



# 8 Moments for Targeted Hygiene

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Guidance for Public Places  
and Workplaces

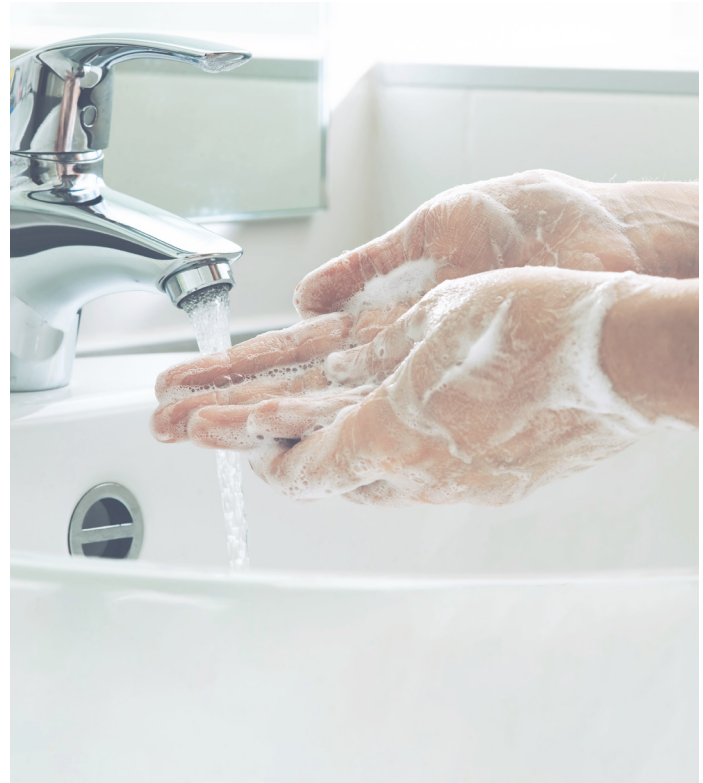
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## The Background:

### A Once in a Generation Opportunity

In the fight to prevent the spread of COVID-19 and because of government requirements, many public spaces and commercial facilities have seen dramatically reduced volume of people. With our communities now on a 'road out of lockdown' there is a real concern that infection rates will again start to rise. This, coupled with a heightened public awareness of the dangers posed by infectious diseases, requires the development of new, improved common approaches to hygiene, founded in clear scientific understanding of modes of transmission and targeted at preventing the spread of infections in public spaces.

Heightened awareness as a result of COVID-19 presents a once in a generation opportunity to shift emphasis and to underline the role of behavior in ensuring hygiene and reducing risk. Everyone must be made aware that they have a role to play in preventing the spread of infection – from designers, architects, facility managers who can enable good hygiene practice, through to building occupants and the general public who must now adopt good hygiene practices. Never before in living memory has there been such a clear social and economic case to communicate, educate and adopt better hygiene standards that can form part of a comprehensive program to reduce risk and work in combination with other relevant measures, such as social distancing and facial coverings.



## The challenge of implementing better hygiene standards includes both:

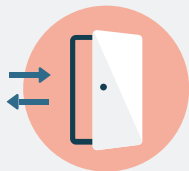
- ✓ Designing and equipping buildings and public spaces today and in the future with the appropriate hygiene infrastructure to facilitate good hygiene practices, including both hand and surface hygiene and the minimisation of risks from airborne transmission.
- ✓ Educating and informing occupants and the public about what effective hygiene is and how to practice it.

Effective hygiene is not a function of places or surfaces and nor should it be confused with “cleaning” which itself has a role to play in health & well-being but which is about providing pleasant spaces.

Hygiene is about preventing the spread of infection by breaking the chain of infection and is a function of behavior. Rather than places or surfaces, hygiene should be targeted toward scenarios – or “moments of risk” - that occur when people move in and around public spaces, interacting with them.

## 8 Key Moments

where the risk of infection transmission is highest can be identified and applied generally to public spaces and workplaces as follows:



1. Entry and exit from a facility or venue



2. Using the restroom



3. Before and after touching common surfaces



4. Before preparing food



5. Before eating food, especially with fingers



6. Before and after moving from a workstation



7. After coughing, sneezing and nose blowing



8. After handling and disposal of refuse

Every facility and venue will present unique combinations of these moments and hence require a tailored hygiene solution, but the moments themselves and therefore the approach to devising that solution is common to all.

This guideline aims to explain the origin and scientific basis of the 8 Moments for Targeted Hygiene, to provide a simple approach for owners and managers to identify the moments in your facilities and to put in place the right hygiene solutions consisting of both products and awareness raising tools.

## The Science:

### Breaking the Chain of Infection in Public Spaces

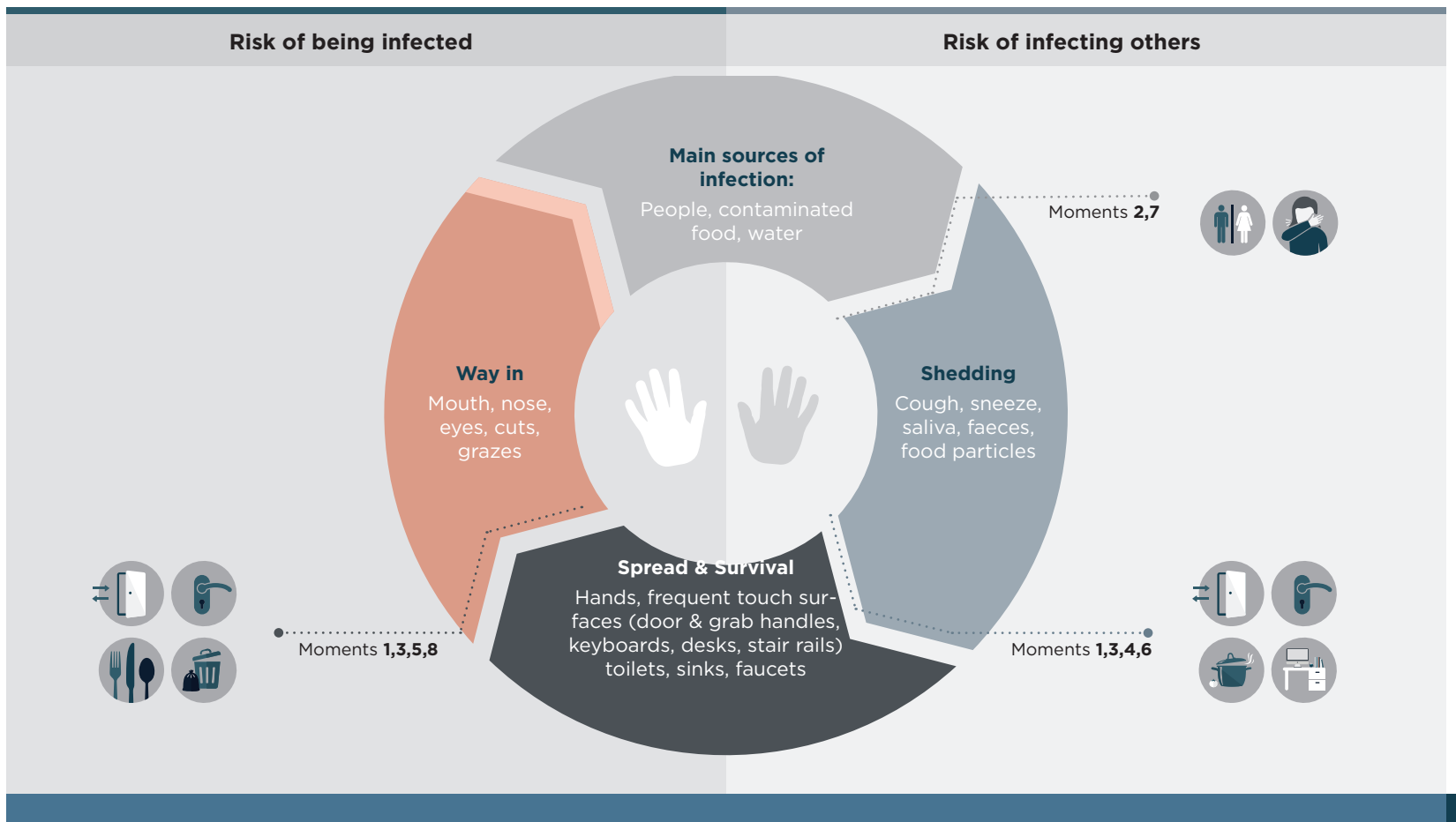


Public spaces including commercial centers, offices, manufacturing facilities, schools, gyms, transportation hubs and retail centers are locations where the risk of infection transmission is high as these are the places where many different people come into contact with each other, interact and touch common surfaces.

There is a misconception that commonly touched surfaces are inherently the points of highest risk and that disinfecting those surfaces is therefore the solution. A better way to think about infection transmission is to consider the moments at which transmission can occur and the role that people and surfaces play in those moments.

**Figure 1 illustrates the “chain of infection”** – the sequence of steps through which infects pass from one person to another. By targeting hygiene behavior at the 8 key moments, we can help break the chain of infection by reducing the risk of becoming infected or infecting others.

Figure 1: 8 Moments in the Chain of Infection



Outside direct contact with airborne pathogens – mitigated by social distancing and wearing masks – the primary mode of infection transmission is via our hands which spread pathogens from infected individuals to other people and surfaces, and which can become contaminated after touching common shared surfaces such as door handles, stair rails, etc.

Critically, it is not the surfaces themselves that create the risk but the behavior of touching those surfaces without practicing hand hygiene.

While regular disinfection of frequently touched surfaces does play a role in managing risk, it cannot alone create a safe environment since re-contamination may occur frequently.

Supporting behavior change toward a culture where the risk moments are clear to all and where targeted hygiene is practiced at those moments is best way to minimize risk and create safe, healthy public spaces and workplaces.



## The Practice:

### How to Target the 8 Moments

Targeting these key moments can be achieved by designing and equipping buildings with the right hygiene infrastructure and educating individuals about the dangers they pose to themselves and others if they do not adopt better practices.

The steps include:

- *Follow the guidance of local government and regulatory agencies.*
- *Follow a standardized methodology to identify where the key risk moments occur in your facility.*
- *Install hygiene infrastructure that incorporates hand-washing and sanitizing facilities at all key locations where hygiene moments may occur. For example, ensure handwashing facilities or sanitizer stations are placed at entry and exits points, near to frequent-contamination surfaces (e.g. stairs, escalators, elevators, etc), near to food preparation and eating locations and within restrooms.*



- *Educate and raise awareness with occupants and visitors of the 8 moments for Targeted hygiene and ensure high visibility and intuitive use of hygiene facilities. A range of media including posters, signage and videos may be used.*
- *Provide suitable hand wash and sanitizer products that comply with local regulations and standards. In the US, this should include products that are proven to meet the EPA's requirements.*
- *Ensure that hand wash and sanitizer dispensers are regularly monitored and adequately replenished.*
- *Consider provision of personal hand sanitizer packs to employees who may encounter hygiene moments away from established locations (e.g. janitorial staff removing refuse or logistics staff driving vehicles off-site).*
- *Disinfect frequent-contact and food-contact surfaces using a suitable disinfectant solution that complies with local regulations. The frequency of disinfection should reflect the fact that the greatest risk is while the work force is present in the building due to the frequency of contact. Increase frequency of disinfection for the highest-risk surfaces.*



Routine cleaning of low-risk, non-touch surfaces should be considered a different activity from ensuring workplaces and public spaces remain hygienic – the removal of dirt, debris, allergens etc does not help protect the people against infections, but provides a pleasant space.

## Your Checklist:

### Implementing the 8 Moments Approach

Listed below are the moments alongside suggested actions individuals should take and critically the responsibilities of facility managers to provide appropriate infrastructure (products plus education) to enable these actions.

Risk Moments	Purpose	Actions for Facility Managers	Education for Individuals
<b>Entering the facility. Exiting the facility.</b>	To help reduce the risk of you spreading infection to others, or becoming infected yourself, through surface transmission.	Ensure access to hand washing facilities or hand sanitizer on entry and exit points.	Wash hands with soap & water or use a suitable hand sanitizer if washing facilities are not available.
<b>Before leaving your workstation. After returning to your workstation.</b>	To help reduce the risk of you spreading infection to others, or becoming infected yourself, through surface transmission.	Ensure access to hand sanitizers at all workstations.	Sanitize your hands before leaving your workstation.  Sanitize your hands when returning to your workstation.
<b>Touching surfaces frequently touched by other people (e.g. door handles, stair rails, grab handles, turnstiles, barriers, ticket machines, etc).</b>	To help reduce the risk of you spreading infection to others, or becoming infected yourself, through surface transmission.	Provision of hand sanitizer at internal doors, lifts, staircase exits and other identified common touch points. Daily disinfection of frequent touch surfaces.	Avoid touching common surfaces where possible. Wash hands with soap and water or use a suitable hand sanitizer immediately after touching.  Minimize touching your face.
<b>Food preparation (for employees in food service establishments).</b>	To help reduce the risk of food becoming contaminated.  To help reduce the risk of foodborne infection.	Ensure access to correctly placed hand washing facilities or hand sanitizer. Ensure food preparation areas and utensils are frequently disinfected.	Wash with soap and water if hands are visibly dirty or use a suitable hand sanitizer, immediately after handling raw food.  Sanitize ALL food contact surfaces after preparing raw foods and before "preparing" ready to eat foods e.g sandwiches.  Utensils and cleaning cloths are also critical surfaces at this moment.
<b>Before eating food, especially with fingers.</b>	To help reduce the risk of you becoming infected.	Ensure hand washing facilities with reminders for users. Ensure that food is consumed in a safe area and that there is access to hand sanitizer.	Wash hands with soap and water if hands are visibly dirty or use a suitable hand sanitizer immediately before eating.
<b>Using the restroom.</b>	To help reduce the risk of self infection and transmission of infection from you to others who use the restroom facilities.	Ensure hand washing facilities with reminders for users. Frequently disinfect hand contact surfaces.	Wash hands with soap and water immediately after using the toilet.  Disinfect hand contact surfaces using disinfectant wipes.
<b>Coughing, sneezing, nose blowing and face touching.</b>	To help reduce the risk of you spreading infection to others.	Ensure access to hand sanitizer at workstations. Ensure safe disposal facilities and remove safely from workplace.	Cough or sneeze into a tissue or fold of your arm. Wash hands with soap and water, if hands are visibly dirty, or use a suitable hand sanitizer, immediately after coughing, sneezing or blowing your nose.  Dispose of tissues in a suitable refuse container.
<b>Handling and disposing of refuse.</b>	To help reduce the risk of transmission of infection from refuse to you and other surfaces.	Ensure hand washing facilities with reminders for users.	Wash hands with soap and water if hands are visibly dirty or use a suitable hand sanitizer immediately after handling refuse.

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