

Coronavirus Recommendations for Laundry Owners

Good hygiene and cleanliness are critical to preventing the spread of COVID-19. This means that having access to clean and safe laundry facilities is a critical component to keeping our communities safe. Here are some best practices to keep yourself, your customers and your laundry safe during this time.

Regularly disinfect frequently touched surfaces.

- All washers, dryers, changers, vending machines, etc. Be sure to include all handles, buttons and coin drops.
- Door handles both inside and outside of the store.
- Hard surfaces such as folding tables, seats, trash cans and waiting tables.
- Bars and edges of the laundry carts where people frequently touch.

Encourage and require social distancing.

- Have customers leave the store or wait in their cars while their loads are running.
- Ask customers to fold their laundry at home rather than remaining in the store.
- Limit the number of people allowed in the store based on current recommended guidelines.
- Consider extending store hours to spread out customer flow.

Make adjustments in your store.

- Check your hot water heater temperature. Experts recommend washing items in a temperature of at least 140F (60C).
- Remove children's play areas and shared items like toys, books and magazines.
- Provide hand sanitizer throughout and encourage customers to use it.
- Increase ventilation.
- Increase cleaning schedules for restrooms, or consider closing them if you can't clean them frequently. Be sure restrooms are stocked with toilet paper, soap, and paper towels.
- Clean floors and remove garbage frequently throughout the day.

Encourage the use of mobile or credit card payment.

- Increased use of mobile and credit card payments will reduce the need to handle money.

Clearly communicate with customers.

- Update your social media to show open hours and any business modifications.
- Post signage with guidelines for doing laundry safely during this time.
- Communicate to customers the additional cleaning and other precautions you're taking.
- Greet customers verbally and avoid personal contact, like shaking hands.

Consider altered wash-dry-fold services such as:

- Have the customer start all of their own laundry in the washer, then have the staff move it to the dryer.
- Require customers to deliver laundry in a plastic bag that can be dumped directly into the machine.
- Offer curbside drop-off and pick-up to reduce the number of people in the store.
- Have customers schedule appointments for pick-up and drop-off to stagger customer flow.
- Consider adding or expanding your pick-up and delivery service.

Promote the benefits of using hot water and PLUS cycles.

- Promote the benefits of using hot water to kill the virus. Consider offering a hot water discount.
- Offer PLUS cycles such as prewash, extended wash or extra rinse. Customers will want options to get a better clean.

Advise your employees on proper care.

- Regularly review all changes and safety precautions with your staff. Keep them up-to-date as things change and advise them on how to work with customers during this time.
- Provide necessary protective items, such as gloves, face masks, disinfecting wipes, cleaners and extra bags for laundry.
- Review proper personal care. Encourage them to regularly wash their hands, to cough into their elbows and to avoid touching their face.
- If employees are feeling sick, are caring for someone who is sick, or have been around anyone they feel is sick advise them to stay home and/or seek medical treatment according to current government guidance for getting medical care.

Encourage safe laundry practices.

- Customers should continue doing laundry. Regular cleaning will prevent the spread of the disease as the virus can live on clothing for up to 3 days.
- Viruses do not like heat. Encourage customers to use hot water cycles and to dry their clothes. Remind them to follow manufacturer's recommendations for fabrics.
- Using the right amount of soap is important. Over-sudsing can prevent clothes from being rinsed properly and can cause dirt, and the virus, to be trapped in fabrics.
- Advise customers to avoid shaking dirty laundry. This will minimize the possibility of dispersing the virus in the air.
- Ask customers to presort their laundry or wash it all together to avoid sorting in the store.
- Encourage customers to disinfect laundry baskets or request that they use disposable bags.

Thank you for all you're doing to keep your community and customers safe. These are meant as a guide and is not an all inclusive list. Please adhere to up-to-date recommendations, requirements and regulations issued by the government.