SANITARY TECHNIQUE PROTOCOLS

Guidelines for Retail Showrooms
CUSTOMER COMFORT
INFECTION PREVENTION
RETAIL SERVICE
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A former clinical microbiologist and home services business owner, L. Joseph Ochal III received his master’s in microbiology from Thomas Jefferson University’s College of Biomedical Sciences, where he studied pathogenic micro-organisms. His graduate thesis focused on the seasonal Influenza Virus. After graduation, Mr. Ochal conducted independent research on West African pandemics such as Antibiotic-Resistant Tuberculosis and Ebola Virus. The machines he purchased to do his research in West Africa are utilized in his full-service medical diagnostics facility - Afrilab Medical. Based out of Ibadan Nigeria, Afrilab is a full-service medical diagnostics center currently serving 47 hospitals and 23 pharmacies and growing every day.

While studying for his undergraduate degree, Mr. Ochal started a chimney company called The Chimney Scientist. Five Years later, The Chimney Scientist is now one of the highest-rated full-service chimney companies in the Philadelphia region. The marriage of Mr. Ochal’s relevant clinical microbiology and home service experience is utilized in the creation of this document which is intended to reduce the spread of infectious disease in the home service industry.
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## The Process Overview

### Surgery, Industrial, Laboratory

<table>
<thead>
<tr>
<th>Purpose</th>
<th>Aseptic Technique</th>
<th>Clean Technique</th>
<th>Sanitary Technique</th>
</tr>
</thead>
<tbody>
<tr>
<td>• Prevents introduction of microorganisms to the targeted area</td>
<td>• Reduces risk of microorganism contamination of target area without the use of sterilized equipment</td>
<td>• Reduces risk of microorganism contamination of the retail environment</td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Gloves</th>
<th>Aseptic Technique</th>
<th>Clean Technique</th>
<th>Sanitary Technique</th>
</tr>
</thead>
<tbody>
<tr>
<td>• Non-sterile clean gloves if able to perform a task without touching the targeted area</td>
<td>• Non-sterile</td>
<td>• Non-sterile</td>
<td></td>
</tr>
<tr>
<td>• Sterile gloves if required to touch targeted area</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Non-Touch Technique</th>
<th>Aseptic Technique</th>
<th>Clean Technique</th>
<th>Sanitary Technique</th>
</tr>
</thead>
<tbody>
<tr>
<td>Yes</td>
<td>Yes</td>
<td>Yes</td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Cleansing Solutions</th>
<th>Aseptic Technique</th>
<th>Clean Technique</th>
<th>Sanitary Technique</th>
</tr>
</thead>
<tbody>
<tr>
<td>Sterile</td>
<td>Non-sterile</td>
<td>Non-sterile General Antibacterial Disinfectants</td>
<td></td>
</tr>
</tbody>
</table>

*For COVID-19 refer to CDC guidelines*

<table>
<thead>
<tr>
<th>Clean Work Surfaces</th>
<th>Aseptic Technique</th>
<th>Clean Technique</th>
<th>Sanitary Technique</th>
</tr>
</thead>
<tbody>
<tr>
<td>Yes</td>
<td>Yes</td>
<td>Yes</td>
<td></td>
</tr>
</tbody>
</table>
**Asepsis:**
Is recognized as the state of being free from pathogenic (harmful) microorganisms.

**Aseptic technique (AT):**
Is defined as a means of preventing or minimizing the risk of introducing harmful microorganisms onto essential parts or critical sites of the body when undertaking clinical procedures. Sterile gloves are not always required for AT.

**Pathogenic microorganism:**
A microorganism that is capable of causing harm.

**Sterile:**
The process where all living microorganisms, including bacterial spores are killed. Once opened, a package’s sterile contents are no longer considered sterile.

**Sanitation:**
A process of mechanical or chemical cleansing which reduces the level of microorganisms to safe, acceptable levels for public health. Common in the food industry.

**Sanitizing vs. Disinfecting:**
Sanitizing an inanimate object is meant to reduce the number of germs to a safe level, not kill the occurrence of microorganisms. Disinfecting a surface works by killing the microorganisms as claimed on the label of a particular product, and reduces the microbial load often by 99.99% or greater.

**Transient Microorganisms:**
Micro-organisms on the surface of the skin which come and go as we touch things and move around. Humans and our surroundings are covered in an infinite amount of microorganisms that do not necessarily harm us.

**Clean Hands Action**
Rationale: clean hands with liquid soap from a dispenser or alcohol hand sanitizer rub (if hands are visibly clean) to reduce cross-infection risk.

**Asepsis:**
Is recognized as the state of being free from pathogenic (harmful) microorganisms.

**Hand Hygiene**
Effective hand hygiene is crucial to the prevention of cross-infection. Transient bacteria can be removed by effective hand hygiene techniques. Using the World Health Organization’s ten-step decontamination technique, which ensures all surfaces of the hands are covered.

[https://www.who.int/gpsc/5may/Hand_Hygiene_Why_How_and_When_Brochure.pdf](https://www.who.int/gpsc/5may/Hand_Hygiene_Why_How_and_When_Brochure.pdf)
## Required Supplies

<table>
<thead>
<tr>
<th>Required Supplies</th>
<th>Description</th>
<th>Location</th>
</tr>
</thead>
<tbody>
<tr>
<td>Disposable gloves</td>
<td>Disposable gloves for working in the showroom</td>
<td>Employee sanitation station and breakroom area</td>
</tr>
<tr>
<td>2 labeled - “Clean Pens” and “Dirty Pens” pen containers</td>
<td>2 separate pen containers visibly labeled “Clean Pens” and “Dirty Pens” so that customers do not put used pens back in with untouched pens. Dirty pens can later be sanitized and reused.</td>
<td>Customer check-out</td>
</tr>
<tr>
<td>Disposable dual ink &amp; stylus pens</td>
<td>Disposable dual ink &amp; stylus pens recommended for digital screen signatures and receipt signatures</td>
<td>Customer check-out</td>
</tr>
<tr>
<td>Individual employee belongings bins</td>
<td>Employer provides individually labeled employee bins to store their personal items such as coats and purses in a staged area.</td>
<td>Staged area preferably in breakroom area outside of showroom</td>
</tr>
<tr>
<td>Cloth face masks</td>
<td>Cloth face masks to be worn by employees while inside the building</td>
<td>On person upon arrival</td>
</tr>
<tr>
<td>Large employee fridge</td>
<td>A fridge large enough to house all employee food items in a way that employee food items do not come in contact with each other</td>
<td>Preferably in breakroom area outside of showroom</td>
</tr>
<tr>
<td>Disinfectant Spray Bottle &amp; Disposable paper towels</td>
<td>Disinfectant bottles and paper towels for routine cleaning and mishaps</td>
<td>Sanitation stations throughout showroom, 1 sanitation station per 150 sq ft. Of showroom space or more</td>
</tr>
</tbody>
</table>
Clean and disinfect high-touch surfaces daily in common areas (e.g. tables, hard-backed chairs, doorknobs, light switches, phones, tablets, touch screens, remote controls, keyboards, handles, desks, toilets, sinks)

When using an EPA-registered disinfectant, follow the label directions for safe, effective use. Make sure to follow the contact time, which is the amount of time the surface should be visibly wet,

**6 Steps for Safe & Effective Disinfectant Use**

**Step 1: Check that your product is EPA-approved**
Find the EPA registration number on the product. Then, check to see if it is on EPA’s list of approved disinfectants at: epa.gov/listn

**Step 2: Read the directions**
Follow the product’s directions. Check “use sites” and “surface types” to see where you can use the product. Read the “precautionary statements.”

**Step 3: Pre-clean the surface**
Make sure to wash the surface with soap and water if the directions mention pre-cleaning or if the surface is visibly dirty.

**Step 4: Follow the contact time**
You can find the contact time in the directions. The surface should remain wet the whole time to ensure the product is effective.

**Step 5: Wear gloves and wash your hands**
For disposable gloves, discard them after each cleaning. For reusable gloves, dedicate a pair to disinfecting COVID-19. Wash your hands after removing the gloves.

**Step 6: Lock it up**
Keep lids tightly closed and store out of reach of children.
Follow State, Local, and CDC guidelines for a showroom and facility cleaning process.

All of which supersede this document
ELECTRONICS

For electronics, such as tablets, touch screens, keyboards, and remote controls.

- Consider putting a wipeable cover on electronics.
- Follow manufacturer’s instruction for cleaning and disinfecting.
- If no guidance, use alcohol-based wipes or sprays containing at least 70% alcohol. Dry surface thoroughly.
TOUCH POINTS

Contactless transactions - all take home brochures should now be in digital form.

Point of sale equipment must be frequently cleaned and sanitized.

Disposable dual ink & stylus pens recommended for digital screen signatures and receipt signatures. Branded pens can be given to each customer.
WORKSTATIONS

Employers must move workstations so that employees are able to sit six feet apart or greater.

EMPLOYEE SANITATION

Employer provides an “employee only” sanitation station- a twice a shift sanitized area where employees can apply their PPE, sanitize personal items and showroom reusables. Station includes disposable gloves, paper towels and disinfectant.
SANITATION STATIONS
Employer provides multiple sanitation stations with paper towels, disinfectant, and hand sanitizer throughout the showroom. 1 sanitation station per 150 sq ft. Of showroom space or more. Preferably placed in the highest traffic areas of the showroom.

INDIVIDUAL EMPLOYEE BELONGINGS STATIONS
Employer provides individually labeled employee bins to store their personal items such as coats,

EMPLOYEE FRIDGE
Employer provides a work fridge large enough to house all employee food items in a way that employee food items do not come in contact with each other.
SOCIAL DISTANCING SIGNS

Signs and floor markings should be used to encourage social distancing throughout the showroom.
EMPLOYEES
Employee guidelines for safe interactions at the workplace
FACE MASK

Cloth face mask coverings should be used at all times when present in the building except for when eating breakfast, lunch, or dinner or blowing their nose.

FOOD ITEM STORAGE

All store fridge food items must be stored in individual employee labeled daily sanitized or disposable bags.

FOOD UTENSILS

Employees must provide their own utensils to be stored inside their daily sanitized or disposable lunch containers (not their employee bin).

EATING

It is encouraged for employees to eat lunch in their personal vehicle. However eating at the retail showroom break area if provided.
REMOVAL OF GLOVES AND MASK

Always remove gloves before removing mask.

Avoid face when gloves are on and in general. To blow your nose first remove your gloves properly as shown. Sanitize your hands, then remove your mask. Place it on a disposable towel at the employee sanitation station. Blow your nose and immediately dispose of tissue. Wash hands or use sanitizer afterward, then put on mask and new gloves.

Have a disposable towel and trash can available for the removed gloves. To remove gloves pinch the exterior of the first glove to pull off. Placing the first glove in the second gloved hand. Pull the second glove off only touching the inside of second glove. Place gloves on a disposable towel or place in a trash can without touching it.

Blow your nose and immediately dispose of the tissue without touching the trash can. Wash your hands or use sanitizer afterwards. Put on your mask and new gloves.

Wash your hands for 20 seconds or use sanitizer afterwards. Put on your mask and new gloves.

Clean the whole area including the hand sanitizer bottle.
PERSONAL ELECTRONICS

If personal cell phones are permitted in the workplace, cell phones must be thoroughly cleaned and sanitized upon entering and leaving work at the employee sanitation station. Personal cell phone use is strongly discouraged to reduce the spread of infection. Manufacturer cleaning guidelines recommended.

DISPOSABLE INK & STYLUS PENS

The adoption of dual disposable ink and stylus pens:
Dual ink and stylus pens can allow the customer to both sign a document if needed and sign a credit card processing or computer screen without physically touching it. Keeping a labeled “dirty” and “clean” disposable dual ink and stylus pen jar is recommended to reduce the contamination.

SANITIZE HIGH TOUCH AREAS

Clean and disinfect high-touch surfaces daily in common areas (e.g. tables, hard-backed chairs, doorknobs, light switches, phones, tablets, touch screens, remote controls, keyboards, handles, desks, toilets, sinks)
SOCIAL DISTANCING WITH CUSTOMERS

Wear gloves and masks at all times on the showroom floor. Demonstrating the use of showroom products, offering customer contact with the showroom product and the use of hand sanitizer or hand washing upon completion of the inanimate object interaction. Sanitation of the showroom inanimate objects are not required due to the reactive nature of many cast iron and metal fireplace products in the showroom with potentially corrosive cleaning solvents.

Do not sanitize showroom items without manufacturer approval: Many showroom displays and products will corrode with regular exposure to many of the CDC approved disinfectants for COVID-19. Check with the manufacturer before regularly sanitizing items. Reduce transient microorganism concentration on display items by suggesting hand washing or hand sanitizer use for customers before and after contact with the display.
CONSIDERATIONS

Instill that the employees need to 6ft stay away from each other

Temperature taking of employees before entering the showroom

Teach employees polite social distance “phrasing” for customers.

Speaker phone or bluetooth only policy in the showroom to avoid contact with shared electronic devices that touch the employee’s face

I.e. Upon the customer entering, the salesperson graciously greets them letting them know that there are sanitation stations throughout the showroom. Then asks them to sanitize their hands before and after touching displays, and lets them know that they will maintain a 6ft distance apart for the customer’s safety. This process lays down the ground rules to the customer while making them feel safe.

The sanitary technique is the recommended protocol to reduce the spread of pathogenic microorganisms. Any deviation from this protocol will not be considered a sanitary technique and may compromise the integrity of the process.

Healthcare service industry needs to take priority:
Sanitary supplies should not be purchased anywhere other than traditional home service distribution pipelines. The purchasing of masks and disposal gloves from different industries such as medical services may take away these essential products where they are needed most, in the healthcare service industry.
Purpose and Usage

Currently, there is not a national standard for retail companies when it comes to protecting the customers and the employees from the transmission of infection. This sanitary technique takes into account science, practicality, effectiveness, efficiency, and the retail environment. This technique should become the minimum standard for retail companies that are serious about preventing any infection transmission.

This technique should be combined with a communication plan that begins with setting expectations with the customer about what to expect during their visit. Companies that can adopt this standard will be able to differentiate themselves from their competition, provide additional comfort to their clients, and continue to safely provide services during times when transmission rates of infection are rampant. An associated marketing plan will allow your employees and your customers to know that your company has adopted a sanitation plan rooted in science and designed to protect them both.

References

https://www.who.int/gpsc/5may/Hand_Hygiene_Why_How_and_When_Brochure.pdf


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