Cleaning Checklist and Protocols

The American Gem Society is committed to providing you with information for reopening your business following the COVID-19 pandemic.

Given the renewed focus on the health and public safety of retail customers, the following checklist and back-to-work plan can be used to help make you, your team, and your customers more comfortable.

Checklist of Supplies Needed:

- Spray Bottles for disinfectant
- Soap and all-purpose jewelry cleaners, ultrasonic cleaners, and polishing or microfiber cloths
- Disinfectant wipes (to clean doorknobs/handles, payment systems, smart devices, computers)
- Hand sanitizer
- Clean towels/paper towels
- Disposable gloves
- Medical-grade disposable mask
- Trash bags

Disinfection Reminders:

- Before cleaning, ventilate rooms.
- Wear protective gear while you clean.
- Disinfectants must be EPA-registered and labeled as bacterial, virucidal, and fungicidal. No products will be labeled for COVID-19 yet, but many will have coronavirus efficacy either on their label or available on their website.*
    - Disinfection only works on a clean item, so cleaning before disinfecting is always the first step. Methods to clean include soap/water, chemical cleaners, and wipes.
    - Contact time listed on the label should be observed for disinfectants to work. The contact time refers to how long the surface must stay visibly wet with the disinfectants to inactivate or destroy all of the pathogens on the label. Typical contact time for immersion/sprays is 10 minutes. For wipes, two to four minutes.
    - Disinfectant for immersion must be made fresh daily and replaced if it becomes contaminated sooner.
    - Disinfectant is for hard, non-porous surfaces, such as glass, metal, and plastic.
    - Cleaning is the act of removing germs, dirt, and impurities (like when you use a soapy sponge to wipe off a visibly dirty counter or stovetop). Disinfecting is when you use chemicals to kill germs (like spraying with a bleach solution). By cleaning first, then disinfecting, you can lower the risk of infection.

*The source we used for many of these guidelines comes from Barbicide®.

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Reception and Retail Area:

- Discard old magazines and non-essential items in the waiting area that cannot be disinfected.
- Wipe down soft surfaces, such as chairs, with water and a clean towel.
- Clean and disinfect all hard, non-porous surfaces.
- Consider online appointments rather than a written appointment card, if applicable.
- Keep shelves, glass, and display cases regularly cleaned and disinfected.
- Let your clients know your cleaning and safety efforts; place signs in your window or door.
- Clean and disinfect handles, doorknobs, smart devices, light and light switches, remotes, counters, displays, computer keyboards.
- Clean and disinfect jewelry before you or a customer has touched it, and once the customer leaves the store.
- Empty the vacuum cleaner after every cleaning.
- Place a liner in all trash cans.

Restroom:

- Clean and disinfect all surfaces.
- Regularly replace toilet paper and paper towels.
- Consider upgrading to touchless faucets, soap, and paper towel dispensers.
- Consider adding touchless, automatic hand sanitizer dispensers.
- Place a trash container near the door.
- Remove products that do not belong in the bathroom. Nothing should be stored in the restroom.

Disinfectants/PPE:

- Worth repeating: Disinfectants must be EPA-registered and labeled as bacterial, virucidal, and fungicidal. No products will be labeled for COVID-19 yet, but many will have coronavirus efficacy either on their label or available on their websites.
- Disinfectant for immersion must be made fresh daily and replaced if it becomes contaminated sooner.
- Any Personal Protective Equipment (PPE) is single-use only and must be changed after each client.
- Hands must be washed after removing gloves.

Practical Change:

- Consider staggering appointments so that your store is less crowded at any given time. This also gives you time to clean and disinfect in between customers.
- If you are using an iPad for your POS, ask that the customer read you their credit card number so that only you are touching the screen, or provide a clean stylus or single-use stylus.

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- Encourage the use of services like Apple Pay that do not require interaction between you and your customer. If you use a touchpad, disinfect frequently.
- In the short-term, do not keep magazines, self-serve coffee or candy jars in the store.
- Disinfect displays, sales counters, door handles, phones, writing instruments at the beginning of the day and every one to two hours.
- Discontinue the practice of shaking hands.
- If you or someone else has touched something, disinfect it!

For more information related to disinfectants and disinfection methods, click the links below from the Environmental Protection Agency (EPA) and Centers for Disease Control and Protection (CDC):

EPA: https://www.epa.gov/pesticide-registration/list-n-disinfectants-use-against-sars-cov-2

CDC: https://www.cdc.gov/coronavirus/2019-ncov/community/disinfecting-building-facility.html

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