



Ballarat**Health**Services

**Human Resources Directorate
Environmental Services Department**

Cleaning Manual

Work Procedures and Standards

Date Issued: March 2002

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**Human Resources Directorate
Environmental Services Department**

**Cleaning Manual
Work Procedures and Standards**

Foreword

A cleaning outcomes book and a general cleaning work guide book were written by the Environmental Services Management in 1993. These two books were a general guide for our cleaning, and required results. However, in 1995, through work place management changes and a changing environment, we introduced the New South Wales' cleaning standards and frequencies to our organisation. Aided by the Daniels Auditing System, we performed ongoing cleaning audits to measure our standard/quality of cleaning. The Department of Human Services introduced cleaning standards for Victorian Public Hospitals in July 2000. Following on from this we have now produced a cleaning manual for work procedures and standards. Our infection control officer was consulted to ensure that the requirements of the Ballarat Health Services were met, including safe work practices, infection control, work procedures, standards and outcomes. Most of the standards in this manual are referenced from the Cleaning Standards for Victorian Public Hospitals, Acute Health Division, July 2000. Ballarat Health Services' Environmental Services Staff are trained to these work procedures and standards, then through our internal cleaning audit, we measure our quality of cleaning, ensuring that we meet these standards.

DON COLBERT

Manager, Environmental Services



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Section 1

Carpet



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Carpets - Vacuuming

● Procedures	● Standards
<ul style="list-style-type: none"> ● Pick up any large pieces of paper etc., that may block the head or hose of the vacuum cleaner. ● Vacuum all carpet, move furniture as required. ● When vacuuming with powerhead type of vacuum cleaner in open traffic areas, walk up and down with the vacuum, letting the powerhead do most of the work. While at the same time being aware of pedestrian traffic and your vacuum cord. When vacuuming tight traffic areas, use the vacuum in a push forward pull back motion, if vacuuming under a bed with a patient in it, squat down to push vacuum under bed to clean. While at the same time being aware of pedestrian traffic and your vacuum cord. ● Only move a bed with a patient on advice from charge nurse, or when bed is vacant. 	<ul style="list-style-type: none"> ● The carpet is free of dust, grit, litter, marks and spots, water or other liquids. ● The carpet is free of stains, spots, scuffs or scratches on traffic lanes, around furniture and at pivot points. ● Inaccessible areas (edges, corners and around furniture) are free of dust, grit, lint and spots. ● Where carpets are vacuumed/cleaned, this is done in accordance with Section 5 of Australian Standard No. 3733.

Carpet Cleaning – General Information

● Procedures	● Standards
<ul style="list-style-type: none"> ● All carpet areas are cleaned with vacuum cleaners with periodic cleaning by other methods, (i.e. Extraction, host or bonnet) to maintain the carpet in as hygienic state as possible. ● When a spillage occurs on carpet, prompt action should be taken to remove the spillage. This helps prevent the chance of bacterial contamination and staining. <p>NOTE: Use cold water for blood spills. Consult Environmental Services Supervisor if not sure of type of method required and chemical to be used.</p> <ul style="list-style-type: none"> ● Small spills can be covered with a wet cloth to allow slow drying while equipment is being obtained. This could help prevent staining in the event of drying. ● Care should be taken when walking from damp carpet onto vinyl or slipping could result. 	<ul style="list-style-type: none"> ● The carpet is free of dust, grit, litter, marks and spots or other liquids. ● The carpet is free of stains, spots, scuffs or scratches on traffic lanes, around furniture and at pivot points. ● Inaccessible areas (edges, corners and around furniture) are free of dust, grit, lint and spots. ● Where carpets are vacuumed/cleaned, this is done in accordance with section 5 of Australian Standard No 3733.
<p>SAFE WORKING PRACTICE</p> <p>Always use a caution sign Ensure sign can be seen Sign not to present a tripping hazard</p> <p>FOLLOW CHEMICAL SAFETY INSTRUCTIONS</p>	



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Carpets – Spot Clean

• Procedures	• Standards
<ul style="list-style-type: none">• If carpet is soiled by damp matter it should be spot cleaned. Spray the soiled area with carpet spotter and press a piece of soft cloth into the soiled area. Repeat until stain is removed. <p>NB: Do not flood stain with water and spotter, as soil will move to the outside edges and cause a larger stain. Spills should be cleaned as soon as it is practical or kept damp until spotting can take place.</p>	<ul style="list-style-type: none">• The carpet is free of dust, grit, litter, marks and spots, water or other liquid.• The carpet is free of stains, spots, scuffs or scratched on traffic lanes, around furniture and at pivot points.• Inaccessible areas (edges, corners and around furniture) are free of dust, grit, lint and spots.

Carpet Cleaning - Extraction

• Procedures	• Standards
<ul style="list-style-type: none"> • Take all equipment to the area of soilage. • Remove as much furniture as possible. • Vacuum the area to be extracted (if not wet), before starting stain removal. Use a vacuum with a power head. • Spot the area with carpet spotting detergent if required. • If blood has soiled the carpet, spot clean with cold water and saline solution. • Using the extraction unit, always overlap your passes. Moving at a steady pace allowing the machine and solution enough time to thoroughly clean the carpet. • For badly soiled areas this process may have to be repeated until you achieve the required result. • In high traffic areas you may use blow dryer to facilitate a quicker drying time. 	<ul style="list-style-type: none"> • The carpet is free of dust, grit, litter, marks and spots, water or other liquid. • The carpet is free of stains, spots, scuffs or scratched on traffic lanes, around furniture and at pivot points. • Inaccessible areas (edges, corners and around furniture) are free of dust, grit, lint and spots. • Where carpets are vacuumed/cleaned, this is done in accordance with Section 5 of Australian Standard No 3733. • Carpet should be dry enough to prevent re-soiling through trafficking.



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Carpet Cleaning - Extraction

- Extraction unit should be hosed out and wiped clean. Leave recovery tank lid off when stored until next time to be used.

- All equipment should be ready to use again and in a clean and tidy state.

SAFE WORKING PRACTICE

Always use a caution sign

**Ensure sign can be seen
Sign not to present a tripping hazard**

FOLLOW CHEMICAL SAFETY INSTRUCTIONS

Carpet - Mat Cleaning

• Procedures	• Standards
<ul style="list-style-type: none"> • Dirt particles to be removed by vacuuming. • For spillage and soiled mats, clean with carpet spotter. • For excessively soiled mats, return to Environmental Services Department for cleaning – Carpet extraction or bonnet cleaning. Collect clean mat for replacement. 	<ul style="list-style-type: none"> • The mat is free of dust, grit, litter, stains, spots, marks and water or other liquids. • All the accumulated deposits should have been removed. Mat should have a spot free, clean appearance.
<p>SAFE WORKING PRACTICE</p> <p>Always use a caution sign Ensure sign can be seen Sign not to present a tripping hazard</p> <p>FOLLOW CHEMICAL SAFETY INSTRUCTIONS</p>	



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Carpet Cleaning - Bonnet

● Procedures	● Standards
<ul style="list-style-type: none"> ● Remove as much furniture as possible. ● Mix Detergent / Water to instructions as per detergent manufacturer, in the spray pump. Adjust spray nozzle to a fine spray and spray the carpet evenly all over. ● NB: DO NOT spray too far ahead or spray will dry before bonnet is applied to the carpet and poor cleaning will result. ● Soak the bonnet in warm water (half fill wringer bucket), then pull through the wringer several times to remove most of the water. Place under the spike drive and run in lateral sweeps across the carpet, overlapping each run. When the bonnet becomes soiled, turn over. When both sides are soiled, wash in warm water, wring and start again. When area is completed, wipe skirtings to remove detergent. ● Place blow dryer in position to facilitate drying. ● When carpet is dry, vacuum again to remove loosened soil and lint. ● On completion of procedure, clean machine and spike drive. Wash bonnets in washing machine in readiness for the next area. ● Wash buckets and place to dry. Empty and wash spray pump, hoses and fittings and hang to dry. 	<ul style="list-style-type: none"> ● The carpet should be free of soilage and have a bright appearance. Deep soilage should be loose and can be vacuumed out on drying. ● Carpet should be dry to the touch and ready to use without re-soiling. ● The carpet should now be clean and in a tidy state. ● All equipment should be ready to use again and in a clean and tidy state.

Carpet Cleaning – Host method

● Procedures	● Standards
<ul style="list-style-type: none"> ● Soiled areas where traffic is heavy and great difficulty is found in extracting or using the bonnet, due to re-soiling, Host method can be used. ● Vacuum the area to be treated to remove any loose soilage. Do not vacuum wet areas. ● Agent should be spread but not close to walls ready for brushing machine. ● Apply the Host cleaner to the surface of the carpet, approximately 1 kg to 13m². ● DO NOT allow too long a period before brushing the “Host” sponges into the carpet surface or solvent will vaporise. ● Work the Host sponges into the carpet, working across the surface in a uniform motion, overlapping each pass. Short back and forth motions should be used ● Sponges should have been worked thoroughly through the carpet fibre. ● Personnel can use the area while the “sponges” are on the carpet. ● When “sponges” dry, vacuum the carpet thoroughly using a vacuum cleaner with a power head. ● Clean vacuum and equipment after use. This includes power cords and fittings. ● Cleaning sponges should be vacuumed away and carpet should exhibit an even clean appearance. 	<ul style="list-style-type: none"> ● The carpet is free of dust, grit, litter, marks and spots, water or other liquid. ● The carpet is free of stains, spots, scuffs or scratched on traffic lanes, around furniture and at pivot points. ● Inaccessible areas (edges, corners and around furniture) are free of dust, grit, lint and spots. <p>Where carpets are vacuumed/cleaned, this is done in accordance with Section 5 of Australian Standard No 3733.</p> <ul style="list-style-type: none"> ● NOTE: Equipment should be returned clean and free of soilage and ready for use.

Section 2

Vinyl and **Parquetry**



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Vinyl Floors - Sweeping

• Procedures	• Standards
<ul style="list-style-type: none"> • Sweep the floor using a sweep tool (no brooms to be used inside the hospital wards). • Sweep under furniture and use appropriate tools to remove dust from corners (ie. "Flick Mop"). • Gathered dust should be removed using hearth brush and shovel. • The sweep tool should be cleaned or replaced after use. 	<ul style="list-style-type: none"> • The floor should be free of dust, grit, dirt and litter.
<p>SAFE WORKING PRACTICE</p> <p>Always use a caution sign Ensure sign can be seen Sign not to present a tripping hazard</p> <p>FOLLOW CHEMICAL SAFETY INSTRUCTIONS</p>	



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Vinyl Floors – Wet Mopping (Low and High Maintenance types)

• Procedures	• Standards
<ul style="list-style-type: none"> • Sweep mop (dry mop) all vinyl floors. • Half fill mop bucket with recommended measured detergent and hot water. • Mop floor starting at far corner of the room and working toward the door. Apply water lightly to allow quick drying. • Remove scuff marks with a wet steel wool, rub lightly so as to prevent damage. • The cleaning water should be changed at such a frequency to minimise the dispersal of bacterial organisms. • Equipment should also be cleaned after procedure. 	<ul style="list-style-type: none"> • The floor should be free of spots, scuffs or scratches on traffic lanes, around furniture and pivot points. • Inaccessible areas (edges, corners and around furniture) are free of dust, lint and spots. • The floor is free of dust, grit, litter, marks and spots, water or other liquids.

SAFE WORKING PRACTICE

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Vinyl Edging / Skirtings

• Procedures	• Standards
<ul style="list-style-type: none">• Wash with a damp mop to remove any loose matter. Carpeted areas use a damp cloth.• Using a wet piece of steel wool, gently rub to remove any scuffmarks.• If vinyl becomes dull, a light coat of polish will improve the lustre.• Care should be taken not to run the mop or cloth along the paint work or damage will result.	<ul style="list-style-type: none">• Vinyl Edges and skirtings should be free of spots, scuffs and scratches, and the surface should be of a uniform lustre.

Vinyl Floors – Burnishing (High Maintenance)

• Procedures	• Standards
<ul style="list-style-type: none"> • Burnishing should be done using a bassine brush, making sure not to run the machine for too long a period as the floor finish could be damaged. • After the floor has been burnished, it must be swept with the sweep mop again. • NB: Polisher should be used as per Equipment Operational Procedure and in a safe manner as shown during training. 	<ul style="list-style-type: none"> • The floor is free of dust, grit, litter, marks and spots, water or other liquids. • The floor should be free of polish or other build up at the edges and corners or in traffic lanes. • The floor should be free of spots, scuffs or scratches on traffic lanes, around furniture and pivot points. • Inaccessible areas (edges, corners and around furniture) are free of dust, lint and spots. • Polished or buffed floors are of a uniform lustre. • Appropriate signage and precautions are taken regarding pedestrian safety of newly cleaned or wet floors.

Vinyl Floors – Wet Scrubbing (High Maintenance Vinyl and Rubber Floors)

● Procedures	● Standards
<ul style="list-style-type: none"> Remove as much furniture as possible from the area to be scrubbed. Place “Caution” signs in position. Sweep the floor to remove soilage etc. Mop around edges and corners with a wet mop using hot water and stripper. Allow time to soften the polish and scrub with a brown doodlebug. Complete an area of about 30cm out from the wall. Mop the residue from the edges and corners making sure not to splash it onto the skirtings or walls. Mop the remainder of the floor with hot water and stripper and scrub with machine or green pad. <p>NB: Do not scrub close to edges, as walls will be splashed, resulting in damage to the paintwork.</p> <ul style="list-style-type: none"> Using a fresh mop and clean hot water in a second bucket, rinse mop the floor thoroughly. Change water when soiled and rinse mop head often. Wipe skirtings to remove any splashes. If shiny spots are present after rinsing, these are low spots in the vinyl where polish has not been removed. Wet these areas with a stripping solution and after a few minutes when polish is soft, scrub with brown doodlebug, and wash again. 	<ul style="list-style-type: none"> The floor is free of dust, grit, little, marks and spots, water or other liquids. The floor is free of polish or other build-up at the edges and corners in traffic lanes. The floor is free of spots, scuffs or scratches on traffic lanes, around furniture and at pivot points. The vinyl surface should be free of any sludge formed during stripping. Mop marks should not be evident. The surface should have an even dull surface. The surface should present an even texture, ready for burnishing and polish laying.

SAFE WORKING PRACTICE

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Ensure sign can be seen
Sign not to present a tripping hazard**

FOLLOW CHEMICAL SAFETY INSTRUCTIONS

**Vinyl Floors - Burnishing Scrubbed Floor
– Following Wet Scrubbing**

● Procedures	● Standards
<ul style="list-style-type: none"> ● Following wet scrubbing and rinsing of vinyl, the surface will be coarse and open. To give the surface a smooth texture on which to apply polish, burnishing should take place. Using a red pad or bassine brush, buff the floor back to lustre (not a shine). ● Using a sweep mop, remove dust which has been cut from the surface after burnishing collect with a hearth brush and shovel and dispose of to waste. 	<ul style="list-style-type: none"> ● The vinyl surface should have taken on lustre like that of a pearl. ● The surface should be dust free and smooth, ready for the application of sealer/polish.

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Vinyl Floors - Laying Polish (High Maintenance Vinyl and Rubber Floors)

● Procedures	● Standards
<ul style="list-style-type: none"> ● NB: Do not lay polish or seal a dirty floor. ● Place “Caution” signs and chain area off. Open doors and windows if possible to assist drying and venting. ● Floor should be thoroughly cleaned of dust, lint, scuffmarks and build up of old polish before relaying new polish. ● With a moist mop, lay polish thinly in even parallel strokes and allow to dry. ● Repeat the process. Allow to dry and don’t buff for a couple of days allowing polish to harden. <p>NB: Apply only enough polish along edges and corners as not to create a build up of polish.</p> <ul style="list-style-type: none"> ● Repeat the polish application until desired finish is achieved. 	<ul style="list-style-type: none"> ● The vinyl surface should have an even glossy texture, free from mop marks and blemishes.

SAFE WORKING PRACTICE

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Parquetry Floors - Sweeping

• Procedures	• Standards
<ul style="list-style-type: none">• Sweep with sweep mop to remove surface dust etc. Sweep under furniture and remove from corners with appropriate tool (ie. "Flick Mop"). Gathered dust should be removed using hearth brush and shovel.• The sweep tool should be cleaned or replaced after use.	<ul style="list-style-type: none">• The floor surface should be free of dust, grit, litter, marks and spots, water or other fluids.



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Parquetry Floors – Wet mopping

• Procedures	• Standards
<ul style="list-style-type: none"> • Half fill mop bucket with recommended measure of detergent and hot water. • Mop the floor starting at the far corner of the room and work towards the door. <p>NB: Never over wet parquetry floors, use only a damp mop.</p>	<ul style="list-style-type: none"> • The floor should be free of soilage and spills. The timber should have a clean appearance.
<p>SAFE WORKING PRACTICE</p> <p>Always use a caution sign Ensure sign can be seen Sign not to present a tripping hazard</p> <p>FOLLOW CHEMICAL SAFETY INSTRUCTIONS</p>	



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Parquetry Floors - Burnishing

• Procedures	• Standards
<ul style="list-style-type: none"> • Burnishing should be done using a bassine brush, making sure not to run the machine for too long a period as the floor finish could be damaged. • After the floor has been burnished, it must be swept with the sweep mop again. • NB: Polisher should be used as per Equipment Operational Procedure and in a safe manner as shown during training. 	<ul style="list-style-type: none"> • The floor should have a pearl like lustre, but does not require a highly reflective shine and is free of dust, grit, litter, marks and spots.



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Parquetry Floors – Laying Wax

• Procedures	• Standards
<ul style="list-style-type: none"> • Before laying polish on parquetry flooring, the floor should be washed using a wet mop and mineral turpentine. This cleans old residue off parquetry floor and prepares old wax for new coats to be laid. • With a moist mop, lay wax thinly in even parallel strokes and allow to dry. Repeat the wax application until the desired finish is achieved. • On completion of floor maintenance and laying of polish, clean all equipment. 	<ul style="list-style-type: none"> • The floor surface should have a soft lustre and be free of dull spots. The surface does not require a highly reflective shine.
<p>SAFE WORKING PRACTICE</p> <p>Always use a caution sign Ensure sign can be seen Sign not to present a tripping hazard</p> <p>FOLLOW CHEMICAL SAFETY INSTRUCTIONS</p>	



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Floor Cleaning – Tiled or painted cement surfaces

• Procedures	• Standards
<ul style="list-style-type: none"> • Sweep areas to be mopped. • Damp mop the tiled/cement surface with general purpose detergent and warm water. • Give special attention to edges, corners and leave floor as dry as possible to prevent people slipping on cleaned surface. 	<ul style="list-style-type: none"> • Tiled and cement surfaces should be as dry as possible to prevent slipping accidents, and be free of dust, grit, litter, marks, spots and water or other liquids.
<p>SAFE WORKING PRACTICE</p> <p>Always use a caution sign Ensure sign can be seen Sign not to present a tripping hazard</p> <p>FOLLOW CHEMICAL SAFETY INSTRUCTIONS</p>	

Section 3

Bathrooms and **Toilets**



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Cleaning - Handbasins

• Procedures	• Standards
<ul style="list-style-type: none">• Thoroughly clean the basin with warm water and detergent, inside and outside. • Special attention to soap runs under the basin. • Tap fittings to be washed and dried. <p>NB: Do not use powder cleanser dry as can scratch the chrome on the taps</p> <ul style="list-style-type: none">• Where water pipes and waste pipes are open beneath the basin, wipe over with a damp cloth • Clean the plug hole using scouring powder cloth and small brush••	<ul style="list-style-type: none">• Handbasins should be clean and free from soap build up, smudges, smear, body fats and mineral deposits both internally and externally. Removal of contamination from previous use.



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Cleaning – Stainless Steel Sinks

• Procedures	• Standards
<ul style="list-style-type: none">• Sinks are to be cleaned with a powder cleanser.• First wet the sink. Shake on a little powder cleanser and work around the surface with a cloth, include the plug hole.• Do not use the powder cleanser dry.• After removing soilage and any stains, flush away with running water. Wipe down the surface of the sink.	<ul style="list-style-type: none">• Sink should be free of grease, dirt, dust, encrustations, marks, stains and have a bright appearance.



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Cleaning – Taps and Fittings

• Procedures	• Standards
<ul style="list-style-type: none">• Wipe over taps and fittings with a damp cloth and detergent.• If heavily soiled, shake a little powder cleanser onto a wet cloth, fold cloth over and rub into a paste and polish. <p>NB: Do not use powder cleanser dry as it can scratch the chrome on the taps.</p> <ul style="list-style-type: none">• Care should be taken to clean the underside of taps and fittings.• Taps should be dried on cleaning.	<ul style="list-style-type: none">• Taps and fittings should be free from soap build up, smudges, dust and mineral deposits.



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Cleaning – Mirrors

• Procedures	• Standards
<ul style="list-style-type: none">Using warm water and a small quantity of detergent and using a damp cloth, wipe over the mirror and surround, then using a dry lint free cloth, buff the mirror to a clean dry finish.	<ul style="list-style-type: none">Mirrors are free of streaks, soil, smudges, soap buildup and oxide deposits.



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Cleaning – Toilets

Procedures	Standards
<ul style="list-style-type: none">• Brush the inside surface of the toilet bowl with detergent; if badly soiled use a little scouring powder and brush. Flush away powder on completion. Scrub under toilet rim.• Using a wet cloth and detergent, thoroughly clean both sides of the seat, outside of the bowl and toilet fittings. Buff toilet seat and fitting dry with a clean cloth.• Note: toilet brush not to be used for this procedure• Thoroughly clean walls, edges, handrails and corners with warm water and detergent, then dry all fittings and fixtures.	<ul style="list-style-type: none">• Porcelain and plastic surfaces are free from smudges, body fats, soap build-up and mineral deposits.• Metal surfaces are free from streaks, soil, smudges, soap build-up and oxide deposits.• Wall tiles and fixtures (including soap and cream dispensers and towel holders) are free of dust, grit, smudges/streaks, mould, soap build up and mineral deposits.• Plumbing fixtures are free of smudges, dust, soap build-up and mineral deposits.• Bathroom fixtures are free from odours that are distasteful or unpleasant.• Polished surfaces are of a uniform lustre.• Sanitary disposal units are clean and functional.• Consumable items are in sufficient supply.
	Ref: July 2000 Victorian Cleaning Standards



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Cleaning – Toilets

Procedures	Standards
<ul style="list-style-type: none">• Clean the door and handles both sides with warm water and detergent.• Replace toilet paper, liquid soap and paper towel if required. Wipe out paper towel dispenser before recharging. Ensure paper is loaded correctly so that towel will dispense.• Damp mop the floor when leaving with hot water and detergent.	<ul style="list-style-type: none">• Internal and external doors and doorframes are free of dust, grit, lint, soil, film, fingerprints and cobwebs.• Doors and doorframes are free of marks caused by furniture, equipment or staff.• Air vents, relief grilles and other ventilation outlets are left unblocked and free of dust, grit, soil, film, cobwebs, scuffs and any other marks.• Door tracks and door jambs are free of grit and other debris.• Polished surfaces are of a uniform lustre.• The toilet and surrounds should be free of soilage marks and liquids
<p style="text-align: center;">SAFE WORKING PRACTICE</p> <p style="text-align: center;">Always use a caution sign Ensure sign can be seen Sign not to present a tripping hazard</p> <p style="text-align: center;">FOLLOW CHEMICAL SAFETY INSTRUCTIONS</p>	



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Cleaning – Urinals

• Procedures	• Standards
<ul style="list-style-type: none">• Wash urinals with hot water and detergent, using powder cleanser. Scrub any deposits off, paying particular attention to edges and corners.• Persistent stains can be removed with a non-corrosive acid. Before using the chemical, all safety measures including protective gear must be followed. Refer to Environmental Services Department Safety Data Manual.• The use of urinal blocks to stop smells is not permitted at our Health Service.	<ul style="list-style-type: none">• Urinals are free from streaks, soil smudges, soap build up, oxide deposits and odours that are distasteful or unpleasant.



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Cleaning – Showers

• Procedures	• Standards
<ul style="list-style-type: none">• Using hot water and detergent, scrub the walls with a white doodlebug. <p>NB: Do not use course pad for this task, as damage will result to the surface of the shower walls.</p> <ul style="list-style-type: none">• Clean taps and fittings with warm water and detergents to remove any soap deposits <p>NB: Do not use powder cleanser dry or it will scratch the chrome on the taps.</p> <ul style="list-style-type: none">• Rinse the lower end of the shower screen in warm water to remove excess soap.• Rinse walls and fittings and dry.• Scrub shower base with doodlebug and detergent as for walls. Rinse and dry.	<ul style="list-style-type: none">• Showers should be free of soap, dust, grit, smudges/streaks, mineral deposits and mould.• Taps and fittings to be free of smudges, dust, soap buildup and mineral deposits.• Shower screen to be clean and free of stains, smudges, smears, odours, mould and body fats



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Cleaning – Baths

• Procedures	• Standards
<ul style="list-style-type: none">• Thoroughly clean the bath with warm water and a scouring powder (must contain chlorine as set down in the Health Services' Infection Control Officer)• Baths should be cleaned with a chlorine base scouring powder between patients.• Attention to plug hole each time the bath is cleaned.• After cleaning with scouring powder rinse with warm water.• With the general purpose detergent, wipe down taps and fittings and dry.• Wipe down the outside of the bath with warm water and detergent. <p>NB: Do not use powder cleanser dry as it can scratch the chrome and taps</p>	<ul style="list-style-type: none">• Baths to be essentially free from bacteria so as not to cause cross infection.• To be free from smudges, smears, body fats, soap build up and mineral deposits. To be free of accumulated deposits from previous use.



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Cleaning – Walls & Tile Surrounds

• Procedures	• Standards
<ul style="list-style-type: none">• Wash with warm water and detergent all tile surrounds, paying special attention to grout.• Wash all fittings and fixtures, this includes screen rails. To remove any deposits of powder etc.• Wipe down walls to remove any splash marks, runs or soilage.	<ul style="list-style-type: none">• Wall tiles and wall fixtures (including soap and cream dispensers and towel holders) are free of dust, grit, smudges/streaks, mould, soap build-up and mineral deposits.

Section 4

General **Cleaning**



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Cleaning Doors

• Procedures	• Standards
<ul style="list-style-type: none"> • Doors includes: doorjamb, handles and door guides, relief grilles and door plates, elevator doors, door tracks and jambs. • Using a damp cloth with general purpose detergent, wipe the soiled area. If this is unsuccessful, sprinkle powdered cleaner on a wet cloth, fold cloth and rub cloth together to convert powder to a paste. Gently apply cloth to soiled area, taking care not to remove paint, then wash door with warm water to remove excess cleaning agent. • Remove dust from auxiliary equipment such as closers, jambs, vents and handles. • Heavy soiled, high maintenance doors eg. Vinyl – These may require a mild solution of stripping detergent in warm water and using wet steel wool with a powder cleanser, gently rub or buff off stubborn marks. Then wash door with warm water to remove excess cleaning agent. Then refer to standard door cleaning. 	<ul style="list-style-type: none"> • Internal and external doors and doorframes are free of dust, grit, lint, soil, film, fingerprints and cobwebs. • Doors and doorframes are free of marks caused by furniture, equipment or staff. • Air vents, relief grilles and other ventilation outlets are kept unblocked and free of dust, grit, soil, film, cobwebs, scuffs and any other marks. • Door tracks and door jambs are free of grit and other debris. • Polished surfaces are of a uniform lustre.



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Damp Dusting – Benches, TVs, Locker, Sills, Ledges etc

• Procedures	• Standards
<ul style="list-style-type: none"> • To be used for window sills, benches, ledges and cupboards/wardrobes/lockers TVs and Rails. • Using a clean cloth and recommended detergent and warm water, damp dust all high surfaces that hold dust. Paying special attention to corners etc. Being careful not to wet the surface too much. Change cleaning solution as soon as it becomes visibly soiled. 	<ul style="list-style-type: none"> • Window sills, ledges and tracks are clear and free of dust, grit, marks and spots. • Cupboards/wardrobes/lockers are clean inside and out and free of dust and litter or stains.

Cleaning Furniture

• Procedures	• Standards
<ul style="list-style-type: none"> • Book case, Files, Lockers, Tables, Cupboards, Wardrobes, Benches, Shelves Damp dust with warm water and detergent. Replace books and goods in the same order as prior to cleaning. For timber furniture, use furniture polish and buff with a soft cloth 	<ul style="list-style-type: none"> • Hard surface furniture is free of spots, soil, film, dust, fingerprints and spillages. • Leave in a tidy state.
<ul style="list-style-type: none"> • Telephones Wearing rubber gloves, wash all parts of the telephone, paying special attention to the ear and mouth piece. Holding down the button switch, clean the body of the telephone and hand piece cradle. Replace the hand piece correctly. 	<ul style="list-style-type: none"> • Telephone should be free of spots, soil, film, dust, fingerprints and spillages.
<ul style="list-style-type: none"> • Desks Wipe top and sides and draw handles with a damp cloth. Vinyl, laminex etc to be cleaned with water and detergent. Timber desks should be cleaned with furniture polish and buffed to a clear gloss. Pen holders etc to be cleaned or dusted 	<ul style="list-style-type: none"> • Desks should be free of spots, soil, film, dust, fingerprints and spillages.

Cleaning Furniture

• Procedures	• Standards
<ul style="list-style-type: none"> • Chairs – Vinyl Wipe down with warm water and detergent; remove any marks and chewing gum under arms and seat. Check for damage to stoppers, if stoppers require replacement, report to Environmental Services Department. 	<ul style="list-style-type: none"> • Soft surface furniture is free from stain, soil, film and dust. • Furniture legs, wheels and castors are free from mop strings, soil, film, dust and cobwebs. • Inaccessible areas (edges, corners, folds and crevices) are free of dust, grit, lint and spots.
<ul style="list-style-type: none"> • Chairs Fabric Vacuum the cloth area of the chair and wipe down remainder of the chair with warm water and detergent. If fabric is stained clean with spotter extract and dry. Remove chewing gum etc. 	<ul style="list-style-type: none"> • Soft surface furniture is free from stain, soil, film and dust. • Furniture legs, wheels and castors are free from mop strings, soil, film, dust and cobwebs. • Inaccessible areas (edges, corners, folds and crevices) are free of dust, grit, lint and spots.
<ul style="list-style-type: none"> • Chairs Timber Wipe down with furniture polish and buff with a soft rag to a gloss. Remove any chewing gum etc. 	<ul style="list-style-type: none"> • Hard surface furniture is free of spots, soil, film, dust, fingerprints and spillages. • Furniture legs, wheels and castors are free from mop strings, soil, film, dust and cobwebs.




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Cleaning – Furniture and Fittings

● Procedures	● Standards
<ul style="list-style-type: none">● Using warm water and recommended detergent, damp dust all furniture and fittings, including chairs, sofas, stools, beds, tables, cupboards, wardrobes, lockers, trolleys, benches, shelves and storage racks, waste/rubbish receptacles, push plates, fire extinguishers, fire alarms, bed screens, curtains, blinds, drapes, televisions, overbed lights and windowsills.	<ul style="list-style-type: none">● Hard surface furniture is free of spots, soil, film, dust, fingerprints and spillages.● Soft furniture is free from stains, soil, film and dust.● Furniture legs, wheels and castors are free from mop strings, soil, film, dust and cobwebs.● Inaccessible areas, edges, corners, folds and crevices) are free of dust, grit, lint and spots.● All high surfaces are free from dust and cobwebs.● Curtains, blinds and drapes are free from stains, dust, cobwebs, lint and signs of use or non-use.● Equipment is free of tapes/plastic etc which may compromise cleaning.● Furniture has no odour which is unpleasant or distasteful.● Shelves, benchtops, cupboards and wardrobes/lockers are clean inside and out and free of dust and litter or stains.● Internal plants are free of dust and litter.● Waste/rubbish bins or containers are clean inside and out, free of stains and mechanically intact.● Fire extinguishers and fire alarms are free of dust, grit, dirt and cobwebs.● (Note: Furniture should not be repaired using tapes etc, that may compromise cleaning. Damaged furniture should be reported to Engineering department.)

 <p>BallaratHealthServices</p>	<p align="center">Human Resources Directorate Environmental Services Department</p> <p align="center">Cleaning Manual Work Procedures and Standards</p>
<p align="center">Cleaning Overbed tables, bedside lockers</p>	

<ul style="list-style-type: none"> Procedures 	<ul style="list-style-type: none"> Standards
<ul style="list-style-type: none"> Wipe down over bed table. Wipe top and underneath base and stand, using warm water and detergent. Dry on completion. Wipe down the bedside. Remove marks from fronts of draws and sides. Using warm water and detergent, wash the top to remove any sticky marks and dust. 	<ul style="list-style-type: none"> Over bed table and base to be free of spots, soil, film, dust, fingerprints and spillages Bedside lockers are clean inside and out and are free of dust, spots, film, fingerprints and spillages and litter or stains.



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Cleaning - Light Switches and Over Bed Lights

• Procedures	• Standards
<ul style="list-style-type: none">• Light switches to be cleaned of dust, spots and finger marks. Clean with a damp cloth (never wet) and detergent.• Overbed lighting to be damp dusted. Light housing to be wiped down with warm water and detergent.	<ul style="list-style-type: none">• Light switches are free of dust, fingerprints, scuffs and any other marks.• Light covers and diffusers are free of dust, grit, lint, cobwebs and insects.



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Cleaning - Screens and Screen Rails

• Procedures	• Standards
<ul style="list-style-type: none">• Screen rails should be damp dusted using warm water and detergent. This includes rail supports.• Screens are to be replaced on a set rotation basis or as soon as they are visibly soiled.	<ul style="list-style-type: none">• Rails should be free of dust and cobwebs.• Screens should be free from stains, dust, cobwebs, lint and signs of use or non-use.



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Cleaning - Curtains, Blinds and Drapes

• Procedures	• Standards
<ul style="list-style-type: none"> • Curtains, blinds and drapes should be vacuumed, then wiped down with a moist, soft cloth. • Always start at the top and work down. • Solution for cleaning blinds should not contain strong detergents. Cloth should not be wet or these conditions could stain the blind. • Always use fresh cleaning solution and replace if it becomes soiled. • Rinse cleaning cloth regularly. 	<ul style="list-style-type: none"> • Curtains, blinds and drapes are free from stains, dust, cobwebs, lint and no signs of use or non-use.



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Cleaning - Vents

• Procedures	• Standards
<ul style="list-style-type: none">• Vents are vacuumed to remove any dust and wipe out with a damp cloth and detergent.• Some vents require removal to wash the back and entrance of the ducting.• Metal vents are washed under running water and dried with a lint free cloth to remove stubborn soilage.	<ul style="list-style-type: none">• All ventilation outlets are kept unblocked and free of dust, grit, soil, film, cobwebs, scuffs and other marks.• All ventilation outlets are kept clear and uncluttered following cleaning.



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Damp Dusting - Ceiling and Walls

• Procedures	• Standards
<ul style="list-style-type: none">• Damp dusting with a sweeping tool should be done with very little moisture (just enough to collect the dust).• Damp dusting with the sweeping tool should be done in straight lines that overlap one another.• Change dust cover on sweeping tool when soiled.	<ul style="list-style-type: none">• Internal and external walls and ceilings are free of dust, grit, lint, soil, film and cobwebs.• Walls and ceilings are free of marks caused by furniture, equipment or staff.



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Cleaning – Walls and Doors

• Procedures	• Standards
<ul style="list-style-type: none"> Using a damp cloth or sponge squeeze mop, wash with general purpose detergent and wipe the soiled areas. If this is unsuccessful, sprinkle powdered cleaner on a wet cloth, fold cloth and rib cloth together to convert powder to a paste. Gently apply cloth to soiled are, taking care not to remove paint, then wash wall with warm water to remove excess cleaning agent 	<ul style="list-style-type: none"> Internal and external walls and ceilings are free of dust, grit, lint, soil, film and cobwebs. Walls and ceiling are free of marks caused by furniture, equipment or staff. Light switches are free of fingerprints, scuffs and any other marks. Light covers and diffusers are free of dust, grit, lint and cobwebs. Polished surfaces are of a uniform lustre.

Ceilings – Catering Area

<ul style="list-style-type: none"> Procedures 	<ul style="list-style-type: none"> Standards
<ul style="list-style-type: none"> The physical removal of surface material or substances from cooking servery ceiling areas etc. is done using hot water and suitable detergent. Start on the wall side of the area to be cleaned. Wash with a damp cloth and detergent to remove soilage. IMPORTANT Do not allow detergent to run down the walls as this will leave streaking and damage to painted walls Always overlap cleaning area and never use heavily soiled cleaning cloth. If cleaning solution becomes soiled, change for fresh. Use large sheeting to cover areas below work, to prevent contamination from drips etc. Wash floor on completion to remove any soilage. Leave area in a tidy condition, and clean equipment on completion of task. 	<ul style="list-style-type: none"> Internal and external walls and ceilings are free of dust, grit, lint, soil, film and cobwebs. Walls and ceiling are free of marks caused by furniture, equipment or staff. Light switches are free of fingerprints, scuffs and any other marks. Light covers and diffusers are free of dust, grit, lint and cobwebs. Polished surfaces are of a uniform lustre.
<p align="center">SAFE WORKING PRACTICE</p> <p align="center"> Use approved scaffold only Always use Caution signs Ensure signs can be seen Signs not to present a tripping hazard </p> <p align="center">FOLLOW CHEMICAL SAFETY INSTRUCTIONS</p>	

Section 5

Theatre / **Isolation Rooms**



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Isolation Rooms – Terminal Cleaning

● Procedures	● Standards
<ul style="list-style-type: none"> ● Before cleaning an isolation room, liase with Environmental Services Manager/Supervisor on ext. 4207 or 4060, who will instruct you on what duties are required. On most occasions, they will have already consulted the Infection Control Officer on what type of infection we are dealing with, ie. Respiratory, strict etc. On each occasion, staff will be instructed on what specific terminal cleaning procedures are required. ● What safety uniform has to be worn ● What chemical or disinfectant s are to be used ● Areas to be cleaned and method. ● Also if bedscreen and shower screen are to be cleaned or changed. 	<ul style="list-style-type: none"> ● After cleaning, the room should comply with the Infection control guidelines and standards of the Health Service. ● All elements within the area being cleaned should be free of dust, dirt, grit, lint, soil, film, soilage and spillage.
<p>Further information is available from the Environmental Services Department Procedure Manual, Reference number 36.</p>	

Theatre – Operating Tables/Trolleys

• Procedures	• Standards
<ul style="list-style-type: none"> • Operating tables are to be cleaned with warm or cool water and detergent. DO NOT USE HOT WATER as hot water coagulates body substances and may prevent the destruction and removal of micro-organisms. • Steam clean on request from theatre as extra maintenance procedure. • Wash all surfaces and fittings using clean cloths, and freshly prepared cleaning solutions. • After washing, dry all surfaces and discard cleaning cloths. 	<ul style="list-style-type: none"> • Table/Trolley is free from soil, smudges, dust, fingerprints, grease and spillages. • Table/Trolley is free of tapes/plastic etc, which may compromise cleaning. • Table/Trolley legs, wheels and castors are free from mop strings, soil, film, dust and cobwebs. • Table/Trolley has no odour which is distasteful or unpleasant. • Table/Trolley is free form signs of non-use.



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Theatre - Lights Over Operating Table

• Procedures	• Standards
<ul style="list-style-type: none">• Clean with appropriate detergent and warm water (NOT HOT) removing all potentially infective materials from the surface, paying special attention to all corners and ridges.• Dry the surface of the lights on completion.	<ul style="list-style-type: none">• The lights to be free of any soilage or deposits of dust, and have a streak free clean appearance.

Storage Racks – Sterile Store

• Procedures	• Standards
<ul style="list-style-type: none"> • Racks should be cleaned only when stock is removed. • Lift shelves from racks, commencing at the top, and with warm water and detergent, wash all surfaces of the rack. Special attention to shelf bearing surfaces and corners. • Wash shelf and replace after drying. Special care should be taken not to splash or drip water onto sterile stock. 	<ul style="list-style-type: none"> • Racks should be free of lint, dust and accumulated deposits from previous uses.



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Blanket Warmers

• Procedures	• Standards
<ul style="list-style-type: none">• Clean all internal surfaces with warm water and detergent. Special attention to corners where blanket fluff can accumulate.• Dry all surfaces of the warmer on completion using a lint free cloth.	<ul style="list-style-type: none">• All surfaces should be free of spots, film, dust, fingerprints spillages and soilage.• After the stainless steel areas are finished, they should have a streak free, clean appearance.

Section 6

Glass and **Windows**



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Spot Cleaning - Glass

• Procedures	• Standards
<ul style="list-style-type: none">• Using a hand spray bottle with window cleaning agent, spray and wipe soiled glass area and buff dry with a lint free cloth	<ul style="list-style-type: none">• Glass should be clear of all streaks, spots and marks, including fingerprints and smudges.



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Windows – Internal/External Cleaning

● Procedures	● Standards
<ul style="list-style-type: none"> ● Half fill a bucket with warm water and detergent. ● With a damp cloth, start at the top of the window sash and wipe the frame clean of any soilage ● Apply a wet cloth to the tip of the window and wash the glass in a side to side motion to the base of the window, making sure to do the edges and corners. ● Using the squeegee, start at the top and work downwards, wiping the squeegee blade after each stroke. ● With a clean lint free cloth or chamois, dry the corners etc. ● Wipe the excess water from the sill 	<ul style="list-style-type: none"> ● Window frames, tracks and ledges are clear and free of dust, grit, marks and spots. ● External and internal surfaces of glass are clear of all streaks, spots and marks, including fingerprints and smudges.



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Flywire Screen Cleaning

• Procedures	• Standards
<ul style="list-style-type: none">• Screen should be brushed to remove all soil lodged in wire, and then damp wiped.• If possible, the screen can be hosed, then wiped down (this should be completed before washing the window).• Wipe the screen frame on completion to remove excess dust or water, depending on method used.	<ul style="list-style-type: none">• Both the screens and frames should be free of dust, grime, cobwebs and grit.

Section 7

Lifts, Entrances and Stairs



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Lift Cleaning

● Procedures	● Standards
<ul style="list-style-type: none"> ● Using a vacuum with crevasse tool, remove dust and dirt from door tracks. ● Using a damp cloth, wipe the door jamb while holding the door open. Wipe the leading edge of the door to remove dust and marks. ● Refer to cleaning duties as required for the following tasks: <ul style="list-style-type: none"> - Floors – Carpet and Vinyl - Fittings / Polished Metal - Ceilings and walls - Spot clean - Vents 	<ul style="list-style-type: none"> ● Internal and external doors and doorframes are free of dust, grit, lint, soil, film, fingerprints and cobwebs. ● Doors and doorframes are free of marks caused by furniture, equipment or staff. ● Air vents, relief grilles and other ventilation outlets are kept unblocked and free of dust, grit, soil, film, cobwebs, scuffs and other marks. ● Door tracks and door jambs are free of grit and other debris. ● Polished surfaces are of a uniform lustre.



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Entrance

• Procedures	• Standards
<ul style="list-style-type: none"> • Sweep or vacuum (using “Back Pack”). If other than carpet surface, wash with warm water and detergent to remove soilage. • Clean handrails and skirtings with a damp cloth and detergent solution. 	<ul style="list-style-type: none"> • Entrance should be free of dust, grit, dirt, cobwebs, leaves, rubbish etc. • All dirt from corners and marks on rises should have been removed. • Rails and skirting should be dusted and free of dust, soilage and marks.



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Cleaning Stairs - Internal

● Procedures	● Standards
<ul style="list-style-type: none"> ● Sweep the stairs or vacuum the stairs using a "Back Pack". ● Damp mop using general purpose detergent and warm water. Leave stairs as dry as possible to prevent people slipping on cleaned surface. ● Wipe hand rails and skirtings with damp cloth, using general purpose detergent and warm water. ● Remove marks from walls using spot clean technique. 	<ul style="list-style-type: none"> ● Stairs should be free of dirt, dust, grit, cobwebs, rubbish and marks and have a clean appearance. ● Rails and skirtings to be free of dust and marks. ● Walls should be dust and finger mark free.

SAFE WORKING PRACTICE

Always use a caution sign
Ensure sign can be seen
Sign not to present a tripping hazard

FOLLOW CHEMICAL SAFETY INSTRUCTIONS

Section 8

Other



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Waste Removal / Waste Bin Cleaning

• Procedures	• Standards
<ul style="list-style-type: none">• Remove waste from bins, wash and dry bin if required, and replace the liner. On completion of waste round, take the waste to the waste collection room holding area.• Waste is to be transported by trolley to the waste collection area where it is to be placed into the appropriate containers for segregation and disposal. Waste should not be placed around floors or passageway as contamination may result.• Following removal of Waste from the bin, check that no seepage is present. If so, wash with warm water and detergent. Dry thoroughly before replacing bag liner.	<p>After the procedure is completed: No contamination should be present in the bin. Bin liner must be fitted correctly.</p> <ul style="list-style-type: none">• The waste/rubbish bins or containers are clean inside and out, free of stains and mechanically intact.

Linen removal / Linen Skip Cleaning

● Procedures	● Standards
<ul style="list-style-type: none"> Remove full linen bag from linen skips, placing it onto the soiled linen trolley for removal to the soiled linen room. <p>NOTE: Any soiled linen bags showing signs of seepage, or fluid contamination, are to be placed in a large clear plastic bag and tied to contain all fluids. This is also to alert other staff, ie. Linen truck driver, sorting and linen wash staff, of seepage or fluid contaminated linen.</p> <ul style="list-style-type: none"> Empty linen skip should be washed with warm water and detergent and dried with a clean cloth. For heavy soilage, the linen skip should be steam cleaned and dried. 	<ul style="list-style-type: none"> Linen skip should be free from soil, smudges, dust, fingerprints, grease and spillages. Linen skip should be free of tapes/plastic etc, which may compromise cleaning. Linen skip wheels and castors should be free from mop strings, soil, film, dust and cobwebs. Linen skip should have no odour which is distasteful or unpleasant. Linen skip should be free of signs of non-use.

SAFE WORK PRACTICES

**Follow safety procedure for removal of linen, ie. gloves/back care.
Don't leave linen trolley or linen obstructing passages and walkways.**

FOLLOW CHEMICAL SAFETY INSTRUCTIONS



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Fire Hoses, Extinguishers and Alarms

• Procedures	• Standards
<ul style="list-style-type: none">• Damp dust extinguishers, hoses, valves and alarms, to remove dust and soilage. Any damage to these items, report to your department promptly.	<ul style="list-style-type: none">• Fire extinguishers and fire alarms are free of dust, grit, dirt and cobwebs and in a safe condition.



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Cleaning Metal Surface

• Procedures	• Standards
<ul style="list-style-type: none"> • Push Plates and Handles (Chrome) Clean with general purpose detergent and warm water and dry. 	<ul style="list-style-type: none"> • The plates and handles should have a streak free appearance.
<ul style="list-style-type: none"> • Push Plates, Doors and Handles (Stainless Steel) Use a lint free cloth and a thin film of stainless steel cleaner. Clean surface by wiping cloth parallel to the surface grain in a uniform pattern to ensure even spread of cleaner. 	<ul style="list-style-type: none"> • The plates, doors and handles should have a streak free clean appearance.



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Drink Fountains - Cleaning

• Procedures	• Standards
<ul style="list-style-type: none"> • Clean stainless steel with powder cleanser (DO NOT USE DRY), shake a little powder cleanser onto a wet cloth, fold over and rub to make a paste. • Clean the stainless steel surface with cleanser and cloth, taps, fittings and drain hole. Rinse away cleanser and wipe down with warm water. • Wipe the body of the drink fountain with warm water and detergent 	<ul style="list-style-type: none"> • Drinking fountains are to be clean and free of stains and mineral build up.



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Hand Washing

• Procedures

- Cross infection from soiled hands takes place as hands touch other surfaces. Hand washing as part of personal hygiene is essential.
- Hands are to be thoroughly washed with soap under running water. Lather several times and rinse under running water.
- For further information, refer to Environmental Services Department Procedure Manual Reference No 28.

Wash hands after USING THE TOILET

Wash hands after CLEANING TOILET ETC.

Wash hands after doing WASTE DISPOSAL

Wash hands after CLEANING PROCEDURES

Wash hands before MEALS



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Uniforms and Personal Appearance

• Procedures	• Standards
<ul style="list-style-type: none"> • Staff uniforms are to be clean and neat. Shoes to be clean and fully enclosed. • For safety reasons OPEN TOE SHOES ARE NOT PERMITTED within the Environmental Services Department • Clothing is contaminated through day to day duties, each time you brush against contaminated surfaces. The wearing of protective overgarments must be observed when working in isolation or protective isolation areas. All clothing worn in the Hospital should be freshly laundered to prevent the spread of organisms. • Washed, neat hair. Staff to take pride in personal appearance, ie. Look professional. 	<ul style="list-style-type: none"> • Clothing should not be soiled. Shoes must be free of dirt • Clean clothing to be worn each day.
<p>NOTE: For more detailed information, refer to Environmental Services Procedure Manual reference No 28.</p>	