



Inspire Community Peace of Mind

Proactive Infection Control that Earns Confidence with Proven Results



Reassure the Safety of Your Community

A Proactive, Resident-Centric Approach to Infection Control

Senior living communities everywhere are facing occupancy challenges created by the heightened health and safety concerns of older adults and their families. An expanded CMS infection control survey process plus pandemic-related staffing issues are straining employees and budgets. And while the pressure and uncertainty can feel overwhelming at times, we want you to know that we are here to help.

Our Reassure infection control program can assure your sanitization standards to improve your community protection while providing valuable safety reassurance to residents, families, and staff. We start with a comprehensive assessment of your community's risks, then we establish a tailored disinfection program aligned with CMS regulatory guidelines. To continually enhance resident safety and reassurance, your program's effectiveness is tracked and can be audited by Bureau Veritas – a world leader in testing, inspection, and certification.



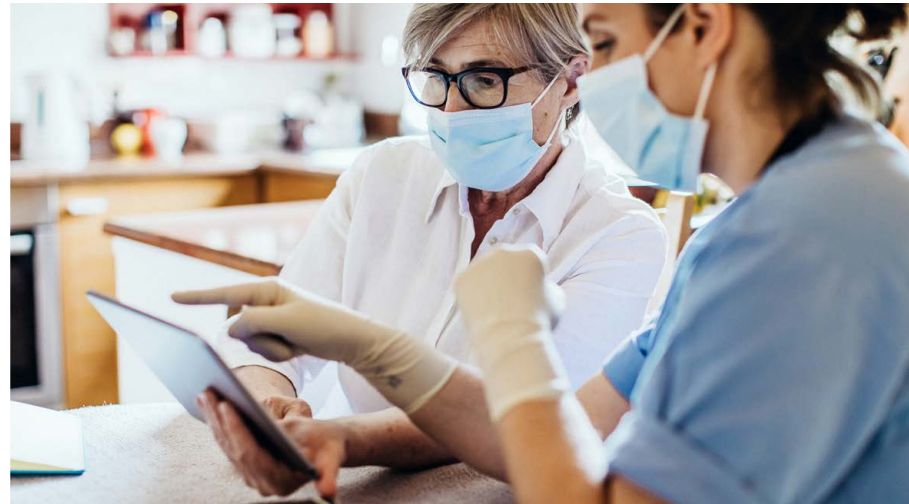
New resident occupancy is declining due to safety concerns of residents and families.

Comprehensive Community Protection



Infection control protocol

- Compliant with CMS regulatory guidelines
- Informed by Sodexo Medical Advisory Council team of experts
- Hospital-grade, EPA-registered disinfectants
- UV-C technologies
- Hand hygiene training systems



Risk assessment & effectiveness monitoring

- Comprehensive community risk assessment
- Award-winning Site Management System
- Blacklight inspections
- Microbiology surface testing



Resident experience

- EcoLab clean signage
- Physical distancing signage
- Bureau Veritas Rise SAFE audit & certification



99.99%

Reduction in germs through disinfection including MRSA, C. DIFF, Norovirus, H1N1, Influenza A and Hepatitis C



Infection control protocol

Science-Based, Proactive Infection Prevention

Our comprehensive Reassure infection control program is built on scientifically proven tools and proactive methods so you and your residents can trust the quality and safety of your community environments. All our disinfection cleaning services meet standards set by the CDC and EPA for regulatory compliance, including COVID-19 prevention regulations. We use advanced UV-C surface and HVAC technologies that reduce viral spread with less labor and feature end-to-end quality assurance processes that provide failsafe accountability. And because we know improper hand hygiene and PPE usage are the top-cited deficiencies in long-term care across the country, we provide training and guidance for your staff and residents.

- Compliant with CMS regulatory guidelines
- Informed by Sodexo Medical Advisory Council team of experts
- Hospital-grade, EPA-registered disinfectants
- UV-C technologies
- Hand hygiene training systems

Infection prevention protocols rooted in microbiology reduce acquired infections by up to 50%.





Risk assessment & effectiveness monitoring

Fully Assess Your Community's Risks

Identifying potential infection risks throughout your community is an important first step to protecting the health and well-being of your residents, staff, and guests. Our Sodexo team will work with you to diligently examine all of your spaces and processes, as well as the routine daily activities of everyone that lives, works, and visits your community. From food services to personal traffic patterns in common spaces (indoors and outdoors), we'll uncover possible risks and offer effective solutions to mitigate or eliminate them.

By using advanced testing technologies and applying our deep understanding of community living design and operational optimization, proactive disinfection, and resident satisfaction, we'll make sure your infection control protocols work like they should without losing sight of the person-centered care that makes your community special.

- Comprehensive community risk assessment
- Award-winning Site Management System



3 LEVELS OF RISK



LOW

- Touchpoints disinfecting
- General physical distancing
- PPE provision



MEDIUM

- Contactless service delivery
- Deep cleaning & disinfection
- Adaptation of space



HIGH

- Reengineer services
- Experience redesign
- Close or restrict access

According to the CDC, 1 to 3 million serious infections occur in long-term care environments each year.



Third-Party Microbiology Testing

Sodexo works with MicroBac to test and measure pathogen levels throughout the communities we serve. The results illustrate efficacy, inform cleaning frequency, and help identify areas of potential risk.



Operational
Excellence
Audits



Microbiology
Testing



Centralized
Monitoring



Blacklight
Inspections

99%
pathogen reduction in “hot spots”



The Value of Vigilance

Continuous monitoring is a key component to optimizing the effectiveness of your protection program over time. After all, to reduce risks and prevent infection spread, you need to gather all available data and track performance—measuring against established benchmarks. Our monitoring regimen covers all the bases and offers you clear reporting so you can act quickly and decisively whenever necessary. Our team has the expertise, advanced tools, and dedication to person-centered care to keep your people and spaces protected every day.

- Blacklight inspection program
- Microbiology testing



Cleaned and disinfected to help reduce risks

with Ecolab products and recommended procedures



Incorporates EPA-registered, hospital disinfectants



Informed by the Centers for Disease Control and Prevention (CDC) guidelines



Science-based cleaning and disinfection protocol



Includes regular cleaning of frequently touched areas



Committed to providing a higher degree of clean



Reinforces safety, health, and well-being

sodexo



Rise SAFE

Provide additional quality assurance to your residents, employees and guests with the Rise SAFE label in partnership with Bureau Veritas. This builds confidence that your operations use independently verified processes that stringently adhere to local legislation and standards.

Resident experience

Enhance Peace of Mind & Elevate Quality of Life

Earning the trust and confidence of residents and their families is the cornerstone of any strong community. It always has been. And as we look ahead, that peace of mind will be an even bigger factor in resident attraction, satisfaction, and retention. This means that taking proactive measures to show you're serious about protecting the personal health and safety of everyone that sets foot in your community is a smart way to future-proof your success.

We can help you demonstrate your commitment to safeguarding the well-being of residents, staff, and visitors in ways that build trust and set minds at ease. We'll work with you to develop physical distancing guidelines tailored to your community spaces so people know where they should stand and why it's important. And to ensure clarity of message and resident buy-in, we'll create signage that shares useful information and offers gentle reassurance to reduce stress.

- EcoLab clean signage
- Physical distancing signage
- Bureau Veritas Rise SAFE audit & certification



Our approach is clinically informed by our Medical Advisory Council, a multidisciplinary team that advise on measures to ensure safe processes that adhere to all local regulations.





Confidently Move Your Senior Living Community Forward

Give us a call at **1-833-977-1759** or contact us online to request a complimentary consultation to review your community's cleaning and disinfection plan.

us.sodexo.com/seniors



For over 50 years, Sodexo's foundation of valuing people first continues to differentiate us. As a global employer of over 460,000 employees worldwide, we deliver an unrivaled array of more than 100 offerings, including on-site services, benefits & rewards services and personal & home services.



Contact Us Online

1-833-977-1759
seniors@sodexo.com