**HOUSEKEEPING - CLEANING PROCEDURES:**

Enclosed are procedures which explain most of the common task associated with cleaning services required by MUSC. Any task that you are required to do that is not listed in this procedure will be explained by your supervisor.

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GENERAL CLEANING:
OVERHEAD LIGHTING:

Tools & Materials Needed:
1. Step ladder
2. Glass cleaner
3. Clean cloths
4. Gloves and goggles

Procedures:

PROCEDURE:
1. Position the step ladder under the light fixture to be cleaned. Be sure the step ladder is sturdy and in proper repair.
2. If the light fixture has the egg crate type diffusers, unhook them and set aside. If the diffusers are clear plastic, unhook the panel and bring down to one side.
3. With the pack vacuum, vacuum the interior surface of the light fixture. Put on gloves and goggles.
4. Using the glass cleaner and a soft, clean cloth, damp dust the interior of the light fixture and the inside and outside of the plastic diffuser. Dry all surfaces with a soft, clean cloth.
5. Relock the plastic diffuser into position, or replace the egg crate diffuser after it has been cleaned.
6. CAUTION: Avoid the excessive use of glass cleaner or water.
VENETIAN BLINDS:

Tools & Materials Needed:
A. Clean cloths
B. Vacuum cleaner
C. Soft bristle brush
D. Two clean buckets
E. Gloves and goggles

Products:
1. Cleaner disinfectant

Procedures:
I. Purpose of Cleaning Venetian Blinds
   A. Remove dust and dirt from vanes of Venetian blinds where bacteria can multiply.

II. Weekly Procedure for Cleaning Venetian Blinds
   A. Adjust the blind to expose the flat surface.

   B. Vacuum entire exposed surface from top to bottom using a left to right motion as you clean.

   C. Reverse the flat surface of the blinds and repeat the procedure.

   D. Return the Venetian blinds to original position.

III. Monthly Procedure for Cleaning Venetian Blinds
   A. Put on gloves and goggles.

   B. Using a clean cloth and cleaner disinfectant in a bucket, clean the blinds from top to bottom, working in a left to right motion as you clean.

   C. Rinse cloth frequently in clear water.

   D. Dry the surface of the blind with another clean cloth.

   E. Reverse blinds and repeat procedure.

   F. If possible to remove blinds from window, an alternate procedure is recommended.

      1. Remove blinds.
      2. Soak in cleaner disinfectant.
      3. Agitate with a soft bristle brush.
      4. Rinse with clear water.
      5. Dry and re-hang.
WASHING WALLS AND PARTITIONS:

Tools & Materials Needed:
A. Trigger sprayer
B. Clean bucket
C. Clean cloths
D. Gloves and goggles

Products:
1. Cleaner disinfectant

Procedures:

I. Purpose of Wall and Partition Washing
   A. Dirty walls are unsanitary.
   1. Dirt acts as a breeding ground for bacteria.
   B. Dirty walls make the room appear dull.

II. Procedure for Wall and Partition Washing
   A. Put on gloves and personal protection equipment.

   B. Using a trigger sprayer filled with diluted cleaner disinfectant, spray solution on walls, starting from the bottom and working your way up.

   C. Wipe walls clean from the top down using a clean cloth.

   D. Rinse cloth frequently in clear water rinse.

   E. Extra procedure for washing partitions
      1. Thoroughly clean the underside of the partitions.

      2. This area becomes dirty from urine splash and needs daily attention.
WINDOW CLEANING:

Tools & Materials Needed:
A. Window squeegee  
B. Clean cloths  
C. Window tool and bucket or Trigger sprayer

Products:
1. Window cleaner  
2. Gloves and goggles

Procedures:

I. Purpose of Window Cleaning
   A. Clean windows add to the overall impression of cleanliness.  
   B. More light comes in clean windows, improving the outlook of those inside the building.  
   C. Windows need to be cleaned more often in colder weather.  
      1. Condensation and temperature fluctuations encourage streaking and dust accumulation.  
      2. Oils in exhaust and cooking deposit on the glass surface.

II. Procedure for Washing a Window
   A. Put on gloves and goggles  
   B. Open drapes and raise Venetian blinds or shades.  
   C. Remove tape or paint from glass surface  
   D. Clear window sill of obstructions.  
   E. Clean window sills inside and out using glass cleaner and a clean cloth  
   F. Cover window with window cleaner solution using a trigger sprayer or window tool.  
   G. Remove solution and dirt from window  
      1. Using squeegee  
         a. Move side to side or in a figure eight motion, or  
         b. Move from top to bottom of glass  
         c. Wipe off squeegee with clean cloth after each stroke.
2. Using a clean cloth

   a. Wipe dry with a clean cloth.

   G. When finished, wipe off window sills with a clean cloth.

   H. Clean window frames with window cleaner and a clean cloth.

   I. When complete, close drapes and put blinds or shades in place.

   J. Clean and return tools and materials to storage area.
OFFICE CLEANING:

Tools & Materials Needed:
A. Clean cloths
B. Trigger sprayer
C. Dust mop
D. Wet mop
E. Two buckets with wringers or pump up sprayer and one bucket
F. Vacuum cleaner
G. Liners

Products:
1. Neutral cleaner disinfectant
2. Window cleaner
3. Dust mop/dust cloth treatment
4. Furniture polish

Procedures:
I. Purpose of Office Cleaning
   A. Maintain cleanliness of the office area
   B. Maintain high morale of employees
II. Daily Procedure for Office Cleaning
   A. Put on gloves and goggles.
   B. Dust furniture with a clean cloth treated with dust mop/dust cloth treatment. Polish as needed.
   C. Damp disinfect telephone, door knobs and file cabinets.
   D. Spot clean windows and sills with a glass cleaner.
   E. Empty ashtrays.
   F. Empty wastebasket and replace liner.
   G. Dust mop, then damp mop floor, or vacuum if carpeted.
III. Weekly Procedure for Office Cleaning
   A. Vacuum cloth furniture.
IV. Monthly Procedure for Office Cleaning
   A. Damp dust all high surfaces with a cleaner disinfectant and a clean cloth.
   B. Wash windows.
LOBBIES AND VISITOR'S AREAS:

Tools & Materials Needed:

A. Dust pan and counter brush  
B. Clean cloths  
C. Bucket  
D. Trigger sprayers  
E. Vacuum cleaner  
F. Dust mop  
G. Wet mop  
H. Bucket with wringer  
I. Push Broom  
J. "Wet floor" signs

Products:

1. Dust mop/dust cloth treatment  
2. Glass cleaner  
3. Cleaner disinfectant  
4. Furniture polish  
5. Neutral disinfectant

Procedures:

I. Purpose of Cleaning Lobbies and Visitor's Areas

A. Daily -  
   1. Overall appearance of the facility - first impression  
   2. Prolong time between floor maintenance procedures  
B. Weekly -  
   1. Control spread of bacteria

II. Daily Procedures for Cleaning Lobbies and Visitor's Areas

A. Sweep exterior sidewalks with push broom.  
B. Shake out exterior mats. Vacuum interior mats  
C. Put on gloves and proper personal protection equipment.  
D. Wash windows, doors and mirrors with glass cleaner.  
E. Wash vinyl chairs with a cleaner disinfectant using a trigger sprayer and a clean cloth.  
F. Dust mop floor using a treated mop. Pick up with dust pan and counter brush.  
G. Place "Wet floor" signs.  
H. Damp mop floor with a neutral disinfectant.

III. Weekly Procedures for Cleaning Lobbies and Visitor's Areas

A. Wear gloves and proper personal protection equipment.  
B. Damp dust all high areas with cleaner disinfectant.  
C. Dust all non-cloth furniture with a treated dust cloth.  
D. Polish wood furniture with furniture polish.  
E. Vacuum cloth furniture.
PROCEDURE TO CLEAN A CHAPEL:

**Tools & Materials Needed:**

1. Custodial cart
2. Clean cloths
3. Cleaner-disinfectant
4. Spray bottle with cleaner-disinfectant
5. Dust mop
6. Mop bucket & wringer
7. Spray Buff & bottle
8. Dusting tool
9. Floor polisher

**Procedures:**

**DAILY:**
1. Put on gloves and goggles.
2. Empty waste receptacles.
3. Damp dust all sills and ledges.
4. Spot clean the walls.
5. Check with your supervisor before cleaning the altar area.
6. Dust mop hard floor surfaces.

**TWICE WEEKLY:**
1. Damp mop all hard floor surfaces.
2. Spray-buff only scuffed, marked, or dull areas of the floor coated with the floor finish.
3. Dust mop after spray-buffing.

**WEEKLY:**
1. Dust vertical furniture surfaces.
2. Polish wood furniture.
(II.) RESTROOM CLEANING:

RESTROOM CLEANING (DAILY):

Tools & Materials Needed:
1. Bowl Cleaner and bowl swab
2. Towels and sanitary napkins
3. Glass cleaner
4. Disinfectant cleaner
5. Push broom, mop, bucket and wringer
6. Soft cloth
7. Gloves and goggles

Procedures:

1. Put on gloves and goggles.
2. Sweep floors thoroughly.
3. Empty wastebaskets.
4. Clean and disinfect soap dispensers, towel cabinets, and sanitary napkin dispensers and refill units.
5. Clean toilets and urinals with bowl cleaner.
6. Clean walls and wall partitions with disinfectant cleaner.
7. Clean mirrors with glass cleaner.
8. Clean and disinfect all sink tops and bottoms with disinfectant cleaner.
9. Clean kick-plates on doors, door handles, light switches and spot clean doors with disinfectant cleaner.
10. Fill mop bucket with hot water and add proper amount of disinfectant cleaner and mop floor.
11. A pump up sprayer works well for mopping restrooms, if you prefer. Fill mop bucket with hot water only; fill pump up with properly diluted disinfectant cleaner.
12. Spray around base of all toilets and under all urinals.
13. Spray rest of the floor, wring out the rinse mop, and pick up the solution you sprayed down.
14. The restroom will smell clean and fresh.
PUBLIC RESTROOMS:

Tools & Materials Needed:
A. Trigger spray bottles
B. Clean cloths
C. Wet mop and handle
D. 2 buckets with wringers OR 1 bucket and a pump up sprayer
E. Broom and dust pan
F. Liners for waste receptacles
G. Bowl swab
H. Clean bucket for rinse water
I. "Wet floor" signs
J. Gloves and goggles

Products:
1. Disinfectant cleaner
2. Glass cleaner
3. Toilet bowl cleaner
4. Hand soap
5. Paper towels and tissue paper
6. Sanitary napkins/tampons

Procedures:

I. Purpose of Public Restroom Cleaning
   A. Public health and safety
   B. Contributes to the overall appearance and impression of the facility
   C. Odor control

II. Daily Procedures for Cleaning Public Restrooms
   A. Put on gloves and proper protective wear.
   B. Place "Wet floor" signs.
   C. Pick up loose litter. Use the broom to sweep the floor and the dust pan to pick up dirt.
   D. Replace or refill towels, toilet tissue and soap in dispensers
   E. Clean the mirror using glass cleaner and a cloth.
   F. Using a spray bottle filled with a cleaner disinfectant and a clean cloth, clean:
      1. Soap and towel dispensers
      2. Door knobs and light switches
G. Clean sink following suggested procedures.

H. Using a spray bottle filled with a cleaner disinfectant and a clean cloth, clean walls and partitions around toilets and urinals.

I. Clean the toilets and urinals following suggested procedures.

J. Empty and disinfect the wastebasket.
   1. Tie the liner closed and carefully lift it out of the basket.
   2. Dispose of in the trash bag on cleaning cart.
   4. Place a new liner in wastebasket.

K. Empty and disinfect the sanitary napkins disposal bins.
   1. Tie the liner closed and carefully lift it out of the bin.
   2. Dispose in separate trash bag on cleaning cart.
   3. Spray inside and outside of disposal bin with cleaner disinfectant. Wipe dry.
   4. Place a new liner in disposal bin.

L. Mop and disinfect the floor using either the spray down/mop up method or the two bucket method.

III. Weekly Procedure for Cleaning Public Restrooms

   A. In addition to the regular daily routine:
      1. Wash and disinfect walls from eye level down to the floor
         a. Spray with disinfectant cleaner from trigger sprayer
         b. Wipe with clean cloth.
         c. Do this procedure following the cleaning of the sink.
TOILETS:

Tools & Materials Needed:
A. Bowl swab
B. Trigger sprayer
C. Clean cloths
D. Gloves and goggles

Products:
1. Toilet bowl cleaner
2. Cleaner disinfectant

Procedures:
I. Purpose of Toilet Bowl Cleaning
A. Clean, disinfect and deodorize the toilet
B. Reduce the growth and spread of bacteria

II. Procedures for Cleaning a Toilet Bowl
A. Put on gloves and personal protection equipment.

B. Inside the toilet bowl
   1. Lift the toilet seat.
   2. With the bowl swab, remove the water from the bowl by forcing it over the trap.
   3. Press the bowl swab against the side of the bowl to remove excess water from the applicator.
   4. Apply 1 to 2 ounces of bowl cleaner evenly onto the bowl swab.
   5. Swab entire surface area, especially under the rim where the water outlets are located.
   6. Allow the bowl cleaner to remain wet on the surface according to the directions on the label.
   7. Flush toilet and rinse bowl swab thoroughly.
      a. Set bowl swab aside, placing it into a carrying container.

C. Outside of toilet.
   1. Clean the toilet seat, top and bottom, by spraying with a cleaner disinfectant. Wipe with a clean cloth.
   2. Clean and disinfect the flush handle and all the chrome around the toilet. Wipe dry.
3. Tank on the tank type toilets should be cleaned and disinfected.
4. Clean and disinfect the outside of the toilet bowl with the cleaner disinfectant.
   a. Wipe the seat attachments bolts underneath last.
5. Use a new cloth to start the next toilet. Toss used one for laundering.
URINALS:

Tools & Materials Needed:
A. Bowl swab
B. Trigger sprayer
C. Clean cloths
D. Gloves and goggles

Products:
1. Toilet bowl cleaner
2. Cleaner disinfectant, liquid or foam aerosol

Procedures:
I. Purpose of Urinal Cleaning
   A. Clean, disinfect and deodorize the urinal
   B. Reduce the growth and spread of bacteria

II. Procedures for Cleaning a Urinal
   A. Put on gloves and goggles.

   B. Inside urinal
      1. Apply 1 to 2 ounces of bowl cleaner evenly onto the bowl swab.
      2. Swab entire surface inside, under the rim, and where the water outlets are located.
      3. Flush urinal and rinse bowl swab thoroughly.
         a. Set bowl swab aside, placing it into a carrying container.

   C. Outside urinal
      1. Clean and disinfect the flush handle and all the chrome around the urinal. Wipe dry.
      2. Clean the outside of the urinal by spraying with a cleaner disinfectant.
         a. Pay special attention to the underside of the outside of the urinal.
         b. Wipe with a clean cloth
      3. Use a new cloth to start the next urinal. Toss used cloth to be laundered.
SINKS:

Tools & Materials Needed:
A. Clean cloths
B. Trigger sprayer
C. Clean bucket
D. Gloves

Products:
1. Disinfectant cleaner; liquid or foaming aerosol

Procedures:
I. Purpose of Cleaning Sinks
   A. To reduce the spread of nosocomial infections.
II. Procedure for Cleaning Sinks
   Put on gloves and personal protection equipment.
       B. When cleaning, work from the top of the sink to the bottom with a disinfectant cleaner.
       C. Spray cleaner disinfectant on sink and around faucets. Let set for several minutes.
       D. Wipe these surfaces clean with a damp cloth. Rinse cloth in clear water often.
       E. Wipe all chrome and stainless steel dry with another cloth.
       F. Spray under sink using a cleaner disinfectant. Wipe off leaving the underside of the sink clean and sanitary.
       G. Spray drain pipe under sink with a cleaner disinfectant. Wipe off with damp cloth, then wipe dry.
       H. Throw dirty cloths into laundry for cleaning and later reuse.
(III.) CARPET CARE

PROGRAM CHART:

Tools & Materials Needed:
A. Walk off mats, exterior and interior
B. Exterior broom
C. Vacuum cleaner
D. Extraction machine
E. Cleaning products
   1. Carpet extraction cleaner
   2. Dust mop/dust cloth treatment

Procedures:
I. Purpose of Carpet Care Program
   A. Carpet extraction is time consuming.
   B. Preventive measures can lengthen the time between extraction.

II.
   A. Know the fiber content of your carpet.
      1. If not known, snip a few fibers from an inconspicuous place, like behind a door.
      2. Dip in Kool-Aid and let dry.
      3. Rinse fibers out.
         a. If fibers come clean, this is probably a stain resistant 5th generation carpet requiring special cleaning chemicals.
         b. If fibers remains stained, deal with this as any ordinary carpet when selecting cleaning chemicals.
   B. Entrance sidewalks swept daily.
   C. Exterior and interior walk-out mats
      1. Vacuum daily.
      2. Spray with dust mop/dust cloth treatment to capture as much incoming dirt and grit as possible.
   D. Vacuuming carpet

Performed daily:
E. Carpet extraction
   1. Performed quarterly

For instructions and information about each of these carpet care procedures, look through the rest of this section.

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* More frequently if carpet is dull and needs extraction.
FIVE POINT CARPET CLEANING PROGRAM:

1. Sweep or vacuum
   b. Entrance walkway daily
   c. Interior and exterior walk-off mats daily
   d. Spray walk-off mats with dust mop/dust cloth treatment to attract dirt before it gets into the facility.

2. Exterior mat criteria
   a. Good scraping characteristics
   b. 4-6 feet long for best results
   c. 90% of soil is tracked in from outside

3. Interior mat criteria
   a. Good moisture retention
   b. 12 - 15 feet long for best results

4. Litter devices at the front door
   a. Trash can
   b. Cigarette urn

B. Vacuuming
   1. All carpet should be vacuumed daily.
   2. Heavy traffic areas should be vacuumed two times daily, if needed.
   3. HEPA filter recommended for health care.

C. Spot and stain removal.
   1. Treat spots as soon as discovered.
   2. Use an all purpose carpet spotter for most stains.

D. Carpet cleaning
   1. Interim
      a. Common interim cleaning options are
         • Bonnet cleaning
         • Extraction done without agitation
         • Restorative
         • Extraction done with agitation

E. Protection
   1. Apply carpet protection product on clean, dry carpet.
   2. Prolongs the carpet's ability to resist soiling.
   3. Increases soil removal during vacuuming.
VACUUMING CARPET GUIDELINES:

Tools & Materials Needed:
A. Upright vacuum cleaner, with HEPA filter recommended
B. Vacuum bags
C. Carpet spotter
D. Gloves and goggles

Procedures:
I. Purpose of Vacuuming Carpet
   A. Maintain the carpet.
   B. Keep the carpet free of the most common tracked in soil.

II. Procedures to Vacuum Carpet
   A. For carpets that are glued down directly to the floor without cushion pad and carpet tiles, use a vacuum with a rotary brush not a beater bar.
      1. Beater bars may damage the pile of direct glued-down carpet.
   B. Select a vacuum with dual motors, one for the brush and one to drive the vacuum motor.
   C. Use top loading bags.
      1. Use replaceable bags.
      2. Replace bags when 1/2 to 2/3 full.
   D. Vacuum floors daily.
      1. Vacuum heavy traffic areas more frequently.
      2. Put on gloves and goggles.
      3. Treat spots as soon as found.
PROCEDURE FOR VACUUMING CARPETS:

Tools & Materials Needed:
I. Vacuum
2. Carpet Stain Remover
3. Lobby broom & dust pan

Procedures:

To do a thorough job of vacuuming, first remove all surface litter. This can be done with a sweeper or lobby broom and pan. Next use the lobby broom to sweep loose dust and dirt away from the baseboard. Vacuum all entry mats and heavy traffic lanes using an upright vacuum with beater brush for best results. The entrance mats and an area 10’ to 15’ around them should be vacuumed two times. Traffic lanes in unobstructed areas are best vacuumed by walking behind the vacuum at a slow, constant pace. Internal offices and the core of the building will only need preventive vacuuming once or twice weekly, if the mats and traffic lanes are maintained properly. Put on gloves and goggles. Remember to remove spots and stains as you vacuum.
CLEANING CARPET:

Tools & Materials Needed:

A. Carpet extractor  
B. Vacuum, with beater brush if appropriate  
C. Hand scrub brush and bucket (not mentioned in directions)  
D. Protective pads for furniture legs  
E. Putty knife  
F. Shag rake or stiff brush  
G. "Wet floor" signs  
H. Gloves and goggles

Products:

1. Carpet spotter(s)  
2. Gum remover  
3. Extraction cleaner  
4. Defoamer  
5. Carpet cleaner, regular

Procedures:

I. Purpose of Extraction Cleaning
   A. Carpet extraction provides deep cleaning that will significantly lengthen the life of the carpet if performed on a regular basis.  
   B. Extraction cleaners penetrate into the carpeting and loosen the soil for easy removal by the carpet extractor.

II. Procedures
   A. Put on gloves and personal protective equipment.  
   B. Vacuum walk off mats.  
   C. Remove or move as much furniture as possible from the area to be cleaned.  
   D. Vacuum the carpet to be cleaned using a beater vacuum, if appropriate to the installation method.  
   E. Spot clean carpet stains using the carpet stain remover.  
      1. Remove any gum found on the carpet using the gum remover and a putty knife.  
   F. Place "Wet floor" signs around area.  
   G. Pre-treat traffic lanes and other soiled areas with extraction cleaning solution according to the directions on the container.  
   H. If stubborn stains are prevalent, spray stains with regular carpet cleaner.

III. Extraction Cleaning Procedure
   1. Dilute extraction shampoo according to the directions on the container and fill machine with water.  
   2. Add defoamer to the hose and tank. Follow the directions on the container.  
   3. Start extraction shampooing in the upper left hand corner of the room or hall.  
   4. Follow the machine's manufacturer directions for feeding the cleaning solution onto the carpet.  
   5. Feed the shampoo solution as you pull back on the wand (avoid over wetting...
the carpet).
6. Make four or five passes on the carpet in an area 3' by 5'.
7. Go back over the area with the extractor wand with the shampoo solution valve closed.
8. Should rinsing be required, empty the extractor and fill with rinse water.
9. Go over the carpet again using water only, following the manufacturer's directions on the machine.
10. After extraction or rinsing, brush carpet pile in one direction -- nap up with a stiff brush or shag rake.
11. If furniture is to be replaced before the carpet is dry, use protective pads under the legs.
12. Avoid walking on carpet until dry.
13. When carpet is completely dry, vacuum thoroughly.
EXTRACTION METHOD:

Tools & Materials Needed:

A. Carpet extractor  
B. Vacuum, with beater brush if appropriate  
C. Hand scrub brush and bucket (not mentioned in directions)  
D. Protective pads for furniture legs  
E. Putty knife  
F. Shag rake or stiff brush  
G. "Wet floor" signs  
H. Gloves and goggles

Products:

1. Carpet spotter(s)  
2. Gum remover  
3. Extraction cleaner  
4. Defoamer  
5. Carpet cleaner, regular

Procedures:

I. Purpose of Extraction Cleaning
   A. Put on gloves and personal protective equipment.  
   B. Vacuum walk off mats.  
   C. Remove or move as much furniture as possible from the area to be cleaned.  
   D. Vacuum the carpet to be cleaned using a beater vacuum, if appropriate to the installation method.  
   E. Remove any gum found on the carpet using the gum remover and a putty knife. Spot clean carpet stains using the carpet stain remover.
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   F. Place "Wet floor" signs around area.  
   G. Pre-treat traffic lanes and other soiled areas with extraction cleaning solution according to the directions on the container.  
   H. If stubborn stains are prevalent, spray stains with regular carpet cleaner.

I. Extraction Cleaning Procedure
   1. Dilute extraction shampoo according to the directions on the container and fill machine with water.  
   2. Add defoamer to the hose and tank. Follow the directions on the container.  
   3. Start extraction shampooing in the upper left hand corner of the room or hall.  
   4. Follow the machine's manufacturer directions for feeding the cleaning solution onto the carpet.  
   5. Feed the shampoo solution as you pull back on the wand (avoid over wetting the carpet).  
   6. Make four or five passes on the carpet in an area 3' by 5'.  
   7. Go back over the area with the extractor wand with the shampoo solution valve closed.  
   8. Should rinsing be required, empty the extractor and fill with rinse water.  
   9. Go over the carpet again using water only, following the manufacturer's
directions on the machine.
10. After extraction or rinsing, brush carpet pile in one direction -- nap up with a stiff brush or shag rake.
11. If furniture is to be replaced before the carpet is dry, use protective pads under the legs.
12. Avoid walking on carpet until dry.
13. When carpet is completely dry, vacuum thoroughly.
THE BONNET METHOD:

Tools & Materials Needed:

A. Floor machine equipped with "bonnet" pad holder
B. Bonnets or carpet pads
C. Vacuum, with beater brush if appropriate
D. Pump up sprayer
E. Two mop buckets and wringers
F. Clean rags
G. Carpet rake
H. Putty knife
I. Protective pads for furniture legs
J. "Wet floor" signs
K. Gloves and goggles

Products:

1. Carpet spotter(s)
2. Gum remover
3. Bonnet cleaning detergent

Procedures:

I. Bonnet Cleaning

A. Bonnet cleaning provides a good method of surface cleaning the carpet.
B. This method allows the cleaned carpet to be back in service after a very short drying time.
C. Bonnet cleaning can lengthen the time between extraction cleaning.
D. Remove or move as much furniture as possible from the area to be bonnet cleaned.
E. Vacuum the carpet to be cleaned using a beater vacuum, if appropriate to the installation method.
F. Spot clean carpet stains using your bonnet cleaner or carpet stain remover.
G. Place "wet floor" signs around area.
   1. Using a pump up sprayer filled with diluted bonnet cleaner, spray an area of carpet 10' by 10'.
      a. Let set 5-10 minutes.
      b. Spray an adjoining area 10' by 10'.
   2. Start bonnet cleaning the first area sprayed.
      a. Move machine with bonnet pad in place back and forth in a left to right motion.
      b. Turn one quarter and repeat motion left to right to clean from all directions.
   3. Turn bonnet over as it becomes soiled.
      a. A dirty bonnet will spread soil, not pick it up.
      b. Rinse dirty bonnet in clean water.
      c. Wring out the rinsed pad as dry as possible before putting back under the machine.
d. Use a clean bonnet whenever the pad becomes too dirty.

4. Use clean rags to get into corners and around other obstructed areas.
5. Rake the nap up.
6. Spray a third area 10' by 10' and start working on the second area sprayed. Continue until the entire area has been cleaned.
7. Carpet should be dry in a short time.

H. The immersion method
1. Fill one bucket with clean water. Fill the other with diluted cleaner.
2. Immerse the bonnet in the cleaner. Wring it out. Place bonnet on the floor machine and clean the area in 6' widths.
3. When the bonnet becomes soiled, turn it over and use the other side.
   a. When both sides are soiled, remove the bonnet from the machine, rinse in clear water and wring out.
   b. Immerse the bonnet in the cleaning solution again and wring out.
   c. Repeat the cleaning procedure.
4. Use clean rags to get into corners and around other obstructed areas.
5. Rake the nap up.

J. If furniture is to be replaced before the carpet is dry, use protective pads under the legs.
CARPET - ROTARY MACHINE:

Tools & Materials Needed:

1. Rotary machine with tank and shampoo brush
2. Tank type vacuum - wet/dry
3. Absorbent towels
4. Foil or plastic squares (2" x 2")
5. Carpet shampoo
6. Hand scrub brush and two gallon pail
7. Carpet stain remover
8. Optional: Industrial upright vacuum
9. Gloves and goggles

Procedures:
SHAMPOOING PROCEDURES:

1. Put on gloves and goggles.
2. Before shampooing, remove as much furniture as possible from the area that is to be shampooed.
3. Vacuum the carpet thoroughly with a beater vacuum. A thorough vacuuming is important.
4. Fill scrubber tank with solution of water and Carpet Shampoo.
5. Pre-spray hard to clean areas such as entrances, around corners, etc. If stains are prevalent, spray stains and remove with blotting cloth.
6. Starting in the upper right corner, work to the left across the room with the shampoo feed open. On the return pass, drop back one-half the machine width, going to the right with the shampoo feed open.
7. Coming back across the carpet to the left, through the middle of the first two passes with the shampoo feed closed.
8. Avoid over wetting.
9. Pick up all moisture with a wet/dry vacuum or a carpet extractor filled with clean water only if you prefer to rinse the shampoo and soil from the carpet fiber.
10. Hand clean around corners, edges, and other obstructions where the rotary shampoo will not reach.
11. Use a stiff push broom and push the nap straight up so it dries thoroughly.
12. After carpet is thoroughly dry, vacuum.
13. If the furniture is to be replaced before the carpet is thoroughly dry, use aluminum foil or plastic squares under all legs. This will prevent rust and damage to the legs of furniture.

SALVAGE CLEANING
For salvage cleaning, utilize the same tools as for Rotary Cleaning. Replace the wet/dry vac with a carpet extractor filled with clean water. This is a two man operation; while one man runs the rotary, the other rinses the carpet with the extractor.
**SPOT AND STAIN REMOVAL GUIDELINE:**

**Procedures:**

<table>
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<tr>
<th>Type of Stain</th>
<th>5th Gen. Extraction</th>
<th>Sanitizer</th>
<th>&lt; 5th Gen.</th>
<th>Carpet Spotter</th>
<th>Aerosol Stain Remover</th>
<th>Bonnet Cleaner</th>
<th>Deodorizer</th>
<th>Enzyme</th>
<th>Dry Cleaning Solvent</th>
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## Engineering & Facilities Procedure

### HOUSEKEEPING – CLEANING PROCEDURES

**Next Review Date:** 1-3-2009

### General spotting and stain removal procedures:

1. Always remove or blot excess liquids or solids.
2. Be sure to read all directions, precautionary and first aid statements on product labels before use of these or any product.

**IMPORTANT:** The above spot and stain procedures are strictly recommendations. No guarantee of success is expressed or implied and no liability is assumed.

**Stain Resistant Carpet:** Use of products other than one specifically designed for a 5th generation carpet may void warranty for stain resistant carpeting.

<table>
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<tr>
<th>Substance</th>
<th>lipstick</th>
<th>liquor</th>
<th>marking pen</th>
<th>mustard</th>
<th>nail polish</th>
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ARCHIVE
(IV.) TILE FLOORS:

FLOOR STRIPPING:

Tools & Materials Needed:
A. Three mop heads with handles
B. Three buckets with wringers
C. Broom and dust pan
D. 175 single disk floor machine
E. Black or brown stripping pads
F. Wet/dry vacuum
G. Floor squeegee
H. Stand up scrapper
I. Doodle bug and pad
J. "Wet Floor" signs
K. Gloves and goggles
L. Protective footwear

Products:
1. Stripper
2. Neutralizer, if necessary
3. Baseboard stripper
4. Clear water

Procedures:

I. Purpose of Stripping Floors

II. Put on personal protective equipment
A. Thorough stripping and rinsing is the basis for:
   1. Sealer to penetrate the surface of the tile.
   2. Rejuvenating the tile colors.
   3. Building a strong foundation and maximum adhesion for subsequent finish layers.
B. When is it time to strip?
   i. The finish begins to build up.
   ii. The floor begins to change color.
   iii. Mopping, spray buffing and re waxing no longer give desired results.

III. Procedure for Stripping
A. Remove as much furniture as possible from the area to be stripped.
   1. If heavy, seek help.
   
B. Dust mop the floor thoroughly before beginning stripping.
1. This will remove all loose material that could cut or scratch the floor during the stripping operation.

C. Remove gum, tar and other foreign material from the floor with a stand up scraper.

D. Move all equipment and tools to area to be stripped prior to beginning work.

E. Place "Wet Floor" signs at every entrance.

F. Put on gloves and personal protection equipment. Apply baseboard stripper.
   1. Apply product to baseboards and 3" of floor edge.
   2. Be careful not to spray walls and painted surfaces.
   3. Let set 2-3 minutes.
   4. Reapply if drying out.
   5. Agitate with doodle bug.
   6. Rinse area with rinse mop using clear water.

G. Mix the stripper solution.
   1. Always wear gloves.
   2. Pour the stripper into hot water, following manufacturer's directions.

H. Put on protective footwear.
   1. Protect your feet and shoes.
   2. Gives a better grip on slippery floor.

I. Apply stripper solution liberally to the floor.
   1. Start along the edge of the area.
   2. Fill in the rest of the area in a figure eight motion.
   3. Cover an area 100 - 150 square feet at a time.
   4. Let solution stand 3-5 minutes.
   5. Do not let stripping solution dry out. Reapply solution prior to scrubbing, if necessary.

J. Machine scrub the wetted area thoroughly.
   1. Use the 175 machine and stripping pad of your choice.
   2. Move from where your feet are on dry floor into the stripping solution.

K. Pick up the stripping solution.
   1. Squeegee to a central location.
   2. Pick up with wet/dry vacuum.

L. Rinse the stripped area thoroughly.
1. Rinse two or three times with clear water.

2. If a high alkaline stripper was used:
   a. A neutralizer is recommended in the first rinse only.
   b. Follow with one clear water rinse.
   c. Only two rinses saves time and labor.

3. After final rinse, wipe down baseboards again to clean up splashes from stripping operation.

M. Allow the floor to dry thoroughly before applying seal.

N. Wipe your hand across the floor and if a white powder is visible on the palm of your hand, rinse and allow to dry again.

O. Clean all equipment, wipe cords dry, and store for future use.

P. Floor is now free of all sealer, finishes, dust, grime, gum and other foreign matter. It is ready for the first sealer coat.
SEALING AND FINISHING FLOORS

Tools & Materials Needed:
A. Finish and seal mops and handles
B. Bucket with wringer
C. Plastic liners
D. "Wet floor" signs gloves and glasses

Products:
1. Sealer of your choice
2. Finish that fits your maintenance program

Procedures:

I. Purpose of Seals and Finishes
   A. Seals and finishes protect and beautify the floor.

II. Procedure for Sealing a Floor.
   Put on gloves and glasses.
   A. Put a plastic liner into an empty bucket. Pour sealer into the lined bucket.
      1. Liner keeps the sealer uncontaminated by anything the bucket may still have in it.
      2. Clean up is much easier. Just twist, tie and toss.
   B. Place "Wet floor" signs at every entrance.
   C. Move the tools and materials required into the area where the floor is being sealed.
   D. Be sure footwear is clean prior to walking on clean, stripped floor.
   E. Dip a clean seal mop into the floor sealer. Wring out to the point where the mop is wet, but does not drip.
   F. Laying the seal:
      1. Start in the furthest corner.
      2. Frame a small area.
         a. Fill in the center, working backwards.
         b. Use a figure eight motion when moving your mop.
      3. Move to next area and repeat.
         a. Work side by side areas.
         b. Keep overlapping edges wet.
   G. Allow the floor to dry thoroughly. Apply a second coat of sealer.
      1. Stay away from the baseboards, four to six inches.
         a. This area gets little wear.
         b. Avoid excessive build up by not coating to edge on second coat.
   H. When finished with the sealer coats,
      1. Wash out the seal mop and hang up to dry.
      2. Throw away any seal left in lined bucket. Twist, tie, toss.
      3. Once the floor dries, it is ready for a floor finish to be applied.

III. Procedure for Floor Finish
   A. Put a clean plastic liner into an empty bucket. Pour finish into lined bucket.
   B. Dip a clean finish mop into the floor finish. Wring out to the point where the mop is wet,
but does not drip.

C. Start laying a thin coat of finish at the farthest corner from the entrance.
   1. Stay four to six inches away from the baseboards.
   2. Frame an area, filling in with a figure eight motion.
   3. Turn the mop head over frequently.
   4. Move to next area and repeat.
      a. Work side by side areas.
      b. Keep overlapping edges wet.

D. Allow the first coat to dry thoroughly before applying second coat.
E. When applying the second and third coats of finish, continue to stay four to six inches away from the baseboard.

F. The final coat.
   1. Apply a coat of seal or finish to the baseboard.
   2. Apply the last coat of finish on the floor up to the baseboard.

G. When finished with the last finish coat,
   1. Wash out the finish mop and hang up to dry.
   2. Throw away any finish left in lined bucket. Twist, tie, toss.
TOP SCRUBING A FLOOR:

Tools & Materials Needed:
A. 175 rpm single disk machine
B. Blue or green pads
C. Two mops
D. Two buckets with wringers
E. Wet/dry vacuum
F. "Wet floor" signs
G. Gloves and goggles

Products:
1. All purpose cleaner

Procedures:

I. Purpose of Top Scrubbing
   A. To remove heavy dirt, stains and scuff marks.
   B. Preliminary step to recoating or high speed buffing the floor to restore original finish appearance.

II. Procedure for Top Scrubbing
   A. Put on gloves and goggles.
   B. Fill both buckets with water.
   C. In one bucket, mix the all purpose cleaner according to manufacturer's directions.
   D. Place "Wet floor" signs at each entrance.
   E. Apply diluted cleaning solution to a 10 foot by 10 foot area of the floor with a mop.
   F. Scrub the wet floor with the single disk and pad.
   G. Pick up the scrubbed solution with the wet/dry vacuum.
   H. Rinse the floor just scrubbed with clear water and a rinse mop.
      I. Repeat on another 10 foot by 10 foot area until the entire floor has been top scrubbed.
   J. Wipe baseboard down to clean up any splashes from scrubbing.
   K. Rinse entire floor with a fresh bucket of clear water.
   L. Allow floor to dry.
   M. Top scrubbing does not restore the floor's original luster.
      1. Floor is now ready to recoat or high speed buff.
      2. Refer to those sections for instructions on how to proceed.
Spray Buff a Floor:

Tools & Materials Needed:
A. 175 to 1000 rpm floor machine
B. White pads
C. Trigger sprayer bottle
D. Dust mop
E. "Wet floor" signs

Products:
1. Spray buff solution
2. Dust mop/dust cloth treatment

Procedures:

I. Purpose of Spray Buffing
   A. Fill in scratches in finish.
   B. Bring back gloss lost to heavy foot traffic.
   C. Extend periods between stripping or scrubbing.

II. Procedures for Spray Buffing (Put on gloves and glasses)
   A. Start with a freshly dust mopped floor.
   B. Fill trigger sprayer with spray buff solution.
   C. Adjust spray nozzle to a fine mist.
   D. Place red pad on the floor machine.
   E. Lightly spray the area in front of the machine or on the right side.
      1. Spray an area 3 feet by 3 feet.
      2. Do not over spray solution.
         a. All product must be buffed dry.
         b. Floor will remain dull if insufficient buffing done.
   F. Floor will appear smeary at first.
      1. As spray buff solution dries, the shine will come back.
      2. The scuff marks should be gone.
      3. If black heel marks are on the floor, a water dilutable spray buff
         product with a solvent should be used.
   G. Change pads frequently.
   H. Repeat process by spraying another area 3 feet by 3 feet, in front or to the
      right, until the entire area has been spray buffed.
   I. Dust mop the entire area that was spray buffed.
   J. Put away equipment
      1. Put away all equipment, tools and materials.
      2. Wash out spray buff pads.
         a. If pads are too built up, soak in diluted stripper solution.
         b. Always wear your gloves when working with stripper.
(IV.)  ELEVATOR CLEANING:

ELEVATOR CLEANING (CARPETED):

Tools & Materials Needed:

Clean white cloths
Spray bottle of disinfectant
Stainless Steel Cleaner & Polish
Upright vacuum cleaner
Carpet Stain Remover

Procedures:
1. Check all elevator lighting including up and down lights, floor number lights, punch pad lights, overhead lights. If any of these are not in working order, report this to your supervisor.
2. If exterior ash trays are used, empty ash trays or use a screen to remove cigarettes.
3. Turn off power to elevator.
4. Pick up loose debris in elevator.
5. Put on personal protective equipment.
6. Spray a white cloth until wet with disinfectant. Clean the floor punch pad using the wetted cloth. Clean and disinfect the hand rail. Clean and polish stainless steel.
7. Vacuum and spot clean the carpet.
8. Clean and polish the exterior of the elevator doors.
9. Spray clean and disinfect the ash tray.
ELEVATOR CLEANING (HARD FLOOR)

Tools & Materials Needed:

- Goggles and gloves
- Cleaning Cart
- Mop Bucket & Wringer
- Neutral Cleaner
- Screen for Ash Trays
- Putty Knife
- Broom & Dust Pan
- Clean white cloths
- Spray bottle of disinfectant
- Wet Floor Signs

Products:
- Stainless Steel Cleaner & Polish

Procedures:
1. Check all elevator lighting including up and down lights, floor number lights, punch pad lights, overhead lights. If any of these are not in working order, report this to your supervisor.
2. If exterior ash trays are used, empty ash trays or use a screen to remove cigarettes.
3. Turn off power to elevator and place Wet Floor Signs outside elevator.
4. Pick up loose debris in elevator.
5. Sweep the floor and pick up soil with dust pan. Remove gum or tar with putty knife.
6. Put on personal protective equipment.
7. Spray a white cloth until wet with disinfectant. Clean the floor punch pad using the wetted cloth. Clean and disinfect the hand rail. Clean and polish stainless steel.
8. Dip the mop in the neutral cleaner and wring out. Damp mop the floor.
9. Clean and polish the exterior of the elevator doors.
10. Spray clean and disinfect the ash tray.
(VI) Laboratory Cleaning

Bio Medical Freezers

You must unplug and defrost any freezers which have been used for the storage of biological materials; collect the frost-melt fluid and decontaminate it by bringing it to a final concentration of 0.5% Sodium Hypochlorite. Allow the fluid to stand for 15 minutes after mixing; and pour it down the sink drain. Wipe the inner and outer surfaces of the freezer with 0.5% Sodium Hypochlorite.