

**COVID-19 Health Guidelines for  
A&M Cleaning & Maintenance Services, Inc.**

EME605: Introduction to Distance Learning

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## **Company Overview**

A&M Cleaning & Maintenance Services, Inc., is a small company with 25 employees operating in the Tampa Bay area. The company was started in 2000 by the owner - and our Subject Matter Expert (SME), Jose Avila. Mr. Avila's company was massively impacted by the COVID-19 pandemic since all businesses were mandated to close by local governments, which meant their business services were not required for an extended amount of time.

A&M Cleaning & Maintenance Services conduct business at different locations because they have different locations assigned to them. Employee interaction with their clients varies because sometimes employees clean after everyone leaves the business, while at other times they are required to clean with people still working at the clients' businesses (10% of personnel in the working area). The business owner Jose Avila stated, "the World will never be the same after COVID-19."

## **Problem Statement**

Our organization was engaged to help A&M Cleaning & Maintenance Services, Inc., to provide instructional material concerning the new COVID-19 health guidelines that will assist them in re-opening and provide it's cleaning services to businesses in the Tampa Bay area.

The COVID-19 global pandemic has affected our world on a multitude of levels, including basic hygiene, water, waste & sanitation management. Companies worldwide must adapt and implement COVID-19 preventions in order to both survive the pandemic, but also assist in spread prevention measures. In the United States

(US), the Centers for Disease Control and Prevention (CDC) - Coronavirus (COVID-19) mandated Guidelines to prevent the spread of the virus.

On March 9th, 2020 Florida's Governor, DeSantis placed the State of Florida into a state of emergency. As a result, Gov. DeSantis executed statewide plans including reduction efforts by limiting actions and interaction across all industries, in order to drastically reduce the risk of transmitting the COVID-19 virus. Consequently, "The Safe. Smart. A Step-by-Step. Plan for Florida's Recovery" was created. After the COVID-19 infection rate curve of new cases flattened and subsequently began to decrease in the State of Florida; Gov. DeSantis decided to initiate a safe reopening of Florida's economy.

### **Need for instruction & Audience**

As previously stated, the existing issue must be addressed rapidly for the company's sake. If the issue is not properly solved, the company could experience the loss of current customers, having a bad reputation, and even economic loss. In order to help the company, we must ask three questions:

1. What is the best way to solve the issue presented by our client?
2. How can we effectively implement the selected solution?
3. Are there any additional factors to consider?

In response to the first question, we must take a deeper look at the company's issues. The company's main goal is to continue meeting its customers' needs, while also following the State of Florida COVID-19 Guideline Principles for their business. The issue at hand is a *learning gap* between how the business operated before the

pandemic vs. how it *should* work now during/after the COVID-19 pandemic, taking COVID-19 prevention into consideration. Due to the issue's nature, the best way to bridge the *knowledge gap* is through the use of instruction. The development of instruction will aid workers to learn what measures they must take during these atypical times, as well as how to properly apply those measures in the workplace setting. These guidelines and measures will help to create a safer environment for both workers and customers. Our SME, Jose Avila, is requiring written, visual, and mobile learning instructions for his employees and a method to certify their knowledge using a mobile learning application.

In response to the second question regarding the implementation of the solution, we find three main delivery methods: asynchronously, synchronously or a combination of both. Due to the global situation, we have decided to asynchronously deliver the instruction as it best fits our client's needs. The benefits of asynchronous instruction for this situation is that workers will be able to engage with the instruction from anywhere (different geolocations), any time and at their own pace. Asynchronous training would be best to implement for this company, because of the different location's employees can be found. Training that they can access with their smartphones would be the most desired delivery method.

In response to our third question, we examined who will our audience be? The learners of this instruction will be company employees who are 18 years old and older. English is not necessarily the primary language for some of these employees, so they will benefit from visuals in the instruction; however, all employees are bilingual. While some are part-time employees, approximately 80% work full-time at

the company. All employees regardless of status have access to mobile devices, so accessibility will not be an issue.

## REFERENCES

- Centers for Disease Control and Prevention - CDC. "Cleaning and Disinfecting Your Facility." *Centers for Disease Control and Prevention*, Centers for Disease Control and Prevention, 14 Apr. 2020, <https://www.cdc.gov/coronavirus/2019-ncov/community/disinfecting-building-facility.html>
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