

Guidance on Cleaning DCF Offices With Regard to COVID-19 Concerns

As of March 18, 2020

This document provides guidance to staff on cleaning DCF Area Office, Regional Offices, the Training Development Center, and Central Office with regard to COVID-19 concerns. The guidance summarizes existing cleaning protocols already in place as well as outlines a protocol for when DCF offices will be “deep cleaned” to address COVID-19 exposure in the workplace. The protocol also provides guidance on how to access deep cleaning services.

Current Guidance to Landlords

- On March 13, 2020, Martha Goldsmith, Director of the DCAMM Office of Leasing, sent a letter to all Commonwealth landlords requesting they implement enhanced cleaning services such as (see **Appendix A** for the full text of the letter. **Appendix B** also includes standard language in leases regarding cleaning):
 - Frequent cleaning of high-touch points such as doorknobs, handles, elevator buttons, and countertops
 - Ensuring restrooms are well stocked with soap and paper products to support recommended hand-washing
 - Have hand-sanitizer stations in common areas and workspaces to support good hygiene if possible
- To help assuage employee concerns about the frequency of the enhanced cleanings, AAMs/RAMs should reach out to landlords and ask them to post the dates and times of the enhanced cleanings. (See **Appendix C** for a sample chart janitorial staff may use to document cleanings)
- Employee concerns with regard to their landlord’s compliance with the DCAMM request should be raised to the AAM or RAM for the office (or the Administrative Operations Director for CO and TDC).
- AAMs/RAMs in turn should reach out to landlords to discuss.
- AAMs/RAMs may escalate unsatisfactory responses to the CO Administrative Operations Director and EHS Facilities for follow-up.

Guidance for a COVID-19 Exposure

The CDC has drafted guidance with regard to what, when, and how to clean in the event of a COVID-19 exposure. The text of that guidance can be found in **Appendix D**. In the event of a COVID-19 exposure, the following cleaning protocols will be followed by DCF locations, consistent with CDC guidelines.

Scenario	Action Steps	How to Obtain
A. Employee or recent visitor tests positive (or presumptive positive) for COVID-19 <u>and</u> was recently in the office	<ul style="list-style-type: none"> • Close off all areas used by the ill person if identifiable • Wait as long as practical before beginning cleaning and disinfection to minimize potential for exposure to respiratory droplets (at least 	<ul style="list-style-type: none"> • AAM notifies landlord, RAM, DCF Admin Operations Director, and EHS Facilities of a confirmed exposure • AAM requests landlord schedule deep clean of impacted areas

	<p>24 hours)</p> <ul style="list-style-type: none"> • Open outside doors and windows to increase air circulation in the area if possible • Schedule deep clean of impacted area • The remainder of the office may remain open if the exposed area can be isolated 	<ul style="list-style-type: none"> ○ If landlord requests additional funding, obtain a quote and notify RAM, DCF Admin Operations Director, and EHS Facilities. Decision will be made whether to proceed or contract directly for the service • If landlord will not manage the deep clean, DCF Admin Operations Director will work with Procurement to obtain the cleaning services from an external vendor
<p>B. Employee or recent visitor is suspected of being positive for COVID-19 <u>and</u> was recently in the office</p>	<ul style="list-style-type: none"> • Elevate concerns to the RAM, DCF Admin Operations Director, and EHS Facilities for guidance • DCF Admin Operations Director and EHS Facilities will connect with DCF Medical staff (and DPH) to seek guidance 	<ul style="list-style-type: none"> • Follow guidance from DCF Admin Operations Director and EHS Facilities
<p>C. Employee or recent visitor is exposed to an individual who tests positive for COVID-19; Employee or recent visitor was recently in the office; Positive individual has <u>not</u> been to the office</p>	<ul style="list-style-type: none"> • Employee should follow directives from their healthcare provide and/or DPH (e.g., self-quarantine). • Office will not be deep cleaned at this time • If employee subsequently develops symptoms and tests positive for COVID-19, follow steps in Scenario A 	<ul style="list-style-type: none"> • N/A

For more information, contact your RAM or the DCF Area Operations Director.

Appendix A: DCAMM Letter to Landlords of Leased Property

To: Property Managers and Landlords

From: Martha Goldsmith, Director, DCAMM Office of Leasing

Date: March 13, 2020

As part of DCAMM's ongoing plan to monitor and respond to the spread of COVID-19, we wanted to alert you to the steps we have taken to mitigate the spread of the disease in state owned facilities and request that you do the same for state-leased facilities.

As building managers, your services play an integral role in stopping the virus from spreading. We have already taken multiple precautionary steps in our buildings and ask that you do the same. Specifically, we ask that you:

- Ensure that the janitorial services you provide to our premises and the building common areas include frequent cleaning of high-touch points such as doorknobs, handles and elevator buttons, and countertops.
- Ensure that restrooms are well stocked with soap and paper products to support recommended hand washing.
- Have hand sanitizer stations in common areas and workspaces to support good hygiene if possible.

I have attached a flyer that state agencies are placing in all Commonwealth facilities, in common areas, like bathrooms, elevator lobbies and stairwell doors to remind employees and the public of good habits to stop the spread of germs. We ask you post this in similar locations in your buildings.

As conditions change and the situation evolves, please continue to refer to the information about COVID-19 in Massachusetts and best practices in the workplace on the following websites:

The latest information about COVID-19 in Massachusetts is available at the Department of Public Health's website here: <https://www.mass.gov/guides/information-on-the-outbreak-of-2019-novel-coronavirus-covid-19>

The latest Centers for Disease Control information about COVID-19 is available here: <https://www.cdc.gov/coronavirus/2019-ncov/index.html>

Thank you for your support of the Commonwealth's efforts to improve preparedness across the state.

Regards,

Martha

Appendix B: Example of Standard Lease Language

Section 1.8 Janitorial Services: Landlord must provide janitorial services of a professional cleaning-service company that consistently, adequately, and sufficiently supervises the employees of such company and ensures that standard office-cleaning practices are followed and performed at all times. Landlord must require such company to carry comprehensive liability insurance for not less than \$2,000,000 combined single limit, and Workers Compensation insurance covering all person employed by such company in the Building and appurtenant areas, issued by a carrier or carriers qualified to conduct business in the Commonwealth of Massachusetts as an additional insured. Landlord must provide Material Safety Data Sheets for all cleaning products used on-site to Tenant and User Agency. Services include:

Daily: Empty waste baskets; remove trash; wash and clean all fixtures, counter, and floors in restrooms and Staff Support Rooms; replenish paper, soap, hand-sanitizing products in all restrooms and supply and replace all liners for waste and sanitary napkin receptacles; replenish paper and hand-sanitizing products in all Staff Support Rooms; sweep or dry-mop uncarpeted floors (including lobbies and corridors); vacuum carpeting with HEPA-filtered vacuum; clean drinking fountains and H2O points of use.

Weekly: Wash all uncarpeted floors; dust furniture and all horizontal surfaces, including, by way of example and not limitations, fixtures, blinds, window sills, and convection units; buff uncarpeted floors; clean all door-entry window glass, visual glass panels on room doors, all glass panels on room doors, all glass sidelights, all office visual-glass panels, and all modular-furniture Plexiglas panels.

Quarterly: Strip, wax, and buff uncarpeted floors; vacuum air diffusers and return grilles.

Semi-Annually: Clean carpet using a cleaning method consistent with carpet manufacturer instructions; wash windows (inside and outside); damp- wash air diffusers, return grilles, and surrounding walls and ceilings.

Annually: Wash blinds; dust all high surfaces.

As Needed: Supply and replenish all paper and soap and hand-sanitizing products in restrooms; supply and replace paper towels in Staff Support Rooms, supply and replace all liners for all waste and sanitary napkin receptacles; exterminate pests; spot clean carpets.

Appendix C: Sample Cleaning Tracking Chart

[see next page]

Appendix D: CDC Interim Recommendations for US Community Facilities with Suspected/Confirmed Coronavirus Disease 2019

<https://www.cdc.gov/coronavirus/2019-ncov/community/organizations/cleaning-disinfection.html>

Background

There is much to learn about the novel coronavirus that causes [coronavirus disease 2019](#) (COVID-19). Based on what is currently known about the virus, spread from person-to-person happens most frequently among close contacts (within about 6 feet). This type of transmission occurs via respiratory droplets. Transmission of novel coronavirus to persons from surfaces contaminated with the virus has not been documented. Transmission of coronavirus in general occurs much more commonly through respiratory droplets than through fomites. Current evidence suggests that novel coronavirus may remain viable for hours to days on surfaces made from a variety of materials. Cleaning of visibly dirty surfaces followed by disinfection is a best practice measure for prevention of COVID-19 and other viral respiratory illnesses in community settings.

Purpose

This guidance provides recommendations on the cleaning and disinfection of rooms or areas of those with suspected or with confirmed COVID-19 have visited. It is aimed at limiting the survival of novel coronavirus in key environments. These recommendations will be updated if additional information becomes available.

These guidelines are focused on community, non-healthcare facilities (e.g., schools, institutions of higher education, offices, daycare centers, businesses, community centers) that do and do not house persons overnight. These guidelines are not meant for [cleaning staff in healthcare facilities](#) or repatriation sites, [households](#), or for others for whom specific guidance already exists.

Definitions

- **Community facilities** (e.g., schools, daycares centers, businesses) comprise most non-healthcare settings that are visited by the general public outside of a household.
- **Cleaning** refers to the removal of dirt and impurities, including germs, from surfaces. Cleaning alone does not kill germs. But by removing the germs, it decreases their number and therefore any risk of spreading infection.
- **Disinfecting** works by using chemicals to kill germs on surfaces. This process does not necessarily clean dirty surfaces or remove germs. But killing germs remaining on a surface after cleaning further reduces any risk of spreading infection.

Cleaning and Disinfection After Persons Suspected/Confirmed to Have COVID-19 Have Been in the Facility

Timing and location of cleaning and disinfection of surfaces

- At a school, daycare center, office, or other facility that does not house people overnight:
 - It is recommended to **close off areas used by the ill persons and wait as long as practical before beginning cleaning and disinfection** to minimize potential for exposure to respiratory droplets. **Open outside doors and windows to increase air circulation in the area.** If possible, wait up to 24 hours before beginning cleaning and disinfection.

- **Cleaning staff should clean and disinfect all areas (e.g., offices, bathrooms, and common areas) used by the ill persons, focusing especially on frequently touched surfaces.**

How to Clean and Disinfect

Surfaces

- If surfaces are dirty, they should be cleaned using a detergent or soap and water prior to disinfection.
- For disinfection, diluted household bleach solutions, alcohol solutions with at least 70% alcohol, and most common EPA-registered household disinfectants should be effective.
 - Diluted household bleach solutions can be used if appropriate for the surface. Follow manufacturer's instructions for application and proper ventilation. Check to ensure the product is not past its expiration date. Never mix household bleach with ammonia or any other cleanser. Unexpired household bleach will be effective against coronaviruses when properly diluted.
- Prepare a bleach solution by mixing:
 - 5 tablespoons (1/3rd cup) bleach per gallon of water or
 - 4 teaspoons bleach per quart of water
 - [Products with EPA-approved emerging viral pathogens claimspdf iconexternal icon](#) are expected to be effective against COVID-19 based on data for harder to kill viruses. Follow the manufacturer's instructions for all cleaning and disinfection products (e.g., concentration, application method and contact time, etc.).
 - For soft (porous) surfaces such as carpeted floor, rugs, and drapes, remove visible contamination if present and clean with appropriate cleaners indicated for use on these surfaces. After cleaning:
 - If the items can be laundered, launder items in accordance with the manufacturer's instructions using the warmest appropriate water setting for the items and then dry items completely.
 - Otherwise, use products with the EPA-approved emerging viral pathogens claims (examples at [this linkpdf iconexternal icon](#)) that are suitable for porous surfaces

Additional Considerations for Employers:

- Employers should work with their local and state health departments to ensure appropriate local protocols and guidelines, such as updated/additional guidance for cleaning and disinfection, are followed, including for identification of new potential cases of COVID-19.
- Employers should educate staff and workers performing cleaning, laundry, and trash pick-up activities to recognize the symptoms of COVID-19 and provide instructions on what to do if they develop [symptoms](#) within 14 days after their last possible exposure to the virus. At a minimum, any staff should immediately notify their supervisor and the local health department if they develop symptoms of COVID-19. The health department will provide guidance on what actions need to be taken. When working with your local health department check their available hours.
- Employers should develop policies for worker protection and provide training to all cleaning staff on site prior to providing cleaning tasks. Training should include when to use PPE, what PPE is necessary, how to properly don (put on), use, and doff (take off) PPE, and how to properly dispose of PPE.

- Employers must ensure workers are trained on the hazards of the cleaning chemicals used in the workplace in accordance with OSHA’s Hazard Communication standard ([29 CFR 1910.1200external icon](#)).
- Employers must comply with OSHA’s standards on Bloodborne Pathogens ([29 CFR 1910.1030external icon](#)), including proper disposal of regulated waste, and PPE ([29 CFR 1910.132external icon](#)).