



Healthy High Performance Cleaning Procedures

A. People with Special Needs

Action Items:

1. Identify those building occupants with individual needs and sensitivities.
2. Develop a plan to address the individual needs of people with sensitivities.
3. Change products, procedures and/or cleaning schedules as necessary to accommodate their individual needs.
4. Address ventilation requirements to help mitigate the problems.
5. Communicate cleaning plans to building occupants.

One of the primary goals of a Healthy High Performance Cleaning program is to protect the health of building occupants. This is done in many ways including the identification and removal of harmful contaminants, such as particulates, mold spores, bacteria and viruses. And while the cleaning process can reduce exposure to these and other harmful contaminants, unfortunately, when done improperly the process of cleaning can adversely affect the health of building occupants. This is especially true when ventilation is poor.

For these individuals, accommodations must be made relative to cleaning activities such as noise levels, dust, etc. Some may be very sensitive to the fragrances of cleaning products. Reported sensitivities may not even be caused by cleaning products but rather sensitivities to pet allergens from guide dogs and even from the allergens brought into the building from co-workers' household pets. Understanding the sensitivities is essential for accommodating the occupants. In some cases, different products may be necessary; in other cases, the time of day that cleaning takes places may need to be altered; in still other cases, occupants who are reacting to their co-workers may need to be relocated to other areas within the building.

In those cases where changing the cleaning products or cleaning schedule can alleviate the problem, the cleaning staff may be in a position to initiate the necessary program modifications. However, when relocating the individual or reconfiguring the workspace may be necessary, this needs to be addressed by building management. In many situations these issues cannot be resolved by the cleaning contractor, but requires everyone, including the affected individual, to work together to achieve the best outcome.

B. Dusting and Dust Mopping

Action Items:

6. Use only dusting tools and dust mops that capture and remove the dust.
7. Use wide area vacuums fitted with appropriate bags/ filters, as much as possible.
8. Use the largest tools appropriate for the area.
9. Use micro-fiber, lint-free dusting cloths or a vacuum instead of feather dusters.

Traditional dusting and dust mopping techniques frequently move dust and other contaminants from one area to another, such as from a bookshelf to the floor. It is important to recognize that moving the dust around is more than just an efficiency issue – although the wasted labor costs can be significant. Dusting and dust mopping activities that do not capture soils frequently stir them into the air where people can then be exposed to the particles.

In addition to the traditional procedures, dust mopping is preferable to minimize chemical dust treatments. It is preferable to use a vacuum cleaner that meets the Carpet & Rug Institute's Green Label Program fitted with the appropriate bags and filters to capture fine particles (e.g., 99% of 0.3 microns). Use a wide area hard floor attachment for removing particles from floors or equipment with the appropriate tools for capturing dust on shelves and furniture to replace hand dusting.

If dust mopping is performed, choose the widest mop possible taking into consideration the area, obstructions, unevenness of the floor, etc., and a water-based dust mop treatment. Other alternatives include using micro-fiber flat mops which are much more efficient in the capture and removal of the particles than traditional dust mops.

Feather dusters should not be used. It is preferable to dust with lint-free damp cloths or micro-fiber cloths that are neatly folded like a handkerchief to expose multiple sides for absorbing dust. Dusting with micro-fiber or a damp cloth is preferable compared to the use of chemical dusting compounds.

Dust Mopping/ Vacuuming Floors

1. Dust mop/ vacuum the area using a micro-fiber flat mop or an appropriate filtering vacuum cleaner with a wide area hard floor attachment. When using a micro-fiber flat mop, use a continuous motion, without lifting the mop from the floor.
2. Begin next to the wall. Walk to the other end of the work area. At the opposite end, pivot so that the leading edge remains the same. Return to the opposite end. Overlap the previously mopped path by 2 to 4 inches, to ensure complete coverage.
3. One pass will remove dirt, dust and abrasive particles without leaving the floor dull or slippery as may be the case with improperly treated traditional dust mops. Remove gum, tape or other sticky residue with a scraper, using care not to mar or scratch the floor finish. Continue the dust mopping/ vacuuming process until the entire area has been covered. When completely finished, pick up the collected debris using a counter brush and dust pan or vacuum.
4. When the micro-fiber flat mop no longer attracts soil, it may need to be laundered. Vacuum bags should be checked periodically (as often as every hour depending on the amount of soils and the types of filtration being used).

C. Entryways

Action Items:

1. Clean entryways beginning outside the building.
2. Use walks-off matting outside and inside entry. Clean these mats frequently, especially during inclement weather.
3. Make sure mopping outside and inside solutions are kept clean using only the correct amount of cleaning chemical. Do not over-use concentrated cleaning chemicals. Remake as necessary and dispose spent solution appropriately.
4. Use appropriate vacuums. Check and change filter bags periodically (as often as every hour depending on the amount of soils and the types of filtration being used).

Entryways are the first line of defense against contaminants. Thus, special effort should be focused in these areas to keep the contaminant out of the building. Begin by cleaning outside walkways leading into the building. This is especially true during inclement weather.

Large outside entryway areas can be swept daily (weather permitting) with a mechanized sweeper and smaller areas with a large, high-quality push broom. Outdoor areas should be periodically cleaned with a high-pressure power washer. During snow and ice, procedures need to be put in place to first protect occupants and visitors from slips and falls. Ice-melting compounds that will not be tracked into the building and which are not harmful to vegetation (i.e. compounds other than sodium chloride are preferable) are important.

Use high-quality walk-off mats both outside all entryways, as well as just inside the doors. Mats should be long enough so that when an adult walks across the mat, each foot hits the mat at least twice (typically a minimum of twelve to fifteen feet). Walk-off mats should not just be used during inclement weather, but all year round. Vacuum walk-off mats at least daily and more frequently in high traffic entryways and vacuum in both directions. Walk-off mats must be cleaned frequently, and don't forget to periodically clean underneath them as well.

D. Floor Care

Action Items:

1. Select appropriate floor finishes that provide maximum durability to minimize the need for stripping and recoating.
2. Build a solid base, which can be between 6 and 8 coats for a 20% solids floor finish.
3. Develop a system to maintain floors on a daily basis, using walk-off mats, dust mopping or vacuuming.
4. Develop an interim restoration program to maintain adequate levels of floor finish and appearances.

General Maintenance

The procedures for floor care in a Healthy High Performance Cleaning program are similar in most instances to those of a traditional program. Beyond the traditional issues, floor care in a Healthy High Performance Cleaning program addresses the selection of environmentally preferable products and equipment, along with some minor modifications of the procedures themselves. The life cycle assessment of the selected finish should factor in the finish durability and the frequency of stripping and recoating.

In a Healthy High Performance Cleaning program the primary effort should be a pollution strategy, or one that minimizes the need to strip and recoat a floor. Thus, a specific focus should be on preventative measures, such as:

- Keep outside entryways clean to prevent soils from being tracked into the building. This may include sweeping, use of a power sprayer, etc.
- Use matting systems at all entrances to capture soils and moisture from shoes. It is preferable that the mats be large enough for each shoe to hit the mat two times (typically a minimum of twelve to fifteen feet).
- Frequent vacuuming of entryway mats and grating systems.
- Frequent dust mopping or vacuuming of resilient tile floors, especially close to entryways and other sources of particulates (i.e. near copier rooms).
- Periodically clean under floor mats to reduce the potential for moisture to lead to bacterial and fungal growth. When floor mats get wet, replace them with clean dry mats.
- An intensive cleaning focus on the entryways to capture soils at the entries rather than to remove it after it has spread throughout the entire building.

When floors need to be spray buffed or spot cleaned, solutions should be applied from sprayer in a stream, not a fine mist. This will minimize the amount of material that is atomized and potentially inhaled as well as minimize over-spray. When floors need to be stripped or recoated, it is important that occupants be notified. Do not overuse water and ventilate the area with fans if necessary to minimize both the possibility of mold growth and slip-fall incidents.

Floor Stripping

Action Items:

1. Notify occupants beforehand if a strip-out is scheduled.
2. Select the least toxic products available. Mix and use products according to manufacturer's directions.
3. Use the appropriate personal protective equipment. Gloves, goggles and non-slip foot ware are a must.
4. Ventilate area and building during and after stripping.

The procedure for floor stripping is similar in most instances with that of a traditional issues, floor care in a Healthy High Performance Cleaning program addresses the issue of sustainability, including the longevity of the flooring system to minimize the frequency of stripping and recoating, the selection of environmentally preferable products and equipment along with some minor modifications of the procedures themselves.

In a Healthy High Performance Cleaning program, the primary effort should be a pollution prevention strategy, which will minimize the need to strip and recoat a floor by capturing and eliminating the particles that damage (dull) the coating. Thus, specific focus should be on preventative measures.

For all floor care, it is preferable to conduct major cleaning activities on a weekend or some other extended time period when occupants will not be in the building. This allows maximum time for the building to be ventilated (flushed with fresh air) prior to the return of the occupants.

Prepare the Area

Place "Floor Hazard" signs and caution tape at entrances to the area being stripped. Move furniture. Work around heavy furniture or equipment that cannot be moved. Sweep the floor with a micro-fiber dust mop or appropriate vacuum. Remove gum, tape and other foreign materials with a scraper using care not damage flooring.

Prepare Equipment

Assemble two mop heads and handles. Label one "Strip Mop." Label the other "Rinse Mop." Assemble two mop buckets and wringers. Label one "Strip Bucket." Label the other "Rinse Bucket." Place appropriate stripping pad on the rotary floor machine. Fill the Strip Bucket with a solution of floor stripper (see section on product selection) following manufacturer's recommendations for dilution rates and water temperature. Fill the Rinse Bucket with clean, cold water. Equip a wet vacuum with a floor squeegee tool. Place the equipment in the area where the work will begin.

Apply Stripping Solution

Apply to the floor using the Strip Mop and Strip Bucket. Dip mop in stripping solution. Lift mop and allow excess stripper to drain back into the bucket. Fan out the mop head on the floor and apply stripping solution along the edges. Continue applying solution using an arc motion from right to left, covering the area between the edges. Apply sufficient solution to thoroughly wet the floor, but DO NOT flood it. DO not allow solution to dry on the floor. Re-apply as necessary to keep the floor wet. Immediately wipe off splashes from walls, baseboards, glass partitions, etc., with a damp cloth. Allow solution to remain on the floor 5 to 10 minutes. Re-apply as necessary to keep the floor wet.

Scrub The Floor

Use a rotary floor machine and stripping pad. Overlap the strokes made by the machine. Keep the floor wet and re-apply solution as necessary.

Remove The Stripping Solution

Use a wet vacuum and floor squeegee tool to remove solution from the floor. Examine the floor for complete finish removal. Re-strip any areas with residual gloss.

Rinse The Floor

Apply rinse solution using the Rinse Mop and Rinse Bucket. Apply sufficient water to thoroughly wet the floor, but DO NOT flood it. Remove the rinse solution from the floor using the wet vacuum and floor squeegee tool.

Damp Mop The Floor

Always use clean water. Empty the Rinse Bucket and refill with clean water. Rinse the Rinse Mop with clean water. Damp mop the floor with clean water. Remove "Floor Hazard" signs and caution tape only when floor is completely dry.

Buffing & Burnishing

Action Items:

1. Make sure that adequate floor finish exists. Determine if it is time for a scrub and recoat.
2. Select the appropriate restoration product. Water-based, low VOC products are recommended.
3. Apply in a stream, course spray or from a bucket or scrubber to minimize amount that gets in the air, which can be inhaled or over sprayed onto baseboards, etc. Do not over apply.
4. Select the appropriate equipment (see section on product selection). If burnishing, use a vacuum attachment to capture fine particles. Use appropriate buffing/burnishing pads.

Floor maintenance can have an enormous impact on health and the environment. Removing floor finishes is perhaps one of the most labor-intensive and hazardous of all major cleaning operations, if not done according to use instructions. Furthermore, frequent stripping introduces significant environmental impact through both the use and disposal of products.

Thus, the objective of a Healthy High Performance cleaning floor maintenance program is to minimize the frequency of stripping finishes/ sealers and maximize the longevity of the coatings. The buffing/ burnishing process is extremely important toward the longevity of the coating.

To maximize the longevity of a floor care program, make sure that there is a solid foundation of finish on the floor. Dry buffing and burnishing acts like sandpaper on wood and improves the appearance by removing layer after layer to smooth out the surface – the smoother the surface, the shiner the appearance. However, if too much floor finish is removed, then dry buffing and burnishing can actually damage floor tile.

When selecting products for restoration, use those that are water-based and low in VOC's (see section on product selection). When applying the restorer from a spray bottle, use a stream or course spray. Do not use a fine mist as this increases the potential for fine particles to enter the air. A coarse spray also minimizes over-spray on walls, furniture, carpets, etc.

Match the appropriate pad to the equipment and floor finish to minimize the amount of finish removed. When using high-speed burnishes, it is important to use vacuum attachments to capture and minimize particles that can be inhaled or that require dusting to remove from shelves and furniture.

E. Carpet Care

Action Items:

1. Ensure that vacuums are in good working order using appropriate bags and/or filters.
2. Vacuum bags should be emptied periodically (as often as every hour depending on the amount of soils and the types of filtration being used). Dispose of properly.
3. Clean up spills while they are still fresh and minimize the amount of moisture used during cleaning.
4. Ventilate during and after carpet cleaning, especially when cleaning large areas.

General Maintenance

Beyond the traditional issues, carpet care in a Healthy High Performance Cleaning program addresses the selection of the appropriate products and equipment. The program includes some minor modifications of the typical procedures, and pays special attention to moisture and ventilation. In a Healthy High Performance Cleaning program the primary effort should be a pollution prevention strategy, or one that minimizes the need to extract a carpet. This, a specific focus should be on preventative measures, such as:

- Keeping outside/ outdoor entryways clean to prevent soils from being tracked into the building. This may include sweeping, use of a power sprayer, etc.
- Using entry mats to capture soils and moisture from shoes. It is preferable that the mats be large enough for each shoe to hit the mat two times (typically a minimum of twelve to fifteen feet).
- Frequently vacuuming entryway mats and grating systems.
- Frequently dust mopping and vacuuming resilient tile floors especially close to entryways and other sources of particulates (i.e. near copier rooms) to reduce soiling on surrounding carpeted areas.
- Establishing a specific daily routine for cleaning carpets.
- Developing a program of occupant education to inform them how to handle small spills or who to call so that the cleaning personnel can address the spills quickly.
- Establishing an interim cleaning process to address the needs of high traffic areas.
- Minimizing the need for large scale extraction cleaning.

When carpets need to be spot cleaned, solutions should be applied from a sprayer in a stream or course spray, not a fine mist. This will minimize the amount of material that is atomized and potentially inhaled as well as minimize over-spray. It is preferable to use the least toxic, low VOC products possible and ones that will minimize re-soiling. Use the least amount of water and ventilate the area with fans if necessary for rapid drying (dry within 24 hours) to minimize both the possibility of mold growth and slip-fall incidents. Be sure to post wet floor signs.

Prespray/ Extraction Cleaning

Action Items:

1. Minimize the amount of cleaning chemicals. Excess chemicals result in rapid resoiling and unnecessary environmental impact.
2. Use appropriate functioning equipment that will maximize the amount of water being extracted from the carpet to minimize moisture and potential for mild, mildew and bacterial growth.
3. Increase ventilation. Open windows if weather allows and use fans to dry carpets quickly.
4. Dispose of cleaning solutions properly.

Carpets can act as a “sink” that allows particles, allergens and other unwanted material to filter down into the backing of the carpets. Once deep down in the carpet these unwanted materials can lead to damage of the fibers and the need to ultimately replace the carpets. But from a health perspective, one of the biggest enemies of a healthy indoor environment is when moisture provides an opportunity for biological growth in the carpets. Thus, prespraying carpet and rinsing with extractor should get deep down into the carpets and remove the unwanted contaminants.

Unfortunately, extraction cleaning can also add large amounts of water to the carpet, especially if the equipment is not functioning properly. Post wet floor signs and use appropriate PPE. Select appropriate cleaning solutions and mix cleaning solutions properly. Using too much concentrated cleaner not only wastes product, but also can lead to more rapid resoiling of the carpet and unnecessary environmental impact. Do not apply too much solution.

Make sure that the vacuum pick-up is working properly and that there are no holes or leaks in couplings, hoses, wands or other attachments that can decrease suction. When vacuuming spent solution, repeat the process multiple times in both directions.

Use increased ventilation to help dry carpets quickly. This can be accomplished by opening windows when weather permits, increasing building ventilation and using floor level drying fans. Carpets should dry within 24 hours to minimize the potentially harmful organisms to grow.

Occupants should be notified before large-scale extraction procedures are used as this activity can affect more sensitive individuals. Proper scheduling is recommended when the building is not occupied, such as before weekends and holidays. The building should also be ventilated or flushed with fresh air prior to being reoccupied.

F. Food Areas: Cafeterias, Break Rooms, Etc.

Action Items:

1. Clean and sanitize floors, tables, etc.
2. Separate recyclables from trash and make sure recyclable areas kept clean (i.e. rinse soda cans) so as not to attract pests.
3. Make sure that occupants understand how to properly separate trash and recyclables and the proper disposal of each.
4. Make sure that waste containers are covered and emptied at least once daily.

Particular attention should be paid to food waste, trash receptacles containing food debris, recyclables such as soda cans, and other objects that contain food residue that can attract pests. Making every effort to eliminate those things that attract pests is critical to protecting occupant health by reducing or eliminating the need to pesticides inside the building. Ask occupants to rinse out food and drink containers before placing in recyclable collection. Refrigerators used by occupants for their personal use should be emptied and cleaned periodically by the occupants. Integrated pest management (IPM) should be followed.

G. OSHA Blood-Borne Pathogen Standard

Action Items:

1. Use safety cones or other means to make sure that occupants do not come in contact with biological spills.
2. Use proper personally protective equipment (i.e. gloves, goggles).
3. Disinfect area with appropriate solution.
4. Dispose properly in a biohazard bag.

OSHA required procedures and training on the Blood-Borne Pathogen Standard is not changed in a Healthy High Performance Cleaning program as federal law mandates the requirements. The Blood-Borne Pathogen Standard required, among other things, the use of bleach at a 1:10 dilution, an EPA registered tuberculocidal product, or an EPA registered product with claims against both HBV and HIV.

H. Measuring/ Diluting Concentrated Cleaning Products

Action Items:

1. Use appropriate protective equipment when mixing concentrated cleaning products.
2. Follow manufacturer's dilution directions. Do not under- or over-dilute concentrated cleaning products.
3. Make sure that spray bottles (secondary containers) have appropriate labels.
4. Never mix different cleaning products together.

Highly concentrated cleaning products reduce environmental impact from packaging and transportation, and typically reduce actual use-cost compared to less concentrated alternatives. However, to gain the environmental benefits to gain the environmental benefits and to protect workers exposed to these more highly concentrated products during mixing, extra care should be taken.

Products should always be diluted accurately according to manufacturer's directions. This can be achieved through a variety of methods including measuring cups, simple dispensing pumps and automated dilution equipment. Dilution control equipment is highly recommended because it minimizes the potential for human error and reduces the chance of chemical exposure to concentrates. Dilution equipment should be periodically checked for accuracy.

If using manual dilution, e.g. measuring cup or pump, cleaning personnel should understand that by adding extra chemical concentrate beyond recommended dilutions that the product will not necessarily perform better. In fact, surfaces can become slippery and/ or take on a cloudy or streaked appearance due to chemical residue.

Finally, never mix cleaning products together. Some cleaning chemicals can react when mixed to give off dangerous by-products. Rinse containers after use.

I. Indoor Plants

Action Items:

1. Educate occupants on appropriate guidelines for indoor plants.
2. Ensure that plants are not in direct contact with carpets and unit ventilators.

Indoor plants are a wonderful addition to any building. While the cleaning contractor is typically not responsible for watering and caring for office plants, they frequently are called upon to address spills from watering, mold growth in carpets from dampness, aphids, pests, and other problems. Furthermore, occupant use of pesticides and fertilizers should be managed with care because these products can impact health. Thus, occupants should be educated on the proper and appropriate care for plants. If plants are on carpets, there should be blocks underneath to keep moisture from building up in carpeting. Unit ventilators should not be used as plant stands.

J. Integrated Pest Management

Action Items:

1. Continually monitor the building for signs of pest infiltration.
2. Cleaning, structural repairs, mechanical repairs, biological controls, and other non-chemical methods should be used to prevent pests from entering the building and to reduce the availability of food, moisture, harborage and nesting areas.
3. If non-toxic options are unreasonable and have been exhausted, only then should pesticide be used and it should be the least toxic.
4. Occupants should be provided notification of the integrated pest management system including their role in preventing pests.

Pests of all kinds can be very harmful to the building itself and can serve as vectors of disease that can affect occupant well-being and productivity. The misuse of many traditional pesticide products can present risks to the occupants, especially in buildings occupied with infants, small children and the elderly. This, developing strategies that prevent pests from entering the building and maintaining an indoor environment that is not welcoming to them by eliminating food, moisture, habitats and routes of entry, can minimize the necessity of pesticide use.

Landscaping features should be designed in such a way to eliminate “safe havens” for pests and rodents. Barriers should be erected to prevent pests from entering the building. This may include devices to keep pests from entering through spaces under external doors and sealing cracks, crevices and holes (i.e. where pipes pass through a wall) in external walls. One simple inspection tool is a spatula, because if a spatula fits in a crack, in concrete, baseboards, wallboards, etc., insects can use that space to access the room.

Food and moisture sources, which are essential for pests, should be eliminated or controlled through thorough cleaning. This is particularly true for food service areas and break rooms. Foods and food wastes should be kept in containers with tightly fitted closures. Another beneficial strategy includes educating occupants to rinse out beverage cans before placing in the recyclable collection bins, as these containers often have food residues (i.e. sugars) that attract pests. Clearly inform occupants as to whom they should call for food spills (i.e. soft drinks, coffee, food particles from cookies and chips, etc.) so they can be cleaned up promptly.

Monitoring and site inspections are important strategies to deal with pests in such a way as to minimize the need for pesticide use. Traps for both insects and rodents can be carefully and strategically placed throughout the building and monitored routinely to identify the beginning of a potential pest problem.

Eliminating clutter within a building minimizes places for pests to hide and makes the space more cleanable. From a health perspective, it is important to educate occupants that a neat and organized space, even in their private offices, is essential for thorough cleaning.

Prevention should typically be the first line of defense to eliminate pests. Baits and traps can be used to eliminate most problems. When necessary, the least toxic pesticide specific to the species to be eliminated should be used. Before any pesticide is applied, notification should be given to building occupants so that those especially sensitive to pesticides, pregnant women, or anyone with a pre-existing health condition can plan accordingly.

K. Recycling

Action Items:

1. Ensure that the building collection meets the guidelines from the local recycling hauler and recycling procedures.
2. Ensures that occupants understood what can be recycled and how it needs to be separated. Ongoing occupant education is the key to a successful recycling program.
3. Food containers such as soda cans should be rinsed clean by occupants before placing in recycling containers so as to not attract pests.
4. Track recycling results.

Recycling is a very important pollution prevention activity to reduce our burdens on the environment as a result of both solid waste disposal and the extraction of the natural raw materials. Many recycling efforts are guided by regulations and mandated, including EPA's Comprehensive Procurement Guidelines. Check with local waste haulers and recyclers to determine what materials are picked-up and the best sorting strategies. Among the materials to be considered for recycling include:

- Clear, green and brown glass bottles and jars
- Plastic containers
- White office paper
- Mixed office paper
- Newspaper
- Cardboard
- Telephone and other books
- Metal containers

One of the primary keys to making the recycling effort work, especially in a way that is efficient for both cleaning personnel and occupants, is to develop some clear building goals and procedures. To accomplish this, it is important to work with building management to support education and other efforts to engage the occupants in this effort.

It is important to enlist the occupants to sort their recyclables and to make it clear which recyclables are to be collected and where they are to be placed (the use of signs, pictures, labels, stickers, etc., can be helpful). Recyclables that contained food, such as soda or soup cans, should be rinsed out by the occupants prior to being placed in collection bins to minimize the potential for attracting pests. Cleaning personnel should not be required to separate recyclables from trash. It is important that building management work to support the recycling efforts and especially to address the issue of non-compliance by individual occupants or those that frequently contaminant the mix.

L. Restrooms

Action Items:

1. Make sure cleaning and disinfecting solutions are prepared and used properly (e.g., dwell time).
2. Frequently clean surfaces that hands touch to eliminate the spread of germs (e.g., door knobs, light switches, handles, etc.).
3. Frequently address moisture problems.
4. Keep floors dry to eliminate slip-fall injuries and prevent the build-up of bacteria, mold and mildew.

General Maintenance

While procedures for cleaning restrooms in a Healthy High Performance Cleaning program are similar to those in a traditional cleaning program, because of their heavy use and moisture, restrooms must be cleaned frequently using appropriate cleaning products.

Make sure that cleaning is done thoroughly, including hard-to-reach areas such as behind toilets and around urinals. Periodically machine scrub or pressure wash restroom floors with a cleaner or disinfectant. Make sure that label directions for appropriate dilutions and necessary dwell times are followed to allow for thorough germ-killing activity. Dwell time for many disinfectants is ten minutes, but follow the label instructions closely. Many products used in the restroom can be quite hazardous, such as drain cleaners and toilet bowl cleaners. Make sure that appropriate PPE is used and provide ventilation for cleaning personnel. Never mix cleaning products.

Use paper products that meet the minimum requirements for post-consumer recycled content as set by the U.S. Environmental Protection Agency's Comprehensive Procurement Guidelines for the appropriate product category.

*Specific information on EPA's Comprehensive Procurement Guidelines can be found at www.epa.gov/cpg/products.htm.

Item	Post consumer Fiber (%):	Recovered Fiber (%):
Bathroom Tissue	20-60	20-100
Paper Towels	40-60	40-100
Paper Napkins	30-60	30-100
Facial Tissue	10-15	10-100
General Purpose Industrial Wipers	40	40-100

Additionally, preference should be given to paper that has not been bleached with chlorine compounds. Preference should also be given to paper provided on large rolls; this minimizes packaging materials and reduces the frequency in which the rolls need to be restocked. This will minimize waste and the corresponding environmental impact.

Large trash cans should be utilized to minimize overflow of waste and reduce the frequency for policing the area. It is often beneficial to place a trash receptacle by the door for easy disposal of towels to prevent them from being thrown on the floor.

Restroom Cleaning

Always clean from high to low, towards the doorway, and do dry work before wet work.

- Check supply cart for proper equipment, supplies, and PPE.
- Prepare the area. Place a “Restroom Closed” sign at the door, if applicable.
- Communicate cleaning plan to area occupants.
- Clean the exterior of all dispensers and re-stock supplies, including paper towel dispensers, feminine hygiene dispensers, toilet tissue dispensers and hand soap dispensers.
- Remove trash from all waste receptacles. Clean receptacles with a disinfectant cleaner. Replace liners.
- Dust mop or sweep the floor and pick up collected debris with dustpan.
- Clean all sinks using disinfectant cleaner. Leave disinfectant on surfaces according to manufacturer’s directions.
- Clean all mirrors with glass cleaner and a micro-fiber or other soft, lint-free clean cloth.
- Clean and disinfectant all toilets and/ or urinals. Remove urinal screens from the urinals. Using the bowl swab, push water level down in stools. Apply bowl cleaner to the exposed interior surfaces of the bowls and/ or urinals, specifically under the rim, while allowing time for the chemical to work (follow label directions), clean partitions and showers.
- Remove graffiti from walls and stall partitions. Clean stall partitions and walls as needed with a disinfectant cleaner.
- Clean both sides of entrance/ exit doors with a disinfectant cleaner, paying special attention to clean hand-contact areas.
- Scrub the inside of the bowls and urinals with a bowl swab. Use an abrasive sponge for difficult soils. Clean the exterior of the bowls and urinals with a disinfectant cleaner. Clean both sides of the toilet seat. Clean the walls around the bowls or urinals with disinfectant cleaner. Flush bowls and urinals. Polish chrome surfaces with a dry cloth (after cleaning with disinfectant cleaner).
- Scrub the floor with a disinfectant cleaner using a wet mop, bucket and wringer. If needed, scrub floor grout with a tile and grout brush. Rinse with clear water. Squeegee or vacuum water, if necessary.
- Treat sink, shower or floor drains with drain maintainer, if necessary.
- Inspect you work. If you are satisfied with your work, allow the floor to dry, remove signs and re-open the restroom. Return cart to supply area and restock.

M. Spills

Action Items:

1. Clean spills while still fresh.
2. Use the proper cleaning solutions and use only what is necessary.
3. Dispose properly.
4. Ensure that occupants know whom to contact in case of spills.

Generally it is preferable to address spills as soon as possible to minimize impact on both health and the environment. Work with building occupants to pick-up spills themselves or to communicate quickly so that cleaning personnel can quickly address the spill.

N. Trash

Action Items:

1. Ensure that trash, especially that which contains food waste, is removed frequently and are not left in buildings over an extended period of time.
2. Dispose properly and ensure that trash does not attract pests or create litter.
3. Make sure that trash and recyclables are being separated properly.
4. Make sure occupants know how to separate recyclables.

Trash should be handled as with a traditional program. If it is not disposed everyday it should be disposed before weekends and holidays to minimize the opportunity to attract pests.

**Source: JohnsonDiversey Responsible Solutions
Go Beyond Appearances**