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## **CMRA COVID-19 Frequently Asked Questions and Guidelines**

As with our valued customers, partners and suppliers, CMRA has had to adjust to a new way of life in an instant and to collectively assess the impact of the COVID-19 global pandemic on our operations, our employees, our customers and our stakeholders. During this phase, we have listened attentively to the voices of our collaborative service ecosystem and as well as governmental and public health guidelines.

As businesses and state government services and offices are preparing both their facilities and workforce to return to their offices, CMRA has prepared the following guidelines, best practices and answers to frequently asked questions to support the return to work and to provide useful information with respect to health, safety and Covid-19 to our customers, business partners and their employees. The journey ahead will be multi-phased and require adjustments to a new normal. We look forward to your continued partnership as we improve and adjust together.

### **What are the requirements for Personal Protective Equipment (PPE) including masks, gloves, aprons, and face coverings?**

CMRA, its business partners and all janitorial service members servicing CMRA customers are required to wear masks in State of Tennessee buildings when state employees are present. Additionally, all services follow current Centers for Disease Control (CDC) Guidelines for the appropriate use of Personal Protective Equipment (PPE) and take into account the type of cleaning being performed and in accordance with State and agency guidance. All janitorial service providers wear gloves while performing duties. The CDC guidelines are available at:

(<https://www.cdc.gov/coronavirus/2019-ncov/prevent-getting-sick/prevention.html>)

### **What general hygiene and public health guidelines are followed or recommended?**

All service providers are expected to demonstrate good personal hygiene consistent with CDC guidelines which includes frequent hand washing for at least 20 seconds, considerate respiratory practices, avoiding the touching of eyes, nose or mouth with

unwashed hands, to stay home when feeling ill and to practice social distancing, at least six feet apart, while at work.

**What is the best practice to mitigate the possibility of dispensing the virus through garbage/trash?**

Trash collected in bags should always be tied off and disposed of properly.

**What is the protocol for hard surface cleaning products and their utilization?**

Products used are approved for sanitizing use as determined by the CDC and used in accordance with the manufacturer's directions and Environmental Protection Agency (EPA) guidelines, when applicable. If surfaces being cleaned are visibly dirty, they are to be cleaned using a detergent or soap and water solution prior to applying the sanitizing product. If necessary, surfaces may be cleaned again after sanitizing to remove any film or spots left by the sanitizing product.

**What is the protocol for cleaning "high touch" office common areas in state buildings?**

High touch points should be cleaned each evening Monday-Friday consistent with hard surface guidelines above. A new and freshly rinsed cloth should always be used for each cleaning.

High touch points include:

- Restroom door handles/plates, countertops, faucets and stall doors
- Toilets and urinal
- Water fountains
- Breakroom refrigerator and microwave handles, countertops, faucets and tables and cabinet handles
- Elevator button panels and handrails
- Conference room tables but not chairs
- Building main entry door handles/plates
- Interior of elevator cab walls
- Food court tables and countertops

**What is the cleaning protocol for state office building breakrooms, restrooms and food court hard surfaced floors?**

Floors are mopped daily Monday-Friday using a new or freshly rinsed mop head, with floor care products approved for sanitizing use as determined by CDC.

**Are CMRA or its business partners responsible for cleaning chairs, individual desks, workstations and hard walled offices?**

No. Chairs, individual desks, workstations and hard walled offices are cleaned/sanitized by janitorial staff. Cleaning of these areas is the responsibility of the person occupying the office/workstation. It is expected that individual state agencies will provide cleaning products for their respective staff to clean these areas as well as shared workstations.

**Are CMRA or its business partners responsible for the cleaning of telephones, keyboards, computer peripherals (i.e. mouse, keypad), copiers, fax machines, printers, etc...?**

No. Electronic equipment is not cleaned by janitorial staff. Cleaning of these items is the responsibility of the user of the equipment. It is expected that individual state agencies will provide cleaning products for their respective staff to clean these items.

**What is the protocol for cleaning vehicles used by State of Tennessee?**

CMRA follows Tennessee Department of Transportation (TDOT) guidelines for the cleaning and disinfection of state vehicles/motor fleet "high touch" areas. CMRA uses EPA approved products, products with an alcohol solution with at least 70% alcohol or bleach solutions pursuant to TDOT guidelines. High touch areas that are sanitized and disinfected per the guidelines include:

- Key / key fob
- Steering wheel
- Steering column
- Seat belts
- Center console
- Door interiors
- Door pockets
- Interior door handles
- Exterior door handles
- Seat pockets / seat surfaces
- Areas between seats & consoles
- Areas between seats & doorjams
- Cupholders / compartments
- Instrument panel
- Accessory panel / touchscreen

- Rearview mirror / side mirrors
- Visors / visor mirrors
- Dashboard / vents
- Gear stick / gear shift
- Trunk release

### **What screening is required for employees to report to work?**

CMRA is not prescribing specific rules for its business partners to screen employees returning to the workplace. Since we are all in this together, CMRA encourages and promotes sharing and self-reporting information so that all stakeholders can make better decisions. Such sharing of information should also respect employee and privacy rights. Business partners may follow State of Tennessee's general business guidelines for screening employees returning to work. These include using no-touch thermometers or allowing employees to report thermometer results from home and asking the following questions to returning employees:

- Have you been in close contact with a confirmed case of Covid-19?
- Are you experiencing a cough, shortness of breath or sore throat?
- Have you had a fever in the last 48 hours?
- Have you had new loss of taste or smell?
- Have you had vomiting or diarrhea in the last 24 hours?

### **What precautions are being taken for employees who are provided transportation to work?**

All CDC guidelines are followed. Social distance of six feet should be maintained within employer provided transportation to and from work.