Rich Township High School District 227

Official Cleaning Guide
This manual given to: ________________________________________________________________

Date: ______________________

Rich Central High School
Rich South High School
Rich East High School
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INTRODUCTION

Mission Statement

The mission of Rich Township High School District 227 is to sustain a focus on students and students success.

Overview

This manual has been compiled as a basic guideline to the district’s custodial maintenance programs. It will provide basic information on how the department operates. It is by no means a complete or comprehensive guide to all processes or jobs that you may be required to complete while being an employee of the district.

Why Your Job is Important

You are a valuable member of the district’s maintenance and custodial staff. As a cleaning professional, you play an important role that is crucial to the health and wellbeing of the students, staff and visitors of the district. The jobs you perform have a direct impact on how parents, students, teachers and administrators perceive your facility.

Studies indicate that providing a safe, clean, bright building can have a positive effect on occupant morale, test scores and average daily attendance rates. This in turn can add budget dollars to the district’s bottom line. As a member of the custodial staff, your job also entails maintenance and care of the capital assets of the district. From desks, furniture, equipment, and fixtures, your role is to maintain and prolong these assets over their usable life.

GETTING STARTED

Cleaning For Health

We clean for many reasons – pride, appearance, to provide a safe environment, to control the spread of germs, etc. All of these reasons are valid. However, the number one reason we should be cleaning is for health. Cleaning for health requires the proper use of chemicals, equipment and machines, but more important are the systems that are utilized within the cleaning operation. The systems or processes must assure that the facility is properly cleaned on a regularly scheduled basis and it must assure that cleaning, rather than polluting, is the result of the cleaning workers activities in the facility. Workers thinking “big” need to think “small” when it comes to cleaning for health. Cleaning for appearance removes “big” visible soil rather than cleaning for health that removes “small” invisible bacteria, dust and airborne particulates and other micro, bio and chemical contaminants. These are largely the contributors to unhealthy indoor environments.

The reality is that we are fighting a battle on a microbiological level. We can no longer assume that if it looks clean it is clean. If we clean for health, all the other reasons we clean should fall nicely into place. Get back to basics. Ask simple questions. Are we better served sanitizing desk tops nightly or spending our time removing graffiti with toxic cleaners? Burnishing floors or disinfecting hand rails? Although all of the above tasks need to be performed, you should rationalize, prioritize, and then execute the procedures in order of importance when cleaning for health. The district has adopted a cleaning for health policy.

Green Cleaning

Green Cleaning is most simply defined as “Cleaning to protect health without harming the environment”. Green cleaning is a comprehensive approach to maintaining a facility that includes procedures, chemicals, equipment, paper, tools, etc. that minimize the impact of cleaning on human health and the environment.

Most government agencies, buildings, public school districts and government funded facilities are currently mandated or will be mandated to procure and implement green cleaning products and procedures. Green products are safer for all persons coming into direct or indirect contact with these products. This is especially important in educational settings.
There are several obvious advantages to implementing a green cleaning program. Among them is reducing exposure to toxic cleaning chemicals for the building occupants and the custodial staff. Green cleaning programs greatly reduce the amount of volatile organic compounds (VOC’s) in the building air as well as on building surfaces that are cleaned on a daily basis. Other advantages include but are not limited to:

- Reduction in the district’s environmental footprint. Less material used thru the supply chain, from raw materials, hazardous agents, nonhazardous agents (i.e. dyes, fragrances), labor, transportation, & fuel costs.
- Reduction of packaging, water and chemical consumption by up to 80%.
- Promotes safety and reduces liability exposure.
- Significant financial benefits.

The district has adopted a green cleaning policy and has invested in new products and equipment that comply with today’s green cleaning requirements.

**Safety Precautions**

It is the district’s policy to insure a safe and healthy working environment for all employees. Although the district makes available all safety tools and equipment, it is the employees responsibility to utilize such tools and equipment. Before starting any job, it is your responsibility to review and become familiar with product safety data sheets (SDS), handling and application instructions. This includes personal protective equipment (PPE) which should be used in accordance with the manufacturer’s recommendations. These recommendations can be found on product labels and Safety Data Sheets (SDS). If you have questions, please notify your supervisor.

**Achieving Maximum Cleaning Efficiency**

Maximum cleaning efficiency requires five basic components in the cleaning process. If one of these five basic components is missed, you can effectively reduce your efficiency proportionally. What are these basic components? We use the acronym TACTT.

- **T** is for time. Typically, the more time you allow a cleaner to work on a soil without drying, the more effective the cleaner will perform. Chemicals need time to attack and loosen soils for removal or to leach soils away.
- **A** is for agitation. Agitation consists of mechanical action. This can be in the way of a machine, brush, scratch pad or magic eraser and good old fashion elbow grease. Agitation is essential to physically loosen soils prior to soil transfer.
- **C** is for Chemical. It is important that the proper chemical is used for the appropriate soil load.
- **T** is for transfer medium. Once a cleaner has been applied, allowed to dwell, then agitated, it will be ready to transfer. In most cases, you are simply removing the soil from one surface and transferring it to another. Examples of transfer medium include microfiber, towels, rags, mops and vacuums. Once the soil has been transferred it is usually disposed of in the garbage, laundered or rinsed down a drain.
- **T** is for temperature. Most of today’s modern cleaning chemistry do not require the use of warm or hot water. In fact, these cleaners actually work better in cool water dilutions. In some cases however, warm or hot water is recommended. Examples of these applications include carpet cleaning and laundering.

**Basic Cleaning Techniques**

Learning to become a professional custodian can be a rewarding and challenging career. As with any vocation, you must first master a basic skillset of techniques before you are able to move on to advanced cleaning and maintenance processes. These basic techniques will help you save time, increase your productivity and help you become a valued member of the district’s maintenance team. This overview covers basic general cleaning practices. It does not cover complete cleaning applications for entire rooms or surfaces.

1. **Preparation** – Before proceeding with your day, take a moment to think about the day ahead
and how to make the most of your time. Make sure you have all the necessary tools, equipment and products for each procedure you will perform.

2. Basic Cleaning Rules – Always perform dry procedures before wet procedures. Clean from top to bottom, moving soils down as you go. Use a clockwise or counter clockwise pattern when cleaning around a room. When mopping, start from the furthest point or corner and work your way toward the door.

3. High Dusting – It is very important to high dust on a regular basis. You might be surprised to find how much dust and soil attaches to fixtures and ledges. High dusting helps promote cleaner indoor air quality and can discourage the formation and growth of harmful micro-organisms. Using your high duster, gather dust & debris from walls, ceilings, fixtures, ledges and vents several times weekly. Work in a clockwise pattern. Gently shake your duster in the appropriate waste receptacle.

4. Low Dusting – Remove visible dust from furniture using a feather duster or microfiber dusting cloth. Make sure to pay attention to furniture legs and vertical sides of cabinets etc. The use of a dusting polish may be required for conference tables or executive offices. Consult with your supervisor before applying polish to any surface.

5. Dust Mopping – Dust mopping is one of the single most important procedures you will perform as a custodian. Dust mopping removes dust, dirt and other tiny abrasive particles from a floors surface. You may be using cotton, microfiber or a combination of dust mopping heads. Dust mopping removes these particles before they have a chance to be ground into the floor surface or tracked to other areas of the building where they will become harder to remove. Regular dust mopping will save your school money by prolonging a finished floors life cycle, making your summer job much easier (Scrub & recoat vs. Strip out and recoat). You may or may not use dust mop treatment. Consult your supervisor for clarification. Choose the appropriate size dust mop for the job. Ensure that the dust mop is clean and start in the furthest corner working toward your exit point. Hold the dust mop handle at a 45 degree angle and begin pushing the mop forward. Be sure to overlap your passes. Remove any gum or adhesives from the floor before mopping. Never run your dust mop thru wet areas or spills. Make small piles of debris. When finished, sweep debris from floor with broom and dust pan and discard into the appropriate receptacle. Shake your dust mop gently and clean with a brush. Hang dust mop in clean dry place with yarn facing away from the wall. Discard or launder extremely soiled dust mops.

6. Wet Wiping – There are basically two different techniques for performing wet wiping: Spray and wipe and damp and wipe. Spray methods are typically preferred to damp and wipe methods in non-health care related facilities. To spray and wipe, simply spray your solution on the surface to be cleaned and wipe. If using disinfectants or sanitizers, be sure to allow the proper contact time before wiping. Spray wiping with a pump up sprayer and microfiber trowel is an efficient way to clean larger surfaces such as desk tops, table tops and restroom partitions. Damp wiping is the preferred method for cleaning electronic devices such as CRT screens, computer keyboards, telephone receivers, etc. Damp wiping allows you to clean a surface without saturation or high moisture. To damp wipe, you may either spray the cleaning solution directly on to the cleaning cloth or submerge the cloth or sponge into liquid and wring it damp. Next, simply clean the surface. Repeat as necessary. Always make sure to use clean cloths. Change cloths and solutions as necessary when soil load is visibly apparent.

7. Wet Mopping – Before wet mopping, be sure to sweep and dust mop the floor. Fill your mop bucket with the appropriate cleaning solution. Make sure you start with a clean mop. Always post wet floor signs in the areas you will be wet mopping. Place mop into the solution and wring until damp. Start in the furthest corner and work your back to the exit point. Mop along the baseboards first and use a figure eight motion to fill in between edges. Do not splash solution onto the baseboards. Change cleaning solution and wet mop as necessary. Always rinse and clean bucket and mop after use. Make sure to disinfect or sanitize entire unit if you were mopping up blood or bodily
8. Spot Cleaning/Policing – Spot cleaning or policing is often performed by the day time custodial staff. As a day time custodian, part of your job is to spot check highly visible areas of the facility such as main entrance ways, restrooms and busy hallways. You may need to clean these and other areas throughout the course of your shift. These areas and tasks include but are not limited to removing debris from floors and carpets, finger prints on glass and doors, overflowing trash receptacles, cleaning up of body fluids and removal of offensive graffiti. Everyone in the department should be involved in policing. If you see a problem area make sure you address it promptly. You never know who may be walking into your facility at any given time.

Cleaning Chemicals

The district has streamlined its cleaning chemicals in an effort to make product selection a simple and safe process for the staff. We have broken down the products into two categories: Core products and Specialty products. Core products are the products that will be used to perform approximately 85% of your daily general cleaning requirements. These include floor cleaner, sanitizer, degreaser and glass & multi surface cleaner. Specialty products are typically used to perform a specific task. Examples of specialty products are furniture polish, chewing gum remover, stainless steel polish & floor stripper.

A. Core Products: The core products used in district are dispensed via Envirox dilution control centers strategically placed in the janitor closets. These dilution control centers dispense the exact mixture of concentrated chemical and water into your secondary spray bottles, buckets or equipment. The locking, closed system minimizes the chances of staff coming into direct contact with the concentrated chemical. Remember, never mix or pour concentrated chemicals. This cleaning system is comprised of four (4) total products.
1. H2Orange2 Concentrate 117 and/or Fresh Concentrate 118.
2. Green Certified Industrial Degreaser (formerly Greasinator).
3. Green Certified Neutral Floor Cleaner (formerly Floor Complete).

All core products with the exception of Green Certified Hard Water/Soap scum Remover (this product is ready to use in quart bottles) will be dispensed out of the dilution control centers. You will note that each dilution control center has a light duty and heavy duty button for different dilutions, applications and uses. Green Certified Neutral Floor Cleaner (formerly Floor Complete) will be solely used as your everyday neutral floor cleaner in mop buckets and auto scrubbers in common areas such as hallways, classrooms, gymnasiums, or any hard floor surface with the exception of restrooms. The other Envirox products will be described later in this section. Consult your supervisor for in depth training on proper selection and usage if you are unfamiliar with the system.

B. Specialty Products: You may from time to time need to use specialty products. As noted earlier, specialty products are to be used for specialty tasks or when your core products are not yielding acceptable results. Specialty products that you might use from time to time include but are not limited to—Vomit absorbent, baseboard stripper, floor stripper, deep scrub/top scrub solution, floor sealer, floor finish, floor neutralizer, carpet protector, defoamer, drain opener, dust mop treatment, furniture polish, chewing gum remover, stainless steel cleaner, liquid enzymes, vandal mark/graffiti remover, Critical Care disinfectant or other broad spectrum disinfectants. Consult with your supervisor for proper product selection.

Core Products Selection Guidelines

As detailed above, you will be using the Envirox family of products to perform 85% of your general daily cleaning tasks. This section will help you select the right Envirox product and dilution for the job. The simplest way to understand proper product selection is to understand what type of soil load you are
attempting to clean. In an educational facility there are three basic soil loads that are encountered on a daily basis: Organic based soils, petroleum based soils and mineral based soils. In order to clean each type of these soil loads, you will need to choose the appropriate product.

**Organic based soils:** are defined as anything you would put in your body or that would come out of your body. Examples of organic based soils are body oils, urine, feces, blood and bodily fluids. The majority of your everyday general cleaning will be on organic based soils in restrooms (i.e. toilets, commodes, counters, etc.), on desk tops and on common touch points.

**Petroleum based soils:** are defined as soils made from petroleum or petroleum by-products. Examples of petroleum based soils are ink, tar, oil, grease, pencil, rubber heel marks, etc. Most petroleum based soils will be black or dark in color. Petroleum based soils will make up a small portion of the soils you will clean on an everyday basis.

**Mineral based soils:** are defined as any soil comprised of mineral deposits. Examples of mineral deposits include rust, iron, lime, scale and soap scum residue. Most mineral based soils will be found in the restroom, on water fountains or under metal cabinets. Mineral based soils will make up only a small fraction of your daily general cleaning tasks.

### Organic Based Soils

<table>
<thead>
<tr>
<th>Product</th>
<th>Use For</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>H2Orange2 Concentrate 117 and/or Fresh Concentrate 118 Light Duty Green Dilution</strong></td>
<td>Glass, mirrors, stainless steel, light duty spray &amp; wipe, restroom floors.</td>
</tr>
<tr>
<td><strong>H2Orange2 Concentrate 117 and/or Fresh Concentrate 118 Heavy Duty Red Dilution</strong></td>
<td>Desk tops, restroom surfaces, urinals, toilets, showers, common touch points, deodorizer, carpet spotter, grout restoration, any surface that needs to be sanitized.</td>
</tr>
</tbody>
</table>

### Petroleum Based Soils

<table>
<thead>
<tr>
<th>Product</th>
<th>Use For</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Green Certified Industrial Degreaser - Formerly Greasinator - Heavy Duty Dilution</strong></td>
<td>Removing stubborn stains, graffiti, marker, scuff marks &amp; ghosting from hard surfaces.</td>
</tr>
</tbody>
</table>

### Mineral Based Soils

<table>
<thead>
<tr>
<th>Product</th>
<th>Use For</th>
</tr>
</thead>
</table>

### Daily, Detail and Project Cleaning Overview

Setting up cleaning and maintenance schedules for any facility can seem like an overwhelming task. Breaking down cleaning tasks into daily, detail and project cleaning can assist in making this task more attainable. Daily cleaning tasks include dusting, wiping, vacuuming, glass entry door cleaning, trash removal, restroom cleaning and classroom cleaning. Detail cleaning tasks are usually done once per month and might include exterior window washing, high dusting fixtures or vents and extracting carpeting. Project cleaning
tasks are usually performed one or twice a year and include strip and recoating floors, scrub and recoating floors, carpet extracting, grout restoration, wood floor refinishing and furniture cleaning.

**Cleaning Equipment**

During the course of your work you will be utilizing specialized mechanical cleaning equipment. This may include vacuum cleaners, automatic scrubbers, burnishers, carpet extractors, no-touch cleaning devices, and so on. This equipment will allow you to work more efficiently and produce professional results. Your district has made a substantial capital investment in this equipment and it is part of your job to become familiar with its proper operation and maintenance.

There are basically three types of mechanical equipment: cord electric, gas powered and battery powered. Cord electric is any piece that requires you to plug it into an electrical socket. Examples of cord electric machines are vacuum cleaners, burnishers, air movers and low speed swing machines. Gas powered equipment may include propane burnishers and pressure washers. Battery equipment may include automatic scrubbers, burnishers and sweepers.

As with any piece of mechanical equipment, it needs to be cared for and maintained on a daily, monthly and yearly basis. An ounce of prevention is worth a pound of cure. Under the guise of “saving money”, many organizations practice what is known as “break down maintenance”. This is a maintenance program in which nothing is done to a piece of equipment until it breaks down. After the equipment breaks, the least expensive repair option is used to return the equipment to service. While this sounds like a cost saving approach to maintenance, the exact opposite is true. Breakdown maintenance defers repairs and allows damage to accumulate resulting in higher repair costs. Furthermore, while the equipment is out of service, production suffers. On the other hand, regularly scheduled equipment maintenance not only prevents sudden and unexpected equipment failure, but also reduces the overall life cycle cost of the building.

You should be performing routine preventative maintenance checks on your equipment regularly. This may include the checking of switches, cords, bags, belts and brush rollers on vacuum cleaners. Checking battery water levels on wet acid battery powered equipment. Checking gaskets and squeegees on wet vacuums and automatic scrubbers. In addition to the basic checks, it is your job to clean your equipment after each use. Examples of this would include emptying and flushing solution and recovery tanks, removing yarn from brush rollers, removing and wiping squeegee blades, wiping down the exterior of your equipment, etc.
DAILY GENERAL CLEANING PROCEDURES AND SOP’S
Cafeteria Cleaning

School cafeterias represent a daily central gathering point for students & staff. Complicating matters, often times there are several lunch periods daily with little time between seating’s to perform a thorough cleaning. It may or may not be your responsibility to clean between seating’s, it will however, be your job to thoroughly clean the cafeteria at days end.

When cleaning cafeterias, pay close attention to table tops. Remove gross filth and clean up spills prior to sanitizing. Mop, auto scrub and/or vacuum flooring nightly. Sanitize door handles and any other commonly touched surfaces.

<table>
<thead>
<tr>
<th>EQUIPMENT</th>
<th>PRODUCTS</th>
</tr>
</thead>
<tbody>
<tr>
<td>Broom</td>
<td>Envirox Heavy</td>
</tr>
<tr>
<td>Duster</td>
<td>Duty Red</td>
</tr>
<tr>
<td>Dust Pan</td>
<td></td>
</tr>
<tr>
<td>Dust Mop</td>
<td>Envirox Light</td>
</tr>
<tr>
<td>Gloves</td>
<td>Duty Green</td>
</tr>
<tr>
<td>Mop &amp; Bucket</td>
<td></td>
</tr>
<tr>
<td>Microfiber Trowel</td>
<td>Green Certified</td>
</tr>
<tr>
<td>Bucket/Wringer</td>
<td>Industrial Degreaser</td>
</tr>
<tr>
<td>Microfiber Pads</td>
<td></td>
</tr>
<tr>
<td>Liners</td>
<td>Green Certified</td>
</tr>
<tr>
<td>Microfiber Towels</td>
<td>Neutral Floor</td>
</tr>
<tr>
<td>Magic Eraser</td>
<td>Cleaner</td>
</tr>
</tbody>
</table>

**STANDARD OPERATING PROCEDURES**

**DAILY CAFETERIA CLEANING**

**STEP 1**
Gather supplies & equipment. Read all SDS & label instructions.

**STEP 2**
Remove any debris or gross filth from surfaces. Sweep or dust mop hard floor surfaces using angle broom, dust pan or dust mop.

**STEP 3**
Spray Envirox Heavy Duty Red onto four or five table tops. Use a microfiber trowel to wipe table tops. Apply more Envirox Heavy Duty Red as trowel pad dries. Surfaces should remain wet. Let surfaces air dry.

**STEP 4**
Clean and wipe chairs with Envirox Light Duty Green. Clean door knobs & common touch points with Envirox Heavy Duty Red.

**STEP 5**
Using a blue microfiber towel & Envirox Light Duty Green, clean windows if necessary. Allow to air dry.

**STEP 6**
Remove garbage & refill any dispensers if necessary.

**STEP 7**
Mop or auto scrub floors with Green Certified Neutral Floor Cleaner.

**TIPS FOR TASKS**

Do not cross contaminate.
Change Towels & Pads as needed.
Perform dry procedures before wet procedures.
Change bucket water when solution becomes dark or hazy.
Report needed repairs and problems to your supervisor.
Do not compact trash with your hands or feet.
Check all dispensers for replenishment (soap/sani & towels if applicable).

Never mix chemicals.

**Use Green Certified Industrial Degreaser & magic eraser to remove graffiti.**
Cafeterías con EnvirOx Limpiador/Desengrasante/Sanitizante

Tables and chairs can be wiped down daily with GREEN (#1) solution. When heavily soiled or during flu season use RED (#3) solution.

Las mesas y las sillas deben ser limpiados diariamente con VERDE (#1) la solución. Cuándo mucho soiled o durante de la temporada de gripe uso ROJO (#3) la solución.

**Floors**

For restoration cleaning soak floors in RED (#3) solution, let sit for 10 minutes and scrub by machine or hand. Rinse with cold tap water to remove released soil.

Para limpiar de restauración empapa pisos en ROJO (#3) la solución, permitió sentarse durante 10 minutos y restriega por máquina o mano. Aclare con agua fría corriente para quitar tierra soltada.

Large floors: Mop with GREEN (#1) solution.

Rocée areas grandes con solución VERDE (#1).

**Tables, Chairs, and Counters**

Spray Red areas with Red (#3) solution, then scrub or wipe as required. No rinse is required.

Rocie solución Roja (#3), luego limpie o frote como requerido. No es necesario enjuagar.

Spray & wipe Green areas with Green (#1) solution.

Rocie y seque con solución Verde (#1).
Classroom Cleaning

Students will spend the majority of their time in the classrooms. It is imperative that these areas are cleaned and sanitized thoroughly on a daily basis. Pay special attention to commonly touched surfaces such as desk tops, light switches, door knobs, etc. Over the course of the day multiple students will touch, sneeze and contaminate the surfaces. Thorough cleaning of these surfaces will reduce the risk of cross contamination of infectious disease. Utilizing a pump up sprayer and microfiber trowel will enable you to quickly clean and sanitize desk tops and other horizontal surfaces. Remember to allow sanitizers or disinfectants to air dry once you have applied them to a surface.

### STANDARD OPERATING PROCEDURES
#### DAILY CLASSROOM CLEANING

<table>
<thead>
<tr>
<th>EQUIPMENT</th>
<th>PRODUCTS</th>
</tr>
</thead>
<tbody>
<tr>
<td>Angle Broom</td>
<td>Envirox Heavy Duty Red</td>
</tr>
<tr>
<td>Duster</td>
<td></td>
</tr>
<tr>
<td>Dust Pan</td>
<td>Envirox Light Duty Green</td>
</tr>
<tr>
<td>Gloves</td>
<td></td>
</tr>
<tr>
<td>Wet mop</td>
<td></td>
</tr>
<tr>
<td>Microfiber Trowel</td>
<td>Green Certified</td>
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<tr>
<td>Bucket/Wringer</td>
<td>Industrial Degreaser</td>
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<tr>
<td>Microfiber Pads</td>
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<tr>
<td>Liners</td>
<td></td>
</tr>
<tr>
<td>Vacuum</td>
<td>Green Certified</td>
</tr>
<tr>
<td>Microfiber Towels</td>
<td>Neutral Floor Cleaner</td>
</tr>
<tr>
<td>Magic Eraser</td>
<td></td>
</tr>
</tbody>
</table>

### TIPS FOR TASKS

Do not cross contaminate.

Use different wipes for white boards, chalk boards & desk tops.

Perform dry procedures before wet procedures.

Change bucket water when solution becomes dark or hazy.

Report needed repairs and problems to your supervisor.

Do not compact trash with your hands or feet.

Check all dispensers for replenishment (soap & towels if applicable).

Never mix chemicals.

---

**STEP 1**

Gather supplies & equipment. Read all SDS & label instructions.

**STEP 2**

Empty trash cans & pencil sharpeners. Dust if necessary. Perform dust mopping and/or sweeping using angle broom & dust pan. Apply Envirox Heavy Duty Red to first five desks. Use a microfiber trowel to wipe desks. Apply Heavy Duty Red as trowel pad dries. Use Industrial Degreaser & magic eraser to remove stubborn ink or graffiti. Allow desk tops to air dry.

**STEP 3**

Wipe down white boards with water or Envirox Light Duty Green. Use Industrial Degreaser to remove severe ghosting. Rinse and wipe board clean after using Industrial Degreaser.

**STEP 4**

Clean counter tops, filing cabinets, glass & other hard surfaces using Envirox Light Duty Green.

**STEP 5**

Deodorize trash cans if necessary using Envirox Heavy Duty Red. Fill any dispensers. Replace can liners.

**STEP 6**

Spray & wipe all touch points (door knobs, levers, light switches, etc.) with Envirox Heavy Duty Red. Allow surfaces to air dry.

**STEP 7**

Vacuum any carpeting. Spot carpet stains with Envirox Heavy Duty Red & let air dry. Mop your way out of classroom using Green Certified Neutral Floor Cleaner.
Desks and chairs should be wiped down daily with GREEN (#1) solution. When heavily soiled or during flu season use RED (#3) solution.

Los escritorios y las sillas deben ser limpiados diariamente con VERDE (#1) la solución. Cuándo mucho soiled o durante de la temporada de gripe uso ROJO (#3) la solución.

Spray & wipe Green areas with Green (#1) solution.

Rocíe y seque con solución Verde (#1).

Spray Red areas with Red (#3) solution, then scrub or wipe as required. No rinse is required.

Rocie solución Roja (#3), luego limpie o frote como requerido. No es necesario enjuagar.

For restoration cleaning soak floors in RED (#3) solution, let sit for 10 minutes and scrub by machine or hand. Rinse with cold tap water to remove released soil.

Para limpiar de restauración empapa pisos en ROJO (#3) la solución, permitió sentarse durante 10 minutos y restriega por máquina o mano. Aclare con agua fría corriente para quitar tierra soltada.

Large floors: Mop with Green (#1) solution.

Trapée areas grandes con solución Verde (#1).

Classrooms with EnvirOx Cleaner/Degreaser/Sanitizer
Clases con EnvirOx Limpiador/Desengrasante/Sanitizante
Gymnasium Cleaning

School gymnasiums are high traffic areas. Most gymnasiums host physical education classes, lunch, recesses, extracurricular events, assemblies and community events such as local art and crafts shows. The gymnasium is also a focal point for the school. Students, staff and guests from visiting schools will be in your gymnasium for a number of sporting events throughout the year. It is important to keep your gymnasium in tip top condition daily.

<table>
<thead>
<tr>
<th>EQUIPMENT</th>
<th>PRODUCTS</th>
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<tbody>
<tr>
<td>Broom</td>
<td>Green Certified</td>
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<tr>
<td>Dust Pan</td>
<td>Neutral Floor</td>
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<td>Cleaner</td>
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<td>Envirox Light</td>
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<td>Auto Scrubber</td>
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<td>White Floor Pads</td>
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<tr>
<td>Bucket/WRinger</td>
<td>Envirox Heavy</td>
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<tr>
<td>Putty Knife</td>
<td>Duty Red</td>
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<tr>
<td>Wet floor signs</td>
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</tbody>
</table>

**STEP 1**
Gather supplies & equipment. Read all SDS & label instructions. Post wet floor signs around perimeter or doorways of the area being cleaned.

**STEP 2**
Sweep up any large debris from floor & stands. Use a putty knife to remove gum or tape. Sweep floors along bleachers and out of corners. Remove any trash & replace all can liners.

**STEP 3**
Completely dust mop the floor using a 60" or 72" microfiber dust mop. DO NOT use treatment.

**STEP 4**
Wring out mop. Mop edges, bleachers and concession stands with Green Certified Neutral Floor Cleaner. Auto scrub the entire gym floor with white pad & Green Certified Neutral Floor Cleaner. Do not over saturate the floors.

**STEP 5**

**STEP 6**

**STEP 7**
Shake out any entrance matting to the gymnasium if necessary. Vacuum entrance matting completely.
### Floors
#### Pisos

For restoration cleaning soak floors in RED (#3) solution, let sit for 10 minutes and scrub by machine or hand. Rinse with cold tap water to remove released soil.

Para limpiar de restauración empapa pisos en ROJO (#3) la solución, permitió sentarse durante 10 minutos y restriega por máquina o mano. Aclare con agua fría corriente para quitar tierra soltada.

| Large floors: Mop with Green (#1) solution. |
| Trapée areas grandes con solución Verde (#1). |

### Seats & Railings
#### Sillas, Barandas

Spray Red areas with Red (#3) solution, then scrub or wipe as required. No rinse is required.

Rocié solución Roja (#3), luego limpie o frote como requerido. No es necesario enjuagar.

| Spray & wipe Green areas with Green (#1) solution. |
| Rocíe y seque con solución Verde (#1). |
Hallway & Hard Floor Cleaning

Keeping your hallways and hard floor surfaces clean on a daily basis can greatly enhance the appearance of the floors, reduce slip and falls and extend the frequency of labor intensive interim and restorative maintenance procedures. The appearance of hard floors are one of the top areas which students, parents and staff will judge you on how clean your facility is.

**STANDARD OPERATING PROCEDURES**

**DAILY HALLWAY & HARD FLOOR CLEANING**

<table>
<thead>
<tr>
<th>EQUIPMENT</th>
<th>PRODUCTS</th>
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<tbody>
<tr>
<td>Broom</td>
<td>Green Certified</td>
</tr>
<tr>
<td>Dust Pan</td>
<td>Neutral Floor Cleaner</td>
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<tr>
<td>Dust Mop</td>
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<td>Wet mop</td>
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<td>Auto Scrubber</td>
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<td>Bucket/Wringer</td>
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<td>Putty Knife</td>
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<tr>
<td>Wet floor signs</td>
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**TIPS FOR TASKS**

- Do not cross contaminate.
- Never use restroom or locker room mops for general mopping of hallways, classrooms, etc.
- Always use a clean mop that is designated for your area.
- Break large jobs into 10’x10’ areas when damp mopping.
- Mop backwards covering your tracks.
- Change bucket water when solution becomes dark or hazy.
- Auto scrubbing is always the preferred method for large areas & hallways.
- Check for & clean dirt in corners and baseboards.

**STEP 1**

Gather supplies & equipment. Read all SDS & label instructions. Post wet floor signs around perimeter or doorways of the area being cleaned.

**STEP 2**

Sweep up any large debris from floor. Use a putty knife to remove gum or tape. Sweep floors along baseboards and out of corners.

**STEP 3**

Completely dust mop the floor.

**STEP 4**

Fill mop bucket and/or auto scrubber with Green Certified Neutral Floor Cleaner. Wring out mop. Mop edges first. Mop in a figure eight motion working backwards. Auto scrub large areas if possible. Do not over saturate the floors. Remember to change mop water regularly.

**STEP 5**

**Kitchen Cleaning**

Your duties may entail cleaning of the kitchen area at your facility. Kitchens pose a different cleaning challenge than you would typically find in a school or office building setting. This is due in part to the soil load found in a kitchen. Kitchen soils are usually composed of petroleum and fatty soils (i.e. fryer grease, oils and animal fats). Degreasers tend to work best on these soils. Enzyme based cleaners also work well and have a residual effect on these soils.

**STANDARD OPERATING PROCEDURES**

**DAILY KITCHEN FLOOR CLEANING**

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<tr>
<th>EQUIPMENT</th>
<th>PRODUCTS</th>
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<tr>
<td>Broom</td>
<td>Green Certified</td>
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<tr>
<td>Dust Pan</td>
<td>Neutral Floor Cleaner</td>
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<tr>
<td>Floor Scrub Brush</td>
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<td>Gloves</td>
<td>Wet mop</td>
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<tr>
<td>Wet mop</td>
<td>Green Certified</td>
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<tr>
<td>Auto Scrubber</td>
<td>Industrial Degreaser</td>
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<tr>
<td>Bucket/Wringer</td>
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<tr>
<td>Wet floor signs</td>
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</tbody>
</table>

**TIPS FOR TASKS**

- Do not cross contaminate.
- Never use kitchen mops for general mopping of hallways, classrooms or restrooms.
- Always use a clean mop that is designated for your area.
- Break large jobs into 10’x10’ areas when damp mopping.
- Mop backwards covering your tracks.
- Change bucket water when solution becomes dark or hazy.
- Auto scrubbing is always the preferred method for large areas & hallways.
- Check for & clean grease in corners and baseboards.

**STEP 1**

Gather supplies & equipment. 
Read all SDS & label instructions. 
Post wet floor signs around perimeter or doorways of the area being cleaned.

**STEP 2**

Sweep up any large debris from floor. 
Pre-Treat grease or oil stains with Industrial Degreaser. Scrub with brush if necessary.

**STEP 3**

Fill mop bucket and/or auto scrubber with Green Certified Neutral Floor Cleaner. Wring out mop and mop edges first. Work in a figure eight motion working backwards towards exit. Auto scrub large areas if possible. Do not saturate the floor. Maintain floors daily with Green Certified Neutral Floor Cleaner. Substitute Green Certified Industrial Degreaser one day weekly or as needed.

**STEP 4**

Locker Room Cleaning

Locker rooms are typically warm, wet, places that are conducive to the growth of bacteria, mold and mildew. Further complicating matters, locker room areas are commonly exposed to human bodily fluids (blood, sweat, saliva, urine, etc.). Some of these bodily fluids can contain pathogenic microorganisms that can be highly contagious (athletes foot) and potentially life threatening (Staph/MRSA). It is important to properly clean and disinfect these areas if they are in use. Utilizing high pressure cleaning and extraction equipment may assist you in completely removing bacteria from the locker room and make you job much faster. Always use a broad spectrum disinfectant or sanitizer when cleaning these areas. Consult with your supervisor if you are informed of a specific outbreak in your locker room. Your supervisor will be able to recommend the proper cleaning product and procedure to manage the outbreak.

**STANDARD OPERATING PROCEDURES**

Daily Locker Room Cleaning

<table>
<thead>
<tr>
<th>EQUIPMENT</th>
<th>PRODUCTS</th>
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</thead>
<tbody>
<tr>
<td>Angle Broom</td>
<td>Envirox Heavy Duty Red</td>
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<tr>
<td>Duster</td>
<td>Envirox Heavy Duty Red</td>
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<tr>
<td>Dust Pan</td>
<td>Envirox Light Duty Red</td>
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<tr>
<td>Gloves</td>
<td>Envirox Light Duty Green</td>
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<tr>
<td>Wet mop</td>
<td>Envirox Light Duty Green</td>
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<tr>
<td>Bucket/Wringer</td>
<td>Envirox Light Duty Green</td>
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<tr>
<td>Micro Fiber Pads</td>
<td>Critical Care</td>
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<tr>
<td>Liners</td>
<td>Critical Care</td>
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<tr>
<td>Micro Fiber Towels</td>
<td>Green Certified Hard Water/Soap Scum Remover</td>
</tr>
<tr>
<td>No Touch Cleaning Equipment</td>
<td>Green Certified Hard Water/Soap Scum Remover</td>
</tr>
</tbody>
</table>

**TIPS FOR TASKS**

Do not cross contaminate.

Use different wipes for benches, showers & toilets.

Perform dry procedures before wet procedures.

Change bucket water when solution becomes dark or hazy.

Report needed repairs and problems to your supervisor.

Do not compact trash with your hands or feet.

Check all dispensers for replenishment (soap & towels if applicable).

Never mix chemicals.

**STEP 1**

Gather supplies & equipment. Read all SDS & label instructions.

**STEP 2**

Empty trash cans. Dust if necessary. Perform dust mopping and/or sweeping using angle broom & dust pan. Apply Envirox Heavy Duty Red to any surfaces needing to be sanitized such as benches, lockers & showers. Use Green Certified Hard Water/Soap Scum Remover to clean soap scum & chrome fixtures.

**STEP 3**

Clean glass & mirrors using Envirox Light Duty Green.

**STEP 4**

Deodorize trash cans if necessary using Envirox Heavy Duty Red. Fill any dispensers. Replace can liners.

**STEP 5**

Spray & wipe all touch points (door knobs, levers, light switches, etc.) with Envirox Heavy Duty Red or Critical Care. Allow surfaces to air dry.

**STEP 6**

Using a no touch cleaning machine such as the Kaivac OmniFlex or Clarke TFC, apply cleaning solution, scrub and vacuum dry. If no machine is available, wet mop out using Envirox Heavy Duty Red.

**Use a two step sanitation/disinfectant process on high contact surfaces as described on page 30**
Cleaning and Sanitizing Locker Rooms with EnvirOx Cleaner/Degreaser/Sanitizer
Limpieza Vestuarios con EnvirOx Limpiador/Desengrasante/Sanitizante

Clean first with RED (#3) solution then follow with Critical Care disinfectant (EPA Reg. 72977-3-62968) high contact surfaces.

Limpie primero con ROJO (#3) la solución entonces sigue con el Cuidado Crítico desinfectante (EPA Reg. 72977-3-62968) superficies altas de contacto.

Floors
Pisos

For restoration cleaning soak floors in RED (#3) solution, let sit for 10 minutes and scrub by machine or hand. Rinse with cold tap water to remove released soil.

Para limpiar de restauración empapa pisos en ROJO (#3) la solución, permitió sentarse durante 10 minutos y restriega por máquina o mano. Aclare con agua fría corriente para quitar tierra soltada.

Lockers, Floors and Benches
Armario, Pisos y Bancos

Spray Red areas with Red (#3) solution, then scrub or wipe as required. No rinse is required.

Rocie solución Roja (#3), luego limpie o frote como requerido. No es necesario enjuagar.

Spray & wipe Green areas with Green (#1) solution.

Rocie y seque con solución Verde (#1).
Office Cleaning

Your package may include cleaning staff offices, meeting rooms or conference rooms. Cleaning of these areas will typically entail a light clean and dusting. Make sure not to disturb contents on office desk tops. Do not shuffle or move papers. High dust first. Using a feather or microfiber duster, gently dust around desk top items. Dust computer keyboards and computer screens. Dust all furniture. Damp wipe counter tops, phone receivers and filing cabinets but do not move or remove items. Sanitize light switches and door knobs. Apply furniture polish if necessary or requested. Take out trash, mop or vacuum floors.

STANDARD OPERATING PROCEDURES
DAILY OFFICE CLEANING

<table>
<thead>
<tr>
<th>EQUIPMENT</th>
<th>PRODUCTS</th>
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<tbody>
<tr>
<td>Angle Broom</td>
<td>Envirox Heavy Duty Red</td>
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<td>Duster</td>
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<tr>
<td>High Duster</td>
<td>Envirox Light Duty Green</td>
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<tr>
<td>Dust Pan</td>
<td>Green Certified Neutral Floor Cleaner</td>
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<td>Gloves</td>
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<td>Wet mop</td>
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<td>Bucket/Wringer</td>
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<td>Liners</td>
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<td>Vacuum</td>
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<td>Microfiber Towels</td>
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TIPS FOR TASKS

- Do not cross contaminate.
- Do not move or remove items from desk tops or file cabinets.
- Perform dry procedures before wet procedures.
- Change bucket water when solution becomes dark or hazy.
- Report needed repairs and problems to your supervisor.
- Do not compact trash with your hands or feet.
- Check all dispensers for replenishment (soap & towels if applicable).
- Never mix chemicals.

STEP 1
Gather supplies & equipment. Read all SDS & label instructions.

STEP 2
High dust then gently dust all fixtures.

STEP 3
Damp wipe desk tops & furniture using Envirox Heavy Duty Red.

STEP 4
Clean counter tops, filing cabinets, glass & other hard surfaces using Envirox Light Duty Green.

STEP 5
Deodorize trash cans if necessary using Envirox Heavy Duty Red. Fill any dispensers. Replace can liners.

STEP 6
Spray & wipe all touch points (door knobs, levers, light switches, etc.) with Envirox Heavy Duty Red. Allow surfaces to air dry.

STEP 7
Vacuum any carpeting. Spot carpet stains with Envirox Heavy Duty Red & let air dry.

STEP 8
Mop any hard floor surfaces with Green Certified Neutral Floor Cleaner.
Common Area Cleaning

Common areas may include a number of surfaces and fixtures. These include hard floor, carpeting, sofas, chairs, tables, glass etc. Make sure you have the proper tools such as vacuums or scrubbers to keep these high traffic areas clean. Some common areas allow food and drink so make sure you spot clean carpets, floors and furniture on a daily basis. Failure to do so will result in stubborn stains that will be hard to clean down the road.

### STANDARD OPERATING PROCEDURES

**DAILY COMMON AREA CLEANING**

<table>
<thead>
<tr>
<th>EQUIPMENT</th>
<th>PRODUCTS</th>
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<tbody>
<tr>
<td>Angle Broom</td>
<td>Envirox Heavy Duty Red</td>
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<td>Duster</td>
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<td>Dust Pan</td>
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<tr>
<td>Gloves</td>
<td>Envirox Light Duty Green</td>
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<td>Wet mop</td>
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<td>Microfiber Trowel</td>
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<tr>
<td>Bucket/Wringer</td>
<td>Green Certified</td>
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<td>Microfiber Pads</td>
<td>Industrial Degreaser</td>
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<td>Liners</td>
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<tr>
<td>Vacuum</td>
<td>Green Certified</td>
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<tr>
<td>Microfiber Towels</td>
<td>Neutral Floor Cleaner</td>
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<tr>
<td>Magic Eraser</td>
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</table>

### TIPS FOR TASKS

- **Do not cross contaminate.**
- **Use different wipes for white boards, chalk boards & desk tops.**
- **Perform dry procedures before wet procedures.**
- **Change bucket water when solution becomes dark or hazy.**
- **Report needed repairs and problems to your supervisor.**
- **Do not compact trash with your hands or feet.**
- **Check all dispensers for replenishment (soap & towels if applicable).**
- **Never mix chemicals.**

#### STEP 1
Gather supplies & equipment.
Read all SDS & label instructions.

#### STEP 2
High dust. Dust all furniture. Sweep or dust mop any hard floor surfaces.

#### STEP 3

#### STEP 4
Spot clean upholstery with Envirox Heavy Duty Red. Saturate stains and let air dry. Extract with clean water if necessary.

#### STEP 5
Deodorize trash cans if necessary using Envirox Heavy Duty Red. Fill any dispensers. Replace can liners.

#### STEP 6
Spray & wipe all touch points (door knobs, levers, light switches, etc.) with Envirox Heavy Duty Red. Allow surfaces to air dry.

#### STEP 7
Clean all glass surfaces with Envirox Light Duty Green.

#### STEP 8
Vacuum all carpeting. Spot carpet stains with Envirox Heavy Duty Red. Saturate stains and let air dry. Mop all hard floor surfaces with Green Certified Neutral Floor Cleaner.
Restroom Cleaning

Proper restroom cleaning is imperative to the wellness of your facility. Restrooms are basically bio-hazard waste transfer stations. They are the place where biological waste is transferred from the human digestive tract to the sewage system. It’s also the location where staff, faculty and students are continually exposed to hazardous toxins and infectious micro-organisms. Thoroughly cleaning and sanitizing restrooms on a daily basis is an absolute must.

New equipment and processes are now available to make your job safer and faster. They also allow you to clean up to 35 times better than traditional methods. Extraction of the restroom using self-contained “no touch” cleaning equipment on a routine basis will provide for better results and a healthier environment.

### STANDARD OPERATING PROCEDURES
### DAILY RESTROOM CLEANING

<table>
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<th>EQUIPMENT</th>
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<tbody>
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<td>Dust Pan</td>
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<td>Gloves</td>
<td>Envirox Light</td>
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<tr>
<td>Wet mop</td>
<td>Duty Green</td>
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<td>Johnny Mop</td>
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<tr>
<td>Bucket/Wringer</td>
<td>Green Certified</td>
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<tr>
<td>Urinal Screens</td>
<td>Hard Water/Soap</td>
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<tr>
<td>Towels</td>
<td>Scum Remover</td>
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<tr>
<td>Toilet Tissue</td>
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<tr>
<td>Liners</td>
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<tr>
<td>Hand soap</td>
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</table>

**TIPS FOR TASKS**

- Do not cross contaminate.
- Use different wipes for mirrors/sinks and urinals/commodes.
- Perform dry procedures before wet procedures.
- Change bucket water when solution becomes dark or hazy.
- Report needed repairs and problems to your supervisor.
- Do not compact trash with your hands or feet.
- Check all dispensers for replenishment (soap, towel, tissue & sanitary napkins).
- Never mix chemicals.

**STEP 1**

Gather supplies & equipment.
Read all SDS & label instructions.
Announce for service at the door.
Close restroom & post caution signs.

**STEP 2**

Perform dry work first. Work high to low.
High dust & knock all dry material to floor.
Sweep floors of any debris. Make sure to sweep in corners & along edges.

**STEP 3**

Pre-spray urinals, commodes & sinks with Envirox Heavy Duty Red. Allow to dwell for a minimum of 5 minutes. Use Green Certified Hard Water/Soap Scum Remover as needed for hard water stains. Spray all partitions & walls.

**STEP 4**

Clean dispensers with Envirox Light Duty Green.
Refill all dispensers.
Clean mirrors with Envirox Light Duty Green.

**STEP 5**

Return to urinals & commodes.
Use a bowl mop to clean interiors of urinals & commodes. Flush all units.
Wipe surfaces as needed with clean towel.
Spray all touch points (door knobs, levers, etc.) with Envirox Heavy Duty Red. Let air dry.

**STEP 6**

Mop your way out of restroom using Envirox Light Duty Green. Clean your equipment & return unused supplies. Remove caution signs and reopen the restroom.

**Use of No-Touch cleaning equipment on a regular basis will keep your restrooms, fresher, cleaner & healthier.**
Bathrooms with EnvirOx Cleaner/Degreaser/Sanitizer
Baños con EnvirOx Limpiador/Desengrasante/Sanitizante

Floors
Pisos de baños

For restoration cleaning soak floors in RED (#3) solution, let sit for 10 minutes and scrub by machine or hand. Rinse with cold tap water to remove released soil.

Para limpiar de restauración empapa pisos en ROJO (#3) la solución, permitió sentarse durante 10 minutos y restriega por máquina o mano. Aclare con agua fría corriente para quitar tierra soltada..

Large bathroom floors: Mop with Green (#1) solution.

Trapée areas grandes con solución Verde (#1).

Fixtures
Para lavados, letrinas, escusados, etc.

Spray Red areas with Red (#3) solution, then scrub or wipe as required. No rinse is required.

Rocie solución Roja (#3), luego limpie o frote como requerido. No es necesario enjuagar.

Spray & wipe Green areas with Green (#1) solution.

Rocie y seque con solución Verde (#1).
DETAIL CLEANING

Computer Cleaning

A few times a year you may be required to detail clean computers, monitors and other electronic equipment. All electronic equipment is sensitive to moisture so extreme care needs to be taken if you will be responsible for this task. It is highly recommended that an authorized employee from your school (teacher, IT personnel, Librarian, etc.) is able to power down the equipment prior to cleaning. Always consult your supervisor before attempting to power down equipment on your own. Dust the equipment using a feather or microfiber duster first. Always use the damp wiping method as described in section six under the basic cleaning techniques portion of this manual. Never spray liquid directly onto electronic equipment or screens. Using a microfiber towel; either spray the towel to get it damp or submerge and wring it dry with Envirox Heavy Duty Red solution. Gently wipe surfaces to remove soils. Make sure to turn and fold the towel into quarters as the towel begins to show soiling. Surface should be mildly damp. Allow to air dry. DO NOT over wet the towel. Do not attempt to clean keyboards unless the equipment is powered down. Once the equipment is powered down, gently damp wipe the keyboard until clean. Allow to air dry.

Floor Mat Cleaning

Entrance matting and interior floor matting play an important role on how much dirt and soil is brought into your facility. They are the first line of defense in keeping soil, sand, salt and moisture from entering the building. Eighty percent of all dirt in your building is walked in from the outside. A proper floor matting program can reduce the amount of dirt coming into your building by eighty five percent. High levels of dirt and soil tracked into your building will degrade finished flooring and will greatly reduce the life span of carpeting. Additionally, dirt in your building equates to much more work for the custodial staff. The cost to remove one pound of dirt is approximately $600.00 once it enters your facility. It is crucial that (A) you have the proper floor matting in place, and (B) that you maintain the floor matting on a daily and interim basis.

Daily maintenance simply includes vacuuming the matting in a crisscross pattern. A few times a year (especially after the winter months), it is important to deep clean your mats. This may be done using a pre-spray and clean water extraction method or by pressure washing the matting outdoors. You may need to use a brush and product such as Envirox Green Certified Industrial Degreaser or floor film neutralizer to neutralize the white salt residue stains left behind by many of today’s ice melts. It is key to remove as much dirt from the matting on a daily basis as all matting has a saturation point. You may also place blowers on your matting during rainy or snowy seasons to help assist dry times.

Furniture and Fixture Cleaning

A few times a year, you may be required to detail clean furniture and fixtures. These include office furniture like chairs, end tables and filing cabinets. Fixtures will include lamps, lights and faucets.

For furniture, always make sure to dust or vacuum the items first. Next, depending on how dirty the surfaces are, fill a bucket or pail with either Envirox Heavy Duty Red dilution or Envirox Light Duty Green dilution. Using a microfiber towel, use the damp wipe method to completely wipe down the surfaces. Apply a thin coat of furniture polish to wooden surfaces and buff to a smooth shine. The polish will moisturize and protect wood until your next detail clean.

For light fixtures such as lamps, simply use the damp wipe method using Envirox Light Duty Green dilution.

For faucets and water fountains, use Green Certified Hard Water/Soap Scum remover in ready to use quarts. Simply spray surface. Allow chemical to work for 5 minutes, and use a white scratch pad to clean off mineral or rust deposits. A tooth brush works great for detailing small crevices around faucet handles.
and water fountains. Always make sure to rinse the surface completely with fresh water after using Green Certified Hard Water/Soap Scum Remover. Wipe surface dry with a clean cloth. Always remember to run water fountains after cleaning with any chemical.

**High Dusting**

A few times a year, you may be required to perform detail high dusting. This would include dusting areas eight feet or higher off the floor. Typically this will include light fixtures, vents, ceiling fans, ledges, locker tops, ceiling corners, stairwells, etc. Simply use an extendable handle feather or microfiber duster to accomplish these tasks. Back pack vacuum cleaners are also another good choice for accomplishing these tasks. Remove dust and cobwebs by running the duster or vacuum across these surfaces. Eye goggles are recommended as dirt, dust and debris will fall from overhead. Some tasks may require the use of a ladder or lift. Consult your supervisor about these extra high tasks before attempting to do the work. Always vacuum, sweep or dust mop the floor after performing high dusting.

**Upholstery Cleaning**

A few times a year, you may be required to deep clean upholstery. This would include fabric on chairs, office partitions, couches, etc. Begin this process by thoroughly vacuuming the surface. Pre-Spray the fabric with Envirox Heavy Duty Red dilution. Allow product to dwell a minimum of ten minutes. You may need to use a carpet/upholstery brush to agitate stained areas. Pre-Spot black stains with Envirox Green Certified Industrial Degreaser and blot stains with a clean dry cotton towel to transfer soil. Extract with clean hot water using an upholstery tool and extractor. Apply scotch guard if applicable and let surface dry completely before putting back into use.

**Window Cleaning**

In addition to cleaning interior glass as part of your daily cleaning routine, you may be required to perform interior and exterior window cleaning a few times a year. For smaller windows, simply use Envirox Light Duty Green dilution and a blue microfiber towel. Spray the window to be cleaned from top to bottom going left to right. Using a clean microfiber towel, start at the top and begin wiping left to right and then right to left working your way to the bottom of the window. Make sure to wipe the window frame completely. Remember to turn your towel when soiled. Do not over wet the towel or you may encounter streaking.

For larger windows, you may need to use an oblong window cleaning bucket, a strip washer, a rubber window squeegee and an extension pole. Fill the window cleaning bucket with Envirox Light Duty Green dilution. Dip strip washer into solution and begin washing the window using the same wash pattern as mentioned above. When completed, return to the window with rubber window squeegee and rag. Begin to squeegee excess solution from window surface using the same pattern in the first step. Use a clean dry microfiber towel to wipe frames and corners where the squeegee may have missed.

**PROJECT CLEANING PROCEDURES AND SOP’S**

**Hard Floor Care**

Proper hard floor care maintenance is an important part of the custodial staff’s responsibilities. You will be judged by students, staff, parents and visitors on the appearance of your hard floors. Clean, bright and properly cared for floors convey a sense of pride for the district. Beyond appearance, the finish protects the flooring from damaging soils such as dirt, dust and salt. Furthermore, the finish increases the slip coefficient of friction of the flooring (or resistance to slip accidents). A building occupant is less prone to slip on a properly finished and maintained floor surface.

Interim and restorative hard floor care maintenance is quite possibly the most labor intensive tasks that the custodial staff
has to perform. These tasks include Deep Scrub and recoats and Complete Strip Out and recoats.

It is important to extend the life cycle of the floor finish. Extension of the life cycle can save substantial product and labor dollars for the district. This means deep scrubbing and recoating more often than stripping and recoating. Ideally, the district is aiming for a three year strip out cycle. Simply put, you should dissect your facility into three even sections (Section A,B,C). Year one you perform a complete chemical strip out on section A and scrub and recoat sections B and C. Year two, you perform a complete chemical strip on section B and scrub and recoat sections A and C. Year three, you perform a complete chemical strip out on section C and scrub and recoat section A and B. Major traffic areas such as main entrance ways and cafeterias may require annual chemical stripping due to the high level of foot traffic. Floor savers are a great way to protect finish and extend the life cycle of the floor in classrooms, cafeterias, etc.

**Restorative Maintenance (Chemical Strip Out)**

A Complete Strip Out entails taking a floor all the way down to bare flooring by completely removing the finish (including in the microscopic pores of the flooring). This can only be accomplished by turning the solid layers of finish into a liquid solution by way of a chemical stripper and extracting it from the floor surface. The stripper chemically unlocks the cross links in the finish allowing the finish to be put into a solution for removal. Complete Strip Outs require more time, labor and product then Deep Scrubs.

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### EQUIPMENT | PRODUCTS

- Angle Broom
- Foaming Baseboard Stripper
- Dust Pan
- Floor Neutralizer
- Goggles
- (2) Wet Mops with handles
- (2) Bucket/Wringers
- Wet Floor Signs
- Wet/Dry Vacuum
- Floor Squeegee
- Putty Knife/Floor Scrapers
- Low Speed Swing Machine
- Stripping Pads
- Doodle Bug with Pads

**STEP 1**

Gather Supplies & equipment. Read all SDS & label instructions. Check all equipment.

**STEP 2**

Remove all furniture & loose items from area to be stripped. Remove any tape, adhesive & other debris from floor using scraper or putty knife. Sweep up any large debris & discard. Dust mop entire area to be stripped.

**STEP 3**

Add 1 quart of Red Zone stripper to 1 full mop bucket (6oz./gal) of cool clean water. Apply liberally to area being stripped. Work in small sections. DO NOT allow solution to dry. Allow floor to remain wet for 10 minutes. While waiting for stripper to work, prepare second bucket with 3 gallons of cool clean water. Add 1 packet of floor neutralizer to bucket.

**STEP 4**

Always use extreme caution when working on wet floors containing stripping solution. Strip the floor with stripping pad & low speed swing machine. Always work moving forward into floor to reduce slips & falls. Apply Baseboard stripper to corners & edges. Scrub these areas with doodle bug. Once section has been stripped, extract solution from floor with wet/dry vacuum. Use floor squeegee to pull solution from baseboards for easier extraction. Repeat this step if necessary.

**STEP 5**

Using your second bucket & mop head, begin damp mopping the floor with neutralizer solution. Make sure to mop along baseboards and corners. Allow floor to completely dry. Run your hand along dried floor & check for residue. If residue is present, repeat step 5. Floor is now ready to accept finish. Rinse, clean & dry all equipment including electric cords. Return equipment to storage area.

**Interim & Restorative Maintenance (Chemical Free/BOOST)**

The district has invested in new equipment allowing the staff to perform chemical free deep scrubs. This equipment will allow you to complete these tasks in less time versus conventional chemical processes. The new system employs orbital scrubbing technology whereby the existing finish is virtually wet sanded from the floor surface. It is recommended that your flooring be completely chemically stripped and refinished before moving to a full orbital scrubbing technology program. Once full chemical strip outs have been accomplished, you should be able to easily perform chemical free deep scrubs for the next few years without
having to perform a chemical strip.

Stripping and deep scrubbing floors the old fashioned way is one of the most labor intensive tasks that we perform. This technology eliminates or greatly reduces the amount of labor and chemical required to get the job accomplished. By eliminating the use of chemical strippers, the chances of a slip and fall incident is greatly diminished.

These machines can remove approximately 90% of the finish off of the floor. So long as the finish has not begun to discolor into the microscopic pours of the floor, there is no need to perform a chemical strip. Typically, what finish is left on the floor should be clear, clean and prepped to accept fresh finish. This residual finish will act as a sealer coat enabling the new finish to build quicker and gloss faster. Usually, three to four coats of fresh finish will make the flooring look great.

In the event that you perform a chemical free deep scrub and the flooring looks yellow, brown or blotchy, it will be necessary to perform a chemical strip out procedure. This should be simple as most of the finish will have already been removed.

Procedures for Performing a Chemical Free Deep Scrub Using Boost Auto Scrubbers

- If you DO NOT HAVE on board dilution control, it is very important to flush the clean water tank to remove any residual chemical from the tank. Residual chemical will act as a lubricant on the stripping pad and reduce the effectiveness of the process.
- If you have on board dilution control, remove any chemical from the machine and turn the dilution control setting to the off position.
- Fill the solution tank with clean water. NEVER add stripper or detergent to the tank when performing chemical free deep scrubs.
- Affix a red or blue scrubbing pad to the bottom of the scrub deck. This pad will only be used as a backing pad. It is necessary to use a backing pad as the surface prep pad is too thin to use on its own. The backing pad will also ensure even contact on uneven floors.
- Affix the two sided Velcro pad to the backer pad.
- Slightly Wet a 3M Maroon Surface Prep Pad. This can be done easily by detaching the fresh water drain hose. Pour some water from the solution tank drain hose onto the pad. Swish the pad around on the floor in the water. Wetting the pad prior to use will prevent dusting and will reduce clogging of the pad.
- Affix the wet 3M Maroon Surface Prep Pad to the Velcro pad.
- With all three pads affixed, drop the deck of the machine.
- Drop the squeegee.
- Set the clean water setting to the lowest setting.
- Set the head pressure setting to the highest setting.
- Set the traction control setting to low. The slower you go the better job you will do. TAKE YOUR TIME AND LET THE MACHINE DO THE WORK.

Procedures for Performing a Chemical Free Deep Scrub Using Bos-18 (Boost On A Stick) Or Similar

- Fill solution tank with fresh clean water. NEVER add stripper or detergent to the tank when performing chemical free deep scrubs.
- Affix a red or blue scrubbing pad to the bottom of the scrub deck. This pad will only be used as a backing pad. It is necessary to use a backing pad to obtain even contact & pressure with floor. This will also help on uneven floors.
- No two sided Velcro pad is required (optional) for the BOS-18. The weight of the motor over the deck is heavy enough to keep the surface prep pad stuck to the backer pad.
- Place a 3M maroon Surface Prep Pad on the floor. Tip the machine backwards and line up the head with the attached backer pad over the surface prep pad.
• Tip machine back onto surface prep pad.
• Release a **SMALL** amount of water from the tank by lifting up on the tank handle.
• **DO NOT** over wet the pad.
• Wetting the pad prior to use will prevent dusting and will reduce clogging of the pad.
• Begin Scrubbing the floor slowly. This machine is great for doing edges and hard to reach areas such as baseboards, nooks, under water fountains, etc.
• Add small amounts of water to the pad by lifting up on the tank handle as needed.
• The slower you go the better job you will do. **TAKE YOUR TIME AND LET THE MACHINE DO THE WORK.**

**Our Findings:**

• After trial and error with several surface prep pads from the main floor pad manufacturers, we have found that you will obtain the best results and pad life by using the 3M Maroon Surface Prep Pads. You can expect to scrub approximately 8,000 square feet with one pad. Attach a new pad. Scrub for about 4,000 square feet. Remove pad, rinse, and flip pad over. Scrub another 4,000 square feet. Discard used pad. The pad will wear depending on what type of finish is being removed as well as the overall floor condition. Use a common sense approach as you work to know when it is time to flip or replace pads.
• If you are doing a chemical free deep scrub and you experience a lot of foamy or slushy white residue coming from the scrub deck, you are using too much water. If you are using too much water, the stripping ability of the pad is greatly diminished. Turn the fresh water setting down if using a scrubber or lay off the fresh water handle if using a BOS-18 (BOOST on a stick) or similar.
• **NEVER USE CHEMICAL STRIPPER IN YOUR MACHINES. YOU CAN DAMAGE INTERNAL COMPONENTS AND SEALS!!**

If you require any additional in service training or have questions, comments or recommendations, please contact your supervisor.

**Refinishing**

Now that the floors have been properly scrubbed or stripped, it is time to lay new floor finish. The finish will act as a barrier to protect the floors, make them easier to clean, provide a safe walking surface and enhance their appearance.

The district employs the use of a trolley bucket and microfiber finish head to lay finish. This system allows the user to lay finish directly onto the flooring and then spread it with the microfiber finish head. This system is ergonomic and can cut down the time to lay finish versus the traditional mop by up to 75%. If you have questions on how to lay finish per district guidelines please consult with your supervisor.
Tile & Grout Restoration

At least once per year, you may be required to perform grout & tile restoration. This may be in a restroom, kitchen or any other place where floors and walls are covered by grout and tile. Grout and tile floors pose several challenges when it comes to daily cleaning and restoration.

For daily cleaning, grouted floors should be auto scrubbed and extracted with a small auto scrubber or power washed and extracted using a no touch self-contained restroom cleaning machine. The reality however is that most grouted floors are mopped. When mopping grouted floors, the grout lines actually act as mini squeegees that squeegee off dirt and debris from the mop strands as they are moved across the grout line. This soil is then redeposited into the porous grout lines causing them to become dark or black over time. At some point, the grout will need to be deep cleaned and rejuvenated.

For grout and tile surface restoration, use Envirox Green Seal Neutral Floor Cleaner in Heavy dilution (or up to 20oz. concentrate per gallon of water). Mop solution liberally onto floors and let dwell for 15 minutes without letting the floor dry. Reapply solution to keep wet if necessary. Working into the floor using hand held brushes and/or a low speed swing machine with Nyla-grit brush, begin scrubbing the floor paying close attention to corners, edges and hard to reach areas. Completely extract the floors using a wet/dry vacuum, auto scrubber or self-contained no touch restroom cleaning machine. Damp mop the floor with clean, cool, water several times. Allow the floors to dry completely. Use air movers to speed up the drying process. Once the floors are dry, you should notice a big difference in the grout & tile coloration. Run your hand or towel across the surface to check for residue. Tile surfaces should feel clean and smooth. Grout lines should return to their original color. Repeat the process if necessary.

Soft Floor Care

Proper maintenance of carpeted surfaces is crucial to prolonging the useful life span of the carpet. At minimum, carpeted flooring needs to be vacuumed and spot cleaned for spills on a daily basis. Failure to make quick work of spots will cause deep staining that will require restorative maintenance procedures at a later time.
Spot Removal

The difference between a spot and a stain is about 24 hours. Spots that are allowed to set up in carpet fiber quickly become stains in a short period of time. Remove fresh organic based spots due to spills with Envirox Red Heavy Duty solution. Simply saturate the spot and overlap by approximately two inches. If the spot is indeed a fresh organic based soil, it should disappear within 5 to 10 minutes. If spot remains after drying, repeat process. If spot still persists, chances are it is a petroleum based soil. Apply Envirox Green Certified Industrial Degreaser. Saturate the spot and overlap by two inches. Allow product to dwell ten minutes. Gently agitate with a spotting brush. Blot spot with a clean, white absorbent towel to transfer stain. Extract with clean water only.

Interim Maintenance (Pre-Spray/Clean Water Extraction)

Several times a year you may be required to perform interim maintenance on your carpeted flooring. This may be performed over spring or winter break. Interim maintenance will keep your carpeting looking clean between restorative maintenance cycles. According to most carpet manufacturers, carpeting should be pre-sprayed with appropriate chemical for interim maintenance procedures and extracted with clean water only. Pre-spraying allows product to dwell on and penetrate carpet fibers. Clean water extraction provides a rinsing effect and removes the chemical without injecting additional chemical thru the spray pump onto the carpet. Overuse of carpet chemical can lead to residue buildup in the fiber which contributes to re-soiling and reduced carpet life span. Always allow for ample dry time after performing Interim Maintenance.

Restorative Maintenance (Scrub/Clean Water Extraction)

Once or twice a year you may be required to perform restorative maintenance on your carpeted flooring. This will most likely be performed over winter or summer break. Restorative maintenance provides deep cleaning and embedded soil removal from your carpeted floors. The process entails applying cleaning solution via a shampoo tank, scrubbing the carpeting with a carpet brush or bonnet, letting the solution sit, and finally extracting with clean water. Always allow for ample dry time after performing Restorative Maintenance.
SPECIALTY CLEANING PROCEDURES

Blood & Body Fluid Clean up

From time to time, you may be required to clean up blood and body fluid spills in your facility. Extreme caution should be used when cleaning these soils. Blood and body fluids can contain pathogenic microorganisms that may include, but are not limited to, Hepatitis B virus (HBV), Methicillin Resistant Staphylococcus Aureus (MRSA) and Human Immunodeficiency Virus (HIV) associated with AIDS.

Most occupational exposure to these pathogens occurs when the pathogen comes into direct contact with the employee's mucous membranes, like the nose or mouth, or breaks in the skin, like needle sticks, human bites, cuts or abrasions.

Body fluid such as blood, vomit, and in some cases saliva can potentially contain pathogens. However, you can easily protect yourself from coming into contact with these fluids by following the Center for Disease Control's (CDC) “Universal Precaution” approach. This means that at all times, assume that all blood and most body fluids are contaminated with blood borne pathogens and that you should follow proper protective practices when handling a cleanup or exposure. Always wear the appropriate personal protective equipment (PPE) for the job. This PPE includes, but is not limited to gloves, masks, gowns, tongs and goggles.

Follow these safe practices:
• Never eat, smoke, drink or apply lip balm in areas where you may be exposed.
• Never step on or compress trash bags with your hands, sharp objects may be hidden inside.
• Never splash or splatter spills.
• Never re-use towels or sponges after cleaning up these types of spills.
• Use tongs or other mechanical means to pick up sharp objects that might be contaminated.
• Use absorbents or specialized spill kits whenever possible.
• After clean up, always remove and dispose of your gloves and other PPE in properly labeled container.
• Thoroughly wash your hands immediately after removing gloves with soap and water.
• All containers and cleaning equipment such as mop buckets used in the cleanup process need to be disinfected following use.

Besides protecting yourself, you are responsible for containing these harmful spills so someone else isn’t exposed. Make sure to use the appropriate disinfectant such as Envirox Critical Care RTU on these spills and for post equipment clean up.

If there is a chance you have been exposed, contact your supervisor immediately for specific instructions on exposure protocol. Consult the OSHA Blood borne Standard for more information.
OUTBREAK CLEANING PROTOCOL

Inevitably, from time to time, your school will experience an outbreak and/or isolated cases of illness affecting the occupants of your facility. Some of these viruses can be extremely contagious. Past examples include H1N1 influenza, Rhinovirus, Methicillin resistant Staphylococcus aureus (MRSA), and most recently, Enterovirus 68 or Ebola.

As cleaning professionals in your building, you play a crucial role in minimizing and containing the spread of infectious disease among students and staff. Although we cannot truly control the spread of disease, we can take steps to minimize the risk of transmission. The following recommendations should be implemented when these instances occur at your building.

A. Always wear personal protective equipment (PPE) when performing any cleaning procedure. These include rubber gloves, goggles, aprons, etc.

B. Make sure any breaks in the skin are covered by bandages, gloves, etc.

C. Do not place fingers into mouth, eyes or nose as these are the most likely routes of entrance for non airborne related illness.

D. Get plenty of rest. The best defense against illness is a healthy immune system.

E. Identify where the sick person(s) have been in the facility. This would include classrooms, homerooms and restrooms. These areas need to be targeted for sanitation and disinfection.

F. Once the target areas have been identified, proceed with a deep cleaning of those areas. Follow a TWO STEP sanitation and disinfection process paying important attention to critical contact points and commonly touched surfaces. These include desk tops, chairs, computer keyboards, light switches, water fountains, locker handles, hand rails, etc.

G. **STEP 1:** Pre-Clean target surfaces using Envirox concentrate 117 or 118 sanitizer in heavy duty (Red) dilution to remove gross filth and prep the surface for disinfection. Be sure to use clean rags, wipes or microfiber often. Dispose of these items after use to prevent any chance of cross contamination. Scrub surfaces thoroughly. The simple act of scrubbing in conjunction with the bacteria kill of the chemicals will transfer and degrade most of the pathogens on the surface. Cover any sensitive electronic equipment prior to performing the next step.

H. **STEP 2:** Disinfect target surfaces utilizing the GenEon On-Site Generation System. Use the Mister to apply HOCl disinfectant to target surfaces at a minimum 1000ppm. Depending on illness type, a higher concentration of solution may be required. Surface must remain wet for a minimum of 10 minutes. **DO NOT** wipe surface until the minimum dwell time has been achieved.

I. After the cleaning and disinfecting procedures are complete, remove and dispose of PPE. Wash hands and arms thoroughly.

J. Clean and disinfect all reusable cleaning items using the two step sanitation and disinfection process. These include buckets, mop sticks, etc. to prevent cross contamination.

K. Repeat this process as needed.

L. You may use HOCl solution for the next several days on critical contact points.

M. Prespray Carpets with HOCL solution and allow the carpet to remain wet for a minimum of 10 to 15 minutes. Extract with clean water only.

N. If you have questions contact your supervisor.

Once the infected people have been removed from the building and you have performed the two step process on the target areas, you may resume your normal cleaning routines.
SAFETY RECOMMENDATIONS

Never leave a slick spot or any foreign material on the floor that may be hazardous to the occupants of the building. Always put out safety precaution signs where a floor may be wet from mopping or leaking water.

Chemical and Cleaning Solutions

Most chemicals used by the school come in a highly concentrated form and must be diluted before use. Some are in dispensing systems that dilute automatically. Always read the instructions and the safety data sheets for each product. The following safety rules are for your protection; however, they will not be of any help if you don't use them (Only dilute with water).

1. Ensure that Safety Data Sheets (SDS) are accessible and that all maintenance and custodial personnel as well as administration are aware of their location. Periodically review your MSDS sheets to ensure that they are current and reference chemicals that are currently in use. KNOW THE PROPER FIRST AID PROCEDURES FOR ALL CHEMICALS USED IN THE SCHOOL THAT HAVE THE ABILITY TO CAUSE HARM TO BUILDING OCCUPANTS AND WORKERS. Know what you are using. Do not use chemicals from unmarked bottles or containers.
2. Always read the labels and follow the instructions.
3. Measure all chemicals. If the directions say to use four (4) ounces in one (1) gallon of water, measure the water and the chemical correctly. A weak solution may not provide the proper cleaning power. A solution that is too strong will not only waste supplies, but will damage the surface on which you use it. It may also have the potential to cause injury to yourself or others.
4. Do not substitute chemicals. Many chemicals are made only for specific jobs.
5. Never mix chemicals. You can easily destroy a chemical’s usefulness or create a poisonous gas or solution by mixing it with other chemicals.
6. Do not get in the habit of smelling chemicals as a means of identification. A deep breath of the fumes from some chemicals can and will injure you.
7. Protect yourself with the appropriate personal protection, i.e., safety glasses, rubber gloves, or protective clothing if the solution you are using is a strong acid or alkali.
8. Always secure bottle caps and lids before the container leaves your hands.
9. Label all containers with the district approved Hazardous Materials Information Sheet (HMIS) label that reflects product name, health and hazard information, and required personal protection equipment.
10. Do not store harsh or liquid chemicals on overhead shelves.
11. Do not store heavy containers on overhead shelves.
12. Use proper ventilation at all times.
13. Store all flammables in flammable product approved ventilated cabinets.
14. Note: do not bring chemicals from home and do not purchase chemicals from anyplace other than the vendors prescribed by the district.

Ladders and Stools

Falls from portable ladders (step, straight, combination, extension) are one of the leading causes of occupational fatalities and injuries.

- Read and follow all labels/markings on the ladder.
- Avoid electrical hazards! Look for overhead power lines before handling a ladder. Avoid using a metal ladder near power lines or energized exposed electrical equipment. Always inspect the ladder prior to using it. If the ladder is damaged, it must be removed from service and tagged until repaired.
• Always maintain a 3-point (two hand and a foot or two feet and a hand) contact on a ladder when climbing. Keep your body near the middle of the step and always face the ladder while climbing (see diagram).
• Only use ladders and appropriate accessories (ladder levelers, jacks or hooks) for their designed purposes.
• Ladders must be free of any slippery material on the rungs, steps or feet.
• Do not use a self-supporting ladder (e.g., step ladder) as a single ladder or in a partially closed position.
• Do not use the top step/rung of a ladder as a step/rung unless it was designed for that purpose.
• Use a ladder only on a stable level surface, unless it has been secured (top or bottom) to prevent displacement.
• Do not place a ladder on boxes, barrels or other unstable bases to obtain additional height.
• Do not move or shift a ladder while a person or equipment is on the ladder.
• An extension or straight ladder used to access an elevated surface must extend at least 3 feet above the point of support (see diagram). Do not stand on the top three rungs of a straight, single or extension ladder.
• The proper angle for setting up a ladder is to place its base a quarter of the working length of the ladder from the wall or other vertical surface (see diagram).
• A ladder placed in any location where it can be dislocated by other work activities must be secured to prevent displacement or a barricade must be erected to keep traffic away from the ladder.
• Be sure all locks on an extension ladder are properly engaged.
• Do not exceed the maximum load rating of a ladder. Be aware of the ladder’s load rating and of the weight it is supporting, including the weight of any tools or equipment.

Slips and trips
Both slips and trips result from some kind of unintended or unexpected change in the contact between feet and the ground or walking surface. This shows that good housekeeping, quality of walking surfaces (flooring), selection of proper footwear, and appropriate pace of walking are critical for preventing fall accidents.

Good housekeeping is the first and most important (fundamental) level of preventing falls due to slips and trips.
It includes:
• Cleaning all spills immediately
• Marking spills and wet areas
• Mopping or sweeping debris from floors
• Removing obstacles from walkways and always keeping them free of clutter
• Always closing file cabinet or storage drawers
• Keeping working areas and walkways well lit

You can reduce the risk of slipping on flooring by:
• Taking your time and paying attention to where you are going
• Adjusting your stride to a pace that is suitable for the walking surface and the tasks you are doing
• Walking with the feet pointed slightly outward
• Making wide turns at corners
You can reduce the risk of tripping by:
- Keeping walking areas clear from clutter or obstructions
- Keeping floors in good condition
- Always using installed light sources that provide sufficient light for your task
- Ensuring the things you are carrying or pushing do not prevent you from seeing any obstructions, spills, etc.

**Hazardous Communication – HAZCOM**

OSHA, or the Occupational Safety and Health Administration, is a government agency that was founded in 1970 to ensure safe and healthy working conditions for employees. The Hazard Communication Standard was developed to provide you with the right to know about the hazards and identities of the chemicals you are exposed to while working, as well as the measures you can take to protect yourself.

There are three core elements to our HAZCOM program: Labels, Safety Data Sheets and Worker training. Labels provide a brief synopsis of the hazards of the chemicals at the site where the chemical is used in the work area. The Safety Data Sheet (SDS) provide comprehensive technical information, and serve as a reference document for exposed workers as well as health professionals providing services to those workers. Training ensures that workers understand information on both SDS’s and labels, know how to access this information when needed, and are aware of the proper protective procedures to follow.
GLOSSARY OF TERMS

Acid: Any substance that yields a PH below 7 when dissolved in water.

Acrylic: Type of polymer found in floor finishes.

Alkali: Any substance that yields a PH above 7 when dissolved in water.

Antimicrobial: An agent which inhibits or destroys bacteria, fungi, protozoa or viruses that are pathogenic.

Bacteria: Single cell microorganisms not containing chlorophyll.

Butyl Cellusolve (butyl): Water soluble solvent frequently used in degreasing products.

Blood Borne pathogens: Pathogenic microorganisms that are present in human blood and can cause disease in humans.

Contaminated: Presence or the reasonably anticipated presence of blood or other potentially infectious materials on an item or surface.

Decontamination: Use of physical or chemical means to remove, inactivate or destroy pathogens on a surface or item to the point where they are no longer capable of transmitting infectious particles and the surface or item is rendered safe for handling, use or disposal.

Design for the Environment: EPA's voluntary partnership program which works with industry sectors to improve the performance, health and safety attributes of products.

Detergent: A cleaning agent that is capable of wetting, penetrating, emulsifying and holding soils in suspension.

Disinfectant: Antimicrobial agents that are applied to non-living objects that are designed to destroy microorganisms. Most disinfectants can kill up to 99.9999% of microorganisms that are living on the objects.

Efficacy: The measure of a disinfectant or sanitizer to produce its desired effect.

Green Cleaning: Cleaning to safeguard human health while minimizing the impact on the environment.

Green Seal: Not for profit agency that works with manufacturers, industry sectors, purchasing groups and government branches to "green" the production and purchasing chain.

Hazardous Material: Any substance having the properties capable of producing adverse effects on the health and safety of people.

Infection: A condition in which microorganisms have entered the body and produced an adverse reaction.

Leadership in Energy and Environmental Design: Rating system defines green buildings using a common set of standards created by the United States Green Building Council.

Magic Eraser: Melamine foam pad with microporous open cell foam pattern used to remove stubborn stains like crayon, magic marker and grease from surfaces without the aid of harsh chemicals.

Microfiber: Material which provides dramatically more surface area to lift and trap dirt more effectively than traditionally cotton fibers.

Microorganisms: Plants or animals visible only with the aid of a microscope.

Mildew: A growth produced by fungus.

Mold: A wooly growth produced by fungus.

Molecule: The smallest unit into which a substance can be divided that retains all of the chemical identity of that substance.

Neutral: A chemical state that is neither acidic nor alkaline.

Pathogen: Any disease producing organism.

Pesticide: An agent which prevents, repels, destroys or mitigates pest types including insecticides, disinfectants, sanitizers, rodenticides and herbicides.

pH Scale: A simple chemical scale which expresses the degree of acidity or alkalinity of a solution. Concentration of hydrogen atoms compared to distilled water. The scale runs from 0 to 14. 7 is considered neutral and is the same pH as pure water. Numbers below 7 indicate acidity, numbers over seven indicate alkalinity.

Sanitizer: Antimicrobial agents that are applied to non-living objects that are designed to bring the number of bacteria to a safe level as judged by public health requirements. Some sanitizers can kill up to 99.99% of microorganisms that are living on objects.

Solvents: Substances used to solubilize other materials.
**Surfactant:** Surface Active Agent which increases the emulsifying, foaming, dispersing, spreading and wetting properties of a product.

**Toxic:** Substance which causes adverse effects on the body.

**United States Green Building Council:** Not for profit agency that addresses the significant impacts of building design and operation on human health and the natural environment.

**Volatile Organic Compound:** Measure of ingredients that release into the air that can lead to poor indoor air quality.

**Virucide:** A chemical agent that kills viruses.

### ACRONYMS

- **CDC:** Center for Disease Control
- **CRI:** Carpet and Rug Institute
- **DFE:** Design for the Environment
- **EPA:** Environmental Protection Agency
- **ISSA:** International Sanitary Supply Association
- **LEED:** Leadership in Energy and Environmental Design
- **NSF:** National Sanitation Foundation
- **OSHA:** Occupational Safety and Health Administration
- **PPE:** Personal Protective Equipment
- **RTU:** Ready To Use
- **SDS:** Safety Data Sheet
- **USGBC:** United States Green Building Council
- **VOC:** Volatile Organic Compound

### COMMON DILUTION RATIOS

Although most chemicals you will be using will be dispensed automatically via a dilution control system, you may from time to time be tasked with manually diluting a concentrated chemical such as defoamer into a machine recovery tank. It is also a good skill to be able to determine a product’s concentration relative to ready to use products (RTU). The following table describes some of the more common dilution ratios in the cleaning industry.

<table>
<thead>
<tr>
<th>Ounces per gallon</th>
<th>Dilution Ratio</th>
</tr>
</thead>
<tbody>
<tr>
<td>¼ ounce per gallon</td>
<td>1:512</td>
</tr>
<tr>
<td>½ ounce per gallon</td>
<td>1:256</td>
</tr>
<tr>
<td>1 ounce per gallon</td>
<td>1:128</td>
</tr>
<tr>
<td>2 ounces per gallon</td>
<td>1:64</td>
</tr>
<tr>
<td>4 ounces per gallon</td>
<td>1:32</td>
</tr>
<tr>
<td>5 ounces per gallon</td>
<td>1:26 (1:25.6 rounded)</td>
</tr>
<tr>
<td>6 ounces per gallon</td>
<td>1:21 (considered 1:20)</td>
</tr>
<tr>
<td>8 ounces per gallon</td>
<td>1:16</td>
</tr>
<tr>
<td>12 ounces per gallon</td>
<td>1:10</td>
</tr>
</tbody>
</table>