

Colby College Green Housekeeping Program

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Statement of Purpose

In order to reduce exposure of building occupants and maintenance personnel to potentially hazardous chemical, biological and particle contaminants, which adversely impact air quality, health, building finishes, building systems, and the environment and to reduce deposition of contaminants in the building, Colby College has established Green Housekeeping policies and guidelines for the campus including the Roberts Residence Hall Building in Waterville, Maine. All Housekeeping duties are completed by Colby Staff.

The included Training & Implementation program, Performance Level Standards, and Housekeeping Policies address the commitment of Colby College Custodial Services to utilizing environmentally sound housekeeping procedures and policies through the following management principles:

- A commitment to the continual education of custodial staff
- Cleaning to protect both health and appearance
- Cleaning the building in an integrated manner with the knowledge that cleaning in one area can have impacts on other areas
- Providing frequent, thorough, regularly scheduled cleaning services
- Developing procedures to address accidents – for example, air contamination caused by noxious chemical reactions, spills, water leaks
- Minimizing human exposure to harmful contaminants and cleaning residues
- Minimizing chemical and moisture residue when cleaning
- Ensuring the safety of workers and building occupants at all times
- Minimizing the pollutants that enter the building
- Disposing of cleaning waste in environmentally preferable ways.

Training & Implementation

Proper training ensures high levels of quality and is a primary focus of our organization. Training is an ongoing process for all employees – service technicians through upper management – focusing on the consistent quality of service and safety.

- Extensive orientation and training is provided to all new employees.
- Product specific training and supporting training materials provided by manufacturer, their distributor or a third party.
- Initial training for new managers is provided under the guidance of an experienced manager.
- Supervisors/managers provided with site specific job descriptions.
- Managers are trained in all aspects of quality service provision including procedures/precautions associated with service, proper documentation of service, procedures for conducting inspections.
- Training programs utilize a mix of printed materials, visual media, seminars, and conferences.
- Training logs detailing dates, topics and attendees will be maintained

Training Program Training	Duration	Description
Orientation/Initial Training	1st week of assignment	Job specific tasks and procedures as well as college/facility policies. Performance is very closely monitored during initial training
Equipment Training	During orientation and before use of new equipment	Proper equipment usage, safety maintenance and care reviewed with employee
Product Usage	During orientation, reviewed annually and before use of new products	Product usage including proper storage, dilution, usage procedures, Personal Protective Equipment requirements and disposal,
Hazardous Communication	During orientation, reviewed annually	Review of safety and labeling requirements; MSDS usage and interpretation training
Bloodborne Pathogen Training	During orientation, reviewed annually	Proper use of Personal Protection Equipment; potential hazards; risk assessment/vaccination procedures

Product/equipment usage training

- Manufacturer, their distributor or a third party must offer training or training materials in the proper use of the product/equipment.
- Training or training materials must include step-by step instructions for the proper dilution, use, and disposal of product and the use of equipment.
- A training log detailing dates, topics and attendees will be maintained
- It is desirable that product training and support include (but not be limited to):
 - On-site initial training for the proper use of products/equipment
 - Ongoing periodic training for product/equipment use
 - Support phone number(s) – preferably toll-free – which can be called to receive instructions and assistance on product/equipment use
- Product usage training will include at a minimum (but not be limited to):
 - Hazards
 - Proper use of chemicals, concentrates and dilution systems
 - Maintenance of dispensing/dilution equipment
 - Proper storage and disposal of cleaning chemicals and packaging
- Protocols promoting hand hygiene shall be wholly adopted:
 - Custodial vendors are required to wash their hands on a routine basis while servicing the facility.
 - Soap and warm water must be used for at least 20 seconds.
 - Custodial staff will ensure that all restrooms are stocked with approved hand soaps and paper towels.
 - Custodial staff will stock, maintain, and use alcohol-based waterless hand sanitizers to assist with the transmission of germs, bacteria and disease.

Safety Training

- A training log detailing safety training dates, topics and attendees will be maintained
- Safety training will include at a minimum (but not be limited to):
 - Chemical Hazard Communication
 - Material Safety Data Sheet (MSDS) interpretation
 - Bloodborne Pathogen Training
 - Proper use of Personal Protective Equipment
 - Proper lifting and ergonomic precautions
 - Proper hand hygiene

Housekeeping Policies

Approved Products

The following products have been approved for use based upon meeting the Product Performance Level Standards included in Appendix A. The standard for green cleaning products is Green Seal (GS-37).

Product Name	Brand Name	Product Code(s)	Size(s)	Approved Uses	Certification
G-Force All-Purpose & Glass Cleaner	Butchers	4410150; 4410340; 4410110; 3145555	1.5 gallon command center; 32 ox. Pipeline; 1gallon; 1.5 l RTD	All purpose cleaner suitable for wide variety of applications including carpet pre-spray, carpet spotting, hard floors (including use in auto scrubber), and spray/wipe cleaning of most washable surfaces, including degreasing	GS-37
Look Non-Ammoniated Glass cleaner	Butchers		1.5 gallon command center;	Daily use Glass Cleaner	GS-37
Morning Mist	Butchers		1.5 gallon command center;	Bathroom Disinfectant Cleaner for flooring, toilets and bathroom surfaces Used by staff only when needed for H1N1 Flu or similar contagious infections.	No known disinfection product is certified.
Raindance Neutral Cleaner	Butchers	3145221	1.5 gallon command center;	Hard surface floor cleaner (including machine scrubbing)	GS-37

Prohibited Chemicals

Products must not contain the following ingredients

- Alkylphenol ethoxylates
- Dibutyl phthalate
- Heavy metals including arsenic, lead, cadmium, cobalt, chromium, mercury, nickel or selenium
- Ozone depleting compounds

Product Usage Guidelines

Usage Training

- It is mandatory that product manufacturer, their distributor or a third party must offer training or training materials in the proper use of the product. Training or training materials must include step-by step instructions for the proper dilution, use, and disposal of product and the use of equipment.
- A training log detailing dates, topics and attendees will be maintained
- It is desirable that product training and support include (but not be limited to):
 - On-site initial training for the proper use of products
 - Ongoing periodic training for product use
 - Support phone number(s) – preferably toll-free – which can be called to receive instructions and assistance on product use

Product Labeling

- The manufacturer label must state clearly and prominently that dilution with water from the cold tap is recommended and shall state the recommended level of dilution.
- The manufacturer shall also include detailed instructions for proper use and disposal and for the use of personal protective equipment.
- It is desirable that products have color coded labels in lieu of dyes and be made with a percentage of post-consumer recycled content.

Chemical Storage

- Undiluted chemicals should be stored in appropriate designated areas
- Products must be stored in accordance with manufacturer instructions and all federal, state, and local requirements to facilitate product identification and safe use and all containers must have the appropriate labels.
- Storage areas will be secured to allow access only to those qualified and trained in proper use
- Inventory control measures will be used to ensure that only required amounts of product are purchased and over-ordering is avoided ☐ Products will be rotated so that oldest product is used first
- All wastes, including used packaging and wash solutions should be stored or disposed of in a manner consistent with the label instructions on the cleaning product and with federal, state and local regulations

Measuring/Diluting Concentrated Products

- Use appropriate Protective equipment when mixing concentrated cleaning products
- Follow manufacturer's dilution direction. Do not under- or over- dilute concentrated cleaning products
- Make sure that spray bottles and other secondary containers have appropriate labels.
- Never mix different cleaning products together

Equipment Guidelines

Equipment Standards

The following standards will guide cleaning equipment selection:

- Vacuum cleaners that meet the requirements of the Carpet & Rug Institute Green Label Program and are capable of capturing 96% of particulates 0.3 microns in size and operate with a sound level less than 70dBA.
- Hot water extraction equipment for deep cleaning carpets that is capable of removing sufficient moisture such that carpets can dry in less than 24 hours.
- Powered equipment that is ergonomically designed to minimize vibration, noise and user fatigue.
- Equipment that has rubber bumpers to reduce potential damage to building surfaces.

Equipment Maintenance

- A log will be kept for all powered housekeeping equipment documenting:
 - The date of equipment purchase
 - All repair and maintenance activities
 - Vendor specification sheets for each type of equipment in use.

Cleaning Procedure Guidelines

Dusting and Dust Mopping

- Use wide area vacuums fitted with appropriate bags/filters, as much as possible
- Use lint free dusting cloths or a vacuum – feather dusters should not be used

Entryways

- Clean entryways beginning outside the building ☑ Use walk-off matting/grates outside and inside entry as appropriate. Vacuum or sweep clean mats frequently, especially during inclement weather.
- Make sure mopping solutions are kept clean using only the correct amount of cleaning chemical. Do not overuse concentrated cleaning chemicals – mix concentrated chemicals according to manufacturer instructions. Remake as necessary and dispose spent solution appropriately.
- Periodically clean under entry mats and grating systems to reduce the potential for moisture buildup leading to bacterial and fungal growth.

Carpet Care – General Guidelines

- Ensure that vacuums are in good working order using appropriate bags and/or filters.
- Vacuum bags should be emptied or replaced when half full. Dispose properly.
- Clean up spill while they are still fresh ☑ Minimize the amount of moisture used during cleaning

Carpet Care - Extraction Cleaning

- Minimize the amount of cleaning chemicals. Excess chemicals result in rapid re-soiling.
- 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.

- Increase ventilation, open windows if weather and facility policies allow, and use fans to dry carpet quickly. Carpets should be completely dry within 24 hours.
- Dispose of cleaning solutions properly

Food Areas: Cafeterias, Breakrooms, Etc.

- Clean and sanitize floors, tables, etc. using approved products.
- Separate recyclables from trash and make sure recyclable areas are kept clean in order to not attract pest
- Make sure that waste containers are covered and emptied frequently

Restrooms

- Make sure sanitizing and disinfecting solutions are prepared and used properly (i.e. dwell time) and remix as required
- Frequently clean surfaces that hands touch to eliminate the spread of germs (i.e. door knobs, light switches, handles, etc.)
- Frequently eliminate moisture
- Keep floors dry to eliminate slip falls and the buildup of bacteria, mold and mildew

Spills

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

Trash

- Ensure that trash, especially trash which contains food waste, is removed frequently, and is not left in building over an extended period of time (i.e. weekends or holidays)
- Dispose properly and ensure that trash does not attract pests, birds, etc. nor create litter.
- Make sure that trash and recyclables are being separated properly

Occupant Considerations

The following standards will look at occupant communication and safety

Performance Metrics and Measurement

- An effective green cleaning program means judging the performance through occupant feedback and having management be made aware of new developments and advancements in technology, procedures, and practices of cleaning. All guests and employees shall have a mechanism by which to provide feedback on cleaning practices.
- Staff and tenants will enter work order requests and then requests are assigned to custodial staff for completion.
- An electronic collection system will gather occupants' feedback about the cleaning program.
- Occupants are encouraged to alert management to any issues relating to the green cleaning program.
- Management regularly researches and integrates new green cleaning technologies into the building's procedures.

Vulnerable Building Occupants

- To protect vulnerable building occupants, such as pregnant women, children, asthmatics, elderly occupants, individuals with allergies and highly sensitive individuals, cleaning staff shall use only low/no VOC cleaning products.
- Routine cleaning and floor restoration activities will be performed after working hours when the majority of occupants have left the building.
- Staff shall limit the number of cleaning chemicals used in the building.
- Staff shall maintain a high level of cleanliness thus minimizing the presence of irritants.
- Should carpet extraction become necessary, proper scheduling should take place. Weekends or during vacation time is desirable.
- Building occupants shall be notified with a minimum of 48 hours' notice prior to performing any scheduled periodic work that may adversely impact them.