

# THE 3 PILLARS AT THE HEART OF A HEALTHY WORKPLACE

Crafting a Unique Cleaning Disinfecting Program to Fit Your Needs

**WELL NEST**  
PROFESSIONAL CLEANING

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With the onset of COVID-19, ensuring clean, safe and healthy environments has never been more important. Long gone are the days of simply dusting, emptying the trash can and cleaning the restroom.

The challenges of a global pandemic demand more, including enhanced cleaning and disinfecting protocols as part of an overall risk mitigation strategy.

With its science-based, data-driven approach to analyzing infection risk, WellNest Professional Cleaning is uniquely positioned to help you navigate this new reality.



## Cleanliness Means Business

Traditionally seen as a cost center, building maintenance — including cleaning resources — has often been treated with benign neglect.

The onset of COVID-19 has challenged this paradigm.

Today, in addition to being essential to keeping building occupants safe, healthy and productive, cleanliness is now a key driver in attracting and retaining customers, students, clients and staff — not to mention a civic duty.



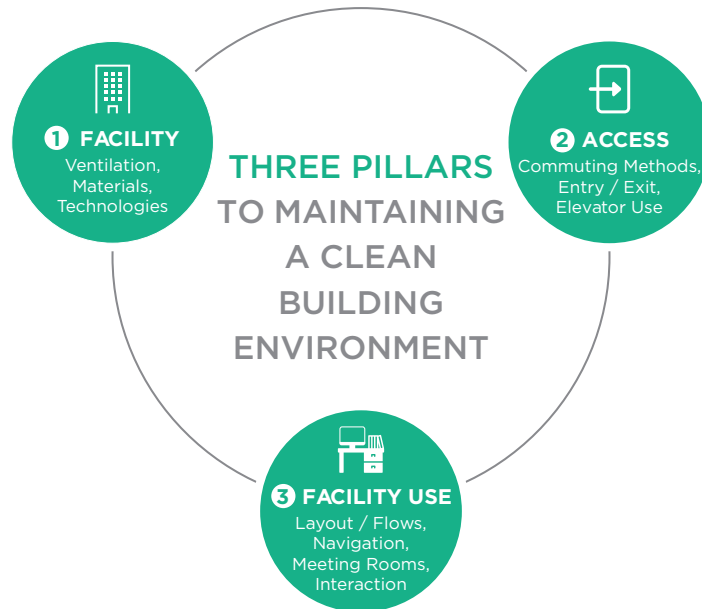
Whether you own a business, run a school or manage an office, you are in critical role to keep building and occupants healthy.

WellNest Professional Cleaning is here to help.

*“A key component of every cleanliness program in a pandemic and post-pandemic environment is enhanced cleaning and disinfecting of key touchpoints. We walk through our client’s facility, identify all of the key touchpoints, then incorporate when and how to increase disinfecting procedures for each key touchpoint in alignment with the surface’s intended usage. This approach allows us to ensure we are allocating resources where only necessary.”*

*— Phil Harper, Co-Founder and President, WellNest*

# Introducing the 3-Pillar Approach to Maintaining a Clean Environment



Based on extensive research and an expert advisory board, WellNest developed a proprietary 3-pillar framework to inform a custom plan specific to your unique needs.

The three pillars are:

1. **Your infrastructure (facility):** Assessing your air quality, ventilation, materials and technologies.
2. **Your ingress/egress patterns (access):** Analyzing commuting methods, entry/exit points, elevators and stairs.
3. **Your floorplan and flow (space use):** Examining your space's use, flow, layout and common areas.

By analyzing the infection risk within each of the three pillars, WellNest can ensure that our janitorial professionals are cleaning and disinfecting the right areas, at the right times, using the right products, within budget.

Most importantly, this rigorous analysis and customized plan will give you — and your building occupants — the most priceless benefit of all: peace of mind.

## PILLAR 1: YOUR INFRASTRUCTURE (FACILITY)

While human behaviors such as handwashing and social distancing are on the frontlines of the battle to reduce the risk of exposure to COVID-19, the buildings people occupy also play an important role to stop the spread.

Therefore, one of the first areas WellNest assesses to develop your customized plan is your existing infrastructure. That includes a look at the available disinfection technologies for your space, as well as your HVAC and indoor air quality and facility materials.

### Technologies

With the uncertainty that comes with a novel virus, it's tempting to adopt a scorched-earth mentality when it comes to cleaning and disinfecting. But widespread spraying of disinfectant may be overkill at best or squandering resources at worst. There are several technologies and disinfecting methods on the market that may be a better fit for your environment.

WellNest can help you sort through the marketing hype and determine what technologies — if any — are appropriate for your facility. Some of the more popular options include:

- **Electrostatic spraying:** This method uses sprayers that apply a positive charge of electricity to a chemical (disinfectant) so the solution will attack a surface, providing full coverage over, under and around a surface. The science behind this is simple: Opposites attract. A positively charged particle will aggressively look for and find a negatively charged surface to attach. This method is used by hotels, airlines, schools and fitness facilities, to name a few.
- **UV/visible light:** This method uses light spectrums to kill germs, bacteria and viruses. (Note that the Centers for Disease Control and the Environmental Protection Agency are still reviewing this method for effectiveness.)
- **Steam cleaning:** This method uses extremely high heat to kill microorganisms.



### What's the Difference Between Cleaning and Disinfecting?



Cleaning with soap and water removes germs, dirt and impurities from surfaces. It lowers the risk of spreading infection. It's important for surfaces to be cleaned before disinfecting.



Disinfecting kills germs on surfaces. By killing germs on a surface after cleaning, it can further lower the risk of spreading infection. Most disinfectants require a clean surface to be effective.

Disinfecting techniques aside, WellNest will also review other ways you might be leveraging technology to reduce the spread of viruses, including:

- Touchless faucets, soap dispensers, trash cans and paper towel dispensers
- Handwashing stations at entry/exit points
- Automatic door openers (as appropriate considering security issues and technology, such as key fobs or touchless, secure entry/exit)
- Smartphone and mobile apps for payment transactions, to operate building mechanics (i.e., lights and thermostat) or to manage orders and deliveries

Knowing what technologies are supporting your infection risk-mitigation strategy helps WellNest allocate the appropriate cleaning and disinfection resources where they are needed most.

### HVAC, Indoor Air Quality and Ventilation

In addition to close contact with infected people, there is a possibility that spread of COVID-19 might also happen via airborne particles in indoor environments, in some instances beyond the 6-foot range suggested in social distancing guidelines.

Therefore, it's important that your facility's heating, ventilation and air conditioning systems are operating properly.

Some questions to consider:

- Can the amount of natural/outdoor air be increased?
- Is the air flow in occupied spaces maximized?
- Is the air filtration system optimized? Is there a high-efficiency particulate air (HEPA) fan system? What about UV treatments?
- Are the exhaust fans (such as in restrooms or kitchens) operating at full capacity?
- Does it make sense to add physical barriers, such as sneeze guards, in high-risk areas?

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Based on your facility's capabilities in these areas, WellNest can develop strategies to mitigate risk through enhanced cleaning and disinfecting protocols.

## Materials

Since the novel coronavirus can live on surfaces and objects anywhere from hours to days, evaluating and, in some cases, adjusting the materials occupying the space can both reduce the risk of transmitting the coronavirus as well as minimize the use of harsh disinfectants and other cleaning supplies.

Some questions to consider:

- How many surfaces are non-porous (such as glass, metal or plastic)?
- How many surfaces are porous (such as carpets, rugs or seating areas)?
- Of those surfaces, how many are high touch?
- High-touch, non-porous surfaces can be disinfected more frequently than non-porous. Therefore, are there any hard-to-disinfect surfaces or unnecessary objects that can be removed?
- Does the space include antimicrobial or antiviral materials, such as copper?

### High-Touch Surfaces

High-touch surfaces are everywhere. Here's a quick list of some typical examples around the workplace.



#### Hard Surfaces

- Handrails
- Doorknobs/handles
- Elevator buttons
- Sinks and faucets
- Drinking fountains
- Countertops
- Toilets and toilet handles
- Windowsills
- Light switches
- Equipment controls
- Cabinet and file drawer knobs/handles
- Vending machines
- Chair arms
- Copier/printer control buttons



#### Electronics

- Phones
- Microphones
- Radios
- Keyboards
- Touchscreens
- Tablets
- Mouse
- Remote controls
- Desktop and drawers



#### Soft Surfaces

- Unholstered furniture and seating such as chairs and couches
- Drapes/curtains
- Carpets
- Rugs
- Towels
- Sponges
- Dishrags
- Linens

## There Are Disinfectants with Safer Active Ingredients

It's tempting to choose conventional chemical cleaners, but sticking with EPA List N products that have safer active ingredients will provide better air quality for those who are in high-risk groups — such as people with asthma or other chronic lung issues — as well as other building occupants and cleaning staff.

After all, the enhanced cleaning and disinfecting protocols you've put into place are designed to keep building occupants healthy and safe — they should not increase exposure to hazardous chemicals.



Green Seal recommends choosing EPA List N products with one of the following active ingredients:

- Hydrogen peroxide (if it does not also contain peroxyacetic acid)\*
- Citric acid
- Lactic acid
- Ethyl alcohol/ethanol/alcohol
- Isopropyl alcohol
- Peroxyacetic acid (if it does not also contain hydrogen peroxide)\*
- Sodium bisulfate

*\*The combination of hydrogen peroxide and peroxyacetic acid is a designated AOEC asthmagen, so avoid products that contain both.*





## PILLAR 2: YOUR INGRESS/EGRESS PATTERNS (ACCESS)

Another area that WellNest reviews to develop your customized cleaning and disinfecting plan is how people are moving into, out of and through your space. That includes how building occupants get to the space, how they enter and exit the building, as well as how they travel via elevators and stairwells.

### Commuting

When it comes to analyzing infection risk, it's impossible not to consider how building occupants are getting to the facility.

Afterall, someone who has been in an airport, subway station or bus terminal has a much different risk profile than someone who drove straight to the facility in their own car.

Knowing how many of the building's occupants are public transportation users also allows WellNest to calibrate your plan to incorporate more frequent disinfecting of high-touch points as well as to make recommendations for stopping the virus from entering your space to begin with.

For example, if Metro users typically arrive during morning rush hour from 7 AM to 9 AM, your cleaning and disinfection plan would allocate disinfection resources (via a day porter, for example) during or immediately after that period so any pathogens carried in from Metro use are removed for the remainder of the day.

### Entry/Exit

The number of entrances and exits, how often they are used and how congested they can get are all key variables to adjusting how often they should be cleaned and disinfected.

For example, if everyone is coming in/out through one door, that creates a concentrated risk and, subsequently, requires the appropriate disinfection resources. Conversely, if there are multiple points of entry, your customized plan would account for that scenario.

#### What Is a Day Porter?



Day porters work discretely in public places — such as hotels, malls, and office buildings — to keep them clean and orderly. Their duties vary depending on the scope of work and the facility, but they often include cleaning and disinfecting high-traffic areas, such as hallways and lobbies, as well as workplace hot spots like bathrooms and kitchens.

Other tasks include:

- Replenishing supplies, such as paper towels or soap and hand sanitizer
- Keeping common areas clear of debris and trash
- Emptying trash cans
- Clearing up spills
- Keeping the overall space tidy

Just like other high-touch surfaces in common areas, adjusting physical layouts to reflow traffic patterns can also reduce the risk of transmitting the virus.

For example, if a high number of employees pass by a kitchen to get to their desks, the kitchen will be a high traffic area and your customized cleaning and disinfecting plan will be calibrated accordingly.

### Elevator/Stairs Use

Elevators and stairs are other points in the building-occupant journey that require extra care when developing an infection risk profile because they are enclosed spaces. WellNest can help you assess the risks at these high traffic points and make recommendations as part of your customized cleaning and disinfecting plan.

#### Tips for Employees Who Use Public Transportation to Commute



Do you have visitors, employees, clients, students or staff who use public transportation to get to your facility? The Centers for Disease Control and Prevention recommends that, where you can, you:

- Encourage people to use alternative forms of transportation, such as biking, walking or driving with household members.
- Post CDC guidelines on using transportation:
  - Wash your hands before you leave home.
  - Wear a mask.
  - Practice social distancing.
  - Avoid touching your eyes, nose, and mouth with unwashed hands.
  - Cover your coughs and sneezes with a tissue or use the inside of your elbow.
  - Avoid touching surfaces.
- Adjust store hours, shifts or staggered starts to allow building occupants to travel during less busy times.
- Ask employees to wash their hands as soon as possible (or use hand sanitizer) after they arrive.



## PILLAR 3: YOUR FLOORPLAN AND FLOW (SPACE USE)

The third pillar in WellNest's framework includes a thorough examination of how people are interacting with your space.

In other words, in this step, WellNest looks at how building occupants flow, navigate, congregate and interact throughout the interior of the building.

For example, if your space has a conference room, your customized plan might recommend a daily disinfection schedule, supplemented with a protocol to disinfect after each use.

While a facility's employee kitchen might require increased cleaning and disinfecting after mealtimes.

Spaces used for group classes, such as a dance studio, would need to disinfect equipment and other high-touch surfaces such as the barre.

With this top-down assessment, your customized plan will be calibrated to align with your building occupants' journey.

Your tailor-made recommendations might include:

- A day porter to disinfect during peak times or high-traffic areas
- Defining cleaning, disinfection and transition protocols for shared spaces including frequency, disinfection methods (i.e., using electrostatic sprayer in a classroom) and high-touch surfaces
- Identifying opportunities to reduce high-touch points
- Making janitorial services more visible, such as day porters performing disinfection procedures during high-risk periods, or transitioning to day cleaning (vs nightly janitorial services)

### Workplace Hot Spots



Here are some examples of high-traffic situations that may require additional cleaning and disinfecting protocols:

- Kitchens during lunch period
- Entryways during rush hour
- Package delivery areas
- Transaction areas (i.e., areas where contracts are signed, such as finance offices at car dealerships, or money is exchanged, such as a cashier's desk)
- Conference rooms
- Waiting areas
- Elevators during rush hour or lunch period

## When Is Just as Important as How

Finally, your customized cleaning and disinfecting plan can be adjusted to not only how the space is used — and when it is used — but how visible you want these professional services to be.

For example, do you want the cleaning crew there while the building is closed or unoccupied (such as overnight)? Or would you prefer that your customers and staff see with their own eyes the cleaning and disinfecting efforts? Or maybe it's a combination of both?

WellNest can work with you to make the building's cleaning and disinfection schedule as visible or behind the scenes as you need to build trust with your building's occupants as well as keep them healthy, safe and productive.

## Go Beyond Cleaning and Disinfecting

By analyzing the infection risk within each of the three pillars, WellNest can ensure that our janitorial professionals are cleaning and disinfecting the right areas, at the right times, using the right products, within budget.

Most importantly, this rigorous analysis and customized plan will give you — and your building occupants — the most priceless benefit of all: peace of mind.

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At WellNest we go beyond cleaning and disinfection — we will help you form a complete cleaning and disinfection plan to keep building occupants safe, healthy and productive.

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## About WellNest

WellNest Professional Cleaning's mission is to deliver worry-free, evidence-based green cleaning services to residential and commercial clients in the Northern Virginia area. Licensed, vetted, insured and certified, WellNest is 100% family-owned and prides itself on its trustworthy, loyal and trained workforce.

Visit **WWW.GOWELLNEST.COM** to learn more.  
Or call **800-791-2878** to schedule your consultation today!

### Sources:

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