CLASS 6

Restroom Cleaning

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Restroom Cleaning

There are many germs in restrooms. If restrooms aren't cleaned properly, the germs can cause a bad odor which may offend people. In fact, businesses can lose customers if their restrooms aren’t clean. That is why it is important to kill germs and clean restrooms correctly with the Coverall® Program.

SAFETY

When cleaning restrooms, it is important that you and your employees:

► Wear disposable latex, nitrile, or rubber gloves.
► Wear safety goggles.
► Wear closed-toe shoes.
► Use “Caution” or “Wet Floor” signs.

8 STEPS TO RESTROOM CLEANING

There are eight steps to cleaning a restroom, in the order shown below. You will do most of the steps at each cleaning, but some steps, such as high dusting, will be done less often. Your customer’s Service Plan will define the tasks that need to be done.

Dry Steps
1. Restock supplies
2. Remove trash
3. High dust
4. Dry mop

Wet Steps
5. Pre-spray
6. Wipe non-toilet surfaces
7. Clean toilets/urinals
8. Wet mop
Restroom Cleaning

**STEP 1: Restock Supplies**

Put a clean liner in your Trash Barrel on Wheels and load supplies in the caddy. For the restroom you will need to restock the following supplies:

- Toilet paper
- Toilet seat covers
- Paper towels
- Liquid hand soap
- Trash can liners
- Wax bags for feminine hygiene dispensers
- Urinal strainers or deodorant blocks

**Who Buys Supplies?**

Your customer is responsible for buying restroom supplies and keeping them in stock. As an option, your customer could use the Coverall Supply Program which ships supplies directly to your customer and bills them. Ask your Support Center for details about this program.

If your customer's supplies are getting low:

- Talk to your customer about the supplies needed (call, email, or visit in person).
- Make a note in the Coverall® Log Book requesting more supplies. Be specific.
- Suggest the Coverall Supply Program.
Restroom Cleaning

If You’re Not Sure How to Restock a Supply:
If you’re not sure how to restock a supply or operate a dispenser ask your customer at the Walk Through and get keys to open all dispensers.

<table>
<thead>
<tr>
<th>Supply</th>
<th>Notes</th>
</tr>
</thead>
<tbody>
<tr>
<td>Toilet paper</td>
<td>• May need 1, 2, or more rolls per dispenser</td>
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<tr>
<td></td>
<td>• Roll size varies</td>
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<tr>
<td></td>
<td>• Load toilet paper to be in the “pull down” or “over” position</td>
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<tr>
<td></td>
<td>• May require key to restock</td>
</tr>
<tr>
<td>Toilet seat covers</td>
<td>• Usually come in a box and are easy to load</td>
</tr>
<tr>
<td>Paper towels</td>
<td>• Many types of paper towel (C-fold, Bi-fold, Tri-fold, Z-fold, rolls)</td>
</tr>
<tr>
<td></td>
<td>• Stack with opening (or “slit”) face-down</td>
</tr>
<tr>
<td></td>
<td>• Do not overstuff the dispenser</td>
</tr>
<tr>
<td></td>
<td>• May require key to restock</td>
</tr>
<tr>
<td>Liquid hand soap</td>
<td>• Liquid or foam</td>
</tr>
<tr>
<td>Trash can liners</td>
<td>• Only replace liner in cans that had one <em>(not all cans will have a liner)</em></td>
</tr>
<tr>
<td></td>
<td>• Wipe down soiled cans before replacing liner</td>
</tr>
<tr>
<td>Wax bags for feminine hygiene dispensers</td>
<td>• Wax bag or small trash bag</td>
</tr>
<tr>
<td></td>
<td>• Insert ONLY after pre-spray, dwell time, and wiping receptacle</td>
</tr>
<tr>
<td>Urinal strainers or deodorant blocks</td>
<td>• Only restock if very dirty, smells bad, or expired</td>
</tr>
</tbody>
</table>

What is the “Pull Down” or “Over” Position for Toilet Paper?
Load toilet paper so it comes out over the top of the roll instead of under the roll.

Correct

Incorrect
Restroom Cleaning

STEP 2: Remove Trash

Removing trash in the restroom is the same as in other parts of the building except that you will also throw away feminine hygiene trash, which is a biohazard.

Regular Trash

- Take the bag out of can or receptacle.
- Keep it away from your body.
- Tie the bag.
- Put it into your Trash Barrel right away.
- If the outside of trash can is dirty, wipe it with a yellow microfiber towel and hospital-grade disinfectant, then replace the liner with a new one.
- If the inside of trash can is dirty, pre-spray it with hospital-grade disinfectant, wait the proper dwell time, wipe it with a yellow microfiber towel, and then replace the liner with a new one.

Feminine Hygiene Trash

Feminine hygiene trash (used tampons and sanitary napkins) is in a receptacle inside each toilet stall in the women’s restrooms. The trash is collected in a wax bag or small trash bag. It is considered to be bio-hazardous waste, so avoid touching the contents.

- Open the feminine hygiene receptacle and pull out the bag.
- Put the bag in your Trash Barrel right away. You can put it in the same bag with regular trash.
- Do NOT put new wax bag in until Step #7 – after you pre-spray the feminine hygiene receptacle, wait proper dwell time, and then wipe it clean with a red microfiber towel.
Restroom Cleaning

**STEP 3: High Dust**

Clean the highest items first so dust falls down to lower surfaces and the floor. Note that high dusting is usually done every other week or so, unless you notice something that needs immediate cleaning.

- Use your HEPA backpack vacuum with brush attachment to clean vents, light fixtures, tops of stalls, walls and doors, and other surfaces and items that are roughly above your shoulders but no more than 12 feet from the floor. Be careful not to break glass light fixtures and bulbs.

- Use a yellow microfiber towel and hospital-grade disinfectant to damp wipe and disinfect areas that cannot be cleaned with the backpack vacuum.

**STEP 4: Dust (Dry) Mop**

Often there are scraps of toilet paper, balls of paper towels, or other loose trash (debris) on the floor. Clean it up before you begin pre-spraying.

- For larger debris, use your gloved hand to pick up debris.

- If the floor is dry, use your HEPA backpack vacuum to clean smaller debris and soil.

- If the floor is damp or wet, use a dry flat mop, toy broom and dust pan to pick up debris.

**STEP 5: Pre-Spray**

Disinfectant needs to sit or “dwell” on surfaces to work properly. This is a very important step when cleaning a restroom.

- Determine the most efficient path to take to pre-spray the restroom. Spray from top to bottom.

- Pre-spray the following items and allow the correct dwell time for the disinfectant you are using:
  - Sinks and counters
  - Walls and stalls
  - Feminine hygiene receptacles
  - Toilets
  - Urinals
  - Do NOT spray mirrors
**Tip for pre-spray:** Use a properly labeled 2-quart pump sprayer instead of a trigger sprayer. It will be more efficient (more complete coverage) and save time as well as being more ergonomic.

<table>
<thead>
<tr>
<th>Pre-spray</th>
<th>This includes</th>
<th>Remember</th>
</tr>
</thead>
</table>
| Sinks and counters    | • Sinks  
                       • Countertops  
                       • Behind sinks  
                       • Fixtures (sink hardware)  
                       • Ledges  
                       • Plumbing under sinks  
                       • Anything else around sinks | Do NOT spray mirrors.                  |
| Walls and stalls      | • Wall behind toilets  
                       • Wall behind urinals  
                       • Stall walls  
                       • Both sides of stall doors  
                       • Door handles  
                       • Door locks  
                       • Door hinges | Do NOT spray drywall or painted walls. |
| Feminine hygiene      | • Inside and outside receptacle                                               | Each receptacle must be pre-sprayed each time you clean. |
| receptacle            |                                                                             |                                         |
| Toilets               | • Inside the toilet bowl  
                       • Under the rim  
                       • On the rim  
                       • Bottom of lid  
                       • Top of lid  
                       • Water tank  
                       • Tank handle  
                       • Outside toilet bowl  
                       • Base of toilet  
                       • Plumbing around toilet  
                       • Floor around toilet | Before you begin, lift the lid and use your toilet bowl brush as a plunger to force as much water out of the bowl as possible. |
| Urinals               | • Inside the urinal  
                       • Under the rim  
                       • On the rim  
                       • Urinal handle  
                       • Outside of urinal  
                       • Base of urinal  
                       • Plumbing around urinal  
                       • Floor around urinal | Before you begin, remove strainers and deodorant blocks. |
STEP 6: Wipe Non-Toilet Surfaces

Clean mirrors and glass first, then dry and polish the non-toilet surfaces that you pre-sprayed. Do NOT clean toilets yet.

For Large Mirrors/Glass

Use your Unger SpeedClean™ Indoor Window Cleaning Kit.

- Use Unger Speed Clean™ Indoor Window Cleaning Kit and glass cleaner.
- Spray glass cleaner lightly onto the speed-clean pad, use overlapping strokes on the glass/mirror to be cleaned. Spray pad as needed when the pad starts to dry. Using less cleaner is MORE productive. The more product that is applied to glass, the more difficult it is to remove.
- Repeat on other side of partition glass.
- Option: Use color-coded microfiber towel and glass cleaner for small glass or mirrors.

For Small Mirrors/Glass

Less is more when using glass cleaner. The more glass cleaner used the harder it is to remove without streaking. Make sure to use a clean yellow microfiber towel.

- Spray glass cleaner on mirrors and then wipe with a dry yellow microfiber towel, or
- Spray glass cleaner directly onto a yellow microfiber towel and then wipe glass.

Wipe Sink

- Use a dry yellow microfiber towel to clean sinks, countertops, behind sinks, fixtures, ledges, and anything else around sinks.
- Use a dry yellow microfiber towel to spot clean restroom walls, doors, handles, trash cans, dispensers, and anything that should look clean, shiny and streak-free.

Wipe Stalls and Walls

Use a trowel to clean the stalls and walls. If you don’t have a trowel, use your microfiber flat mop or a dry yellow microfiber towel.

Wipe Feminine Hygiene Receptacle

While you are in each toilet stall, use a red microfiber towel to wipe the inside and outside of the feminine hygiene receptacle, and then replace the bag.
RESTROOM CLEANING

STEP 7: TOILETS AND URINALS

When cleaning toilets and urinals, start at the top and work your way down to the base.

Toilets

- Scrub the toilet rim and bowl with your toilet brush and hospital-grade disinfectant.
- Use a green microfiber towel to clean and dry under the seat, outside toilet bowl, fixtures, plumbing, and walls behind toilet.
- Flush tank.
- Leave the toilet lid raised – don’t shut it. A raised seat tells your customer that the toilet has been cleaned.

Urinals

- Scrub the urinal rim and bowl with your toilet brush and hospital-grade disinfectant.
- Use a green microfiber towel to clean and dry the urinal, fixtures, plumbing, and walls behind urinals.
- Put deodorant blocks and strainers back into urinals. Replace them if they are very dirty, smelly or out of date. Usually the life span of a screen or urinal block is 2-4 weeks.

Common Problems

Check for scale build-up in urinals which is a common cause of restroom odors. Use a scale remover or acid bowl cleaner to attack the problem.

Rotten egg odor is usually caused by dry floor drain traps. Add a gallon or two of plain water to the drain to keep sewer gases from seeping into the room. Water can be added to floor drains on a monthly basis to keep the trap full.

Safety

Do NOT use bleach in the toilet or urinal. It can mix with other chemicals and make you sick.

STEP 8: DAMP MOP

- Mop small floors with pre-moistened mop pads. Mop large floors with your no-dip flat mop and disinfectant solution in the self-dispensing bucket.
- Mop the floor in a “figure 8” motion.
- Start mopping at the back of the restroom and work your way to the door.
- Mop under the toilets and urinals, as well as corners and baseboards.
- Pour left-over disinfectant solution down restroom floor drains (if available) to help eliminate bad odors in drains.
Restroom Cleaning

1. When cleaning restrooms, it is important that you and your employees wear disposable latex, nitrile, or rubber ________________.

2. The four DRY STEPS for cleaning are restroom are: restock ________________, remove _____________________________, high ________________, and dry _____________________________.

3. The four WET STEPS for cleaning a restroom are:
   - pre-__________________________, wipe non-__________________________,
   - toilets/__________________________, and wet _____________________________.

4. Use a _____________________________ to clean the stalls and walls. If you don’t have one, use your microfiber flat mop or a dry yellow microfiber towel.

5. Disinfectant needs to sit or _____________________________ on surfaces to work properly. This is a very important step when cleaning a restroom.

6. When cleaning toilets and urinals start at the _____________________________, and work your way down to the base.

7. What color microfiber is used on toilets? _____________________________

8. What color microfiber is used on sink areas? _____________________________
9. What color microfiber is used on the feminine hygiene receptacle? 
_____________________________

10. What color microfiber is used to wet mop the floor? ________________________

Answers: 1) gloves; 2) supplies, trash, dust, mop; 3) spray, toilet surfaces, toilets/urinals, mop; 4) trowel; 5) dwell; 6) top, 7) green; 8) yellow, 9) red, 10) yellow.