



DISINFECTION SERVICES CASE STUDY

DELIVERING CONFIDENCE AND VALUE WITH DISINFECTION SERVICES

As businesses welcome back employees and customers topping the to do list of owners, property and facility managers is ensuring a safe work environment. Businesses must demonstrate their commitment to safety to establish a level of confidence to allow business operations to return to normal.

"Business owners and management not only want to safeguard their employees and customers but protect the productivity of their operation as they reopen," says Lance Gray, ACE, Regional Manager for Oregon and California with Sprague Pest Solutions. "Everyone realizes that sanitation and cleaning are more important than ever right now."

As the COVID-19 crisis expanded this spring Sprague started offering critical disinfection services to commercial clients across the seven-state region the company services.

Protecting the integrity of the region's food and retail supply chains as well as employees who are working on the front lines and customers patronizing businesses in essential industries.

Sprague's disinfection services can be performed in a wide range of commercial facilities including warehouses, distribution facilities, food processing facilities, restaurants, retail stores, entertainment venues, schools, gyms and office buildings.

The service compliments the "stacking effect" of a facility's existing pest management, food safety and cleaning and sanitation programs, and contributes to protecting clients' facilities, employees, and the public from harmful pathogens, including human Coronaviruses, bacteria and mold.

Sprague's specially trained and licensed technicians will disinfect facilities using U.S. EPA and FDA registered disinfectants that deliver not only high levels of hygiene but peace of mind for business owners and their customers.

The disinfectant will be applied by spraying, foaming or wiping with a cloth and is capable of disinfecting key touch point surfaces including handrails, doorknobs, food prep surfaces, floors and shopping carts with minimal disruption to business operations.

"Our goal at Sprague has always been to work with our clients and communities to provide innovative approaches to achieve safer food and protect the environments in which we all live and work," says Jeff Weier, BCE, Technical Director for Sprague. "Our disinfection services complement our existing efforts and provide an added measure of protection."

Sprague has performed multiple disinfection services since the crisis erupted, and the speed, responsiveness and effectiveness of the disinfection teams has been valuable to businesses. Here are a few examples of how Sprague has successfully delivered disinfection services under challenging circumstances.

FAST FOOD RESTAURANT CHAIN

A Sprague sales representative received a call on a Saturday morning from the regional manager of well-known national fast food chain. The manager indicated an employee tested positive for COVID-19 at one location and they suspected another employee at a different store had also contracted the virus.

They needed a disinfection solution to protect employees and customers at both locations, and they needed it quickly. Within six hours of the initial call, Sprague disinfection teams had completed a thorough service at both restaurants and allowed them to reopen with confidence.

Takeaway

Time was of the essence and Sprague's ability to pivot quickly and meet the client's needs meant everything. It wasn't just speed, however, that delivered a successful outcome. It was Sprague's detailed approach that included prescriptive technical protocols, intensive training and preparing the client – in short order – of what to expect and what their responsibilities were, that led to a successful outcome.

HIGH RISK ENVIRONMENT - ASSISTED LIVING FACILITY

Nursing homes and assisted living facilities across the country have been ground zero for coronavirus. Proper sanitation, cleaning and disinfection protocols in these facilities is truly a life saver. Sprague was called upon to treat a five-story facility that had experienced an outbreak of the virus.

The challenge was to perform the service while the facility maintained normal operations and do it with minimal disruption and maximum concern for the comfort and safety of both staff and patients.

The Sprague technical team worked closely with facility management to design a detailed customized program using facility floorplans that allowed disinfection teams to treat zones within the building while staff rotated patients between areas. Planning and coordination were key to make this successful.

Since it was a high-risk environment Sprague took extra precautions to protect its crews and the facility's staff and patients by setting up a decontamination station for crews in the parking lot during the weeklong process.

Takeaway

Due to the complexity of the situation the Sprague technical team adjusted its already detailed protocols to accommodate the unique needs of treating areas while patients were moved in and out. The impact for the facility – which is part of a network of assisted living and memory care operations – was significant. It allowed them to keep providing care to the most vulnerable patients and peace of mind that they were protecting those entrusted to their care and staff.

PREPARATION IS KEY

As part of its comprehensive disinfection services protocols, the Sprague technical team developed a client prep sheet to let clients know what to expect when it comes to disinfect their facility. Following the steps on the sheet will ensure clients receive the best service possible.

WHAT TO DO BEFORE THE SERVICE

- Cover or remove food.
- Lightly clean and tidy area (Remove papers on counters/tables/desks- or anything that cannot get wet.
- Exposed toilet paper and paper towels must be removed or covered before treatment.

WHAT TO DO AFTER THE SERVICE?

- There may be some watermarks left after application.
- All food prep areas need to be rinsed with potable water after service.
- Employees, guests and pets must leave the area until the product is completely dry.
- Advise employees if there is any moisture remaining on their arrival it should be dried with paper towel which is then disposed of. Direct contact with hands or other parts of their bodies should be avoided.
- Ensure any new materials brought back into the area are sanitized appropriately.