

City of Côte Saint-Luc

**GUIDELINES FOR THE CLEANING OF INDOOR
FACILITIES AND RECREATION PLAY APPARATUS**

Policies and Procedures

2010

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Maintenance Guidelines

Introduction

The City Maintenance staff plays an important role in the City of Côte Saint-Luc because they are responsible for assuring a safe, clean, sanitary, attractive and efficient environment in the facilities used by our residents and fellow staff.

In order to achieve desired results, maintenance operations must be well organized and well managed. The fundamental requirements of a successful maintenance program are:

- Qualified, dependable, motivated, and well-trained staff.
- Adequate supplies and equipment.
- Standardized performance expectations
- Excellent quality control

These guidelines have been provided to assist supervisors in their efforts to organize the maintenance staff at each facility to be consistent with the performance expectations at all facilities, and to serve as a reference for both staff and supervisors.

It is important that every maintenance employee understands the duties and tasks for which he/she is responsible. It is also important that as supervisors, there should be similar expectations for standards of cleanliness.

Welcome to the City of Côte Saint-Luc Maintenance Services

Vision statement

«The City of Côte Saint-Luc will be recognized as leaders in the field of municipal facility maintenance, ensuring that all cleaning and maintenance services will be carried out in a pro-active, responsive, cost-effective, environmentally conscious and service-oriented manner.»

Mission Statement

To ensure that the residents, employees and users of all City facilities are provided with a safe, clean, sanitary, attractive and welcoming environment, which helps the City to achieve excellence in the provision of its' services and activities.

Together, We Can Make a Difference

We welcome you to the City of Côte Saint-Luc, (here in after 'the City') and want to let you know we consider you a valued member of our organization. Your service is a vital link in the chain of providing quality facilities and programs to the residents and staff of the City.

We are a service industry and everyone is our customer. Let us all remember we serve residents of all ages, community volunteers, business leaders, fellow employees, elected officials, and many others. As we communicate with others, we must realize that we may be the first contact that our users may have when visiting our facilities. People may form their opinions about our services based on the kind of interaction they have with you. Each employee is a public relations ambassador for the City. Hence, we ask that

you make every effort when dealing with the public to use your 'common sense'.

As a maintenance employee you were hired by the City because of your abilities and talents. We hope your experience with our organization will be a long and rewarding one.

New Employee Orientation and training

The purpose of an orientation program is to familiarize each new employee with the policies and procedures for maintenance operations. Every new employee is required to successfully complete the following course of action.

- New employees shall be given a Maintenance Guidelines Manual immediately following their initial hiring. They must become thoroughly familiar with all information contained in this manual.
- New employees are assigned to work with experienced staff and will be given on-the-job training by a current employee. The performance of the new employee is monitored by the supervising manager.

Periodic workshops are given in order for maintenance staff to become familiar with up-to-date state-of-the-art methods, materials, and equipment. These workshops shall be conducted by maintenance suppliers and equipment vendors and or other experts in the field of maintenance operations.

Employees and their supervisors are expected to participate in all workshops and in-service training.

Successful completion of basic and/or advanced training sessions and satisfactory performance appraisals will be recognized in the employee's personnel file. Your direct supervisor will be responsible for updating this file with our Human Resources Department.

Basic training shall be required annually for all facility maintenance employees. Basic training will be provided in structured workshops and periodic 1 to 2 hour personal sessions. Basic training will include an

orientation session, review of the handbook, and hands-on training in the following areas of basic responsibilities;

1. Orientation and general concerns for maintaining a clean, sanitary, safe, and efficient facility.
2. Good communication skills and interaction with clients, staff, and the general public.
3. General cleaning techniques, procedures, supplies, materials, and equipment used in our facilities.
4. Concerns and instructions for reporting and handling suspicious and or hazardous conditions.
5. Knowledge of Safety, personal protective equipment, and precautions dealing with hazardous chemicals, blood borne pathogens, etc. (review of universal warning symbols)
6. Instruction on how to read a Material Safety Data Sheet (MSDS) The «Right to Know» - WHIMIS PROGRAM.
7. Proper cleaning and sanitation of restrooms.

Supervisors should participate in all basic maintenance training workshops and will attend an annual workshop for supervisors only.

«Implementing a new culture»

1. The waste of energy is a major concern due to the high costs of utilities. The elimination of wasted energy can be easily addressed by turning off lights in unoccupied rooms, by closing doors and windows to prevent incoming cold/hot air. By careful and consistent observation the maintenance staff can detect problems and report them promptly to supervisors for repair.
2. Maintenance staff should be conscious of the importance of proper use and care of equipment and materials. All equipment and materials should be used according to the recommendations of the manufacturer/supplier. Properly maintained and serviced equipment will do a better job and last longer. Materials should be used according to the supplier's recommendations to assure proper results and safety.
3. Minor repairs should be performed by the appropriate (maintenance, trades, etc.) staff as soon as the need is observed. Doors, windows,

hardware, plumbing, clocks, and all other components of the facility should be regularly observed for defects.

4. An adequate inventory of maintenance supplies, materials, and equipment should be stocked in all supply rooms in all City buildings. It is important not to overstock but at the same time not to run out of material.
5. Everyone should follow the prescribed procedures for dealing with occupational exposure to infectious disease and obtain training for the provision of protective barriers, proper disposal techniques, proper cleaning and hand washing procedures, and proper clean-up and disinfecting procedures.
6. Knowledge of the RIGHT TO KNOW – WHIMIS - standard and its impact on employees is vital. It is the responsibility of every employee to be totally informed and aware of all information on warning labels, to wear protective equipment and clothing when working with hazardous materials, and to follow prescribed procedures in order to assure their own safety and the safety of others. A Safety Manual shall be available on site at every facility and shall be accessible to all employees. The Manual shall include contact information to direct product questions, emergency contact for a hazardous event, data sheets for all products, and step-by-step instructions for proper use of each product, (including use, dilution, and disposal).

Environmental Purchasing – General Comments

PURPOSE/OBJECTIVES

The recommended direction is to encourage and increase the use of environmental products and services in the City. By including environmental considerations in purchasing decisions, the City can promote practices that improve public and worker health, conserve natural resources, and reward environmentally conscious manufacturers, while at the same time remaining fiscally responsible.

Objectives will be reviewed by direct supervisors of the maintenance staff in consultation with the City's Purchasing Department and shall be to:

- a. expand the purchase of environmentally preferable products;
- b. identify environmentally preferable alternatives;
- c. recommend as goals for the City operations, the adoption of alternative processes, where practicable, that will reduce the use/disposal of hazardous substances and will promote resource conservation; and
- d. collect and maintain up-to-date information regarding manufacturers, vendors, and other sources for locating/ordering environmentally preferable products.

NEED

Many products contribute to problems in the overall environment, including contamination of the air and water, and depletion of environmental resources. In some instances, products require special waste disposal and reporting procedures which can be cumbersome and expensive. Furthermore, employees using these products may be exposed to compounds that are potentially harmful to their health.

The City has an opportunity to serve as a community model for environmental leadership by incorporating a plan of action that will conserve precious resources such as water, raw materials, and energy, reduce the use of hazardous substances, and potentially improve the environmental quality of the region. By incorporating environmental considerations in public purchasing, the City can reduce its burden on the local and global environment, remove unnecessary hazards from its operations, protect public health, reduce costs and liabilities, and help develop markets for environmentally responsible products.

The Cleaning task group is aware that the evaluation and implementation phases of this recommendation will require changes in awareness, behaviours, practices and procedures. It is the Task group's intention to meet annually after implementation to monitor and evaluate the progress.

SPECIFICATIONS

Less Harmful and Non-Toxic Materials and Processes

- To the extent practicable, no cleaning or disinfecting products (i.e. for janitorial use) shall contain ingredients that are identified by the National Institute for Occupational Safety and Health as carcinogens, mutagens, or teratogens. Such products for examination shall include general purpose, restroom, glass, and carpet cleaners, disinfectants, floor care products, hand soaps, paper supplies for cleaning, and paper supplies for restrooms. The benefits of such practices include the fact that selecting products that do not contain environmental contaminants reduces the ecological impact of cleaning products that end up down the drain. Second, cleaning practices that take environmental principles into account improve indoor air quality for both the facility's users and the staff.
- The use of chlorofluorocarbon containing refrigerants, solvents and other products shall be phased out to accommodate the Montreal Protocol on Substances that Deplete the Ozone Layer, and national requirements. Each new purchase will comply with the protocol.
- Where possible, no detergents shall contain phosphates.

PERFORMANCE, PRICE, AND AVAILABILITY

Nothing contained in the above recommendation shall be construed as requiring a department or contractor to procure products that do not perform adequately for their intended use, exclude adequate competition, or are not available at a reasonable price in a reasonable period of time. The City is aware that there is an increased cost to purchase environmentally friendly products.

RECYCLING AND REFUSE

Our goal should be to continue reducing our waste while providing a clean and safe environment for our users and staff. We are committed to a successful recycling program.

All staff shall be provided with the current document, **I recycle, it matters.**

The following guidelines should be followed;

Recycling:

- Cardboard recycling should be mandatory. When boxes are emptied they must be flattened and safely stacked until taken to the recycling bins. Newspapers and magazines should also be disposed of in the cardboard bins.
- Recycling of waste paper from offices should be a shared responsibility of all staff.

Refuse:

- Reuse or recycle rather than dispose of material in dumpsters.
- All cardboard should be flattened and added to a cardboard recycling bin. NO CARDBOARD IN DUMPSTERS.
- If possible, flatten cans and plastic jars before adding to garbage.
- Tie garbage bags tightly to expel air prior to adding them to the garbage dumpsters.

Storage Requirements for Cleaning Products

- a. Containers should be securely closed when not in use.

- b. Storage areas that contain cleaning products should be fully ventilated.
- c. Custodial closets and storage areas should be kept clean and free of standing water.
- d. Used cloths and wet mops should be rinsed after each use; hung up to dry (do not leave wet items in sinks or buckets)
- e. Dispensing equipment that minimizes worker exposure should be used.

Cleaning Procedures

a. Reducing chemical use

The goal is to minimize occupant and worker exposure to aggravating or harmful chemicals released into the indoor environment during cleaning processes. Particular attention is given to floor maintenance procedures that minimize or eliminate chemical use.

- i. Apply durable floor finishes; deep-scrub with floor cleaner and re-coat finish as necessary (avoid the use of floor strippers)
- ii. Scrub floors regularly to remove dirt and embedded marks in floor finishes (to reduce the need for stripping); perform floor scrubbing when students and other occupants are not present in the immediate area
- iii. Ensure cleaning schedule meets actual needs to avoid redundant cleaning
- iv. Use microfiber mops and cloths that do not require application of chemicals, and which reduce the use of disposable paper towels
- v. Spot clean with scouring pad first; use cleaning solution only as required

- vi. Use a solution of 4 oz. vinegar to 4 gallons cold water for rinsing

b. Product dilution

- i. Dilute all concentrated cleaning chemicals per manufacturer recommendations for each application
- ii. Use lowest concentration possible for each application

c. Reducing dust and dirt

Effective dusting, dust mopping, and vacuuming thoroughly captures dust particles and prevents them from circulating into the air, moving to other surfaces, or being draw into ventilation equipment.

- i. Provide roll-up mats at each outside door; vacuum and spot clean roll-up entrance-way mats daily and use carpet extractor with wand attachment weekly – proper and frequent entryway cleaning reduces outdoor contaminants from being spread throughout the building, which extends the longevity of the flooring systems and reduces the need for floor maintenance tasks (such as stripping and applying additional coats of floor finish)
- ii. Replace mats when there is visible surface wear
- iii. Vacuum or damp-mop instead of sweeping
- iv. Use vacuum cleaners that meet the standards for CRI Green Label
- v. Change vacuum bags when they are 3/4 full; check bags prior to each use
- vi. Use a damp cloth or microfiber cloth to remove dust

- vii. Use burnishers or high-speed buffing machines that are equipped with vacuum attachments and dust prevention skirts.

d. Reducing microbial growth

- i. Wet-cleaning equipment for carpets should have high-quality extractors that leave carpeting dry to prevent microbial growth
- ii. Apply disinfectants where/when required; allow 3-5 minutes for disinfectant to take effect prior to cleaning.
- iii. Use all purpose cleansers instead of bleach to remove microbes.
- iv. Change micro-fiber mops and cloths on a regular basis; at a minimum, replace mop heads and cloths daily, wash and rinse thoroughly after each use, or when they smell or show visible dirt, even when rinsed thoroughly.
- v. Ensure that mops are allowed to dry completely between uses; mops should be hung in janitorial closet on hooks provided, not stored in buckets or slop sink.
- vi. Clean areas where water collects or condenses.

e. Restroom cleaning

Effective restroom cleaning procedures remove harmful germs and bacteria that may be present on door handles, fixtures, walls, floor and floor drains, and other surfaces. All of these must be cleaned and disinfected regularly to prevent the spread of contagious illnesses. Since restrooms are heavily used, there must be a schedule to ensure that they are refreshed frequently. Refresher schedules shall include restocking of hand soap, toilet paper, and paper towels, as well as spot cleaning where required.

- i. Clean daily all floors, counter-tops, basins, toilet partitions, toilets, urinals, light switches, mirrors, door pulls/knobs, and showers.

- ii. Disinfect floors, counter tops, basins, toilets, urinals, and showers daily (after cleaning).
- iii. Ensure floor drains are operating properly.

f. Food preparation and eating areas

- i. Clean daily all: floors, counter tops, basins, appliances/equipment, light switches, and door knobs. The inside of all fridges containing food must be thoroughly washed on a weekly basis.
- ii. Disinfect floors, counter tops, and basins daily (after cleaning)
- iii. Clean all surfaces that come in contact with food preparation after each meal or use; keep free of food scraps and debris
- iv. Clean all washing areas and appliances, including cooking and eating utensils, after each meal or use
- v. Clean tables and chairs (top and underside) after each meal or use; disinfect after cleaning
- vi. Keep floors clean, free of food scraps, debris and any signs of bio-contamination; clean at least once daily
- vii. Ensure floor drains are operating properly and odour-free; flush clogged drains with hot water to remove clog
- viii. Trash receptacles are to be tightly covered and emptied at least once daily (or when full); do not allow trash to overflow
- ix. Inspect all food preparation and eating areas for evidence of insects, rodents, or bio-contamination (such as mould)

g. Prohibited Practices

- i. Do not mix products that contain chlorine (or chlorinated compounds) with those that contain ammonia

h. Cleaning Frequency Schedule and Checklist

Checklists attached to cleaning carts shall be completed by the appropriate maintenance staff designated to that building on a daily basis.

i. Disposal Requirements

- a. Excess product
 - a) Use all cleaning products until containers are completely empty
 - b) Use products with expiration dates prior to expiration
 - c) Dispose of all excess product in accordance with manufacturer instructions

Guidelines to review for Children's programs and play apparatus

Responsible organizations are making stringent efforts to establish plans covering the diligent cleaning, maintenance, and sanitizing of moveable fitness and exercise equipment, play apparatus within their sports and recreation facilities, and various other items that must be addressed.

We take pride in the City knowing that we make every effort to safeguard the health of our employees as well as all facility and program users.

General Guidelines:

- Ensure all children wash hands after using the washroom and before eating any food.
- Ensure all children wash hands after coming inside from outdoor play.
- Ensure any toys in contact with a child who has a cold are removed from play.
- Ensure proper maintenance is carried out in washrooms using disinfectant solutions.
- Ensure that any lunches requiring refrigeration must be refrigerated at a temperature below 40°F – A thermometer should be installed in every fridge to monitor temperature.

- Ensure at all cooking classes that all counters, cutting boards, etc. are washed and sanitized after each use.
- Ensure that tables and chairs which come into contact with food are washed and sanitized with a disinfectant spray solution.
- If children are napping on mats, ensure all mats are covered by a sheet or washable blanket, using the same mat for the same child each day.
- Ensure children who are napping are placed alternately head to foot, 24'' apart.

Toys and Children's Equipment

- Toys and art supplies shall be made of safe, non-toxic, durable, cleanable materials.
- Any soft cloth toys shall be machine washable; hard toys should be washed in a bleach-based solution and then rinsed thoroughly.
- Toys and any other play equipment shall never be stored in restrooms.

Personal Belongings:

- Separate identified storage areas should be provided for each child's personal effects and clothing. Individual lockers, coat hooks, and closet space should be provided for storage of coats, hats, and other personal belongings.
- Staff members' personal effects and clothing shall always be stored separately and inaccessible to children.

Staff Hand washing. Hygienic practices:

- All staff must wash hands immediately upon arrival at work.
- All children must wash hands immediately upon arrival...after visits to the washroom, upon returning indoors from outside activities,...etc

Frequency for Cleaning;

- Toys that are not mouthed or otherwise contaminated by body fluids shall be cleaned and sanitized once a week or whenever visibly soiled.
- Toys that are placed in a child's mouth or contaminated by body fluids should be cleaned daily with anti-bacterial wipes.

Guidance on Preparing Workplaces for a possible Influenza Pandemic

In the event of an influenza pandemic, employers will play a key role in protecting employees' health and safety as well as in limiting the impact on the economy and society. Employers will likely experience employee absences, changes in patterns of commerce and interrupted supply and delivery schedules. Proper planning will allow employers in the public and private sectors to better protect their employees and lessen the impact of a pandemic on society and the economy.

This guidance is intended for planning purposes. Additional guidance may be needed as an actual pandemic unfolds and more is known about the characteristics of the virulence of the virus, disease transmissibility, clinical manifestation, drug susceptibility, and risks to different age groups and subpopulations. Employers and employees should use this planning guidance to help identify risk levels in workplace settings and appropriate control measures that include good hygiene, cough etiquette, social distancing, the use of personal protective equipment, and staying home from work when ill.

To reduce the impact of a pandemic on your operations, employees, customers and the general public, it is important for all businesses and organizations to begin continuity planning for a pandemic now. Lack of continuity planning can result in a cascade of failures as employers attempt to address challenges of a pandemic with insufficient resources and employees who might not be adequately trained in the jobs they will be asked to perform. Proper planning will allow employers to better protect their employees and prepare for changing patterns of commerce and potential disruptions in supplies or services.

Examples of work practice controls include:

Providing resources and a work environment that promotes personal hygiene. For example, provide no-touch trash cans, hand soap, hand sanitizer, disinfectants and disposable towels for employees to clean their work surfaces.



- Providing employees with up-to-date education and training on influenza risk factors, protective behaviours, and instruction on proper

behaviours (for example, cough etiquette and care of personal protective equipment).

Steps every employer can take to educate staff and help reduce the spread of germs

- Encourage employees who are ill to work from home rather than come to the office.
- Encourage your employees to wash their hands frequently with soap and water or with hand sanitizer if there is no soap or water available.
- All employees should wash their hands or use a hand sanitizer after they cough, sneeze or blow their noses. It is also important to wash hands after 'shaking many hands' at various activities, events, etc.
- Provide customers with trash receptacles and with a place to wash or disinfect their hands.
- Keep work surfaces, telephones, computer equipment and other frequently touched surfaces and office equipment clean. Be sure that any cleaner used is safe and will not harm your employees or your office equipment.
- Minimize, when possible, where groups of people are crowded together, such as in a meeting. Use e-mail, phones and text messages to communicate with each other.
- Reconsider all situations that permit or require employees, customers, and visitors (including family members) to enter the workplace. Workplaces which permit family visitors on site should consider restricting/eliminating that option during an influenza pandemic. Work sites with on-site day care should consider in advance whether these facilities will remain open or will be closed, and the impact of such decisions on employees and the business.
- Promote healthy lifestyles, including good nutrition, exercise, and smoking cessation. A person's overall health impacts their body's immune system and can affect their ability to fight off, or recover from, an infectious disease.



CLEANLINESS STANDARDS

Carpets	• Clean and even appearance – not in need of deep cleaning
	• Free of gum
	• Free of brownout
	• Free of debris
	• Free of stains
Ceilings	• Ceiling tiles in good repair
	• Free of debris or cobwebs
	• Free of dust, soil or dirt
Counters	• Backsplashes free of soil / dirt / streaking
	• Clear and even shine (if polish is appropriate)
	• Free of detergent streaking
	• Free of dust, soil or dirt
Cupboards	• Free of detergent streaking (inside if unlocked)
	• Free of dust, soil, dirt or fingerprints
Dispensers	• Filled
	• Free of dust, dirt or soap drippings
	• Paper dispensers free of buildup underneath
	• Shiny and free of marks or smudging
	• Dispensers in good repair
Equipment	• Brooms free of dirt buildup and odor
	• Dust mops free of debris, dirt buildup and odor – includes handles

	• Machines free of dirt buildup – neat and tidy in appearance
	• Machines in good working order
	• Pails free of dirt, soiling and odor – including floor finish
	• Utility carts free of dirt, soiling and odor – including wheels
	• Wet mops free of soil and bacterial odor – including handles
	• Wringers free of dirt, soiling and odor – including floor finish

CLEANLINESS STANDARDS (con't.)

Flooring & Stairs	• Baseboards free of dirt, debris and finish streaking
	• Corners free of dirt, debris, polisher swirls (technique, mopping)
	• Baseboard covering free of dirt, debris, finish buildup and finish streaking
	• Door jambs free of dirt and debris
	• Drains free of dirt, debris and floor finish
	• Edges under or between counters, heating units free of dirt and debris
	• Finish free of cloudiness, discoloration or detergent streaking
	• Finish free of imbedded dirt (technique – finishing over dirt)
	• Finish free of imbedded lint or dust (technique)
	• Finish free of patchiness or streaks – even appearance
	• Finish in traffic lanes are consistent across floor
	• Finish shine able to show defined shadows (depth to shine)
	• Finish free of burnisher or polisher blackening or swirling (technique)
	• Floor free of dust and loose debris
	• Floor free of finish buildup or ground in dirt
	• Floor free of gum or tape
	• Floor free of marks, scratching, or scuffs
	• Floor slippery-free (oil mop treatment, etc.)
	• Grouting free of dirt buildup, soil or staining
	• Grouting in good repair – not pitted or chipped out
• Metal plates and door stops free of dirt, debris and floor finish	
• Stair nosing free of dirt and finish buildup	

Furniture	• Clear and even shine and free of detergent streaking
	• Free of dust, dirt, graffiti, rust
	• Free of finish splashing and mop strands (bottom or legs) (plastic, metal, wood)
	• Free of soil and debris under legs and boots

Garbage	• Receptacles emptied and free of odors
	• Receptacles free of dirt and stains inside and out
	• Receptacles bags replaced as needed

Heating Units & Vents	• Air filters replaced if plugged
	• Boiler housekeeping pads free of dirt and grime

CLEANLINESS STANDARDS (con` t.)

Lights	• Diffusers clear
	• Fixtures free of soil, dirt, insects, or debris
	• Fixtures in good repair
	• Lights shut off when not in use
	• Lights working – none burned out

Lockers	• Free of detergent / disinfectant residue
	• Free of dirt and debris, inside & out including graffiti, tape & stickers
	• Free of odor

Mirrors	• Free of streaks, dirt and marks – even shine in appearance
	• In good repair

Outdoors	• Flower beds weeded
	• Garbage cans emptied
	• Garbage removed from around immediate building
	• Sidewalks, landings and steps free of dirt, debris, snow and ice
	• Playgrounds free of debris

Mechanical and Storage Rooms	• Boiler room clean, neat and orderly
	• Mechanical rooms clean, neat and orderly
	• Store rooms clean, neat and orderly
	• Utility rooms clean, neat and orderly

Shelving & Ledges	• Free of detergent streaking
	• Free of dust (shelves and books)

	<ul style="list-style-type: none"> • Free of soil / dirt / debris /stains
Showers	<ul style="list-style-type: none"> • Clean floors, walls, ceilings & fixtures
	<ul style="list-style-type: none"> • Drains free of debris
	<ul style="list-style-type: none"> • Fixtures shiny and free of smudges and marks
	<ul style="list-style-type: none"> • Free of alkali buildup, dirt and stains

CLEANLINESS STANDARDS (con`l.)

Sinks & Fountains	<ul style="list-style-type: none"> • Free of dirt and staining throughout, including edges and trim
	<ul style="list-style-type: none"> • Overflow openings free of dirt and bacterial buildup
	<ul style="list-style-type: none"> • Pipes free of dust, dirt and shiny in appearance (if stainless or chrome)
	<ul style="list-style-type: none"> • Shiny, not dull in appearance
	<ul style="list-style-type: none"> • Taps and fixtures shiny and free of marks and smudging
	<ul style="list-style-type: none"> • Free of dirt buildup under sinks and fountains

Stair Rails	<ul style="list-style-type: none"> • Free of dirt
	<ul style="list-style-type: none"> • Metal polished and free of smudges and marks

Toilets & Urinals	<ul style="list-style-type: none"> • Bases free of dirt buildup or staining, including capping for bolts
	<ul style="list-style-type: none"> • Behind toilets free of dirt, buildup or debris
	<ul style="list-style-type: none"> • Bowls free of hard water stains and/or urine stains
	<ul style="list-style-type: none"> • Bowls rims free of dirt or bacterial buildup
	<ul style="list-style-type: none"> • Free of urine odor
	<ul style="list-style-type: none"> • Seats free of disinfectant residue and/or urine spots, top and bottom
	<ul style="list-style-type: none"> • Tanks free of dirt, soil, or marks and enamel is shiny in appearance

Walls & Doors	<ul style="list-style-type: none"> • Cinder block pores and grouting free of dirt / body fat buildup
	<ul style="list-style-type: none"> • Door frames free of dust, dirt or stains
	<ul style="list-style-type: none"> • Door kick plates free of cleaning damage or marks and are shiny
	<ul style="list-style-type: none"> • Door knobs shiny and free of smudges and dirt
	<ul style="list-style-type: none"> • Even in appearance – not showing rub marks from spot removal

	<ul style="list-style-type: none"> • Free of detergent streaking, dirt or dust, graffiti, marks, spots, fingerprints or stains • Grouting free of dirt and staining – consistent in appearance • Hand plates free of cleaning damage, dirt, smudges, or marks and are shiny • Switches free of marks, smudges and dirt buildup
Upholstery	<ul style="list-style-type: none"> • Clean and even appearance – not in need of deep cleaning • All surfaces and crevices free of debris, brownout, gum, stains
Windows	<ul style="list-style-type: none"> • Frames free of dirt and stains • Free of cloudiness, marks – clear and shiny • Curtains, blinds free of dust, soil /dirt and stains

Task Group

Harold Cammy, Manager, Sports and Facilities

Lisa Milner, Manager, Administrative Services, Library

Ryan Nemeroff, Section Manager, Leisure Services

Catherine Paradis, Secretary, Public Works

Gilles Pelletier, Manager of Financial Operations (former employee)

Melaine Selby, Coordinator of Administrative Services, EMS

Brad Horner, Marketing and Special Events Coordinator, Public Affairs and Communication

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