



## **CORONAVIRUS PROTOCOL FOR CLEANERS**

On January 30, 2020, the World Health Organization (WHO) declared a [Public Health Emergency of International Concern \(PHEIC\)](#) for the current outbreak of coronavirus disease, known as [COVID-19](#).

The symptoms of coronavirus are:

- a cough
- a high temperature
- shortness of breath
- loss or change in your normal sense of smell or taste

If you have any of these symptoms please self isolate for at least 7 days.

Whilst Bournecoast is allowed to open, the safety of our staff and clients remains our priority. In order to keep everyone safe during this next phase we ask that you read and adhere to the following protocols when cleaning Bournecoast managed properties:

### **Why cleaning is more important than ever**

Cleanliness has always been top of mind for hosts and guests. But it's even more critical as we all aim to reduce the spread of infection. According to the CDC, it's possible for someone to contract COVID-19 by touching a contaminated surface—like a doorknob or light switch—and the virus may live on some surfaces for several hours or even days. That's why it's essential to clean and disinfect frequently touched surfaces often, especially between reservations.

### **The difference between disinfecting and cleaning**

When it comes to preventing the spread of germs, it helps to understand the difference between cleaning and disinfecting.

Cleaning is the act of removing germs, dirt, and impurities (like when you use a soapy sponge to wipe off a visibly dirty counter or stovetop).

Disinfecting is when you use chemicals to kill germs (like spraying with a bleach solution). By cleaning first, then disinfecting, you can lower the risk of infection.

### **COVID-19 Policies**

- Please provide a copy of your COVID-19 COMPANY POLICY to the Bournecoast Customer Service Team and ensure your staff are using the correct PPE when attending the office or managed properties.
- Prevent cross contamination by using specific equipment by area (room, bathroom, kitchen)
- Plan the process to start with lowest risk areas (bedroom, living room) to highest risk areas (kitchen, bathroom)
- Define a cleaning checklist to help ensure completion and keep records (these can be useful in case of guest complaints)
- Please do not attend properties or the Bournecoast office if you have any of the above Coronavirus symptoms.
- Please follow the NHS guidelines for Health & Safety
- Please ensure that you and your team follow the hand washing protocol
- Provide hand sanitiser & tissues to your team, and encourage their use
- Please frequently clean and disinfect objects and surfaces that are touched regularly, using standard cleaning products
- Please ensure that you advise us if you or one of your team is self-isolating or has been in contact with someone who has contracted the virus
- Please ensure that you wear gloves in order to avoid touching door handles and surfaces with bare hands
- Please advise us as soon as possible if you are altering working hours, shift patterns and working arrangements

## **Personal Hygiene**

- Wash your hands with soap and water often – do this for at least 20 seconds
- Always wash your hands when you get home or into the property and regularly while you are there
- Use hand sanitiser gel if soap and water are not available
- Use disposable hand towels to dry your hands
- Cover your mouth and nose with a tissue or your sleeve (not your hands) when you cough or sneeze put used tissues in the bin straight away and wash your hands afterwards
- Keep 2 metre social distance from everyone at all times
- Do not touch your eyes, nose or mouth if your hands are not clean

## **Key Collections and Invoicing**

- Key collections to be from the key safe outside office where possible, or from the office front desk ensuring 2m social distancing is adhered to.
- Ensure that any keys are appropriately cleaned before and after use.
- Please send in all invoices electronically

## **Cleaning the Property**

Here are some guidelines to follow when cleaning Bournecoast properties:

- Ventilate rooms before you clean. Allow fresh air to circulate for at least 20 minutes. If possible, leave all windows open during the entire cleaning process.
- Wash your hands thoroughly before and after each cleaning. Use soap and water, and wash for at least 20 seconds. If that's not possible, use a hand sanitizer with at least 60% alcohol. Learn more about proper hand washing
- Clean, then disinfect. Use detergent or soap and water to remove dirt, grease, dust, and germs. Once the surface is clean, spray with a disinfectant. Let it stand for a few minutes, then wipe—and if you're not using paper towels or disposable wipes, it's good practice to use a new cleaning cloth for each guest.
- Use the right disinfectant. You don't need any hard-to-find cleaning products—most common household disinfectants registered by the Environmental Protection Agency, as well as cleaning solutions with diluted household bleach or at least 70% alcohol, are believed to be effective against the coronavirus. Pay special attention to frequently touched surfaces, like light switches, doorknobs, remote controls, and faucet handles. (See our full list of surfaces to disinfect below.)
- Don't forget about sofas, rugs, drapes, and other soft, porous surfaces. Carefully remove any visible dirt or grime, then clean with the appropriate cleaners indicated for use on these surfaces. If possible, machine-wash items according to the manufacturer's instructions.
- Wear disposable gloves while you clean. Dispose of gloves correctly (turn the gloves inside out as you remove them and put in a bin outside the property as soon as you leave the property. Do not wear them to travel back to the office). And make sure to wash your hands immediately after gloves are removed.
- Don't reuse microfiber cloths, mops, and sponges when cleaning your space for a new guest. Consider stocking up on supplies that you can throw away after each cleaning. If you prefer to clean with reusable products, make sure to machine-wash them at the highest heat setting that's appropriate for the material.
- If you are responsible for washing any linen, wash all linens at the highest heat setting recommended by the manufacturer. That includes bed sheets, mattress covers, hand and bath towels, kitchen towels, and blankets. Remember to wear gloves when handling dirty laundry.
- Clean and disinfect laundry baskets and hampers. If possible, consider using a liner that is either disposable or that you can throw into the washing machine.
- Empty the vacuum cleaner after every cleaning. You should wipe down the vacuum cleaner with disinfectant, along with appliances like the dishwasher and washing machine.
- While restocking your supplies, take a moment to check expiration dates. And remember to never mix household bleach with ammonia or any other cleaning solution that can release toxic gases that are dangerous to inhale.
- All bins must have bin liners in them so rubbish can be discarded safely.
- When spills of food or liquids occur you must ensure that the work surfaces are left in a clean and sanitised condition.

## Checklist of items to clean and disinfect

This is a recommended list, but not limited to, of items to clean and disinfect,

### General:

- Doorknobs
- Light switches
- Remote controls
- Tables
- Fan and lamp chains
- Window sills and window handles
- Thermostats
- Keys
- Hairdryers
- Railings
- Ironing boards and irons
- Garbage and recycling bins

### Kitchen:

- Sinks
- Cabinet handles and pulls
- Appliances: oven, toaster, pressure cooker, coffee maker, etc.
- Condiments: oil, salt and pepper shakers, commonly used spices and containers, etc.
- Kitchenware that isn't dishwasher safe: ceramic bowls, kids' plastic ware, etc.
- Hard-backed chairs

### Bathroom:

- Sinks
- Toilets
- Faucet handles
- Showers and tubs
- Shower curtains and doors
- Shampoo, conditioner, body wash, and soap dispensers

### Bedroom:

- Hangers and luggage racks
- Nightstands
- Sinks
- Faucets

### Cleaning appliances:

- Dishwashers
- Vacuum cleaners
- Washer/dryer units

### Kids' items:

- Toys
- Portable cribs and playpens
- High chairs

### Other amenities:

- Bikes
- Surfboards
- Games
- Books