



How to Use the Facilities Sanitation Guide

This guide is intended to educate you and your employees on how to properly clean and sanitize your branch locations, plus properly train and track the work of your staff designated for these tasks.

This package contains:

- Standards Operating Procedures (SOPs) which provide a thorough breakdown of the tools and techniques necessary to keep a location clean and sanitized
- Basic “How To” training videos to supplement the SOPs
- An acknowledgement form, to keep complete your personnel files once cleaning expectations and responsibilities have been assigned
- Daily checklists, for use in tracking the work once the SOPs have provided the necessary training (These might also make great customer-facing documents!)
- Recommendations on supplies appropriate for the tasks of cleaning, disinfecting, and sanitizing your locations, as well as ideas for how you can source these items.

Disclaimer: This guide works to prevent the spread of germs and viruses but should not be considered sufficient guidance in the event an employee, customer or other person within the branch is diagnosed with COVID-19.

To receive the maximum benefit from your purchase, we suggest you take the following steps:

1. Identify an accountable party(ies) to ensure the cleanliness and sanitation of each of your locations. Pay attention to your staffing, as some tasks must be performed 3 times per day, and other tasks in the evenings after customer hours.
2. Deliver the SOPS and training videos to these employees and allow time for them to read and watch. These materials will walk them through how to properly clean each area of your branch, using what materials, and how often.
3. Ensure you have the right cleaning materials, including the equipment and supplies. (You can refer to our guidance for a comprehensive supplies list, as well as recommended sources of supply.)
4. Once your employee has been trained using the SOPs and videos, have them sign the employee acknowledgement, and file the signed acknowledgements in their personnel files.
5. Once your employees are ready to begin their responsibility, determine how you would like to stay informed of their progress. Will you require completed tracking sheets? Identify that process, write it down and communicate it to your staff.

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- a. The provided checklists offer a quick look at what areas need to be cleaned and how often, they also provide space for an employee sign-off, should you wish to track this work in this way.
 - b. The checklists also have room for your company logo at the top, should you wish to add your company's branding.
6. Post your sanitations schedule in a customer-facing area and use it as a talking point with your customers – after all, you're agreeing to the BEST possible facilities care.

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Facilities Sanitation

STANDARD OPERATING PROCEDURES

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RESTROOMS: STANDARD OPERATING PROCEDURES

CDC'S RECOMMENDATIONS FOR CLEANING & DISINFECTING

The CDC suggests that people can practice routine cleaning of frequently touched surfaces (for example: tables, doorknobs, light switches, handles, desks, toilets, faucets, sinks, and electronics with household cleaners and EPA-registered disinfectants that are appropriate for the surface, following label instructions. Labels contain instructions for safe and effective use of the cleaning product including precautions you should take when applying the product, such as wearing gloves and making sure you have good ventilation during use of the product.

- Wear disposable gloves when cleaning and disinfecting surfaces. Gloves should be discarded after each cleaning. If reusable gloves are used, those gloves should be dedicated for cleaning and disinfection of surfaces for COVID-19 and should not be used for other purposes. Consult the manufacturer's instructions for cleaning and disinfection products used. Clean hands immediately after gloves are removed.
- If surfaces are dirty, they should be cleaned using a detergent or soap and water prior to disinfection.
- For disinfection, most common EPA-registered household disinfectants should be effective.

Always read and follow the directions on the label to ensure safe and effective use.

- Wear skin protection and consider eye protection for potential splash hazards
- Ensure adequate ventilation
- Use no more than the amount recommended on the label
- Use water at room temperature for dilution (unless stated otherwise on the label)
- Avoid mixing chemical products
- Label diluted cleaning solutions
- Store and use chemicals out of the reach of children and pets
- You should never eat, drink, breathe or inject these products into your body or apply directly to your skin as they can cause serious harm.

From the CDC's website: <https://www.cdc.gov/coronavirus/2019-ncov/prevent-getting-sick/cleaning-disinfection.html>

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ABOUT THE CONSULTANT



Joel Craddock is the President of Doc's Facilities Solutions. Mr. Craddock has over 30 years of experience in the facilities industry and has spent time working in operations and commercial janitorial services. The many years of experience has given Joel expertise in dealing with private sector, union and non-union shops, as well as in-house operations and contracted facilities maintenance providers. This understanding and level of ability makes him a truly valuable resource to the facilities industry.

Mr. Craddock is actively involved with organizations such as BNI (Business Network International), the Greece Chamber of Commerce and CMI (Cleaning Management Institute). CMI, founded in 1964, is a professional society committed to education, training and career improvement for the facilities maintenance industry. Joel holds a CMI certification in training also known as C.P.T (Certified Professional Trainer). This CMI certification is provided through ISSA, who is the leading trade association for the cleaning industry worldwide. By obtaining this certification, Mr. Craddock achieved accreditation as a professional trainer and is qualified to deliver CMI training as well as proctor and grade exams.

Doc's Facilities Solutions was founded early 2013 in Rochester, New York. Since opening, they have provided services that focus on cleaning for our health and reducing the spread of harmful germs, viruses and bacteria. Doc's Facilities Solutions works to provide commercial janitorial services, consultation and sanitation recommendations, and professional training for those in the sanitation trade. In addition to these services, they provide consumable supplies such as toilet paper, paper towels, hand soap, nitrile gloves, and other PPE & cleaning supplies.



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DEFINITIONS OF CLEANING TERMS

1. **Sanitization:** lowest level of germ control. It kills the fewest number of germs but is considered safe according to Public Health Standards.
2. **Disinfection:** kills many more germs than sanitization and must have an EPA Registration Number to be considered a true DISINFECTANT. A chemical cannot be classified as a disinfectant unless it kills 99.999% (5 log reduction) of the pathogenic microorganisms. 10 minutes of wet dwell time to achieve this level of germ control, when a surface is free and clean of surface contaminates.
3. **Sterilization:** is the most effective method of killing germ and spores. It destroys all living organisms, including germs, mold, and makes viruses inactive. Sterilizations methods include treatment with steam in a pressurized oven called an autoclave.

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BASIC SURFACE CLEANING EQUIPMENT/MATERIAL/SUPPLIES

Equipment – (life expectancy 1 or more years)

- Custodial Carts
 - Full-Service Cart
 - Compact Cart
- Trash Collection Receptacles
 - Utility Apron
- Spray triggers
- Quart bottles (properly labeled)
- Vacuum Cleaners
 - Handheld dusters vacuum
 - Tank-type or canister vacuums
 - Upright Vacuum with on-board tools
 - Backpack vacuums

Materials- (life expectancy more than a single use, less than a year)

- Hand Dusters
- Cloth Wipes
- Dry, untreated wipes (microfibers) 350-400 washes

Supplies - (life expectancy single use)

- General-purpose Detergents
- Window and Glass cleaners (do not use ammoniated glass cleaners on Plexiglas)
- Wood and Furniture Polishes (most items that look like wood are not wood, will damage the surface)
- Metal polishes (most metal polishes are designed for only the type of surface they state)
- Trash Liners and bags

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SURFACE CLEANING- STANDARD OPERATING PROCEDURES

Trash Removal

- Bring Trash Collection Unit or Custodial Cart into the room being serviced
- Trash will be emptied into the trash receptacle by removing the plastic bags (reduce the number of germs)
 - Pull liner and its contents out of wastebasket by removing the liner from the rim of the container and pull the edges of the liner together.
 - Check the wastebasket to see if it is dirty.
 - If dirty, then wipe interior of the wastebasket clean (neutral cleaner and microfiber) then spray disinfectant onto surface.
 - Place new liner into wastebasket by wrapping the top edge over the rim, and place EXACTLY back where you found the can.
 - Occasional you might have to tie a knot into the plastic liner if the wrong size liner is used.

NEVER COMPACT TRASH WITH YOUR HANDS

IF USE OF TRASH COMPACTOR GLOVES AND GOOGLES WILL NEED TO BE USED

Dusting

- Most important in above floor care as if it builds up becomes sticky and more complex soil.
- Dusting will improve appearance of surfaces.
- Proper dusting improves IAQ (Indoor Air Quality).
- Any surface that is not cleaned within 12 hours will start to show accumulation of dust on horizontal surfaces.
- Always dust from high to low and always wear your ANSI certified safety glasses.
 - Lambs-wool extension duster, microfiber duster
 - Each of these methods offers a different degree of speed and effectiveness.
 - Lambs-wool extension duster to be used from high surfaces working down to lower surfaces while using a broad stroke covering large areas hitting all horizontal and vertical surfaces.
 - Microfibers because they are made of polyester and polyamide tend to attract more of the oil and water-based soils. Again, using a broad stroke covering large areas hitting all horizontal and vertical surfaces.

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- Dry dust and a trigger sprayer
 - Fold your microfiber into quarters.
 - Place in hand (gloves must be worn).
 - Use spray bottle (properly labeled OSHA) with spray trigger and apply 3-4 squirts of a neutral cleaner detergent to remove heavier stickier soils off of surfaces.
 - Wipe the surface from high to low, left to right, back to front. All while flipping the microfiber to a clean surface each time you go to a new surface to reduce cross-contamination (8 cleaning sides to a microfiber).
 - If surface has a wood grain lock to it, you need to wipe in the direction of the grain.

Surfaces to be dusted:

1. Office Equipment
2. Counter tops
3. Furniture
4. Telephones (handset/receiver and keys)
5. Filing cabinets
6. Molding
7. Ledges
8. Windowsills
9. Picture frames door tops, hardware, doorknobs and frames
10. Window blinds
11. Corners and crevices
12. Light switches
13. Vents
14. Lighting fixtures
15. Stairway handles and rails
16. Showroom displays (HVACR and Plumbing)

Cleaning and Polishing of Wood Plastic Metal, and Stone

- Require special chemicals, some designed to clean and polish, others require multiple steps.
- ONLY use wood polish on natural wood surfaces.
- Metal polishes need to be used only on the surface they are designed for due to the possible damage to the surface by using a different metal polish on the incorrect metal surface.

Weekly Restroom Cleaning Schedule

Initial and timestamp to indicate task is complete

During Customer Hours – 3 Times Per Day:

- Empty and sanitize sanitary napkin receptacle
- Disinfect toilet
- Clean and sanitize towel cabinet covers
- Clean and disinfect toilet, toilet seat and urinals
- Scour and sanitize toilet and sink basins
- Disinfect handles, switches, all touch points

Monday			
Tuesday			
Wednesday			
Thursday			
Friday			
Saturday			
Sunday			

During Customer Hours – 1 Time Per Day:

- Sanitize wastebasket
- Stock towels, tissue, and hand soap
- Mop and disinfect floors
- Clean baseboards

Monday	
Tuesday	
Wednesday	
Thursday	
Friday	
Saturday	
Sunday	

Evening Hours – Two Times Per Week:

- Remove splash marks from walls around basins
- Clean and polish mirrors
- Dust tops of partitions, tops of mirrors and frames
- Dust ceiling vents and light fixtures
- Repeat all tasks from the “During Customer Hours” lists

1 st	
2 nd	

Brought to you by:

