

Cleaning to *Perfection*

RESTROOM CARE TRAINING PROGRAM



The **Janitorial**
Store

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"Cleaning to Perfection" Restroom Care Training Program



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Introduction to Cleaning to Perfection Restroom Care

No one likes using a dirty restroom, in fact 94% of U.S. adults would avoid a business in the future if they encountered a dirty restroom. Today all it takes is one bad review from an unhappy customer to comment on the state of your company's restrooms to discourage other customers from frequenting your facility, especially in a restaurant environment. For this reason, it's important for cleaning workers to have the proper knowledge and techniques to perform restroom cleaning in an efficient and safe manner.

This training program will take approximately 2 hours to complete. Upon completion of this training program the cleaning worker will know how to perform cleaning of restrooms at any location.

To effectively train cleaning workers on performing Restroom Cleaning to Perfection, you should:

1. **Tell** about each step
2. **Show** how to perform each step
3. **Do** each step
4. **Review** each step

Common Concerns



Empty supplies



Dirty fixtures



Dirty mirrors



Debris on floor



Odors

Preparation

Have the proper tools, equipment, and product to make the job easier and more efficient. These items will be stored in the janitorial closet. You will need:



Maid cart or brute/caddy:
Used for holding cleaning supplies. (disinfectant, sanitizer, detergent cleaner, glass cleaner).



Color-coded microfiber cloths:
Yellow – counters & sinks
Red – toilets & urinals
Blue – mirrors, polished stainless steel
Green – dusting



Pumie scouring stick
(pumice stone)
used to remove hard water lines and heavy soils in toilets and urinals



Personal Protective Equipment:
gloves and safety glasses



Broom, dust mop and dustpan or backpack vacuum



Extension duster: used to reach ceiling vents, ceiling corner and light fixtures



Mop and bucket



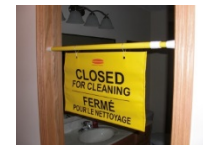
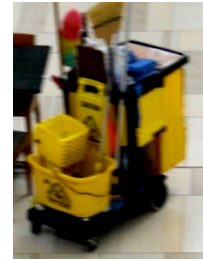
Microfiber flap mop



Bucketless flat mop

Restroom Cleaning Procedures

1. Start in the janitor's closet. Put on Personal Protective Equipment (PPE) gloves and safety glasses.
2. Check maid chart or brute/caddy that all supplies are on board before leaving janitor's closet and heading to the first restroom.
3. Before entering restroom announce your service, make sure restroom is empty and place "closed for cleaning" sign in door and block door open with door stop. Move maid chart or brute/caddy into restroom if possible otherwise leave at restroom door.
4. Check and fill consumables such as toilet paper, hand towels, hand soap, sanitary bags, air freshener, toilet seat covers, etc.



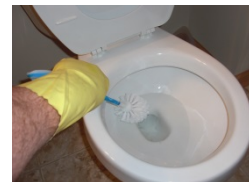
5. Empty trash and if needed clean inside receptacle before replacing can liner.



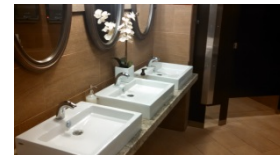
6. Use extension duster to dust lights, ceiling corners and partition ledges.



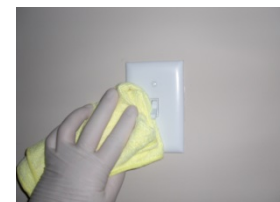
7. Apply bowl cleaner to inside of toilet and urinal bowls, scrub with bowl brush.



8. Using a yellow microfiber cloth and spray bottle with solution, start at the sink(s) and counter; apply disinfectant solution onto cloth and wipe surfaces as you move in a clock-wise motion around the restroom. Keep surfaces wet with solution, don't wipe dry. If you see build-up around faucet base and sink drain apply cleaner to those areas, scrub with tooth brush and let dwell.



9. As you circle the restroom; spot clean light switches, push plates, kick plates, partitions, door jambs and hardware.



10. Spray disinfectant solution on a red microfiber cloth and apply to toilets and urinals, scrub bowls with bowl brush

and flush. Keep surface wet, don't wipe dry. Watch for scale and hard water, remove with wet pumice scouring stick. If build-up is visible around toilet hinges or toilet mounts spray with cleaner, scrub with tooth brush and let dwell.



11. Go back to sink(s) and counter and wipe surfaces dry from top to bottom, back to front, using yellow microfiber cloth. If build-up is visible around faucet base and sink drain scrub with tooth brush and wipe dry.



12. As you circle the restroom wipe toilets and urinals dry from top to bottom using red microfiber cloth. If build-up is visible around hinges of toilet seat and toilet mounts, flushers and hardware, scrub with tooth brush and wipe clean. Check for urine tracks on the front and underside of toilets and urinals. Leave seats up on toilets when finished cleaning.



13. Clean mirrors, spray glass cleaner onto blue microfiber cloth and wipe surface (check for spots by looking at mirror from different angles and levels).



14. Polish brushed and polished stainless-steel hand towel dispensers, safety hand rails, toilet paper dispensers, sanitary napkin dispensers, etc. by spraying glass cleaner onto a blue microfiber cloth and wiping surface dry.



15. Vacuum floor with back pack vacuum.

16. Place wet floor sign outside of restroom.



17. Mop floor using one of these mops.

- Mop/bucket
- Flat mop

Mop corners and edges first, fill in open area using a figure 8 pattern.



18. No less than once per week pour 16 ounces of water down the floor and/or shower drains to control odors.



19. Once all restrooms are cleaned return maid cart or brute/caddy to janitor closet. Clean and restock maid cart or brute/caddy for the next cleaning: fill bottles, put extra liners in cart or brute, wash microfiber cloths and hang to dry or place in container to be laundered, wipe down vacuum cleaner and replace or change bags and filters. Place equipment in proper location in janitor closet.



Properly Filling a Solution Bottle

There are 3 methods of filling a solution bottle. After putting on safety glasses and gloves follow these steps.

1. **Chemical dilution control system:**
 - Make sure water source is turned on.
 - Remove trigger sprayer from solution bottle.
 - Place bottle under fill tube.
 - Select solution type and press solution button, release button when bottle is full (chemical and water will be mixed by the system).
 - Apply trigger sprayer to solution bottle.
2. **Pre-measured packs:**
 - Remove trigger sprayer from solution bottle.
 - Fill solution bottle with water leaving enough room to add chemical pack solution.
 - Open chemical pack and add to water in solution bottle.
 - Apply trigger sprayer to solution bottle.
3. **Measuring cup:**
 - Remove trigger sprayer from solution bottle.
 - Fill solution bottle with water leaving enough room to add chemical.
 - Pour the proper amount of chemical (per manufacturer's directions) into measuring cup.
 - Pour chemical from measuring cup into solution bottle.
 - Apply trigger sprayer to solution bottle.

Alleviating Odor Buildup

Common odors in restrooms come from dried out floor and shower drains causing sewer gases to come up floor drain into the room. Take the following steps to alleviate odor buildup after putting on safety glasses and gloves.

1. Fill a container with 16 ounces of water.
2. Pour water down floor/shower drain.

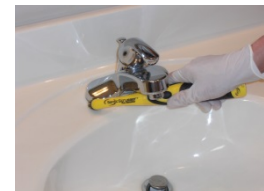


3. Wipe out container with cloth and replace in original location.

Removing Scale/Hard Water from Faucet Base and Sink

To remove scale and hard water from faucet base and sink follow these steps after putting on safety glasses and gloves.

1. Apply a mild acidic cleaning solution onto faucet base or sink. Use a tooth brush to move evenly on surfaces. Allow dwell time.
2. Use a tooth brush or sonic scrubber to agitate cleaning solution around faucet base and on sink.
3. Remove cleaning solution with yellow microfiber cloth, rinse surfaces with water and wipe dry with yellow microfiber cloth.



Disinfecting Surfaces

When using disinfectant cleaners, it is important to give proper dwell time on a surface. Dwell time is the amount of time the surface must remain wet to kill germs. Follow these steps after putting on safety glasses and gloves.

Disinfectant wipes:

1. Open dispensing container and remove one wipe from the container. Open wipe completely.
2. Remove items from surface. Wipe surface with disinfectant wipe. Allow dwell time of 30 seconds to 1 minute. Check manufacturer's directions for dwell time.
3. Wipe surface dry with microfiber cloth.
4. Replace items on surface.

32-ounce spray bottle:

1. Remove items from surface. Apply disinfectant cleaner to microfiber cloth. Wipe surface and allow 5 to 10 minutes dwell time. Check manufacturer's directions for dwell time.
2. Wipe surface dry with microfiber cloth.
3. Replace items on surface.

Disinfecting a Toilet

1. Gather cleaning supplies and then put on personal protective equipment (PPE) such as gloves and safety glasses.
2. Apply bowl cleaner to inside flushing rim and toilet bowl to remove scale or hard water. Scrub with bowl brush including the disposal chute. Let the bowl cleaner sit while you disinfect the exterior of the toilet.
Note: If toilet seat hinges have signs of scale or hard water apply a small amount acidic cleaner to hinges. Give dwell time. Scrub with tooth brush. Wipe clean with red microfiber cloth.
3. **Using a disinfectant wipe:** Remove 2 wipes from dispenser and unfold. With one wipe start at the top of the tank lid or flush valve, wipe the tank lid/flush valve, tank, and flush handle. Flip wipe over and wipe the seat lid, top of seat and seat mounting bolts.
4. Use the second cloth to wipe the underside of seat, top rim, flip wipe and wipe front, sides and back of the bowl all the way down to the floor.
5. Use a red microfiber cloth to wipe surfaces dry after dwell time (per manufacturer's directions).
6. **Using a spray bottle:** Spray disinfectant cleaner onto a red microfiber cloth and wipe the tank lid, flush valve, tank, seat, seat hinge, outside rim, front, sides and base. Give dwell time based on manufacturer's directions, then wipe dry.
7. Use bowl brush to thoroughly scrub the toilet bowl including the flushing rim and disposal chute again. Flush toilet.

How to Clean a Toilet



1. Gather cleaning supplies and then put on personal protective equipment (PPE) such as gloves and safety glasses.
2. Apply sanitizing cleaner with a spray bottle to toilet bowl, scrub with bowl brush including flushing rim and disposal chute. Let the cleaner sit while you sanitize the exterior of the toilet.
3. Apply solution to red microfiber cloth and wipe from top to bottom including tank lid, tank, flush valve, seat, seat hinge, outside rim, front, sides and base.
4. **Using a sanitizing wipe:** Remove 2 wipes from dispenser and unfold. With one wipe start at the top of the tank lid or flush valve, wipe the tank lid/flush valve, tank, and flush handle. Flip wipe over and wipe the seat lid, top of seat and seat mounting bolts.
5. Use the second wipe to wipe the underside of seat, top rim, flip wipe and wipe front, sides and back of the bowl all the way down to the floor.
6. Use a red microfiber cloth to wipe toilet seat dry.

How to Clean a Urinal



1. With personal protective equipment (PPE) on, remove any foreign materials from urinal and place in trash.
2. Apply sanitizing cleaner to urinal bowl with a spray bottle, scrub with bowl brush including flushing rim and disposal chute. Let the cleaner sit while you sanitize the exterior of the urinal.
3. Spray sanitizing cleaner onto red microfiber cloth, wipe valve and flushing handle as you work down to the urinal base unit. At the top of the urinal base unit flip microfiber cloth and spray cloth with cleaner, then wipe the base unit top, sides and bottom. Refold cloth and spray with sanitizing cleaner and wipe any exposed pipes under the base unit.
4. **Using a sanitizing wipe:** Remove wipe from dispenser and unfold. Wipe flush valve and flushing handle as you work down to the urinal base unit. At the top of the urinal base unit wipe the base unit top, sides and bottom.
5. Flip wipe over and wipe any exposed pipes.
6. Use a red microfiber cloth to wipe surfaces dry.

How to Clean a Sink



When cleaning a sink, start at the faucet and then clean the outer edges as you work to the basin of the sink.

1. Spray sanitizing cleaner onto a microfiber cloth and wipe the surface of the faucet and sink.
2. For build-up, spray cleaner around faucet and sink drain, scrub with a tooth brush.
3. Wipe faucet dry with a microfiber cloth.
4. Pull up on lift rod to close sink drain before wiping basin dry with microfiber cloth.
5. Re-fold microfiber cloth and spray with sanitizing cleaner. Wipe exposed pipes under sink and/or counter top.

How to Clean Restroom Stalls



When cleaning restroom stalls you can use two procedures. Spray and wipe or a microfiber flat mop. Both procedures will remove finger prints and soils on the restroom stalls.

Spray and wipe:

1. Using a yellow microfiber cloth and sanitizing cleaner spray the cloth and wipe the top support rail and all edges of the stall panels.
2. Spray a small section of the stall panel with cleaner and wipe. Continue this process until the stall has been totally wiped down. The cleaner should flash dry so you will not need to totally wipe the surface dry with the cloth.

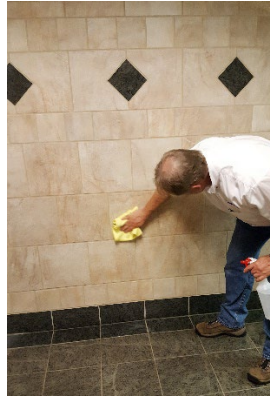


Microfiber flat mop:

1. Using a yellow microfiber cloth and sanitizing cleaner, spray the cloth and wipe the top support rail and all edges of the stall walls.
2. Spray the flat mop pad with sanitizer cleaner.
3. Place flat mop pad on upper area of stall wall and work left to right or right to left with the flat mop.
4. Continue to move down and up the stall wall until complete. Don't forget the side rails.
5. Move onto the other side and perform that same process.



How to Clean Restroom Walls



Restroom walls should be on a deep clean schedule to remove splatter, soap and water marks that appear on the wall from use. Common restroom walls are painted and ceramic tile. If you are cleaning a painted wall always test to make sure it can be cleaned. It's safe to wash glossy and semi-gloss paint, which are commonly used in restrooms. Most modern flat and satin paint are also washable, but always test them in an inconspicuous spot. If paint chinks off on your cloth, don't wash that painted wall.

Take the following steps when cleaning restroom walls.

1. Gather cleaning supplies in the janitor's closet.
2. Put on PPE (personal protective equipment) gloves and safety glasses.
3. Fill a 5-gallon bucket with 3 gallons of warm or cool water.
4. Add the right amount of neutral disinfectant cleaner per the manufacturer's directions.
5. Dip a microfiber cloth or sponge into cleaning solution and wring out. Start at the bottom of the wall at the base board and work upward. This will avoid any runs marks from the cleaning solution.

6. Depending on soil loads, refold cloth or flip sponge as you move up the wall.
7. Dip cloth or sponge into cleaning solution as needed, wring out and continue to move across and up the wall overlapping what you've already cleaned until you reach the top of the wall.
8. Dry the wall with microfiber cloth if needed.
9. When needed use a step ladder or extension pole with fixi-clamp to reach the top of the wall.
10. Continue this process until entire wall is cleaned.

NOTE: Another option is to use a charging bucket with pre-conditioned pads and a microfiber flat mop. With this option you will not need to use a step ladder because the flat mop will reach the top of the wall. When needed go to charging bucket for a clean microfiber pad.



How to Sweep Floors



Whenever possible you should vacuum restroom floors so debris and dust are not made air-borne from sweeping. But on the occasions when you must sweep the restroom floor you can use a house broom and lobby dustpan.

1. Gather a house broom that fits the type of floor surface you are sweeping and a lobby dust pan from janitor's closet. Take equipment to restroom.
2. Start in one corner of the restroom and sweep in one direction in overlapping strokes toward the doorway.
3. When floor is swept, sweep debris into dustpan and deposit in trash.
4. If using a synthetic bristle broom rinse in mop sink to remove any debris.
5. Hang broom at mop sink to allow bristles to dry and prevent bristles from becoming damaged.

How to Mop Floors

1. Use putty knife to remove debris such as labels, stickers or gum while dust mopping, sweeping or vacuuming floor.



2. Set safety perimeter with Closed for Cleaning sign in doorway.



3. Fill charging bucket with appropriate amount of cool or cold water depending on how many pads you will use (1 quart per 5 pads). Add the proper amount of neutral pH floor cleaner per the manufacturer's directions.



4. Place the appropriate amount of microfiber floor pads in charging bucket with white backing facing up.



5. Place lid on charging bucket and lock all side flaps to insure a tight seal.
6. Pick up the bucket by the handle and fully swing container to the maximum side to side position using your other hand. Set on ground and open lid.



7. Adjust flat mop handle length for mopping if using a telescoping handle. Dip the flat mop pad holder into the charging bucket to remove a damp microfiber floor pad.



8. With the upper body staying upright and not twisting your spine, mop all edges. To fill open areas, use a fanning motion by moving your arms side-to-side creating a figure eight pattern with the mop as you move backwards in the direction of the door. Keep charging bucket to the side and behind you in the area that hasn't been mopped yet.



NOTE: If floor needs a scrub notify your supervisor.

9. Overlap your strokes by a few inches to avoid missing any areas on the floor.



10. Continue to damp mop the floor until all areas are complete.
11. Take flat mop and charging bucket to janitor's closet. Wipe down flat mop with cloth. Remove any unused floor pads from charging bucket and rinse, ring out and hang to dry. Rinse bucket and wipe dry inside and out.
12. Remove safety perimeter Closed for Cleaning sign in doorway



How to Stock Consumables

Stocking consumables in a restroom is the first step when cleaning a restroom. You will come across multiple types of dispensers for toilet paper, hand towels, hand soap and toilet seat covers. Most dispensers require a key to get access. Once you have access you then will be able to stock the dispenser with new product. You will also find that each dispenser's loading system may be different based on the product being stocked in the dispenser. In this training program, we will cover the most common dispensers found in a restroom.

Toilet paper, hand towel, hand soap and toilet seat covers.

Toilet Paper Dispensers:

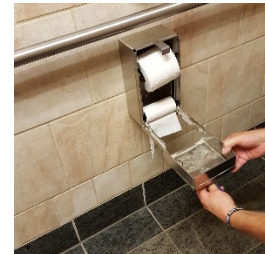
Standard Toilet Paper Dispenser

1. To remove cardboard core, grab spindle to the right of the core and push to the left while pulling outward to remove spindle and core from mount.
2. Slip new roll of toilet paper onto spindle and insert the left end into the left side of the mount.
3. Continue to push to the left to collapse spindle and insert it on right side on the mount. Have toilet paper dispense over the top of the roll to minimize waste.
4. Toilet paper is now ready for use.



Two Roll Standard Toilet Paper Dispenser

1. Insert key in lock and open dispenser lid. The dispenser lid may be completely removable, or partially attached with hinges.
2. The door will hinge on the bottom giving access to toilet paper rolls.
3. Remove card board core from spindle and replace with new roll of toilet paper. Have paper dispense over the top of the roll.
4. Once the toilet paper has been refilled, the lid can be replaced and locked.



Jumbo Roll Toilet Paper Dispenser

1. Insert key in lock and open dispenser lid. The dispenser lid may be completely removable, or partially attached with hinges.
2. If the door has hinges it will hinge on the sides or bottom giving access to toilet paper rolls.
3. Remove cardboard core from spindle and replace with new roll of toilet paper. Have paper coming off the back side of the roll when seated on toilet. This makes dispensing the toilet paper



for the user much easier when the tissue is up inside the dispenser. If not, there will be pieces of toilet paper on the floor that will need to be cleaned up.

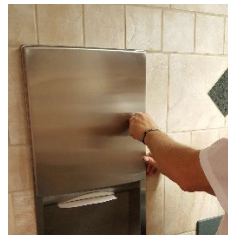
4. Once the toilet paper roll has been refilled, the lid can be replaced and locked.



Hand Towel Dispensers:

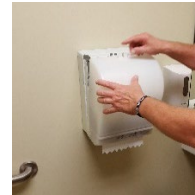
C-fold & Multi-Fold Towel Dispenser

1. Insert key in lock and open dispenser door. The dispenser door will be attached with hinges (open door slowly so towels do not fall out of dispenser).
2. Open new pack of towels and place on top of towels in dispenser with folded edge down.
3. The hand towel dispenser should not be overfilled, as this makes the removal of individual towels difficult and will cause the towel to tear in pieces or have multiple towels come out, which leads to waste.
4. Once the towels have been refilled, the dispenser door can be closed and locked.
5. Make sure the flap of towel is exposed so the user can dispense towels.



Roll towel Dispenser

1. Insert key in lock and open dispenser lid. The dispenser lid may be completely removable or partially attached with hinges.
2. With your right hand, grasp cardboard core.
3. With your left hand, grasp the end cap on the roll support arm and pull outward releasing the core.
4. Now with your right hand, remove the cardboard core while at the same time with your left hand, let the left roll support arm flex inward.
5. Place right side of new roll towel into end cap on roll support and then place the left side of roll towel into left end cap on the roll support.
6. Take new roll towel with paper rolling off the top of the roll and feed it into rollers in the dispenser. Turn crank on right side to feed hand towel through rollers and the bottom of dispenser.
7. Once the roll towel has been refilled, the lid can be replaced and locked.



8. With both hands pull a couple of towels through dispenser to make sure it is dispensing correctly.

Center Pull Towel Dispenser

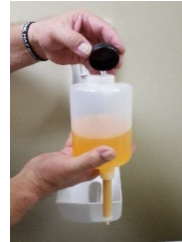
1. Insert key in lock and open dispenser lid. The dispenser lid may be completely removable, or partially attached with hinges.
2. Remove any remaining towels in dispenser.
3. Remove cardboard core from center pull towel. Towels will pull out with core.
4. Separate core from towels and pinch end of towel.
5. Feed towel into the dispenser cone on the bottom of the dispenser.
6. Once the center pull towel has been refilled, the lid can be replaced and locked.
7. Pull a couple of towels through dispenser to make sure it is dispensing correctly.



Soap Dispensers:

Bulk hands-free soap dispenser

1. Insert key in lock and open dispenser lid.
2. Fill container with bulk hand soap from a one-gallon container.
3. Once the soap container has been refilled, close lid and lock.
4. Wave your hand under the soap dispenser a couple of times to prime soap. The hand soap dispenser is now ready to use.

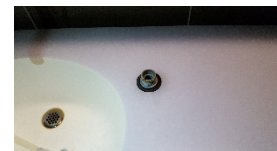
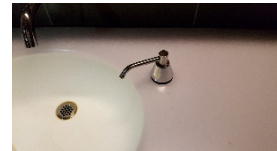


Counter top soap dispenser

1. To fill a counter top soap dispenser, start by removing the pump nozzle by lifting it straight up and out of the dispenser. Place on a paper towel on the counter top or in sink.

If you can't fill it from the top you will need to remove the bottle from under the counter.

2. Fill bottle with hand soap leaving room to insert pump nozzle. If you over fill bottle with soap it will come out of the

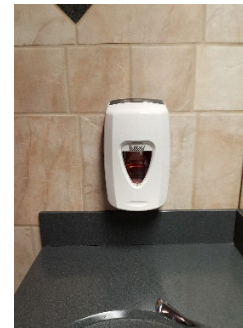


fitting as you insert nozzle back into bottle. Replace bottle and pump nozzle.

3. Hold a hand towel under pump nozzle and push pump nozzle a couple of times to prime soap. The hand soap dispenser is now ready to use.

Foaming hand soap dispenser

1. At the center bottom of the dispenser, push up on button to open dispenser lid. The dispenser lid may be completely removable, or partially attached with hinges.
2. Remove empty soap container from dispenser.
3. Open new soap container and expose nipple. Place nipple in slotted area on dispenser.
4. Once the soap box has been refilled, the lid can be closed and locked.
5. Hold a hand towel under soap dispenser and push button a couple of times to prime soap. The hand soap dispenser is now ready to use.



Toilet Seat Cover Dispenser:

Toilet seat cover dispenser

1. On the bottom of the dispenser there is a slot in which you can reach up into the dispenser and remove empty cardboard sleeve.
2. Slide full sleeve of seat covers up into slot and sit on ledge.
3. Seat covers are now ready to be dispensed.



Cross-Contamination

Restrooms are one of the most common places for the potential of cross-contamination due to cleaning workers using the same cloth to clean multiple surfaces. Use the following steps to control and eliminate the chance of cross-contamination.



Cross-contamination is a serious problem that can be stopped with the use of color coded microfiber cloths, mopping systems and training.

1. Use a color-coded microfiber system.
 - **Red** for toilets and urinals.
 - **Yellow** for countertops, sinks, and touch points.
 - **Blue** for mirrors and glass.
 - **Green** for dusting.



2. Cleaning workers should focus on disinfecting and/or sanitizing door handles, light switches, towel bars, faucets and levers on paper and soap dispensers.

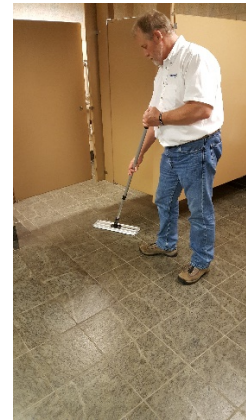


NOTE: Cleaning workers need to pay attention to proper dilution and dwell time when disinfecting surfaces. Failing to adhere to the recommended guidelines won't effectively combat cross contamination.

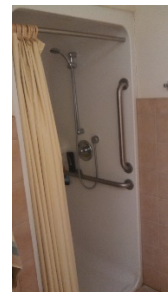
3. Use a mop bucket system to help control and eliminate cross-contamination in facilities. A charging bucket and microfiber flat mop is one example of a mop bucket system.
4. The cleaning worker will add cleaning solution and up to 20 microfiber pads to the charging bucket. Each step-guide in the charging bucket represents five pads or 1 quart of solution.



The cleaning worker will have a clean mop pad for each room they mop. They use the pad until the pad is dried out or the room has been completely damp mopped. When the pad becomes dry or the room is completed they simply peel the pad off and drop it into a plastic bag so it can be laundered and get a completely clean, uncontaminated pad from the charging bucket.



How to Clean Shower Stalls



Shower stalls can be a lot of work to keep clean -- but they can be less of a problem if you follow these guidelines:

1. The cleaning worker starts by clearing the shower of shampoos, conditioners, soap, etc.
2. Using a restroom cleaning machine, in-line sprayer or pump-up sprayer, apply cleaning solution to the entire shower, including walls, faucets and floor.

3. Let solution dwell for 5 minutes. If any areas are drying out apply more solution or mist with water.
4. Use a nylon deck brush to scrub the faucets, walls and floor.
5. After the shower has been scrubbed from top to bottom, rinse with water. Remove standing water from walls with a squeegee and microfiber cloth.
6. Use a restroom cleaning machine or wet vacuum to pick up dirty solution on floor.
7. Mop floor with neutral pH floor cleaner.

NOTE: To prevent water stain build up on any type of shower use a squeegee and cloth to wipe the walls down after each use.

Identification of Potential Biological Hazards

Hazards exist in every workplace, but how do you know which ones have the most potential to harm workers? By identifying hazards at your workplace, you will be better prepared to control or eliminate them and prevent accidents and injuries.

Workplaces with these kinds of hazards include, but are not limited to; schools, day care facilities, colleges and universities, hospitals, emergency response, nursing homes, or various outdoor occupations.

Some occupations have a higher risk of exposure to bloodborne pathogens than others, including all health care workers, housekeeping and janitorial workers, first aid responders,

research lab workers and public safety workers such as firefighters and law enforcement personnel.

Other workers assigned duties putting them at risk of occupational exposure are:

- Laundry workers
- Blood bank personnel
- Dentists and dental workers
- Tattoo/body piercing artist
- Paramedics
- Medical examiners
- Morticians
- Teachers/school staff
- Medical waste handlers

Types of things you may be exposed to include:

- Fungi/mold
- Bacteria and viruses
- Plants
- Insect bites
- Animal and bird droppings

Other Potentially Infectious Materials (OPIM) such as the following human body fluids:

- Semen
- Vaginal secretions.
- Cerebrospinal fluid (fluid surrounding the brain and spinal cord).
- Any body fluid that is visibly contaminated with blood.
- All body fluids in situations where it is difficult or impossible to differentiate between body fluids.

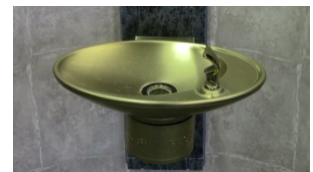
Controlling Biological Hazards

The best way to prevent illness is to reduce or eliminate exposure to biological agents. Here are some tips to protect yourself against infection:

- Practice good personal hygiene (e.g. regular hand washing). It's one to the best ways to prevent the transmission of infection.
- Keep your immunizations up-to-date.
- Ensure that any equipment that might harbor bio-hazards is regularly cleaned and sterilized.
- Clean and disinfect work surfaces often.
- Clean up spills immediately.
- Handle and dispose of all bio-hazardous waste materials safely. Blood and any other bodily fluids should always be handled as if they could be infectious.
- Wear personal protective equipment (gloves, safety glasses, masks), where appropriate.

Cleaning Drinking Fountains

Drinking fountains, also called water coolers, will come in different shapes and sizes and most will have a No. 4 stainless steel finish basin. Follow these steps after putting on safety glasses and gloves.



Disinfecting

(DRINKING FOUNTAINS)

1. Using a disinfectant wipe or 32-ounce spray bottle, apply disinfectant to bubbler, basin, push bar and shroud. Give dwell time based on the manufacturer's directions (30 seconds to 10 minutes).
2. Scrub base of bubbler and drain with tooth brush to remove any build-up.
3. Wipe bubbler, basin, push bar and shroud dry with yellow microfiber cloth. Watch for water in basin after wiping push bar. Wipe basin dry.
4. Polish basin and/or shroud using a microfiber cloth and glass cleaner or cloth and stainless-steel polish (check that stainless steel polish is streak free).

Sanitizing

(DRINKING FOUNTAINS)

1. Using a sanitizing wipe or 32-ounce spray bottle, apply sanitizer solution to bubbler, basin, push bar and shroud.
2. Scrub base of bubbler and drain with tooth brush to remove any build-up.
3. Wipe bubbler, basin, push bar and shroud dry with yellow microfiber cloth. Watch for water in basin after wiping push bar. Wipe basin dry.

4. Polish basin and/or shroud using glass cleaner and a microfiber cloth or cloth and stainless-steel polish (check that stainless steel polish is streak free).

Cleaning Stainless Steel

Stainless steel is known for its ability to be a clean surface that resists corrosion and rust. In office buildings, many surfaces can be stainless steel. Stainless steel comes in 9 types of finishes. The most common finish you will clean is No. 4. Appliances, elevator doors and interiors, sinks and drinking fountains will have that type of stainless steel finish.

Stainless-steel finishes can be polished or brushed. With brushed stainless steel, always clean with the grain. When cleaning stainless steel, always start with the least aggressive method and work your way up from there as needed. Follow these steps after putting on safety glasses and gloves to clean stainless steel.

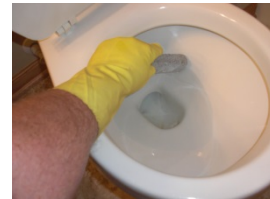
Using a microfiber cloth with a mild detergent and polishing with a stainless-steel polish:

1. Remove tougher soil off stainless steel by using a mild detergent with a pH level of 7 or 8. Mix per manufacturer's directions into a 32-ounce spray bottle.
2. Lightly spray a yellow microfiber cloth with solution and wipe surface with the grain.
3. Dry the surface by following up with a dry microfiber cloth. Wipe in the direction of the grain.
4. Apply stainless steel polish to a microfiber cloth.
5. Wipe with the grain, overlapping as you move across the surface. Watch for an even application of stainless steel

polish on the surface. Be sure to follow the directions on the stainless steel cleaner/polish.

How to Remove Scale/Hard Water from Toilets and Urinals

When scale / hard water lines develop in toilets and urinals, apply bowl acid to flushing rim and bowl. Scrub with bowl brush and let dwell. Scrub and flush. Use a pumice stone to remove scale and hard water build-up from flushing rim and bowl. Keep pumice stone wet to avoid scratching the bowl.



Safety Considerations

To prevent injury:

- Wear gloves while cleaning and avoid touching your T-zone (eyes, nose and mouth) while cleaning.
- Wear safety glasses while working with cleaning chemicals to prevent spray and splashing of chemicals from entering your eyes.

Expected Results

- Supplies are filled.
- No soil rings are visible around faucet base and drains.
- There is no build-up on toilet seat hinges, toilet mounts and base, flushers and hardware or urine tracks on the front and underside of toilets and urinals.
- Mirrors and bright work do not have any spots or steaks.
- Inside of trash receptacles are clean and free of odor.
- No dust or cob webs are visible on ceiling vents, corners, partitions and lights.
- Door jambs are free of dust.
- Base boards are free of dust and debris.
- Restroom are odor free after cleaning.
- Cleaning workers will use PPE and perform work safely in restrooms.



Review

Common Concerns



Empty Supplies



Dirty Fixtures



Dirty Mirrors



Debris on Floor



Odors

Preparation

Have the proper equipment:

- Maid cart or brute/caddy
- Sanitizer cleaner
- Tooth brush
- Closed for Cleaning sign
- Extension duster
- Mop bucket or microfiber flat mop or bucketless mop
- Color coded microfiber cloths
- Glass cleaner
- Toilet brush
- Broom/dust pan
- Gloves
- Disinfectant cleaner
- Stainless steel cleaner
- Pumice stone
- Back pack vacuum
- Safety glasses



Restroom Cleaning Procedures

- Announce your service.
- Fill supplies.
- High dust.
- Start at sink and counter.
- Move counter-clockwise and circle around the rest room.
- Vacuum floor.
- Pour water down floor drains to prevent odors.
- Clean equipment / stock cart / store equipment properly.

Safety Considerations

- Wear gloves while cleaning and avoid touching your T-zone (eyes, nose and mouth) while cleaning.

- Wear safety glasses while working with cleaning chemicals to prevent spray and splashing of chemicals from entering your eyes.

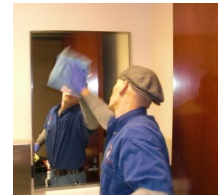
Expected Results



Supplies are filled



No build-up on hinges, flusher or base of toilet.



Mirrors are streak free



No dust/cob webs are visible on ceiling vents, corners, partitions and lights.



No nasty odors

Training Log

(Restroom Cleaning to Perfection)

Date	Trainee's Name (Print)	Trainee's Signature	Trainer's Name (Print)