



SEVEN OAKS
General Hospital

Environmental Cleaning Services

PROCEDURE MANUAL



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Equipment List

Please prepare your Equipment Cart with the following items:

Cleaning Cloths	High Duster	Dust Mop
BioStic Mop Handle	Micro Pads (Blue)	Banister Brush & Dustpan
Bowl Swab & Caddy	Pro-Link Crème Cleanser	Putty Knife
PerDiem* / PerCept**	Blast	Personal Protective Equip
Look Glass Cleaner	Green Scrub Pads	Cleaning Cloths (Rags)
Paper Supplies 9 Rolls Toilet Paper 10 Packs Paper Towels	Sanitary Napkin Bags	Garbage Liners 1 Case SMALL - 22 X 24 1 Case LARGE - 35 X 50

Additional items available in janitor closets include:

- Wet Floor Signs
- Autoscrubber
- Mop
- Breakdown Cleanser
- Bucket
- Pro-Link Total Restroom

Additional items available in the utility closet include:

- Vacuum Cleaners

*** PERDIEM – Dispensed at specific cleaning ratios via
Command Centre, Janitor Closet**

****PERCEPT – Dispensed at specific cleaning ratios via
Command Centre, Janitor Closet**

Product Cross Reference Table

Product Name	Classification	Use	Dilution
PRO-LINK CRÈME CLEANSER	Cream Cleanser	General Bathroom Cleaning	RTU
BREAKDOWN	Deodorizing Cleanser	High Odor Environments	RTU
PERDIEM	Germicidal Solution	Light Duty Cleaning (daily floors and walls)	1:256 (16 ml per 4 l Water)
PERDIEM	Germicidal Solution	Heavy Duty Cleaning (all hand contact and wet damp areas, e.g. call buttons, bathroom fixtures, counter tops, railings)	1:64 (63 ml per 4 l Water)
PERCEPT	Germicidal Solution	Body-Fluid Spill Clean-Up	1:16 (250 ml per 4 l Water)
PERCEPT	Germicidal Solution	VRE & Epidemic MRSA	1:16 (250 ml per 4 l Water)
PERCEPT	Germicidal Solution	Critical Care <u>Floors</u> (O.R., ICU, Isolation, Emergency, Ambulatory)	1:64 (250 ml per 4 l Water)
LOOK GLASS CLEANER	Glass and Surface Cleaner	Mirrors and Windows	RTU
BLAST	Heavy Duty Spot Cleaner	General-Use Spot Remover	RTU
PRO-LINK TOTAL RESTROOM	Heavy Duty Bowl Cleaner	Toilet Bowls and Plumbing	RTU

Patient Rooms

Step	Description	Task Routine/Standard
Daily		
1.	PREPARATION	Change BioStic/Micro Pad and PerDiem for every second patient room and (change for every cubicle in ICU). Wipe down BioStic after each solution change. Put on a new pair of disposable gloves (use a new pair for each patient). Start each room with a fresh cleaning cloth.
2.	LOOSE MATERIAL	Gather loose material and place in garbage bag.
3.	VERTICAL SURFACES	Spot-wash walls and doors with PerDiem. Use Blast for stubborn stains. Spot-wash windows with Look Glass Cleaner.
4.	HORIZONTAL SURFACES	Spot-wash sills and ledges with PerDiem. Damp-wipe frequently contacted horizontal surfaces, e.g. over-bed table, bedside table, bed-rails (side, head & foot), chairs, and stools. Use Blast for stubborn stains.
5.	FIXTURES	Damp-wipe all other fixtures (call lights, switches, doorknobs, telephones, television sets, etc.). Use Blast for stubborn stains. Personal items will be cleaned on request, and only if time schedule allows. Please ensure a co-worker (e.g. HCA, ECS Aide) is present while cleaning personal effects.
6.	BED-SIDE CURTAINS	If bedside curtains are soiled, obtain a clean set from Janitor Closet on Unit 6 (all Levels). Remove the soiled curtains and replace with clean set. Bag soiled curtains, and store in janitor closet until shift end.
7.	GARBAGE	Remove garbage bags from receptacles, spot-clean bin with PerDiem and replace bags.
8.	FLOOR	Dry-mop floor. Wet-mop floor with BioStic/Micro-Pad and PerDiem.
9.	VISUAL CHECK	Inspect Room and wash your hands. Advise Unit Clerk of any needed repairs, replacement or alterations.
Weekly		
10.	GARBAGE	Fully damp-wipe garbage receptacles with PerDiem. Use Blast for stubborn stains.
11.	DUSTING	Conduct high damp-dusting (vents, light fixtures, curtain tracks) and low damp-dusting (baseboards, wall outlets).
12.	SILLS & LEDGES	Fully damp-wipe all sills and ledges with PerDiem.
Monthly		
13.	VERTICAL BLINDS	Dust/vacuum vertical blinds and tracks and spot-clean with PerDiem. If blinds are damaged, take to ECS/Maintenance, for exchange and re-install. Report any missing or damaged blinds to Unit Clerk or Maintenance.
If more than one month has elapsed since the last terminal cleaning.		
14.	CLOSET	Arrange for removal of patient's personal items with Unit Staff. Damp-wipe all surfaces with PerDiem.
15.	TABLES	Ensure that all personal items have been removed. Damp-wipe all surfaces (inside drawers, bottom of tables, etc.) of the bedside table and over-bed table with PerDiem.
16.	BED	Coordinate timing with unit staff. Damp-wipe mattress, pillows, bed-rails and bed-frame with PerDiem. Wipe dry bed as required.
Annual Cleaning		
17.	ENTIRE ROOM	To be done conducted by ECS Staff once a year (step 1 – 16).

Additional Tasks for a Patient Room Terminal (Discharge) Cleaning

Step	Description	Task Routine/Standard
1.	Preparation	Start with BioStic/Micro Pad and PerDiem and change again prior to cleaning the next room. Put on a new pair of disposable gloves. Start with a fresh cleaning cloth.
2.	Loose Material	Gather loose material and place in garbage bag.
3.	Linen/Towels	If not already done by Unit Staff, remove sheets, pillowcases, blankets, bed-pads, bedspreads, towels and washcloths and place in soiled laundry bag as required.
4.	Soap	If present, discard bar-soap.
5.	Bedside Curtains	If bedside curtains are soiled, remove, place in laundry, and obtain replacement from Janitor Closet on Unit 6 and install.
6.	Vertical Surfaces	Spot-clean walls, doors, and windows with PerDiem.
7.	Horizontal Surfaces	Spot-clean sills and ledges with PerDiem.
8.	Closet	Damp-wipe all surfaces with PerDiem.
9.	Bed	Damp-wipe mattress, pillows, bed side-rails, and bed frame with PerDiem as required.
10.	Furniture	Damp-wipe all surfaces (inside drawers, bottom of tables, etc.) of the bedside table and overbed table with PerDiem as required.
11.	Fixtures	Damp-wipe all other fixtures (call lights, switches, doorknobs, and telephones) with PerDiem.
12.	Television Sets	Damp-wipe television sets, cables and remote controls.
13.	Call Cord	Wipe down call cord with PerDiem.
14.	Garbage	Fully damp wipe garbage receptacles with PerDiem. Use Blast for stubborn stains.
15.	Floor	Dry-mop floor. Wet-mop floor with BioStic/Micro-Pad and PerDiem.
16.	Bathroom	Clean completely (as per daily/weekly routine).
17.	Visual Check	Inspect room and wash your hands.
18.	Notify Unit Clerk	Notify nursing staff that bed/room is ready for another patient.

Patient Bathrooms

Step	Description	Task Routine/Standard
Daily		
1.	Preparation	Start with BioStic/Micro Pad and PerDiem and change again prior to cleaning the next room. Put on a new pair of disposable gloves. Start with a fresh cleaning cloth.
2.	Loose Material	Gather loose material and place in garbage bag.
3.	Toilet, Sink & Plumbing	Squirt PerDiem in toilet bowl and sink and let stand. Use Pro-Link Cream Cleanser cleaner for stubborn stains.
4.	Vertical Surfaces	Spot-wash walls and doors with PerDiem. Use Blast for stubborn stains.
5.	Mirrors	Clean mirrors with Look glass cleaner.
6.	Sink	Scrub sink, rinse with water, and damp-wipe with PerDiem.
7.	Fixtures	Damp-wipe all other fixtures (switches, doorknobs, shelves, faucets, rails, plumbing, etc). Use Blast for stubborn stains.
8.	Garbage	Remove garbage bag from receptacle, spot-clean receptacle with PerDiem and replace bag.
9.	Toilet Bowl	Scrub bowl with brush and rinse with water. Then damp-wipe all toilet surfaces (both sides of seat, inside and outside of bowl and base) with PerDiem, including the handle.
10.	Supplies	Replenish toilet paper and paper towels, as required. Replace soap if necessary (never top up hand cleaner bottles).
11.	Floor	Dry mop floor, then wet-mop with PerDiem.
12.	Visual Check	Inspect Bathroom and wash your hands.
Weekly		
13.	Dusting	Conduct high damp-dusting (vents and light fixtures) and low damp-dusting (baseboards, jacks, and outlets).
14.	Toilet	Conduct heavy cleaning on toilet, using Pro-Link Total Restroom cleaner.
15.	Garbage	Fully damp-wipe garbage receptacles with PerDiem. Use Blast for stubborn stains.

Isolation Room Precautions

Step	Description	Task Routine/Standard
1.	Personal Protective Equipment (PPE)	Any isolation room will have a list on the door detailing personal precautions that should be taken. Generally, for epidemic MRSA and VRE cleaning, an isolation-gown, mask (if indicated) and new gloves should be donned prior to entering the room. Just prior to leaving the room the gown, mask and gloves should be removed. Hands should be washed thoroughly before leaving the room.
2.	Cleaning Supplies	A germicidal spray bottle, germicidal concentrate bottle (PerCept – dilution factor 1:16), toilet brush, and caddy. Please note that toilet brush and caddy are to be kept in the patient's room for cleaning. BioStic and micro pads are to be cleaned with PerCept (allow to stay wet for 5 minutes) and removed from room after each cleaning.
3.	Cleaning Procedures	Clean the room as per normal daily, weekly, or monthly routine as appropriate. Change micro pad after each use.

Isolation Room Terminal Cleaning

Step	Description	Task Routine/Standard
In addition to a regular terminal cleaning, the following should be done:		
1.	Personal Protective Equipment (PPE)	Same as for a daily isolation cleaning.
2.	Cleaning Supplies	Use fresh supplies.
3.	Bed-Side Curtains	Remove bedside curtains as applicable, obtain replacement, and install.
4.	Vertical/ Horizontal Surfaces	Fully wash all surfaces with PerCept 1:16 including windows and blinds. Blinds are to be sprayed with PerCept 1:16.
5.	Equipment	Clean all equipment that is not sent to CP for reprocessing with PerCept 1:16 . Please note that unit staff should have removed all medical equipment and supplies and emptied cupboards prior to room cleaning (e.g. IV Poles, Commode Chairs, etc.).
6.	Call Cord	Wipe call cord.
7.	Cleaning Supplies	Wipe all supplies with PerCept 1:16 , including spray bottles, mop handles and brushes. Bag mop head and send to laundry.
8.	Visual Check	Inspect room, dispose of PPE and wash your hands.
9.	Room Status	Report that room has been cleaned to Unit Clerk, including any cracks in call-bells, or if pull-cords need repair.

Blood and Body Fluid Spills (Clinical Areas)

Unit Staff:

Step	Description	Task Routine/Standard
1.	Preparation	Wear appropriate Personal Protective Equipment. Put on a new pair of disposable gloves.
2.	Initial Clean-Up	Remove excess blood and/or body fluids with absorbent material (e.g. paper towel) and discard material into garbage bag.
3.	Gloves	Remove gloves and place in garbage bag.
4.	Garbage	Close and seal garbage bag.
5.	Apply Disinfectant	Wash hands and put on a new pair of gloves. Apply PerCept (1:16) RTU to the spill area and allow to remain wet for five (5) minutes . Wipe dry.
6.	Garbage	Place in garbage collection area.
7.	Gloves	Remove and discard gloves. Thoroughly wash and dry hands.

Blood and Body Fluid Spills (Secondary Cleaning and Non-clinical/Public Areas)

ECS Staff:

Step	Description	Task Routine/Standard
1.	Preparation	Wear appropriate Personal Protective Equipment. Put on a new pair of disposable gloves. Gather supplies from cleaning cart (BioStic handle, micro pad, PerCept spray bottle, rags).
2.	Apply Disinfectant	Apply PerCept (1:16) RTU to the spill area and allow to remain wet for five (5) minutes . Wipe dry.
3.	Mop	Mop or wipe up area using a clean mop.
4.	Stow Equipment	Change and bag micro pad and rags. Return soiled equipment to the ECS office for laundering at the end of shift.
5.	Gloves	Remove and discard gloves. Thoroughly wash and dry hands.
6.	Non-clinical and Public Areas	Follow the cleaning instruction for clinical areas at the <u>top</u> of this page.

Tub and Shower Rooms (as required)

Step	Description	Task Routine/Standard
Daily		
1.	Preparation	Start with BioStic/Micro Pad and PerDiem and change again prior to cleaning the next room. Put on a new pair of disposable gloves. Start with a fresh cleaning cloth.
2.	Loose Material	Gather loose material and place in garbage bag.
3.	Tub/Shower	Rinse shower/tub, saturate rag with cleanser and wipe all tub/shower surfaces including rails, faucets and other fixtures. Rinse tub/shower with water, and then damp-wipe surfaces with PerDiem.
4.	Walls/Doors	Spot-wash walls and doors with PerDiem. For stubborn stains use heavy-duty spot remover.
5.	Fixtures	Damp-wipe all other fixtures (light switches, doorknobs, shelves, etc) with PerDiem. Use heavy-duty spot remover for stains.
6.	Garbage	Remove garbage bag, spot-clean receptacle and replace bag.
7.	Floor	Wet-mop floor.
8.	Visual Check	Inspect Tub/Shower Room.
Weekly		
9.	Garbage	Fully clean garbage receptacles.
10.	Dusting	Conduct high damp-dusting (vents and light fixtures) and low damp-dusting (baseboards, jacks, and outlets).

Examination/Treatment/Emergency Rooms & Stretcher Bays

Step	Description	Task Routine/Standard
Daily		
1.	Preparation	Start with BioStic/Micro Pad and PerCept and change again prior to cleaning the next room/bay. Put on a new pair of disposable gloves. Start with a fresh cleaning cloth.
2.	Loose Material	Gather loose material and place in garbage bag.
3.	Vertical Surfaces	Spot-wash walls and doors with PerCept . For stubborn stains use heavy-duty spot remover.
4.	Horizontal Surfaces	Spot-wash sills, shelves, desks and ledges with PerCept .
5.	Fixtures	Damp-wipe frequently contacted surfaces (examining tables, bedside tables, chairs, step stools, desks, switches, doorknobs, poles, etc.) with PerCept. Use heavy-duty spot remover for stubborn stains. Wipe equipment support brackets/poles. Please note that Unit Staff will clean equipment (e.g. pumps, monitors, etc).
6.	Sinks, Faucets & Plumbing	Scrub with cleanser, rinse with water, and then damp wipe with PerCept.
7.	Bedside Curtain	If bedside curtains are soiled, remove, place in bag, get replacement and install. Damp-wipe plastic curtain liners (shower curtains) outer surface with PerCept.
8.	Garbage	Twice daily (!) remove garbage bag, spot-clean receptacle and replace bag.
9.	Floor	Dry-mop floor, then wet-mop with PerCept.
10.	Visual Check	Inspect room.
Weekly		
11.	Dusting	Conduct high damp-dusting (vents and light fixtures) and low damp-dusting (baseboards, jacks, and outlets).
12.	Faucets	Scrub faucets and exposed plumbing with heavy-duty bathroom cleaner. Rinse with water and then damp-wipe with PerCept.
13.	Beds	Fully wash examining tables, beds, and stretchers with PerCept as required.
14.	Garbage	Clean garbage receptacles.

Day Rooms and Dining Rooms

Step	Description	Task Routine/Standard
Daily		
1.	Preparation	Start with BioStic/Micro Pad and PerDiem and change again after every second room. Put on a new pair of disposable gloves. Start with a fresh cleaning cloth. Obtain vacuum.
2.	Loose Material	After meals, gather loose material and place in garbage bag. Tidy magazines and other items on shelves and tables.
3.	Vertical Surfaces	Spot-wash walls and doors with PerDiem. For stubborn stains use heavy-duty spot remover. Spot-wash windows with Look glass cleaner.
4.	Horizontal Surfaces	Spot-wash shelves, sills, ledges and other horizontal surfaces.
5.	Furniture	Damp-wipe all chairs, tables, and couches with PerDiem.
6.	Clean Fixtures	Damp-wipe fixtures (telephone, clock, television sets etc.).
7.	Sinks	Scrub sink, faucets and exposed plumbing with cleanser, rinse with water, then damp-wipe with PerDiem.
8.	Supplies	Replenish paper towels and hand soap as necessary.
9.	Garbage	Remove garbage bag, spot-clean receptacle with PerDiem and replace bag.
10.	Floor	Spot clean using the carpet sweeper or dry-mop and then wet-mop with PerDiem.
11.	Visual Check	Inspect room.
Weekly		
12.	Plumbing	Clean sinks and plumbing with heavy-duty plumbing cleaner.
13.	Garbage	Clean garbage receptacles with PerDiem.
14.	Dusting	Conduct high damp-dusting (vents and light fixtures) and low damp-dusting (baseboards, jacks, and outlets).
15.	Floors	Thoroughly vacuum carpets or dry mop and then wet-mop with PerDiem.

Nurse's Station

Step	Description	Task Routine/Standard
Daily		
1.	Preparation	Start with BioStic/Micro Pad and PerDiem and change after every room. Put on a new pair of disposable gloves. Start with a fresh cleaning cloth.
2.	Loose Material	Gather loose material and stow properly or place in garbage bag.
3.	Vertical Surfaces	Spot-clean walls with PerDiem.
4.	Horizontal Surfaces	Spot clean shelves, ledges, and desks with PerDiem.
5.	Fixtures	Spot-clean office equipment, such as telephones, fax machines, calculators, computers, printers, etc with PerDiem. Do not spray or damp-wipe LCD (flat screen) monitors, or keyboards!
6.	Floor	Carpet-sweep or spot-wash as necessary.
7.	Garbage	Remove garbage bag, spot-clean receptacle and replace bag.
Three Times Weekly		
8.	Vertical Surfaces	Spot-wash walls and doors. For stubborn stains use heavy-duty spot remover.
9.	Horizontal Surfaces	Damp-wipe horizontal surfaces (shelves, sills, ledges, filing cabinets, counters, tables, and chairs) with germicidal solution. Use heavy-duty spot remover for stubborn stains.
10.	Office Equipment	Damp-wipe outer-surfaces of telephones, fax machines, calculators, computers (except keyboard), printers, etc.
11.	Floor	Dry mop floor, then wet-mop with PerDiem.
12.	Visual Check	Inspect Nursing Station.
Weekly		
13.	Dusting	Conduct high damp-dusting (vents and light fixtures) and low damp-dusting (baseboards, jacks, and outlets).
14.	Garbage	Clean garbage receptacles with PerDiem.

Multi-Purpose Rooms, Lounges, Doctor's Lounge and Utility Rooms

Step	Description	Task Routine/Standard
Daily		
1.	Preparation	Start with BioStic/Micro Pad and PerDiem and change after every room. Put on a new pair of disposable gloves. Start with a fresh cleaning cloth.
2.	Loose Material	Gather loose material and place in garbage.
3.	Vertical Surfaces	Spot-clean walls and doors with PerDiem. Spot-clean windows with glass cleaner.
4.	Horizontal Surfaces	Damp-wipe surfaces (wire shelves, regular shelving, sills, ledges, tables). Use heavy-duty spot remover for stains.
5.	Furniture	Spot-clean chairs, tables, couches and other furniture with PerDiem. Tidy reading materials and other items on shelves and tables. Wipe desks (only when empty) with PerDiem.
6.	Sink, Counters, Dispensers	Scrub sink with cleanser, rinse with water, then wipe sink, faucets, plumbing, and counter with PerDiem.
7.	Supplies	Replenish hand soap and paper towels as necessary.
8.	Floor	Dry-mop floor, then wet-mop with PerDiem, or vacuum if carpeted.
9.	Garbage (twice daily)	Remove garbage bag, spot-clean receptacle with PerDiem and replace bag.
10.	Visual Check	Inspect Room.
Weekly		
11.	Dusting	Conduct high damp-dusting (vents and light fixtures) and low damp-dusting (baseboards, jacks, and outlets).
12.	Garbage	Clean garbage receptacles with PerDiem.

Conference Rooms and Offices*

Step	Description	Task Routine/Standard
Daily		
1.	Preparation	Start with BioStic/Micro Pad and PerDiem and change after every room. Put on a new pair of disposable gloves. Start with a fresh cleaning cloth.
2.	Garbage	Gather loose material, remove garbage bag, spot-clean receptacle and replace bag.
3.	Tables/Chairs and Desks	Tidy tables and chairs, and spot-wash. Wipe desks (only when empty) with PerDiem. Do not spray or damp-wipe LCD (flat screen) monitors, or keyboards!
4.	Floor	Spot-clean floor and/or dry mop.
5.	Visual Check	Inspect room.
Weekly		
6.	Horizontal Surfaces	Damp-wipe horizontal surfaces (shelves, sills, ledges, filing cabinets, counters, tables, and chairs). Use heavy-duty spot remover for stains.
7.	Fixtures	Damp-wipe other surfaces (lamps, fax, phones, computers, whiteboards, wall hangings, etc.). Polish computer screen with glass cleaner. Do not clean keyboards or erase white boards.
8.	Walls/Doors	Spot-wash walls and doors. For stubborn stains use heavy-duty spot remover.
9.	Garbage	Clean garbage receptacles with PerDiem.
10.	Dusting	Conduct high damp-dusting (vents and light fixtures) and low damp-dusting (baseboards, jacks, and outlets).
11.	Floors	Wet-mop floor or thoroughly vacuum carpets as appropriate.
Annual Cleaning		
12.		Annual office and conference room cleaning may be requested by contacting the Environmental Cleaning Services Supervisor.

***For routine office cleaning, offices must be accessible (unlocked).**

Alternate arrangements may be made with the ECS Supervisor.

Compiled by the Equipment Cleaning Project Team, April 2007