

CERTIFIED CLEANING TRAINING PROGRAM MANUAL 2012

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Program Overview

Welcome to the MahlerClean Certified Training Program. The primary objective of this program is to provide our employees with the knowledge and training needed to deliver high quality janitorial services in a safe and efficient manner.

This training program consists of a classroom training session as well as on the job training on cleaning procedures and processes. At the conclusion of your training period, you will be tested on the information that has been presented to you so that we can ensure that you are knowledgeable of the information provided.

Each employee will receive copies of this training manual and other various handouts during the training program. A copy of this training manual will also be kept onsite at your job assignment, in the account binder, should you need to refer to it.

SECTION I

Hazard Communications, right to know Program-

Review the program from the MEI employee handbook pages 23-26.

MSDS Sheets-

Review the sample account binder and go over the MSDS sheets sections with each employee and discuss how to read these and the importance of the MSDS sheets. Discuss PPE needed to protect their health. Discuss that these sheets are located in the primary supply closet at each site in the account binder.

Universal Precautions- Handbook

Review and discuss with each employee

Bloodborne Pathogens- Handbook

Review and discuss with each employee

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SECTION II

Introduction to Cleaning Products

On the following pages, we will review many of our most commonly used cleaning products and discuss their various uses. Some products will have similar uses while others will have very specific instructions/uses. It is important that all instructions found on a cleaning product are read and precisely followed. Improper use of a product can result in damage to the surface being cleaned, as well as pose safety risks to the person using the products. If you are unsure what product to use on what surface, please ask your manager or contact the MEI office.

Personal Protective Equipment (PPE) must be worn at all times when working with cleaning chemicals in order to protect yourself. At minimum, employees are to wear safety glasses to prevent splashes in your eyes and safety gloves to prevent the absorption of cleaning products/pathogens into your skin.

Types of Products

- **RTD – “Ready to Dispense”** - automatic dilution system- NO MIXING REQUIRED
- **RTU – “Ready to Use”**- Ready to use right from container- NO MIXING REQUIRED
- **RTM – “Ready to Mix”** - Must be diluted and mixed properly before use.

1. RTD Products- Ready To Dispense

- a. System of choice due to the ease of use and cost effectiveness.
- b. Delivers properly diluted product for effective cleaning.
- c. Utilize wherever there is a water supply/slop sink that will accept RTD connection hose.
- d. **MUST** turn off the water supply after filling bottles, buckets, or auto scrubber.
- e. Follow the dilution and usage instructions on the container.
- f. Dispensed product should only be put in properly labeled containers.

2. RTU Products- Ready To Use

- a. Products come ready to use – no mixing required.
- b. Less cost effective due to shipping costs and additional packaging.
- c. Products will come in aerosol and non-aerosol forms.

3. RTM Products- Ready to Mix

- a. Ready to mix products are primarily used for floor care applications.
- b. Not widely used for day-to-day applications but may be used for very specific tasks limited to specialty cleaning projects.
- c. These products should be diluted/mixed according to the instructions on the container. Please follow all label directions for mixing these solutions. Use of a measuring cup or metered pump is required in most applications when mixing.

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General NON ACID Disinfectant Cleaners

To be most effective, most disinfectants need 3-10 minutes of “dwell” time, meaning the surface being cleaned needs to have the product on it for a few minutes.

1. Virex 256 (RTD Only)

- a. Multi surface hospital/clinical grade disinfectant and cleaner.
- b. Use to disinfect all hard surfaces including floors, sinks, toilets, urinals, counters, partitions, light switches, door knobs and handles and any other contact surfaces that can be safely cleaned with water based products.
- c. Should not be used to clean glass or mirrors due to streaking.
- d. For disinfecting carpets, this product may be used to clean up bloodborne pathogens.

2. NABC (RTU Only)

- a. Non Acid Bowl Cleaner - blue colored disinfectant, pleasant fresh smell
- b. Use to disinfect counter tops, sinks, toilets, urinals, phones, doorknobs, light switches, restroom fixtures, and other high touch areas.
- c. Can be diluted using ½ water and ½ NABC in a trigger bottle for cleaning and sanitizing phones. Must be wiped dry or it will leave streaks.
- d. Do NOT let this product run onto floor grout, if not cleaned up immediately, it may stain.

3. Crew Non Acid Restroom Disinfectant Cleaner (RTD and RTU)

- a. Use to disinfect counter tops, sinks, toilets, urinals, phones, doorknobs, light switches, restroom fixtures, and other high touch areas.
- b. This product is primarily used in non-medical facilities as a general disinfectant.

4. Alpha HP (RTD Only)

- a. Multi surface general spray and wipe disinfectant cleaner.
- b. Do NOT use on marble surfaces (Use Stride or glass cleaner for marble surfaces).
- c. Dilution settings for Alpha HP are:
 - GREEN BOTTLE dilution – use for glass and other water washable surfaces- this will leave a streak free clean when wiped dry.
 - RED BOTTLE dilution - use for restroom sinks, urinals, toilets and other hard restroom surfaces and may be used to clean heavy soil on walls and other water washable surfaces. Clean surface and wipe dry to reduce streaks. (NOTE: This will leave streaks on glass/mirrors).
 - GREEN BUCKET dilution - use for general mopping of all floors.
 - RED BUCKET dilution - use for mopping floors with heavy dirt buildup.

General Cleaners

1. Glance (RTD and RTU)

- a. Multi surface and glass cleaner
- b. Most commonly used product for daily cleaning of hard surfaces.

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- c. Use as a spray and wipe cleaner on many surfaces such as Formica desks (plastic colored tops or fake wood grain type surfaces), counter tops, glass, mirrors, baseboards, stainless steel elevators, stainless steel dispensers, light switches or other metal surfaces not requiring special polishes as well as other hard shiny surfaces that require a spotless streak free appearance.
- d. Can be used for wall spotting and carpet spot cleaning.
- e. Not recommended for use on real wood or non poly-coated surfaces. (Generally a furniture polish or yellow wiper cloths are used for this application).

2. Shine-Up Furniture Polish (RTU)

- a. Similar to Pledge or other household furniture dusting products with lemon oils.
- b. Use on natural wood surfaces such as doors, furniture, etc. Be sure to wipe well.
- c. Do NOT use on Formica surfaces or wood furniture/surfaces that have a clear coat/poly coat.
- d. Do not overuse this product, as it will cause a wax buildup on the surface.

3. Multi Foam Cleaner and Polish (RTU)

- a. Silicon based furniture cleaner.
- b. Leaves less greasy film behind than conventional furniture polishes like Shine-Up.
- c. Can be used as a protector/cleaner for glossy leather-type furniture and desktops.

4. All Purpose Carpet Spotter (RTU)

- a. Use for general carpet spots, such as food, coffee, soda, etc.

5. Solvent Carpet Spotter (RTU)

- b. Removes gum and sticky soils such as grease and tar. This product dissolves the soil so it can be scraped off the carpet.
- c. Apply gentle pressure when dissolving gum and other soils as to not tear the carpet.
- d. Blot and rinse this solvent using clear warm water and blot until all soil is gone.

6. Oil-Based Stainless Steel Cleaner

- a. Modern stainless steel can be maintained/cleaned with glass cleaner.
- b. Older stainless surfaces that may be stained/tarnished can be polished to a high sheen with a mild abrasive liquid cleaner and a white scrub pad. Rinse well when finished. When using this product it is important to follow the grain of the stainless to prevent scratches. The key is to rinse well with plenty of water not to spray and wipe, as it will smear.
- c. Apply product to cleaning towel and wipe on the surface.
- d. Do not spray this product directly on the surface; because some of the product may end up on the floor, and because of the oil, it will make the floor slippery.
- e. Be careful not to overuse this product, it will leave the surface greasy and may attract dust.
- f. Do not use this product on chrome or other shiny surfaces other than stainless steel, it will just separate on the surface and look streaky.
- g. Always buff the surface with a dry buff cloth to make sure excess oils are removed.

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5. Spitfire (RTU or RTD)

- a. Heavy duty, concentrated cleaner used on tough spots on walls, baseboards, etc.
- b. More expensive, so always try glass cleaner first.
- c. Do not let product run/drip on surfaces as it can leave a clean spot that will stand out.
- d. Good for shop restroom walls and other areas where dirty handprints are found. Works well on dirty baseboards and other surfaces that are heavily soiled. Do not use on large area stainless steel jobs as it tends to streak and discolor if not rinsed well quickly. This product will streak and darken most stainless surfaces.
- e. **Do NOT** use or get this product on wax floors. Spitfire will eat away the wax.

6. SparCreme (RTU)

- a. Use to scour sinks, commodes and water fountains.
- b. Only need a small amount to be effective.
- c. Be sure to rinse thoroughly after using on drinking fountains.
- d. Can be used to get scuffs off baseboards, apply product to rag.
- e. NEVER scour any shiny surfaces such as chrome and always follow the grain pattern to avoid scratches

Floor Care Cleaners

1. Stride Neutral Floor Cleaner

- a. General-purpose floor cleaner that can be used on any floor type.
- b. Safe to use on Marble floors to protect the honed finish from etching.

2. Damp Mop Neutral Floor Cleaner (RTM Only)

- a. General-purpose floor cleaner for use on any hard surface floor.
- b. Mix 1 ounce of Damp Mop Cleaner per gallon of mop water.

3. DMQ (RTM Only)

- a. General-purpose hard floor cleaner primarily used in medical facilities.
- b. Mix per instructions on the bottle.

4. BH-38 Floor Degreaser (RTM Only)

- a. Aggressive floor degreaser cleaner used in heavy soil environments such as:
 - i. Manufacturing area floors
 - ii. Manufacturing area restroom floors
 - iii. Cafeteria/food prep area floors
- b. Use to remove heavy soils from other types of floors such as rubber textured floors when mixed appropriately and rinsed well. Do NOT allow this product to dry.
- c. Do NOT use this product on any waxed floor, it will strip the finish off.
- d. Do NOT use this product on dark grout as it turns to a powder white ash in the grout lines when dry.

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Caustic and Acid Products *******WARNING*******

These products should be used with extreme caution and should only be used by specially trained personnel. Safety glasses and gloves must be worn at all times when using these products.

Types of caustic products include acids, bleaches, and alkalines.

These types of products are periodically used to keep restroom and shower areas free from hard water scale and/or the build up of body oils, soaps and to prevent the growth of bio contaminates such as mold, bacteria, and viruses.

Only use acid cleaners, if required, to remove hard water deposits inside toilets or urinals and for the “wet” areas of shower, steam saunas and pool deck areas.

When working with these types of products, it is important to know the following:

- These products will damage floors, toilet seats, stainless surfaces, faucets and counter tops and should not be used on any of these surfaces.
- If an acid product is used in toilets, flush after cleaning.
- Acid bowl cleaners should only have a flip top type cover and should never have a spray type top.
- Never set an acid type cleaner bottle on any surface as the chemical may drip down the sides of the bottle and permanently damage the surface.
- These products should be used and immediately returned to the storage closet when done dispensing and never placed on the cleaning cart as they can fall off and cause major carpet or other surface damage.
- Never mix any of these chemicals with like chemicals or use at the same time as other chemicals. When using these types of chemicals it is important to rinse the surface well before any other products are introduced to the surface. Do not let these chemicals mix on the surface or together on floors or in toilets. Mixing of these products will emit deadly toxic gases.

1. Foamy Q & A (RTU or RTD)

- a. Safest acid product we use.
- b. Use to de-scale hard water stains on sink areas, faucets, and drinking fountains.
- c. Use with a white scrub pad to aid in removal of hard water staining.
- d. Must be rinsed within minutes with plenty of water.
- e. Not for general use and should only be used when needed for hard water areas.

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2. M-95 (RTU)

- a. Mid-level acid type cleaner
- b. Use to remove hard water build up inside toilets/urinals and from pool/shower area floors.

3. Clinging Bowl Cleaner Acid (RTU)

- a. Can ONLY be used on porcelain surfaces.
- b. Do not let it drip on partitions or any other metal surfaces (it will corrode the metal.)
- c. Do not set the bottle on countertops or let it drip on the floor.

4. Germicidal Bowl Cleanser (RTU)

- a. High acid content product for removing hard water stains/rings from toilets/urinals.
- b. Should be kept separate from other chemicals and not stored on cart/brute.
- c. Use extreme caution when using this product.

5. Shower Scale Remover (RTD)

- a. Use by dispensing from a special foam applicator
- b. Spray product on shower walls, stalls and fixtures that are acid resistant
Follow special guidelines for shower cleaning and use this product alternately with other products designed for shower cleaning.

Section III Equipment/Supplies/Tools

Scrubbing/Scouring Hand Pads

1. White Pad

- a. Softest abrasiveness.
- b. Can be used to polish/scrub all surfaces.
- c. Use in conjunction with a mop head and used as a floor scrubber tool. This pad works well for cleaning sinks, tubs and stainless that has been stained.
- d. When using on floors, keep wet and soapy to avoid damaging the finish. Keep pads clean as soil under the pad will scratch the surface.

2. Green Pad

- a. Very abrasive.
- b. Only to be used on durable surfaces ceramic tile walls / shower walls.
- c. Use with caution – this pad will take finish off floors and will damage many surfaces.

3. Scotch Brite Easy Erasing Pad

- a. Use to take pen/marker/scuffs and other hard to clean marks off surfaces.
- b. When regular spray and wipe products do not work, use wet and test on surface to be cleaned.

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Floor Mops

We use both disposable and washable types of wet and dry mops. Generally mops with looped ends are washable and those with cut ends are disposable. Check with your Account Executive or Manager to determine which type is used at your account.

Washable looped ended mops a very expensive should not be thrown away, they should be hung to dry then placed in the soiled mop bin for pick up.

Generally wet mops can be used for one week before replacing and dry mops 2-3 weeks if properly cleaned by vacuuming and/or shaking weekly.

1. Dust Mops

- a. Be sure to clean the mop head before using by shaking out or vacuuming.
- b. Should only be used on dry surfaces.
- c. Disposable types can be thrown away when soiled.
- d. Do NOT use in restrooms/wet areas. Only booms should be used in these areas.

2. Wet Mops

- a. Be sure to hang mop up to dry when finished using.
- b. Do not leave the mop in the mop bucket overnight – this will create a foul odor.
- c. Disposable types should be thrown away when they become soiled, do not rinse or the mop will begin to shred.

3. Micro Fiber Mops

- a. These are generally used with a flat mop system.
- b. Can be disposable or washable.

Wipers

1. Wypall Disposable Wipers

- a. Strong, durable, disposable rags.
- b. Use by folding and creating many clean wiping surfaces per wiper.
- c. Use one wiper per chemical and application
- d. To prevent cross-contamination, be sure to change wipers when you move to another room or surface and only use like wipers on the same type of surfaces.
- e. When cleaning restrooms, leave all wipers in the trash for each restroom.
- f. Use multi fold towels for the soiled areas of toilets and urinals and dispose of in the restroom trash. See specific tasks for cross contamination guides and wiper use.

2. Micro Fiber Wipers

- a. Washable wipers.
- b. Use same instructions as disposable wipers.

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Scrub Brushes

Uses include:

- Brush off chairs, especially good for getting dust out of the cracks.
- Scrub elevator tracks by dipping in mopping solution and wiping out tracks.
- Use for crack and crevice cleaning in restrooms around sinks and floor corners

Vacuums

1. Sanitaire Upright Vacuums

- a. Will have a zippered bag (red or gray).
- b. Require the use of disposable paper bags (type “F & G” bag).
- c. Do NOT operate these types of vacuums without a bag.
- d. Change vacuum bag when there is approximately two fistfuls of dirt/debris in them.
- e. If the exterior vacuum bag is dusty, the disposable bag may not be attached properly.
- f. Changing the vacuum belt:
 - First, unplug the vacuum.
 - Remove the faceplate from the bottom of the vacuum.
 - Remove the old belt and install the new belt according to the diagram on the bottom of the vacuum.
 - Reattach the faceplate, plug vacuum in and begin vacuuming.
 - If the vacuum is not picking up or is difficult to push, you have probably put the belt on incorrectly.

2. Tornado CV30 and Pacer 112 Upright Vacuums

- a. Requires the use of a bag. Do NOT operate without a bag.
- b. Indicator Light – bag may be full, loss of suction, etc.
- c. On-board attachments
- d. Changing bag
- e. Clutch mechanism
- f. Checking for clogs/clog points

3. Backpack Vacuums

- a. NSS Outlaw
- b. Tornado PV6 Pack Vac

4. Mighty Might Canister Vacuums

- a. Also referred to as edge vacuums.
- b. Require the use of a type “MM” bag. Do NOT use without a bag.

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SECTION IV CLEANING PROCEDURES

A. RESTROOMS- How to clean restrooms

Personal Protective Equipment Required:

Safety glasses and safety gloves

Note: Gloves used for restroom cleaning are not to be worn outside of the restroom or used to clean any other area to avoid cross contamination.

Equipment Needed:

Broom

Dustpan

Mop bucket and mop

Toilet and urinal brush/swab

Scrub brush

White scrub pads

Cleaning wipers

Extension duster

Wet floor signs

Scraper/putty knife

Supplies Needed:

Toilet paper

Hand towels

Sanitary bags- wax craft type or other per site

Trash liners

Hand soaps

Toilet seat covers (if applicable)

Urinal blocks (if applicable)

Dispenser keys

Chemicals Needed:

Non-Acid Disinfectant Cleaner- (**Virex 256, NABC or Alpha HP**)

Glass or multi-purpose cleaner- (**Glance or Alpha HP**)

Stainless Steel Cleaner (if applicable)

SparCreme- liquid cleanser

Disinfectant mopping solution- (**Virex 256 or Alpha HP**)

Hard Water Descaler- Acid product for inside urinals and toilet may be required to remove hard water build-up. These products are only to be used inside of the toilets and urinals. (**Foamy Q & A, Crew Acid Bowl Cleaner, or M-95**)

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Procedure: (to be completed in this order)

A nonacid disinfectant is to be used on all contact “touch” surfaces daily to prevent spread of bloodborne pathogens. Remember that we cannot see bacteria, germs, viruses or other bloodborne pathogens. We clean surfaces not only for appearance but more importantly to eliminate the spread of illnesses caused by these pathogens.

- 1) When entering the restroom to begin cleaning, announce “Service” in order to alert users of the restroom of your presence.
- 2) Put cart in/at restroom door to prevent individuals from coming in while you are cleaning or post restroom cleaning sign if applicable. Take care not to damage the door with the cart.
- 3) Put on safety gloves and/or safety glasses.
- 4) Begin by sweeping the floor to remove to remove all solid trash. Because there may be a tendency for the floor to be wet, do NOT use a dust mop in a restroom. Start at furthest corner from the door.
- 5) Apply toilet bowl cleaner/disinfectant under the rim inside toilet bowls/urinals. Use swab/brush to spread the product. Leave product in the toilet and let stand so it can work.

Note: Acid bowl cleaner may be used to remove hard water deposits inside the toilets/urinals. To remove the hard water ring at the water line, first you’ll need to force some water down the toilet below the water line by using a swab/plunger and applying downward pressure.

Never use an acid product on any surface in the restroom except inside of toilets and urinals, as it will damage floors, toilet seats, stainless surfaces, faucets and counter tops.

If using an acid product, be sure to flush after cleaning.

- 6) Using a disinfectant, spray the exterior of the toilet/urinal and surrounding surfaces (including wall tiles, base of toilet, seat, flush handles, etc.) Leave the disinfectant on these surfaces to allow it time to work.
- 7) Spray disinfectant on sinks, counters, faucets, feminine receptacle handles, etc. Allow the product to “dwell” on these surfaces.
- 8) Remove your safety gloves and begin to restock **ALL** supplies such as toilet paper, soaps, paper towels, toilet seat covers, sanitary items, etc. When replacing toilet paper, be sure to start the roll.

Note: Empty dispensers are a common yet preventable customer concern. It is important that this step be completed thoroughly with each schedule cleaning. Some buildings require us to leave extra supply. Please follow site-specific rules on this procedure.

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- 9) After restocking all products, put your safety gloves back on.
- 10) Empty the waste containers and reline the containers
- 11) Clean mirrors with glass or all-purpose cleaner. Start at the top of the mirror and work from high to low. Wipe dry to prevent spotting.

Note: Spot cleaning mirrors daily to remove all visible spots and watermarks is needed. A more thorough cleaning top to bottom is needed before dust or a film has started to form. Generally dusting with a high duster every other day and a top to bottom cleaning weekly will prevent poor appearance. Mirrors should be spotless daily.

- 12) Damp wipe all dispensers with disinfectant/glass cleaner to remove smudges. Spot clean walls under/next to dispensers. Pay particular attention to hand washing and drying areas that excess water and soaps from hand washing accumulates such as walls, floors and baseboard around soap, paper dispensers and trash areas. Also check areas near tissue dispensers for daily accumulation of dust.
- 13) Wipe sinks/countertops. Reapply disinfectant if needed and wipe dry. Scour sinks and faucets with brush or white scrub pad as required then rinse well and wipe dry to streak free appearance. SparCreme cleanser may be used to remove soap scum/hard water deposits.
- 14) Finish cleaning the interior of toilets/urinals. Swab/brush interior of toilets/urinals. Flush the toilet/urinal after scrubbing and rinse brush using the running toilet water. Be careful of drips from the toilet brush when moving to the next one. Do NOT use the swab or brush to clean any surfaces on the exterior of the toilet/urinal.
- 15) Wipe exterior surfaces of toilets/urinals and surrounding areas including toilet base, wall tiles, pipework, handle/flushing mechanism, etc.
- 16) Clean “high touch” areas with disinfectant including: light switches, push plates, door handles, and kick plates.
- 17) Spot clean walls/partitions with disinfectant and towel/wiper. Check each wall, partition, and baseboard area around each toilet/urinal and clean as needed to remove soil or urine scale. If soil is present spray with a non-acid disinfectant and wipe dry.
- 18) Clean shower area/tub if applicable using multi-purpose cleaner and disinfectant.
- 19) Post a wet floor sign by the entrance to the restroom. Begin to damp mop the floors. Your mop bucket should be at least half full with mopping solution. Using a figure eight mopping pattern, start at the farthest corner and work your way towards the door.

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Do NOT mop any other areas outside of the restroom using this same mopping solution. Change water frequently to avoid spreading the soils and to eliminate cross contamination.

- 20) Floor Drains- Most restrooms have floor drains with sewer gas traps. To prevent sewer gas from coming up the drain, the trap must be kept filled with water. To control the potential odor from the sewer gas, pour a cup of clean mop water into the floor drain once/week. Prior to mopping the floor, saturate the mop with cleaning solution from the mop bucket and while holding the mop over the floor drain, allow the mopping solution to drip into the drain.
- 21) Prior to exiting the restroom, dispose of all used wipers/gloves in order to eliminate cross contamination.

B. Exam and Procedure Rooms- How to clean

Personal Protective Equipment Required:

Safety glasses and latex gloves

Equipment Needed:

Broom or dust mop
Dustpan
Mop bucket and wet mop
Scrub brush
White scrub pads
Cleaning wipers
Extension Duster- for high dusting of non-touch surfaces
Feather duster- for low dusting of non-touch surfaces

Supplies Needed:

Hand towels
Trash liners
Hand soap
Dispenser keys

Chemicals Needed:

Non-Acid Disinfectant Cleaner- (**Virex 256**)
Glass or multi-purpose cleaner- (**Glance or Alpha HP**)
Stainless Steel Cleaner (if applicable)
SparCreme- liquid cleanser
Disinfectant mopping solution- (**Virex 256**)
Hard Water descaler- Acid product if hard water stains are present (**Foamy Q&A**)

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Procedure: (to be completed in this order)

A non-acid disinfectant (Virex 256) is to be used on all contact “touch” surfaces daily to prevent spread of bloodborne pathogens. Remember that we cannot see bacteria, germ, viruses or other bloodborne pathogens. We clean surfaces not only for appearance but more importantly to eliminate the spread of illnesses caused by these pathogens.

Proper disinfectant use is vital to this procedure, contact or “dwell” time for disinfectants can be achieved two ways as listed below. Use each as determined proper for each surface.

❖ **Wet wipe method**

- a. Spray and saturate cleaning cloth with disinfectant to “pre-wet”.
- b. Spray the surface to be disinfected, then wipe with the pre-wet cloth.
- c. Allow the surface to air dry- **DO NOT WIPE DRY**

❖ **Note:** This method works well on vertical “up & down” surfaces such as doorknobs, wall areas, dispensers and other surfaces that the disinfect will not sit on the surface due to gravity. Most surfaces will require a cleaning and wiping dry after this process if they are of high gloss or if they streak. Using a clean cloth usually prevents streaking.

❖ **Spray method- Spray on and let dwell then wipe dry.**

- a. Spray the surface with disinfectant.
- b. Let dwell for proper amount of time.
- c. Wipe to a streak free finish

❖ **Note:** This method works well on sinks, toilets seats and rims, urinals and flushers.

❖ **To increase productivity 4-6 exam rooms can be completed as a set as outlined below.**

- 1) Assure proper PPE are worn, safety glasses and clean latex gloves. Spray non-acid disinfectant (Virex 256) on counters, faucets, sinks, etc. and let stand.
- 2) Restock supplies such as soaps, paper towels, etc.
- 3) Wipe down all dispensers to remove smudges. Spot clean walls under/next to dispensers. Pay particular attention to hand washing and drying areas that excess water and soaps from hand washing accumulates such as walls, floors and baseboards around soap and paper dispensers and trash areas. Check areas near tissue dispensers for daily accumulation of dust.

Note: NOT FILLING DISPENSERS IS THE MOST COMMON COMPLAINT UNLESS IT IS DONE PROPERLY EACH AND EVERY NIGHT. NOBODY SHOULD RUN LOW ON THESE PRODUCTS. Some buildings require us to leave extra supply under sinks. Please follow site-specific rules on this procedure.

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- 4) Dust and spot clean all horizontal items high and low including furniture and ledges. Including wall moldings, picture frames, tops of mirrors, equipment, ceiling vents, electrical switch plates, tops of baseboards or other installed features such as furniture, benches and foot steps attached to the exam tables.

Note: Some exam tables require cleaning under the headrest, if the exam table is raised clean the area under the headrest using disinfectant.

- 5) Check and spot clean all vertical surfaces including sides and faces of cabinets, desks, exam tables and legs, walls and baseboards or other installed furniture.
- 6) Dust and disinfect phones, do not spray phone with disinfectant, spray clean wiper and then wipe phone receiver.
- 7) Clean mirrors with glass or all-purpose cleaner
Note: Spot clean mirrors daily to remove all visible spots and watermarks.
- 8) Empty trash/recycling and replace with appropriate liner. Wipe down receptacle to remove handprints/splashes.

Note: Trash liners should be inserted neat and not hanging over the sides of any trash container if possible. It may be required to “tie the bag off” to give a neat look.

RETURN TO PREVIOUSLY SPRAYED AND DISINFECTED SURFACES TO COMPLETE CLEANING AND TO WIPE AND DRY TO A STREAK FREE FINISH.

It maybe necessary to reapply disinfectant to complete this cleaning if the product has started to dry.

- 9) Scour sinks and faucets with a brush or white scrub pad. Rinse well then wipe and dry to streak free appearance.

NOTE: Sinks will require the use of SparCreme liquid cleanser and a white scrub pad or scrub brush weekly to prevent build up of hard water and or soap/scum deposits. Rinse well after this procedure.

- 10) Countertops- wipe down with a clean wiper and dry, pay particular attention to corners and adjacent walls, counter ledges, around and behind sink areas.
- 11) Entry doors
 - a. Using disinfectant, spray and wipe dry handles, push plates and locks.
 - b. Wipe/dust doorframes to remove dust buildup.

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- c. Check doors daily for fingerprints at edges and beyond the handles and push plates.
 - d. Kick plates need to be checked daily and cleaned if required. Some kick plates are stainless steel and can be cleaned with glass cleaner or disinfectant. If your building requires the use of stainless steel polish use caution not to over spray on the floor as it will become slippery, always control overspray by spraying on wiper over the cart and then cleaning the plate.
- 12). Broom sweep hard floors prior to mopping. (If carpet, skip to next step.) Detail sweep floors behind and under exam tables moving carts and benches as needed, sweep wall edges and corners first, then sweep main floor of the room towards the exit. Use a dustpan to pick up the dirt pile or vacuum. It's important to get the edges and corner good every night. Floors not detail swept look like they are not kept up or not swept at all. DO NOT use a dust mop in these rooms as they harbor germs.

Depending on the size and number of rooms being cleaned a backpack or canister vacuum may be used instead of a broom.

13) Vacuum the room

- a. This is the last step before exiting the room and turning off the lights.
- b. All traffic lanes should be vacuumed daily.
- c. Check behind furniture and exam tables for debris and vacuum these areas as needed.
- d. It will be necessary weekly to move items on wheels to get under them and to clean the edges of the carpet and baseboards with an edge tool or an extension duster so no dust accumulates on any carpeted surface.

14) Mopping the floors

Note: Mop buckets should be filled no less than half full for mopping floors. Water used in these rooms should not be used in other areas. Change water frequently to avoid spreading the soils, water should be changed prior to not being able to see the bottom of the bucket. When changing mop water rinse the mop well in fresh water.

Some floors with a build up of soil may require a two-step method to mop the floor.

- A. Soak the mop in the disinfecting mopping solution
- B. Wring the mop and mop the floor mopping areas along walls, corners and behind toilets first, soak the mop again and wring then in a figure eight pattern mop your way out of the room.
- C. Post "wet floor" signs if you are not alone and pick up signs when floors are dry.

- 15) All wipers and gloves used in these rooms for cleaning should be disposed of in the trash at the end of each room set after cleaning.

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Note: To control cross contamination gloves used in cleaning these rooms should only be worn while cleaning in these rooms. While in transit to other areas of the building no gloves should be worn. Only when doing the cleaning tasks at hand should you be wearing gloves.

C. CARPET CARE

Vacuuming

There are three types of vacuuming:

- 1) Spot Vacuuming – vacuuming carpet to remove visible debris.
- 2) Edge Vacuuming - using crevice tool under desks and along baseboards. Any area a standard vacuum does not reach. An extension duster or broom can be helpful.
- 3) Complete Vacuuming - vacuuming of all carpeted areas wall to wall.

Personal Protective Equipment Required: None

Equipment Needed:

Vacuum cleaner

Vacuum bag (appropriate size/type)

Extension cord (if needed)

General Vacuuming Tips:

- Be sure to check under your vacuum regularly for accumulation on the beater bar, to make sure belt is positioned correctly and to inspect brush length and wear. The belt should never be exposed, as it will cause burn marks on the carpet.
- Keep the vacuum in good working order by inspecting the bags and filters to make sure they are not overfull or in need of replacing.
- HEPA Filters need to be replaced when the vacuum cannot “breathe properly”. IF the vacuum bag is not full and there is no clog in the vacuum but the red light comes on, this may indicate that the HEPA filter needs to be replaced. These filters can be vacuumed to add life. Before replacing this filter check all other causes for the red light. HEPA filters cost \$15.00-\$20.00 each and should only be replaced when needed.
- Vacuum with the cord behind you, so you are less likely to run over the cord.
- Vacuum cords should be carefully inspected for damage and replaced when needed. Most vacuums have a pigtail cord in which an extension cord connects direct to the handle for easy replacement.

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- WET CARPETS-Vacuums are not designed for wet vacuuming. NEVER vacuum a WET carpet. Lightly damp carpets just cleaned can be vacuumed but not carpets that have spilled liquids or entry rugs that are saturated with water from snowy days. Entry rugs in this condition should be replaced by their mat vendor. We can sweep debris off until they are dry or have been replaced.

Procedure:

- 1) On upright vacuums, remove excess debris from magnet on front of vacuum.
- 2) Check bag and change if needed (generally when there are two fistfuls of dirt).
- 3) Check brush length and belt to make sure these are intact. If brush needs to be replaced contact your Account Manager. To replace the belt, remove the faceplate from the bottom of the vacuum and install new belt according to directions.
- 4) Unwind cord and find empty outlet to plug your vacuum in. Never unplug any of the clients' equipment.
- 5) Pull out chairs, trashcans, etc. from work areas and vacuum under and around. Replace these items to their original place when finished.
- 6) Vacuum out of rooms in order to leave visible evidence that vacuuming occurred.
- 7) Unplug vacuum, wipe down exterior as needed, wind up cord and return to closet.

Safety Tips:

- When changing a vacuum bag or belt, always make sure that the vacuum is unplugged.
- Never vacuum a wet surface.
- Never use if cord has a cut in it.
- Do not vacuum over the cord.
- Do NOT tug on the cord to unplug – always unplug at the wall.
- Never vacuum an elevator unless it is in the locked off position.

Carpet Spot Cleaning

Personal Protective Equipment Required: Latex gloves

Equipment Needed: Work rags
Brush

Chemicals Needed: All-purpose carpet spotter or other approved carpet spotter.

Procedure:

- 1) Spray approved carpet spotter on clean rag. Do NOT spray directly on the spot.

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- 2) Use the towel with spotter to blot stain, twisting the towel as you go. Start from the outside edge of the stain and work towards the middle. Repeat procedure until stain is removed. Do NOT rub the stain/spot, as this may cause it to spread.
- 3) Report any stain that does not come out to your Manager or Account Executive.

C. TRASH/RECYCLING PROCEDURE:

Personal Protective Equipment Required: Latex gloves

Equipment Needed: Brute barrel

Supplies Needed: Can liners
All-purpose cleaner
Work rags
Extension duster

Procedure:

- 1) Distinguish between brutes (large containers for collection of trash/recycling). Label brutes, one for trash, one for recycling. Carry extension duster on brute handle so it can be used to sweep up missed trash behind containers or crumbs beside file cabinets or desks. This allows the vacuum person to pick these up and can also be a short cut for edge vacuuming.
- 2) Remove trash/recycling from designated receptacles at desks, copy stations, etc.
 - a. Receptacles without liners - turn waste receptacle upside down into collection cart. Return receptacle to its original place.
 - b. Receptacles with liners – Tie liner and pull from receptacle. Place into collection cart and replace liner with appropriate type and size liner.

If there is a question regarding whether something is trash, ask your Manager. Any stack of items that has an MEI "Trash" tag should be considered garbage and should be collected.

- 3) Wipe off top/sides of receptacles as needed.
- 4) Check for wall spots behind trash containers, particularly in common areas such as conference rooms, break areas, etc.
- 5) Empty collection cart; tie liner at the top and tip the brute on its side to slide the bag out.

Always observe the buildings' recycling guidelines. These have been drafted in accordance with state law and if not followed could result in fines being levied against our client.

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D. Hard Floor Care

Personal Protective Equipment Required: None

Equipment Needed: Mop bucket
Wet mop
Dust mop/broom

Supplies Needed: Mopping solution
White/green scrubbing pad (for removing scuff marks)

Procedure:

- 1) Dust mop floor prior to damp mopping to remove surface dust and any loose debris.
- 2) Fill mop bucket with 4-6 gallons of cool water and mix mopping chemical with the water per instructions on the bottle. Only use COOL water when filling mop bucket.
- 3) Start in the area furthest from the entrance/door and work your way out of the room. Pre-spot any droplets of bodily fluid on the floor. Mop floor in a figure eight motion, mopping towards you.
- 4) You may need to change mop water often, depending on the amount of floor area being cleaned. As a general rule, change the mop water when you can no longer see the bottom of the mop bucket through the water. To prevent cross-contamination, use a different mop head for different areas: example one mop for restrooms, one mop for exam rooms, and one for common areas.
- 5) When finished mopping, rinse and wring out mop and hang up to dry. Replace mop heads when soiled or it begins to shred/loose fibers. Empty remaining solution from mop bucket in slop sink and rinse out bucket.

Note: When cleaning any floor the following precautionary and general guides should be used.

- a. Post “wet floor” signs before you start and take down when floor is dry.
- b. Never use hot water on waxed floor, use warm water so the wax is not affected.
- c. RTM chemicals need to be mixed per the label directions to prevent over use and sticky floors. A measuring cup or 1 oz pump should be used for accurate measuring. Mop buckets have a guide inside the bucket to gauge water, most hold 3-4 gallons of water.
- d. When mopping soiled areas or salty areas spot mop these areas first then change your water and rinse the mop head to prevent the spread of salt or heavy soils. This mopping technique should never be used for real wood floors unless they are sealed and water tight.
- e. Gum or other stuck on soils will need to be removed with a plastic putty knife or brush if in the grout lines.

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- f. When mopping floors it may be necessary to soak stubborn soiled areas for 2-3 minutes before mopping. To do this don't wring the mop when mopping the first time around, let stand 2-3 minutes then follow up with a rinse mop and pick up water and soil, wring and repeat.
- g. Mop water should be changed if you can not see the bottom of your bucket, when changing the mop water always rinse and wring the mop with fresh water.

E. GENERAL DETAILING

Detailing can best be defined as special attention paid to an area in addition to routine cleaning. Below, are schedules outlining items that should be included in the detailing of both general office areas and restrooms. Please use protective gloves whenever using chemicals.

Personal Protective Equipment Required: Latex gloves

Equipment Needed: Edge vacuum
Extension duster
Work rags
Yellow dust rags

Supplies Needed: General Disinfectant
All-purpose or glass cleaner
Spitfire

Procedure:

- 1) Use an extension duster or yellow dust cloth to dust all furnishings. Always start by dusting the high areas (ceiling vents, partitions on workstations, cabinets, shelves, picture frames, blinds, etc.) then the low areas (legs of chairs, bases of tables, window sills etc.)
- 2) Wipe phones using a clean work rag and disinfectant or all-purpose cleaner.
- 3) Damp wipe desk with glass cleaner or multi-shine cleaner. Dust under calculator and phone. Do not move any papers. Dust faces of file cabinets. Damp wipe phone receivers with disinfectant.
- 4) Spot clean walls, doors, light switches with multi-purpose cleaner or Spitfire (Spray these chemicals on your work rag not on the surface)
- 5) Wipe down cabinets, appliances and under coffee machines in all break rooms, copy rooms, and cafeterias.
- 6) Use edge vacuum on cloth furniture according to building specifications.

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F. CLEANING CLOSET PROCEDURE

- 1) Put cleaning materials away in their proper places.
- 2) Empty mop bucket and hang up mop to dry.
- 3) Organize cleaning carts for the next day and take out all trash/recycling.
- 4) Mop the floor and clean the slop sink as needed.