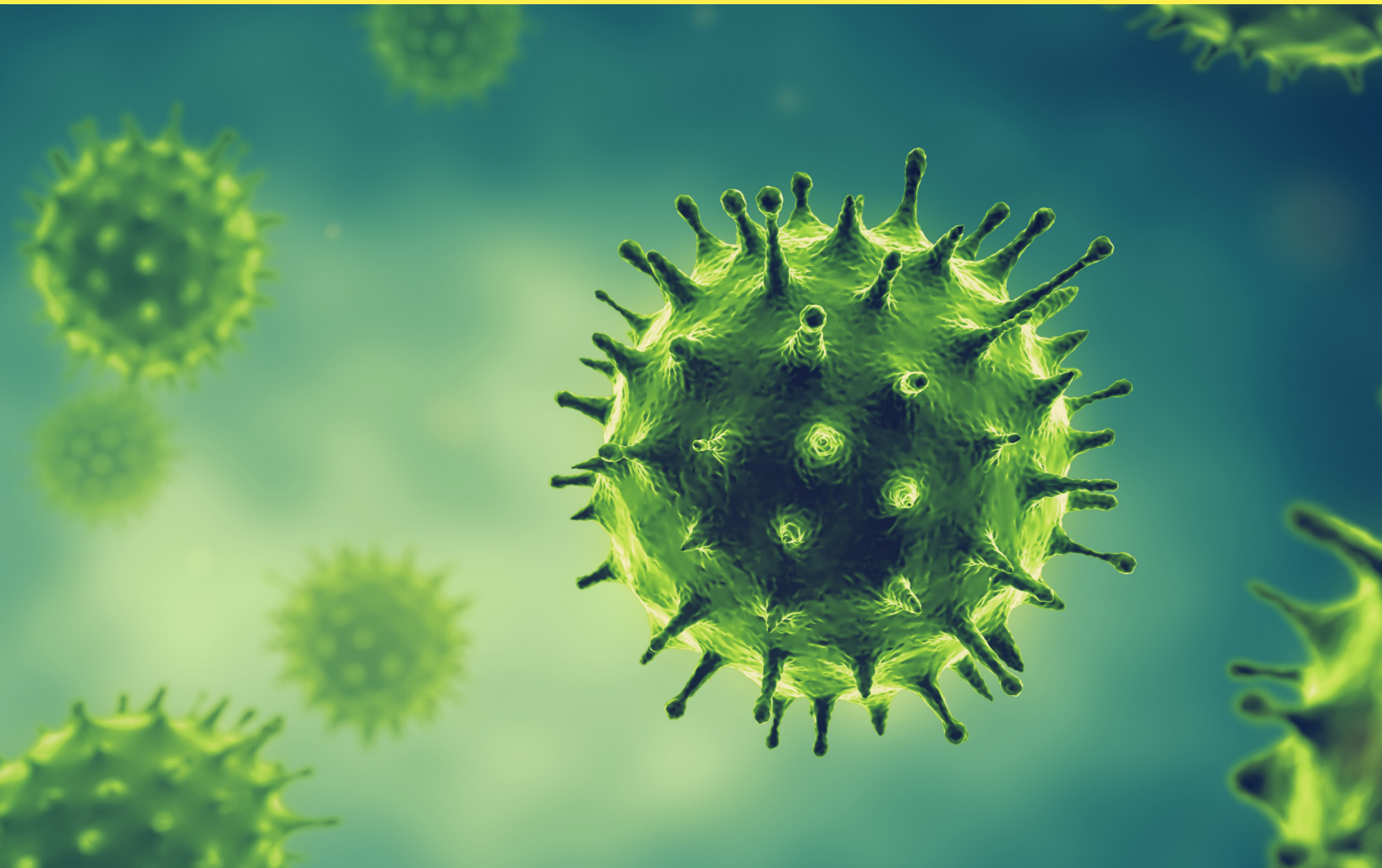


THE CORONAVIRUS

WHAT IS IT? HOW DID IT START?
WHAT TO DO NEXT.



The Nation's Leading Provider of Commercial Restoration Services

Disaster Hotline: 800-727-8515 • ServiceMasterbyRice.com



WHAT IS THE CORONAVIRUS?

Coronavirus 2019-nCoV, more commonly referred to in the media as the Coronavirus or COVID-19, is a respiratory virus first identified in Wuhan, China suspected to have originated in a large animal and seafood market. Coronaviruses are a large family of viruses, some of which affect humans while others affect animals only. Severe Acute Respiratory Syndrome (SARS) is a different type of Coronavirus but is NOT the same as what is now being generally labeled “the Coronavirus”.

HOW DOES THE CORONAVIRUS SPREAD?

While we are still learning more about the new Coronavirus COVID-19, scientists believe the virus will act similar to other more well-known Coronaviruses such as MERS or SARS. It is believed that the Coronavirus spreads from person-to-person when in close proximity to each other. The standard accepted distance is about 6 feet. The virus is spread much like the flu by an infected person coughing or sneezing. This introduces tiny respiratory droplets that can enter a non-infected person’s mouth, nose or be inhaled into the lungs. As with other respiratory viruses, individuals are typically considered to be most contagious when they are demonstrating the greatest level of symptoms.



Person to Person
Transmission



By droplets made when infected
people cough, sneeze, or talk



Touching contaminated
objects or surfaces

HOW DOES THE CORONAVIRUS AFFECT SURFACES?

Contaminated droplets settle onto surfaces which people may touch thereby contaminating their hands. If they touch their eyes, mouth or nose before properly disinfecting their hands they may then become infected. Studies have shown the Coronavirus may live on surfaces up to 9 days.

WHAT ARE THE SYMPTOMS OF THE CORONAVIRUS?

While the intensity of symptoms varies, with some individuals showing little or no symptoms and others demonstrating severe illness and even dying, the three main symptoms include;

- Fever (Above 101° F)
- Cough
- Shortness of breath

These symptoms may begin showing within 2 days of being exposed but may take as long as 14 days.

HOW CAN I HELP REDUCE THE RISK OF DECONTAMINATION?

Knowledge is key to reducing the risk of infection from COVID-19. The information included here is valuable, however developments are made constantly so it is good to monitor official health channels such as the CDC.

Practicing good infection prevention practices, such as frequent hand washing, is also important especially in public buildings. These practices also include; properly cleaning and disinfecting surfaces, respiratory hygiene and avoiding close contact with individuals. Most practices discussed in the media do NOT protect the individual using the practices, but rather protect others in the instance the person is infected. For example, using a mask does prevent airborne droplets from spreading if the individual wearing the mask coughs or sneezes, however the Coronavirus is small enough to enter through the mask to the wearer. Properly cleaning and disinfecting surfaces may be one of the only truly preventative measures available.

WHAT SHOULD I DO IF I BELIEVE I MAY HAVE COVID-19?

Seek medical attention immediately. Call your doctor or local hospital and explain your situation to them. With it being prime season for the Flu and respiratory viruses, it is important to cooperate with medical professionals to reach a proper diagnosis. They may ask you some questions to help such as have you or anyone you have been in contact with recently traveled to China, answer these questions honestly.

WHAT SHOULD I DO IF MY BUSINESS WAS EXPOSED?

If you believe your business may have been exposed to the Coronavirus, it is critical that you take the utmost precaution to avoid contamination or possible infection. The building should be closed, allowing no one inside until a professional has decontaminated or disinfected the facility. The Coronavirus is not something that can be eliminated with standard cleaning products. Hospital-grade disinfectants need to be used in order to effectively treat surfaces and kill the virus. In addition, if proper protective gear is not worn there is a risk of infection to anyone who comes into contact with contaminated surfaces.

HOW CAN I DISINFECT MY FACILITY OF CORONAVIRUS?

Properly disinfecting and treating surfaces for Coronavirus is not something an untrained person should ever attempt. The process needs to be completed with extreme precaution and with the proper equipment. ServiceMaster (SM) has developed several methodologies for decontamination and disinfection of viruses such as the Coronavirus or influenza virus. We have also handled other Coronavirus outbreaks, such as SARS, in the past. If you believe your facility may have been exposed to the COVID-19, call SM immediately.

WHAT IS THE PROCESS FOR CORONAVIRUS DECONTAMINATION?

Our Coronavirus decontamination process starts with an analysis conducted by an industrial hygienist. Using this analysis, we develop a disinfection project plan. Each facility type is different, and it is important to make sure the disinfection plan is tailored to those specific needs.

Once we have the disinfection plan developed, we begin the process of treating and disinfecting the building. All of our technicians are trained and maintain the highest level of protective gear to make sure they are safe throughout the entire disinfection process. We use hospital-grade disinfectants and make sure each surface is treated for the required dwell time as required by the product. We have developed several methods of disinfection which will be utilized in accordance with the protocols set by the industrial hygienist. SM ensures that product specifications are followed thereby providing the most effective disinfection possible.

If you feel your facility may have been exposed to the Coronavirus or are struggling with the influenza virus, we are here to help. To learn more about the Coronavirus, possible exposure and treatment contact SM today. You can also email us at info@smbyrice.com or call us at **800-727-8515**.