

Diversey



Commit 2 Clean^{TM/MC}
Restroom Care Program





Commit 2 Clean^{TM/MC}

Restroom Care Program



Commit 2 Clean^{TM/MC}

Restroom Care Program

Table of Contents

.....

Restroom Cleaning Procedures	4-5
Process	6-8
Daily Cleaning Inside the Restroom	9-13
After Cleaning	14-15
Periodic Cleaning.....	16
Tools for Inspection of Restrooms	17
Restroom Q.A. Inspection Report	18
Restroom Care Needs Analysis	19-20

.....



Restroom Cleaning Procedures

Introduction:

Restrooms usually take up 5% of facility square footage and contain 20% of the soil but are the source of over 80% of maintenance complaints. A well-managed restroom care program is essential for positive facility image.

The Ten Key Learning Points of Restroom Care

- 1** Clean restrooms are critical to your health and image.
A clean-looking restroom is a key factor in the image and reputation of your facility. A sanitary restroom is vital to the health and well-being of everyone who visits it.
- 2** Restrooms, by nature, get dirty.
By design and function, many surfaces in the restroom collect soils and germs that need to be controlled.
- 3** Restroom care is a combination of programs.
Due to the array of surfaces, the range of soils encountered and the levels of clean to be achieved, you need a maintenance program that encompasses several different cleaning methods.
- 4** Restroom care also involves infection control.
A restroom can look clean but still be the home for dangerous germs. Your cleaning program needs to control these germs before they can harm the user before they can be transported outside the restroom walls.
- 5** You should have the right tools for the job.
Restroom cleaners come in many formulations, designed to fit the surface cleaned and the application. Products can include general purpose cleaners, disinfectant cleaners, toilet bowl cleaners, glass cleaners, floor cleaners and specialty cleaners, such as lime and scale removers.





Restroom Cleaning Procedures *cont.*

- 6** It's important to do things the right way.
These carefully formulated products have a strong effect only when used at the right concentration, on the right surfaces, in combination with the proper protocol.
- 7** It takes more than cleaning to create a healthy, hygienic restroom.
A healthy, hygienic restroom is also one in which the plumbing works; the fixtures are efficient, the dispensers and vending machines are kept supplied. A quality checklist will help you realize your restroom meets the high standards you want to project for your facility.
- 8** Don't play Chemist.
Mixing cleaning chemicals containing bleach for example, with other cleaning products may create dangerous chlorine gas. Become familiar with a product's directions and SDS before use. Follow its instruction and heed the warnings.
- 9** Clean in a way that makes sense.
It is almost always best to clean restroom surfaces from HIGH to LOW and from CLEAN to DIRTY. Using a consistent flow will reduce trips for supplies and avoid missing surfaces.
- 10** Do not cross-contaminate.
Use correct color cleaning cloth on appropriate surfaces as outlined by your facility. Be sure to change gloves if they become contaminated.

cleaned

	<input type="checkbox"/>	<input type="checkbox"/>	All floors
	<input type="checkbox"/>	<input type="checkbox"/>	Floor drain
	<input type="checkbox"/>	<input type="checkbox"/>	All showers

Document any repairs or replacement req

Toilets _____ Faucets _____ Soap Disp





Process

Equipment Checklist

Dispenser Refills	Cleaning Tools	Equipment	Cleaning Chemicals
Hand soap	Cleaning brush	175 swing machine	Air freshener
Hand towels	Cleaning cloths	Abrasive pad or brush	Acid bowl cleaner/ non-acid bowl cleaner
Odor control	Floor broom	Broom	Crème cleanser
Toilet tissue	Gloves	Duster	Disinfectant cleaner
Trash can liners	Mops, wringer and bucket	Dust mop and dustpan	General purpose/ multi-surface cleaner
Dispenser keys	Scraper or putty knife	Floor brush or pads	Grout rejuvenator
Urinal drips		"Wet Floor" signs	Heavy-duty cleaner
Urinal screens and blocks		PPE – Safety glasses and rubber gloves as required	Mirror/glass cleaner
Rim cages			Specialty cleaner
Sanitary products			Tub and tile cleaner

- 1 Wash hands
 - Wet your hands.
 - Dispense hand soap onto your hands.
 - Lather.
 - Scrub for a minimum of 15–20 seconds.
 - Backs of hands
 - Between fingers
 - Under fingernails
 - Rinse thoroughly with warm water.
 - Dry with paper towels.
 - Turn the faucet off by placing a clean, dry paper towel over the handles, so you don't recontaminate your hands.
 - Discard paper towels in the trash.
 - Hand washing should be conducted according to your facility's specifications.



Process *cont.*

- 2 Put on Personal Protection Equipment (PPE)
 - Use PPE that has been recommended on the label and SDS.

- 3 Assemble equipment
 - Check your cart's supplies and replenish if needed.
 - Don't forget "Wet Floor" signs.

- 4 Thoroughly rinse out all equipment

- 5 Mix/dispense cleaning solutions
 - Wear eye protection and other personal protective equipment as required by the chemical's SDS/label and your facility's specifications. Protect your eyes from splashing.
 - Always use cold or room temperature water when mixing the chemicals.
 - Be sure to follow label instructions when dispensing or mixing chemicals.
 - **Remember** — an accurately measured chemical solution is very important for effective cleaning and disinfecting.
 - Empty, clean and fill spray bottles and bucket.
 - Be certain that your spray bottles are correctly labeled.
 - Be sure to change cleaning solutions in the mop bucket when visibly dirty or according to your facility's procedures.





Commit 2 Clean^{TM/MC}

Restroom Care Program

Process *cont.*

- 6** Knock, announce yourself and prop open the door
- Knock on the restroom door and announce “Service.”
 - If no one is inside, you may start cleaning.
 - If the restroom is occupied, wait outside until the last user leaves.
 - Position the cart to prevent new entries without blocking those exiting.



- 7** Prop the door open while cleaning
- Place “Wet Floor” signs, so visitors will know that the restroom is being cleaned.





Daily Cleaning Inside the Restroom

- 1** Sweep floor
 - Pick up any solid wastes.
 - Use a floor scraper or putty knife to remove any items stuck to the floor.
 - Start at the farthest corner and work toward the door.
 - Sweep dry floor areas.
 - Pick up soils with a dustpan and brush just inside the doorway.



- 2** Apply toilet cleaner to INTERIOR of toilets and urinals
 - Start by flushing.
 - Next, lower the water level by pushing mop into trap area.
 - Make sure the product covers the whole interior.
 - Give the bowl cleaner/disinfectant time to work. Check your label directions for recommended contact time.
 - For rust, hard water or heavy buildup, you may need a more aggressive cleaner, like an acid bowl cleaner. (Use these cleaners on an as-needed basis or when doing restorative cleaning.)



- 3** Apply disinfectant to EXTERIOR of toilets and urinals
 - Spray the outside of the toilets and urinals (including the chrome, back wall area and floor immediately around the toilets and urinals) with a disinfectant cleaner.
 - Leave the disinfectant on these surfaces, so it has time to work.
 - Check your label directions for contact time.



- 4** Apply product to sinks and countertops
 - Give product time to work.



- 5** Clean frequently touched surfaces
 - Apply cleaners to cloth or use prewetted disinfectant wipes and wipe light switches, push plates, kick plates and doorknobs.





Daily Cleaning Inside the Restroom *cont.*

6 Fill dispensers

- Check and refill dispensers in a consistent order to avoid misses:
 - Hand soap. Odor control products (urinal drips, screens, rim cages, air fresheners, drain deodorizers).
 - Toilet tissue.
 - Paper towels.
 - Sanitary products



7 Empty trash

- Wear safety gloves.
- Remove the used liner by pulling straight up – for safety, don't press down on the trash. There may be sharp object in the trash bag that may cause injury if you push down on it.
- Tie the liner off at the top and remove from the trash can.
- Hold the liner away from your body.
- Place the liner in an approved disposal container.
- Spray the inside and outside of the trash can with a disinfectant cleaner and wipe dry, following label directions.
- Do not use this cloth for any other cleaning.
- Place a new liner in the trash can and return to the proper location.



8 Clean mirrors

- Spray glass cleaner on cloth, then wipe from high to low.
- Scrub to remove tough spots.
- Wipe dry to prevent spotting.



9 Clean and wipe dispensers

- Spray glass cleaner or disinfectant cleaner on a clean cloth.
- Clean the outside of the dispensers with the cleaner.
- Report any broken dispensers to your supervisor.





Daily Cleaning Inside the Restroom *cont.*

- 10** Wipe sinks and countertops
- Wipe down sinks and countertops with a clean cloth
 - Make sure to dry all chrome fixtures and plumbing to prevent spotting.
 - Use a crème cleanser to clean any heavy buildup. Be careful not to scratch the sink. Do not use on a countertop.
 - Allow to air dry.



- 11** Clean INTERIORS of toilets and urinals
- After the product has had the appropriate time to work, scrub the inside of the toilets and urinals with your bowl mop and flush.
 - Then rinse the bowl mop out in the clean running water of the toilet.
 - Be careful to return the toilet brush to your cart without contaminating other supplies.



- 12** Wipe EXTERIORS of toilets and urinals
- Never use the bowl mop, since this could cause cross-contamination.
 - Wipe down all plumbing pipes with a dry cloth to prevent spotting.
 - Dry the seat and lid of the toilet.



- 13** Spot clean walls
- Spot clean the stall partitions and walls by spraying cleaner on the cloth and wiping.
 - Wipe off with a damp cloth.





Daily Cleaning Inside the Restroom *cont.*

14 Clean showers and tubs

- Use multi-purpose restroom cleaner for removal of soap scum.
- A portable dispenser or pressure washer can be used to apply the shower maintainer in a large shower area.

Note: Heavy Usage Showers: You may need to use a brush to remove stubborn buildup.



15 Mop floors

- Make sure the “Wet Floor” sign is in the doorway.
- Damp mop the floor with a disinfectant, general purpose cleaner or deodorant digester/cleaner.
- Dip your mop into the cleaner solution and wring it out so that there’s no dripping.
- Apply the solution to the floor in a figure-eight motion. Start from the farthest corner and work towards the door.
- Overlap each stroke.
- Avoid splashing walls, baseboards or furniture.
- Turn mop over every 5–6 strokes (or sooner) as needed.
- Mop a 100 square foot area (10 tiles by 10 tiles) at a time and return to the bucket for clean solution.
- Remove “Wet Floor” signs only after the floor is dry.



Remember: If your floors are heavily soiled, increase the **TIME** the cleaning solution remains on the floor or use a floor tool to **AGITATE** and assist in the soil removal. Follow label directions for **CONCENTRATION** and **TEMPERATURE**.



Daily Cleaning Inside the Restroom *cont.*

16 Odor control

- Use an active enzyme drain maintainer, such as Diversey Stench & Stain Digester, in floor drain traps to keep drains running clear and eliminate sewer odors from backing up into the restroom.
- First application: Pour 1 pint or .473 liters of Diversey Stench & Stain Digester in floor drain for every 20 cu. ft. of capacity, then follow with one cup of warm water for every pint used.
- To maintain: Add 1 pint or .473 liters of Diversey Stench & Stain Digester to grease traps each week.
- Mop affected areas with Diversey Stench & Stain Digester to remove lingering odors and stains (e.g., urine stains, etc.). Check label directions for proper dilution rates.



Note: Do not spray Diversey Stench & Stain Digester into the air as an air freshener. Remove solid waste. Do not use hot water, bleach, disinfectants or chemical drain openers as these will reduce product performance.



Commit 2 Clean^{TM/MC}

Restroom Care Program

After Cleaning

1 Gather all supplies



2 Visual quality check

- Look the restroom over to make sure that you did not miss any tasks and that the restroom looks and smells clean.
- Pay particular attention to toilets and urinals, making sure that there are no puddles or damp spots.

3 Complete Restroom Q.A. Inspection Report

- Identify any repairs or replacement required.
- Identify any graffiti requiring paint or repair.



4 Remove “Wet Floor” signs AFTER floor is dry

- Remove your cart and close the restroom door.

5 Clean/check equipment

- Inspect for proper operation and any repairs required.





Commit 2 Clean^{TM/MC}

Restroom Care Program

After Cleaning *cont.*

- 6** Check supply closet
- Supply cabinet shelves should be cleaned and organized.
 - Launder or wash and hang mop heads to dry. Follow facility's laundry policy.
 - Clean buckets and wringers.
 - Refill spray bottles.
 - Clean trash receptacles.



- 7** Stock cart



- 8** Remove Personal Protective Equipment and wash hands





Periodic Cleaning

- 1** High dust
 - Check vents, tops of partitions and ledges daily.
 - High dust and clean as necessary.

- 2** Use acid-based toilet bowl cleaner on interiors of toilets and urinals if needed to remove buildup or stubborn stains

- 3** Foam down showers with foaming shower room cleaner, scrub if needed and rinse thoroughly
 - Identify any repairs or replacement required.
 - Identify any graffiti requiring paint or repair.

- 4** Clean discolored grout[≠]
 - Tile and grout may sometimes need additional attention when it has become discolored or stained. Apply tile and grout rejuvenator and let it work according to label directions.
 - When discoloration becomes impossible to remove, it may need to be re-grouted.
 - Start by cleaning tile and grout with the grout rejuvenator.
 - Agitate with a brush and allow to stand for 15 minutes.
 - Repeat agitation and rinse with clean, clear water using a scrubbing pad or mop.
 - Allow to dry.



Note: Tile and grout rejuvenator can be used on all tile surfaces such as floors, walls and countertops.



Tools for Inspection of Restrooms

To ensure that restrooms are properly cleaned and maintained, conduct frequent inspections of the restroom. This inspection can be done by the person cleaning the restroom or by supervisors. Generally speaking, employees are more critical of their work than supervisors. So in a perfect world, restrooms should be self-inspected. Occasionally the employees and supervisor will differ in their inspection results of a facility, and this lends itself to a discussion between the worker and supervisor.

The restroom Q.A. Inspection Report found on the following page can be used to inspect restrooms to make sure they meet the high standards required. Some of you may already be using a smartphone or tablet to perform your quality audits. The other use of this checklist is for the new employee who can use it to perform a self-check of his/her work. The Restroom Care Needs Analysis is used after the cleaning has taken place and is used as an audit tool throughout the day to ensure quality assurance.



Restroom Q.A. Inspection Report

Service Worker _____

Restroom _____

	Satisfactory	Unsatisfactory	
	<input type="checkbox"/>	<input type="checkbox"/>	All dispensers restocked, cleaned and working
	<input type="checkbox"/>	<input type="checkbox"/>	All trash receptacles emptied, cleaned and new liners inserted
	<input type="checkbox"/>	<input type="checkbox"/>	Mirrors cleaned
	<input type="checkbox"/>	<input type="checkbox"/>	All sinks and counters cleaned and disinfected
	<input type="checkbox"/>	<input type="checkbox"/>	All toilets and urinals cleaned, disinfected – inside and out
	<input type="checkbox"/>	<input type="checkbox"/>	All partitions, walls, door kick plates and light switches cleaned and disinfected
	<input type="checkbox"/>	<input type="checkbox"/>	All floors cleaned and disinfected
	<input type="checkbox"/>	<input type="checkbox"/>	Floor drains treated as needed
	<input type="checkbox"/>	<input type="checkbox"/>	All showers, tubs and faucets cleaned

- Toilets — Faucets — Soap Dispenser — Mirrors — Hand Towel Dispenser
- Urinals — Valves — Door Locks (Stalls) — Floor Drain — Toilet Paper Dispenser

Comments:

Supervisor Signature _____ Date _____



Restroom Care Needs Analysis

We recently made some changes in our care for the restrooms. Please let us know how we are doing.

 Male Visitor Female Employee/Tenant

1 I have used this restroom before. If **NO**, please skip to question #6

Yes

No

2 I have noticed an improvement in the cleanliness of this restroom.

Strongly Agree

Agree

No Difference

Disagree

Strongly Disagree

3 I have noticed an improvement in the cleanliness of this restroom.

 Toilets Urinals Sinks Floors Walls Countertops Not Sure

4 The restroom appears neater and more orderly.

Strongly Agree

Agree

No Difference

Disagree

Strongly Disagree

5 I noticed fewer unpleasant odors than before.

Strongly Agree

Agree

No Difference

Disagree

Strongly Disagree

6 Compared to restrooms in similar facilities, this restroom is cleaner.

Strongly Agree

Agree

No Difference

Disagree

Strongly Disagree

7 I believe that a clean restroom is a key indicator of a clean facility.

Strongly Agree

Agree

No Difference

Disagree

Strongly Disagree

8 Please add any comments: _____



Diversey has been, and always will be, a pioneer and facilitator for life. We constantly deliver revolutionary cleaning and hygiene technologies that provide total confidence to our customers across all of our global sectors. Led by Dr. Ilham Kadri, President & CEO, and headquartered in Charlotte, North Carolina, USA, Diversey employs approximately 9,000 people globally, generating net sales of approximately \$2.6 billion in 2016.

For more information, visit www.diverse.com or follow us on social media.