Safe To Reopen: Proper Disinfecting and Instilling Consumer Confidence

Best practices for your operation to safeguard employees and customers against COVID-19

Presented by: Illinois Restaurant Association and Ecolab in conjunction with Cook County Board President Toni Preckwinkle and the Cook County Community Recovery Initiative including partners Illinois Business Immigration Coalition and National Partnership for New Americans.

June 11, 2020
IllinoisRestaurants.org  
CookCountyIl.gov/Recovery
Government & Professional Appointments: Credibility & Influence, Recent Examples

- Allison Behling, PhD
  - IFT, Toxicology & Safety Evaluation Division (Chair)
  - IFT, Annual Meeting Scientific Program Advisory Panel
- Ludger Grunwald, PhD
  - GFSI Chemicals in Food Hygiene Working Group
- Sima Hussein
  - FMI SafeMark Instructor
  - CPFS Instructor
  - CFP Allergen and Food Protection Manager Certification Committees
- Adam Johnson
  - CFP Sponsorship committee
- Deb Klein
  - GMA FSMA FDA Inspection Share Group
  - National Chicken Council Technical & Regulatory Committee
- Tatiana Lorca, PhD
  - GFSI Technical Working Group
  - Master Brewers Assoc of the Americas, Food Safety Committee (Chair) and Nominations Committee
- Youkai Lu, PhD
  - CIFST, Food Safety And Technical Standard Sub-committee Member
  - GFSI China, Auditor Competency technical Working Group
- Elaine Money
  - CFP Allergen Committee
  - CFP Consumer Delivery committee
- Ruth Petran, PhD
  - GMA Science and Regulatory Affairs Committee
  - MN Food Code Advisory Committee
  - MN Food Safety Defense Task Force (Chair)
  - Institute of Food Safety and Health, Executive Board
  - Int’l Association for Food Protection, Executive Board
- Mandy Sedlak, REHS
  - CFP – Food Recovery Committee
  - CFP - CFP Safe Handling & Cooking of Roaster Pigs Committee
- Dr. Anna Starobin
  - CFP - Produce Wash Committee (Chair)
  - GFSI Hygienic Design Technical Working Group
- Rick Stokes
  - AFFI Food Safety Working Group – Listeria Guidance development
  - GMA Sanitation Share Group
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<td>Cornell University</td>
<td>Food Science Advisory Council</td>
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<td>Global Initiative for Food Systems Leadership</td>
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<td>Virginia Tech</td>
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<td>Many Others</td>
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Panelists

Elizabeth Graven
Assistant Marketing Manager at Ecolab

Elizabeth helps drive growth within our customers and has taken a primary role providing recovery resources related to COVID-19.

Matthew Rhodes
Sr. Technical Account Specialist, RD&E at Ecolab

Matt provides technical expertise to our full service restaurant customers and has taken a primary role consulting on product and procedure recommendations related to COVID-19.
Today’s Agenda

Prepare for Resuming Operations

Safeguarding Your Employees

Best Environmental Hygiene Practices Across Your Operation

1. Front of House
2. Back of House
3. Customer Reassurance
Understanding Risk Factors

**How Novel Coronavirus Enters**

- Employees
- Customers

**How Novel Coronavirus Spreads**

- Novel Coronavirus is spread by droplets made when infected people cough, sneeze or talk.
- Touching contaminated people, objects or surfaces.

Implement Enhanced Hygiene

TAKE ACTION
Public health recommendations focus on standard infection control practices, training and compliance.

Wash hands frequently with soap and water. When soap and water aren’t available, use an alcohol-based hand sanitizer.

Minimize close contact with people who have symptoms of respiratory illness.

Ensure proper use of personal protective equipment (PPE) where appropriate.

Clean and disinfect surfaces and high-touch objects with approved disinfectants.

PERSONAL HYGIENE

ENVIRONMENTAL HYGIENE
Prepare for Resuming Operations

Consider dedicating a shift to extensive cleaning and disinfection to ensure a safe return to operation for both employees and guests. Special attention should be paid to high-touch surfaces including (but not limited to) those listed below.

**Dining Area / Front of House**
- Door handles and push plates
- Tables, chairs (including armrests) and booths
- Cash register and ordering kiosk
- Hostess stand
- Telephone, touchscreens and keypads
- Remotes
- Coffee and beverage stations
- Menus and bill folders
- Hand railings

**Kitchen / Back of House**
- Kitchen equipment handles and push plates
- Operating buttons for all equipment
- Dispenser handles (i.e., beverage machine)
- Handles for refrigerators and freezers
- Sink faucets
- Towel and soap dispensers
- Trash receptacle
- Cleaning tools
- Computers and keypads

**Restrooms**
- Door handles
- Faucets & toilet/urinal handles
- Seat covers
- Stall latches
- Stall latches
- Toilet paper dispenser
- Sanitary receptacle
- Countertops
- Towel and soap dispensers
- Baby changing station
- Sharps container
- Trash receptacle
SAFEGUARD EMPLOYEES
Determine if there are an adequate number of trained employees to staff each area of operation during normal working hours. Develop a business continuity plan if not fully-staffed.

Educate employees on symptoms of COVID-19.

Closely monitor employee health and have symptomatic employees stay home in accordance with company illness policy.

Emphasize the need to self-quarantine and contact employer if they’ve been exposed to someone confirmed to have COVID-19.

Reinforce personal hygiene, cough etiquette and social distancing (as recommended by local and federal public health authorities).

Provide hygiene materials such as tissues and hand soap/sanitizer.

Have employees disinfect all personal hard, non-porous surfaces according to the directions for use on the product label.

Inform employees of pandemic status and proper infection control procedures.

Develop policies for worker protection and provide training on proper product use and how to read a Safety Data Sheet (SDS) to all cleaning staff.
Promote Infection Prevention

Reduce the risk of transmission by

- Washing your hands often and correctly.
- Thoroughly cleaning and disinfecting personal items.
- Covering your mouth and nose when coughing or sneezing.
- Staying home while you are sick.
- Avoiding close contact with potentially infected individuals.
- Contacting a doctor immediately in the event of symptoms.
Promote Proper Hand Hygiene

HAND HYGIENE

Hands are a primary mode of transmission so hygiene must be judiciously implemented.

1. WET: hands with clean running water, turn off the tap and apply soap.
2. LATHER: the back of hands, between fingers and under nails.
3. SCRUB: for at least 20 seconds.
4. RINSE: hands well under clean running water.
5. DRY: hands using a clean towel or air dryer. If available, use a towel to turn off tap.

IF SOAP AND WATER ARE NOT AVAILABLE, use an alcohol-based hand sanitizer.
- Use sufficient product to wet entire hand.
- Rub onto all surfaces of the hands for 30 seconds.
- Let air dry. DO NOT RINSE.
Proper Gloving

How to DON (put on) disposable gloves

1. Wash hands.
2. Use hand sanitizer.
3. Put on gloves.
4. Wash hands.

How to DOFF (take off) disposable gloves

1. Remove gloves from opposite hand.
2. Put on clean gloves.
3. Wash hands with soap and water.
4. Wash hands.

Wash hands.
As your partner in sanitation, Ecolab prides itself on establishing best practices for cleaning throughout your operation. Now more than ever, it is critical that employees understand and explicitly follow proper cleaning and disinfection procedures.

Consider:
* Selecting the proper solution(s) for the job (i.e., product, tool and application method)
* The importance of contact time to achieve disinfection
* Increasing frequency of cleaning and disinfection as infection risk, foot traffic and soil load increases
* Increased awareness of safety considerations (disposable PPE, etc.)

The following guidance reinforces the importance of the 5 Factors of Clean, particularly overall procedures, to ensure you can return to operation quickly and with piece of mind that you’ve done everything you can to protect your employees and guests.
Sanitizers and disinfectants are regulated by the U.S. Environmental Protection Agency (EPA) and are used to manage **public health risks.**

*It is a violation of Federal law to use these products in a manner inconsistent with labeling. See product label for specific organism claims.*
Ensure Environmental Hygiene: Disinfecting Non-Food Contact Surfaces

1. **PRE-CLEAN**
   Pre-clean visibly soiled areas by removing things such as food or dirt. For surfaces with no visible soil, no pre-cleaning is required.

2. **DISINFECT**
   Use an EPA registered disinfectant approved for use against SARS-CoV-2 (the virus that causes COVID-19). Refer to the product label for directions for use.

3. **WAIT**
   Allow the surface to remain wet for the time indicated in the directions for use on the product label.

4. **DRY**
   Wipe the surface or allow to air dry.

⚠️ Contact your Ecolab Representative or refer to EPA’s List N: Disinfectants for use against SARS-CoV-2 for approved products.
Ensure Environmental Hygiene:
Disinfecting Food Contact Surfaces
During an Outbreak

1. PRE-CLEAN
Pre-clean visibly soiled areas by removing things such as food or dirt. For surfaces with no visible soil, no pre-cleaning is required.

2. DISINFECT
Use an EPA registered disinfectant approved for use against SARS-CoV-2 (the virus that causes COVID-19). Refer to the product label for directions for use.

3. WAIT
Allow the surface to remain wet for the time indicated in the directions for use on the product label.

4. RINSE
Rinse the surface with potable water.

5. SANITIZE
Sanitize food contact surfaces using an EPA-approved food contact sanitizer according to label directions.

⚠️ Contact your Ecolab Representative or refer to EPA’s List N: Disinfectants for use against SARS-CoV-2 for approved products.
Determine Frequency of Cleaning and Disinfection

As infection risk, foot traffic or soil load increase, frequency of cleaning and disinfection should also increase.

Many variables should be considered when determining frequency of cleaning and disinfection in each area of your operation including:

* Infection Risk
* Foot Traffic
* Soil Load

Other considerations (including but not limited to):

* Product Type
* Soil Type
* Surface Type

Frequency should be determined at the unit level and re-evaluated as environmental variables change.
Foodservice: Front of House

General Instructions

What products do you need?
* Multi-Purpose Disinfectant
* Glass Cleaner
* Food Contact Sanitizer
* Manual Detergent

Best Practices
* Disinfect high-touch, non-food contact surfaces frequently.
* Train staff on proper hand hygiene, use of PPE and procedures for food contact vs. non-food contact surfaces.
* Minimize items offered on tables and disinfect any that remain between customers (i.e., menus, condiments, etc.)
* Encourage social/physical distancing by spreading out tables and encouraging staff to minimize use of high-traffic areas.
* Consider the addition of an expanded take-out menu or in-room dining offering.
* Eliminate any food debris to prevent pest activity.

Specific Touchpoints
* Dining tables
* Beverage stations
* Doorknobs
* Push plates
* Light switches
* Menus
* Bill holders
* Faucets
* Cupboards/drawer handles
* Thresholds and hand railings
* Chairs and booths
* Trash receptacle touch points
* Order kiosks
* Hostess Stand

Tip: To help protect against COVID-19, ensure treated surfaces remain wet for contact time indicated on product label.
*Refer to product label for use directions
Foodservice: Back of House

General Instructions

What products do you need?
* Multi-Purpose Disinfectant
* Hand Soap
* Hand Sanitizer
* Food Contact Sanitizer
* Manual Detergent
* Machine Detergent

* Machine Sanitizer
* Rinse Additive
* Presoak
* Degreaser
* Stainless Steel Cleaner
* Freezer Cleaner

Best Practices
* Focus disinfection on high-touch, non-food contact surfaces, particularly in high-traffic areas.
* Handwashing stations and hand sanitizer should be convenient and highly visible.
* Train staff on proper hand hygiene, use of PPE and procedures for food contact vs. non-food contact surfaces.
* Ensure physical distancing of employees is standard practice.
* Thoroughly clean drains and eliminate standing water, food debris and spilled garbage to prevent pest activity

Specific Touchpoints

Food Contact:
* Counters/food-prep surfaces
* Tables
* Sinks
* Food Storage Equipment
* Thermometers
* Beverage stations

Non-Food Contact:
* Buttons on equipment (i.e., bump pads and controls)
* Light switches
* Faucets
* Cupboards/drawer handles
* Hand Soap/Sanitizer dispenser
* Towel dispenser
* Labeling system keypad

Tip: To help protect against COVID-19, ensure treated surfaces remain wet for contact time indicated on product label.
*Refer to product label for use directions
Public Areas
General Instructions

What products do you need?
* Multi-Purpose Disinfectant
* Disinfectant Wipes
* Hand Soap
* Hand Sanitizer
* Food Contact Sanitizer
* Glass Cleaner
* Floor Cleaner
* Air Freshener/Room Refresher
* Stainless Steel Cleaner

Best Practices
* Focus disinfection on high-touch, hard non-porous surfaces ensuring treated surfaces remain wet for proper contact time.
* Disinfect surfaces after each customer interaction.
* Offer hand sanitizer for instances when hand soap and water is not readily available.
* Consider providing disinfectant and cloths or disinfecting wipes for use by employees and customers.

Tip: To help protect against COVID-19, ensure treated surfaces remain wet for contact time indicated on product label.

*Refer to product label for use directions

Specific Touchpoints
* Doorknobs/push plates
* Thermostat
* Elevator buttons
* Escalator and stairwell railings
* Reception, concierge and bell service stands
* Luggage carts
* Water fountain
* Public phones
* Public computers
* Light switches
* Chair armrests
What products do you need?
* Multi-Purpose Disinfectant
* Bathroom Cleaner Disinfectant
* Hand Soap
* Glass Cleaner
* Stainless Steel Cleaner
* Floor Cleaner Disinfectant
* Air Freshener

Best Practices
* Ensure that hand soap is sufficiently stocked, and paper towels or hand dryers are available.
* Frequently disinfect hard non-porous surfaces throughout the day including high-touch objects like stall door latch/lock and faucets.
* Consider posting cleaning schedule in the open for public viewing.
* Employ a bathroom cleaner disinfectant approved for use against COVID-19.

Specific Touchpoints
* Doorknobs/push plates
* Towel dispenser handle
* Sink faucets
* Soap dispenser
* Stall door latch/locks
* Toilet/urinal flush lever
* Sanitary receptacle
* Baby changing station
* Sharps container

Tip: To help protect against COVID-19, ensure treated surfaces remain wet for contact time indicated on product label.
* Refer to product label for use directions
Employee Breakroom

General Instructions

What products do you need?
* Multi-Purpose Disinfectant
* Hand Soap
* Hand Sanitizer
* Food Contact Sanitizer
* Floor Cleaner

Best Practices
* Increase frequency of cleaning and disinfection during high-traffic times (i.e., shift change, mealtimes).
* Post hand hygiene guidance visibly near handwashing sinks.
* Provide disinfectant and cloths or disinfecting wipes for areas that the staff is responsible for self-cleaning.
* Spread out seating to encourage physical distancing.
* Stagger shifts and breaks to minimize staff gathering.

Specific Touchpoints
* Doorknobs
* Public phones
* Public computers
* Light switches
* Chair armrests
* Faucet
* Cupboard/drawer handles
* Refrigerator and microwave handles
* Tables

Tip: To help protect against COVID-19, ensure treated surfaces remain wet for contact time indicated on product label.
* Refer to product label for use directions
Customer Assurance Tactics

* Script a message for your employees to share with customers upon arrival.
* Increase frequency of cleaning and disinfection in public spaces during high-traffic periods to increase customer visibility of these tasks.
* Communicate new cleaning standards to your customers through your website, loyalty programs, or an email blast.
* Be clear about expectations for customer behavior in common areas with obvious signage.
* Provide disinfectant for customers at tables.
* Where available, provide hand sanitizer in high-traffic areas that do not have access to soap and water.
* Consider giving customers the opportunity to provide feedback on the cleanliness of their recent visit to reinforce your commitment to their safety.
Ecolab has many resources available now to help protect your employees and customers by visiting: https://www.ecolab.com/coronavirus
For more information contact your:
Ecolab Representative or call 1-800-352-5326
Ecolab Pest Representative or call 1-800-325-1671
Nalco Water Representative or call 1-800-288-0897
or visit ecolab.com/coronavirus
Q&A