



Commercial Facilities

Cleaning, Sanitizing & Disinfecting Guide for Businesses

Understanding the difference between cleaning, sanitizing, and disinfecting — and how to build an effective program for your Ontario business.

3 Levels of Health Protection in Bay & Sudbury

cleaning, sanitizing, disinfecting

DIN-registered products

Binx service area

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SECTION 01

Cleaning vs. Sanitizing vs. Disinfecting



Each level of surface treatment requires different products, dwell times, and protocols.

Cleaning, sanitizing, and disinfecting are three distinct processes with different objectives, products, and standards. Using the wrong process for the situation — or treating them as interchangeable — creates gaps in your facility's infection control program.

The Three Levels Defined

Kills Pathogens?

No

Partially

Yes

Critical Sequence

Disinfectants only work on pre-cleaned surfaces. Organic matter (soil, grease, biofilm) inactivates disinfectant chemistry before it can reach pathogens. Clean first, then disinfect — always in that order.

SECTION 02

When Each Level Is Required



Risk level determines which treatment is appropriate – not preference or habit.

The appropriate level of surface treatment depends on the risk posed by the surface – who touches it, how often, and in what context. Applying disinfectant to a low-risk surface wastes product and may create chemical residue issues. Applying only cleaning to a high-risk surface leaves pathogen risk unaddressed.

Surface Risk Classification

offices, storage, corridors

rooms, common areas, lobbies

rooms, kitchens, high-touch points

rooms, dental ops, procedure rooms

prep surfaces, shared equipment

SECTION 03

Health Canada Registration & DINs



Health Canada Drug Identification Numbers (DINs) confirm a product's registered efficacy claims.

In Canada, disinfectants sold for use in healthcare, food service, and institutional settings must be registered with Health Canada and carry a Drug Identification Number (DIN). A DIN confirms that the product's efficacy claims have been evaluated and approved.

How to Read a DIN Label

- **DIN number:** 8-digit number printed on the label. Look it up at the Health Canada Drug Product Database to confirm active ingredients and registered claims.
- **Kill claims:** The label must list specific organisms the product is registered to kill (e.g., MRSA, *C. difficile*, coronavirus). Do not assume — read the claim.
- **Dwell time:** The time the surface must remain visibly wet for the product to achieve its registered kill claim. Wiping dry immediately negates disinfection.
- **Dilution ratio:** Products sold as concentrate must be diluted to the label specification. Over-dilution reduces efficacy; under-dilution increases cost and surface residue.

No DIN = Not a Registered Disinfectant

Consumer cleaning products, essential oil sprays, and many 'natural' cleaners do not carry a Health Canada DIN. They may have some antimicrobial effect but make no registered kill claims. For institutional disinfection, a DIN is required.

SECTION 04

High-Touch Surface Programs



High-touch surfaces are the primary vector for contact transmission in workplace settings.

High-touch surfaces are the most efficient vector for pathogen transmission in any facility. A focused high-touch disinfection program addresses the highest-risk surfaces multiple times per day — a more effective use of resources than disinfecting every surface infrequently.

Universal High-Touch Surface List

- Door handles and push plates — all entry points
- Light switches — all rooms
- Elevator buttons — call panel and interior
- Shared equipment: copiers, printers, coffee machines
- Washroom fixtures: faucet handles, flush levers, paper towel dispenser lever
- Reception desk counter — public-facing surface
- Shared keyboards and mice
- Handrails — stairs and ramps
- Vending machine buttons

High-Touch Frequency

In a typical office environment, high-touch surfaces should be disinfected minimum twice daily — once in the morning before staff arrive and once at midday. During respiratory illness season or outbreaks, increase to every 2–3 hours on critical points.

SECTION 05

Washroom Disinfection Standards



Washrooms require full disinfection — not just cleaning — at every service visit.

Washrooms are high-risk environments for fecal-oral transmission of pathogens. Every washroom service visit should include full disinfection — not routine cleaning — of all surfaces.

Washroom Disinfection Protocol

- 1 Apply Disinfectant to All Surfaces**
Apply DIN-registered disinfectant to toilet bowl (under rim), seat, lid, tank, and exterior base. Apply to sink basin, faucet handle, and counter. Apply to door handle inside and out.
- 2 Allow Dwell Time**
Leave surfaces visibly wet for the product's full registered dwell time — typically 1–10 minutes. Do not wipe dry prematurely.
- 3 Wipe in Sequence: Clean to Dirty**
Wipe in order from cleanest to dirtiest surface: counter → sink → toilet seat/lid → toilet exterior → floor around toilet base. Never reverse the sequence.
- 4 Mop Floor with Disinfectant Solution**
Mop entire floor with diluted disinfectant solution. Pay special attention to grout lines and base of fixtures.

5**Restock and Inspect**

Refill paper towel, toilet paper, and soap. Verify waste is emptied. Do final visual check.

SECTION 06

Kitchen & Break Room Sanitizing



Shared kitchen surfaces require food-safe sanitizing — not household disinfectant.

Office kitchens and break rooms require sanitizing — not just cleaning — of all food-contact surfaces. The standards differ from general facility disinfection because food-contact surfaces must be safe for direct contact with food after treatment.

Kitchen Surface Treatment by Zone

Treatment

Clean then sanitize

Clean then sanitize

Disinfect

Disinfect

Clean + sanitize

Sanitizer vs. Disinfectant in Kitchens

Food-contact sanitizers are formulated to leave a safe residue — they do not need to be rinsed if used at the correct dilution. Standard facility disinfectants are NOT food-safe and must be thoroughly rinsed before food contact. Never substitute disinfectant for food-contact sanitizer on prep surfaces.

SECTION 07

Green Disinfection Options



Green-certified disinfectants meet efficacy standards while reducing chemical exposure for staff and occupants.

Increasing demand for healthier indoor environments has driven the development of DIN-registered disinfectants that are also certified to environmental and occupant safety standards. Green disinfection is not a compromise — properly selected products meet full efficacy requirements.

Green Disinfection Options

- Accelerated hydrogen peroxide (AHP): A DIN-registered disinfectant technology with broad-spectrum kill claims, short dwell times (30 seconds to 5 minutes), and low toxicity. Biodegrades to water and oxygen. Health Canada approved.
- Electrolyzed water (hypochlorous acid): Generated on-site from water and salt via electrolysis. Registered efficacy against bacteria, viruses, and fungi. Non-toxic, no residue, no rinse required. Emerging technology gaining traction in Ontario facilities.
- Green-seal certified quaternary ammonium compounds: Some quat-based products carry third-party environmental certification. Effective but require attention to residue buildup on surfaces over time.

Certifications to Look For

Green Seal (GS-37), EcoLogo (Environment Canada), and DfE (Design for the Environment, US EPA) certifications indicate a product has been independently evaluated for reduced environmental and health impact. Always confirm the product also carries a Health Canada DIN for disinfection claims.

SECTION 08

Outbreak Response Protocols



Outbreak response requires a documented escalation protocol — not improvisation.

When a confirmed or suspected outbreak occurs in a facility — gastroenteritis, influenza, COVID-19, norovirus — a reactive disinfection protocol must be activated immediately. Pre-planning this response is essential; attempting to design it during an outbreak leads to incomplete coverage.

Outbreak Response Protocol

1

Notify Facility Management

Alert the facility manager and, if applicable, the health and safety representative immediately upon confirmed or suspected outbreak.

2

Identify Affected Areas

Determine which areas the affected individual(s) occupied. Map all surfaces they may have contacted in the previous 24–48 hours.

3

Activate Enhanced Disinfection

Apply outbreak-level disinfectant (typically sporicidal or broad-spectrum product with confirmed efficacy against the causative agent) to all identified surfaces.

4

Extend High-Touch Coverage

Increase high-touch disinfection frequency facility-wide to every 2–3 hours for the duration of the outbreak period.

5

Document and Report

Record all actions taken, areas treated, products used, and staff involved. Retain for public health reporting if required.

6

Notify Public Health if Required

Under Ontario's Health Protection and Promotion Act, certain outbreak scenarios require notification to the local public health unit. Confirm reporting obligations with your health and

SECTION 09

Frequency Schedules by Facility Type



Disinfection frequency should reflect the risk profile of each facility type.

There is no universal disinfection frequency schedule – the right schedule depends on occupancy density, vulnerability of occupants, type of activities performed, and local public health guidance. The table below provides baseline guidance for common Ontario facility types.

Baseline Disinfection Frequency by Facility

Washrooms

2× daily

2× daily min

2× daily min

3× daily

2× daily

2× daily

Every 2 hrs

SECTION 10

Building a Written Disinfection Program



A written disinfection program provides consistency, accountability, and a paper trail for compliance.

A verbal disinfection routine is not a program — it is an intention. A written program defines exactly what is treated, with what product, by whom, and how often. It provides the documentation basis for insurance, regulatory compliance, and continuous improvement.

Written Disinfection Program Components

- Facility map with risk zone designations (low, medium, high)
- Touch point inventory — every high-touch surface listed by room
- Product register — DIN, active ingredient, dilution, dwell time for each product in use
- Frequency schedule — by area, by surface category
- Staff training record — who has been trained, on what, and when
- Daily cleaning log — signed completion record for each service
- Outbreak response procedure — pre-written, accessible, rehearsed
- Review schedule — program reviewed and updated at least annually

Binx Disinfection Programs

Binx Professional Cleaning designs and delivers written disinfection programs for businesses across North Bay and Sudbury. We provide service logs, product documentation, and audit-ready records. Call (705) 845-0998 or visit binx.ca.

ABOUT BINX

Why Clients Trust Binx Professional Cleaning

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Binx Professional Cleaning is a locally owned and operated cleaning company serving North Bay, Sudbury, and surrounding communities in Northern Ontario. With 70+ trained cleaning professionals, we deliver consistent, verified, and insured cleaning services to over 200 commercial and residential clients every week.

We are proud partners of Cleaning for a Reason, providing free cleaning services to cancer patients in our community. We use 100% green-certified Green Cleaning Chemical products across every account. Every cleaning visit is verified through our Quality Audit inspection platform – so you never have to wonder whether the work was done.



Disinfection Services for Northern Ontario Businesses

Binx Professional Cleaning provides Health Canada-compliant disinfection programs for offices, healthcare settings, schools, and commercial facilities in North Bay and Sudbury. Call (705) 845-0998 or visit binx.ca.

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