe.vic.gov.au/resources/preparing-pandemic-guide-employers) from WorkSafe Victoria <www.worksafe.vic.gov.au/resources/preparing-pandemic-guide-employers>.

## Prepare suitable storage facilities

### Occupiers iconBuilding occupier

All buildings should contain a dedicated storage space, such as a cleaner’s room, that is equipped to enable the safe and hygienic storage, preparation and maintenance of cleaning chemicals, tools and equipment.

There are significant health risks involved if chemicals must be carried and stored in a cleaning staff’s vehicle, if they are not able to be diluted accurately, or if cleaning cloths are not properly washed and dried. It also restricts the manager’s capacity to monitor and prevent these risks.

The cleaner’s rooms should contain the following infrastructure and resources:

* **Chemical dispensing equipment** to control the accuracy of the chemical dose and prevent accidental exposure while decanting from canisters into cleaning bottles (with regular maintenance and calibration).
* **Storage shelving and hooks** to store and hang all supplies neatly and off the floor, to prevent trip hazards and improve hygiene, efficiency and order (for example chemical containers, clean spare cloths, dry consumable supplies (for example toilet paper), equipment poles and small mechanical equipment).
* **Laundry facilities** for washing and drying microfibre cleaning cloths and mops. If this is not feasible due to limited space or time, consider using an external laundering service, which complies with Standard AS/NZS4146. If washed cloths and mops are air dried, ensure they can be hung where air can circulate, or outside, to assist in drying.
* **Ventilation** via an extraction fan that is vented to the outside to remove chemical fumes and prevent the growth of mould.
* **Information** SDS for all chemicals used onsite and cleaning operations manuals.
* **Signage** space or pin boards to hang posters and signage for cleaning staff, including:
  + safe handling and correct use of cleaning chemicals
  + safe handling and lifting of cleaning equipment
  + correct doffing (removing) and donning (putting on) of PPE (for example gloves, masks and eye wear)
  + colour-coding of cleaning tools per area to prevent cross-contamination
  + COVID-Safety information posters.

## Purchase suitable cleaning supplies

### Managers iconCleaning manager

Cleaning supplies for carrying out routine cleaning services and COVID-deep cleaning include: cleaning products, disinfectants, cleaning tools, mechanical equipment and personal protective equipment.

When selecting cleaning supplies, the following aspects should be considered:

|  |  |
| --- | --- |
| **Compliant** | Does this product meet with these guidelines and relevant WorkSafe regulations or other regulations related to your sector? |
| **Fit for Purpose** | Is this product appropriate for the cleaning task and the level of risk? |
| **Effectiveness** | Is there an independent bodythat has validated this product’s claims? |
| **Safety** | Read the Safety Data Sheet (SDS) for chemical cleaning products, or read the product label if purchasing in a store, and undertake a risk assessment by asking:   * Is the SDS current (within 5 years) and WorkSafe Victoria compliant? View the [Worksafe Victoria website](http://www.worksafe.vic.gov.au/safety-data-sheets) for more information. <www.worksafe.vic.gov.au/safety-data-sheets> * Is the product classified as non-hazardous when diluted ready for use? * Can the risk(s) be eliminated or prevented by a suitable alternative or PPE? |
| **Durability** / **cost effectiveness** | Compare the cost of the product against the length of time it is expected to last:   * Does the manufacturer provide a guarantee, such as the number of washes a microfibre cloth will last for? * Is the chemical a concentrate that should be diluted with water before use? |
| **Sustainability** | Is the product certified by a recognised eco-label as environmentally preferred?  Does the item reduce waste and resources (for example materials, water and packaging)? |
| **Information training and support** | Does the supplier support the correct and safe use of their product via:   * information guides/posters and training? * user-friendly chemical dispensing equipment and bottle labels? * back-up and technical support from local technicians when required? |

### How to choose suitable cleaning products

Choose a surfactant, such as a pH neutral detergent solution (diluted detergent), that can lift soil from hard surfaces and rinse freely away. Surfactants are available in several forms.

* Concentrated form (designed to be diluted with water before use)
* Ready-to-use (RTU) form
* Disposable impregnated wipe

If supplying a 2-in-1 detergent / disinfectant product, ensure that organic matter is mechanically cleaned (for example wiped or scrubbed by hand) from the surface, before re-applying it as a disinfectant.

Several alternatives to detergent are available for cleaning hard surfaces that could be considered if validated evidence of their efficacy (effectiveness) at removing surface soil can be provided. For example:

* altered water technologies such as Electrolysed Water or Stabilised Aqueous Ozone
* water and professional quality microfibre cloths and mops (if supplying enough quantities of cloths)
* heavy duty stain removers, scale removers or degreasers often have high or low pH or contain strong chemicals that could interfere with a disinfectant’s function and should be avoided on high touch surfaces
* if a stronger agent is required (for example in kitchens or bathrooms), rinse the surface well after cleaning to remove all residue before applying a disinfectant, especially if bleach is used. Ammonia or acid-based chemicals, often found in bathroom and toilet cleaners, can react with bleach to create dangerous gasses.

#### Dispensing equipment

If cleaning agents are bought in concentrated form, make sure it is supplied with hands-free, dispensing equipment to accurately control the chemical dose. Overuse of detergent leads to residues that could potentially interfere with the disinfectant and attract soil build-up, creating a reservoir for germs to grow in.

When selecting chemical dispensing equipment, check whether it needs to be plumbed into the building, and if so, that it is fitted with a back-flow prevention device. Regular calibration of dispensing equipment must be provided as part of an ongoing maintenance regime to ensure accurate dosing.

Concentrated cleaning chemicals may also be supplied in packaging that controls the dose, such as twin chamber bottles or other packaging designs, or in dose-controlled sachets or tablets.

### How to choose suitable disinfectants

Disinfectants only need to be used for routine cleaning services in a community (non-healthcare) setting where there are increased numbers of coronavirus (COVID-19) in the community or during a COVID-deep clean.

A household / commercial grade disinfectant is suitable for this use in non-healthcare workplaces but it must be one that can kill viruses. This claim should be written on the label as viricidal or anti-viral.

Disinfectants containing ≥ 70% alcohol, quaternary ammonium compounds such as benzalkonium chloride or diluted household bleach including products containing sodium hypochlorite are suitable for use against coronavirus (COVID-19).

A specific list of disinfectants that are suitable for use against coronavirus (COVID-19) can be found on the [Therapeutic Goods Administration website](https://www.tga.gov.au/disinfectants-use-against-COVID-19-artg-legal-supply-australia) <https://www.tga.gov.au/disinfectants-use-against-COVID-19-artg-legal-supply-australia>.

It is critically important that disinfectants are used correctly, or they may not be effective. This includes only applying them to a surface that has been cleaned and allowing enough contact time with that surface. Refer to the manufacturer’s recommended contact time.

Refer to [5 important rules for disinfecting](#_How_to_use)for more information.

The use of disinfectants should be scaled according to the level of activity and risk, as shown in the example below:

| Routine cleaning practices | Increased numbers of COVID-19 in the community | COVID-deep cleaning |
| --- | --- | --- |
| * Minimally touched surfaces should be cleaned with a detergent solution, or other suitable product, when soiled. * High touch surfaces should be mechanically cleaned, using a detergent solution, or cleaned and disinfected with a detergent / disinfectant wipe (if mechanical cleaning is achieved to remove soil). | * Minimally touched surfaces should be cleaned with a detergent solution, or other suitable product, when soiled. * High touch surfaces should be frequently, mechanically cleaned, using a detergent solution, then disinfected with a viricidal disinfectant, or cleaned and disinfected with a detergent / disinfectant wipe (if mechanical cleaning is achieved to remove soil). | * All hard surfaces that have been touched by a confirmed coronavirus (COVID-19) case, should be mechanically cleaned using a detergent solution, then disinfected with a viricidal disinfectant. A 2-in-1 detergent / disinfectant solution or wipe may also be used. |

#### Types of disinfectants

Disinfectants are available in several forms.

* Concentrated form (designed to be diluted with water before use).
* Ready-to-use (RTU) disinfectant.
* Ready-to-use (RTU) cleaner/ disinfectant combination.
* Disposable impregnated wipe.

Refer to the information above regarding chemical dispensing equipment. It is important that the correct dilution is used and that a fresh batch of disinfectant is mixed every day, or as often as recommended by the manufacturer, and that it is stored in a locked, cool and ventilated room.

For further information, view the Department of Health’s factsheet: [*Information about routine environmental cleaning and disinfection in the community*](https://www.health.gov.au/resources/publications/coronavirus-covid-19-information-about-routine-environmental-cleaning-and-disinfection-in-the-community) <https://www.health.gov.au/resources/publications/coronavirus-covid-19-information-about-routine-environmental-cleaning-and-disinfection-in-the-community>.

#### Disinfectant applications

Disinfectants can be applied to the surface via a spray or squirt bottle onto a clean, damp cleaning tool or paper towelling (or disposable wipe) or via an impregnated disinfectant wipe. Spraying disinfectant directly onto a surface should be done with caution to ensure it does not:

* cause over-spray (spraying onto unwanted surfaces)
* spray back into eyes or skin when cleaning vertical surfaces in confined spaces
* damage electrical equipment or keypads
* create a risk of electrocution by spraying light switches or lift buttons.

It is important to note that the Therapeutic Goods Administration only approves the effectiveness of the active ingredient. It does **not** approve the way it is applied, nor the type of equipment used for this purpose.

### Fogging and novel disinfection

Fogging disinfection is used by licenced and trained personnel for pesticide and agricultural fumigation. It is also used for some terminal cleans in settings such as hospitals under carefully controlled conditions. There are generally two types of systems: dry and wet fogging.

* **Dry fogging** systems, also called ‘thermal fogging’, applies a disinfectant under high pressure to produce aerosol droplets that are less than 10 microns in size. These fill a closed space with a ‘dry’ disinfectant fog. Aerosols may remain suspended in the air for 45-60 minutes or longer, so strict management procedures are necessary to prevent early re-entry of people into fumigated areas. If cleaning has not taken place first, or the process is too fast or the airflow is too great, such as in a large space or outdoors, disinfection will not be achieved.
* **Wet fogging** systems, also called ‘cold fogging’ or ultra-low volume (ULV) fogging or misting, applies a disinfectant using a lower pressure to produce droplets above 20 microns up to 100 microns in size. This is technically a misting system and it generates aerosols that can potentially lead to whole-body exposure to the disinfectant. A greater risk is presented by pressure mist spraying where higher levels of aerosol are generated, and by the lack of control over the volume of residual disinfectant on the surface.

#### Concerns about wet or dry fogging

There are currently no Australian Standards for testing and approving fogging equipment for environmental disinfection, no independently validated methods of disinfection and no recognised training qualifications for using these systems, by which best practice for safe and effective community use can be recommended.

Until such time, the department does **not recommend** the use of fogging disinfection in the community, for routine COVID-deep cleaning services.

There are concerns about the current use of fogging disinfection as a response to coronavirus (COVID-19).

* Mechanical cleaning is necessary for disinfection. While some suppliers recommend cleaning first, many practitioners are promoting and using fogging as a faster replacement for 2-step cleaning and disinfection.
* There are potential health and safety risks associated with aerosolised chemical disinfectants, including skin, eye and respiratory irritation. This risk is increased via prolonged exposure experienced by cleaning operators and for vulnerable occupants such as infants, children and asthmatics.
* Wet fogging may leave high levels of hazardous residues on surfaces that are touched by occupants.
* There is no requirement to disinfect minimally touched surfaces. Soft furnishings may continue to release the chemicals for a long time after treatment resulting in potential occupational exposure risks.
* There is significant risk that the rapid use of hand-held fogging devices, or the use of dry-fogging devices, will not give the disinfectant enough contact time with the surface to disinfect it effectively.
* Fogging chemicals, if allowed to enter the HVAC system (heating, ventilation, air conditioning), may result in potential occupational exposures to other building users.

#### Novel cleaning methods

If an alternative option is suggested as a coronavirus (COVID-19) cleaning solution due diligence is required. The efficacy of alternative disinfection methods, such as ultrasonic waves, high intensity UV radiation, and LED blue light against coronavirus (COVID-19) virus is not known.

**The department does not recommend the use of sanitising tunnels.** There is no evidence that they are effective in reducing the spread of coronavirus (COVID-19). Chemicals used in sanitising tunnels could cause skin, eye, or respiratory irritation or damage. The department only recommends the use of the disinfectants against coronavirus (COVID-19) that are registered as previously described in this document. Product claims of prolonged effectiveness should also be treated with caution, currently there is no standardised methodology to test this property.

### How to choose suitable cleaning tools

There are generally two types of mechanical cleaning tools used for environmental cleaning and applying disinfectant to hard surfaces and mopping hard floors: reusable / washable and single use / disposable.

| Reusable cloths and mops | Disposable wipes and mops |
| --- | --- |
| Should be supplied in enough quantities to replace frequently and laundered after every use.   * Microfibre cloths (colour-coded per area) * Semi-disposable ‘Chux’ wipes (if washed and colour-coded per area) * Reusable microfibre flat mops * Reusable wring mops. | Should be replaced after cleaning or disinfecting each surface and thrown away after use.   * Disposable microfibre wipes * Disposable impregnated wipes * Paper towelling * Semi-disposable wipes (if thrown away) * Disposable microfibre mops. |

#### Mechanical cleaning

* Cleaning tools will be more effective if the cleaning tool is textured and absorbent, to create friction with the surface and remove soil and moisture.
* Cleaning tools should be supplied in enough quantities, and in a form or a system (for example colour-coding), that prevents germs from being spread from one surface or area to another (called cross-contamination).

#### Mechanical disinfection

* Tools used to apply a disinfectant to the surface do not need to create friction and should not be absorbent. They should be saturated in disinfectant solution so that they leave the surface wet after wiping it and remain wet for the required contact time (for example 5 or 10 minutes).
* Disinfection tools should be supplied in enough quantities, and in a form or a system (for example single use disposable), that prevents germs from being spread from one surface to another.

#### Reusable microfibre tools

Commercial reusable microfibre cloths and mops purchased in cleaning suppliers, hardware stores or supermarkets, may not meet the true definition of ‘microfibre’ which has a maximum thread size of 0.3 decitex. Professional microfibre will be supplied with detailed specifications, for example:

* 100% microfibre: 80% Polyester fibres (PES) / 20% Polyamide fibre (PA).
* Split microfiber (not fused).
* Temperature limits for washing: 70°c to 95°c (cheap microfibre will be damaged at high temperatures).
* Guaranteed for a minimum of 300 to 500 washes.
* Full colour-coded range available.
* Carts and trolleys for with containers for carrying clean tools separately from soiled tools.

Wring mops and wring buckets are not advised due to the risk of spreading contamination via the soiled water and mop. Reusable microfibre mops supplied with enough replacement mop heads can prevent that risk.

When selecting microfibre mopping systems, look for poles with removable parts that can be thoroughly cleaned, especially after a decontamination clean. Some mop handles have in-built reservoirs for holding water or detergent solutions. Make sure they can be flushed through, cleaned and disinfected.

#### Disposable cloths and mops

If onsite laundering is not an option following a COVID-deep clean, use single-use disposable microfibre cloths or detergent/disinfectant impregnated wipes. For situations where a cart is not possible, and there is a limited capacity to carry enough quantities of replacement microfibre cloths, thinner ‘Chux’ style wipes may be an alternative. These are also available in colour-coding.

Disposable microfibre flat mops should be considered for a COVID-deep clean if onsite laundering is not an option. The mop poles must be able to be thoroughly cleaned and disinfected as detailed above.

#### Reusable versus disposable wipe and mops

Consider these factors when choosing which cleaning tools are suitable for your building, surfaces and for routine and COVID-deep cleaning services.

| Factor | Reusable tools | Disposable tools |
| --- | --- | --- |
| **Colour-coding** | Yes | No |
| **Carrying equipment** | Large cleaner’s cart that can hold enough quantities of cloths & mops for frequent replacement, and a container for holding soiled tools separately from clean cloths. | A small / medium sized cart to hold spare boxes of wipes and a bin-liner for disposing of soiled wipes.  Replacement wipes can be carried in a bag if used by roving cleaners. |
| **Laundering** | Space / plumbing capacity on site, plus time to wash then place in dryer, or take to external laundry | Not required. |
| **Storage capacity** | Storage capacity on-site for multiple replacement cloths & mops | Storage capacity on-site. |
| **Cost** | Upfront investment / ROI over a year | High ongoing costs. |
| **Sustainability** | Reduced waste and packaging | High levels of waste and packaging |

The use of disposable tools should also be scaled according to the level of risk, as shown in this example from a childcare centre.

| Routine cleaning practices | Increased numbers of COVID-19 in the community | COVID-deep cleaning |
| --- | --- | --- |
| * Reusable / washable cloths are used for routine cleaning on all hard surfaces. * Single use cloths or wipes are used to clean then disinfect contaminated surfaces, for example baby change mats. | * Reusable / washable cloths are used for routine cleaning on all hard surfaces, followed by single use cloths or wipes to disinfect high touch surfaces. * Disposable detergent / disinfectant wipes are used to clean and disinfect high touch surfaces * Single use cloths or wipes are used to clean then disinfect on contaminated surfaces, for example bay change mats | * All hard surfaces that have been touched by a suspected or confirmed coronavirus (COVID-19) case during their infectious period are cleaned and disinfected using either:   + single use cloths or wipes   + reusable / washable cloths, laundered separately or by a commercial laundry. |

#### Colour-coding systems for cleaning tools

Colour-coding systems for reusable microfibre, wring mops and other cleaning tools and buckets are used in several sectors to prevent cross-contamination (spreading germs) between areas, including childcare healthcare and aged care, commercial cleaning and food safety.

There is no Australian Standard for colour-coding, each sector has adopted a slightly different system and interpretation of the four standard colours for cleaning tools. For example, in food manufacturing plants colours are used to separate production areas.

The commercial cleaning industry generally follows the British Institute of Cleaning Science (BISCS) [Colour Coding Guidelines](https://www.bics.org.uk/colour-coding/) < https://www.bics.org.uk/colour-coding/ > which advocates the blue, green and red coding shown below, but recommends white for toilet cleaning. Other systems state: red for toilets and washrooms, and yellow for hand wash basis and sinks.

|  |  |  |  |
| --- | --- | --- | --- |
| Blue for general cleaning and public areas | Green for kitchens and food preparation / consumption areas | Red for cleaning washrooms / bathrooms AND / OR toilets & urinals | Yellow for cleaning Clinical / infectious areas OR toilets | OR hand wash basins and sinks |

Whichever system you choose, ensure it is consistent through all your cleaning tools, mops and buckets, plus carrying equipment, signage and training. Colour-coding is not required if disposable cleaning tools are used and changed for each new surface.

### How to choose suitable cleaning equipment

#### Vacuum cleaners

Australian Guidelines for the Prevention and Control of Infection in Healthcare, NHMRC, state that vacuum cleaners should be fitted with high efficiency particulate air (HEPA) filters to minimise dust dispersion. [View the NHMHRC website here](http://www.nhmrc.gov.au/about-us/publications/australian-guidelines-prevention-and-control-infection-healthcare-2019) <www.nhmrc.gov.au/about-us/publications/australian-guidelines-prevention-and-control-infection-healthcare-2019>.

* Cleaning equipment must not operate at a continuous sound level higher than 85 dB(A) to meet WorkSafe Victoria’s [Noise Compliance Code 2018](https://www.worksafe.vic.gov.au/resources/compliance-code-noise) <www.worksafe.vic.gov.au/resources/compliance-code-noise>.
* Vacuum cleaners are not advised during a COVID-deep clean, due to the risk of dispersing virus particles that may have settled on the floor.

#### Carpet cleaning equipment

Items that cannot be cleaned using surfaces detergents or laundered, (for example rugs, upholstered furniture,) should be ‘steam’ cleaned with carpet cleaning equipment.

Equipment should use the hot water extraction that is recognised by Standard AS/NZS 3733: 2018 to minimise chemical and soil residue. The heat from this method is enough to deactivate bacteria and viruses.

### How to choose suitable PPE

#### Managers iconCleaning manager

Personal protective equipment (PPE) is designed to protect cleaning staff from exposure to chemical hazards and biological hazards, such as germs. Cleaning staff do not need to wear face masks for routine cleaning except while it is mandatory to do so. However, they must be worn while carrying out COVID-deep cleans.

The chart below provides a guide to the different types of PPE and when they should and shouldn’t be worn.

| PPE | Details | Routine cleaning | COVID-deep clean |
| --- | --- | --- | --- |
| **Gloves** | Disposable latex gloves  Disposable nitrile gloves (if available) | Yes | Yes |
| **Respirator masks** | P2 respirator masks to comply with AS/NZS 1716: 2012, to filter at least 94 percent of particles that are 0.3 micron in size  May be required to be worn in high risk environments such as healthcare services or outbreaks\* | Not necessary | Yes\* |
| **Surgical masks** | Surgical masks do not need to be sealed | Yes | Yes |
| **Protective eye wear** | Safety glasses do not need to be sealed. Reading glass are not protective eye wear | Not necessary | Yes |
| **Disposable hair nets** | Disposable hair nets, bandanas or hats to prevent the virus from landing on hair | - | No |
| **Disposable apron / gown** | Disposable long sleaved gowns or aprons from waterproof plastic, single use only | To prevent damage to clothing- | Yes |
| **Protective coveralls** | Can be worn in place of disposable apron/gown | Not necessary | Not necessary |

The following section provides step-by-step instructions that site supervisors can use to train cleaning staff to instruct them in putting on, wearing and taking off PPE while cleaning.

# Part 4. Service delivery

Key responsibilities for delivering cleaning services are:

|  |  |
| --- | --- |
| Supervisors icon | * The **site supervisor** is responsible for ensuring cleaners are properly resourced and trained to carry out routine and COVID-deep cleaning services as documented in the procedures. |
| Cleaners icon | * **Cleaning staff** are responsible for following instructions and carrying out cleaning duties safely and effectively. |

## COVIDSafe actions for cleaners

**Hand hygiene**

Hand hygiene includes washing with soap and water and using alcohol-based hand rub. Practicing hand hygiene will protect you from germs on surfaces and prevent spreading germs around the building as clean.

#### When do you need to wash your hands?

* When you arrive in the building
* Before putting on your gloves
* If they are visibly soiled or contaminated
* After removing your gloves
* Before and after eating, drinking or smoking
* After going to the bathroom
* Before you leave the building

#### 12 steps to washing your hands

1. Wet hands with warm water
2. Apply liquid soap into your hand
3. Rub palms round and round
4. Rub backs of each hand
5. Rub palm to palm and between fingers
6. Rub backs of fingers in your palm
7. Swivel thumbs inside your fist
8. Rub fingertips in your palms
9. Rinse soap from your hands
10. Pat your hands dry with paper towel
11. Use the towel to turn off taps
12. Throw away paper – your hands are now safe

#### How to apply alcohol-based hand rub

Hand Sanitiser must contain between 60 – 70% alcohol to be effective. Always carry a bottle and store spare bottles.

An alcohol-based hand rub is used when hand washing with soap and water is not possible. It can kill germs on clean hands but will not be as effective if your hands are visibly soiled.

#### 8 steps to using an alcohol-based hand rub

1. Apply hand sanitiser into the palm of your hand
2. Rub palms round and round
3. Rub backs of each hands
4. Rub palm to palm and between fingers
5. Rub backs of fingers in your palm
6. Swivel thumbs inside your fist
7. Rub fingertips in your palms
8. Allow hands to air dry.

#### How to care for your hands

Germs can enter your body through cracks, abrasions and wounds on your hands. The skin on your hands is your defence against germs, so look after it.

* Wear gloves while handling chemicals and cleaning contaminated surfaces.
* Cover cuts and abrasions with water resistant band-aids prior to starting work.
* Moisturise your hands regularly.
* If you start to get skin problems from wearing latex gloves or from using an alcohol-based hand rub (for example dermatitis), report it to your Manager immediately.

Keep your hands free of objects that can trap dirt.

* Excess jewellery may interfere with hand hygiene, so keep to a minimal only (for example a plain wedding band).
* Keep your nails clean and short.
* Artificial nails, nail polish, or nail enhancements can harbour infections pathogens and should be avoided.

**Remember** that wearing gloves does not replace hand hygieneand is **not** a substitute for it!

### Cleaners iconHow to physical distance while cleaning

* Always ensure your keep 1.5 metres between you and your teammates.
* Do not hug, shake hands or kiss in greeting. You can touch elbows or just smile and say hello in greeting.
* Some worksites will have stickers and posters on the floors and walls to remind you.

**Control the number of people together**

* If working in the same room or area, always maintain 1.5 metres between each staff member.
* Take turns to use the cleaner’s room.
* Take turns to have breaks.
* If you take breaks together, meet outside in the open air, while still maintaining 1.5 metres between you all.
* Leave doors open and turn on extractor fans when in the cleaner’s room or other small spaces such as a bathroom.

Download the Australian Government poster: [Keeping your Distance](https://www.health.gov.au/resources/publications/coronavirus-covid-19-keeping-your-distance) <https://www.health.gov.au/resources/publications/coronavirus-covid-19-keeping-your-distance>

#### Travelling to site

If you need to travel in a vehicle with other teammates for work purposes, you still need to practice physical distancing. Safe Work Australia has issued the following advice.

* Reduce the number of workers travelling together in a vehicle for work purposes.
* Ensure that only two people are in a 5-seat vehicle – the driver and a worker behind the front passenger seat. Only one worker should be in a single cab vehicle.
* If workers are required to travel together for longer than 15 minutes, set air conditioning to external airflow rather than to recirculation or windows should be left opened.
* Clean shared vehicles more frequently, no matter the length of the trip, after each use.

### How to wear PPE safely

**Site supervisors**

It is the responsibility of the site supervisor to ensure that the correct PPE is readily available for all cleaning staff, and that sufficient quantities have been provided so they can be disposed and replaced at regular intervals and when contaminated.

** Site supervisors and** **cleaning staff**

The following information is designed for cleaning personnel.

Personal protective equipment (PPE) helps to protect people from potential infection and cross contamination. However, putting PPE on and taking it off the wrong way, defeats the purpose of wearing it.

View the factsheet: [***How to put on, wear and take off your PPE safely***](https://www.dhhs.vic.gov.au/infection-prevention-control-resources-covid-19#personal-protective-equipment-ppe-guidelines-and-resources)<https://www.dhhs.vic.gov.au/infection-prevention-control-resources-covid-19#personal-protective-equipment-ppe-guidelines-and-resources>.

#### Putting on PPE correctly

It is important to follow the correct procedure when putting on PPE.

1. Before you start, make sure the PPE you are putting on is new and not contaminated.
2. Wash your hands with soap and water or apply hand sanitiser.
3. Put on your clean work shirt.
4. Pick up the facemask and secure the ties or elastic bands at the middle of the head and neck. If there are loops on the side of the face mask, then make sure they secure over your ears.
5. Ensure you fit the flexible band to the bridge of the nose.
6. Check to make sure the mask covers your face from the nose and below your chin.
7. Put gloves on.

#### Wearing PPE correctly

It is important for you to wear PPE correctly to avoid any cross contamination to yourself or others.

* Avoid touching the front of the mask.
* Change the face mask if worn continuously every 4 hours or before if it becomes moist or visibly soiled. Always refer to the manufacturer's instructions for each brand / type.
* Wash your hands with soap and water or apply alcohol-based hand rub.
* Do not use an alcohol-based hand rub while wearing gloves.
* Remove gloves to wash hands directly with soap and water or with alcohol-based hand rub.
* Change PPE when soiled using the correct removal method.
* Remove PPE in-between bathrooms and other areas (or between floors or rooms during a COVID-Response Clean).
* Follow the correct procedures to put on and take off PPE (see below)
* Dispose of used masks or gloves into the general waste bin.

#### Taking off PPE correctly

When you remove PPE, follow these steps to ensure you don’t re-contaminate yourself.

1. Use one glove to pull the other one off and hold by the cuff as you dispose of them.
2. Apply hand alcohol-based hand rub or wash hands with soap and water.
3. Remove your gown and place into a garbage bag to take home.
4. Undo face masks at the back and hold by the string as you dispose of them.
5. Wash your hands thoroughly.

#### PPE Posters

Download the following posters about safely putting on, wearing and taking off PPE:

* **Wearing PPE**[**:** *How to put on (don) and take off (doff) your personal protective equipment (PPE)*](https://www.dhhs.vic.gov.au/infection-prevention-control-resources-covid-19#personal-protective-equipment-ppe-guidelines-and-resources) <https://www.dhhs.vic.gov.au/infection-prevention-control-resources-covid-19#personal-protective-equipment-ppe-guidelines-and-resources>
* **Gloves**: Australian Government Department of Health website [*How to fit and remove protective gloves*](https://www1.health.gov.au/internet/main/publishing.nsf/Content/how-to-fit-and-remove-protective-gloves) <https://www1.health.gov.au/internet/main/publishing.nsf/Content/how-to-fit-and-remove-protective-gloves>
* **Masks:** Australian Government Department of Health website *[How to fit and remove a surgical mask](https://www1.health.gov.au/internet/main/publishing.nsf/Content/how-to-fit-and-remove-a-surgical-mask)*

< https://www1.health.gov.au/internet/main/publishing.nsf/Content/how-to-fit-and-remove-a-surgical-mask>

* **Eyewear**: Australian Government Department of Health website [*How to fit and remove protective eyewear*](https://www1.health.gov.au/internet/main/publishing.nsf/Content/how-to-fit-and-remove-protective-eyewear) < https://www1.health.gov.au/internet/main/publishing.nsf/Content/how-to-fit-and-remove-protective-eyewear>

### Coronavirus (COVID-19) testing and isolation

#### Who should be tested for coronavirus (COVID–19)?

** Site supervisors and cleaning staff**

Anyone who feels unwell with the following symptoms should go and get tested for coronavirus (COVID-19):

* Fever or chills in the absence of an alternative diagnosis that explains the clinical presentation (including consideration of potential co-infection with other illness).
* Acute respiratory infection (for example cough, sore throat, shortness of breath, runny nose, or loss or change in sense of smell or taste).

#### Who should isolate?

If you show any symptoms of coronavirus (COVID-19), you should not go into work.

* You must go and get tested for coronavirus (COVID-19).
* Isolate and wait for your results.
* Isolate as advised if you are positive.
* Inform your employer if you test positive to coronavirus (COVID-19).

The following sections of this guide contain more detailed strategies for implementing and monitoring best practices in routine cleaning services that can be included in a COVIDSafe Plan.

## Clean safely and effectively

The following section provides a simple step-by-step guide to preparing, using, maintaining and disposing of cleaning supplies for routine cleaning services and cleaning high touch surfaces.

For more information about cleaning and using disinfectants correctly during a COVID-deep clean, refer to Section 3: procedures or the [Factsheet: *How to clean and disinfect after a COVID-19 case in non-healthcare settings*](https://www.dhhs.vic.gov.au/preventing-infection-workplace-covid-19) <https://www.dhhs.vic.gov.au/preventing-infection-workplace-covid-19>.

### How to prepare cleaning supplies

**Site supervisors**

Supervisors should prepare all cleaning supplies ready for the cleaners to start cleaning:

* Check that the spray bottles are clean, the labels are undamaged and are clearly readable.
* Read the label or product poster to find out the correct dose for the task. This is important because:
  + if the dose is too strong, it could leave a sticky residue behind to the surfaces that will attract dirt and germs, or irritate the occupant’s skin if they touch or sit on it
  + if the dose is too weak, it may not work properly.
* When re-filling the spray bottle, use dispensing equipment to accurately measure the chemical dose.
* If there is no dispensing equipment installed, use a measuring jug or fill to the dose-line on the bottle.
* Collect the correct number of colour-coded cloths or disposable wipes.
* Place the supplies on the cart or in the caddy, keeping the clean cloths where they can’t get soiled.

### How to prepare cleaning processes

**Site supervisors**

#### How to sequence cleaning workflows

Plan and train cleaners in the correct order of cleaning rooms and buildings to prevent the spread of germs and soil from cleaning tools. Cleaning sequencing will improve efficiency as well as hygiene.

* **High touch surfaces**: Identify the high touch surfaces and clean them first with a clean cloth.
* **Cleanest to dirtiest**:
  + Clean the cleanest areas before the dirtiest areas (for example clean general areas before bathrooms).
  + Clean the cleanest surfaces of before the dirtiest ones (for example clean kitchen benches before the stove top).
* **Top to bottom**: Clean the room from top to bottom so that soil or cleaning solutions do not spill onto surfaces that have already been cleaned.
* **Left to right**: Clean rooms systematically (i.e. left to right or right to left) so that no surfaces are missed.

#### How to prepare cleaning tools on high touch surfaces

Cleaning cloths can easily spread germs and soil (contamination) from one surface to another. This is called ‘cross-contamination’. It is important that the supervisor prepares and implements systems that prevent cross-contamination when cleaning high touch surfaces.

Teach cleaners to wipe lightly across the high touch surface in one direction. Make sure they don’t scrub or rub the cloth in circles as that can spread contamination around.

The way in which disposable and reusable cloths are handled needs to be different.

* Disposable single-use wipes should be replaced after cleaning each new surface.
* Prevent cross-contamination when cleaning with reusable cleaning cloths, the following practices should be followed:
  + Supply and carry enough quantities of replacement cloths in a cleaner’s cart or caddy and teach cleaners how often to replace them.
  + Teach cleaners to fold cloths into 4 or 8 sides and clean each high touch surface with a fresh side. This allows one cloth to clean up to 8 high touch surfaces before it needs to be replaced and washed.

### How to clean hard surfaces effectively - 10 steps

**Cleaning staff**

To ensure all soil is removed from the surface, and that soil and germs are not spread to other surfaces, the face of the cleaning tool in contact with the surface must always be clean and the technique must be effective.

1. Dampen a cloth under the tap and wring out or take a pre-dampened wipe.
2. Fold the cleaning cloth or wipe into 4 or 8 sides.
3. Spray the cloth with pH neutral cleaning agent.
4. Place the cloth flat on the surface and place the hand flat on top of it.
5. Lift one side of the tool with the thumb to grip it between the thumb and forefinger.
6. Wipe in one direction across the surface, leading with the thumb.
7. When cleaning large surfaces use an ‘S’ motion, turning the cloth to lead with the thumb.
8. Turn the tool over to a fresh side and repeat on the next surface.
9. When all sides of the cloth have been used, change it for a fresh one.
10. Place the soiled cloth into a container or throw the disposable towel / wipe into the bin.

### How to use disinfectants - 5 important rules

** Site supervisors and cleaning staff**

For routine cleaning services in community buildings, disinfectants only need to be used on high touch surfaces when there are increased numbers of coronavirus (COVID-19) in the community, or during a COVID-deep clean on all hard surfaces.

Disinfectants should be used correctly or they may not be effective. To kill germs on the surface effectively, there are five key things that a disinfectant needs to work effectively:

|  |  |
| --- | --- |
| 1. Be effective against the particular germs to kill | * Coronavirus (COVID-19) is a virus so the disinfectant needs to be antiviral or viricidal * Many commercial disinfectants and most food sanitizers are designed to kill bacteria, so check that it states they are viricidal (able to kill viruses) |
| 1. Be used at right concentration | * Check the label or data sheet for the recommended chemical dose |
| 1. Be applied to a clean, dry surface | * It is very important that all soil is cleaned from the surfaces first, so that the disinfectant can work properly |
| 1. Be applied with a fresh side of a (disposable) cleaning tool | * Use a reusable colour-coded cloth if there is a washing machine and dryer on site, and carry enough clean cloths to be able to clean each high touch surface * If this is not possible, use a disposable paper towel or wipe. |
| 1. Have enough time in contact with surface | * The surface needs to stay wet with the disinfectant for as long as the manufacturer specifies, (for example 5 or 10 minutes) before it can kill enough germs. This is called ‘contact time’ |

### How to use floor cleaning equipment

**Site supervisors**

#### How to use flat mops safely and effectively

Microfibre flat mops are ideal for damp mopping the floor; it prevents water spots and slip risks from wet floors and helps to prevent cross-contamination by frequently changing mop heads. If flat mops are used, supervisors should implement and teach the following practices:

* Carry enough spare mop heads so they can be regularly changed (i.e. each room or per 25m2).
* Supply enough replacement mop heads so that the mop can be changed when it is dirty, or at regular intervals (for example every room / floor).
* Teach cleaners to mop using an ‘S’ motion, twisting the mop at either side and pulling the mop toward you as you walk backward. This avoids walking over the cleaned floor or leaving soil behind.

#### How to use wring mops safely and effectively

* Wring mops should be colour-coded per area using the same system as used for cloths.
* It is very important that the chemical dose is accurate, or it could leave a sticky residue on the floor from overuse that more soil and contamination can be adhered to and could create a slip risk.
* Wring mops and buckets can spread dirty water and contamination around the building and the water and detergent should be refreshed frequently. They are not advised for use during a COVID-deep clean.
* Teach cleaners to bend their knees when pulling up on the wringer bucket and tuck your elbows in against your body to prevent shoulder injuries.

## Maintain cleaning supplies

** Site supervisors and cleaning staff**

The following information is designed for cleaning personnel.

### How to maintain disinfectants and cleaning agents

While carrying out cleaning, dirty cleaning cloths, surfaces, toilet brushes and rubbish bins are being constantly touched. The germs on these surfaces and objects are then passed onto the cleaning product spray bottles. That means bottles need to be cleaned at the end of every shift as much as cleaning cloths do.

* Tip out the spent chemical, rinse well and wipe down the outside of the bottle.
* Leave the bottles upside down to air-dry before refilling if possible.
* Cleaning chemicals and disinfectants have a limited shelf-life once they have been diluted in tap water and need to be replenished regularly. Check with the manufacture about how often this should be done.
* Chlorine bleach must be replenished daily. It will not last longer than 12 hours once it has been diluted.

### How to maintain cleaning cloths and mops

* **Important**: Rinsing microfibre cloths and mops under the tap cannot remove soil and germs well enough.
* If possible, reusable microfibre cloths and mops should be washed in a hot wash in the washing machine using the warmest setting, then completely dried before reuse, preferably in a tumble dryer.
* If a washing machine is not available, hand wash cleaning cloths in a dedicated ‘washing’ bucket with warm water and detergent. Rinse the cloths well with cold water in the bucket.
* After washing, place microfibre tools in an electric dryer on a medium setting to avoid damaging them.
* If an electric dryer is not available, hang tools to dry where air can circulate, on a rack or washing line.
* **Important**: **Do not drape damp cloths** over cleaning equipment or carts to dry, as this will make them soiled again and unable to dry properly.
* If a washing machine and dryer are not available on site, consider taking them off site to launder or using a commercial laundering service.

#### Laundering cleaning tools after a COVID-deep clean

* If reusable cloths are used for cleaning during a COVID-deep clean, they should be:
  + washed onsite if the washing machine has capacity to maintain temperature at 65°c for at least 10 minutes, or 71°c for at least 3 minutes to comply with AS/NZS 4146-2000 for Laundry Practice, or
  + doubled bagged and taken to a commercial laundry.
* Handle soiled tools carefully. Do not shake dirty cloths and mops or the garbage bags with dirty laundry in them, as the virus may be dispersed into air and breathed in.
* Cleaning tools or other fabrics that are heavily contaminated with body fluids should be thrown away.

#### Laundering uniforms

* Instruct cleaners to wash their uniforms in a separate load from other domestic washing. A third uniform may be required to enable this.
* Following a COVID-deep clean, and before leaving the building:
  + Carefully remove washable aprons or coveralls and place inside a garbage bag. Tightly tie up the bag and perform hand hygiene before placing it in the vehicle.
  + Soiled, dry clothing does not need to be washed immediately, but can be left inside the garbage bags, or hung on the line to air, until ready for laundering.

### How to clean and maintain cleaning equipment

** Site supervisors and cleaning staff**

The following information is designed for cleaning personnel.

At the end of every shift, or after finishing with each piece of cleaning equipment, it must be cleaned well, especially if used by other staff members.

* Wash, rinse and turn over to air dry all caddies and buckets including mop buckets.
* Damp wipe down all surfaces of carts, trolleys, caddies and buckets to remove residual chemical and soil after cleaning.
* Thoroughly clean the touched surfaces and handles of cleaning equipment including carts, trolleys, caddies or buckets, and mops, brooms and vacuum cleaner poles.

To respond to the increased risk level following a COVID-deep cleaning service, include a second disinfecting step by using:

* a single-use disinfectant / cleaner wipe, or
* single use cloth with cleaning agent followed by disinfectant.

#### Clean and maintain vacuum cleaners

* Wear a dust mask while removing and handling vacuum dust bags.
* To make the process of emptying the dust safer and more efficient:
  + line the cloth dust bag with a paper liner, or
  + replace cloth bags with a disposable paper dust bags.
* Replace dust bags and HEPA filters regularly to ensure they are working effectively.
* Clean and disinfect the vacuum pole where it is held after use if it is shared by other staff members.

## Dispose of waste items safely

### How to remove occupant waste safely

** Building occupier and cleaning manager**

The removal of waste items that can spread germs or attract pests must also form part of the daily routine cleaning schedules (for example used paper hand towel and food waste).

The use and disposal of certain types of waste are likely to increase when the risk level increases to medium (for example paper hand towel, disinfectant wipes, personal protective gloves and face masks). It may also be necessary for building occupants to remove waste during opening hours in addition to after-hours services.

Consideration will need to be given to the capacity and location of waste bins and the volume of resources needed for safe handling of waste (for example bin-liners and PPE) as well as instructing those who are responsible.

Refer to [**Part 3. Procedures**](#_Part_3._Procedures) for more details about removing contaminated cleaning waste safely.

### How to scale up waste removal

Waste removal will need to be scaled up according to the level of risk, as shown in the example below:

| Routine cleaning practices | Increased numbers of positive COVID-19 in the community | COVID-deep cleaning |
| --- | --- | --- |
| Hands-free bins are placed in kitchens and bathrooms and are emptied daily by after-hours cleaning staff | Additional hands-free bins are placed where wipes and PPE are discarded, and all bins are emptied one or more times during opening hours by occupants as well as daily after-hours by cleaning staff | All waste from a COVID-deep clean should be discarded into the clinical waste stream |

### How to dispose of waste safely after a COVID-deep clean

** Site supervisors and cleaning staff**

The following information is designed for cleaning personnel.

During and after a COVID-Response Clean, the Environment Protection Agency (EPA) requires all waste to be placed in yellow biohazard bags and disposed of in the clinical waste stream: https://www.epa.vic.gov.au/about-epa/publications/1898

Supervisors should implement and teach cleaning staff to:

* Keep a small yellow bin-liner tied to the side of the cart or carried inside a bin or bucket into which used wipes, paper towel and gloves etc can be placed.
* After finishing each area or when the bin-liner is full, tie it down tightly and place into a yellow biohazard garbage bag.
* Keep adding full, tied-down bin-liners to the yellow biohazard garbage bag. When the bag is full, and/or when the clean has finished, tie the garbage bag tightly.
* **Important:** Take care not to allow air from the bag to be squeezed into the face and breathed in as the garbage bag is tied up. Handle it with care.
* Place the garbage bag into the clinical waste bin.
* Perform hand hygiene by washing hands thoroughly for 20 seconds with warm water and soap and drying with paper towel.

Contaminated paper towel waste **cannot** be recycled. Place it in the waste bin for disposal at landfill.

# Part 5. Education

Key responsibilities for educating cleaning teams.

|  |  |
| --- | --- |
| Managers icon | * The **cleaning manager** isresponsible for providing supervisors and cleaning personnel with access to training resources and courses, and tracking trainee completion and qualification registers. |
| Supervisors icon | * The **site supervisor** is responsible for being trained in infection control practices and for providing infection control and WHS training to cleaning staff working on the sites they supervise. |
| Cleaners icon | * **Cleaning staff** are responsible for ensuring they understand the infection control and WHS training they are provided with and for following all instructions while they clean. |

**Site supervisors**

In order to protect their own health and the health of occupants and cleaning staff, supervisors must be trained in infection control and safe cleaning practices before they supervise cleaners.

The following section details the training courses that should be completed, before carrying out routine cleaning services, especially while there are increased rates of coronavirus (COVID-19) in the community, and prior to carrying out COVID-deep cleaning services.

## Infection control training

** Site supervisors and cleaning staff**

#### Coronavirus (COVID-19) infection control training (Department of Health)

When there are increased numbers of coronavirus (COVID-19) in the community, and before carrying out a COVID-deep cleaning service, all supervisors and cleaning operators should complete the on-line course:

* The Australian Government Department of Health’s [*COVID-19 infection control training*.](http://www.health.gov.au/resources/apps-and-tools/COVID-19-infection-control-training) <www.health.gov.au/resources/apps-and-tools/COVID-19-infection-control-training>.

**Site supervisors**

#### [Infection control for cleaning and housekeeping staff](https://bscaa.com/training/infection-control-for-cleaning-and-housekeeping-staff/)

Before supervising cleaning staff on site for routine cleaning services, and a COVID-deep cleaning service, all site supervisors should have a certificate of completion for the on-line training course:

* [*Infection Control for Cleaning and Housekeeping staff*](https://bscaa.com/training/infection-control-for-cleaning-and-housekeeping-staff/), provided by the Building Services Contractors Association of Australia (BSCAA) <https://bscaa.com/training/infection-control-for-cleaning-and-housekeeping-staff/>.

When there are increased numbers of coronavirus (COVID-19) in the community, all cleaning operators should be given *workplace training* to support changes in cleaning schedules and processes for high touch surface cleaning.

**Site supervisors**

#### Clean hospitals and aged care facilities (Skill set)

It is recommended that before supervising cleaning staff on site for routine cleaning services, and especially prior to supervising a COVID-deep clean, site supervisors should gain a certificate of completion, or at least start working toward completing one or more of the following units of competency:

* **HLTINFCOV001** - (Previously HLTINF001) Comply with infection prevention and control policies & procedures (COVID Clean Training - unit of competency).
* **CPPCL03045** – Clean high-touch surfaces (unit of competency).
* These units are provided as a Skill Set package: **CPPSS00050** - Clean hospitals and aged care facilities.

## Work health and safety training

**Cleaning staff**

#### Work health and safety induction training for cleaners

Before working on site to carry out routine cleaning services, all cleaning operators should be given induction training in:

* Workplace health and safety (WHS)
* basic cleaning skills for site specific duties.

This training should be provided by a representative of the employer, an external registered training organisation (RTO) or via online training.

Details or summary of the training content, plus copies of signed completion forms for all cleaners working onsite, should be made available to the building occupier, Worksafe representatives or the department upon request.

**Site supervisors**

#### Certificate III in Cleaning Operations CPP30316

It is recommended that before supervising cleaning staff on site for routine and COVID-deep cleaning services, site supervisors should be qualified, or be starting to work toward this qualification:

* Certificate III in cleaning operations CPP30316

Personnel carrying out hot water extraction carpet cleaning must have completed the unit:

* CPPCLO3006 - Clean carpets

## Training implementation

Training should be scaled according to the level of risk, as shown in the example below:

| Routine cleaning practices | Increased numbers of COVID-19 in the community | COVID-deep cleaning |
| --- | --- | --- |
| Site supervisors should complete:   * Infection control for cleaning and housekeeping staff, on-line training by the BSCAA. * Should have completed or be working toward: * Certificate of Completion for the Skill Set CPPSS00050 * Certificate III in Cleaning Operations CPP30316   Cleaning staff must complete:   * Workplace induction training to undertake site specific duties and WHS risk prevention. | Site supervisors should complete:   * COVID-19 infection control training.   Cleaning staff must complete:   * COVID-19 infection control training. * Workplace training to support changes in cleaning schedules and processes related to high touch surface cleaning. | Site supervisors must complete WHS training to safely undertake a COVID-deep clean  Personnel carrying out hot water extraction carpet cleaning must have completed the unit:   * CPPCLO3006 - Clean carpets |

**Cleaning manager**

Keep a register of each personnel’s training course completion and qualifications:

[**Appendix 4**](#_Appendix_4_–) **– Cleaning schedule template for COVID-deep cleans** contains a sample training completion register.

### Physical distancing for training and meetings

**Site supervisors**

Face to face training of cleaners must be arranged so that physical distancing rules can be followed, while still being able to provide demonstration and practice of essential infection control skills, for example:

* Putting on and removing PPE.
* Hand hygiene practices.

Correct cleaning and disinfection practices.   
Physical distancing requirements for training and meetings includes:

* Hold training sessions outdoors or in large spaces with adequate ventilation that enable workers to keep at least 1.5 metres apart from each other and the trainer.
* Ensure all trainers and trainees wear masks.
* Conduct meetings via video sharing apps wherever possible.

Download the Australian Government [poster: Protecting you from coronavirus](https://www.health.gov.au/resources/publications/protecting-you-from-coronavirus-0) <https://www.health.gov.au/resources/publications/protecting-you-from-coronavirus-0>.

### Educational posters

** Cleaning manager and site supervisors**

Provide cleaning personnel with educational resources, including posters and manuals in the cleaner’s room, if available, and constantly reinforce COVIDSafe messages.

* Information on hand hygiene, respiratory and cough etiquette and how to clean and disinfect surfaces.
* Physical distancing rules of 1.5metres and the maximum number of people allowed in confined spaces.
* The correct method of putting on and removing PPE (see [section 3](#_How_to_choose)).
* Their workplace health and safety rights and requirements.

Download Australian Government [COVIDSafe posters](https://www.health.gov.au/resources/collections/coronavirus-covid-19-campaign-resources#posters) <https://www.health.gov.au/resources/collections/coronavirus-covid-19-campaign-resources#posters>

### COVIDSafe information in other languages

It is an WHS requirement to translate your training information into the spoken language of your personnel.

Download the [COVIDSafe workplace resources from the Australian Government website in multiple languages](https://www.australia.gov.au/covidsafe-resources-in-other-languages) <www.australia.gov.au/covidsafe-resources-in-other-languages>.

# Part 6. Monitoring

The final part of environmental cleaning services involves monitoring the performance outcomes of cleaning services. Auditing and reporting close the loop on the accountability framework of cleaning and is an important aspect of quality management. It keeps all parties honest and continuously improving.

Where possible, audits should be conducted by the occupier, or by an independent auditor appointed by the occupier as well by the cleaning service manager. This is especially important when the service has been out-sourced and contracted.

Monitoring programs should ensure that the cleaning service is being delivered in accordance with:

* The building occupant’s cleaning schedules and standards.
* Building occupant’s COVIDSafe cleaning plans.
* Cleaning service provider’s COVIDSafe cleaning plans and procedures.
* Department of Health and Human Services Cleaning Guidelines.
* WorkSafe Victoria Regulations.

The final part of the guidelines defines four types of service monitoring and how they can best be applied to each of the cleaning service risk levels.

* **Regulatory compliance:** Are all relevant regulations and guidelines being met?
* **Service conformance**: Are the activities being carried out as promised?
* **Cleaning performance outcomes**: Is cleaning being performed to the standards set?
* **Cleanliness testing**: Are the building surfaces measurably cleaner after cleaning?

[Appendix 6 – Checklist for monitoring Routine cleaning services](#_Appendix_6_–) contains a*checklist:**How to monitor cleaning performance*

## Regulatory compliance

Cleaning or compliance managers should develop site assessment checklists for auditing and monitoring the conformance of cleaning personnel, and the cleaning storerooms, to the organisation’s documented processes.

Key audit items should include:

* COVIDSafe workplace requirements, including physical distancing and hand hygiene
* supply of validated disinfectants with ARGT listing as effective against coronavirus (COVID-19)
* supply of current SDS for all products
* supply and wearing of PPE
* safe chemical handling and dispensing systems
* correct disposal of contaminated cleaning tools and PPE
* records of cleaning employee names, hours, team members and locations for every shift
* signage and information provided to cleaners.

The Department of Health and Human Services and WorkSafe Victoria may also undertake spot checks and audits, especially prior and after delivering COVID-Response cleaning services.

## Service monitoring

### Monitoring routine cleaning services

** Cleaning manager and site supervisors**

Cleaning managers or supervisors should monitor their sites and cleaning staff to ensure all aspects of their COVIDSafe cleaning plan and standard operating procedures are being followed.

Checklists and reports could then be provided to the building occupier.

* **Site checklists** could include:
  + Monitor cleaner’s rooms to ensure ongoing supply of the approved cleaning products, validated disinfectants and equipment.
  + Monitor cleaner’s rooms to ensure dispensing equipment is being used correctly, Safety Data Sheets are current, the room is neat and tidy and cleaning cloths and mops have been laundered correctly.
  + Monitor the cleaner’s adherence to COVIDSafe practices such as physical distancing, hand hygiene and correct handling of cleaning tools to prevent cross-contamination.
* **Evidence** could include:
  + Reports of service conformance may be supported with copies of delivery dockets and photos of cleaner’s rooms.
  + Duty checklists that were completed by supervisors using either a phone app or paper-based form.
  + Gaps in cleaning and corrective actions taken, to be documented and kept as proof of auditing outcomes.
* **Training Registers** could include:
  + Qualification updates for supervisors and managers.
  + Competency checklists to monitor cleaning staff’s adherence to training including correct use of PPE, hand hygiene, cloth handling, application of cleaning agents and disinfectants.
  + Training Completion Registers for online and induction training.

Appendix 5 contains a [Training completion register template](#_Appendix_5_-).

Appendix 6 contains a [Checklist for monitoring Routine cleaning services](#_Appendix_6_–).

### Monitoring COVID-deep cleaning services

**Site supervisors**

Auditing apps could be used by Site supervisors to upload photos as evidence that duties have been completed fully and correctly, especially following a COVID-deep clean. For example:

* Photos of cleaning teams and site supervisors preparing them with the correct PPE and equipment to enter the site, corroborated with sign-off list of cleaner’s names.
* Photos of cleaning products and equipment as listed in the COVIDSafe cleaning plan / SOP procedures.
* Before and after photos of areas that have been ‘deep’ (thoroughly) cleaned.

[Appendix 7: COVID-deep ‘Certificate of Completion’ Template](#_Appendix_7_–) can be used by supervisors to report service conformance following a COVID-deep clean.

## Cleaning performance outcomes

** Cleaning manager and site supervisors**

**Managers and supervisors** should regularly monitor the performance of routine cleaning services against the agreed schedules and cleaning standards.

**Building occupier**

**Building occupiers** or cleaning auditors acting on their behalf, may conduct regular cleaning audits to ensure the standard of cleaning remains high and not solely rely on reports provided by cleaning managers.

For effective auditing and assessment, clear cleaning performance outcome standards need to be established and communicated by the building occupier for each type of surface and cleaning duty.

### Performance auditing for routine cleaning

Examples of how to assess the performance of routine cleaning services:

* **Visual assessment**: Observing and assessing whether the defined cleanliness standards have been met. A sliding scale of how much soil has been removed from the surface is applied. Note that visual assessment is not ideal for auditing cleanliness of high touch surfaces because germs are invisible.
* **White glove assessment**: Wiping a surface with a damp white cloth to check if any dust and spots can be removed.
* **Completion checks**: Check to ensure a duty has been completed, such as emptying bins, replacing paper towelling or comparing the result of deep (thorough) cleaning via before and after photos.

Cleaning performance audits should also take into consideration the frequency that is set for each duty and where in that cycle has the audit taken place. For example, if dusting ledges in stairwells is a scheduled monthly clean, a certain layer of dust is expected to build up over that period.

The [Cleaning Standards for Victorian Health Facilities](https://www2.health.vic.gov.au/about/publications/ResearchAndReports/Cleaning%20standards%20for%20Victorian%20health%20facilities%202011%20August) 2011 provides a framework for measuring performance outcomes depending on the level of risk for cleaning in healthcare facilities <https://www2.health.vic.gov.au/Api/downloadmedia/%7B25E0C6F5-201C-4229-9318-F8229B93B9DA%7D>.

### Performance auditing for COVID-deep cleaning

**Building occupier**

**Building occupiers** or cleaning auditors should assess the performance of cleaning following a COVID-deep clean, although this may be undertaken by the department.

Examples of ways to assess the performance of COVID-deep cleaning services:

* **Visual assessment:** Observing and assessing that basic levels of cleanliness have been met, especially on high touch surfaces. If the surface is visibly soiled, the disinfectant is unlikely to have been effective.
* **White glove assessment**: Wipe the surface to check for residual soil or tackiness from the overuse of disinfectant.
* **Completion checks**:Check to ensure that all rubbish has been removed, clutter has been cleared from surfaces so they can be cleaned, and either thrown away or placed into containers; and food has been removed from the fridge. Comparing the result of deep (thorough) cleaning via before and after photos.
* **Supervisor reports**: Check the results and photos submitted bythe Site supervisor following the clean,

Appendix 4contains a [***Cleaning schedule template******for COVID-Response deep cleans***](#_Appendix_4_–). This can be used to list all touched and hard surfaces that need to be cleaned, then check off by the site supervisor once completed.

Appendix 7contains a[***COVID-deep ‘Certificate of Completion’ template***](#_Appendix_7_–) that may be used by supervisors following a COVID-deep clean.

## Cleanliness testing

There are several methods for carrying out cleanliness testing of high touch surfaces. Be aware that there are no recognised Australian industry standards against which cleanliness testing can be measured, and no requirement by the department to do so.

The two most common methods used are UV Fluorescent marking and Rapid ATP testing. The results should be viewed as indicators and demonstrate trends rather than a pass / fail result.

### UV Fluorescent marking

Fluorescent gel is invisible and can only be seen with an ultraviolet (UV) light. UV marking is widely used in hospitals to teach and monitor compliance of touch point cleaning.

A spot of Fluorescent gel is placed onto a high touch point surface prior to the cleaning shift, allowing time for it to dry, and the exact test locations are recorded. It is recommended that a 10-20% sample of the listed high touch points are tested.

After cleaning has been carried out, check each location with the UV torch, and score the results as follows:

* If the spot of gel is still there, it shows that the surface was not cleaned.
* If some gel residue is still visible, it indicates that the cleaning was not effective.

#### Using UV Fluoro marking for routine cleaning and high touch surface audits

While UV Fluoro marking is not a scientific system, it is often used as a visual and highly effective training and monitoring tool to measure cleaning completion on high touch surfaces. By measuring multiple touch points, you can measure how diligently cleaning operators perform their duties to keep high touch surfaces clean.

#### Using UV Fluoro marking for COVID-Response cleaning auditing

Because the auditor must manually place the gel directly onto the surface PRIOR to cleaning, UV Fluorescent marking is NOT suitable for use during a COVID-Response cleaning service as the risk of spreading contamination, or being contaminated, is too high.

### Rapid ATP testing

Adenosine Triphosphate (ATP) is a protein that is found in the cells of all carbon-based matter. This includes food, soil, body fluids, skin cells, dust, and bacteria (but not viruses as they are not living cells).

ATP testing devices count the number of ATP molecules left on a surface after cleaning, making it a useful way to measure contamination on a surface, and by default, audit the effectiveness of the cleaning process.

Swabbing must be done soon after a surface has been cleaned. The swab is placed into the testing device, and a reading is given within seconds. The lower the count, the less residual ATP is on the surface and therefore the cleaner it is. The higher the ATP count, the dirtier the surface is.

If ATP testing is used, it should be carried out by an experienced auditor following a rigorous testing protocol if used to measure cleanliness for coronavirus (COVID-19) prevention or after a COVID-Response Clean.

ATP devices can produce widely variable and inaccurate results if they are not used correctly. There are several other limitations to ATP testing to be aware of.

* ATP testing cannot measure the amount of virus particles on a surface. It is used to give an indication of how effectively a high touch surface has been cleaned.
* One or two tests will not provide an accurate result. Multiple test points are required to build a reliable picture of cleaning effectiveness.
* ATP swabs are affected by disinfectant. Auditing after disinfecting will often produce a zero count and is not an indication of how well the surface has been cleaned. It should be carried out after cleaning and before disinfection, or several hours after disinfection, to allow the chemical to off gas.
* There are no standardised testing protocols or pass / fail ATP counts, as each device uses a different measuring system.
* Different surfaces generate different counts depending on how porous or rough they are. ATP numbers can be meaningless unless you know the ideal count for each type of surface and environment.

#### Using ATP for routine cleaning and high touch surface auditing

If ATP testing is used, it should be conducted on the same test points at regular periods. The results indicate trends and indicate problem areas, which can then be investigated, such as from soiled cloths, hands or ineffective cleaning techniques. If used correctly, it is a valuable tool for measuring how effective the cleaning performance is on high touch surfaces.

#### Using ATP for COVID-Response cleaning auditing

Due to the problems with ATP being affected by disinfectants, it is questionable how effective ATP testing is immediately after conducting a COVID-Response Clean. For this reason, it is not recommended.

However, ATP testing could potentially be carried out the following day by testing multiple touched surfaces as this will show whether cleaning has taken place or not.

# References

* Australian Guidelines for the Prevention and Control of Infection in Healthcare, The National Health and Medical Research Council (NHMRC), Accessed September 2020.
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# Appendices

## Appendix 1: Checklist for engaging cleaning services

### Who is this checklist for?

This a checklist that is to help building occupiers engage a suitable cleaning company.

It is divided into two parts. It details the type of information and evidence that you should expect to receive from a professional, experienced cleaning company, in order to:

* carry out routine cleaning services
* be prepared to carry out a COVID-deep clean.

While it is not essential that every item is ‘ticked’, the more information you have, the more you will be able to control and predict the quality of the cleaning service and hold the cleaning company to account.

### Appendix 1a: Checklist for engaging routine cleaning services

|  |  |  |
| --- | --- | --- |
| Checklist | Details | Check |
| **1. Agreed scope of work and cleaning schedules have been developed** | N/A | ⬜ |
| **2. Are they experienced and capable of running cleaning services?** | * Conduct an ABN check to ensure the company has been in existence as a cleaning company for at least 2 years. * Is cleaning their core business and how long have they been operating? (e.g. avoid companies that are only offering cleaning as a sideline during the pandemic) * Do they currently work in your sector and understand the risks and needs of your facility and occupants? | ⬜ |
| **3. Is their service recommended by reliable sources?** | * Conduct reference checks on 3 current customer referees by asking:   + Can you confirm you have engaged this cleaning company and that there is no conflict of interest in providing a reference (e.g. no friends, family or company members)?   + What type of cleaning service does this company provide to you, how long for and what has been your experience with them? Would you recommend their services?   + Have they needed to provide a COVID-Response Clean for you? | ⬜ |
| **4. Are they correctly insured?** | * Request a copy of current insurance policy statements / certificates:   + Public liability Insurance   + Work Cover Insurance   + Workers Compensation Certificate of Currency (ask how many employees that have, to ensure the Certificate matches response) | ⬜ |
| **5. Are their documented cleaning methods suitable, validated and compliant?** | * Request a copy of their **COVIDSafe cleaning plan** plus relevant Procedures for carrying out routine cleaning services (refer to [Part 3 - Procedures](#_Part_3._Procedures)) * Request a **chemical register** listing the cleaning products and disinfectants to be used per task / surface with copies of all current safety data sheets (SDS) * Check their cleaning methods are suitable for your facility, independently validated and meet requirements in the cleaning guidelines. For example:   + Cleaning products are safe and suitable for each task.   + Colour-coded cleaning cloths and mops are used for each area.   + Vacuum cleaners contain HEPA filtration.   + Surfaces that will be cleaned are listed.   + If fogging is listed as an option refer to [Part 3. Fogging](#_Fogging_and_novel)to check whether it would be suitable for your environment. | ⬜ |
| **6. Will they provide adequate supervision and cleaning operators?** | * Request that the total daily labour hours and Award rates for routinecleaning services is provided with their quote, to ensure you are neither underpaying nor overpaying for this service. For example, consider:   + How many hours per week will the Site Supervisor be on site to provide on-the-job training and supervision?   + How many cleaners and daily labour hours will be provided? | ⬜ |
| **7. Are their cleaners and supervisors qualified to carry out this work?** | * Request to see a sample of their WHS Induction training content and ask:   + Will all new cleaners be inducted onsite?   + Will you be given training reports or signed completion forms? | ⬜ |
| **8. Can they provide evidence to show that the work has been completed correctly?** | * Request examples of monitoring systems and reports they can provide to show:   + Documented cleaning methods were carried out correctly.   + The works were completed in full and the results were acceptable. * Evidence that the work has been completed to the expected standard will vary according to the size and budget of the building occupier. The following methods are provided as options only:   + Use of a reporting app to upload photos of cleaning teams with the cleaning products and equipment as listed in the Cleaning Plan.   + Use of a reporting app to upload before and after photos of cleaned areas.   + Cleaning performance auditing carried out by the cleaning supervisor or independent cleaning auditor or hygienist which may include:   **Visual assessment:** Observing and assessing that basic levels of cleanliness have been met, especially on high touch surfaces. If the surface is visibly soiled, the disinfectant is unlikely to have been effective.  **White glove assessment**: Wipe the surface to check for residual soil or tackiness from the overuse of disinfectant.  **Completion checks**:Check to ensure that all rubbish has been removed, clutter has been cleared from surfaces so they can be cleaned, and either thrown away or placed into containers; and food has been removed from the fridge. Comparing the result of deep (thorough) cleaning via before and after photos. | ⬜ |
| **9. Do they carry industry Association Membership and ISO Accreditations?** | * Memberships Association membership helps to show that a service is professional member of the cleaning industry. For example:   + BSCAA: Building Services Contractors Association of Australia.   + FMA: The Facility Management Association of Australia. * ISO Accreditation should be expected for larger cleaning companies while a management system should be in place for smaller companies e.g.:   + ISO 9001 - Quality Management System.   + AS/NZS ISO 45001 - OHS/WHS Management Systems. | ⬜ |

Refer to **Appendix 6** [Checklist for monitoring cleaning performance](#_Appendix_6_–) to ensure that these requirements have been delivered **after** the service has been carried out.

## Appendix 1b: Checklist for engaging cleaning services for a COVID-deep clean

As part of the **COVIDSafe Plan**,a Building Occupier is required to ‘Prepare your response to a suspected or confirmed COVID-19 case’, by ‘Preparing to undertake cleaning and disinfection at your business premises’[(see Appendix 2)](#_Appendix_2_–)**.** The following checklist should be completed and attached to your COVIDSafe Plan.

If a cleaning company is currently engaged to deliver Routine Cleaning Services in your building, or if a different service will be engaged, the following checklist should be used **in addition** to [Appendix 1a Checklist for Engaging Routine Cleaning Services](#_Appendix_1a:_Checklist), to ensure they are prepared, resourced and qualified to carry out a COVID-Response Clean (if required).

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| 1b. Checklist for Engaging COVID-deep cleaning services | | | | | | |
| Approved by: | (Name here) | | | **Date:** |  | |
| Name of supervisor / manager responsible: | |  | Phone No: | |  | |
| Copy of agreed surfaces and rooms to be cleaned based on a risk assessment of where the infected individual may have been [(Appendix 4)](#_Appendix_4_–) | |  | Copy of agreed scope of cleaning work | | | ⬜ |
| Infection Control COVID-deep cleaning training completed by the supervisor: | |  | Certificate attached: | | | ⬜ |
| COVID-deep cleaning training provided to cleaners: | |  | Training register attached: | | | ⬜ |
| Name of cleaning products that will be used to clean high touch surfaces: | |  | SDS attached: | | | ⬜ |
| Name of ARTG-listed viricidal disinfectant that will be used on high touch surfaces: | |  | SDS attached: | | | ⬜ |
| What method will be used to apply the disinfectant? (Spray bottle / Wipe) | |  | | | | |
| Type of cleaning tools that will be used to clean high touch surfaces: | |  | Reusable / colour-coded: | | | ⬜ |
| Single-use disposable: | | | ⬜ |
| Type of cleaning tools used to disinfect high touch surfaces: | |  | Reusable / colour-coded: | | | ⬜ |
| Single-use disposable: | | | ⬜ |
| Type of mops that will be used to mop floors: | |  | Reusable / colour-coded: | | | ⬜ |
| Single-use disposable: | | | ⬜ |
| How and where will reusable cloths and mops be laundered after use? | |  | | | | |
| Type of personal protective equipment to be provided and worn by cleaning staff: | |  | | | | |
| Type of carpet cleaning equipment to be used: | |  | | | | |

|  |  |
| --- | --- |
| Cleaning roles and responsibilities: | Provide details |
| Who will clear clutter from the surfaces prior to cleaning? |  |
| Who will remove rubbish from the building prior to cleaning? |  |
| Who will remove food from the fridge prior to cleaning? |  |
| Who will check that cleaning has been fully completed? |  |
| What cleaning monitoring method will be used? |  |
| Who will sign-off the cleaning completion certificate? |  |

## Appendix 2: Preparing a COVIDSafe Cleaning Plan

It is designed to help **building occupiers** and **cleaning managers** to complete all aspects relating to cleaning services in the Victoria Government’s COVIDSafe Plan.

### Action to mitigate the introduction and spread of coronavirus (COVID-19)

#### Hygiene

| Aspect of the COVIDSafe plan | Cleaning guidelines | Section |
| --- | --- | --- |
| Provide and promote hand sanitiser stations for use on entering building and other locations in the worksite and ensure adequate supplies of hand soap and paper towels are available for staff. | * Ensure a constant supply of hand sanitiser rub that contains 60 – 70% alcohol. * Calculate the additional supplies of hand soap and paper towel and dispensers needed. * The supply of these items is often part of the agreement with contracted cleaning services so they will need to be consulted. | Part 3.e) |
| Ensure all staff wear a face covering and/or required PPE, unless a lawful exception applies. | * Refer to table: ‘How to choose suitable PPE’. * Supply enough quantities of suitable PPE including masks and gloves at a minimum. | Part 3.d) |
| Provide staff training on the correct use and disposal of face coverings and PPE, and on good hygiene practices and slowing the spread of coronavirus (COVID-19) | * Refer to the section: ‘Infection Control Training’. * Infection control training should be scaled according to the level of risk and responsibility (Site Supervisors and cleaners). | Part 5.a) |
| Replace high-touch communal items with alternatives. | * Refer to the section: ‘Maintain and dispose of cleaning supplies’ for information about cleaning touched surfaces of equipment that must be shared such as vacuum cleaners and carts. * Look for ways to limit sharing of equipment. | Part 4.c) |

#### Cleaning

| Aspect of the COVIDSafe plan | Cleaning guidelines | Section |
| --- | --- | --- |
| Increased environmental cleaning, (including between changes of staff), ensure high touch surfaces are cleaned and disinfected regularly (at least twice daily) | * Refer to the section: ‘Schedule Routine Cleaning Requirements’ for details about scheduling the cleaning of high touch surfaces. | Part 2.a) |
| Ensure adequate supplies of cleaning products, including detergent and disinfectant. | * Refer to the section: ‘Purchase suitable cleaning supplies’ and sub-sections:   + ‘How to choose suitable cleaning products’   + ‘How to choose suitable disinfectants’. | Part 3.d) |

#### Physical distancing and limiting workplace attendance

| Aspect of the COVIDSafe plan | Cleaning guidelines | Section |
| --- | --- | --- |
| Establish a system that ensures staff members are not working across multiple settings/work sites. | * Refer to the section: ‘Schedule cleaning duties and rosters’. For information about scheduling staff to create work ‘bubbles’. | Part 2.c) |
| Ensure workers are spaced at least 1.5m apart | * Refer to the section: 'COVID-Safe Actions for Cleaners’ and 'How to physical distance while cleaning', for strategies to maintain physical distancing while working. | Part 3.e) |
| Provide training to staff on physical distancing expectations while working and socialising (e.g. during lunchbreaks). | * Refer to the section: ‘Infection Control Training’. * Site Supervisors should provide cleaners with Tool-box training on physical distancing and posters / information in the cleaner’s language. | Part 4.a)  Part 4.c) |
| Review and update work rosters and timetables where possible to ensure temporal as well as physical distancing. | * Refer to the section: ‘Scheduling work activities to ensure physical distancing’ for suggestions about how to adherence to physical distancing. | Part 2.c) |

#### Record keeping

| Aspect of the COVIDSafe plan | Cleaning guidelines | Section |
| --- | --- | --- |
| Establish a process to record the attendance of workers, customers, clients, visitors and workplace inspectors, delivery drivers. | * Refer to the section: ‘Regulatory compliance’ for instructions about recording employee names, team numbers and locations, and report templates ready to complete for COVID-deep cleaning services. | Part 6.a) |

#### Action to prepare for your response to a suspected or confirmed coronavirus (COVID-19) case

| Aspect of the COVIDSafe plan | Cleaning guidelines | Section |
| --- | --- | --- |
| Prepare to undertake cleaning and disinfection at your business premises. | * Refer to the section: ‘Infection Control Training’ for information about conducting additional training to prepare for a COVID-Response cleaning service. | Part 5.a) |
| * Refer to the section: ‘Clean safely and effectively’ and the sub-sections:   + ‘How to prepare cleaning supplies’   + ‘How to clean hard surfaces effectively’ * ‘How to use disinfectants. | Part 4.b) |
| Prepare to re-open your workplace once agreed by DHHS and notify workers they can return to work. | * Refer to the final section: ‘Monitoring’ for different methods of monitoring how well cleaning has been carried out. | Part 6.a), b), c), and d) |

Refer to [Appendix 6: Checklist for monitoring Routine cleaning services](#_Appendix_6:_Checklist)

## Appendix 3: Cleaning schedule example for routine services

### Who is this Cleaning Schedule example for?

This is designed to help **building occupiers** specify and easily adjust the facility’s routine cleaning service requirements on high and minimally (low) touched surfaces.

### How to use this cleaning schedule

* List each building element (surface or object) per area in the left-hand column (below is a sample only).
* Set the frequency to which each element needs to be cleaned in the right-hand columns, according to whether they are high or minimally touched surfaces.
* The frequency can be scaled up while there are increased cases of coronavirus (COVID-19) in the community (Medium Risk), then scaled back down for business as usual (Low risk). The example below is for Medium Risk.
* Show who is responsible by using codes e.g.: Occupant staff = **(XX)** and Cleaning Service Personnel = **(X)**

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
| General areas | High touch surfaces | 3 x D | 2 x D | D | W | F | M |
| Front reception  Waiting area  Corridors  Lifts  Stairwells | Light switches |  | XX | X |  |  |  |
| Door handles and push plates | XX |  | X |  |  |  |
| Stair and ramp railings |  | XX | X |  |  |  |
| Lift console buttons | XX |  | X |  |  |  |
| Reception counters |  | XX | X |  |  |  |
| Sign-in touch screens | XX |  | X |  |  |  |
| Water cooler taps |  | XX | X |  |  |  |
| Share computer keyboards & mice |  | XX | X |  |  |  |
| TV remote control |  | XX | X |  |  |  |
| Waiting room chair arms |  | XX | X |  |  |  |
| Low touch surfaces | 3 x D | 2 x D | D | W | F | M |
| Coffee table |  |  | X |  |  |  |
| Reception desk sides |  |  |  | X |  |  |
| Doors and walls |  |  |  |  | X |  |
| Glass doors |  |  | X |  |  |  |
| Internal windows |  |  |  |  |  | X |
| Rubbish bins |  |  | X |  |  |  |
| Carpeted floors |  |  | X |  |  |  |
| Hard floors |  |  | X |  |  |  |
| TV monitor |  |  |  |  |  | X |

**Key: 3 x D** = 3 times daily | **2 x D** = twice daily | **D** = once daily | **W** = weekly | **F** = fortnightly | **M** = monthly

## Appendix 4: Cleaning schedule template for COVID-deep cleans

### Who is this cleaning schedule template for?

This is designed to be used by Building Occupiers and Cleaning Managers / Supervisors, to document the COVID-deep cleaning schedules.

### How to prepare this template

* List and describe the areas to be cleaned, as identified by the Building Occupier or DHHS. Copy and paste a separate table for each area.
* List each hard surface or object that may have been touched by the suspected or confirmed coronavirus (COVID-19) case, within each contaminated area.

### How to use this template during and after a COVID-deep clean

* Print and use a pen to ‘tick off’ each surface cleaned. Take photos of the area as supporting evidence.
* After the clean, take a photo of the template then dispose of it and sanitise hands and phone thoroughly.

| Areas to be cleaned | Hard and touched surfaces / objects | ✓ |
| --- | --- | --- |
| List and describe | Light switches |  |
| Door handles and push plates |  |
| Stair and ramp railings |  |
| Lift console buttons |  |
| Reception counters |  |
| Sign-in touch screens |  |
| Water coolers |  |
| Computer keyboards & mice |  |
| Desks and tables |  |
| Office chair arms |  |
| TV remote control |  |
| Waiting room chair arms |  |
| Coffee table |  |
| Reception desk sides |  |
| Doors and walls |  |
| Rubbish bins |  |
| Hard floors |  |
| Upholstery (Hot water extraction carpet cleaning) |  |
| Carpeted floors (Hot water extraction carpet cleaning) |  |

## Appendix 5: Training completion register template

### Who is this cleaning schedule template for?

This template is for Site supervisorsor training managers to track and report on the induction training provided to all personnel engaged to carry out cleaning on site.

### How to use this template

* Complete the details where the induction training took place (e.g. the building where the cleaner’s work)
* Tick the training session title / topic that was covered. Change or add details as required.
* Write the trainer’s details and list the induction training participants in the left column.
* Once the training session is complete, check to make sure they fully understand and can carry out the task correctly. As them to sign their acknowledgment and write the date and time.

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
| Induction training completion register | | | | | | | |
| **Company / organisation:** | |  | | | | | |
| **Building name and location:** | |  | | | | | |
| **Session details:** | | | | | | | |
| Training session title / topic: | | The Department of Health’s [COVID-19 infection control training](https://www.health.gov.au/resources/apps-and-tools/covid-19-infection-control-training) | | | | | ⬜ |
|  | | | | | ⬜ |
| Workplace health and safety (WHS) training (provide details) | | | | | ⬜ |
| Basic cleaning skills for site specific duties | | | | | ⬜ |
| Training delivered by: | |  | | Sign: |  | | |
| Trainer’s comments: | |  | | | | | |
| Additional / follow up training required: | |  | | | | | |
| **Employee acknowledgment:** | | Sign next to your name below to acknowledge that you have been instructed in the above topic and understand how to carry out this duty safely. | | | | | |
| **Participant name** | | | Signature | | | Date | Time |
| 1 |  | |  | | |  |  |
| 2 |  | |  | | |  |  |
| 3 |  | |  | | |  |  |
| 4 |  | |  | | |  |  |
| 5 |  | |  | | |  |  |
| 6 |  | |  | | |  |  |
| 7 |  | |  | | |  |  |
| 8 |  | |  | | |  |  |
| 9 |  | |  | | |  |  |
| 10 |  | |  | | |  |  |

## Appendix 6: Checklist for monitoring routine cleaning services

### Who is this checklist for?

This is designed for Building Occupiers and Cleaning Supervisors to monitor routine cleaning services against their COVIDSafe plan.

### How to use this checklist

* This checklist is designed to complement the checklist [How to Engage Cleaning Services](#_Appendix_1:_Checklist), to ensure the documented cleaning methods are being implemented.
* Review the cleaning service’s COVIDSafe Cleaning Plan, Procedures and Chemical Register.
* Amend or add details to the Cleaner’s room checklist below in line with these plans and procedures.

#### Building and cleaning service details:

|  |  |
| --- | --- |
| **Building occupier:** |  |
| **Cleaning company:** |  |
| **Building name and location:** |  |
| **Date:** |  |

#### Cleaner’s room checklist

| Checklist | Yes = 1  No = 0 | Comments |
| --- | --- | --- |
| 1. Are all cleaning products being supplied listed on the chemical register? |  |  |
| 1. Is the disinfectant being supplied listed on the chemical register? |  |  |
| 1. Are current (< 5 years) Safety Data Sheets (SDS) stored with chemicals? |  |  |
| 1. Are enough quantities of colour-coded cleaning cloths being supplied? |  |  |
| 1. Are colour-coded mops and buckets being supplied? |  |  |
| 1. Are cleaning cloths being stored in a clean and sanitary condition? |  |  |
| 1. Are mops and buckets being stored in a clean and sanitary condition? |  |  |
| 1. Are enough quantities of Personal Protective Equipment being supplied? |  |  |
| 1. Is hand sanitiser being provided ready for cleaners to use? |  |  |
| 1. Does the vacuum cleaner contain a clean HEPA filter and dust bag? |  |  |
| **Result:** |  |  |

#### Additional comments and rectifications:

|  |
| --- |
|  |

#### Checked by:

|  |  |  |  |
| --- | --- | --- | --- |
| **Name:** |  | **Signature:** |  |

## Appendix 7: COVID-deep ‘Certificate of Completion’ template

### Who is this template for?

This template is to be completed by **cleaning managers** or by the building owner occupier after carrying out a COVID-deep clean in a building where there has been a suspected or confirmed coronavirus (COVID-19) case.

### How to complete the Certificate of Completion template

* Complete all details on the Certificate of Completion below and attach the required photos and documents as evidence. Photos taken onsite can also be sent electronically via auditing apps. Send a copy to:
  + The Building Occupier after carrying out a COVID-Response Clean.
  + The Department of Health and Human Services if requested.

|  |  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| Certificate of Completion COVID-deep clean | | | | | | | | | | | |
| Cleaning was carried out by (company/person): | | | | |  | | | | | | |
| Occupier’s name: | |  | | | | | | | Date: |  | |
| Building name: | |  | | | | | | | Time start: |  | |
| Location/address: | |  | | | | | | | Time end: |  | |
| Supervisor/Manager responsible: | | | |  | | | | | Phone no: |  | |
| Training completed by Supervisor: | | | |  | | | | | Certificate attached: | | ⬜ |
| Name of cleaning products used: | | | |  | | | | | SDS attached: | | ⬜ |
| Name of disinfectant used: | | | |  | | | | | SDS attached: | | ⬜ |
| Cleaning completion: | | | | | | (Yes / No / Describe) | | | | | Photo |
| Were the same cleaning products, disinfectants, equipment and PPE supplied as were listed on your COVIDSafe Plan? | | | | | |  | | | | | ⬜ |
| Were high touch surfaces fully cleaned before disinfected? | | | | | |  | | | | | ⬜ |
| What method was used to apply the disinfectant? (e.g. spray bottle & paper towel / disinfectant wipe) | | | | | |  | | | | | ⬜ |
| Was clutter cleared from surfaces prior to cleaning? | | | | | |  | | | | | ⬜ |
| Was all rubbish removed from the building? | | | | | |  | | | | | ⬜ |
| Have you listed the cleaning tasks your team completed on the [cleaning schedule template for COVID-deep cleans](#_Appendix_4_–) (Appendix 4)? Attach a copy or send via a scheduling app / form | | | | | | | | | | | Yes: ⬜ |
| Additional comments: | | |  | | | | | | | | |
| Completed by: | (name) | |  | | | | (sign) |  | | | |