CS-06 CLEANING

**Purpose**

To define the cleaning processes for Customer Service, prior to opening each day. Cleaning is required to help minimize the spread of disease as well as provide a good appearance to the public

**Policy**

Customer Service staff will clean and maintain all areas they are responsible for.

**Staff /Areas Affected**

• Customer Service Staff

**Definitions**

**MicroChem Plus** - Cleaner; used to clean toilets and floors

**C.S. –** Customer Service

**Floor Scrubber** – rechargeable power scrubber can be used in place/addition to traditional mopping

**Responsibilities**

C.S. staff is responsible for this process.

**Procedures**

1. Cleaning should be the first task completed for the opening shift.  Cleaning supplies are located in the Mop Room, or in the wall mounted cabinets near the Restrooms to increase efficiency. Cabinets should be restocked as necessary.
2. Floors to be mopped include: Front Desk, Lobby, Lobby Restrooms, Break Room, Employee Restrooms, Back Hallway (outside PreOp and Admitting), Admitting Desk, Admitting Lobby and Family Room. Mop solution should be emptied and refilled frequently as needed.
3. Front Lobby carpet mats and Admitting mats should be vacuumed prior to opening. Vacuum cleaner should be emptied after each use.
4. Restock paper supplies in all Restrooms. Purchased (not donated) paper supplies should to be used.
5. Fill hand soap, and sanitizer in wall mounted dispensers with appropriate supplies.
6. Appropriate cleaning supplies include:
* Floor cleaner - MicroChem-Plus.
* Surface cleaner - Antibacterial spray or wipes for Restroom, Break Room counters and desktops.
1. Supplies are to be returned when finished using them. Mop heads should be put in the Laundry Room, and handles and mop buckets returned to the Mop Room. Buckets and wringers should be rinsed and left in the Mop Room.

**Revision History**

Created 1/11/16 – V1

Revised 11/2/18 – V2