

# Protocols for cleaning premises

## Managing everyone's safety

1 July 2020



MEDHEALTH

**MedHealth is committed to safeguarding our customers, visitors, clients and team members. These protocols have been developed with this commitment at their heart.**

Good hygiene practices are a key part in preventing the spread of contagious disease. This includes personal hygiene practices and the way in which we keep the environment around us clean. These protocols address the latter.

### Practices for Our Teams

MedHealth team members in each of our locations have been given the following instructions:

- Ensure hand hygiene posters are placed around the office and your team members are reminded of the importance of good hand hygiene
- Have hand sanitiser (where available) accessible in areas of your office that are frequently used e.g. reception area, meeting rooms, by the photocopier, in the lunch room
- Ensure your office is equipped with disposable gloves and antiseptic cleaner / wipes (alcohol based), so that high touch areas can be routinely cleaned by members of your team
  - Ensure your team member disposes of gloves each time after cleaning
- High touch areas include:
  - Light and air control switches
  - Taps and toilet flush levers
  - Doorknobs and handles
  - TV/radio controls and remotes
  - Desk and work bench surfaces
  - Keyboard and mouse
  - Lift call buttons, intercoms and phones

## Office Cleaning Guidelines

Each of our offices have liaised with their cleaners or building management to confirm the following:

- Frequency of office cleaning
- Ensuring a focus on high touch areas at each clean and confirming protocols
  - For 'low traffic' offices, we request cleaning be undertaken at a minimum of twice weekly
  - For 'moderate traffic' offices, we request cleaning be undertaken at a minimum of three times a week
  - For 'high traffic' offices, we request cleaning be undertaken three or more time a week
- It is essential that high touch areas are cleaned each time cleaners attend our offices
- Establishing their readiness to clean should we have a confirmed or suspected case of COVID-19, including establishing whether they have appropriate cleaning products to clean the office
  - If they are not equipped for such a clean, we are sourcing alternative cleaning contacts who will, so we know who to contact for any such instance in all our locations
  - Should an office be closed and need cleaning and disinfection to take place post exposure or potential exposure to COVID-19, we provide the cleaners with the Centers for Disease Control protocols found at: [www.cdc.gov/coronavirus/2019-ncov/community/organizations/cleaning-disinfection.html#Cleaning](http://www.cdc.gov/coronavirus/2019-ncov/community/organizations/cleaning-disinfection.html#Cleaning)

## Our supports



Any face-to-face interactions at MedHealth will be conducted with high standards of hygiene, including hand hygiene, physical distancing and cleaning



Signage is in place to support messages about travel, hygiene and symptoms



Hand sanitiser provided wherever possible and hand washing facilities are available for use