COVID-19 PROTOCOLS

LEVEL 1 CLEAN AND DISINFECT-PRO ACTIVE CLEANING
NO CONFIRMED OR SUSPECTED CASES

For areas where there is NO CONFIRMED Coronavirus (COV-19) exposure
This is a proactive clean and wipe only. General clean and disinfection absent of any known or potential contamination. Includes the following:

- Use of a registered EPA disinfectant for application to exposed surfaces.
  - SDS Sheets for disinfectants available upon request.
- Proper worker PPE for level of clean: Coveralls, safety glasses, nitrile gloves and masks.
- Wipe down of high touchpoint areas such as desktops, doors, horizontal surfaces, computers, keyboards, door handles, phones, exterior surfaces in bathrooms, localized high touchpoints on walls, includes non-porous-exterior surfaces only.
- Light fog of registered EPA disinfectant, with dwell time per manufacturer guidelines. Follow up wipe down with disinfectant.

LEVEL 2 / LEVEL 3
SUSPECTED OR CONFIRMED COVID-19 CONTACT

For areas where there is SUSPECTED or CONFIRMED COVID-19 EXPOSURE. Includes areas where there is contact with a person under investigation (PUI) or actual confirmed COVID-19 case. Includes Level 1 cleaning with the addition of the following:

- Specific clean of affected areas that require deep cleaning and disinfection
- Additional PPE for all personnel and service levels
- Containment of affected areas
- Air controls for affected areas
- Third party IHQ to perform ATP testing of affected areas to determine biological load
  - Note: As of this writing, there is no known "clearance test" for the COVID-19 virus.
- Use of a registered EPA disinfectant for application to exterior surfaces.
  - SDS Sheets for disinfectants available upon request.

Note that CDC protocols and processes are changing daily due to the evolving nature of the crisis. Servpro will provide updates as they become available. Additional information can be found at:

https://www.cdc.gov/coronavirus/2019-nCov/summary.html

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