

Green Cleaning Practices

Contents

Green Cleaning Policy Overview

1. Scope	3
2. Goals	4
3. Responsible Parties	4
4. Time Period	5

High Performance Cleaning Program

1. Products	5
2. Equipment	10
3. Cleaning Procedures	12
4. Staffing Planning	15
5. Staff Training	16
6. Policy Review	16
7. Occupant Feedback	16
8. Definitions and Resources	16

Appendix

A. Cleaning Procedures and Safety Guidelines	17
--	----

Policy Overview

This Green Cleaning Policy and High Performance Cleaning Program is intended to assist Colleges of Chicago in pursuit of the goal to maintain a clean, healthy, and safe building environment while simultaneously minimizing the impacts of cleaning processes, procedures and products on the natural environment.

Scope

Management Scope

This Green Cleaning Policy applies to all building areas at each of City Colleges of Chicago locations, including functional spaces (offices, classrooms, etc.) as well as public restrooms, lounge and study rooms, public hallways and pathways, computer rooms, kitchenettes, stairwells, etc. This policy includes the grounds associated within all City Colleges of Chicago locations, extending to the property line and including cleaning of hardscape and the building exterior

This policy is overseen by the City Colleges of Chicago Office of Administrative Services and Facilities Management and shall not be revised, changed or updated without administrative consent.

Physical Scope

This Green Cleaning Policy applies to all buildings and areas within City Colleges of Chicago locations, including functional spaces (offices, classrooms, etc...) as well as public restrooms, lounge and study rooms, public hallways and pathways, computer rooms, kitchenettes, stairwells, etc. This policy includes the grounds associated within City Colleges of Chicago college and satellite locations, extending to the property line and including cleaning of hardscape and the building exterior.

Goals

Program Goal

The goal of the Green Cleaning Policy and High Performance Cleaning Program is to minimize exposure of building occupants and maintenance personnel to potentially hazardous chemical, biological and particle contaminants which may adversely impact air quality, health, building finishes and systems, and the environment, and to balance these needs with the cost and quality of the managed systems to provide a sustainable approach to cleaning and janitorial maintenance.

Performance Goals and Metrics

1. Products:
 - Goal - Seek to purchase cleaning, hard floor and carpet care products that meet program sustainability criteria.
 - Metric – Purchases will be evaluated based on the portion of the product (measured by cost) which meet one or more of the sustainable criteria
 - Performance - 50% of products by \$ cost should meet this criteria
2. Operating Procedure:
 - Goal - Maintain appropriate standard operating procedures, strategies, and guidelines for critical tasks.
 - Metric – Costs will be evaluated based on necessary changes made to existing procedures, strategies and guidelines.
 - Performance – All procedures will meet LEED criteria
3. Staff Training
 - Goal - Ensure appropriate staff training on an ongoing basis.
 - Metric – Costs will be evaluated based on time to train staff on new operating procedures
 - Performance – All staff members will be fully versed on proper LEED safety and procedural codes.
4. Occupant Feedback
 - Goal - Collect feedback to ensure continuous improvement and occupant satisfaction
 - Metric – Occupant feedback will be based on the results of survey and suggestions
 - Performance – All occupants are pleased with the cleanliness of their buildings
5. Budgetary considerations
 - Goal - Meet budgetary considerations
 - Metric – Costs will be evaluated based on total money spent to enact changes
 - Performance – Enact green cleaning procedures and policy with as little expenditure as possible.

Responsible Parties

The Associate Vice Chancellor of Administrative Services, Sustainability Field Manager, and the office of Administrative Services and Facilities Management are responsible for developing and managing the implementation of the Green Cleaning Policy & High Performance Cleaning Program.

Title	Contact	Phone
Associate Vice Chancellor of Administrative Services	John Sugrue	312-553-3324
Sustainability Field Manager	John Brophy	312-553-2932

Personnel involved with various elements of the green cleaning program shall carry out their tasks according to this policy and report all relevant activities to the aforementioned parties. To ensure an effective and coordinated effort, the building engineering staff responsible for overseeing the Green Cleaning Policy & High Performance Cleaning Program shall review all proposed cleaning activities before implementation.

Time Period

As of May 15, 2015, this policy is applicable at all City Colleges of Chicago locations at all times.

High Performance Cleaning Program

Products

Green Cleaning Product Use

Wherever feasible, cleaning products and materials, including hard floor and carpet care products, used inside and outside City Colleges of Chicago facilities shall meet the requirements of LEED[®] 2009 for Existing Buildings: Operations and Maintenance[™] IEQ Credit 3.3: Green Cleaning, Purchase of Sustainable Cleaning Products and Materials as described below.

Product types subject to these requirements include, but are not limited to, bio-enzymatic cleaners, hard floor cleaners, carpet cleaners, general purpose cleaners, specialty cleaners, odor control, disinfectants, disposable janitorial paper products and trash bags, and hand soaps.

Sustainability Criteria

- The cleaning products meet one or more of the following standards for the appropriate category:
 - Green Seal GS-37, for general-purpose, bathroom, glass and carpet cleaners use for industrial and institutional purposes
 - Environmental Choice CCD-110, for cleaning and degreasing compounds
 - Environmental Choice CCD-146, for hard surface cleaners
 - Environmental Choice CCD-148, for carpet and upholstery care
- Disinfectants, metal polish, floor finishes, strippers or other products not addressed by GS-37 or Environmental Choice CCD-110, 146, or 148 shall meet at least one of the following standards for the appropriate category:
 - Green Seal GS-40, for industrial and institutional floor care products
 - Environmental Choice CCD-112, for digestion additives for cleaning and odor control
 - Environmental Choice CCD-113, for drain or grease traps additives

- Environmental Choice CCD-115, for odor control additives
- Environmental Choice CCD-147, for hard floor care
- California Code of Regulations maximum allowable VOC levels for the specific product category
- Disposable janitorial paper products and trash bags meet the minimum requirements of one or more of the following programs for the applicable product category:
 - U.S. EPA Comprehensive Procurement Guidelines for Janitorial Paper and Plastic Trash Can Liners
 - Green Seal GS-09, for paper towels and napkins
 - Green Seal GS-01, for tissue paper
 - Environmental Choice CCD-082, for toilet tissue
 - Environmental Choice CCD-086, for hand towels
 - Janitorial paper products derived from rapidly renewable resources or made from tree-free fibers
- Hand soaps meet one or more of the following standards:
 - No antimicrobial agents (other than as a preservative) except where required by health codes and other regulations (i.e., food service and health care requirements)
 - Green Seal GS-41, for industrial and institutional hand cleaners
 - Environmental Choice CCD-104, for hand cleaners and hand soaps

Approved Product List

The products listed in the tables below (a-f) are approved for use. Products beyond those listed here must be submitted to the Custodial Manager and Sustainability Coordinator for approval before use.

1. General Cleaning

Custodial Services utilizes the DIVERSEY “J-FILL” concentrated cleaning chemical management system and purchases solutions to meet cleaning needs. This system dispenses product to ensure active ppm required by the EPA, limits employee contact with chemicals for enhanced safety, and the concentrated formulas minimize wasteful containers.

Manufacturer	Product	Purpose	Sustainability Features	LEED 2009 EB:O&M Compliant Criteria
DIVERSEY J-FILL DISPENSING SYSTEM	Glance-Non ammoniated #3172641	#2 glass cleaner	Green Seal Green guard	GS-41 certified
	Alpha-HP Multi Purpose Cleaner #3401512	#52Multi-surface cleaner	Green Seal Green Guard	GS-41 certified

	Crew restroom floor & surface SC disinfectant Cleaner #4278763	#42 Bathroom Cleaner		
--	--	----------------------	--	--

2. Paper Products

Unbleached, recycled-content papers are the preferred choice. Some locations offer paper towel dispensers in bathrooms regularly maintained by custodial services as the hygienic preference over folded towel dispensers or electric- powered hand dryers.

Manufacturer	Product	Purpose	Sustainability Criteria	LEED 2009 EB:O&M Compliant Criteria
SCA TORK PRODUCTS	Natural Roll Towel #290088	Paper Hand Towels	*EPA Compliant *Compostable *Green Seal *Eco Logo	Meets EPA standards with 40% post-consumer recycled content, GS-01 GS-41
	Natural Roll Towel #RK800E		Made from 100% recycled material	
	9" Jumbo Tissue #TJ0922A 12" Jumbo Tissue #TJ1212A	Toilet Tissue	*EPA Compliant *Eco Logo Made from 100% Recycled material	Meets EPA standards with 100% recycled fiber, GS-37
Hospesco	Healthgards Toilet Seat Covers – Green	toilet seat covers	Meets EPA standards with 100% recycled content	Meets EPA standards with 100% recycled content

3. Floor Care

In the event of carpet installation or extraction, products with low or no VOCs are preferred.

Manufacturer	Product	Purpose	Sustainability Criteria	LEED 2009 EB:O&M Compliant Criteria
Diversey J-FILL System	Extraction Rince #3727	#27 Carpet extraction	CRI Seal of Approval	CRI Seal of Approval
Diversey J-FILL System	HD-Pre spray #4274	Carpet soil Pre-Spray		
Diversey J-FILL System	Stride citrus Neutral Cleaner #4716	#3 Neutral Cleaner For VCT tile, Trazzo, Gym floors, ect...	Green Seal Green Guard	GS-41 certified

4. Trash Bags and Liners

Recycled content trash bags are used whenever possible. Green Seal does not recommend products.

Manufacturer	Product	Sustainability Criteria		LEED 2009 EB:O&M Compliant Criteria
Colonial	trash bags	Under 0.70 Mill Source reduction		
*CXC23L500	24 X 23 CLEAR/500CS	Under .70 Mill		LEED Compliant
*CXC36H	30 X 36 CLEAR/250CS	Under .70 Mill		LEED Compliant
*CXC39H	33 X 39 CLEAR/250CS	Under .70 Mill		LEED Compliant
*PXC46X	40 X 46 CLEAR/125CS			
*PXC58X	38 X 58 CLEAR/100CS			
PCR46XC	40 X 46 CLEAR/125CS	10% post consumer		LEED Compliant
PCR58XC	38 X 58 CLEAR/100CS	10% post consumer		LEED Compliant

* Currently using this product

5. Hand Soap

Manufacturer	Product	Purpose	Sustainability Criteria	LEED 2009 EB:O&M Compliant Criteria
DEB	AeroBlue #57220	Foam Hand Soap	Up to 45% water savings with foam Recyclable cartridge	Green Seal Certified

6. Occasional Use Cleaning Products

The following products are used occasionally.

Manufacturer	Product	Purpose	Sustainability Criteria	LEED 2009 EB:O&M Compliant Criteria
Clorox	Tilex Mold & Mildew Remover	mildew removal	-	-
	Stainless Steel Cleaner & Polish	stainless steel cleaning	-	-
Reckitt Benckiser	Easy-Off Heavy Duty Oven & Grill Cleaner	oven cleaning	-	-

7. Other products

Manufacturer	Product	Purpose	Sustainability Criteria	LEED 2009 EB:O&M Compliant Criteria
DEB	InstantFoam Non-Alcohol Foam Hand Sanitizer #56827	Hand Sanitizer Non-Alcohol Non-Flammable		-

Performance Metric

The practices listed above shall be implemented to the extent practicable, with a target goal of **50%** of the total annual purchases of these products (as measured by cost) complying with the appropriate sustainability criteria. The custodial services purchaser and/or custodial services vendor will track purchase rates on a monthly basis and report to the Custodial Manager quarterly

Equipment

Green Cleaning Equipment acquisitions for use on City Colleges of Chicago campuses shall comply with the requirements of LEED[®] 2009 for Existing Buildings: Operations and Maintenance™ IEQ Credit 3.4: Green Cleaning, Sustainable Cleaning Equipment.

Sustainability Criteria

- All equipment
 - Powered equipment is ergonomically designed to minimize vibration, noise and user fatigue
 - Equipment is designed with safeguards such as rollers and bumpers to reduce potential damage to building surfaces
 - Electric and battery-powered equipment operate at a sound level less than 70 dBA
 - If battery-powered, equipment should use environmentally preferable gel batteries
- Automated scrubbing machines
 - Equipped with variable-speed feed pumps and on-board chemical metering to optimize the use of cleaning fluids, or only uses tap water with no added cleaning products
 - Operate at a sound level less than 70 dBA
- Buffers and burnishers (electric/battery-powered floor maintenance equipment)
 - Equipped with vacuums, guards, and/or other devices for capturing fine particulates
 - Electric, low-speed
 - Operate at a sound level less than 70 dBA
- Vacuums
 - Certified by the CRI “Seal of Approval” Testing Program
 - Operate at a sound level less than 70 dBA
 - Capable of capturing 96% of particulates 0.3 microns in size
- Carpet extractors
 - Certified by the CRI “Seal of Approval” Testing Program for deep-cleaning extractors
 - Hot water extraction equipment for deep cleaning carpets capable of removing moisture such that the carpet may dry in less than 24 hours

- Propane-powered floor equipment
 - Meets California Air Resources Board (CARB) or Environmental Protection Agency (EPA) standards for specific engine size
 - Equipped with high-efficiency, low-emission engines with catalytic converters and mufflers
 - Operate at a sound level than 90 dBA

- Re-usable/washable rags are to be utilized to clean surfaces throughout the building.
- Re-usable/washable carpet bonnets are to be utilized.
- Re-usable/washable dust and wet mops are to be utilized.

MICROFIBER

*Currently using these Rubbermaid Micro fiber products

WET FLOOR PADS

*Q410 microfiber 18" floor damp mop

*Q425 microfiber 24" floor damp mop

DRY FLOOR DUST PADS

*Q438 microfiber 36" dust mop w/fringe

*Q449 microfiber 38" dust mop w/fringe

*Q460 microfiber 60" dust mop w/fringe

RAGS and WIPERS

*37AW Reclaimed used terry towels

*MIM14X14 microfiber 14 x 14 washable hand towels

Approved Product List

The equipment listed below is approved in the event of new equipment acquisition. Equipment beyond that listed here must be submitted for approval prior to acquisition.

1. Equipment for Staff Use

Equipment Type	Equipment Name	Manufacturer	Vendor	LEED 2009 EB:O&M Compliant Criteria
Automatic floor scrubber	*Chariot ride On *Saber/walkbehind *Saber Cutter	Windsor	Standard Comp.	LEED 60-66 DBA LEED 69-72 DBA LEED 68-72 DBA
Electric 175RPM floor scrubber	*Storm 1 ½ HP Scrubber 17 or 20"	Windsor	Standard comp.	63 DBA
carpet cleaner	iCapsol Mini-Deluxe	Windsor	Standard Comp.	LEED 66 DBA

carpet extractor	*Cadet 7 *Admiral 8 *Clipper 12 *Commodore 20	Windsor	Standard Comp.	CRI-LEED69DBA CRI-LEED68DBA CRI-LEED69DBA CRI-LEED69DBA
portable spot removal system	Presto 3 mini extractor	Windsor	Standard Comp.	
turbo dryer	Air Mover 3 3 speed fan	Windsor	Standard Comp.	
Upright Vacuum	*Sensor 12 or 15 *Sensor XP18 HEPA adaptable	Windsor	Standard Comp.	CRI-LEED 69DBA CRI-LEED 69DBA
Wide area Vacuum	*Chariot I Vac Ride On *wave 28" vac	Windsor	Standard Comp.	CRI-LEED 68DBA CRI 72DBA
wet/dry vacuum	*Recover 7or12 Gl *Titan 20 Gal	Windsor	Standard Comp.	72 DBA 67 DBA

Performance Metric

All newly acquired cleaning equipment shall comply with the sustainability criteria listed above. The custodial service provider shall track the percent of equipment utilized in the building that meets the criteria, based on cost or number of pieces of equipment, with a target of no less than 20% of the existing equipment meeting at least one of the sustainability criteria (other than the requirement for equipment safeguards).

In addition, Auxiliary Services will maintain an inventory of all powered cleaning equipment, including purchase date and all repair and maintenance activities. Vendor cut sheets for all equipment used on site will be made available on demand. When cleaning equipment replacement is necessary, acquisition dates and supporting documentation shall be retained to demonstrate that all newly acquired equipment complies with all appropriate sustainability specifications.

Cleaning Procedures

The procedures, strategies and metrics below have been adopted at City Colleges of Chicago to ensure the effective implementation of the Green Cleaning Policy.

General Strategies for Sustainable Cleaning

- Assess the areas to be maintained and the usage patterns.
- Determine how to meet the overall goals of the cleaning program.
- Develop a comprehensive approach to the maintenance of the building/property and determine the product specification to be used.
- Ensure that in-house maintenance staff are educated on the policies.
- Ensure that safety, health and environmental practices are compliant with applicable local regulatory requirements.
- Ensure with building management the proper disposal for all cleaning wastes.
- Development of cleaning strategies should focus on the following:
 - efficient use of chemicals
 - efficient use of supplies
 - meet the hygiene and appearance goals of the building/property
 - protect the building's occupants, systems and finishes from contaminants that adversely affect them
 - address the frequency of cleaning in all areas (see specifications)

NOTE: The highest degree of reutilization and recycling must be applied and carried out by all contractors working within the property. Materials that continue to have a working life must be reutilized as possible. Ordering materials without additional packaging will minimize waste. All packaging must be recycled. To the extent possible, construction materials must be recyclable.

Cleaning Procedures for Specific Areas

Cleaning and safety guidelines for specific areas can be found in Appendix A. Specific area types addressed in the appendix are:

- Carpet (cleaning and vacuuming)
- Custodial Maintenance Closet
- Elevator
- Entryway
- Hard Floor (cleaning, stripping, and refinishing)
- Kitchen
- Laundry
- Lounge
- Restroom (daily cleaning)
- Shower
- Stairwell

Entryways and Exterior Walkways

Indoor air quality and environmental impact start at the door. Appropriate matting, properly placed and maintained, will prevent indoor floor surfaces from wearing prematurely and decrease contaminants inside the building. All public points of entry into buildings on City Colleges of Chicago campuses are equipped with walk-off mats. All walk-off mats at all public building entries measure a combined minimum of 10 linear feet in the direction of ingress.

Chemical Safety Procedures

The following protocols have been established to mitigate spills, leaks and mismanagement. All practices below are communicated to custodians working on the properties in a formal training setting on a biannual basis.

- a. Labels and Material Safety Data Sheets (MSDS)
 - Follow all chemical labels and MSDS warnings and use products only as directed.
 - Employees should never use an unlabeled container or any chemical product if not certain what it is.
 - Report to Manager all missing or unreadable labels

- b. Personal Protective Equipment (PPE) and Engineering Controls
 - Wear protective gloves and/or safety glasses as directed on the product label or MSDS.
 - Inform your Manager if PPE is needed.
 - Always spray chemicals away from the body, especially eyes and mouth. Whenever possible, spray chemical into microfiber cloth.
 - Do not eat or drink near any cleaning chemicals and always wash hands after using chemicals.
 - Never smell, inhale or taste the contents of a chemical container to determine its contents.

c. Cleaning with Chemicals

- Employees should only use products they have been trained to use.
- Report all chemical spills to the Chief Engineer immediately and refer to instructions on MSDS for proper spill cleanup and disposal.
- Employees should inform the Chief Engineer if unable to get something clean with the chemicals provided.
- If product comes into contact with any body part, flush immediately with water. Remove any contaminated clothing. Follow first-aid instruction on the label or MSDS.
- All chemical containers are to be securely covered and stored away from flames or intense heat.
- Properly remove all cleaning chemical residue so customers and tenants will not be overexposed to chemicals.
- Wash hands after using chemicals.
- Do not bring products from home.
- Never puncture or collapse an aerosol can. Use only in accordance with label instructions.

d. Mixing Chemicals

- Never mix two different chemical products together: this may cause a dangerous and poisonous gas.
- Only fill each secondary container bottle with the exact same product each time you refill.
- Dilute with water only where required.
- Make sure water is turned off and that no chemicals remain in mop buckets, unlocked dispensers or machine tanks over night.
- Make sure all caps are secure when returning chemicals to rack or closet.

e. Chemical Storage

- Do not store chemicals above eye level.
- Do not store food or drinks around chemicals (No food or water may be kept on janitor cart).
- All chemicals must be stored in a manner that limits opportunities for accidental spills, leaks and other mishaps.

f. Chemical Safety and Emergency Procedures

- Report all chemical product spills to Manager immediately and refer to instructions on the MSDS for proper spill cleanup and disposal.
- If any product comes into contact with any body part, flush immediately with lots of water. Follow first-aid instruction on the label or MSDS, call 911 if needed. Employees are to report contact to Manager.
- All chemical containers are to be securely covered and stored away from flames, heat and the sun.
- Properly remove all cleaning chemical residue so customers and tenants will not be unknowingly exposed to chemicals.

g. Chemical Concentrates and Dilution Systems

- It is the intent of building management to have chemical concentrates used whenever possible in order to lower transportation costs between manufacturer and end-user, reduce use of packaging materials, reduce real chemical use to obtain same performance, and to lower exposure of maintenance personnel to hazardous chemicals.
- A portion controlled, closed dilution system is to be utilized in order to further reduce environmental impacts.
- Pre-labeled containers are to be utilized.
- Dilution systems and chemical concentrates shall be wholly utilized for the Diversey J-FILL chemical management system

h. Performance Metric

- Protocols governing safe handling and storage of cleaning chemicals shall be adopted. Quality control checks will be used to ensure adoption.

Cleaning Strategies for Vulnerable Building Occupants

The needs of vulnerable building occupants, such as occupants with asthma, other respiratory conditions, or sensitive or damaged skin, on City Colleges of Chicago campuses will be addressed to ensure that adequate precautionary measures are taken in relation to the Green Cleaning Program. Product selection and use should vary on a case-by-case basis, as needed.

Hand Hygiene

All restroom facilities, public areas, and back-of-house spaces shall include appropriate hand-push soap dispensers (see Approved Cleaning Products list). Staff will be educated on the importance of hand hygiene through informative seminars. Protocols promoting hand hygiene shall be adopted. Quality control checks will be used to ensure adoption. All staff will be required to clean their hands using this soap upon the completion of their work day to protect their health as well as others.

Staffing Planning

City Colleges of Chicago employs 164 full time custodians. To ensure a clean environment that promotes the health and wellbeing of building occupants and users, CCC requires the following:

1. Custodians are provided with daily scope of work checklists to insure all tasks are completed. All custodians are given a procedure list to follow and complete.
2. Daily and weekly inspections are performed by the Auxiliary Services Director to ensure expectations and requirements for cleanliness are being met on an ongoing basis.
3. Custodial staff meets daily with the Auxiliary Services Director to discuss any issues. When the supervisor is away a communication log is available to help pass on important information to communicate to one another.

Staff Training

1. All custodians are properly trained in the use, maintenance and disposal of cleaning products, dispensing equipment and packaging. All custodians are trained on new equipment and chemicals prior to initial use. Custodians also receive training about prevention of repetitive motion/stress injuries and the proper way to move and lift objects.
2. All custodians receive annual chemical safety training.
3. All custodians are educated on the use of products upon their hire and once per year thereafter, as well as annual HAZCOM training. Or, as necessary, to ensure proper use and disposal of products.
4. Training records of all staff are to be maintained by the Custodial Manager and Safety Coordinator. Records can be made available to building management for review upon request.

Policy Review

Quality Control

Assessment of the ongoing performance of the Green Cleaning program at City Colleges of Chicago will be conducted by a three-part process:

1. On a weekly basis, the Auxiliary Services and Chief Engineer assess custodial performance in the buildings, discuss any issues or challenges, and address any new developments relating to custodial practices.
2. An online public comment form is available to elicit feedback on cleaning and custodial service from the building occupants.
3. Purchasing-related performance will be tracked to ensure compliance with LEED credit requirements as per individual product categories.

Annual Review

The Green Cleaning Policy & Program at City Colleges of Chicago shall continue indefinitely and be reviewed annually.

Occupant Feedback

Occupant Feedback will be assessed by a web comment form on the facilities website which will allow occupants to file complaints, concerns or compliments on the cleanliness of the buildings on the City Colleges of Chicago Campuses.

Definitions & Resources

Green cleaning involves cleaning products and practices that have lower environmental impacts than conventional products and practices.

Indoor air quality (IAQ) is the nature of the air that affects the health and well-being of building occupants.

A sustainable (environmental) purchasing policy gives preference to products that have little negative environmental and social impact through their life-cycle, and also gives preference to companies whose products have little negative environmental and social impact.

Green Seal

<http://www.greenseal.org>

LEED 2009 for Existing Buildings Operations & Maintenance Rating System (PDF)

<http://www.usgbc.org/ShowFile.aspx?DocumentID=7245>

U.S. EPA Environmentally Preferable Purchasing (EPP)

<http://www.epa.gov/epp/>

Appendix A

These are recommended procedures and practices that custodial services can choose to follow. Record keeping of staff training may be in digital form kept at the time of training

Carpet Cleaning

1. Before using the carpet machine make sure to check if it is ready to use.
2. When working on upper floors with no elevator available to use make sure to ask for help to carry the carpet machine to the work area.
3. Prepare floor area to be shampooed/extracted.
4. Move furniture as needed and other objects off the carpet.
5. Vacuum the floor area.
6. Remove the gum and pre spot any stains before operating the carpet machine.
7. Start cleaning from the wall outward in straight lines.
8. Overlap the carpet cleaning lines and repeat until finished with the cleaning.
9. If using a carpet extracting machine make sure to clean the brushes and fill the solution tank .
10. after using the carpet extractor make sure to empty the recovery / solution tank when finished.
11. Before storing the carpet cleaning equipment you should inspect it and write a repair request if repairs are needed. You should also inform your supervisor.

Safety tips – After shampooing the carpet check to see if the carpet is damp. Make sure to put “wet floor” sign on the wet carpet at the room entrance. If the carpet has a transition to a hard surface floor area, please put the “wet floor” sign in the transition area on the hard floor

Personal Protective Equipment

1. Gloves
2. Air mover fan

I have been trained on the above information

Print name:

_____ **Date** _____
Sign name

Maintenance of Custodial Supply Closet

1. Make sure all chemicals are stored at or below eye level.
2. Supplies stocked on shelves should be kept organized.
3. Heavy supplies should be placed on lower shelves at all times.
4. All equipment should be kept clean and in good working order.
5. Mop heads and slop sink in custodial closet should be cleaned daily.
6. All spray bottles should be labeled and filled with the correct chemical.
7. Make sure to turn off the faucet after using the water with the Diversey J-FILL system or to fill mop buckets. If the water is left on there may be a flood and the hot water supply for the building may be affected.

PPE- Personal Protective Equipment

1. **Gloves**
2. **Eye Protection**

I have been trained on the above information.

Print name

_____ **Date** _____
Sign name

Daily Restroom Cleaning

1. Check cleaning supplies and personal protective equipment before cleaning.
2. Knock and announce yourself before entering the restroom.
3. If the restroom is not occupied, close off restroom by opening door and placing “restroom closed for cleaning” sign at entrance.
4. Check condition of restroom to assess cleaning needs.
5. Remove any cob webs or debris from ceiling and wall areas.
6. Check dispensers and replace as needed hand soap, paper towels, toilet paper, and toilet seat covers.
7. Sweep floor and pick up/remove debris.
8. Apply Diversey #42 crew floor & surface disinfectant cleaner to all urinals and toilets.
9. When applicable: Rinse showers down and remove hair and debris from drain covers. Check the condition of drain traps and clean as needed.
10. Apply Diversey #42 Crew floor & surface disinfectant cleaner to shower walls and scrub showers down with doodlebug or hand scrubber.
11. Check shower curtains and clean with Diversey #42 disinfectant.
12. Rinse shower area and spray disinfectant on showers and let air dry.
13. Clean urinals and toilets using toilet bowl swab/brush, check the feminine hygiene disposal units and disinfect. Replace with clean liners as needed.
14. Apply Diversey Glance #2 glass cleaner to mirrors and squeegee or wipe dry with microfiber rag or paper towel.
15. Using a non-abrasive combo sponge, scrub sink, sink fixtures and counters with Diversey #42 disinfectant.
16. Wipe all counters and sinks dry using microfiber rag or paper towels.
17. Spot clean walls, partitions, ledges, doors, and trash can inside/outside with Diversey #42 Crew Disinfectant cleaner.
18. Empty trash and replace trash can liner.
19. Remove all restroom cleaning supplies from the restroom and store in custodial closet or on custodial cart.
20. Use microfiber mop and bucket to mop the restroom with a solution of Diversey #42 disinfectant cleaner and dump waste water into slop sink when finished.
21. Place “wet floor” sign in entry area on the wet floor.
22. After floor is dry remove the “wet floor” and “restroom closed” signs to reopen the restroom for use.

Safety Tips- When doing a lot of bending, take a minute and stretch your back. Always practice back safety and use proper precautions while working in shower areas and other wet floors.

Personal Protective Equipment

1. **Gloves**
2. **Eye Protection**
3. **Safety shoes as needed**

I have been trained on the above information.

_____ **Print name**

_____ **Date** _____

_____ **Sign name**

Elevator Cleaning Procedure

1. When possible, shut down elevator with key.
2. Sweep and pickup any debris on the floor of the elevator and in the elevator door tracks.
3. Clean walls and doors using Diversey #52 Alpha HP cleaner.
4. Clean the stainless steel with the stainless steel cleaner.
5. Mop floor using Diversey #3 Stride neutral cleaner mixture in mop bucket.
6. Place “wet floor” sign on floor.
7. When floor is dry remove sign and return elevator to service.
8. If the elevator is carpeted, employ spot-carpet cleaning as needed.

Note: Report any damage or excessive mess.

PPE-Personal Protective Equipment

1. Gloves
2. Eye Protection

I have been trained on the above information.

Print name

_____ **Date** _____
Sign name

Entryway Cleaning

1. Prepare for cleaning exterior entryway areas by collecting the equipment needed for this task. Equipment needed includes broom, cobwebber pole, lobby pan, and wet/dry vacuum cleaner.
2. Check the walls and entryway for cob webs. Remove webs with cobwebber.
3. Sweep the hard surface areas with a broom. Pick up the debris with a lobby pan and dispose of debris into trash container.
4. If present remove entry mat and shake off excess dirt and debris. Vacuum top surface of mat.
5. Sweep up area underneath the floor mat and pick up and dispose of the debris.
6. Replace the entry mat in front of doorway (if applicable).
7. Clean glass windows of door and entry area with Diversey #2 Glance glass cleaner and squeegee or paper towels.
8. Secure equipment and cleaning supplies in custodial closet.
9. In winter conditions, when applicable, employ use of wet-vac on permanent mats along with appropriate wet floor signs as needed.

Personal Protective Equipment

1. **Gloves**
2. **Dust mask**
3. **Eye protection**

I have been trained on the above information.

Print name

_____ **Date** _____
Sign name

Hard Floor Cleaning

1. Prepare a solution of warm water and Diversey #3 Stride neutral cleaner in a mop bucket.
2. Prepare floor for mopping.
3. Scrape any objects (such as gum) off the floor surface using a scraper or putty knife.
4. Sweep or dust mop the floor surface. Pick up the debris with a dust pan and dispose of it into a trash container.
5. Mop the hard surface floor using a microfiber mop and the Diversey #3 Stride neutral cleaner solution from the mop bucket.
6. Mop the floor in a figure eight pattern.
7. Place “wet floor” sign on the wet floor surface.
8. When floor is dry remove the sign.

Note: Remember to employ proper body mechanics when mopping. Use caution when walking on wet floor surfaces to avoid slipping and falling.

PPE- Personal Protective Equipment

1. **Gloves (if desired).**

I have been trained on the above information.

Print name

Sign name

_____ **Date** _____

Kitchen Cleaning

1. Check ceiling and walls for cob webs. Remove webs with cobwebber.
2. Clean kitchen cabinets using Diversey #52 Alpha HP general purpose cleaner and microfiber rag or scrub sponge.
3. Clean microwave inside and outside using Diversey #52 Alpha-HP general purpose cleaner and microfiber rag or scrub sponge.
4. Clean the stovetop and outside surfaces of the stove using Diversey #52 Alpha-HP general purpose cleaner and microfiber rag or scrub sponge.
5. Clean inside the oven with oven cleaner using scrub sponge.
6. Clean the front surfaces and inside of the refrigerator using microfiber rag or scrub sponge and Diversey #52 Alpha-HP general purpose cleaner.
7. Scrub the sink area using a scrub sponge and Diversey #52 Alpha-HP general purpose cleaner. Wipe dry using paper towels or dry rag.
8. Sweep the kitchen floor and pick up debris. Put debris into trashcan.
9. Empty trashcan into trash barrel and replace trash can liner.
10. Mop the kitchen floor with a solution of Diversey #3 Stride neutral cleaner from mop bucket.
11. Place “wet floor” sign on wet floor area.
12. Remove “wet floor” sign when floor is dry.

Note: Oven should be cleaned on a quarterly basis. Refrigerator should be defrosted and cleaned on quarterly basis.

Safety Tips- When cleaning the oven with oven cleaner makes sure you have adequate ventilation and you must wear goggles, gloves, and mask if needed.

Personal Protective Equipment

1. **Gloves**
2. **Goggles**
3. **Dust mask or respirator**

I have been trained on the above information.

Print name

_____ **Date** _____
Sign name

Lounge Cleaning

1. Check ceiling and walls for cob webs. Remove webs with cobwebber.
2. Clean vents with broom or brush. Wipe surface using Diversey #52 Alpha-HP general purpose cleaner and microfiber rag.
3. Wipe down all furniture, ledges, doors, and walls using Diversey #52 Alpha-HP general purpose cleaner and microfiber rag. Apply furniture polish to wood surfaces.
4. Remove trash from under furniture cushions and vacuum the fabric.
5. Pick up off the floor trash or objects that will damage the vacuum.
6. Empty trashcan into trash barrel and replace trash can liner.
7. Vacuum the carpet and edge along the walls.

Personal Protective Equipment

1. Gloves

I have been trained on the above information.

Print name

_____ **Date** _____
Sign name

Refinishing Floors Procedure

1. Before starting work make sure to put a “wet wax” sign at the entrance or by the door
2. Using a clean mop and a mixture of Diversey #3 Stride neutral cleaner and warm water, mop the floor to ensure the floor is free of stripper and old wax before refinishing floor.
3. Using a rayon finish mop and mop bucket of floor finish start by mopping finish along the edge of the wall.
4. After edges are complete apply floor finish to floor and mop side to side overlapping the waxed edges.
5. Repeat the same procedure for entire floor area to be waxed.
6. Do not walk on waxed floor until completely dry. (40-60 minutes drying time depending on ventilation. If floor is tacky to the touch, then the wax is not dry.

Safety Tip- Floor finish is very slippery so always remember to work ahead of the wax as you apply it to the floor and watch your step. Refinishing floors can be very tiring for your back so remember to stretch your back to avoid back strain if you do a large amount of waxing during your work day. Make sure you have good ventilation when performing this work.

Personal Protective Equipment

1. **Safety shoes**

I have been trained on the above information.

Print name

Sign name

_____ **Date** _____

Shower Deep Cleaning Procedure

1. After cleaning the restroom and before mopping the floor, attach water hose to faucet connection.
2. Turn on water and spray down the shower walls
Note: Do not spray water into vents.
3. After rinsing the showers down, remove hair and debris from drain covers. Check the condition of drain traps and clean as needed.
4. Apply mixed solution of Diversey #54 Crew tile tub and shower cleaner to shower walls, floors, and ADA shower seating. Let stand for 3 to 5 minutes.
5. Agitate any heavily soiled areas with a scrub brush, pad, or doodlebug.
6. Spray the shower walls down using hose.
7. Scrub shower fixtures, partitions, and shower curtains with doodle bug or scrub pad.
8. Rinse down all scrubbed areas with water. Continue until all showers have been cleaned.
9. Spray all clean shower surfaces with Diversey #42 Crew restroom disinfectant and let air dry.

Note: These tasks to be done on a weekly basis

Safety Tips- Always remember to wear shoes or boots that will not slip in a wet floor environment. Always practice back safety and alternate hands when scrubbing so as not to overuse shoulders, arms, and hands.

Personal Protective Equipment

1. **Gloves**
2. **Eye protection**
3. **Non-slip foot wear**

I have been trained on the above information.

Print name

Sign name

Date

Stairwell Cleaning

1. Inspect stairwell for any unsafe conditions before cleaning.
2. Brush dust off light covers and remove cob webs with a cobwebber pole.
3. Spot clean walls using Diversey #52 Alpha-HP general purpose cleaner and scrub sponge.
4. Start at the top of the stairwell and sweep stair steps down to landings. Sweep up debris and dispose of trash.
5. Wipe down hand railing using Diversey #52 Alpha-HP general purpose cleaner and microfiber rag.
6. Wet mop stairs and landings from top to bottom using Diversey #3 Stride neutral cleaner and microfiber mop.
7. Place “wet floor” signs on landings and verbally caution residents using the stairs that the floor is wet.
8. When steps are dry remove signs.

Note: These tasks should be done 3X in a 7 day work week. The stairwells should be walked and kept clear of all debris daily.

I have been trained on the above information.

Print name

_____ **Date** _____
Sign name

Stripping Floors

1. Prepare floor area to be stripped.
2. Move furniture and other objects off the floor surface.
3. Remove gum or any other objects stuck to floor with a scraper.
4. With a dust mop sweep the floor and pick up dirt.
5. Make a stripper solution with hot water and Diversey Bravo floor stripper in a mop bucket.
6. Using a wet mop start by mopping around wall edges and let solution stand for 5 to 10 minutes.
7. Using scrub pad with doodle bug agitate solution along edge to break up old wax.
8. Pick up solution and emulsified wax with wet/dry vacuum.
9. Using a clean mop and warm water mop the stripped floor. Repeat until floor is cleaned.
10. Mop stripper solution on small open area and wait 5 to 10 minutes to let solution soften the old wax.
11. Using a low speed floor scrubber with a black or brown stripping pad scrub only the areas that are covered with stripping solution.
12. Pick up solution and emulsified wax with wet/dry vacuum.
13. Using a clean mop and warm water mop the stripped floor. Repeat until floor is cleaned.
14. Continue this procedure until all desired floor area has been stripped.
15. Using a clean mop and a mixture of Diversey #3 Stride neutral cleaner and warm water, mop the floor to ensure the floor is free of stripper and old wax before refinishing floor.

Safety Tips- The floor will be very slippery when the stripper solution has emulsified the old wax. Make sure you are wearing the proper non-slip footwear. Make sure the floor buffer machine is in good working condition before using it on wet floors.

Personal Protective Equipment

1. **Gloves**
2. **Non-slip footwear**

I have been trained on the above information.

Print name

_____ **Date** _____

Sign name

Vacuuming Carpets

1. Check vacuum cleaner for damage.
2. Check vacuum bag. If full, replace the vacuum bag with a new one. Check all filters and replace as needed.
3. Inspect vacuum cleaner's brush to ensure there is no hair or other material wrapped around it. Use box cutter to cut and remove any entwined material on the brush.
4. Inspect carpet and remove any objects that can cause damage to the vacuum cleaner.
5. Plug electrical plug into wall outlet and turn on switch.
6. Vacuum the carpet by moving forward and backward in a straight line with the vacuum until all dirty carpet surfaces have been covered.
7. When vacuuming is completed turn off vacuum cleaner and walk to the outlet to unplug the cord.
8. Wrap cord into cord holder on vacuum. Do not wrap the cord too tight or in the opposite direction.
9. Wipe down exterior of vacuum with wet microfiber rag.
10. Store vacuum cleaner in custodial closet and secure the closet door.
11. If the vacuum is broken or needs maintenance fill out the repair request and stick it on the vacuum cleaner. Make sure the vacuum cleaner is cleaned up and take it to custodial office or maintenance shop for repairs.

Note: These tasks to be done every time you use a vacuum. Do not run vacuum cleaner over cord or objects that will damage vacuum.

Safety Tips- Always unplug vacuum before cleaning or doing any maintenance.

Personal protective Equipment

1. **Gloves**

I have been trained on the above information.

Print name

Sign name

Date