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

**Staff /Areas Affected**

• Customer Service Staff

* Admitting 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**

Adoptions Customer Service Staff will be responsible for cleaning/mopping all 4 bathrooms, Adoption Lobby, consult rooms and the hall in front of consult rooms

Admitting Coordinator will be responsible for cleaning/mopping, the Break Room.

A rotating schedule determines who does the entire back hallway

Admitting Animal Care Staff cleaning/mopping Admitting area, Family Room and hall near PreOp. They will also foaming the Vaccine Room in the Admitting area daily

**Procedures**

* Cleaning should be completed before the opening shift.  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.
* Floors to be swept and mopped include: front desk, lobby, consult rooms, lobby and staff restrooms. Mop bucket should be emptied and refilled frequently as needed.
* Carpet mats should be vacuumed. Vacuum cleaner should be emptied after each use.
* Restock paper supplies in all restrooms.
* Fill hand soap, and sanitizer dispensers with appropriate supplies.
* Appropriate cleaning supplies include:
* MicroChem-Plus and or Bleach water diluted 1:32 with water (1/2 cup/gal. of water)
* Surface cleaner - Antibacterial spray for restroom, break room counters and desktops.
* The following bucket assignment per area should be used:
  + Main Lobby & Front bathrooms - 2 buckets
  + Consult Rooms 1 & 2 - 1 bucket, and leave it outside rooms, to be used during open hours.
  + Consult Rooms 3 & 4 - 1 bucket, and leave it outside rooms, to be used during open hours
  + Admitting and PreOp hall - 1 bucket
  + Back hall and 2 off shoots - 2 or 3 buckets, depending on how it looks
  + Break Room - 1 bucket
  + Staff Bathrooms - 1 bucket

After using a bucket, empty, rinse and refill.  Get a NEW mop head for each bucket.

* Supplies are to be returned when finished using them. Mop heads should be put in the laundry room (specific container so as not to soak existing laundry). Mop handles and buckets returned to the mop room. Buckets and wringers should be rinsed and left in the mop room.
* During winter months, walkways should be shoveled and salted as needed just prior to opening.
* Any mop buckets that are in the lobby or hallways should be emptied at the end of the day

**Revision History**

Created 1/11/16 – V1

Revised 11/2/18 – V2

Revised 10/2/19 – V3

Revised 7/6/20 – V4