

Food Safety and Quality Management System
Crisis Management

| Coronavirus COVID-19 |



Melbourne Quality Assurance

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Affected Divisions of Business	Management, Personnel, Operations
Responsibility	Quality Assurance Department
Management System	Food Safety Plan
Support Program	Crisis Management
Action Plan	Coronavirus COVID-19
Authorised Edition	01 – 2020
Authorisation Date	16 March 2020
Authorised By	Janette Hughes
Developed By	Janette Hughes: Melbourne Quality Assurance

All alterations to this manual or any of its stated components will be listed on the [Amendment Register](#).

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Introduction

Scope

The scope of the **Coronavirus COVID-19** action plan encompasses all aspects of our company: building, staff, suppliers, customers, and the external environment.

Purpose

The purpose of this procedure is to ensure that a crisis, should one be necessary, is controlled and resolved in an orderly fashion.

The policies and procedures abide by:

- Aged Care Accreditation Standards
- Cleaning Standards for Victorian Health
- Food Act Victoria 1984
- FSANZ Code | Food Standards Australia New Zealand
- GFSI standard: **FSSC 22000**
- GFSI standard: **SQF**
- HACCP CAC-RCP 1-1969
- PrimeSafe

Objectives

- To act on opportunities to strengthen business continuity, product quality and customer relations whilst abiding by regulatory requirements
- To prevent the likelihood of our business undergoing an emergency shut down
- To activate plans in case of an emergency shut down
- To prevent a repeat of the crisis, where possible
- To provide contact details related to the crisis
- To provide resources to control the crisis
- To recognise threats towards our business, our people, our customers, and our suppliers
- To understand current company overview and security systems
- To understand internal and external environmental factors that may affect our business

Definitions

WHO World Health Organization

Emergency

If you suspect you may have Coronavirus COVID-19, call the dedicated hotline:

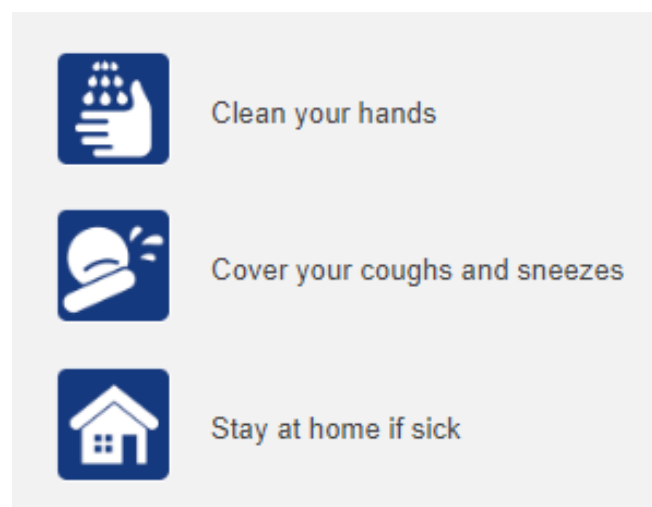
Australia: Department of Health and Human Services

- **1800 020 080**
- **Open 24 hours, 7 days**

Victoria: Department of Health and Human Services

- **1800 675 398**
- **Open 24 hours, 7 days**

(Please keep Triple Zero (000) for emergencies only)



Business Continuity

Crisis Management Team

Crisis Leader

Name		Mobile	
Title		Email	
Responsibility	<ul style="list-style-type: none"> Initial point of contact, reputation, internal communication, media and external and internal stakeholder's liaison and all other external organisations Co-ordinate emergency payments, if required Liaise with insurance company 		

Lead Operations

Name		Mobile	
Title		Email	
Responsibility	<ul style="list-style-type: none"> Assess situation, design and implement control measures as necessary in conjunction with QA, considering, food safety and quality, isolation and identification of product and acceptability of its subsequent release and communication with authorities Ensures activities including containment, lock-out, environment protection and other site related controls are coordinated Ensures operations before, during and after an emergency are carried out in a timely fashion Co-ordinate activities relating to logistics Where required, ensures that materials and finished goods are effectively isolated and protected from damage 		

Lead Human Resources

Name		Mobile	
Title		Email	
Responsibility	<ul style="list-style-type: none"> Ensures production, logistics and quality personnel are informed of forthcoming issues, preventive measures Ensures customers and suppliers are notified, as required 		

Administration

Name	Janette Hughes	Mobile	0466 377 371
Title	QA Support	Email	janette@melbourneqa.com
Responsibility	<ul style="list-style-type: none"> Assists the Crisis Management team with administrative actions Ensures crisis management documentation, reviews, mock scenarios are conducted/current 		

Business Continuity

Business Contingency

The spread of COVID-19 has the potential to cause significant business and operational impacts. It is critical that we have a clear plan and lines of communications with our staff, families, customers, suppliers and all other persons/parties that we associate with.

Our guiding principles as we continue to move forward:

- Keep our staff safe
- Continue to serve our customers with the highest standards
- Do our part to slow community spread of the virus where there appear to be outbreaks, so that the most vulnerable people are able to get the care they need

Preventive Measures

- Our business and our people shall activate the **Preventive Measures** of this manual, in the hope that a **Company Isolation** or **Individual Isolation** shall not occur
- **Staff shall be trained** (documented) of this manual and our temporary policies for prevention control
- **Signs** shall be displayed around our premises to encourage our people to remember their preventive measures and practice excellent personnel hygiene practices
- **Notifications** shall be released to our customers and suppliers to inform them we have activated our business contingency plan for infectious diseases

Company Isolation

Business shall be as usual until one of our own staff members or a visitor to our facility has been affected with COVID-19.

- As soon as we have been notified, we shall activate the **Company Isolation** and **Individual Isolation** action plans (within this manual)
- Should an isolation occur, we shall carry on with the remaining works for our customers and suppliers that do not require face to face contact or are labour intensive

Emergency Shutdown

In the case of an emergency shutdown (**Company Isolation**), we have:

- Communicated with our customers to raise awareness that we have in place a business contingency plan
- Communicated with our landlord in preparation of temporarily deferring rental payments
- Communicated with our people (our staff, contractors, etc.) in preparation of a potential emergency shutdown
- Contacted our financial services to discuss restructuring all finances, as required
- Contacted our industry association for further support
- Examined our legal responsibilities with our legal support team
- Identified all current payments which may be delayed and discussed these with our suppliers
- Maintained continual flow of news input regarding the crisis via newsfeed and health department websites

What is it?

Coronavirus COVID-19

History

- **COVID-19** is a respiratory illness caused by a new virus
- **December 2019:** First cases of the new coronavirus disease were seen in Hubei Province, China. Derived from an animal source; unknown which animal but more than likely a wild animal that may have been sold as food at a local market
- **January 2020:** The World Health Organization (WHO) declared the outbreak to be a Public Health Emergency of International Concern
- **March 2020:** The World Health Organization (WHO) declared the outbreak a Pandemic

How COVID-19 Spreads

Information from [Australian Department of Health](#) and [World Health Organization](#).

- When someone who has COVID-19 coughs or exhales they release droplets of infected fluid
- Most of these droplets fall on nearby surfaces and objects, such as desks, tables or telephones
- People may be infected with COVID-19 by touching contaminated surfaces or objects, and then touching their eyes, nose or mouth
- If they are standing within one meter of a person with COVID-19 they can catch it by breathing in droplets coughed out or exhaled by them
- **How COVID-19 spreads:** <https://www.youtube.com/watch?v=1APwq1df6Mw&feature=youtu.be>

COVID-19 spreads in a similar way to the flu. Most people infected with COVID-19 experience mild symptoms and recover. However, some may experience more serious illness, such as pneumonia and may require hospital care.

Risk of serious illness rises with age:

- People over 40 seem to be more vulnerable than those under 40
- People with weakened immune systems
- People with conditions such as diabetes, heart and lung disease

About Coronavirus

- Normally a zoonotic disease: An infectious disease caused by bacteria, viruses, or parasites that spread from non-human animals (usually vertebrates) to humans
- **What is Coronavirus:** <https://www.youtube.com/watch?v=mOV1aBVYKGA>

COVID-19 Symptoms

People may experience:

- Runny nose
- Sore throat
- Cough
- Fever
- Fatigue
- Difficulty breathing (severe cases)

Company Policy

Coronavirus COVID-19 | Our People

Attention to all staff, contractors, and visitors:

As a result of the Coronavirus COVID-19 pandemic we are making some temporary changes to our health policies to look after our people.

Prevention of COVID-19

- If you feel unwell – stay home
- If you are going to cough or sneeze:
 - If you are able to wash your hands, cough or sneeze into your hands then wash them straight away thoroughly for the minimum twenty (20) seconds
 - If you are not able to wash your hands straight away, cough or sneeze into your elbow
 - If you are not able to conduct either of the above, maintain control of your cough or sneeze to minimise its effect outside of your body
- Be mindful of people coughing and sneezing and get out of their way
- Be mindful of where your hands go
- Use alcohol-based sanitisers, particularly before you eat, drink, touch your face
- Carry around with you hand sanitiser (only to be used as back up if hand washing cannot occur)
- Don't shake hands
- Try not to touch your face
- Wash your hands, wash your hands, wash your hands
- When washing your hands, do a full lather up with soapy water, wash for twenty seconds, then full rinse, continuing your gentle hand massage. Dry with disposable paper towels
- Where practical, maintain distance between you and other people

Staff Only: Leave Policy

We are enacting the following temporary changes to our policies:

1. We shall extend **Sick Leave** to all casuals on a pro rata basis*. So, if for example you have been working with us for a period of a year or more you will be paid for up to 10 days sick leave if you are sick
2. Anyone with a cough, cold, flu, runny nose, fever/temperature or feeling lethargic should stay home and present a medical certificate upon return to work for the time off
3. In addition, if you have any days off during the next few months with any of these symptoms, we will require a written test result to say you are clear of the coronavirus to return to work

This is a time that we need to consider not only ourselves, but all within our communities to reduce the spread of this new infectious disease.

Should you have questions at any time, please feel controllable to chat with us.

* Please note this is a one-off situation put in place while the coronavirus threat remains present. We will advise once it no longer applies. This does not constitute as an offer or request to convert to permanent employment. Any payments made do not impact entitlements.

Company Policy

Coronavirus COVID-19 | Our Contacts

Attention to all customers, suppliers, and visitors:

This policy is to share with all that we have activated our business continuity plan for the pandemic COVID-19.

As the COVID-19 is a new infectious disease to the human race, we are fully aware that the health news is constantly being updated and we are referring to the Australian Health Department and WHO websites for these updates. Our action plans for Coronavirus COVID-19 shall be updated accordingly and information shared with our contacts accordingly.

COVID-19 Updates

- **Australian Department of Health website**
<https://www.health.gov.au/news/health-alerts/novel-coronavirus-2019-ncov-health-alert>
- **Victoria | Department of Health and Human Services**
<https://www.dhhs.vic.gov.au/coronavirus>
- **NSW | Department of Health**
<https://www.health.nsw.gov.au/Pages/default.aspx>
- **World Health Organization**
<https://www.who.int/emergencies/diseases/novel-coronavirus-2019>

Actions Required

Please know, it is business as usual. We are being cautious to assist with the Australian community to prevent the spread of this infectious disease.

- We request that you notify us if one of your contacts (i.e. staff members) has tested positive for COVID-19 and may have been in contact with any of our staff so that we can take the necessary steps
- We request that you inform us immediately should your business be required to shut down
- Should you be required to visit our business, please ensure you practice the preventive measures recommended by the health departments:
 - Wash your hands often
 - Cover your coughs and sneezes
 - No hand shaking
 - Do not visit if unwell

Please be assured that our business remains equally committed in working with your business through this pandemic.

Please do not hesitate to contact us should you have any concerns, recommendations, or require any support.

Thank you for your cooperation.

Legal and Field Information

Resources

It is important that we act with care and accountability for one another and keep updated with the latest news of the Coronavirus COVID-19.

No one needs to panic. Just be sensible, smart and accountable.

Where to go to for further information that is always being updated:

[Australian Department of Health website](#)

<https://www.health.gov.au/news/health-alerts/novel-coronavirus-2019-ncov-health-alert>

[Victoria | Department of Health and Human Services](#)

<https://www.dhhs.vic.gov.au/coronavirus>

[NSW | Department of Health](#)

<https://www.health.nsw.gov.au/Pages/default.aspx>

[World Health Organization](#)

<https://www.who.int/emergencies/diseases/novel-coronavirus-2019>

[World Health Organization | Myth Busters](#)

<https://www.who.int/emergencies/diseases/novel-coronavirus-2019/advice-for-public/myth-busters>

[World Health Organization | Advice for the Public](#)

<https://www.who.int/emergencies/diseases/novel-coronavirus-2019/advice-for-public>

Prevention

Preventive Measures

Our Business

- All staff are informed of the Coronavirus COVID-19
- All staff are informed of our existing **Infectious Disease** policy
- All staff are reminded of the importance of hand washing and re-directed to the signs available
- We have in place a business continuity plan and have activated action plan **Coronavirus COVID-19**
- **All doors, door handles/knobs, benches, and other areas** where people often handle are cleaned often throughout the day with our detergent and alcohol-based sanitiser
- All areas of **food-contact** and **people-contact** are cleaned often throughout the day with our detergent and alcohol-based sanitiser
- We have supplied alcohol-based hand sanitiser around the premises to encourage staff usage when in certain areas of the business

Our People

- If you feel unwell – stay home
- If you are going to cough or sneeze:
 - If you are able to wash your hands, cough or sneeze into your hands then wash them straight away thoroughly for the minimum twenty (20) seconds
 - If you are not able to wash your hands straight away, cough or sneeze into your elbow
 - If you are not able to conduct either of the above, maintain control of your cough or sneeze to minimise its effect outside of your body
- Be mindful of people coughing and sneezing and get out of their way
- Be mindful of where your hands go
- Use alcohol-based sanitisers, particularly before you eat, drink, touch your face
- Carry around with you hand sanitiser (only to be used as back up if hand washing cannot occur)
- Don't shake hands
- Try not to touch your face
- Wash your hands, wash your hands, wash your hands
- When washing your hands, do a full lather up with soapy water, wash for twenty seconds, then full rinse, continuing your gentle hand massage. Dry with disposable paper towels
- Where practical, maintain distance between you and other people

Our Operations

- **Continue with the same level of customer service and hospitality that is expected from you**
- Refer to above preventive measures
- Continue with your existing and normal workloads: it's business as usual until informed otherwise
- Be mindful of when you are handling customers' finished dishes – after placing these in the sink, always wash your hands thereafter

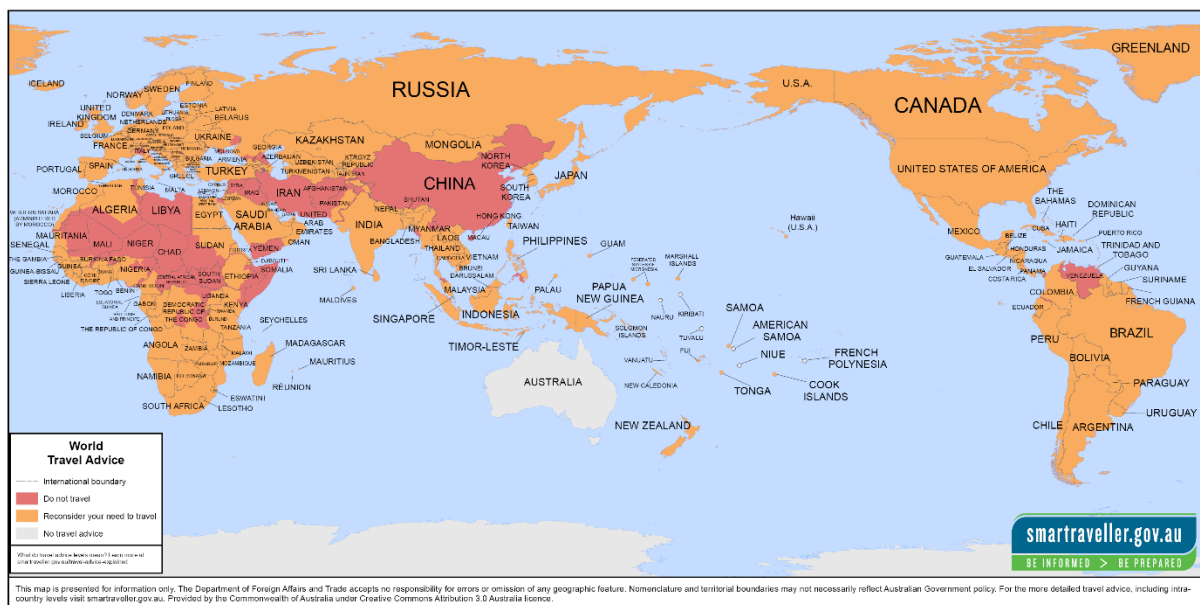
Travelling

- All travel plans to overseas to be cancelled or postponed
- If you have returned from travel (domestic or international), please isolate yourself at home for the recommended 14 days – activate the **Individual Isolation** action plan
- Do not use public transport
- When out in public be mindful of where your hands go; try not to touch anything then touch your face
- When in public spaces, take with you some alcohol wipes
- All personal or business events should be postponed

If you are planning to travel, please refer to the Smart Traveler website:

<https://www.smarttraveller.gov.au/news-and-updates/coronavirus-covid-19>

As of 16-03-20:



Outbreak Control Action Plan

Company Isolation

Scope	Our business site and all transport vehicles		
Purpose	In the event our business must self-isolate for the recommended 14 days		
Responsibility	QA team	Back Up	Director
Frequency	Each case/notification		

Documentation	When to be completed	Responsibility
Discussions	Word document to log incident, details, investigations	QA team
Systems Notepad	Word document to log incident, details, investigations	QA team
Crisis Summary and Review	After crisis to determine effectiveness of crisis management	QA team
Tax invoice/report	By cleaning contractor	Director

Preparation	<ul style="list-style-type: none"> All contact details for staff, customers, suppliers, and other visitors are up to date Facility is prepared for an emergency shut down
Outbreak Control	<ul style="list-style-type: none"> Our business shall be closed for a minimum of 14 days or as prescribed by Australian Department of Health Our business shall undergo a comprehensive health certified cleaning of the entire premises, as prescribed
Internal Communications	<ul style="list-style-type: none"> All staff members shall be immediately notified
External Communications	<ul style="list-style-type: none"> All visitors who recently visited our facility shall be immediately notified Our customers and suppliers shall be notified that business must be placed into isolation for 14 days All staff members to inform their own contacts that the business and themselves have been placed into the recommended 14 days isolation, in case they are required to do the same
Action During Crisis	<ul style="list-style-type: none"> Where possible and when requested in written agreement between management and the employee, staff shall work from home, until notified that our business is open No staff or visitors permitted to visit the facility until official clearance has been achieved We shall continue with tasks that do not require face to face or are labour intensive Ensure the contracted cleaning of the facility is conducted effectively
Action Post Crisis	<ul style="list-style-type: none"> Documented clearance of cleaning of the entire premises, as prescribed
Legal and Field Information	<ul style="list-style-type: none"> Refer to Resources on page 3

Outbreak Control Action Plan

Individual Isolation

Scope	All staff members related to our business		
Purpose	In the event a staff member must self-isolate for the recommended 14 days		
Responsibility	Each person	Back Up	QA team
Frequency	Each case/notification		

Documentation	When to be completed	Responsibility
Discussions	Word document to log incident, details, investigations	QA team
Systems Notepad	Word document to log incident, details, investigations	QA team
Crisis Summary and Review	After crisis to determine effectiveness of crisis management	QA team
Medical documents	When staff member has seen a health practitioner	Staff member

Preparation	<ul style="list-style-type: none"> Ensure there is enough food and toiletries to prevent leaving the house
Outbreak Control	<ul style="list-style-type: none"> Staff to ensure they maintain their own isolation for the recommended 14 days Do not have visitors Restrict emergency trips to the supermarkets and other business/venues Utilise delivery services, where feasible
Internal Communications	<ul style="list-style-type: none"> Staff to inform members of their own household that they have been placed into the recommended 14 days isolation, so that all may be placed into isolation
External Communications	<ul style="list-style-type: none"> Staff to notify all persons they have been in contact with the past 14 days and inform them of their own isolation Should your place of work also be in isolation, share this information with your contacts
Action During Crisis	<ul style="list-style-type: none"> Staff to monitor themselves for symptoms for the recommended 14 days Staff to take their temperature twice daily If you have symptoms and suspect you may have COVID-19, visit your nearest emergency hospital for testing or contact your medical practitioner, as many pathologists are now able to test for COVID-19 Notify your manager or your manager's manager via text message, phone call or email Follow all medical advice to recover from your infection as soon as possible
Action Post Crisis	<ul style="list-style-type: none"> Obtain documented medical clearance from your medical practitioner Once medical clearance has been received, self-isolate at home for a further 14 days
Legal and Field Information	<ul style="list-style-type: none"> Refer to Resources on page 3

A Family Member or Household Member Diagnosed with COVID-19

- Notify your manager or your manager's manager
- You are to self-isolate at home for a further 14 days
- You should monitor yourself for symptoms for 14 days and take your temperature twice a day
- If you develop a mild cough or low-grade fever (i.e. a temperature of 37.3°C or more) you should stay at home and self-isolate
- If you have symptoms and suspect you may have COVID-19, visit your nearest emergency hospital for testing or contact the emergency number at the beginning of this manual (page 4)
- Contact your medical practitioner, as many pathologists are now able to test for COVID-19

Outbreak Control Action Plan

Working From Home

Business as Usual

- We shall operate as "business as usual"
- We are fortunate to have all the technology and cloud systems to support working from home
- All applicable staff shall maintain a worksheet/timesheet to record times worked and breaks taken
- All applicable staff shall continue to maintain their responsibilities as business as usual

Tips for Working Effectively from Home

- Ensure your workspace is conducive to working
- To be productive, you need an office environment that allows you to comfortably work and stay focused
- Schedule your day
- A structured routine helps effectively manage tasks and stay on target for deadlines
- A short planning session in the morning to map out your day can be very effective
- Track your time. Be aware how much time is spent not working. What are you spending that time doing and how much does it detract from your work goals?
- Avoid checking personal email or visiting social networking sites during work hours; a serious distraction that can go by unnoticed - and cost you your day
- Stay Connected. It's easy to lose contact. Check in with your immediate colleagues and team regularly throughout the day
- Don't forget family and friends, set aside time or use your breaks to call or email close contacts, stay in the loop
- Respite from your desk is important especially when you're confined to your home. Best to schedule regular breaks
- Staying active can be a challenge, especially cardio. Think stretching, Yoga, dips, lunges, natural resistance exercise

Outbreak Control Action Plan

Infected with COVID-19

Scope	All staff members related to our business		
Purpose	In the event a person is diagnosed with COVID-19		
Responsibility	Each person	Back Up	QA team
Frequency	-		

Documentation	When to be completed	Responsibility
Discussions	Word document to log incident, details, investigations	QA team
Systems Notepad	Word document to log incident, details, investigations	QA team
Crisis Summary and Review	After crisis to determine effectiveness of crisis management	QA team
Medical documents	When staff member has seen a health practitioner	Staff member

Preparation	<ul style="list-style-type: none"> Ensure there is enough food and toiletries to prevent leaving the house
Outbreak Control	<ul style="list-style-type: none"> Staff to ensure they maintain their own isolation for the recommended 14 days Do not have visitors Restrict emergency trips to the supermarkets and other business/venues Utilise delivery services, where feasible
Internal Communications	<ul style="list-style-type: none"> Staff to inform members of their own household that they have been infected with COVID-19, so that all may be placed into isolation
External Communications	<ul style="list-style-type: none"> Notify your manager or your manager's manager via text message, phone call or email Staff to notify all persons they have been in contact with the past 14 days
Action During Crisis Seeking Medical Assistance	<ul style="list-style-type: none"> To seek medical help from a doctor or hospital, call ahead of time to book an appointment You will be asked to take precautions when you attend for treatment. Follow the instructions you are given If you have a mask, wear it to protect others. Stay at least 1.5 metres away from other people. Cover your coughs or sneezes with your elbow Tell the doctor about your symptoms, any travel history, any recent contact with someone who has COVID-19
Action During Crisis Getting Tested	<ul style="list-style-type: none"> Your doctor will tell you if you should be tested. They will arrange for the test You will only be tested if your doctor decides you meet the criteria: <ul style="list-style-type: none"> You have returned from overseas in the past 14 days and you develop respiratory illness with or without fever You have been in close contact with a confirmed COVID-19 case in the past 14 days and you develop respiratory illness with or without fever You have severe community-acquired pneumonia and there is no clear cause

	<ul style="list-style-type: none"> You are a healthcare worker who works directly with patients and you have a respiratory illness and a fever
<p>Action During Crisis After Testing</p>	<ul style="list-style-type: none"> It may take a few days for the test results to come back If you have serious symptoms you will be kept in hospital and isolated from other patients to prevent the virus spreading If your doctor says you are well enough to go home while you wait for your test results, you should: <ul style="list-style-type: none"> Self-isolate at home and do not attend work or school Wash your hands often with soap and water Cough and sneeze into your elbow Avoid cooking for or caring for other members of your household Wear the mask your doctor gives you if you cannot avoid close contact with other people
<p>Action During Crisis Treatment</p>	<ul style="list-style-type: none"> There is no treatment for COVID-19, but medical care can treat most of the symptoms Antibiotics do not work on viruses
<p>Action During Crisis Self-Isolation</p>	<ul style="list-style-type: none"> If you have been diagnosed with COVID-19, you must stay at home to prevent it spreading to other people You might also be asked to stay at home if you may have been exposed to the virus. Staying at home means you: <ul style="list-style-type: none"> Do not go to public places such as work, school, shopping centres, childcare or university Ask someone to get food and other necessities for you and leave them at your front door Do not let visitors in — only people who usually live with you should be in your home You do not need to wear a mask in your home. If you need to go out to seek medical attention, wear a surgical mask (if you have one) to protect others You should stay in touch by phone and on-line with your family and friends
<p>Action Post Crisis</p>	<ul style="list-style-type: none"> Obtain documented medical clearance from your medical practitioner Once medical clearance has been received, self-isolate at home for a further 14 days
<p>Legal and Field Information</p>	<ul style="list-style-type: none"> Refer to Resources on page 3

Outbreak Control Action Plan

Cleaning and Sanitation

Taken from Australian Department of Health v.01 – 10-03-20

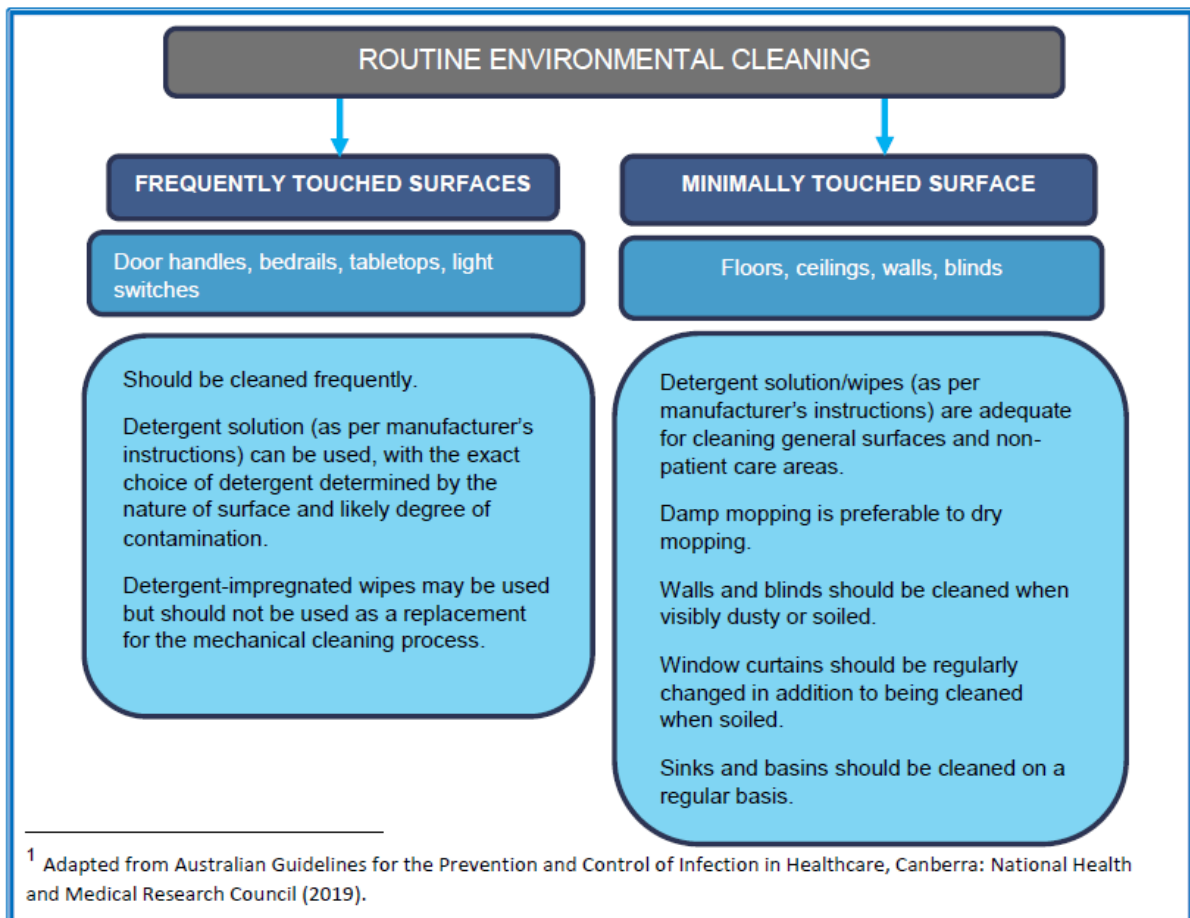
Regular Cleaning

- The pre-existing cleaning procedures and processes shall be maintained

Environmental Cleaning

- Cleaning is an essential part of disinfection. Organic matter can inactivate many disinfectants. Cleaning reduces the soil load, allowing the disinfectant to work
- Removal of germs requires thorough cleaning followed by disinfection
- The length of time that SARS-COV-2 (the cause of COVID-19) survives on inanimate surfaces will vary depending on factors such as the amount of contaminated body fluid – such as respiratory droplets – present and environmental temperature and humidity. In general, coronaviruses are unlikely to survive for long once droplets produced by coughing or sneezing dry out
- It is good practice to routinely clean surfaces as follows:
 - Clean frequently touched surfaces with detergent solution (see diagram below).
 - Clean general surfaces and fittings when visibly soiled and immediately after any spillage.

Routine environmental cleaning requirements can be divided into two groups:



Cleaning Staff Members

The risk when cleaning is not the same as the risk when face to face with a sick person who may be coughing or sneezing, but the following should still be practiced:

- Cleaning staff should avoid touching their face, especially their mouth, nose, and eyes when cleaning
- Cleaning staff should wear impermeable disposable gloves and a surgical mask plus eye protection or a face shield while cleaning
- Cleaners should use alcohol-based hand rub before putting on and after removing gloves
- Alcohol-based hand rub should be used before and after removing the surgical mask and eye protection
- The surgical mask and eye protection act as barriers to people inadvertently touching their face with contaminated hands and fingers, whether gloved or not
- The disinfectant used should be one for which the manufacturer claims **antiviral activity**, meaning it can kill the virus (such as chlorine-based disinfectants, which are commonly used, such as **bleach**)
- If there is visible contamination with respiratory secretions or other body fluid, the cleaners should wear a full-length disposable gown in addition to the surgical mask, eye protection and gloves

Protective Personal Equipment

- Impermeable disposable gloves
- Alcohol-based hand rub
- Full-length disposable gown in
- Face protection:
 - Option 1: Surgical mask **and** eye protection
 - Option 2: Face shield

Disinfection

- Use freshly made bleach solution and follow manufacturer's instructions for appropriate dilution and use
- Wipe the area with bleach solution using disposable paper towels or a disposable cloth
- Dispose of gloves and mask in a leak proof plastic bag
- Wash hands well using soap and water and dry with disposable paper or single-use cloth towel. If water is unavailable, clean hands with alcohol-based hand rub

Preparation of Disinfectant Solution

- Gloves should be worn when handling and preparing bleach solutions
- Protective eye wear should be worn in case of splashing
- Bleach solution should be: **made up daily** and used mainly on hard, non-porous surfaces (it can damage textiles and metals)
- Sufficient time is required to kill the virus, i.e., at least **10 minutes contact time**

Dilution

Original strength of bleach		Disinfectant recipe		Volume in standard 10L bucket
%	Parts per million	Parts of bleach	Parts of water	
1	10,000	1	9	1000 mL
2	20,000	1	19	500 mL
3	30,000	1	29	333 mL
4	40,000	1	39	250 mL
5	50,000	1	49	250 mL