Q: How is SOLID approaching COVID-19?

A: SOLID is utilizing the full force of our national network of offices, experts, partners and suppliers to provide support to all clients and prospects in deep cleaning, sanitization and disinfection in accordance with guidance from the CDC and using EPA-registered, hospital-grade disinfectants. Our teams are closely monitoring the most up-to-date and effective methodology and chemistry to customize the right approach for each client.

Q: What can SOLID do for me in terms of cleaning and disinfecting my facilities?

A: With nearly two decades of disinfectant and antimicrobial experience, SOLID can expertly treat all of your facilities’ surfaces with solutions that have demonstrated effectiveness against the spread of illnesses. We have methodologies appropriate for common areas during business hours and more thorough options for after-hours service. SOLID’s team of experts deploy deep cleaning, sanitization and disinfection in accordance with guidance from the CDC and using EPA-registered, hospital-grade disinfectants.

Q: What are SOLID’s methods for disinfecting?

A: In general we deliver the following services:

1. SOLID Level 1: Generally delivered during a routine or scheduled SOLID cleaning service (add-on). Can include addition of disinfectant to carpet cleaning solution, mopping of hard surfaces, spraying high-touch points during or after working hours, most common high-traffic areas.

2. SOLID Level 2: High-touch areas only with or without pre-cleaning service. Pre-cleaning to be priced separately.

3. SOLID Level 3: Elevated disinfection of all surfaces within arms’ reach with or without deep cleaning. If SOLID is not performing the deep cleaning, the client should confirm that cleaning has already been completed and with what products.

4. SOLID Level 4: Forensic clean followed by enhanced disinfection following manufacturers’ directions to all surfaces within arms’ reach.
Q: What are considered high-touch points?

A: High-touch points are surfaces that people frequently come in contact with, including but not limited to:

- Door handles, push plates, thresholds and hand railings
- Light switches
- Elevator buttons (inside and out) and escalator railings
- Desks, tables and chair arms
- File cabinet handles
- Trash receptacle touch points
- Telephones and keypads
- Computers, keyboards and mice
- Sink faucets and toilet handles
- Soap dispenser push plates
- Baby changing stations

Ecolab list of all high-touch surfaces:
https://documentcloud.adobe.com/link/track?uri=urn%3Aaaid%3Ascds%3AUS%3A1dfdbb72-baee-4d6b-afb5-8df5b27f464c

Q: How much do your disinfecting services cost?

A: The cost of the services depends on the frequency, size of the facility, type of product used and a host of other details. Please contact your SOLID representative for more information.

Q: How quickly can you disinfect my space?

A: It will depend on the size of your space and what service and product is appropriate for your facility. Please contact your SOLID representative for more information.

Q: Can you service medical labs, testing labs and server rooms?

A: We currently are not capable of servicing these specific areas, but we can service the common areas adjacent to them, including door handles and high-touch points.
Q: What disinfectant do you use? Are your disinfectants approved by the EPA or CDC?

A: Yes. We have been very careful to select and train our teams on products that are in line with guidance from the CDC and are EPA-registered, carrying the claim, “proven effective against emerging viral pathogens.”

Q: What is your team’s response time? Can you arrive the same day services are requested?

A: Response times will be based on the scope of work, size of your space, availability of appropriate PPE and types of services and products identified as the right course of action. Each case is unique and we will do our best to provide the best care in a timely manner.

Q: We have had a confirmed COVID-19 diagnosis in our office. Can you disinfect the space for us?

A: Almost certainly, yes. We will need more information to understand the best course of action. Please contact your SOLID representative for more information.

Q: SOLID is coming to clean my carpet/[insert surface] tomorrow. Can you provide disinfectant services while you’re here?

A: Almost certainly, yes. Our teams will need to confirm the availability of products and PPE equipment. Please contact your SOLID representative for more information.

Q: Do you sell disinfectant?

A: SOLID does not sell disinfectant products, but we can expertly deliver hospital-grade, EPA-registered deep cleaning, sanitizing and disinfecting solutions.

Q: How long does disinfectant last?

A: Unfortunately, disinfectants do not have a residual effect. Disinfectants kill the viruses they come in contact with, but if someone were to spread the virus through a sneeze, cough or by touching a surface with infected hands, they would likely deposit the virus back again. It is best to disinfect as frequently as possible within operational limits.
Q: Is a separate contract needed for disinfectant service?

A: No. A separate contract will not be needed, but we would need a written confirmation (email), signed proposal or purchase order in accordance with our signature policy for services of different value.

Q: What services can you provide in addition to disinfectant solutions?

A: SOLID recommends, in accordance with CDC guidelines that surfaces to be disinfected be thoroughly deep cleaned prior to the application of disinfectants. This is to remove as much visible and invisible soil as possible that a virus could potentially cling to, which increases the effectiveness of disinfectants. We can provide deep cleaning of all flooring surfaces, panels and upholstery, office chairs/textiles and other architectural finishes, in addition to our ability to deliver antimicrobial solutions.

Q: Does SOLID have any application limitations using foggers or electrostatic methods in small confined spaces such as elevators, small conference rooms, huddle rooms and telephone rooms?

A: According to OSHA, elevators, small conference rooms, huddle rooms and telephone rooms are not considered unventilated or confined if the door is open during the disinfecting application.

In the event an actual confined space needs to be treated, SOLID technicians will wear the appropriate PPE for the space and product and will have received the appropriate confined space training.