



Emerald Isle Realty Covid-19 Cleaning Process March 11, 2020

You and your team are already cleaning all surfaces in the rental, so the cleaning process does not need to change drastically. However, there are a few modifications you should make to your process to ensure that a previous guest does not infect a future guest, or you and your team. For yourself and your teams, mastering the wall-to-wall cleaning routine is now more imperative than ever, as it is the best method to ensure all areas will be properly disinfected and sanitized.

Make sure you are using an EPA approved disinfecting cleanser or sanitizer. Not all cleansers disinfect or sanitize, and when you're dealing with infection, you want to be sure you've eradicated it from all surfaces. Included is a form from the EPA on the approved disinfectants for use against COVID-19. Make sure you are reading **all parts of the label** on the disinfectant or sanitizer, following directions exactly, and following the dwelling time. Different disinfectants have different dwelling times; make sure you're allowing the specified dwell time. We **strongly** urge you to use disinfectant wipes, such as EPA approved Clorox disinfectant wipes. The wipes are disposable, which is ideal as the ultimate goal is not transferring potential bacteria and viruses to other properties and to your own home. We also carry a sanitizing product called Sani-Tyze that will be very effective. It can be used on all non-porous surfaces, including mirrors and glass tops. It comes in RTU bottles.

Gloves will be a necessary tool during cleaning, and stripping beds. Wear disposable gloves when cleaning, disinfecting, and sanitizing surfaces. Gloves should be discarded between cleaning each room of a property, especially bathrooms. Clean hands immediately after gloves are removed. Gloves should be worn when stripping and collecting linens and towels. **If linens from the departing guest have not been picked up when you arrive to clean, collect all linens and towels (put them in the linen bag if one was provided) and set them neatly outside the entry door or under the carport.** If it is raining, shelter them if possible, but still leave them somewhere visible outside for Island Essentials to see. **The ONLY exception is Pebble Beach condos, if you are cleaning here, leave them just inside the entry door. Pebble Beach discards linens left outside.** If possible, do not shake dirty laundry. This will minimize the possibility of dispersing virus through the air. When you have finished collecting linens and towels and setting them outside, change your gloves. Clean and disinfect clothes hampers according to guidance above for surfaces. If possible, consider placing a bag liner that is disposable.





1. **Wipe down light switches, lamps, cupboard handles, doorknobs, banisters, remotes, thermostats, and telephones.** It is extremely likely that your previous guest touched these points, so it is important to wipe them down. Make sure your cleaners know to give these areas special attention. Studies have proven that remote controls harbor the largest amount of bacteria than any other surface in a room including the toilet.
2. **For dishes,** you and your team will need to be extra vigilant in checking all dishes, pots, pans, silverware, glassware, utensils, etc. to wash if needed.
3. **Sanitize high-contamination sites.** Make sure to use a disinfectant spray on your bathroom toilet, sink, and trashcan. You should also disinfect your toilet brush. Dispose of any toilet paper left behind from the previous guest, even if the roll appears full. **Take caution to not spray bathroom walls as you're cleaning; doing so quickly discolors them.**
4. **Wipe down all appliances, electronics, and provided amenities.** Our properties have items such as irons, hair dryers, vacuums, brooms, etc., that most guests will touch. Wipe down all of these items in case the previous guest left them infected. If you have soap dispensers, sponges, or other items for guest use, make sure they are clean and/or new. Take stove knobs off to completely disinfect. Thoroughly wipe down all appliance control panels, as they are high-touch areas.
5. **Sanitize or disinfect solid surface furniture.** Disinfectant wipes or Sani-Tyze will be very helpful here. Dining room chairs will be important to completely wipe down, including backs, arms, and legs, and of course seats if there is no cushion, or the cushion can be lifted. Take note of all tabletops, coffee tables, and other solid furniture and wipe it down. Sani-Tyze and wipes should also be used on outside furniture.
6. **Clean your cleaning items.** If there is soap, dishwasher liquid, laundry detergent, or other supplies on shelves, in cabinets, etc, make sure you're wiping them down. These items don't always get a lot of attention, however, bacteria can still live on the surfaces, and they need a good wipe-down in case of infection. Disinfect your cleaning tools after each property that you and your team have finished cleaning.
7. **Just before you or your team leaves the property, have them disinfect/sanitize all entry methods for a property.** This might be a keypad, doorknobs, door handles on sliding glass doors, but in any of these cases, make sure the entry method has been thoroughly cleaned.
8. **Most importantly:** Pay more attention to what you are already doing in your cleaning routine. Change your gloves and have your team change their gloves between cleaning each room, and wash your hands often.

