



SERVPRO® professionals are trained in adhering to the highest cleaning and sanitation standards.

SERVPRO® franchise professionals offer cleaning services including the removal of biohazard contaminants. They have the specialized training and products to get your property back to business.

About Coronavirus

The CDC is responding to an outbreak of a respiratory disease caused by a novel (new) coronavirus (SARS-CoV-2) that was first detected in Wuhan City, Hubei Province, China and has spread to 60 locations internationally (as of this publication), including cases in the United States. The virus known as “coronavirus disease 2019” (abbreviated “COVID-19”)ⁱ is thought to spread mainly from person-to-person or through respiratory droplets when an infected person coughs or sneezes. It may be possible that a person can get COVID-19 by touching a surface or object that has the virus on it and then touching their own mouth, nose, or possibly their eyes, but this is not thought to be the main way the virus spreads.ⁱⁱ

Scope of Cleanup Protocol

SERVPRO professionals can perform a proactive cleanup that involves facility or structure cleaning and disinfection where the customer states that there is no active known threat of COVID-19 contamination or exposure. The customer will be required to acknowledge that cleaning and disinfecting will *only apply* to the current state of the structure and contents. The structure would not be protected from future COVID-19 contamination if an infected person was to enter and occupy the building.

Cleanup Scope of Work and Planning

The CDC encourages cleaning of high-touch surfaces such as counters, tabletops, doorknobs, light switches, bathroom fixtures, toilets, phones, keyboards, tablets, and tables at a minimum.ⁱⁱⁱ These same surfaces are mentioned in the CDC’s guidance for commercial spaces as well^{iv}, including:

- Kitchen/Food Areas
- Bathrooms
- Schools/Classrooms
- Offices
- Retail Spaces
- Water Fountains
- Shelving and Racks
- Sales Counters
- Carpets and rugs
- Stair Handrails
- Elevator Cars
- Playground Equipment
- Fitness Equipment



Cleanup and Disinfecting Procedures

Cleanup procedures generally include cleaning of porous and non-porous surfaces, disinfecting of non-porous surfaces, cleaning and disinfecting of equipment, tools, and/or supplies used for cleanup process, and disposal of waste.

The CDC recommends usage of a labeled hospital-grade disinfectant with claims against similar pathogens to the coronavirus. Multiple products in the SERVPRO product line carry the EPA-approved emerging pathogens claims. While there is currently no product tested against this particular strain of the coronavirus, we are following all guidelines as provided by the CDC and local authorities.

ⁱ <https://www.cdc.gov/coronavirus/2019-nCoV/summary.html>

ⁱⁱ <https://www.cdc.gov/coronavirus/2019-ncov/about/transmission.html>

ⁱⁱⁱ https://www.cdc.gov/coronavirus/2019-ncov/hcp/guidance-prevent-spread.html?CDC_AA_refVal=https%3A%2F%2Fwww.cdc.gov%2Fcoronavirus%2F2019-ncov%2Fguidance-prevent-spread.html

^{iv} <https://www.cdc.gov/coronavirus/2019-ncov/specific-groups/guidance-business-response.html>



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