



A LEGACY OF ENVIRONMENTAL STEWARDSHIP...



...NOW AVAILABLE IN A SINGLE COMPREHENSIVE PROGRAM

HEALTHY HIGH PERFORMANCE CLEANING



## HEALTHY HIGH PERFORMANCE CLEANING PROGRAM





Just imagine where we would be today without the means to remove harmful and unwanted contaminants from our buildings. Contaminants like bacteria, viruses, molds and fungi can adversely affect human health. Common dirt, dust and soils can be contaminated with pesticides and other chemicals.

Without a doubt, cleaning is enormously important to protect our health as well as the buildings in which we live and work.

*This manual was developed with the help and support of Stephen P. Ashkin of The Ashkin Group and in consultation with Green Seal.*



## HEALTHY HIGH PERFORMANCE CLEANING PROCEDURES





Healthy High Performance Cleaning takes traditional cleaning beyond appearances with procedures designed to make your building the safest, healthiest and cleanest it has ever been. The first step is understanding that cleaning plays a huge role in the health and safety of a building's occupants. Cleaning also directly affects the asset value of a building. The next step is putting what you know into practice.





## OVERVIEW

Cleaning is the process of locating, identifying, containing, removing and properly disposing of an unwanted substance from a surface or environment.<sup>7</sup> Healthy High Performance Cleaning is a process that reduces any negative impact of cleaning on health and the environment. While product selection is important, procedures for a Healthy High Performance Cleaning program are equally important, and perhaps more so. This section elaborates on those important procedures in 14 key areas:

- People with Special Needs
- Dusting and Dust Mopping
- Entryways
- Floor Care
- Carpet Care
- Restrooms
- Food Areas: Cafeterias, Break Rooms, Etc.
- OSHA Blood-Borne Pathogen Standard
- Measuring / Diluting Concentrated Cleaning Products
- Indoor Plants
- Integrated Pest Management
- Recycling
- Spills
- Trash

The issue of product preferability is not one of “good” new products versus “bad” traditional products. Rather the issue is defined as opportunities to reduce impact on health and the environment. When addressing procedures for a Healthy High Performance Cleaning program, the same approach must be followed.

In general, Healthy High Performance Cleaning procedures are similar to traditional procedures. The differences are more a matter of focus than technique. This section discusses source reduction and pollution prevention strategies in addition to specific opportunities to modify traditional procedures to reduce impact on health and the environment.

With the use of any cleaning chemical or janitorial equipment, it is important that appropriate personal protective equipment (PPE) be used and product directions followed. Furthermore, proper disposal of all cleaning wastes is required.

## SPECIFIC PROCEDURE MODIFICATIONS

The first issue to be addressed is modifying the cleaning program to accommodate people with special needs within the building. This issue not only emphasizes the focus on protecting health, it also epitomizes the focus of a Healthy High Performance Cleaning program. This includes the need to identify the most vulnerable population and the method for designing programs to create the healthiest environment.



<sup>7</sup> Cleaning for Health: Protecting the Built Environment, Michael A. Berry, Ph.D., Tricomm 21st Press, Chapel Hill, NC, 1993.





## A. PEOPLE WITH SPECIAL NEEDS

### Action Items:

1. Identify those building occupants with individual needs and sensitivities.
2. Develop a plan to address the individual needs of people with sensitivities.
3. Modify procedures and / or cleaning schedules as necessary to accommodate their individual needs.
4. Address ventilation requirements to help mitigate the problems with airflow.
5. Communicate cleaning plans to building occupants.

One of the primary goals of a Healthy High Performance Cleaning program is to protect the health of building occupants. This is done in many ways including the identification and removal of harmful contaminants, such as particulates, mold spores, bacteria and viruses. And while the cleaning process can reduce exposure to these and other harmful contaminants, unfortunately, the process of cleaning and the cleaning products themselves can adversely affect the health of building occupants. This is especially true for those who are very sensitive to odors, those with pre-existing health conditions such as asthma and allergies, those with reduced immune systems such as those recovering from cancer, and other health conditions.

For certain individuals, accommodations must be made relative to cleaning activities, noise levels, dust, etc. Some occupants may be very sensitive to the fragrances of cleaning products. Reported sensitivities may not even be caused by cleaning products but rather sensitivities to pet allergens from guide dogs and even from the allergens brought into the building from co-workers' household pets. Understanding the sensitivities is essential for accommodating the occupants. In some cases, the time of day that cleaning takes place may need to be altered; in other cases, occupants who are reacting to their co-workers may need to be relocated to other areas within the building. When relocating the individual or reconfiguring the workspace is necessary, this should be addressed by building management. In many situations these issues cannot be resolved by the cleaning contractor, but requires everyone, including the affected individual, to work together to achieve the best outcome.





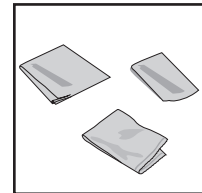
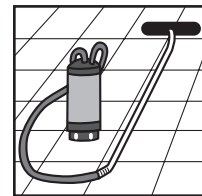
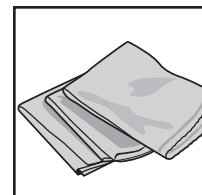
## B. DUSTING, DUST MOPPING AND VACUUMING

Traditional dusting and dust mopping techniques frequently move dust and other contaminants from one area to another, such as from a bookshelf to the floor. It is important to recognize that moving the dust from one place to another wastes labor and reduces efficiencies. Dusting and dust mopping activities that do not capture soils completely stir them into the air where people can then be exposed to the particles.

### DUSTING

#### HHPC Requirements (cloth or vacuum)

1. Use only dusting tools that capture and remove the dust.
2. Micro-fiber, lint-free dusting cloths and vacuums are preferred instead of feather duster.
3. It is preferable to use vacuum cleaners that meet the Carpet & Rug Institutes (C&RI) Green Label Program and be fitted with appropriate bags and HEPA filters.
4. Always use a folded cloth and be sure to refold when full of soil. Refolding provides more cleaning surface area and maximizes use of the cloth.
5. Minimize the use of dusting chemicals and if required use water or water based dusting chemicals. See the Janitorial Selection Guide.



#### Dust (micro-fiber cloth)

1. Gather equipment.
2. Wear personal protective equipment per label directions.
3. Be sure to use appropriately sized attachments if using a vacuum.
4. Dust from top to bottom.
5. Be thorough and get hard to reach areas.
6. Never move personal items.



<sup>8</sup>Information on the Carpet & Rug Institute's Green Label Program can be found at [www.carpet-rug.com](http://www.carpet-rug.com).

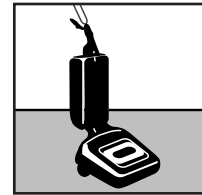
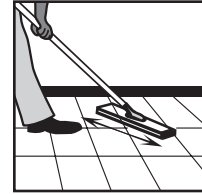




## DUST MOPPING AND VACUUMING

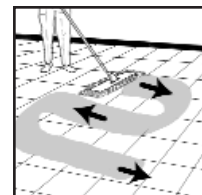
### HHPC Requirements

1. A micro-fiber flat mop is preferred over a dry or chemically treated cotton mop.
2. If using a micro-fiber mop, choose the widest mop possible taking into consideration the area, obstructions, unevenness of the floor, etc.
3. If using a vacuum, be sure to use a wide area hard floor attachment to maximize soil removal and to minimize labor.
4. C&RI's Green Label Program and HEPA filters are preferred for vacuums.



### Dust Mopping (mop or vacuum)

1. Assemble equipment and supplies.
2. Put on appropriate personal protective equipment, as stated on the product label and MSDS.
3. Using a putty knife, carefully remove any gum or other debris stuck to the floor.
4. Start from a far corner and work toward the door.
5. When using a micro-fiber flat mop, use a continuous motion, without lifting the mop from the floor.
6. Typically begin next to the wall. When turning, pivot so that the leading edge remains the same. Overlap the previously mopped path by 2 to 4 inches to ensure complete coverage.
7. When completely finished, pick up the collected debris using a counter brush and dust pan or vacuum.
8. When the micro-fiber no longer attracts soil, it will need to be laundered. Vacuum bags should be checked periodically and changed out when they become half-full.



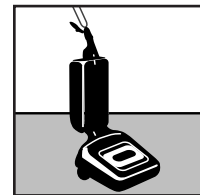
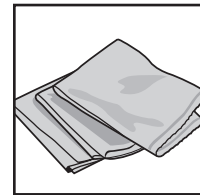
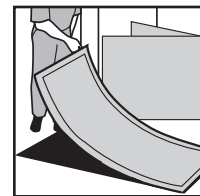


### C. ENTRYWAYS

Entryways are the first line of defense in limiting contaminants from entering buildings. Therefore, special effort should be focused in these areas to keep the contaminants out of the building. Proper maintenance of entryway systems can increase the life of the flooring systems (carpet, stone, resilient tile, etc.). From an economic and safety standpoint, a proper entryway maintenance program stops dirt at the door and will reduce floor care labor used to maintain floor finishes and sealers. Appropriate walk-off entry mats reduce liability and costs associated with people slipping and falling as a result of wet, dirty floors particularly during inclement weather or from excessive amounts of dirt and grit build up.

#### HHPC Requirements (cloth or vacuum)

1. Use high quality walk-off matting outside and inside the entry. See your local matting professional. Some considerations include:
  - Mats with non-porous backing that inhibit mold and mildew growth within the backing.
  - Fire retardant rating that exceeds DOC-FF1-70, like NFPA-253 Class I and II.
  - Electrostatic Propensity levels of less than 2.5 KV.
2. Ensure that interior matting is at least 12 to 15 feet in length; especially during inclement weather.
3. Ensure that mopping solutions are mixed accurately and changed when dirty.
4. Preference is to use micro-fiber wiping clothes and flat mops.
5. Use vacuums that meet the certification standards under the Carpet & Rug Institute's Green Label program. Check and change bags and filters as needed (as often as necessary depending on the amount of soils).
6. When using ice-melting products it is preferable to use compounds that do not contain sodium chloride.





### Entryway Maintenance Procedures (Daily)

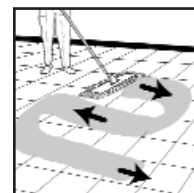
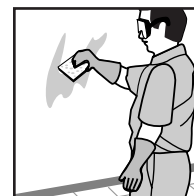
#### Exterior

1. Empty and clean trash cans and ash urns.
2. Clean doors, door handles, and kick-plates with appropriate cleaner.
3. Sweep exterior sidewalk and vestibule with a high quality push-broom or mechanized sweeper or vacuum.
4. Vacuum entryway matting.



#### Interior

5. Clean walls, doors, door-handles, push plates, and kick-plates.
6. Vacuum matting in both directions.
7. Dust mop or vacuum entryway flooring.
8. Repeat more frequently if heavy soil is present.

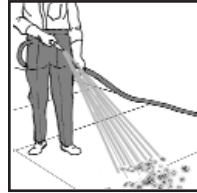
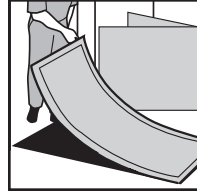




## Entryway Maintenance Procedures (Periodic)

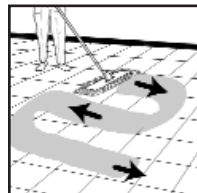
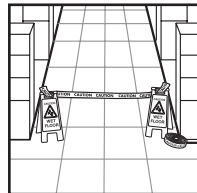
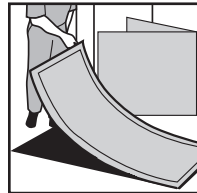
### Exterior

1. Roll up and remove matting if possible.
2. Sweep underneath matting.
3. Clean washable entryway mats with high-pressure washer.
4. Reinstall matting once entryway is dry.



### Interior

1. Roll up and remove matting.
2. Place wet floor signs and caution tape.
3. Damp mop entryway.
4. Remove wet floor signs and caution tape when the area is dry.



**Note:** Periodic procedures should be repeated as needed based on weather conditions and soil loads.





#### D. FLOOR CARE

The procedures for floor care in a Healthy High Performance Cleaning program are similar in most instances to those of a traditional program. Beyond the traditional issues, floor care in a Healthy High Performance Cleaning program addresses the selection of the procedures themselves. The life cycle assessment of the selected finish should factor in the durability and the frequency of stripping and recoating.

In a Healthy High Performance Cleaning program the primary effort should be a pollution prevention strategy, or one that minimizes the need to strip and recoat a floor. Thus, a specific focus should be on preventative measures, such as:

- Keep outside entryways clean to prevent soils from being tracked into the building. This may include sweeping, use of a power sprayer, etc.
- Use matting systems at all entrances to capture soils and moisture from shoes. It is preferable that the mats be large enough for each shoe to hit the mat two times (typically a minimum of 12 to 15 feet).
- Frequent vacuuming of entryway mats and grating systems.
- Frequent dust mopping of resilient tile floors or vacuuming, especially close to entryways and other sources of particulates (i.e. near copier rooms).
- Periodically clean under floor mats to reduce the potential for moisture to lead to bacterial and fungal growth. When floor mats get wet, replace them with clean dry mats.
- An intensive cleaning and frequent cleaning of the entryways to capture soils at the entryway rather than to remove it after it has spread throughout the entire building.





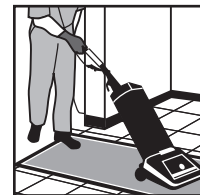
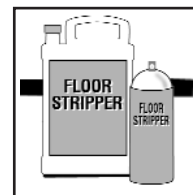
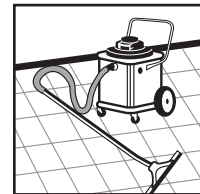
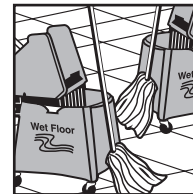
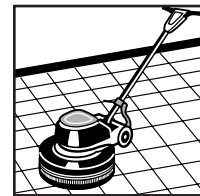
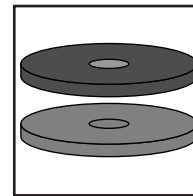
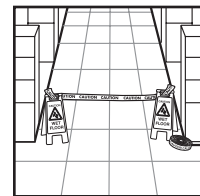
## Floor Stripping

### HHPC Requirements (floor stripping)

1. Notify occupants beforehand if a strip-out is scheduled.
2. Select environmentally preferable product as outlined in the Janitorial Products Selection Guide. Mix and use products according to label directions.
3. Ventilate area and building during and after stripping.
4. Especially when stripping floors, it is preferable to conduct these activities on a weekend or some other extended time period when occupants will not be in the building. This allows maximum time for the building to be ventilated (flushed with fresh air) prior to the return of the occupants.

### Floor Stripping Procedures

1. Prep the area by placing wet floor signs, caution tape and other blockades around area to be stripped.
2. Assemble equipment and supplies.
  - Assemble two mop heads and handles. If not color coded, label "Strip Mop" and the other "Rinse Mop."
  - Assemble two mop buckets and wringers. Label one bucket "Strip" and the other "Rinse."
  - Place the appropriate stripping pad on the rotary floor machine. Fill the strip bucket with hot water unless the product label recommends cold and mix with stripper. Fill the rinse bucket with clean, cold water.
  - Place all equipment in the area where the work will begin.
3. Remove free standing objects. Vacuum and remove walk-off mats.



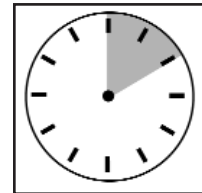


Healthy High Performance Cleaning Program

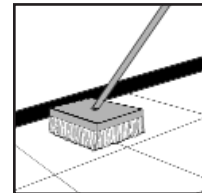
4. Dust mop or vacuum the area. Remove all gum and other sticky residue from floor with putty knife.
5. Apply foaming stripper to baseboards, if necessary. Prepare to control liquid flow.



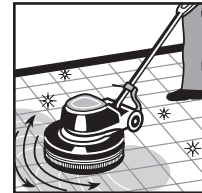
6. Apply stripper to floor. Dip "Strip" mop into "Strip" bucket. Lift mop allowing excess to drip into bucket. Apply to floor. Apply sufficient solution, but be sure not to over wet which may lead to solution traveling under doors or onto carpet. Outline a 10 x 10 foot area and fill in using an overlapping pattern. Let solution dwell for 5 to 10 minutes. Do not allow solution to dry. Re-apply as necessary to keep floor wet.



7. Use edging tool to loosen finish close to baseboards and corners.



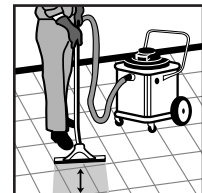
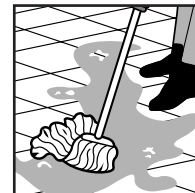
8. Scrub the floor with a rotary floor machine after the stripping solution has had time to work. Scrub across the work area retreat as necessary.



9. Check your progress. If any floor finish remains, apply more stripper and increase dwell time. Don't let floor dry.

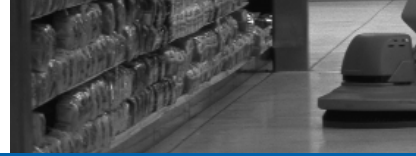


10. Rinse the floor using the "Rinse" mop and bucket. Use a floor squeegee to manage the slurry.
11. Pick up slurry with wet vac or mop and bucket.
12. Rinse the floor again with clean cold water.



13. When the floor dries, rub your hand over it. If there is residue on your hand, you must rinse again.
14. Once the floor is dry and free of residue and glossy areas (sign of finish or sealer), it is ready to be coated.



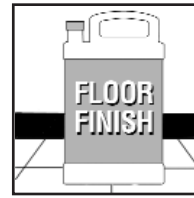
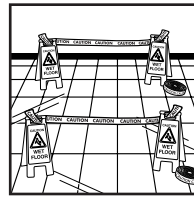


### HHPC Requirements (floor finish / sealer application)

1. Apply finishes or sealers with a clean rayon mop head.
2. Use clean buckets with clean wheels.
3. Line bucket with fitted trash liner.
4. Use finish or sealer as recommended in the Janitorial Product Selection Guide.
5. Apply even coats.
6. Don't force dry finish with a fan.

### Finish / Sealer Procedures

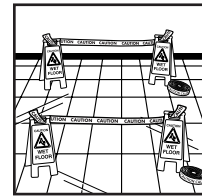
1. Assemble equipment and supplies.



2. Put on appropriate Personal Protective Equipment, as stated on the product label and MSDS.



3. Post Wet Floor signs and blockades.



4. Prepare mop and bucket.

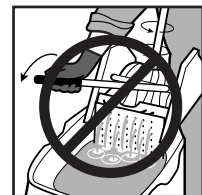
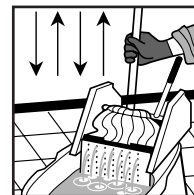


5. Pour enough sealer or finish into the bucket for the area.



6. Dip the mop head into the finish or sealer.

- Tamp the mop head in the wringer. Do not wring out.
- Hold above wringer and count 1-2-3. If no more drips the mop is ready.



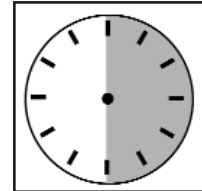


7. Apply the finish or sealer.

- Draw a 10x10 foot frame with finish or sealer.
- Using an overlapping figure 8 motion, fill in the frame. Flip the mop gently 1/2 way through the area.
- Apply all the way to the baseboard on the first and last coat.



8. Allow each coat to dry.

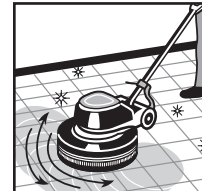


9. Apply additional finish or sealer coats until desired appearance is achieved.

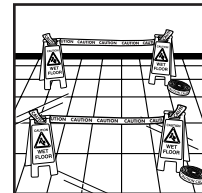
- Do not apply more than 4 coats in 24 hours.
- Do not buff between coats.
- Do not buff until at least 24 hours after application of the last coat.



10. Remove and discard the liner and the leftover finish. Thoroughly clean the mop head, bucket and wringer.



11. Remove Wet Floor signs and other blockades after the floor is completely dry.



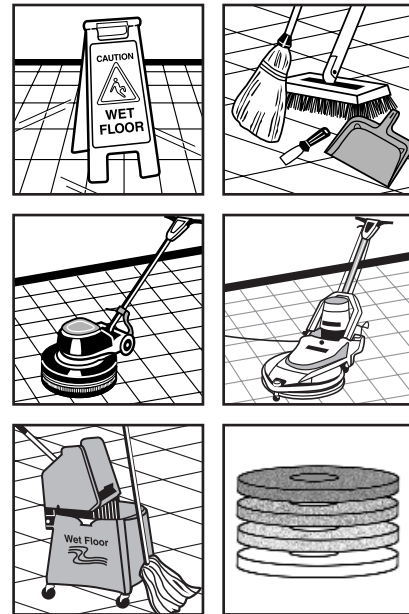


### HHPC Requirements (for Buffing and Burnishing)

1. Make sure that adequate floor finish exists.
2. Select the appropriate restoration products as outlined in the Janitorial Selection Guide. Water-based, low VOC products are preferred.
3. Apply product in a stream or coarse spray instead of a wide-angle mist to minimize the amount that becomes airborne and inhaled or over sprayed. Do not over apply.
4. Be sure that the pad matches the rotary scrubbing machine speed and the finish type.

### Buffing Procedures

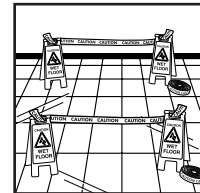
1. Assemble equipment and supplies.



2. Put on appropriate Personal Protective Equipment, as stated on the product label and MSDS.

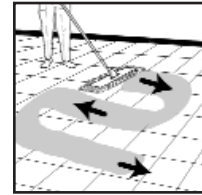


3. Post wet floor signs or other blockades.

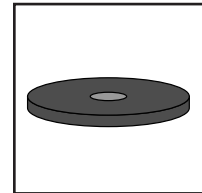




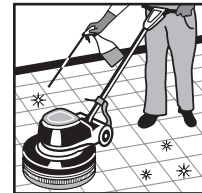
4. Dust mop and damp mop the floor. The use of a micro-fiber flat mop is preferred.



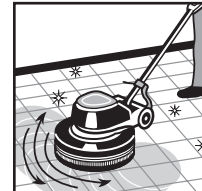
5. Mount a red buffing pad on the rotary floor machine.



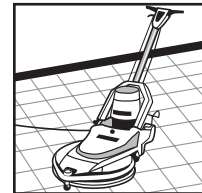
6. Apply spray buff solution in a stream or coarse spray being very careful not to use too much or overspray.



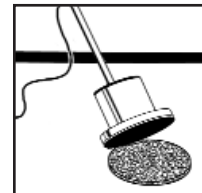
7. If using a 175 RPM machine, make three passes using a swinging motion over the work area, using appropriate pad.



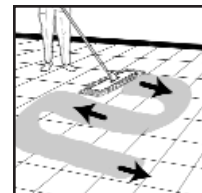
8. If using a 1000 – 1500 RPM machine make a single pass in a straight line over the area.



9. Change pads as necessary.



10. Dust mop the floor after the entire area has been buffed.

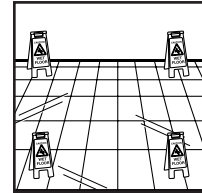




11. Clean equipment and return it to its proper place.



12. Remove wet floor signs and/or other blockades.





### Spray Buffing Tips

- A "shot" of spray buff solution enhances gloss, helps remove black marks and repairs scratches. Be sure to buff before the spray buff solution has time to dry.
- Try to spray buff the surface on a regular basis, 1-3 times per week.
- Use restraint when applying solution. One "shot" is usually enough.
- Carry the spray bottle in a convenient place. Holsters or attachments that mount onto your rotary scrubber are available.
- Take good care of your pads. Check and flip when they get soiled. Wash, rinse and hang to dry at the end of the shift.

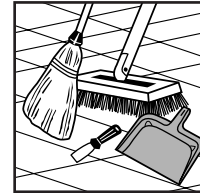
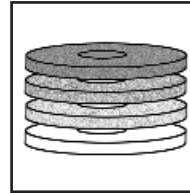
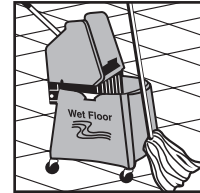
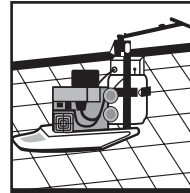
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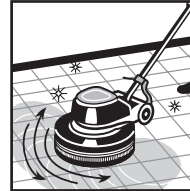


## Burnishing Procedures

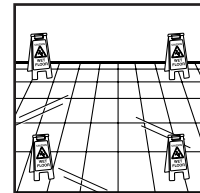
1. Assemble equipment and supplies.



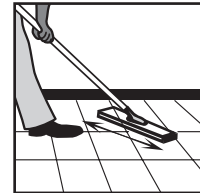
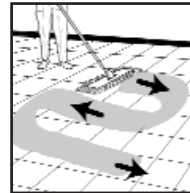
2. Put on appropriate Personal Protective Equipment, as stated on the product label and MSDS.



3. Post Wet Floor signs or other blockades.

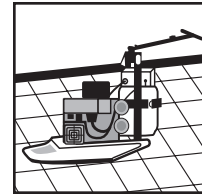
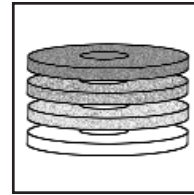


4. Dust mop and damp mop / scrub the floor.

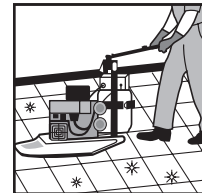




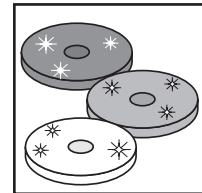
5. Mount the appropriate pad on the UHS burnisher.



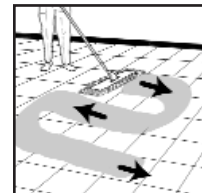
6. Make one pass over the work area. If the floor isn't glossy after one pass, THEN make a second pass.



7. Change pads as necessary.



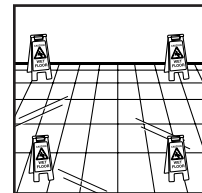
8. Dust mop the entire area after the floor has been burnished.



9. Clean equipment and return it to its proper location.



10. Remove Wet Floor signs or other blockades.





## E. CARPET CARE

### General Maintenance

Beyond the traditional issues, carpet care in a Healthy High Performance Cleaning program addresses the selection of the appropriate products and equipment. The program includes some minor modifications of the typical procedures, and pays special attention to moisture and ventilation. In a Healthy High Performance Cleaning program, the primary effort should be a soil prevention strategy, or one that minimizes the need to extract a carpet.

### HHPC Requirements

1. Keep outside / outdoor entryways clean to prevent soils from being tracked into the building. This may include sweeping, use of a power sprayer, etc.
2. Use entry mats to capture soils and moisture from shoes. It is preferable that the mats be large enough for each shoe to hit the mat two times (typically a minimum of 12 to 15 feet).
3. Frequently vacuum entryway mats and grating systems.
4. Frequent dust mopping of resilient tile floors, or vacuuming of carpeted surfaces, especially close to entryways and other sources of particulates (i.e. near copier rooms) reduces soiling on surrounding carpeted areas.
5. Establish a daily routine for cleaning carpets.
6. Develop a program of occupant education to inform tenants on how to handle small spills or who to call so that spills can be removed quickly by the cleaning personnel.
7. Establish an interim cleaning process to address the needs of high traffic areas.
8. Minimize the needs for large scale extracting.
9. Use cleaning chemicals as recommended in the Janitorial Selection Guide.





### Carpet Pre-spray & Extraction

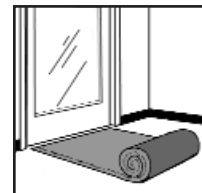
Carpets can act as a "sink" that allows particles, allergens and other unwanted material to filter down into the backing of the carpets. Once down deep in the carpet these unwanted materials can lead to damage of the fibers and the need to ultimately replace the carpets sooner than properly maintained carpeting. But from a health perspective, one of the biggest enemies of a healthy indoor environment is when moisture provides an opportunity for biological growth in the carpets. Thus, pre-spraying carpet and rinsing with an extractor should get deep down into the carpets and remove the unwanted contaminants.

### HHPC Requirements

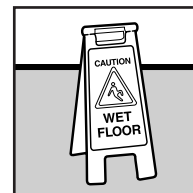
1. Minimize the amount of cleaning chemicals used.
2. Use appropriate functioning equipment that will maximize the amount of water being extracted from the carpet to minimize moisture and potential for mold, mildew and bacterial growth.
3. Increase ventilation. Open windows if weather allows and use carpet fan to dry carpets quickly.
4. Dispose of cleaning solutions properly.

### Pre-Spray & Extraction procedures

1. Remove large debris from carpet.
  - Place foil under legs of heavy furniture.
  - Lift carefully. Get help with heavy items.
2. Vacuum and roll up walk-off mats.
3. Thoroughly vacuum the area to be extracted.
  - Inspect for heavy soils and spots.



4. Assemble equipment and supplies.



5. Put on appropriate Personal Protective Equipment, as stated on the product label and MSDS.



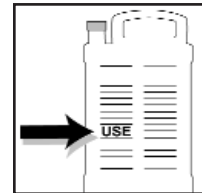


6. Treat spots.



7. Prepare pre-spray solution.

- Follow label directions.
- Use hot water.



8. Prepare your extraction rinse solution.

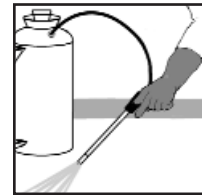


9. Post Wet Floor signs or other blockages.



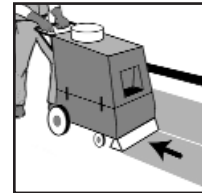
10. Pre-spray the carpet.

- Work a manageable section.
- Allow the detergent to work 10-15 minutes.

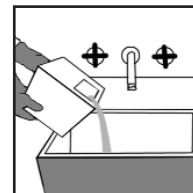


11. Extract the carpet with water or extraction rinse.

- Extract in overlapping paths, pulling the machine back towards you.
- Make a second "dry" pass with the solution off.
- Collect as much moisture as possible.

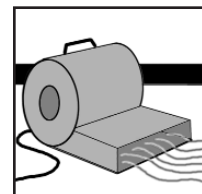


12. Empty the recovery tank when full. Refill the solution tank.



13. Dry the carpet with a carpet fan.

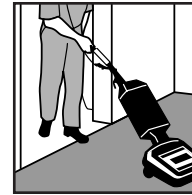
- Place the fan out of traffic areas.
- Turn up HVAC or open doors and windows.





14. Raise the carpet nap.

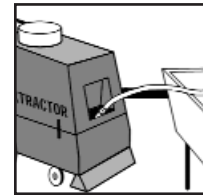
- Finish the job with a vacuum cleaner or carpet rake.



15. Remove wet floor sign or other blockades after carpet is dry.

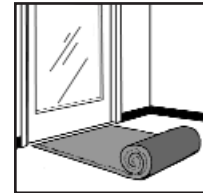


16. Clean your equipment and return it to its proper location.



17. Replace walk-off mats.

- Check backs of mats to make sure they are clean and dry.
- Never cover wet carpeting with a mat.





## F. RESTROOMS

Because of their heavy use and moisture, restrooms must be cleaned frequently using appropriate cleaning products and procedures.

Make sure that cleaning is done thoroughly, including hard-to-reach areas such as behind toilets and around urinals. Periodically machine scrub or pressure wash restroom floors with a cleaner disinfectant. Make sure that label directions for appropriate dilutions and necessary dwell times are followed to allow for thorough germ-killing activity. Dwell time for many disinfectants is ten minutes. Be sure to follow the label instructions closely.

Some products used in the restroom can be hazardous, such as drain cleaners and toilet bowl cleaners. Make sure that appropriate PPE is used and appropriate ventilation is provided for cleaning personnel. Never mix cleaning products.

Use paper products that meet the minimum requirements for post-consumer recycled content as set by the U.S. Environmental Protection Agency's Comprehensive Procurement Guidelines for the appropriate product category. Refer to the Janitorial Paper and Liner Guidelines.

Preference should be given to paper that has not been bleached with chlorine compounds. Additionally, preference should be given to paper provided on large rolls; this minimizes packaging materials and reduces the frequency in which the rolls need to be restocked. These steps will minimize waste and the corresponding environmental impact.

Item	Postconsumer Fiber (%)	Recovered Fiber (%)
Bathroom Tissue	20-60	20-100
Paper Towels	40-60	40-100
Paper Napkins	30-60	30-100
Facial Tissue	10-15	10-100
General Purpose Industrial Wipers	40	40-100





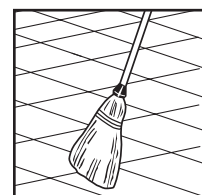
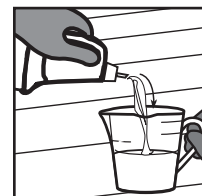
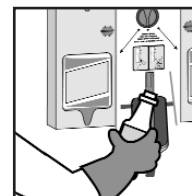
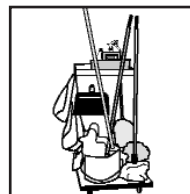
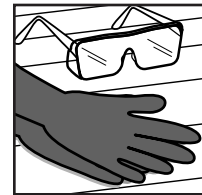
Large trash cans should be utilized to minimize overflow of waste and reduce the frequency for policing the area. It is often beneficial to place a trash receptacle by the door for easy disposal of towels to prevent them from being thrown on the floor.

### HHPC Requirements

1. Make sure cleaning and disinfecting solutions are prepared and used according to label direction (e.g., dwell time).
2. Use cleaners as outlined in the Janitorial Product Selection Guide.
3. Frequently clean surfaces that hands touch to eliminate the spread of germs (e.g., door knobs, light switches, handles, etc).
4. Address moisture problems.
5. Keep floor dry to eliminate slip-fall injuries and prevent the build-up of bacteria, mold and mildew.

### Restroom Procedures

1. Put on Personal Protective Equipment.
2. Assemble equipment.
3. Mix / dispense cleaning solutions.
4. Knock, announce yourself, and prop open door.
5. Sweep floor.
  - Pick up 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.





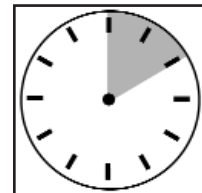
6. Apply product to INTERIOR of toilets and urinals.

- Start by forcing water down the trap below the water line.
- Then apply the bowl cleaner under the rim and around the interior.
- Give the bowl cleaner time to work. Check your label directions for recommended contact time.



7. Apply product 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 recommended contact time.

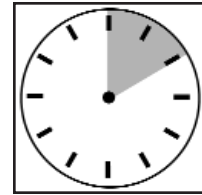
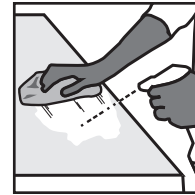




Healthy High Performance Cleaning Program

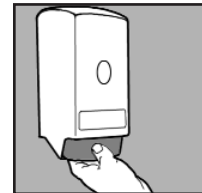
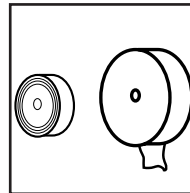
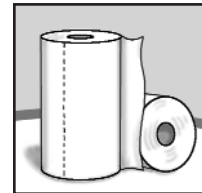
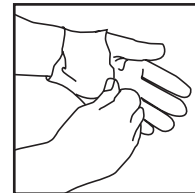
8. Apply product to sinks and countertops.

- Give product time to work.



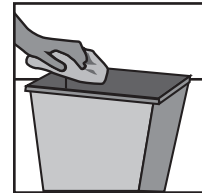
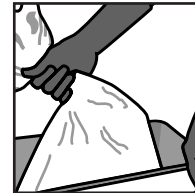
9. Fill dispensers.

- Remove gloves before refilling dispensers.
- Refill dispensers in a consistent order to avoid misses.



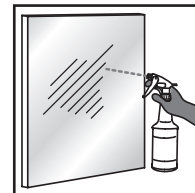
10. Empty trash.

- Put safety gloves back on.
- Remove the used liner by pulling straight up – for safety don't press down on the trash. There may be sharp objects in the trash that may cause injury if you pushed down on it.

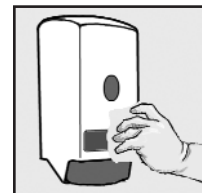


11. Clean mirrors.

- Adjust nozzles to stream vs. wide angle spray.
- Spray glass cleaner onto mirror from high to low.
- Wipe the mirror from low to high.



12. Clean and wipe dispensers.





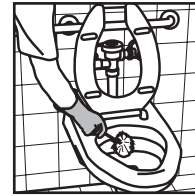
13. Wipe sinks and countertops.

- Micro-fiber is preferable.



14. Clean INTERIORS of toilets and urinals.

- After the product has had time to work, scrub the inside of the toilets and urinals with your bowl mop.
- 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.



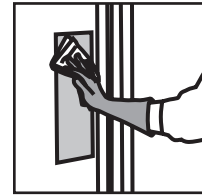
15. Wipe EXTERIORS of toilets and urinals.

- Never use the bowl mop, since this could cause cross-contamination.
- Wipe down all plumbing pipes with dry cloth to prevent spotting.



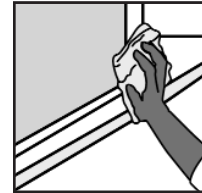
16. Clean frequently touched surfaces.

- Spray disinfectant cleaner on cloth and wipe light switches, push plates, kick plates and door knobs.



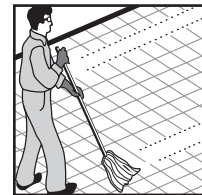
17. Spot clean walls.

- Spot clean the stall partitions and the walls by spraying cleaner and wiping with a damp micro-fiber cloth.

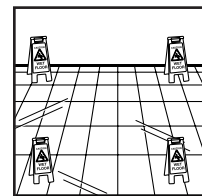


18. Mop the floors.

- Make sure the Wet Floor sign is in the doorway.
- Damp mop the floor with a disinfectant, general purpose or deodorant digester cleaner.



19. Remove the Wet Floor signs only after the floor is dry.



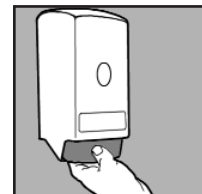
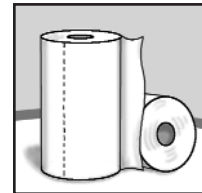
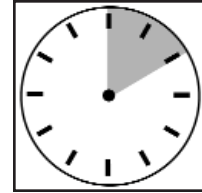




### G. FOOD AREAS: CAFETERIAS, BREAK ROOMS, ETC.

#### Action Items:

1. Clean and sanitize floors, tables, etc.
2. Separate recyclables from trash and make sure recyclable areas are kept clean (i.e. rinse soda cans) so as not to attract pests.
3. Make sure that occupants understand how to properly separate trash and recyclables and the proper disposal of each.
4. Make sure that waste containers are covered and emptied at least once daily.



Particular attention should be paid to food waste, trash receptacles containing food debris, recyclables such as soda cans, and other objects that contain food residue that can attract pests. Making every effort to eliminate those things that attract pests is critical to protecting occupant health by reducing or eliminating the need for pesticides inside the building. Ask occupants to rinse out food and drink containers before placing in recyclable collection. Refrigerators used by occupants for their personal use should be emptied and cleaned periodically by the occupants. Integrated pest management (IPM) should be followed.

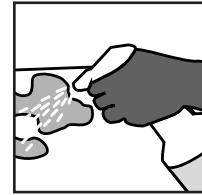
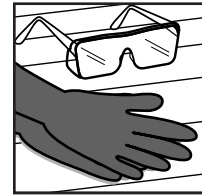
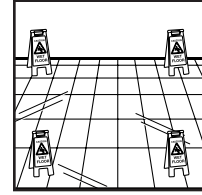




## H. OSHA BLOOD-BORNE PATHOGEN STANDARD

### Action Items:

1. Use safety cones or other means to make sure that occupants do not come in contact with biological spills.
2. Use proper personal protective equipment (i.e. gloves, goggles).
3. Disinfect area with appropriate solution following OSHA's Bloodborne Pathogen Standard.
4. Dispose properly in a biohazard bag.



OSHA required procedures and training on the Blood-Borne Pathogen Standard<sup>9</sup> is not changed in a Healthy High Performance Cleaning program as the requirements are mandated by federal law. The Blood-Borne Pathogen Standard requires, among other things, the use of bleach at a 1:10 dilution, an EPA registered tuberculocidal product, or an EPA registered product with claims against both HBV and HIV.

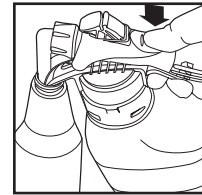
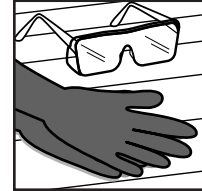
<sup>9</sup>Specific information on OSHA's Bloodborne Pathogens Standard (PART 1910.1030) can be found at [www.osha.gov](http://www.osha.gov).



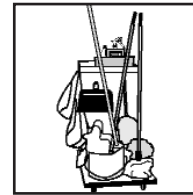
## I. MEASURING / DILUTING CONCENTRATED CLEANING PRODUCTS

### Action Items:

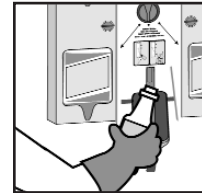
1. Use appropriate personal protective equipment when mixing concentrated cleaning products.
2. Follow manufacturer's dilution directions. Do not under- or over-dilute concentrated cleaning products.
3. Make sure that spray bottles (secondary containers) have appropriate labels.
4. Never mix different cleaning products together.



Highly concentrated cleaning products reduce environmental impact from packaging and transportation, and typically reduce actual use-cost compared to less concentrated alternatives. However, to gain the environmental benefits and to protect workers exposed to these more highly concentrated products during mixing, extra care should be taken.



Products should always be diluted accurately according to manufacturer's directions. This can be achieved through a variety of methods including measuring cups, simple dispensing pumps and automated dilution equipment. Dilution control equipment is highly recommended because it minimizes the potential for human error and reduces the chance of chemical exposure to concentrates. Dilution equipment should be periodically checked for accuracy.



If using manual dilution, e.g. measuring cup or pump, cleaning personnel should understand that by adding extra chemical concentrate beyond recommended dilutions that the product will not necessarily perform better. In fact, surfaces can become slippery and / or take on a cloudy or streaked appearance due to chemical residue.

Finally, never mix cleaning products together. Some cleaning chemicals can react when mixed to give off dangerous by-products. Rinse containers after use.



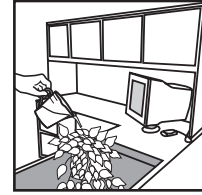


## J. INDOOR PLANTS

### Action Items:

1. Educate occupants on appropriate care guidelines for indoor plants.
2. Ensure that plants are not in direct contact with carpets and unit ventilators.

Indoor plants are a wonderful addition to any building. While the cleaning contractor is typically not responsible for watering and caring for office plants, they frequently are called upon to address spills from watering, mold growth in carpets from dampness, aphids, pests, and other problems. Furthermore, occupant use of pesticides and fertilizers should be managed with care because these products can impact health. Thus, occupants should be educated on the proper and appropriate care for plants. If plants are on carpets, they should be slightly elevated to keep moisture from building up in carpeting. Unit ventilators should not be used as plant stands.





## K. INTEGRATED PEST MANAGEMENT

### Action Items:

1. Continually monitor the building for signs of pest infiltration.
2. Cleaning, structural repairs, mechanical repairs, biological controls, and other non-chemical methods should be used to prevent pests from entering the building and to reduce the availability of food, moisture, harborage and nesting areas.
3. If non-toxic options are unreasonable and have been exhausted, only then should pesticide be used and it should be the least toxic.
4. Occupants should be provided notification of the integrated pest management system including their role in preventing pests.

Pests of all kinds can be very harmful to the building itself and can serve as vectors of disease that can affect occupant well-being and productivity. The misuse of many traditional pesticide products can present risks to the occupants, especially in buildings occupied with infants, small children and the elderly. Thus, developing strategies that prevent pests from entering the building and maintaining an indoor environment that is not welcoming to them by eliminating food, moisture, habitats and routes of entry, can minimize the necessity of pesticide use.

Landscaping features should be designed in such a way to eliminate "safe havens" for pests and rodents. Barriers should be erected to prevent pests from entering the building. This may include devices to keep pests from entering through spaces under external doors and sealing cracks, crevices and holes (i.e. where pipes pass through a wall) in external walls. One simple inspection tool is a spatula, because if a spatula fits in a crack, in concrete, baseboards, wallboards, etc., insects can use that space to access the room.

Food and moisture sources, which are essential for pests, should be eliminated or controlled through thorough cleaning. This is particularly true for food service areas and break rooms. Foods and food wastes should be kept in containers with tightly fitted closures. Another beneficial strategy includes educating occupants to rinse out beverage cans before placing in the recyclable -collection bins, as these containers often have food residues (i.e. sugars) that attract pests. Clearly inform occupants as to whom they should call for food spills (i.e. soft drinks, coffee, food particles from cookies and chips, etc.) so they can be cleaned up promptly.

Monitoring and site inspections are important strategies to deal with pests in such a way as to minimize the need for pesticide use. Traps for both insects and rodents can be carefully and strategically placed throughout the building and monitored routinely to identify the beginning of a potential pest problem.

Eliminating clutter within a building minimizes places for pests to hide and makes the space more cleanable. From a health perspective, it is important to educate occupants that a neat and organized space, even in their private offices, is essential for thorough cleaning.

Prevention should typically be the first line of defense to eliminate pests. Baits and traps can be used to eliminate most problems. When necessary, the least toxic pesticide specific to the species to be eliminated should be used. Before any pesticide is applied, notification should be given to building occupants so that those especially sensitive to pesticides, pregnant women, or anyone with a pre-existing health condition can plan accordingly.





## L. RECYCLING

One of the primary keys to making the recycling effort work, especially in a way that is efficient for both cleaning personnel and occupants, is to develop some clear building goals and procedures. To accomplish this, it is important to work with building management to support education and other efforts to engage the occupants in this effort.

It is important to enlist the occupants to sort their recyclables and to make it clear which recyclables are to be collected and where they are to be placed (the use of signs, pictures, labels, stickers, etc., can be helpful). Recyclables that contained food, such as soda or soup cans, should be rinsed out by the occupants prior to being placed in collection bins to minimize the potential for attracting pests. Cleaning personnel should not be required to separate recyclables from trash. It is important that building management work to support the recycling efforts and especially to address the issue of non-compliance by individual occupants or those that frequently contaminant the mix.

### Action Items:

1. Ensure that the building collection meets the guidelines from the local recycling hauler and recycling procedures.
2. Ensure that occupants understand what can be recycled and how it needs to be separated. Ongoing occupant education is the key to a successful recycling program.
3. Food containers such as soda cans should be rinsed clean by occupants before placing in recycling containers so as to not attract pests.
4. Track recycling results.

Recycling is a very important pollution prevention activity to reduce our burdens on the environment as a result of both solid waste disposal and the extraction of the natural raw materials. Many recycling efforts are guided by regulations and mandated, including EPA's Comprehensive Procurement Guidelines.<sup>10</sup> Check with local waste haulers and recyclers to determine what materials are picked-up and the best sorting strategies. Among the materials to be considered for recycling include:

- Clear, green and brown glass bottles and jars
- Plastic containers
- White office paper
- Mixed office paper
- Newspaper
- Cardboard
- Telephone and other books
- Metal containers

<sup>10</sup>Specific information on EPA's Comprehensive Procurement Guidelines can be found at [www.epa.gov/cpg/products.htm](http://www.epa.gov/cpg/products.htm).





## M. SPILLS

### Action Items:

1. Clean spills while still fresh.
2. Use the proper cleaning solutions and use only what is necessary.
3. Dispose properly.
4. Ensure that occupants know whom to contact in case of spills.

Generally it is preferable to address spills as soon as possible to minimize impact on both health and the environment. Work with building occupants to pick-up spills themselves or to communicate quickly so that cleaning personnel can quickly address the spill.

## N. TRASH

### Action Items:

1. Ensure that trash, especially that which contains food waste, is removed frequently and is not left in buildings over an extended period of time.
2. Dispose properly and ensure that trash does not attract pests or create litter.
3. Make sure that trash and recyclables are being separated properly.
4. Make sure occupants know how to separate recyclables.

Trash should be handled as with a traditional program. If it is not disposed everyday it should be disposed before weekends and holidays to minimize the opportunity.



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