



Maximum Performance

**COVID-19
ON-PREMISES LAUNDRY
BUSINESS GUIDE**

LAUNDRY ROOM BEST PRACTICES

Greetings.

The COVID-19 virus has changed the business landscape for the foreseeable future. However, on-premises laundries stand on the front lines each day of this fight. The importance of your business cannot be overstated. It's vital to stay online and manage daily throughput requirements. As the world leader in commercial laundry, Alliance Laundry Systems continues to provide current resources to aid in your mission.

We have created this guide to assist you with tips and materials to enable your on-premises laundry to continue to provide a valuable service, while also keeping staff safe. We will continue to update our blogs and social media accounts to reflect the most current guidance and encourage you to check back.

We are in this fight together. When we are unified by mission and grounded in solid processes, together, we'll accomplish great things and emerge stronger in the end.

Sincerely,

Steve Bowie

General Manager, North American On-Premises Laundry Segment
Alliance Laundry Systems



FOUNDATION FIRST

The current crisis should be an opportunity to stress to staff the need to follow prescribed processes. Deviation from procedures can be costly for all parties. Don't just assume staff is following processes or is up to date on changes necessitated by COVID-19.

Start with their own protection and PPE. Staff should:

- Wear gloves, facemasks and, if available, gowns
- Wash hands frequently or use hand sanitizer
- If you don't already have one, consider a policy on what staff members are allowed on the floor and under what circumstances. This is immensely important in long-term care and hospital environments.
- Social distancing isn't always easy in laundry rooms, but at least make employees aware of the idea and ask them to exercise as much distancing as they can.
- Cough or sneeze into your elbow.
- Try to refrain from touching your face.
- Extend employee safety to suggestions on how they should manage their work clothing etc. upon returning home.
- You may also want to consider a temperature check of staff before and after their laundry shift.
- Follow state, federal and CDC guidelines.

PROCESS TIPS

Again, adhering to processes is critical. Having a quick stand-up meeting before the start of a shift can be a casual way to reinforce processes and solicit input from staff. Your laundry employees can be a wealth of information. Listen to them and be flexible enough to adapt processes if it makes sense.

The basics of managing laundry and infection control remain and include:

- Sorting by like linen type and soil level
- If a virus is suspected, items should be bagged on the floor for transport to the laundry
- Avoid shaking dirty laundry
- Use color-coded carts designated for either clean or soiled linens only to prevent cross contamination
- Consider wiping down carts (handles) and tables after each use (and machine controls and door handles)
- Have a checklist of cleaning tasks to be completed after every shift
- Stress the need to limit contact points





CYCLE SOLUTIONS

It's imperative that staff utilize the proper cycles to ensure the best results. This is where laundry management systems like [UniMac's TotalVue](#) act as an additional verification of adherence to processes. Obviously, heat is the key in killing bacteria and viruses, according to the [CDC](#), so hot water washes, where applicable are preferred. The general recommendation from the CDC is a [temperature of at least 160°F \(71°C\) for a minimum of 25 minutes](#). You may also want to consider an initial pre-rinse cycle with the drain open as a first step for wash cycles.

On the dry side, again, high heat is your friend. Where possible, dry using high heat and stress to staff the need to dry loads completely. Other process tips include:

- Run a sanitize cycle in between wash loads
- Linens should be washed in a wash formula following CDC recommended guidelines for contaminated healthcare linens utilizing a combination of time/temperature or time/temperature/antimicrobial intervention (disinfectant).
- Staff should check chemical supplies and pumps before and after daily shifts to ensure the most effective wash and that supplies are being injected in the proper dose

FINAL THOUGHTS

Many on-premises laundries are being tested like never before. Staff are on the front lines of this crisis; their mission cannot be over emphasized. Process breakdowns at any step, from when linens are collected to where they make their way back to the facility floor, can be costly. Managers who emphasize this point repeatedly to staff will have a team well-educated on the importance of their role

Managers, however, are not alone. They are encouraged to leverage all the resources available to them. For instance, engage your chemical company representative to ensure the right chemicals and doses are being used. Managers should also work closely with their laundry equipment distributor to identify any additional cycles or machine functionalities that may help their operation.

In addition, laundries cannot afford downtime. Make maintenance a focus. In the event your machines require service, lean on your distributor and manufacturer for quick response. Many distributors are expanding service hours and even waving the trip charge. Alliance Laundry Systems is also offering a service consult via a smart phone video app. Managers need only click here to fill out a form and select a day/time to connect with a service technician for assistance in diagnosing a service issue through smartphone video.

We are in this fight together, and with attention to detail, utilization of the best processes and leveraging the right expert resources at your disposal, we'll come through stronger than ever before.



