Safe Residents Program

Update COVID-19 and the SARS-CoV-2 (novel coronavirus)
Safe and homely care

Your staff and residents may be confronted with SARS-CoV-2 (novel coronavirus), and there is a need to ensure that the living and working environment is safe.

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What is a coronavirus?
Coronaviruses (CoV) are a broad family of viruses named after the crown-like spikes on their surface. They typically cause mild to moderate upper respiratory tract disease in humans, but can also cause more severe infections such as pneumonia and other lower respiratory tract infections. There are some coronaviruses that can be transmitted from animals to people. And there is strong evidence of secondary transmission from person to person with this novel coronavirus as well.

The incubation period is 1-14 days, but can be longer in rare cases. People are most contagious when showing symptoms.

How does SARS-CoV-2 (novel coronavirus) compare?
In Dec 2019 the novel coronavirus was identified in several hundred people in Wuhan China, most of whom had contact with the same seafood market in Wuhan.
So far the people infected have had pneumonia, but otherwise mild symptoms with a lower percentage of deaths than other coronavirus infections, with 10-20% of those infected requiring hospitalization for more severe forms of the disease.
For comparison, SARS-CoV had a mortality rate of 9.6% (9.6% of those people infected died from the disease) and MERS-CoV has a mortality rate of 34.5%.

SYMPTOMS
- High fever (over 101F or 38.3C)
- Cough
- Breathing difficulties
For the most recent information on this outbreak please visit: https://www.who.int/emergencies/diseases/novel-coronavirus-2019
About outbreak prevention

It is difficult to predict instances of illness or outbreak, especially when large numbers of people gather in close proximity to one another. The important factor is to be prepared. Precautionary measures and ensuring you have the right resources to handle a speedy response can be the difference between a few isolated instances and a full blown outbreak. Ultimately outbreaks are more difficult to control and costly to business. This is why prevention is better than cure.

What is an infection?
Infections are caused by pathogens ('bugs') such as bacteria, viruses, yeasts or fungi that enter into the body. It can take some time before the microbes multiply enough to trigger the symptoms of an illness, which means an infected person may unwittingly spread the disease during this incubation period. But for most infectious diseases, person to person transmission is most likely when the infected person is symptomatic.
Instances of transmission can rapidly escalate into larger scale outbreaks which are often difficult to control and extremely damaging to health and business alike.
It is the responsibility of employers to provide a safe workplace for their staff, clients and their customers alike, which includes the provision of adequate infection control procedures.
There are however precautions you can take to reduce the risk of an outbreak and increase your ability to control an outbreak when it does occur.

How are infections transmitted?
Pathogens can spread in a variety of ways and understanding these different modes of transmission will help your staff to adopt good infection control practices.
Coronaviruses are present in respiratory secretions in droplets that travel up to 2 meters, meaning transfers can happen through contact and droplet transmissions.
If infected people sneeze or cough they can spread germs through tiny airborne droplets. These droplets can land on surfaces. Hands and surfaces soiled with nasal and throat discharges can then aid the spread of the disease.
Some of the infections that are spread in this way include:
- The common cold (caused by coronaviruses or rhinoviruses)
- Influenza
- Adenoviruses

Contaminated objects, humans or food: Cross-contamination carries pathogens from one contaminated place to another. If a person is unwell they could carry viruses, bacteria or parasites. Also, a person does not have to seem unwell to be carrying a pathogen. When ensuring pathogens are not transmitted, special attention should be paid to hand and surface hygiene.
Key touchpoints for buildings:
- Taps
- Toilet flush handles
- Table tops
- Telephones
- Door handles
How to prevent spreading a virus during an outbreak

How can you control infections?
Infections can be prevented or controlled by reducing the opportunities for infection transmission. This can be achieved by adopting basic infection control practices.

Basic infection control practice
Good infection control begins with assuming everyone is potentially infectious and following proper procedures at all times.

The following provides guidelines to reducing transmission of Infection:

Hand hygiene
Effective hand hygiene is the greatest single measure that you can take to prevent the spread of pathogens. In long term care homes, residents gather for shared or group activities, such as meal time and social activities. It is recommended that residents, staff, volunteers and family members clean their hands before and after these group activities to reduce the spread of microorganisms.

When below situations occur please perform approved methods to ensure excellent hand hygiene when you:
• Can see your hands are dirty
• Have just used the toilet
• Are about to prepare food
• Have just completed a daily task (such as emptying the bins)
• Sneezed in your hands

Methods for correct hand hygiene for hand washing and hand rubbing can be viewed at the end of this document.

Cleaning frequently-touched surfaces to reduce risk
• Cleaning and sanitation will reduce the risk of an outbreak
• Clean all areas frequently as to your standard operating procedure
• Use a disinfectant for targeted disinfection of frequently touched surfaces throughout the day
• Deal with blood or other bodily fluid spillages immediately

High risk infection areas need to be cleaned on a regular basis to create protection against pathogen spread. Certain conditions allow pathogens to spread easier from one individual to another. These include areas where traffic is high, bodily spills are frequent or where there is general low level of hygiene.

Respiratory Hygiene
When a person coughs or sneezes, they should cover their mouth with disposable tissue or use their elbow. They should dispose of used tissues and perform hand hygiene after used tissue disposal.

Encourage your staff to stay home if they are sick to keep the rest of residents and workforce healthy and productive.

Recommendations for laundry in case of an outbreak
Laundry recommendations for “non Acute Care facilities” are based on international standard RAL GZ-992 for Professional Linen Care and Good Laundry Practices. These standards ensure adequate hygiene in a normal laundry operation. However, during outbreaks such as the current SARS-CoV-2 (Coronavirus) outbreak, we recommend a special laundry process as outlined below:

At all times, customers should follow a locally authorized process for thermal disinfection or a process for chemo-thermal disinfection. The local CDC or an equivalent governmental body is responsible to issue the relevant local guidelines

In case there is no locally authorized process, we recommend to follow WHO thermal disinfection guidelines.

• WHO guidelines for thermal disinfection are to apply a temperature of 70°C for 25 minutes.
• More stringent thermal disinfection processes recommended by RKI (as referred to in international standard RAL GZ-992) are also allowed, i.e. a process at 85°C for 15 min or a process at 90°C for 10 min.

* Recommendations from CDC (Center for Disease Control and Prevention). CDC is the leading national public health institute in the United States.
** Recommendations from WHO (World Health Organisation)
Key touchpoints:

**Resident Room**
- door handles
- switches
- dispensers (loaded, in good order, clean)
- Furniture handles
- toilet seats, splash walls

**Reception**
- door handles
- switches
- dispensers (loaded, in good order, clean)
- telephone and computers
- Desks and furniture
**Public Washroom**

- Door handles
- Switches
- Dispensers (loaded, in good order, clean)
- Bathroom handles, toilet flush, shower control, taps
- Toilet seats, splash walls

**Examination Room**

- Telephones and laptops
- Dispensers (loaded, in good order, clean)
- Desk and furniture
- Furniture handles
- Switches
- Sink and taps
- Controls
- Door handles
Essential areas to focus on during an outbreak

1. Apply correct hand hygiene methods

**Hand washing:** To wash your hands effectively, wet them, apply soap, lather it fully and rub your hands together for at least 20 seconds. Then rinse all the soap off and dry them fully with a paper towel. To make sure you have washed every part of your hands we recommend you follow this illustration.

**Hand rubbing:** To sanitize your hands apply 3ml of approved hand rub and rub them for 30 seconds. Do not rinse or dry the hands, the hand rub will evaporate.

These charts can be found on our website:

2. Cleaning and disinfection of hard surfaces during outbreaks

**Surface Disinfection:**
As coronaviruses are easily killed on environmental surfaces with healthcare use disinfectants, standard cleaning and disinfection practices are effective and critical in preventing the spread of coronaviruses including SARS-CoV-2. Coronavirus infections are associated with contaminated droplets of body fluids or secretions, which may contaminate environmental surfaces inside and outside healthcare environments. Routine, thorough environmental cleaning and disinfection with a cleaner/disinfectant capable of killing SARS-CoV-2 on commonly touched environmental surfaces (door handles, toilet flush handles, light switches, elevator buttons, keyboards, phone) or any surfaces that contact bare skin (fitness equipment, exercise mats) is important to reduce the risk posed by environmental surfaces.

Use the relevant Mini Guides for the recommended product in your country for how to use on surfaces.
3. Cleaning up blood and other body spillages

Please use standard operating procedures. If absent use this general advice instead.

When exposed to blood or other body fluids (BBF), please use below general guidelines:

1. Assess the size of the spill and determine whether to treat as a large spill or a small spill.
2. Perform hand hygiene and put on appropriate Personal Protective Equipment (PPE) to prevent bloodborne pathogen exposure during decontamination, including disposable latex, vinyl, or nitrile gloves, fluid resistant gowns with sleeves, face masks and eye covering (goggles or face shield).
3. Note that for certain disinfectants or if there is a risk of splashing during the cleanup, additional PPE may be required. Refer to the SDS for the disinfectant for additional information.
4. Perform one of the following procedures for small spill or large spill surface decontamination.
5. Remove PPE, dispose of PPE appropriately, and perform hand hygiene.

Small spills
1. Wipe up a small BBF spill with paper towel or similar disposable absorbent material. Discard in red bag (bio-hazard) trash.
2. Clean the surface using an appropriate cleaner or cleaner/disinfectant to remove all of the gross soil and any BBF residues. Cleaning cloths used in BBF decontamination should be treated as contaminated and laundered or disposed of appropriately.
3. Disinfect the surface with a registered disinfectant that contains a blood-borne pathogen claim and apply according to the directions on the label. Ensure surfaces stay wet for the contact time of the disinfectant, reapplying the disinfectant if needed to keep the surface wet for the full contact time. Cleaning cloths used in BBF decontamination should be treated as contaminated and laundered or disposed of appropriately.
4. Once the contact time of the disinfectant has lapsed and the surface has air dried, the surface can be returned to normal use.

Large spills
1. Absorb and/or wipe up BBF or other organic material with paper towels, absorbent granules, or similar material. Discard in red bag (bio-hazard) trash.
2. Clean the surface using an appropriate cleaner or cleaner/disinfectant to remove all of the gross soil and any BBF residues. Cleaning cloths used in BBF decontamination should be treated as contaminated and laundered or disposed of appropriately.
3. Disinfect the surface with a registered disinfectant that contains a blood-borne pathogen claim and apply according to the directions on the label. Ensure surfaces stay wet for the contact time of the disinfectant, reapplying the disinfectant if needed to keep the surface wet for the full contact time. Cleaning cloths used in BBF decontamination should be treated as contaminated and laundered or disposed of appropriately.
4. Once the contact time of the disinfectant has lapsed and the surface has air dried, the surface can be returned to normal use.

Use the relevant Mini Guides for the recommended product in your country for how to use on surfaces.
Diversey has been, and always will be, a pioneer and facilitator for life. We constantly deliver revolutionary cleaning and hygiene technologies that provide total confidence to our customers across all of our global sectors.

Diversey is headquartered in Fort Mill, SC, USA. For more information, visit www.diversey.com or follow us on social media.