RESUMING OPERATIONS

Cleaning and disinfection guidance for foodservice operations to safeguard employees and guests against COVID-19

ProGuard™ SERVICE & SOLUTIONS

PROCLEAN

RESUMING OPERATIONS IN A COVID-19 ERA

In these unprecedented times, many businesses that previously suspended operations partially or fully to comply with government regulation or due to operational disruption are reopening. **This guidance is intended to help you safely clean and disinfect your property as part of your reopening process.**

Every operation will need to follow internal protocols and may need to take additional steps outside of these recommendations. Refer to equipment manufacturer's instructions for restarting any non-ProGuard equipment.

Prior to reopening, refer to ProGuard's Reopening Checklist.

Contact your ProGuard Representative for any additional support you may require during this reopening phase.

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PROGUARD RESOURCES

PREPARE FOR RESUMING OPERATIONS

UNDERSTANDING RISK FACTORS

HOW NOVEL CORONAVIRUS ENTERS

EMPLOYEES

GUESTS AND CUSTOMERS

HOW NOVEL CORONAVIRUS SPREADS

NOVEL CORONAVIRUS IS SPREAD BY DROPLETS

MADE WHEN INFECTED PEOPLE COUGH, SNEEZE OR TALK[1]

TOUCHING CONTAMINATED PEOPLE, OBJECTS OR SURFACES

THEN TOUCHING YOUR EYES, NOSE OR MOUTH

[1] https://www.cdc.gov/coronavirus/2019-ncov/faq.html

FOCUS ON PERSONAL + ENVIRONMENTAL HYGIENE

IMPLEMENT ENHANCED HYGIENE

TAKE ACTION ❯ Public health recommendations focus on **standard infection control practices, training and compliance.**

PERSONAL HYGIENE

Wash hands frequently with soap and water. When soap and water aren't available, use an alcohol-based hand sanitizer.

Minimize close contact with people who have symptoms of respiratory illness.

Ensure proper use of personal protective equipment (PPE) where appropriate.

+

ENVIRONMENTAL HYGIENE

Clean and disinfect surfaces and high-touch objects with approved disinfectants.

PREPARE FOR RESUMING OPERATIONS

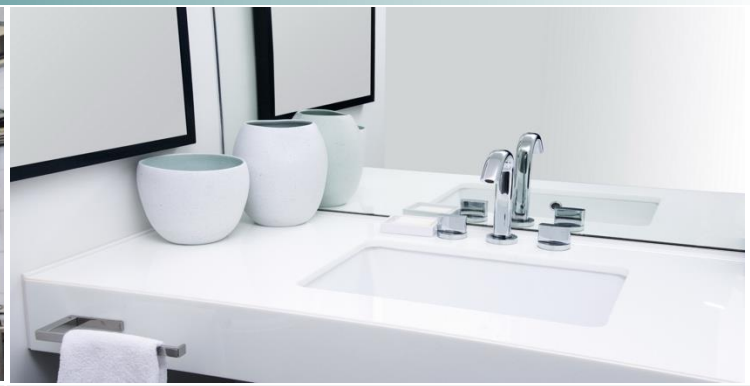
Consider dedicating a shift to extensive cleaning and disinfection to ensure a safe return to operation for both employees and guests. Special attention should be paid to high-touch surfaces including (but not limited to) those listed below.

Dining Area / Front of House

- Door handles and push plates
- Tables, chairs (including armrests) and booths
- Cash register and ordering kiosk
- Hostess stand
- Telephone, touchscreens and keypads
- Remotes
- Coffee and beverage stations
- Menus and bill folders
- Hand railings

Kitchen / Back of House

- Kitchen equipment handles and push plates
- Operating buttons for all equipment
- Dispenser handles (i.e., beverage machine)
- Handles for refrigerators and freezers
- Sink faucets
- Towel and soap dispensers
- Trash receptacle
- Cleaning tools
- Computers and keypads



Restrooms

- Door handles
- Faucets & toilet/urinal handles
- Seat covers
- Stall latches
- Toilet paper dispenser
- Sanitary receptacle
- Countertops
- Towel and soap dispensers
- Baby changing station
- Sharps container
- Trash receptacle

SAFEGUARD EMPLOYEES

DEVELOP PLAN TO SAFEGUARD EMPLOYEES

- ✓ Determine if there are an adequate number of trained employees to staff each area of operation during normal working hours. Develop a business continuity plan if not fully-staffed.
- ✓ Educate employees on symptoms of COVID-19.
- ✓ Closely monitor employee health and have symptomatic employees stay home in accordance with company illness policy.
- ✓ Emphasize the need to self-quarantine and contact employer if they've been exposed to someone confirmed to have COVID-19.
- ✓ Reinforce personal hygiene, cough etiquette and social distancing (as recommended by local and federal public health authorities).
- ✓ Provide hygiene materials such as tissues, hand soap and sanitizer.
- ✓ Have employees disinfect all personal hard, non-porous surfaces according to the directions for use on the product label.
- ✓ Inform employees of pandemic status and proper infection control procedures.
- ✓ Develop policies for worker protection and provide training on proper product use and how to read a Safety Data Sheet (SDS) to all cleaning staff.

PROMOTE INFECTION PREVENTION

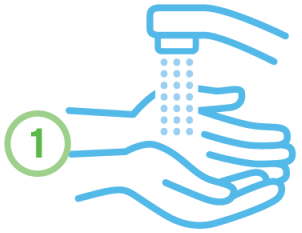
Reduce the risk of transmission by

- Washing your hands often and correctly.
- Covering your mouth and nose when coughing or sneezing.
- Avoiding close contact with potentially infected individuals.
- Thoroughly cleaning and disinfecting personal items.
- Staying home while you are sick.
- Contacting a doctor immediately in the event of symptoms.

PROMOTE PROPER HAND HYGIENE

HAND HYGIENE

Hands are a primary mode of transmission so hygiene must be judiciously implemented.



WET
hands with clean running water, turn off the tap and apply soap.

LATHER
the back of hands, between fingers and under nails.

SCRUB
for at least 20 seconds.

RINSE
hands well under clean running water.

DRY
hands using a clean towel or air dryer. If available, use a towel to turn off tap.

IF SOAP AND WATER ARE NOT AVAILABLE,
use an alcohol-based hand sanitizer.

- Use sufficient product to wet entire hand.
- Rub onto all surfaces of the hands for 30 seconds.
- Let air dry. DO NOT RINSE.

FREQUENCY OF HAND HYGIENE

When should I wash my hands?

- After blowing nose, coughing or sneezing
- After using the restroom
- Before, during and after food preparation
- Before eating
- After contact with animals or pets
- Before and after cleaning and disinfection
- After contact with high-touch surfaces in the hotel
- After removing PPE
- Before and after providing routine care for a guest who needs assistance
- When they appear dirty

Employer Responsibility:

- Ensures availability of hand soap and hand sanitizer.
- Trains and reinforces proper hand hygiene.

ENSURE ENVIRONMENTAL HYGIENE

THE “NEW” NORMAL

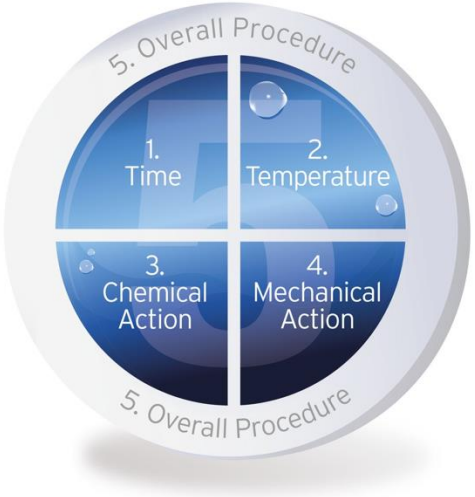
Enhanced cleaning and disinfection for your operation

As your partner in sanitation, ProGuard prides itself on establishing best practices for cleaning throughout your operation. Now more than ever, it is critical that employees understand and explicitly follow proper cleaning and disinfection procedures.

Consider:

- Selecting the proper solution(s) for the job (i.e., product, tool and application method)
- The importance of contact time to achieve disinfection
- Increasing frequency of cleaning and disinfection as infection risk, foot traffic and soil load increases
- Increased awareness of safety considerations (disposable PPE, etc.)

The following guidance reinforces the importance of the **5 Factors of Clean, particularly overall procedures,** to ensure you can return to operation quickly and with piece of mind that you’ve done everything you can to protect your employees and guests.



DETERMINE FREQUENCY OF CLEANING AND DISINFECTION

As infection risk, foot traffic or soil load increase, frequency of cleaning and disinfection should also increase.

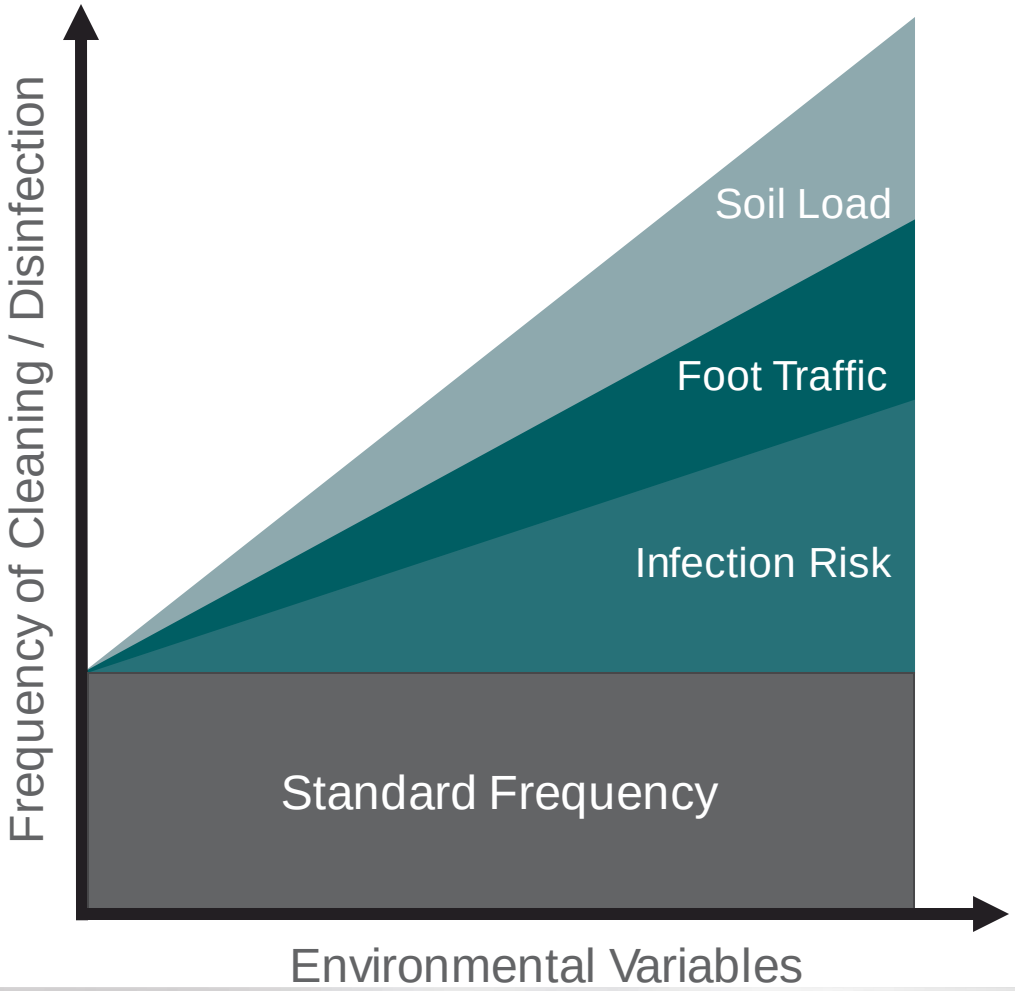
Many variables should be considered when determining frequency of cleaning and disinfection in each area of your operation including:

- Infection Risk
- Foot Traffic
- Soil Load

Other considerations (including but not limited to):

- Product Type
- Soil Type
- Surface Type

Frequency should be determined at the unit level and re-evaluated as environmental variables change.



ENSURE ENVIRONMENTAL HYGIENE

DISINFECTING NON-FOOD CONTACT SURFACES

1 PRE-CLEAN

Pre-clean visibly soiled areas by removing things such as food or dirt. For surfaces with no visible soil, no pre-cleaning is required.

2 DISINFECT

Use an EPA registered disinfectant approved for use against SARS-CoV-2 (the virus that causes COVID-19). Refer to the product label for directions for use.

3 WAIT

Allow the surface to remain wet for the time indicated in the directions for use on the product label.

4 DRY

Wipe the surface or allow to air dry.

Contact your ProGuard Representative or refer to EPA's List N: Disinfectants for use against SARS-CoV-2 for approved products.

ENSURE ENVIRONMENTAL HYGIENE

DISINFECTING FOOD CONTACT SURFACES DURING AN OUTBREAK

1 PRE-CLEAN

Pre-clean visibly soiled areas by removing things such as food or dirt. For surfaces with no visible soil, no pre-cleaning is required.

2 DISINFECT

Use an EPA registered disinfectant approved for use against SARS-CoV-2 (the virus that causes COVID-19). Refer to the product label for directions for use.

3 WAIT

Allow the surface to remain wet for the time indicated in the directions for use on the product label.

4 RINSE

Rinse the surface with potable water.

5 SANITIZE

Sanitize food contact surfaces using an EPA-approved food contact sanitizer according to label directions.

Contact your ProGuard Representative or refer to EPA's [List N: Disinfectants for use against SARS-CoV-2] for approved products.

CLEANING SOFT (POROUS) SURFACES

For soft-surfaces such as upholstered furniture, carpeted floor, rugs and drapes, etc.

Remove visible contamination (if present) and **clean the surface using soap and water** or with cleaners appropriate for use on these surfaces.* Ensure products are spot-tested in an inconspicuous location before application.

Launder items (if possible) according to the manufacturer's instructions. Ensure items are dried completely.

Vacuum as usual.

EMPLOYEE BREAKROOM

General Instructions

What products do you need?

- Multi-Purpose Disinfectant
- Food Contact Sanitizer
- Floor Cleaner
- Hand Soap
- Hand Sanitizer

What tools do you need?

Refillable spray bottles, trigger sprayers, sanitizer pail, microfiber cloths, putty knife, vacuum, dust pan/broom, mop/bucket, window scrubber/squeegee, 'Wet Floor' sign, gloves, PPE

Specific touchpoints

- Doorknobs
- Public phones
- Public computers
- Light switches
- Chair armrests
- Faucet
- Cupboard/drawer handles
- Refrigerator and microwave handles
- Tables

Cleaning & Disinfection Frequency _____

Inspection Frequency _____

Responsible _____

Required PPE* _____

*in addition to any required by SDS

To help protect against COVID-19, ensure treated surfaces remain wet for contact time indicated on product label.

**Refer to product label for use directions*

EMPLOYEE BREAKROOM

General Instructions

Cleaning and disinfection guidelines

*Refer to product labels for complete directions for use.

1. Wearing gloves, pick up debris from countertops, tables and floor.
2. Empty trash cans and recycling bins making sure to securely tie-off full bags for transport. Clean and disinfect the outside of trash cans using **multi-purpose disinfectant**. Replace liners.
3. Disinfect all hard, non-porous surfaces including countertops, refrigerator/cupboard handles and doorknobs with **multi-purpose disinfectant**. Pay special attention to high-touch surfaces and ensure properly wetted. **Ensure treated surfaces remain wet for contact time indicated on product label.**
4. Clean and disinfect inside/outside of microwave and outside of coffee maker using **multi-purpose disinfectant**.
5. Ensure food contact surfaces such as tables are rinsed with potable water and sanitized with **food contact sanitizer**. Allow for complete dwell time and do not wipe.
6. Restock paper products and **hand soap/hand sanitizer** dispensers as needed. Disinfect exterior of dispensers with **multi-purpose disinfectant** (including pump).
7. Place 'Wet Floor' sign at entrance. Vacuum carpet and vacuum or sweep then mop hard-surfaced floors with **floor cleaner** (tile, wood or LVT).
8. Inspect work.

Specific touchpoints

Food Contact: Tables, food prep surfaces, eating utensils, dishes, etc.
Non-Food Contact: Doorknobs, light switches, faucets, cupboard and drawer handles, public phones and computers, chair armrests, etc.

PUBLIC AREAS

General Instructions

What products do you need?

- Multi-Purpose Disinfectant
- Food Contact Sanitizer
- Glass Cleaner
- Floor Cleaner
- Stainless Steel Cleaner
- Disinfectant Wipes
- Hand Sanitizer

What tools do you need?

Refillable spray bottles, trigger sprayers, sanitizer pail, microfiber cloths, putty knife, vacuum, dust pan/broom, mop/bucket, window scrubber/squeegee, 'Wet Floor' sign, high-duster, gloves, PPE

Specific touchpoints

- Doorknobs/push plates
- Host stand
- Public phones
- Public computers
- Light switches
- Chair armrests

Cleaning & Disinfection Frequency _____

Inspection Frequency _____

Responsible _____

Required PPE* _____

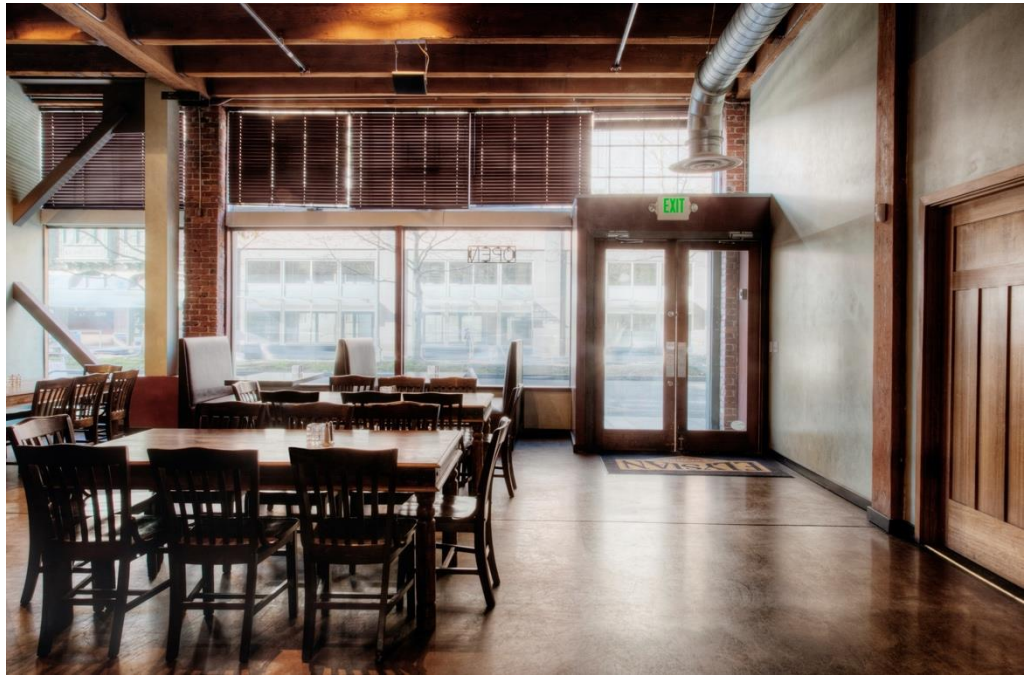
*in addition to any required by SDS

To help protect against COVID-19, ensure treated surfaces remain wet for contact time indicated on product label.

**Refer to product label for use directions*

PUBLIC AREAS

Entrance and Hallways



Cleaning and disinfection guidelines

*Refer to product labels for complete directions for use.

1. Place 'Wet Floor' sign.
2. Pick up debris and remove gum from floor with putty knife or blunt-edged tool.
3. Empty trash cans and recycling bins making sure to securely tie-off full bags for transport. Clean and disinfect the outside of trash cans using **multi-purpose disinfectant**. Replace liners.
4. Clean and disinfect all hard, non-porous surfaces focusing on high-touch surfaces using a **multi-purpose disinfectant**. **Ensure treated surfaces remain wet for contact time indicated on product label.**
5. Clean glass and windows using **multi-purpose disinfectant** or **glass cleaner** and a fresh microfiber or squeegee to ensure a streak-free finish.
6. Refill **hand sanitizer** and **disinfectant wipe** dispensers as needed. Disinfect dispensers and nearby walls using **multi-purpose disinfectant**.
7. Vacuum carpet/entrance mats and vacuum or sweep then mop hard-surfaced floors with **floor cleaner** (tile/wood/LVT) as needed.
8. Inspect for quality.

Specific touchpoints

Doorknobs/push plates, elevator buttons, light switches, luggage carts, water fountain push plate, reception/concierge counters, bellhop stand, public phones and computers, chair armrests, end tables, etc.

PUBLIC AREAS

Meeting Rooms and Offices

Cleaning and disinfection guidelines

*Refer to product labels for complete directions for use.

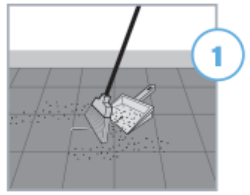
1. Pick up debris and remove gum from floor with putty knife or blunt-edged tool.
2. Empty trash cans and recycling bins making sure to securely tie-off full bags for transport. Clean and disinfect the outside of trash cans using **multi-purpose disinfectant**. Replace liners.
3. Dust file cabinets and bookshelves as needed.
4. Clean and disinfect all hard, non-porous surfaces focusing on high-touch surfaces using a **multi-purpose disinfectant**. **Ensure treated surfaces remain wet for contact time indicated on product label.** For electronics, spray cloth and wipe surface.
5. Vacuum carpet/rugs and vacuum or sweep then mop hard-surfaced floors with **floor cleaner** (tile/wood/LVT) as needed.
6. Inspect for quality.

Specific touchpoints

Doorknobs/push plates, light switches, public phones and computers, desks/tables and chairs including armrests, coffee and beverage stations, etc.

PUBLIC AREAS

Floor Care – Mopping



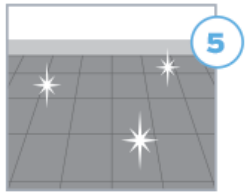
Clear floor of all movable items including rugs and floor mats. Wipe up spills and sweep entire floor to remove loose soil and debris.

STOP Put out 'Wet Floor' sign.

Fill mop bucket with 4–5 gallons of water. Add **floor cleaner** as specified on product label.

To prevent streaking from dirty kitchen mops, use a dedicated cotton or synthetic mop for public areas. Dip mop into the cleaning solution and wring out well before applying to floor. Use damp mop only. Do not over-wet floor.

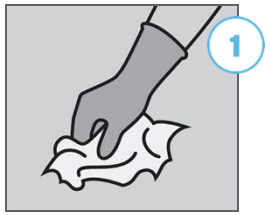
Mop in 'figure 8' pattern with overlaps. Flip mop when first side is soiled. Rinse when both sides are soiled. Continue mopping until entire floor is clean. Change solution when soiled.



Mop or squeegee solution toward drain. Allow floor to air dry. Thoroughly clean and store all equipment after use (i.e., hang mop to store, empty dirty cleaning solution into mop sink).

PUBLIC AREAS

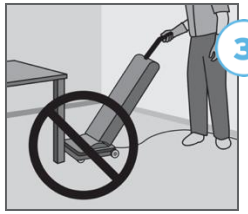
Carpet Care – Vacuuming



1 Wearing gloves, pick up debris.

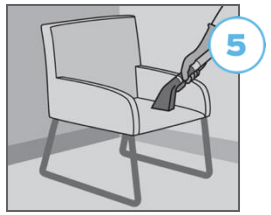
2 Vacuum main areas.

Note: Do not use vacuums with frayed power cords.

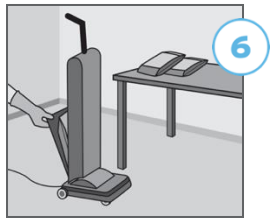


3 Vacuum under trash cans and furniture. Avoid bumping furniture legs.

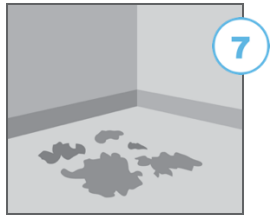
4 Vacuum walk-off mats and clean underneath.



5 Spot vacuum furniture and use attachments to clean corners and baseboards.



6 Replace vacuum bag when 2/3 full. Ensure proper disposal of full bag.



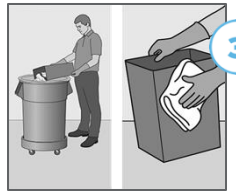
7 Report spots and stains to supervisor.

PUBLIC AREAS

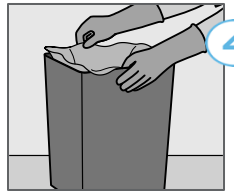
Trash and Recycling Collection

1 Wear protective gloves. Line trash can and recycling bins with appropriate size bag.

2 Pick up debris. Keep containers nearby to avoid blocking hallways.



3 Empty trash cans and recycling bins making sure to securely tie-off full bags for transport. Clean and disinfect outside of trash cans using **multi-purpose disinfectant**.



4 Replace liner if perishable items enclosed such as food or liquid.

5 Empty trash can and recycling bin in main dumpster area.

PUBLIC AREAS

Loading Dock / Receiving Area

Cleaning and disinfection guidelines

*Refer to product labels for complete directions for use.

1. Place 'Wet Floor' sign.
2. Pick up debris and remove gum from floor with putty knife or blunt-edged tool.
3. Empty trash cans and recycling bins making sure to securely tie-off full bags for transport. Clean and disinfect the outside of trash cans using **multi-purpose disinfectant**. Replace liners.
4. Clean and disinfect all hard, non-porous surfaces focusing on high-touch surfaces using a **multi-purpose disinfectant**. **Ensure treated surfaces remain wet for contact time indicated on product label.**
5. Clean any glass or windows using **multi-purpose disinfectant** or **glass cleaner** and a fresh microfiber or squeegee to ensure a streak-free finish.
6. Refill **hand sanitizer** and **disinfectant wipe** dispensers as needed. Disinfect dispensers and nearby walls using **multi-purpose disinfectant**.
7. Vacuum carpet/entrance mats and vacuum or sweep then mop hard-surfaced floors with **floor cleaner** (tile/wood/LVT) as needed.

Specific touchpoints

Doorknobs/push plates, elevator buttons, light switches, carts, trash lids/handles, handrails, operating equipment, steering wheels, dolly handles, etc.

ENSURE ENVIRONMENTAL HYGIENE

Establish routine cleaning and disinfection inspections in Public Areas…

	Evaluation		Notes
	OK	Needs Attn.	
Floors:			
• Debris-free (e.g., trash, gum, etc.) and vacuumed	☐	☐	_____
• Sanitary seam/grout lines	☐	☐	_____
• Streaks or stickiness	☐	☐	_____
Walls and Ceiling:			
• Visual cleanliness	☐	☐	_____
• Surface cracks	☐	☐	_____
• Paint condition	☐	☐	_____
Furniture and Furnishings:			
• Debris and dust-free	☐	☐	_____
• Hand sanitizer/wipes replenished	☐	☐	_____
• Maintenance of specialty surfaces (wood, marble)	☐	☐	_____

	Evaluation		Notes
	OK	Needs Attn.	
Glass and mirrors:			
• Clean and streak-free	☐	☐	_____
Malodors:			
• Musty, smokey, or unpleasant	☐	☐	_____
Other:	☐	☐	_____
• _____	☐	☐	_____
• _____	☐	☐	_____
• _____	☐	☐	_____
• _____	☐	☐	_____
• _____	☐	☐	_____
• _____	☐	☐	_____
• _____	☐	☐	_____
• _____	☐	☐	_____
• _____	☐	☐	_____
• _____	☐	☐	_____
• _____	☐	☐	_____

FOODSERVICE: FRONT OF HOUSE

General Instructions

What products do you need?

- Multi-Purpose Disinfectant
- Glass Cleaner
- Food Contact Sanitizer
- Manual Detergent

What tools do you need?

Refillable spray bottles, trigger sprayers, microfiber cloths, detergent and sanitizer pails, non-abrasive scrub pad, putty knife, vacuum, dust pan/broom, mop/bucket, window scrubber/squeegee, 'Wet Floor' sign, PPE

Specific touchpoints

- Dining tables
- Buffet/salad bar
- Beverage stations
- Doorknobs
- Push plates
- Light switches
- Menus
- Bill holders
- Faucets
- Cupboards/drawer handles
- Thresholds and hand railings
- Chairs and booths
- Trash receptacle touch points
- Order kiosks
- Hostess Stand

Cleaning & Disinfection Frequency _____

Inspection Frequency _____

Responsible _____

Required PPE* _____

*in addition to any required by SDS

Tip: To help protect against COVID-19, ensure treated surfaces remain wet for contact time indicated on product label.

**Refer to product label for use directions*

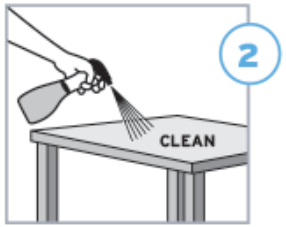
FOODSERVICE: FRONT OF HOUSE

Tabletops / Countertops

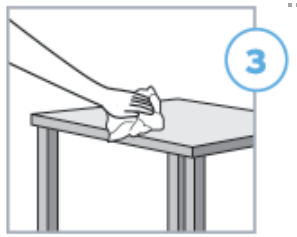
NOTE: Any food contact surfaces that have been disinfected must be thoroughly rinsed with potable water and sanitized using a food contact sanitizer.

After customers leave, clear tabletops and counters of all dishware, food debris and other items.

NOTE: During a high-risk/outbreak scenario, a disinfection step may be added to tabletop/countertop and the outside of condiment containers using **multi-purpose disinfectant**. A potable water rinse and sanitization using a **food contact sanitizer** is required post-disinfection. Refer to product label for required contact time.



Clean entire surface of tabletop/countertop (including edges) using **manual detergent**. Use with a clean cloth and bucket application (damp, wrung-out cloth) or spray bottle and clean cloth application (spray surface and wipe clean). Ensure gross food particles/soil are removed. Allow additional product dwell time for visibly soiled areas.



Rinse with potable water using a clean cloth and allow to air dry. Repeat on all food contact surfaces.

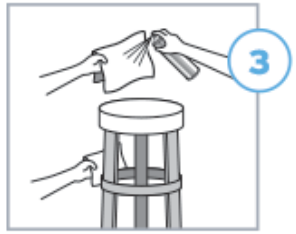
Sanitize tabletop/countertop using **food contact sanitizer** and either a clean cloth and pail application (damp, wrung-out cloth) or spray bottle application (spray surface, do not wipe dry). **Ensure treated surfaces remain wet for contact time indicated on product label.** Allow to air dry before placing items on the surface or returning to use.

FOODSERVICE: FRONT OF HOUSE

Chairs, Stools, and Highchairs / Booster Seats

Pre-clean visibly soiled areas. Disinfect entire surface of chairs, stools and table legs using **multi-purpose disinfectant**. Pay special attention to high-touch areas such as backs/arms of chairs. Use either a clean cloth and bucket application (damp wrung-out cloth), or spray bottle and clean cloth application (spray surface and wipe clean).

Ensure treated surfaces remain wet for contact time indicated on product label. Use a non-abrasive scrub pad to loosen any dried-on food particles. Wipe dry using a soft, clean cloth.



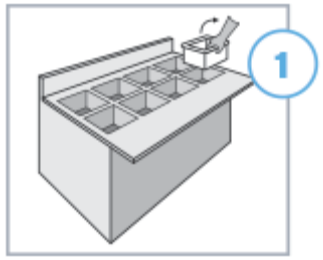
Rinse highchairs/booster seats with potable water and sanitize using **food contact sanitizer** and either a clean cloth and pail application (damp, wrung-out cloth) or spray bottle application (spray surface, do not wipe dry). **Ensure treated surfaces remain wet for contact time indicated on product label.** Allow to air dry before placing returning to use.

NOTE: Any food contact surfaces that have been disinfected must be thoroughly rinsed with potable water and sanitized using a food contact sanitizer.

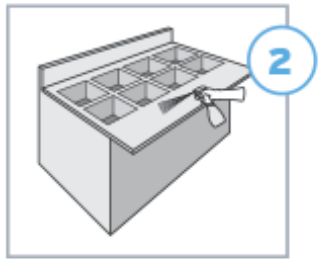
FOODSERVICE: FRONT OF HOUSE

Buffets / Salad Bars

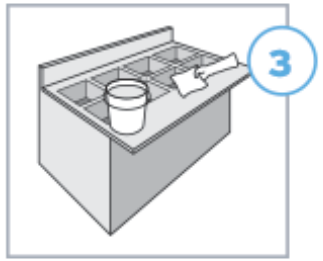
NOTE: Any food contact surfaces that have been disinfected must be thoroughly rinsed with potable water and sanitized using a food contact sanitizer.



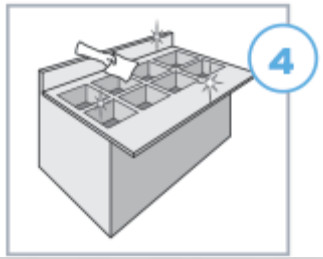
Remove or cover any exposed food items to avoid potential for contamination.



Disinfect all non-food contact surfaces including sneeze guards, railings, tables using a **multi-purpose disinfectant. Ensure treated surfaces remain wet for contact time indicated on product label.** Wipe or allow to air dry.



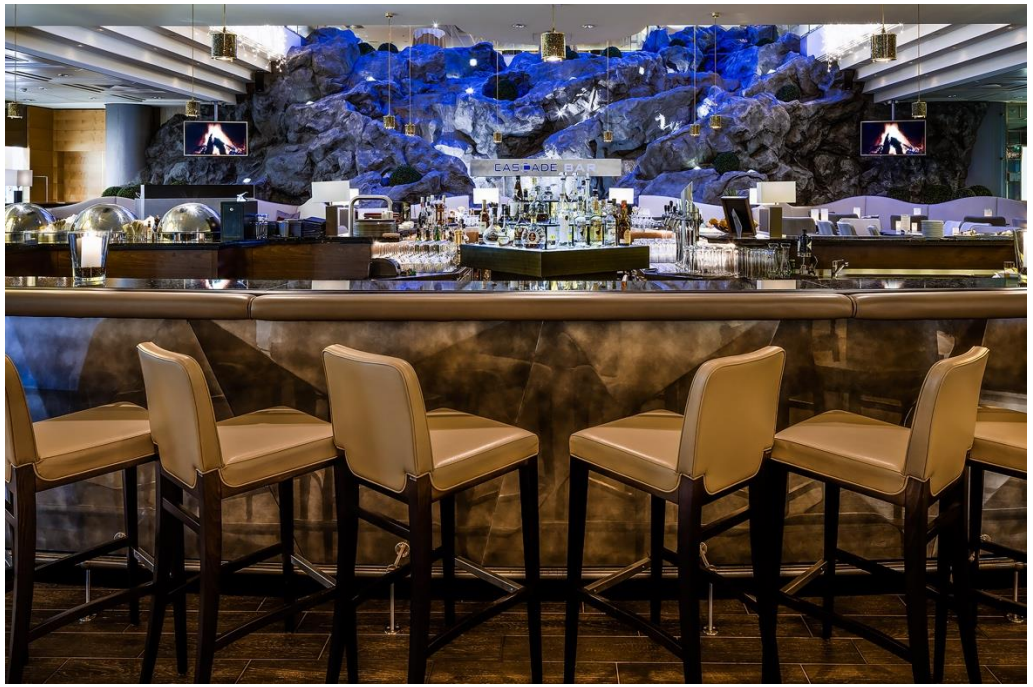
For any food contact surfaces (excluding food containers), rinse with fresh water and sanitize using a **food contact sanitizer**. **Ensure treated surfaces remain wet for contact time indicated on product label.** When a food container is empty, remove it and put through dishmachine.



Consider changing out utensils frequently and limit the number of guests allowed at the buffet/salad bar simultaneously. Once the area has been properly cleaned, sanitized, and/or disinfected, return or uncover food and resume operation.

FOODSERVICE: FRONT OF HOUSE

Bars / Lounges



NOTE: Any food contact surfaces that have been disinfected must be thoroughly rinsed with potable water and sanitized using a food contact sanitizer.

Cleaning and disinfection guidelines

Food Contact Surfaces:

1. Clear tabletops and counters of dishware, food debris, and other items. During a high-risk/outbreak scenario, a disinfection step may be added using **multi-purpose disinfectant**. A potable water rinse and sanitization using a **food contact sanitizer** is required post-disinfection. Refer to product label for required contact time.
2. Pre-clean and sanitize food contact surfaces with either a clean cloth and pail application (damp, wrung-out cloth) or spray bottle application (spray surface, do not wipe dry). **Ensure treated surfaces remain wet for contact time indicated on product label.** Allow to air dry before placing items on the surface or returning objects to use.

Non-Food Contact Surfaces:

1. Empty trash cans and recycling bins making sure to securely tie-off full bags for transport. Clean and disinfect the outside of trash cans using **multi-purpose disinfectant**. Replace liners.
2. Pre-clean visibly soiled areas.
3. Disinfect all hard, non-porous surfaces focusing on high-touch surfaces using **multi-purpose disinfectant**. **Ensure treated surfaces remain wet for contact time indicated on product label.** For electronics, spray cloth and wipe surface.
4. Clean glass and windows using **multi-purpose disinfectant** or **glass cleaner** and a fresh microfiber or squeegee to ensure a streak-free finish.
5. Vacuum carpet and vacuum or sweep then mop hard-surfaced floors with **floor cleaner** (tile/wood/LVT/walk-off mats) as needed.
6. Inspect for quality.

Specific touchpoints

Food Contact: Bar tabletops and counters, food and drink prep surfaces/tools, glasses, utensils, dishes, fountain soda gun nozzles, liquor pourers, etc.

Non-Food Contact: Doorknobs and cooler handles, light switches, beverage station, chairs, fountain soda gun handle, remote controls, cash register, etc.

ENSURE ENVIRONMENTAL HYGIENE

Establish routine cleaning and disinfection inspections in the Front of House…

	Evaluation		Notes
	OK	Needs Attn.	
Floors:			
• Debris-free (e.g., trash, gum, etc.) and vacuumed	☐	☐	_____
• Sanitary seam/grout lines	☐	☐	_____
• Streaks or stickiness	☐	☐	_____
Walls and Ceiling:			
• Visual cleanliness	☐	☐	_____
• Surface cracks	☐	☐	_____
• Paint condition	☐	☐	_____
Furniture and Furnishings:			
• Debris and dust-free	☐	☐	_____
• Hand sanitizer replenished	☐	☐	_____
• Maintenance of specialty surfaces (wood, marble)	☐	☐	_____

	Evaluation		Notes
	OK	Needs Attn.	
Glass and mirrors:			
• Clean and streak-free	☐	☐	_____
Malodors:			
• Musty, smokey, or unpleasant	☐	☐	_____
Other:			
• _____	☐	☐	_____
• _____	☐	☐	_____
• _____	☐	☐	_____
• _____	☐	☐	_____
• _____	☐	☐	_____
• _____	☐	☐	_____
• _____	☐	☐	_____
• _____	☐	☐	_____
• _____	☐	☐	_____
• _____	☐	☐	_____
• _____	☐	☐	_____

FOODSERVICE: BACK OF HOUSE

General instructions

What products do you need?

- Multi-Purpose Disinfectant
- Food Contact Sanitizer
- Manual Detergent
- Machine Detergent
- Machine Sanitizer
- Rinse Additive
- Presoak
- Degreaser
- Stainless Steel Cleaner
- Freezer Cleaner

What tools do you need?

Refillable spray bottles, trigger sprayers, microfiber cloths, nylon brush, dishmachine, putty knife, vacuum, dust pan/broom, mop/bucket, window scrubber/squeegee, toothpick, 'Wet Floor' sign, PPE

Specific touchpoints

- ***Food Contact:***
- Counters/food-prep surfaces
- Tables
- Sinks
- Food Storage Equipment
- Thermometers
- Beverage stations

- ***Non-Food Contact:***
- Buttons on equipment (i.e., bump pads and controls)
- Light switches
- Faucets
- Cupboards/drawer handles
- Hand Soap/Sanitizer dispenser
- Towel dispenser
- Labeling system keypad

Cleaning & Disinfection Frequency _____

Inspection Frequency _____

Responsible _____

Required PPE* _____

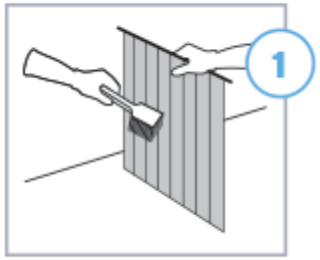
*in addition to any required by SDS

To help protect against COVID-19, ensure treated surfaces remain wet for contact time indicated on product label.

**Refer to product label for use directions*

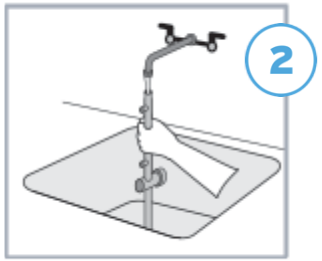
FOODSERVICE: BACK OF HOUSE

Dishmachine – Readying for Operation

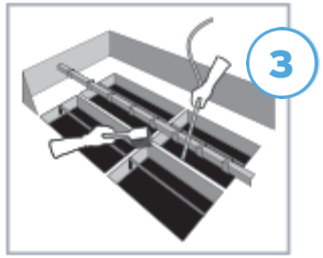


STOP Turn off and drain dishmachine.

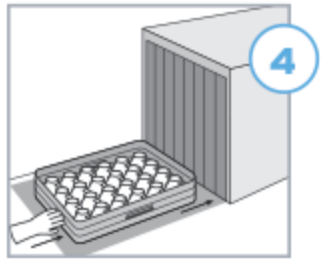
Check drain for blockage and clear if needed. Remove scrap accumulation trays/pump intake screen and flush under running water. Scrub parts clean (if necessary) using brush and **manual detergent**. Insert parts back into dishmachine.



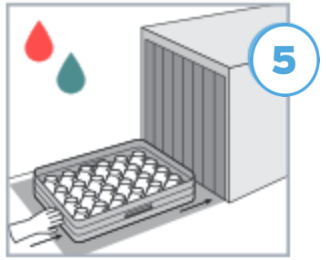
Unscrew wash arms and end caps. Flush under running water. Clean nozzles with toothpick. Remove soil inside the pre-wash and wash tank area of dishmachine using a brush, water and **manual detergent**. Insert parts back into dishmachine.



Ensure **machine detergent** and **rinse additive** are connected to appropriate dispensers. If the machine also utilizes a **chemical sanitizer**, check the expiration date and consider replacing the product if expired.



Power on dishmachine and allow wash tank to fill and reach appropriate temperature (unless it is a dump-and-fill machine). Check the data plate on the machine for temperature requirements.



Run a rack through dishmachine

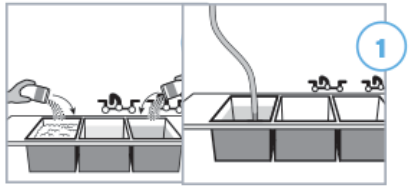
For high temperature machines: Ensure the rinse water temperature reaches at least 180°F.

For low temperature machines: Test the chemical sanitizer level with test strips on residual water (50-100 ppm chlorine).

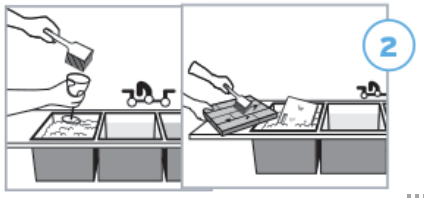
NOTE: Soft water will reduce scale buildup on equipment and improve results for one-pass warewashing. Contact your ProGuard rep to learn more about softening solutions for your dishmachine/entire kitchen and with any additional dishmachine questions.

FOODSERVICE: BACK OF HOUSE

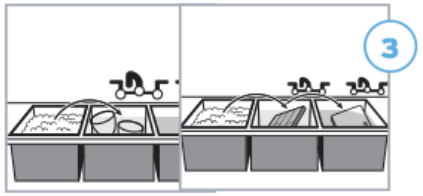
Manual Warewashing



Set up 3-compartment sink with **manual detergent** solution in the first sink, warm rinse water in the second sink and **food contact sanitizer** solution in the third sink. Follow product label for correct use dilutions.

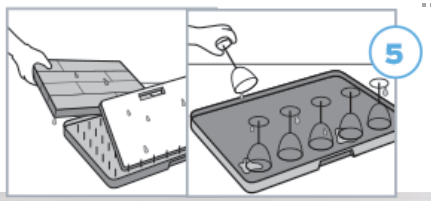


Place ware or other food contact items (i.e., cutting boards) in detergent sink, soak as needed, and scrub off any remaining soil or stains with nylon brush.



Submerge ware or other food contact items in rinse water.

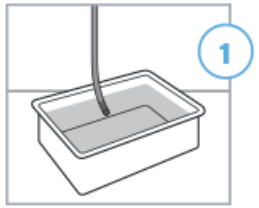
Submerge ware or other food contact items in **sanitizer** sink for one minute, or as specified by product label and/or local guidelines.



Place sanitized items on rack or drain board to air dry. Do not wipe or rinse.

FOODSERVICE: BACK OF HOUSE

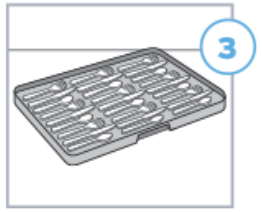
Flatware



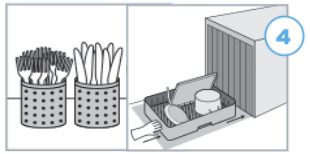
Fill presoak tub or bus pan with **presoak** solution as specified by the product label.

NOTE: Change presoak solution when water cools or is dirty and ensure tub holding soiled ware is properly sanitized after use.

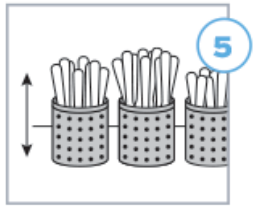
Sort dirty flatware and place into **presoak** solution. Ensure flatware is completely submerged. Soak for a minimum of 20–30 minutes.



Remove flatware and place in a single layer on an open rack. Rinse off excess food soil.



Sort flatware and transfer from open rack to baskets. Do not overload. Run through dishmachine wash cycle with handles down.



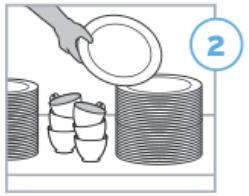
Shake off excess water and allow to cool down while air drying. Transfer to empty basket and store flatware with handles up. Do not touch eating ends of flatware. Consider covering clean ware to ensure it remains sanitary.

NOTE: Soft water will reduce scale buildup on equipment and improve results for one-pass warewashing. Contact your ProGuard rep to learn more about softening solutions for your dishmachine or entire kitchen.

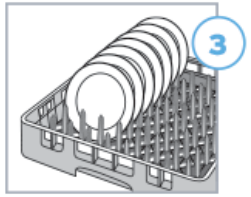
FOODSERVICE: BACK OF HOUSE

Plates and Tableware

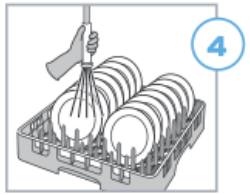
When sorting soiled wares, place flatware in separate bus pan or open rack. Dump liquid from glasses/cups and place on suitable racks. Remove excess food from tableware (plates, bowls and saucers) by hand-scraping into garbage.



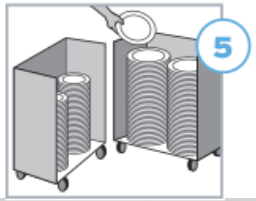
After hand-scraping wares, sort and stack the same type and size dishes together.



Load the same type and size dishes into racks. When multiple types or sizes are loaded on same rack, place smaller items in front so dishmachine spray is not blocked.



Manually spray loaded rack with hot water (min. 110°F) to remove loosened food. Wash in dishmachine with **machine detergent**. Use **rinse additive** for spotless ware. When chemical sanitization is required, use **machine sanitizer.**



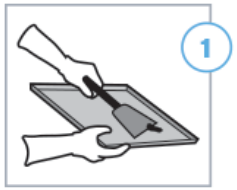
Stack clean dishes in dish dolly ensuring only one dish size is stacked in each compartment. When dolly is completely loaded, store in dedicated area and cover to ensure ware remains sanitary.

NOTE: Soft water will reduce scale buildup on equipment and improve results for one-pass warewashing. Contact your ProGuard rep to learn more about softening solutions for your dishmachine or entire kitchen.

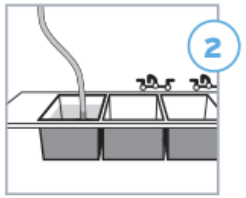
FOODSERVICE: BACK OF HOUSE

Prepware: Pots, Pans and Cookware

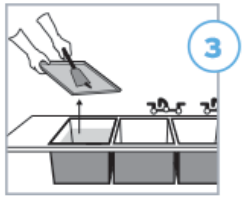
NOTE: Soft water will reduce scale buildup on equipment and improve results for one-pass warewashing. Contact your ProGuard rep to learn more about softening solutions for your dishmachine or entire kitchen.



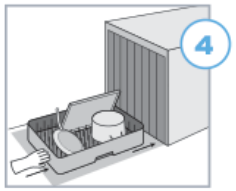
Remove excess food by hand-scraping ware. Rinse off any loosened food particles in pre-scrap sink.



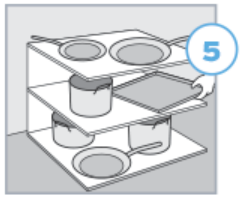
Fill the sink with **presoak** solution as specified by the product label. Completely submerge baked-on ware for 15–20 minutes depending on soil level.



Remove ware from soak solution. Scrape loosened soil with a nylon brush to discard.



Sort ware and place in racks. Wash in dishmachine with **machine detergent.** When chemical sanitization is required, use **machine sanitizer.**



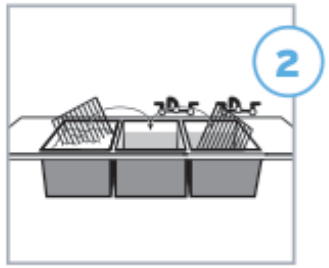
When cycle is complete, remove racks and allow ware to air dry. Stack in dedicated storage area when dry. Consider covering clean ware to ensure it remains sanitary.

FOODSERVICE: BACK OF HOUSE

Reach-In Refrigerator and Freezer

Remove all food containers and place in temporary refrigerated storage. Remove shelving, brackets, etc.

NOTE: Freezer temperature must be raised above freezing (32°F/0°C) before cleaning.



Wash, rinse and sanitize all removed parts using either machine or manual methods.

Clean interior of unit with **manual detergent**. Scrub built-up deposits with nylon brush or scraper. Rinse well with potable water.

Spray surface with **food contact sanitizer** and allow to air dry.

NOTE: Pour sanitizing product (per label directions) into drain trough to prevent development of mold and odor-producing bacteria.

Return unit to proper temperature. Use a **multi-purpose disinfectant** for the exterior, ensuring proper disinfection of high-touch, non-food contact areas like handle. If needed, use **stainless steel cleaner** and a clean, soft cloth to shine exterior.

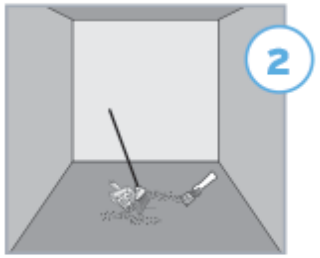
FOODSERVICE: BACK OF HOUSE

Walk-In Refrigerator and Freezer

Remove all unpacked foods and food packaging from area. Clear floor of all movable items including floor mats.

STOP Turn off recirculation fan.

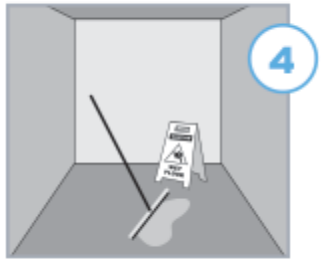
NOTE: If using a product other than **freezer cleaner**, all food must be removed and freezer temperature must be raised above freezing (32°F/0°C) before cleaning.



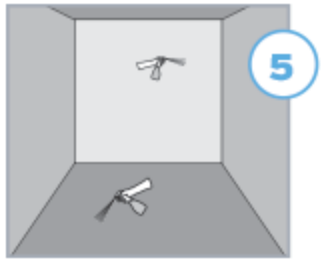
Wipe up spills and sweep away any loose soil and debris. Use a scraper or abrasive pad to remove built-up deposits.

STOP Put out 'Wet Floor' sign.

Apply **freezer cleaner** or **manual detergent** directly to floor, walls and shelving using a mop, sponge or sprayer. Soak for time specified on product label relative to the amount of soil and ice present. Mop to loosen and remove soil.



Dry mop or squeegee to remove excess liquid and wipe with dry cloth, as needed, to aid drying. A wet vacuum may also be used. When dry, replace unpacked foods and food packaging and turn on recirculation fan.

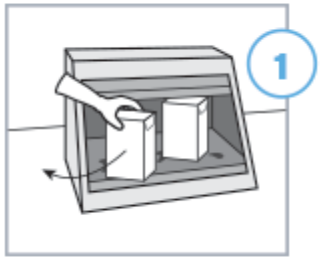


After cleaning, sanitize with **food contact sanitizer** as specified on product label. Allow to air dry. Do not rinse.

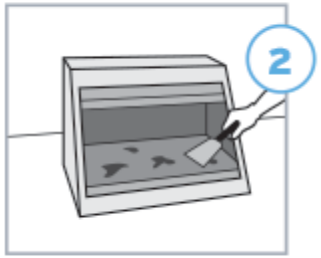
Ensure freezer handle is properly disinfected using a **multi-purpose disinfectant**.

FOODSERVICE: BACK OF HOUSE

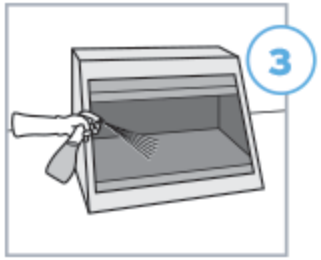
Dry Storage



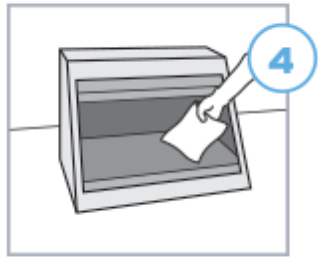
Remove food from container and store in dry area away from chemicals.



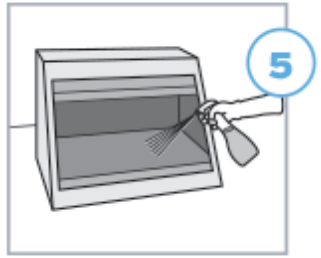
If container must be dry cleaned, scrape off any adhered soil. Brush or vacuum out. If container can be wet cleaned, pre-clean by removing loose, visible soil.



For wet cleaning, spray container with **manual detergent**. If soil on surface is greasy, use **degreaser** as specified on product label.



Allow cleaning solution to penetrate soils. Use a non-abrasive scrub pad or paper towel to loosen any remaining food particles and wipe clean. Allow surface to dry completely.

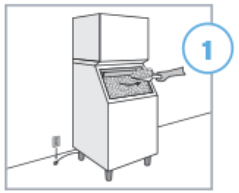


For both wet and dry clean, spray surface with **food contact sanitizer** and allow to air dry.

Ensure container handle is properly disinfected using a **multi-purpose disinfectant**.

FOODSERVICE: BACK OF HOUSE

Ice Machines



Unplug the machine. Remove and discard all ice. Replace water filter if the ice machine has been shut down for more than 4 weeks.

Clean interior of unit with **manual detergent.** Give special attention to the bottom, corners, doors, gaskets, hinges and latches. Scrub built-up deposits with nylon brush or scraper.

Rinse well with clean water.

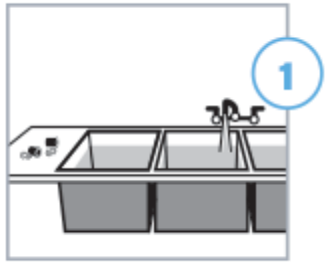
Spray interior surfaces, scoop and interior of door with **food contact sanitizer** as specified by the product label. Allow to dry. Do not rinse.

Clean / disinfect exterior especially high-touch areas like handle with **multi-purpose disinfectant**. If needed, use **stainless steel cleaner** and a clean, soft cloth to shine exterior. Plug in machine and fill with fresh ice.

NOTE: This procedure is only for the ice bins. For ice maker cleaning, please refer to instructions in the OEM manual.

FOODSERVICE: BACK OF HOUSE

Beverage Machine

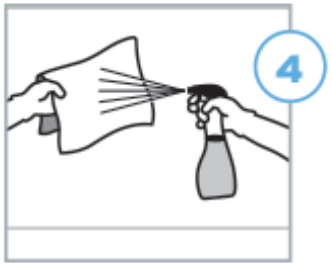


Remove mixing nozzles, diffusers and cup rest from machine and thoroughly clean and sanitize using the manual or machine procedures.

NOTE: For machine method, use a rack designed for small items.

To clean ice bin (if present): Remove and discard all ice. Clean interior of unit with **manual detergent.** Allow to soak for at least 5 minutes. Drain the solution and rinse with fresh water.

To sanitize ice bin (if present): Sanitize interior of unit with **food contact sanitizer** and allow solution to soak per time specified by product label before draining. Allow to dry. Do not rinse.



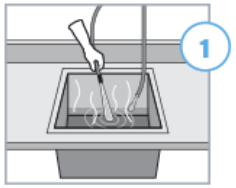
Clean / disinfect exterior and panel bottom (soda splash area) with **multi-purpose disinfectant**. If needed, use **stainless steel cleaner** and a clean, soft cloth to shine exterior.

NOTE: Pour hot water down drip pan to ensure proper drainage.

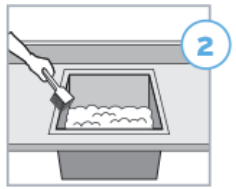
Spray exterior food contact surface area with **food contact sanitizer**. **Ensure treated surfaces remain wet for contact time indicated on product label.** Allow to air dry. Reinstall nozzles, diffusers and cup rest. Fill ice bin with fresh ice (if applicable).

FOODSERVICE: BACK OF HOUSE

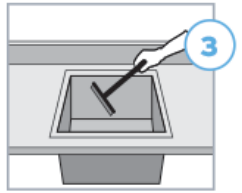
Stainless Steel Sink



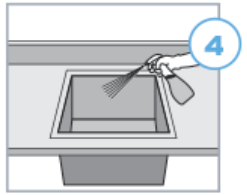
Fill all sinks to low level with hot water and **manual detergent.** For sinks with grease buildup and stubborn stains, use **degreaser.**



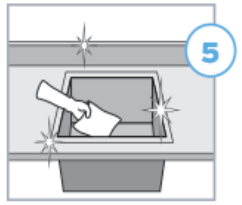
Scrub the inside and outside of all sinks, drain table, splash backs, and scrap baskets with a nylon brush and the detergent solution.



Drain and rinse all sinks. Squeegee water from all flat surfaces. Wipe exterior surfaces with a clean, dry cloth.



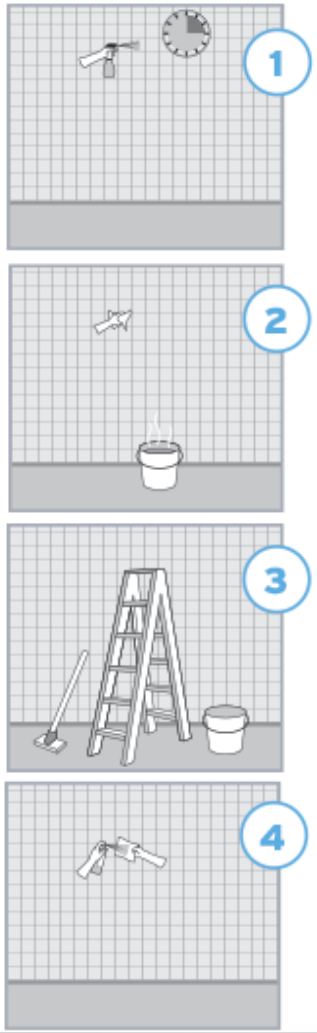
To sanitize, spray surfaces with **food contact sanitizer** solution as specified by the product label.



If needed, use **stainless steel cleaner** and a clean, soft cloth to shine exterior.

FOODSERVICE: BACK OF HOUSE

Walls



Remove all food items from surrounding area. Spray wall with **multi-purpose disinfectant** as specified on product label. If soil on surface is greasy, use **degreaser** . Areas with heavier soil, (i.e. around light switches by cooking areas), may require light scrubbing.

NOTE: Ensure cleaning solution does not drip onto food contact surfaces.

Using hot water in a bucket and a clean towel, rinse wall thoroughly. Wipe up any solution that may have dripped onto the floor. Change water and cleaning towel as needed.

Wipe wall with dry paper towel or clean cloth.

If needed, use **stainless steel cleaner** and a clean, soft cloth to shine exterior.

FOODSERVICE: BACK OF HOUSE

Storage/Delivery Cart and Dish Caddy

Pre-clean surfaces with **manual detergent**. If soil on surface is greasy, use **degreaser** as specified on product label.

Allow cleaning solution to penetrate soils. Use a non-abrasive scrub pad to loosen any dried-on particles.

Wipe surface of cart with dry paper towel or clean cloth. Be certain to clean all surfaces including cart legs.

Disinfect high-touch surfaces (i.e., handles) with **multi-purpose disinfectant**. **Ensure treated surfaces remain wet for contact time indicated on product label.** Wipe or allow to air dry.

ENSURE ENVIRONMENTAL HYGIENE

Establish routine cleaning and disinfection inspections in the Back of House…

	Evaluation		Notes
	OK	Needs Attn.	
Floors:			
• Debris-free (e.g., trash, gum, etc.)	☐	☐	_____
• Sanitary seam/grout lines	☐	☐	_____
• Streaks or stickiness	☐	☐	_____
Walls and Ceiling:			
• Visual cleanliness	☐	☐	_____
• Surface cracks	☐	☐	_____
• Paint condition	☐	☐	_____
Furniture and Furnishings:			
• Debris and dust-free	☐	☐	_____
• Hand soap and sanitizer replenished	☐	☐	_____
• Paper products replenished	☐	☐	_____
Glass and mirrors:			
• Clean and streak-free	☐	☐	_____

	Evaluation		Notes
	OK	Needs Attn.	
Surfaces:			
• Sinks soap scum, scale, streak, stain and mold/mildew-free	☐	☐	_____
• Handles/levers/knobs/faucets polished	☐	☐	_____
• Countertop debris-free and sanitary	☐	☐	_____
Malodors:			
• Musty, smokey, or unpleasant	☐	☐	_____
Other:			
• _____	☐	☐	_____
• _____	☐	☐	_____
• _____	☐	☐	_____
• _____	☐	☐	_____
• _____	☐	☐	_____
• _____	☐	☐	_____
• _____	☐	☐	_____

RESTROOMS

General Instructions

What products do you need?

- Multi-Purpose Disinfectant
- Bathroom Cleaner Disinfectant
- Toilet Bowl Cleaner
- Glass Cleaner
- Stainless Steel Cleaner
- Floor Cleaner Disinfectant
- Air Freshener
- Hand Soap

What tools do you need?

Refillable spray bottles, trigger sprayers, microfiber cloths, toilet brush, tongs, non-abrasive scrub pad, putty knife, vacuum, dust pan/broom, mop/bucket, window scrubber/squeegee, 'Wet Floor' sign, gloves, PPE

Specific touchpoints

- Doorknobs/push plates
- Towel dispenser handle
- Sink faucets
- Soap dispenser
- Stall door latch/locks
- Toilet/urinal flush lever
- Sanitary receptacle
- Baby changing station
- Sharps container

Cleaning & Disinfection Frequency _____

Inspection Frequency _____

Responsible _____

Required PPE* _____

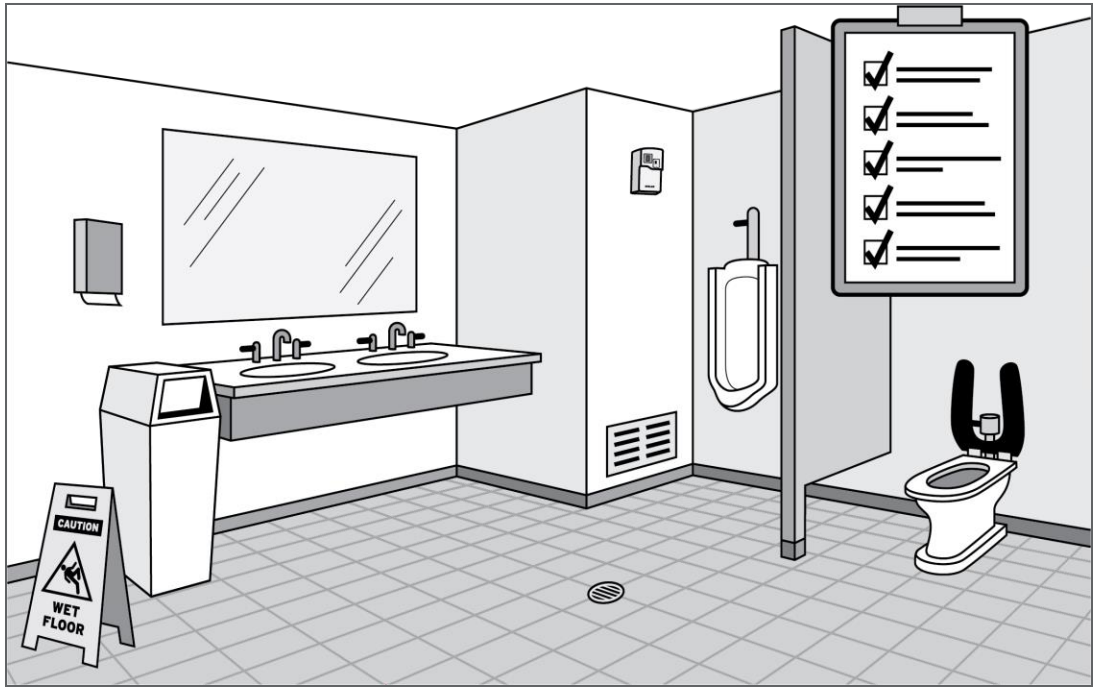
*in addition to any required by SDS

To help protect against COVID-19, ensure treated surfaces remain wet for contact time indicated on product label.

**Refer to product label for use directions*

RESTROOMS

General Instructions



NOTE: Scrub pads and microfiber cloths used to clean toilets and urinals should NOT be used on any other surfaces.

Cleaning and disinfection guidelines

*Refer to product labels for complete directions for use.

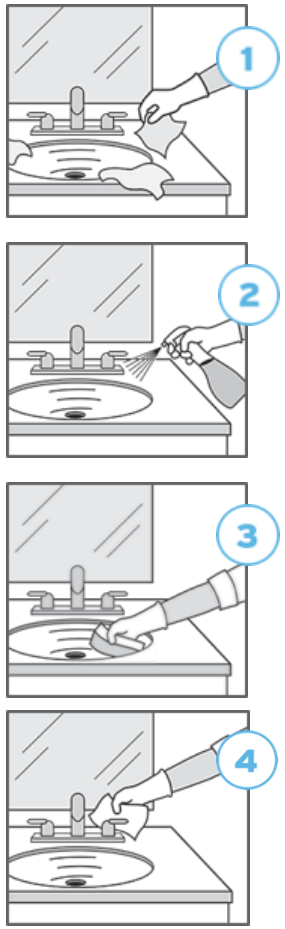
1. Place 'Wet Floor' sign at entrance.
2. Pick up debris and remove gum from floor with putty knife or blunt-edged tool.
3. Empty trash cans and recycling bins making sure to securely tie-off full bags for transport. Clean and disinfect the outside of trash cans using **multi-purpose disinfectant**. Replace liners.
4. Spray (and do not wipe) all hard, non-porous surfaces with **multi-purpose disinfectant** (toilets/urinals, sinks, countertops, and faucets). **Ensure treated surfaces remain wet for contact time indicated on product label.**
5. Clean glass and mirrors using **multi-purpose disinfectant** or **glass cleaner** and a fresh microfiber or squeegee and to ensure a streak-free finish.
6. Refill **air freshener**, **hand soap** and paper product dispensers as needed. Disinfect dispensers and nearby walls with **multi-purpose disinfectant**.
7. Scrub toilet and urinals with toilet brush.
8. Wipe all hard, non-porous including high-touch surfaces with microfiber after contact time indicated on **multi-purpose disinfectant** product label.
9. Vacuum or sweep then use mop hard-surfaced floors with **floor cleaner** (i.e. tile) as needed.
10. Inspect for quality.

Specific touchpoints

Door handles, light switches, stall lock/latch, toilet and urinal flush levers, faucets, hand soap and towel dispensers, hand dryers, changing station, sanitary hygiene receptacle, etc.

RESTROOMS

Countertops / Vanity and Sinks



Wear protective gloves. Pick up debris around sink.

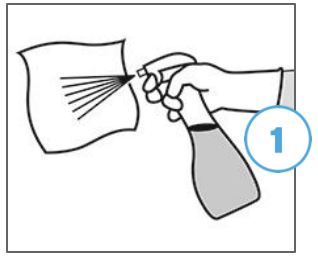
Spray sinks and countertops/vanity with **multi-purpose disinfectant.** Make certain to include all high-touch surfaces, such as faucets and soap/towel dispensers.

Allow solution to sit on surface for time indicated on product label. Scrub surfaces with a non-abrasive scrub pad or microfiber cloth.

Wipe surfaces with clean cloth or allow to air dry.

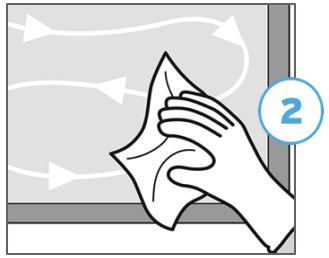
RESTROOMS

Mirrors and Glass Surfaces

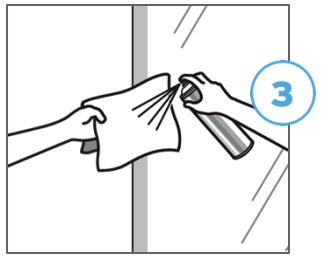


Spray **multi-purpose disinfectant** or **glass cleaner** onto a clean microfiber. DO NOT spray cleaning solution directly onto mirror.

NOTE: To minimize streaking, do not use cloths treated with fabric softener.



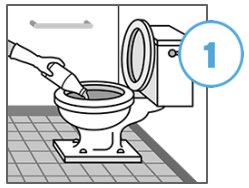
Beginning at top, wipe surface by moving cloth from left to right and flipping as necessary until surface is dry and streak-free. Alternatively, apply product with window scrubber and scrub top to bottom. Squeegee surface moving top to bottom, left to right.



If needed, apply **stainless steel cleaner** to clean, soft cloth and wipe stainless steel, brass or chrome exterior surfaces.

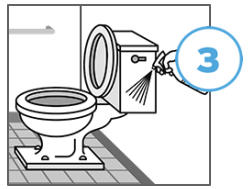
RESTROOMS

Toilets and Urinals



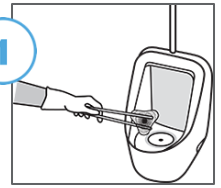
Wear protective gloves. Flush toilet. Remove water from bowl by forcing water over trap. Apply **toilet bowl cleaner, bathroom cleaner disinfectant** or **multi-purpose disinfectant** ensuring sufficient coverage around bowl and under rim.

Swab bowl completely using toilet brush to spread product. Let stand for time specified by product label to allow for disinfection, and flush.



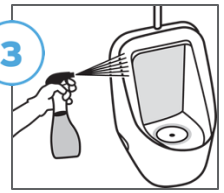
Spray exterior surface of toilet with **bathroom cleaner disinfectant** or **multi-purpose disinfectant.** Wipe with non-abrasive scrub pad or microfiber cloth. Let stand for time specified by product label to allow for disinfection. Wipe all surfaces dry with microfiber cloth.

Using tongs, remove urinal screen. Flush urinal. Apply **toilet bowl cleaner, bathroom cleaner disinfectant** or **multi-purpose disinfectant** ensuring sufficient coverage around bowl.



Swab bowl completely using toilet brush to spread product paying attention to under-lip and trap area. Let stand for time specified by product label to allow for disinfection, and flush.

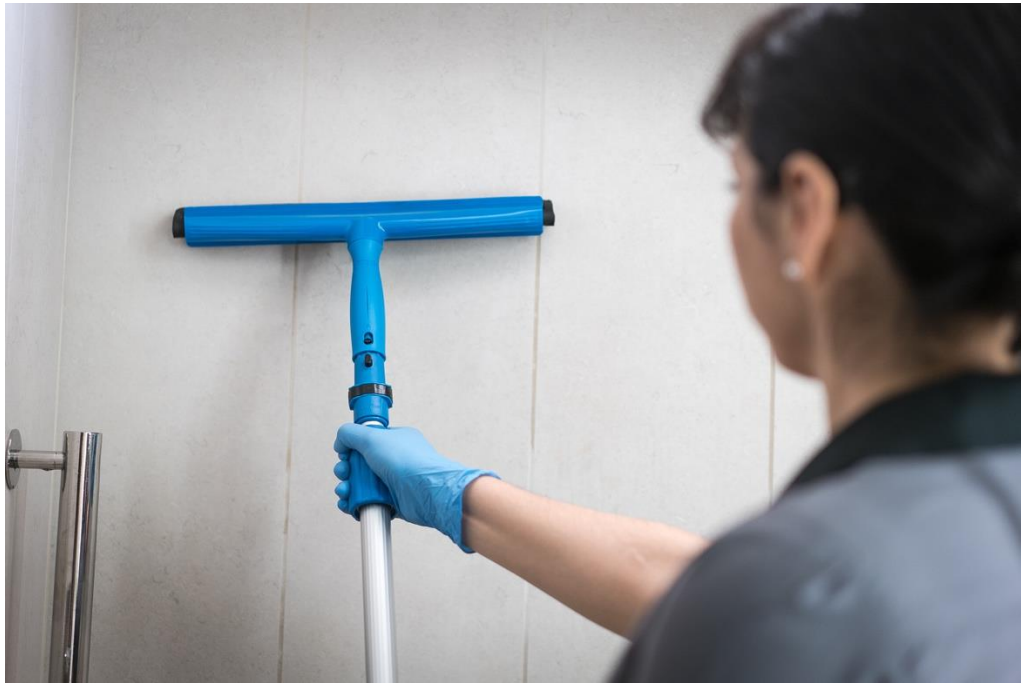
Spray exterior surface of urinal with **bathroom cleaner disinfectant** or **multi-purpose disinfectant.** Wipe with non-abrasive scrub pad or microfiber cloth. Let stand for time specified by product label to allow for disinfection. Wipe all surfaces dry with microfiber cloth. Replace urinal screen.

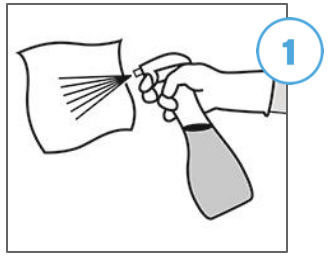


NOTE: Scrub pads and microfiber cloths used to clean toilets and urinals should NOT be used on any other surfaces.

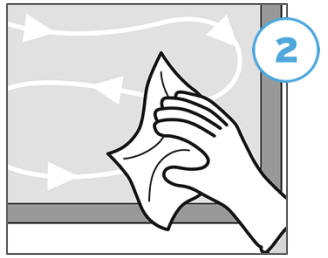
RESTROOMS

Partitions and Walls



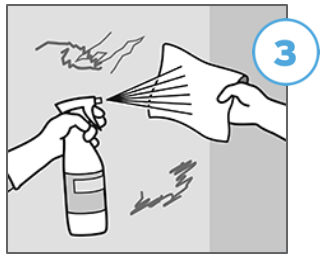


Spray **multi-purpose disinfectant** on microfiber cloth and wipe stall partitions, doors, latches/locks other high-touch surfaces. Allow proper dwell time per product label to ensure disinfection.



Respray **multi-purpose disinfectant** onto cloth as needed. Spot clean high-touch surfaces ensuring they remain wet for complete contact time indicated on product label.

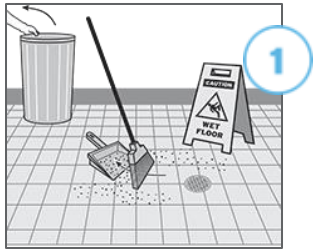
Beginning at top of stall, wipe surface by moving cloth from left to right and flipping as necessary until surface is dry and streak-free. Alternatively, squeegee surface moving top to bottom.



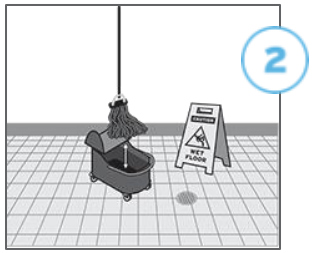
Remove graffiti with cloth and **multi-purpose disinfectant**. Report areas that need paint or repair to your supervisor.

RESTROOMS

Floor

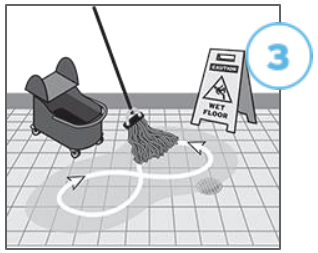


In preparation, add proper dilution of **floor cleaner disinfectant** to mop bucket as indicated on product label. Clear floor of all movable items including garbage bins and floor mats. Wipe up spills and sweep to remove loose soil and debris.

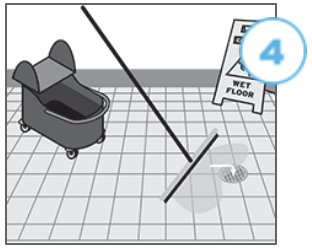


STOP Put out 'Wet Floor' sign.

Dip mop into the cleaning solution and wring out well before applying to floor. Use damp mop only. Do not over-wet floor.



Mop in 'figure 8' pattern with overlaps. Flip mop when first side is soiled. Rinse when both sides are soiled. Continue mopping until entire floor is clean. Change solution when soiled.



Mop or squeegee solution toward drain. Allow floor to air dry. Thoroughly clean and store all equipment after use (i.e., hang mop to store, empty dirty cleaning solution into mop sink).

ENSURE ENVIRONMENTAL HYGIENE

Establish routine cleaning and disinfection inspections in Restrooms…

	Evaluation		Notes
	OK	Needs Attn.	
Floors:			
• Debris-free (trash, gum, hair, etc.)	☐	☐	_____
• Sanitary seam/grout lines	☐	☐	_____
• Streaks or stickiness	☐	☐	_____
Walls and Ceiling:			
• Visual cleanliness	☐	☐	_____
• Surface cracks	☐	☐	_____
• Paint condition	☐	☐	_____
Furniture and Furnishings:			
• Debris and dust-free	☐	☐	_____
• Soap/paper products/air freshener replenished	☐	☐	_____
• Toiletries replenished	☐	☐	_____
Glass and mirrors:			
• Clean and streak-free	☐	☐	_____

	Evaluation		Notes
	OK	Needs Attn.	
Malodors:			
• Musty, smokey, or unpleasant	☐	☐	_____
Bathroom:			
• Shower/tub soap scum, scale, streak and mold/mildew-free	☐	☐	_____
• Toilet/urinal and sinks stain-free	☐	☐	_____
• Handles/levers/knobs/faucets polished	☐	☐	_____
• Countertop/vanity spotless and properly maintained (marble, etc.)	☐	☐	_____
Other:			
• _____	☐	☐	_____
• _____	☐	☐	_____
• _____	☐	☐	_____
• _____	☐	☐	_____

PROGUARD RESOURCES

HAND WASHING TECHNIQUE

Wet hands and apply a sufficient amount of product to your palm.

Rub hands palm to palm to build lather.

Spread lather over the back of each hand with fingers interlaced.

Rub palm to palm with fingers interlaced.

Grip the fingers on each hand and rub in a sideways back and forth movement.

Clasp each thumb in the opposite hand and rotate.

Press fingers into palm of each hand and rotate.

Rinse hands with water.

Dry hands thoroughly with a disposable towel.

Use towel to turn off tap.

Your hands are now clean.

HAND SANITIZING TECHNIQUE

Apply hand sanitizer to the palm of one hand, covering all surfaces.

Cover whole surface of hands, rubbing palm to palm.

Spread the sanitizer solution over the back of each hand including the wrists with fingers interlaced.

Rub palm to palm with fingers interlaced.

Grip the fingers on each hand and rub in a sideways back and forth movement.

Clasp each thumb in the opposite hand and rotate.

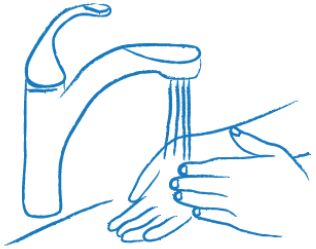
Press fingers into palm of each hand and rotate.

Once dry, your hands are sanitized.

PROPER GLOVING

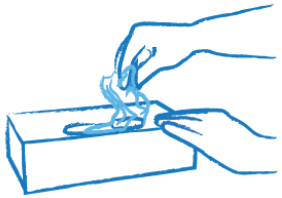
How to **DON** disposable gloves

1



Wash hands.

2



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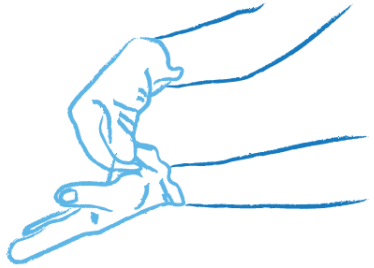
4

5

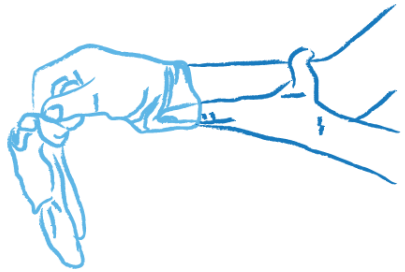
6

How to **REMOVE** disposable gloves

1



2



3

4

Wash hands.

ProGuard™
SERVICE & SOLUTIONS

For more information contact your ProGuard Representative at 866-444-7450

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