



Guidelines For Reopening

Many of our communities are evaluating options and making plans for a phase-in approach to reopening America. Our friends around the world are doing the same. Some parts of the country will start to open next week or the week after, while others which are more hard-hit by infections will wait until June or later. As our customers go back to work, the piece counts will start to come back.

How has our industry changed in such a short time? Customers will have a new set of expectations for us.

- They will want to see how we are keeping customer areas and their garments sanitary and safe from COVID-19
- They expect to see instructions before entering your location explaining the process for drop-off and pick-up
- They will expect home pickup and delivery options
- They will expect contactless service
- They will expect to find accurate store hours and your explanation for how service works now online, on their cell phone search, and on Google or Yelp

Many of our Affiliates have quickly taken action to address all of these points, while others might be behind the curve - but we can help! Here are some ideas that describe the “new post-COVID GreenEarth Affiliate location”.

On the Front Doors

- Clearly state, on a typed and printed piece of paper, any special instructions you have for customers so they understand before they come in. Mention if you require masks to be worn. Point out that garments suspected to be contaminated by COVID-19 should be presented in a closed or sealed garbage bag and that processing may be delayed (so that you can wait four days before opening the bag, to ensure there is no active infection remaining)
- You may also have a larger sign on the door or windows with your store phone number so the customer can call from their car.

Front Counter Operations

Recommended PPE: Gloves and face mask

- Keep a bottle of sanitizer such as Lysol, any other CDC-approved cleaner, or your own blend* clearly visible to customers when they come in. If using a generic spray bottle, make sure the bottle is labeled “Sanitizer”. We recommend you sanitize before and after each transaction. If possible, sanitize the counter as the customer comes in so they see you are being active to keep them safe.
- Wearing a face mask and gloves when working with customers will give additional reassurance to your customer
- Promote credit card transactions and avoid cash transactions if possible
- Always offer to place the order in the customer’s car for them
- Add marks to the floor every six feet where you would like customers to stand and maintain social distance
- Plexiglass shields for your front counter add an extra layer of safety. If you cannot find one, we note that Sankosha is now offering shield kits for dry cleaners.
- Consider adding a movable garment rack outside where you can hang customer orders. You might have a system where customers pull up, call your store, make payment over the phone, and you place their order on the rack. Then the customer comes out and takes the order back to their car. This might be an option some customers prefer.

* Please see this page for a list of approved hard surface disinfectants and instructions for making your own if none of the options are available in retail stores.

<https://www.cdc.gov/coronavirus/2019-ncov/prevent-getting-sick/cleaning-disinfection.html>

Tagging/Sorting

Recommended PPE: Gloves and face mask

- If possible, have a “clean counter” reserved for pick-ups and a “dirty counter” re-served for drop-off’s. Make signs that clearly state this so customers know where to stand. This might also be explained on your door sign.
- Observe frequent hand-washing schedules. You can get a timer and set it for 30 minutes which is the signal for staff to rotate to the sink for hand washing.

- Avoid shaking clothing and handle everything delicately
- After checking in dirty garments, consider placing each customer's dry cleaning in their own counter bag where they will stay until they are sorted by color/type. This may help reduce contact and contamination. This might only be practical if it will be a couple days before the pieces are actually cleaned. As we get back to normal production this will be unnecessary.
- The counter bags should be washed before reuse
- Empty carts should be sanitized before and after each use, but be sure the cart is dry before placing clothing inside (due to risk of color loss if using bleach)
- Label your carts with signs that say "Checked In - Soiled"
- Garments that customers suspect have been in contact with COVID-19 should be in a sealed trash bag, a piece of tape fixed to it with the date the order came in, and wait four days before opening the bag and tagging/processing. This is because the current guidance is COVID-19 will be inactive between 1 to 4 days of coming in contact with a sick person.
- Sanitize the check-in area after each order is checked in. Make sure the counter is dry before placing clothing on it.

The Cleaning Room

Recommended PPE: Gloves at a minimum. When handling work from a hospital, clinic, or known infectious site, the WHO recommends wearing a mask, gloves, apron, and closed-toe shoes

- Avoid shaking clothing, handle delicately
- Do not wear the same gloves to handle dirty clothing that you wear to handle clothing that has been processed
- Avoid using Delicate or Heat Sensitive dry cleaning cycles if at all possible. The CDC and WHO recommend drying temperatures of 70C / 158F for 25 minutes which your normal cleaning and Household programs will be able to do.
- Avoid wet cleaning if possible and use laundry programs that have water temperatures at least 140F. Current guidance is wet cleaning is not able to kill COVID-19 due to the low temperatures used. A harsh sanitizing agent such as peracetic acid is required for washing temperatures below 140F (not easy to get or use in a typical dry cleaning plant).

- Have a separate “Clean Clothes” basket or cart so everyone knows the pieces inside have been processed and gloves are no longer required.
- If handling pieces from a hospital or known infectious site, review cleaning procedures

The Spotting Board

Recommended PPE: Since we are using compressed air and brushes at the spotting board, there is a higher chance of contaminated clothing being handled roughly and spreading infection. We suggest wearing a mask, gloves, eye protection, apron, and closed-toe shoes.

- Like other stations, sanitize the area after each piece is worked on
- Try to work delicately and pause your work as coworkers walk past you
- Wash hands frequently

Pressing/Assembly/Inspection/Racking

Recommended PPE: No PPE required if not in contact with the public and not handling dirty clothing

- Consider adding a customer message to the ploy bag that states your commitment to sanitary conditions and what unique steps you may have taken to ensure the items have been cleaned and handled properly

Home/Office Delivery

Recommended PPE for delivery staff: Gloves and hand sanitizer (since hand washing might be difficult)

- Explain the process of collecting suspected contaminated garments via email or phone call with each customer. If the order is contaminated, ask that it be placed in a garbage bag and sealed. When you pick it up, write today's date on a piece of tape and store in a separate part of the delivery vehicle from other orders. Cleaning staff should wait 4 days before opening it.
- Encourage contactless pickup and delivery whenever possible. Avoid cash transactions and encourage credit card-only payment.

- Sanitize the delivery vehicle daily including seats, steering wheel and controls, door handles, and the areas where clothing has been stored

We would love to hear your ideas and suggestions for additional guidance. What are you doing that is unique and shows the customer that you care?

If you need assistance communicating your new procedures with customers, such as adding them to your website, or adjusting store hours online, we are glad to help. Please call us or email affiliatesupport@greenearthcleaning.com for more information.