



COVID-19 Preparedness & Response

Frequently Asked Questions for NCHC Employees

April 10, 2020

Housekeeping & Cleaning During Covid-19

Q: Have there been any changes to Housekeeping or cleaning procedures due to Covid-19?

A: Restricted areas and those with patient/client care areas have seen an increase in housekeeping presence and efforts. NCHC also purchased two new Clorox Total 360 disinfecting machines - one for the Wausau Campus (bringing us to two on Campus) and one for Pine Crest in Merrill. These machines are able to disinfect all surfaces by wrapping a static cleaning agent around them. This allows for 18,000 square feet to be cleaned per hour.

Q: If a patient or resident is suspected or is confirmed to have Covid-19, what does Housekeeping do to clean the area?

A: The Housekeeping team has developed a specific cleaning procedure for any areas with suspected or confirmed COVID-19 patients or residents at NCHC. These procedures follow the Centers for Disease Control and Prevention (CDC) and CMS guidelines and best practices.

Q: Is anything different being done to clean non-direct care and office areas?

A: Non-direct care areas are being cleaned at a minimum of once day. The 360 machines are also being used in the waiting areas and lobbies throughout the Wausau Campus. Staff in all areas can establish routines to assist housekeeping and wipe down high-touch surfaces as well. Surfaces that are considered high-touch, include door knobs, handles, elevator buttons, handicap push pads, door knobs, check-in countertops and UltiPro touch screens. While Housekeeping wipes these down also, employees in all areas can assist by wiping these areas down frequently throughout their shift. This is greatly appreciated!

Q: Are there things that I can be doing in my area to assist in cleaning and preventing the spread of illness?

A: Most departments should have received a spray bottle of #40 disinfectant and paper towels that can be used by employees in your areas to clean as frequently as possible. Minimally, employees should be cleaning surfaces at the beginning and end of your shift. If you work in a program with a signature pad, you should be cleaning that signature pad after each use, like usual. Remember to also wipe surfaces like phone handsets and cradles, computer keyboards and mice and other office equipment or touch screens that may be shared or used by others. If you have wipes, you can use those, however there is a shortage of wipes nationwide. Remember, never spray cleaning liquid directly onto an electronic device – spray on a paper towel and then wipe the surface. If your area has not received a #40 bottle, or need a refill for an empty bottle, please contact Cherie in housekeeping (Wausau/Antigo locations) at 715.848.4349 cmattson@norcen.org or Bruce (Merrill) 715.539.2551 bslaminski@norcen.org. Residential programs should use the current cleaning products they have at those sites for cleaning.

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