

## SETTING STANDARDS FOR CLEAN PUBLIC RESTROOMS

### *Keep surfaces clean, dispensers full and air fresh*

Generally speaking, the restroom is clean when you walk into it and it meets your specific cleaning standards.

When is a public restroom clean? Below is a list of things cleaning managers and supervisors should want to see when entering a public restroom:

- , All dispensers are clean and correctly filled with the appropriate supplies.
- , All fixtures are clean and free of soils, smudges, fingerprints, marks, oils and other residues.
- , Toilets and toilet seats are clean, dry and free of soils, urine, body fluids, spots, splatters, stains and other residues.
- , Urinals and urinal screens are clean, dry and free of soils, urine, body fluids, spots, splatters, stains and other residues.
- , Sinks and drinking fountains are clean, dry and free of water spots, soils, splatters, soap deposits and other residues. All floor drain covers are clean and free of soils, lint, mop strings, dirt and other residues.
- , Floor surfaces are clean, dry, slip resistant and free of soils, dirt, build-ups, gum, urine, faeces, body fluids, mildew, mould and other residues.
- , Ceiling vents are clean and free of all soils, lint and other residues.
- , Mirrors and metal fixtures are clean and free of smudges, finger marks, splatters, water spots, streaks and other soils and residues.
- , Restroom air is fresh and free of unpleasant odours.
- , Partitions, doors, doorknobs, walls and ceilings are clean and free of soils, smudges, finger marks, splatters, water spots, graffiti and other residues.
- , Horizontal surfaces, including counter tops and ledges, are clean and free of soils and dirt deposits.
- , Lights are operating and fixtures are clean, free of soils and residues.
- , Rubbish has been properly removed from receptacles with clean liners installed correctly.
- , Rubbish and debris have been removed and disposed of properly.

### **What is the biggest misconception about restroom cleaning?**

A common misconception about restroom cleaning goes, “If a restroom smells good, it must be clean and healthy.” However, a dirty and unhealthy restroom can be sprayed with pleasant-smelling deodorants and fool our nose into thinking it is clean, sanitary and healthy. A pleasant smelling restroom is not necessarily a clean and healthy washroom.

### **What causes poor results in a restroom?**

Failure to adequately identify and communicate cleaning standards to the appropriate staff. Unless standards are clearly defined, stated and understood they can never be achieved. The

cleaning staff must know the appearance and performance expectations in advance and be trained accordingly. Failure to clearly communicate precise cleaning standards and objectives will result in poor quality.

### **What are the most frequently neglected surfaces when cleaning the restroom?**

- , Inside the door to the toilet stalls
- , Under lip of the toilet and urinal
- , Ceiling vents
- , Floor drains
- , High ledges
- , Light fixtures
- , Door knobs and handles
- , Plumbing fixtures to sinks, toilets and urinals
- , Underneath the faucet
- , Difficult to reach corners of floors and walls

### **Is physical cleaning more important than disinfecting?**

Proper cleaning and disinfecting procedures go hand in hand to provide a clean, healthy restroom environment. Cleaning is the process of removing unwanted substances and putting them in their proper place.

Disinfecting is the process of killing and destroying unwanted germs (pathogenic micro organisms) from the restroom environment. Maintaining a clean and healthy restroom environment depends upon using effective cleaning and disinfecting products and techniques.

### **What is the scientific definition of a clean restroom?**

A clean restroom is a neat, orderly and healthy environment where harmful micro organisms are under control and the room is free of unwanted substances, pollutants, residues and odours. Cleaning is an activity, a process and a form of management. For instance, cleaning a restroom includes the activity of rubbish removal, the process of orderly filling dispensers and management of the cleaning process including the sequence of tasks. Clean restrooms don't happen by accident. It takes good planning and management to provide safe, clean and healthy restroom facilities.

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