

# **FACILITY HYGIENE MANAGEMENT & MAINTENANCE**

The Ultimate Guide to Maintaining  
a Safe and Sanitary Business

**DAVID LINTON**

*Copyright © 2015 David Linton*

*First Edition*

*All rights reserved.*

**Book Cover Design & Layout by PIXEL eMarketing INC.**

No part of this publication may be reproduced, stored in a retrieval system or transmitted in any form or by any means, electronic, mechanical, photocopying, recording, scanning or otherwise, except under the terms of the Copyright, Designs and Patents Act 1988 or under the terms of a license issued by the Copyright Licensing Agency Ltd.

### **Legal Disclaimer**

The Publisher and the Author make no representations or warranties with respect to the accuracy or completeness of the contents of this work and specifically disclaim all warranties, including without limitation warranties for a particular purpose. No warranty may be created or extended by sales or promotional materials. The advice and strategies contained herein may not be suitable for every situation.

Neither the publisher nor the author shall be liable for damages arising herefrom. The fact that an organization or website is referred to in this work as a citation and/or a potential source of further information does not mean that the author or the publisher endorses the information the organization or website it may provide or recommendations it may make.

Further, readers should be aware that Internet websites listed in this work may have changed or disappeared between when this work was written and when it is read.

## *Dedicated. . .*

This book is dedicated to a certain donut store. I have spent about 10 years visiting problematic facilities, from restaurants to hospitals, to veterinary clinics to schools. All these were looking for solutions to their hygiene problems. So naturally I have seen the worst of the worst. On one such visit to a national brand steakhouse whose name I won't mention (their longhorn is probably stuck on a sign somewhere even in your town), I caught a virus that baffled the doctors; nobody even knows what it was. My lip was swollen up so big it was almost past my nose. My wife thought it was going to burst. My daughter, who was very young at the time, was both scared and laughing. Fortunately, the swelling went down and never came back. The doctor did not know what to do about it, but fortunately I serve a big God, and he took care of it for me.

In all my 10 years of visiting facilities and seeing many that were so unhygienic that I could contract such a condition, I have never seen one as bad as this donut store. They are hot and ready, all right. This was my motivation to write this book. Now before you dismiss this book because you are not in the donut business, let me say that they have a facility hygiene problem, not a donut problem. I know this because I have visited some Dunkin Donuts as well. And the ones I saw were very well kept. I suppose this is because they were owned by a private owner such as yourself and not a national brand-owned store. So I aim to help all the private, family-owned businesses that care as much as the Dunkin Donut's franchisee did. From restaurants to veterinary clinics to privately managed schools and national parks, I have compiled the best procedures possible to keep your facility safe and healthy. Many thanks to this donut store.



# Contents

<i>Introduction to the Clean Method</i> .....	1
<b>CUSTOMER CENTRIC CLEANING</b> .....	<b>3</b>
<i>Chapter 1: The Family-Business Case for Facility Management</i> .....	5
The Importance of Facility Hygiene: The Stats. ....	6
Clean Money: How Keeping It Clean Brings in the Business. ....	6
A Competitive Edge: The Idea of Customer-Centric Cleaning ....	8
<i>Chapter 2: Beating the “Big Box” Chains</i> .....	11
How to Build Your Business Facility Maintenance Team .....	11
The Tools and Supplies Required for Facility Maintenance .....	13
Five Ways to Beat Larger Companies at Their Own Game .....	14
<i>Chapter 3: The Lowdown on Facility Maintenance &amp; Management</i> .....	17
Why Focus on Adequate Facility Maintenance? .....	17
The Facility Management Guide: Things You Need to Know ....	19
Your Facility Management Checklist: Getting Ahead .....	20
<i>Chapter 4: Facility Management &amp; Inspiring Repeat Business</i> .....	23
The Benefits of Inspired Facility Maintenance & Management ...	23
Techniques for Round-the-Clock Facility Management .....	25
Bringing in Repeat Business: Facility Management Rules .....	27
<i>Chapter 5: The Pitfalls of Poor Facility Maintenance!</i> .....	29
What Happens When Your Facility Does Not Get It Right? .....	29
Six Mistakes That Facility Maintenance Teams Make .....	31
Five Guiding Principles for New Facility Managers .....	32
<i>Chapter 6: Employee Break Room Maintenance</i> .....	35
The Importance of Cleaning Employee Oven & Fridges .....	35

How to Clean an Oven Like a Pro .....	37
How to Clean a Fridge Like a Pro .....	39
<b>Chapter 7: General Décor and Staff Presentation . . .</b>	<b>41</b>
General Maintenance With Facility Décor .....	41
When to Clean Things Not Usually Cleaned. ....	43
Hygienic Staff Presentation Rules .....	45
<b>Chapter 8: Radical Restroom Sanitation Protocols. . .</b>	<b>47</b>
10 Methods of Keeping Your Restroom Clean. ....	49
The Restroom Chronicles: Why Cleaning Matters .....	47
Rotations and Cleaning Product Choices: Your Results .....	50
<b>Leveraging Safety &amp; Hygiene Equipment .....</b>	<b>53</b>
<b>Chapter 9: Handling Items for Personal Protection . .</b>	<b>55</b>
How to Handle Food in a Restaurant. ....	55
How to Handle Pets in a Veterinary Clinic. ....	57
How to Handle Money and Engage With Customers .....	59
<b>Chapter 10: Personal Protective Equipment:</b>	
<b>The Rundown .....</b>	<b>61</b>
The Importance of Protective Equipment .....	61
The Benefits of Personal Protective Equipment. ....	63
How to Handle and Store Personal Protective Equipment .....	64
<b>Chapter 11: Commercial Foodservice Equipment .....</b>	<b>67</b>
Cleaning Walk-in Cooler Boxes and Freezers .....	68
Commercial Oven, Grill, and Fryers Maintenance .....	69
Danger! Cleaning Soft Serve and Ice Machines. ....	71
<b>Chapter 12: Uniforms for Employee Safety. ....</b>	<b>75</b>
The Ideology Behind Uniform Safety: Three Rules. ....	75
Janitors and Public Restrooms: The Art of Safe Cleaning. ....	77
Different Requirements for Specific Industries: The List. ....	79
<b>Chapter 13: Washing Clothing &amp; Linen: Strict Rules . . .</b>	<b>81</b>
The Right Linen Hygiene Procedures: Get Them Here. ....	81
Washing Clothes: Frequencies & Routines. ....	83

The Importance of Washing Regularly: Danger! . . . . .	84
<b>Chapter 14: Hygiene in Hospitals &amp; Medical Centers . .</b>	<b>87</b>
The Importance of Regular Hygiene Protocols . . . . .	87
The Occupational Safety and Health Administration: Guidelines .	89
Laws and Regulations That Must Be Followed With OSHA. . . . .	90
<b>Chapter 15: School Sanitation and Representation . . .</b>	<b>93</b>
Sanitation Equipment Needed for Schools . . . . .	93
The Importance of Hygienic Classrooms. . . . .	95
Food Service in School Cafeterias: Methods . . . . .	96
<b>Chapter 16: Restaurant Sanitation and Hygiene. . . . .</b>	<b>99</b>
Dangerous Forms of Bacteria! . . . . .	99
Personal Hygiene in the Kitchens . . . . .	101
Management of Food Safety Regulations. . . . .	103
<b>Chapter 17: Industrial Cleaning Tips Exposed. . . . .</b>	<b>105</b>
Best Ways to Use a Vacuum Cleaner . . . . .	106
Sprays, Detergents, and Solvents . . . . .	107
Cloths, Sponges, Gloves, and Masks. . . . .	108
<b>Employee Safety &amp; Hygiene Explored . . . . .</b>	<b>111</b>
<b>Chapter 18: Occupational Healthcare 101 . . . . .</b>	<b>113</b>
Benefits of Endorsing Occupational Healthcare . . . . .	113
Keeping Your Employees Healthy: The Reality . . . . .	115
How to Adopt Occupational Healthcare Plans . . . . .	116
<b>Chapter 19: Fire Protection &amp; Smoke Alarm Protocols.</b>	<b>119</b>
Fire Safety in Your Facility: The Rules . . . . .	119
Your Fire and Smoke Alarm Safety Checklist. . . . .	121
Smoke Alarms and How You Should Be Using Them . . . . .	123
<b>Chapter 20: Realizing the Dangers of a Hazardous Facility . . . . .</b>	<b>125</b>
Recognize, Evaluate, and Control Hazards: The Process . . . . .	126
The Importance of Reducing Business Hazards. . . . .	127
Keeping Your Facility Hazard-Free: The Rules . . . . .	128

<b>Chapter 21: Recognizing &amp; Understanding Facility Hazards.</b>	<b>131</b>
Noise, Temperature, and Lighting Quality	132
Ergonomics, Sick Building Syndrome, and Static Electricity	133
Ionizing Radiation, Biological Hazards, and Gasses.	135
<b>Chapter 22: Food Storage for Restaurateurs</b>	<b>137</b>
Why Food Storage Matters	138
Practical Methods of Storing Food Safely.	139
Common Food Storage Mistakes Restaurateurs Make	140
<b>Chapter 23: Food Storage for Business Owners</b>	<b>143</b>
Knowing Your Limits: Safe Food Storage Times	144
A Closer Look at Food Storage Safety.	145
Practical Methods of Ensuring Safe Food Storage on Site	146
<b>Chapter 24: Food Packaging &amp; Delivery Hygiene</b>	<b>149</b>
How to Package Food for Transit	149
Cooling and Heating: Temperatures Matter.	151
<b>Advanced Building Safety &amp; Hygiene for Facilities</b>	<b>153</b>
<b>Chapter 25: Managing Ceiling Health</b>	<b>155</b>
The Importance of Mold & Leak Control.	156
What to Look for in an Ailing Ceiling	157
How to Respond to Ceiling Concerns: The Steps	158
<b>Chapter 26: Corridor Safety for Business.</b>	<b>161</b>
Why Corridors Should Always Be Open	162
The Dangers of Blocking Vital Areas.	163
The Complete Set of Corridor Safety Guidelines	164
<b>Chapter 27: Zoom in on Facility Flooring:</b>	
<b>What You Don't Know</b>	<b>167</b>
The Unsanitary Nature of Floor Selection	168
A Comparison List of Floors and Their Hygiene Rating.	169
The Benefits of Choosing the Right Floor Materials	170

<b>Chapter 28: Facility Flooring Rebooted: The Dangers</b>	<b>.173</b>
Epoxy and Latex Flooring: The Scoop	173
Cement, Rubber, and Silicone Floors	175
Tiles, VCT, and Carpet-Style Flooring	176
<b>Chapter 29: Showers &amp; Drinking Fountain Safety</b>	<b>179</b>
The Correct Way to Clean Showers: Times & Equipment	180
10 Safety Protocols for Using Public Fountains & Showers	181
Drinking Fountain Hygiene: Your Responsibility	182
<b>Chapter 30: Taking Care of Your Counter Tops</b>	<b>185</b>
How to Clean Tables and Desks	186
Restaurant Surface Cleaning: Rotational Rules	187
Countertops in the Bathroom: The Basics	189
<b>Chapter 31: How to Clean Your Facility Seats</b>	<b>191</b>
The Importance of Cleaning Seats	192
How Often You Should Clean Your Seating	192
The Dining Room Dash: Rules for Dining Chairs	193
<b>Chapter 32: General Facility Safety Guidelines</b>	<b>197</b>
How to Communicate & Ensure Staircase Safety	198
Making Your Facility Safe for Young Customers	198
Checking on Your Building Exit & Evacuation Plan	200
<b>NB Areas of Hygiene &amp; Safety</b>	<b>203</b>
<b>Chapter 33: Hygiene for Your Slaughter House</b>	<b>205</b>
The Problems with Slaughterhouse Hygiene	206
Excellent Practices for Correcting Slaughterhouse Hygiene	206
The Importance of Inspections & Stringent Rules	208
<b>Chapter 34: The Smoking Issue: Nicotine Hygiene</b>	<b>211</b>
Creating Protocols for Smoking Safety & Hygiene	212
The Rules on Smoking Area Designation	213
Training Your Smoking Staff for Customer Service	214
<b>Chapter 35: The Little Matter Known as Sewerage</b>	<b>217</b>
Everything You Do Not Know About Sanitation	218

Signs of Sewerage Concern: The Truth . . . . .	218
Cleanup and Disinfection Services Explained . . . . .	220
<b>Chapter 36: Managing Waste Disposal Correctly . . . .</b>	<b>223</b>
The Importance of Waste Disposal Infrastructure . . . . .	224
Running Through Your Waste Disposal Checklist . . . . .	224
Elements to Consider When Designing Your Waste System . . . .	226
<b>Chapter 37: Controlling Unwanted Pests Like a Pro . .</b>	<b>229</b>
The Four Steps of Pest Management . . . . .	229
Your Complete List of Potential Pest Threats . . . . .	230
Knowing When You Have a Problem: Prominent Signs . . . . .	231
What to Do When You Have Pests: Checklist . . . . .	233
<b>Chapter 38: Guaranteeing the Best Water Quality . . .</b>	<b>235</b>
Leveraging Water Quality for Business: The Argument . . . . .	236
The Five-Step Testing & Standards Method: Quality Water . . . .	237
Practical Methods for Upgrading Your Facility's Water . . . . .	238
<b>Chapter 39: Focusing on the Finest Air Quality . . . . .</b>	<b>241</b>
What Customers & Employees Look for in Air Quality . . . . .	241
The Three Laws of Breathable Air . . . . .	242
The Current State of Air Quality in Big Business . . . . .	244
<b>Chapter 40: Graffiti Removal &amp; Prevention . . . . .</b>	<b>247</b>
How to Remove the Worst Graffiti Ever . . . . .	247
Stop Artists with These Simple Tips & Tricks . . . . .	249
Promoting an Aura of Safety Around Your Facility . . . . .	250
<b>Chapter 41: Gas Leaks &amp; Carbon Monoxide Alarms . .</b>	<b>253</b>
Critical Signs of a Gas Leak: What to Do . . . . .	253
Installing Carbon Monoxide Alarm Systems . . . . .	254
Creating Protocols for Gas Safety and Security . . . . .	256
<b>Conclusion . . . . .</b>	<b>257</b>
<b>References . . . . .</b>	<b>259</b>
<b>Index . . . . .</b>	<b>283</b>

# Introduction to the Clean Method

First impressions are important. But lasting impressions bring customers back for more.

In today's competitive environment, your company needs every advantage that it can get when competing with larger brands that have access to almost limitless finance. For the family-owned company that is looking to get ahead in business, one of the most effective methods of keeping customers coming back for more is an often overlooked element of business: hygiene.

Think about the last facility that you visited that impressed you!

I bet it was spotlessly clean—not just the first time you went there but every time you visited that location. Somewhere in the back of your mind you made the same mental association we all make with a beautifully clean business.

**Clean = Quality**

**Clean = Safety**

**Clean = Comfort**

It makes perfect logical sense. A clean restaurant will serve better food that you can trust. A clean hospital will ensure that your stay there is safe and free of infection. A clean school provides an ideal environment for learning that does not sacrifice safety and security in the process. Overall, anyone would agree that when your facility is cleaner, it is more desirable.

And therein lies the opportunity.

If you have been searching for a way to gain favor with your customer base by outdoing the larger brands across the road from you, the clean method will do that for you.

Maintaining a safe and sanitary facility these days makes your business a rising star among bigger brand facilities that are almost always lacking in adequate hygiene. In the age of social media, reviews, and recommendations, the best way to capitalize on your family-owned status is by being the neatest, tidiest, cleanest company on the block.

You would not believe the transformation to your bottom line if you do. Independent, family-owned brands need an ace up their sleeve. By working through the clean method that we have developed for you, your reputation will skyrocket in the coming months.

When your business is clean, it is safe, and that means that you are doing your part to keep your community in good shape—whether you own a restaurant, an animal hospital, a daycare facility, an elder care facility, or a hospital. It is time to re-learn the powerful industry ABCs that will impress your customers, promote return business, and sell more of your product and services.

**Always Be Clean—With Methodical Hygiene**

*Your journey begins here.*



# **CUSTOMER CENTRIC CLEANING**



*chapter 01*

# **The Family-Business Case for Facility Management**

*"Profit in business comes from repeat customers, customers that boast about your product or service, and that bring friends with them."*

W. EDWARDS DEMING

**B**e honest. Your business is not as clean as it could be, and that's not okay. Hygiene tends to drop to the bottom of the list when your company is struggling to make sales. The irony is that basic hygiene may be the reason why your foot traffic has plummeted over the years.

Facility hygiene and management is more of a science than an art. Whole industries have sprung up around making public areas clean and safe. This chapter explores the idea of customer-centric cleaning, why it is important, and how it helps you close those sales.

## The Importance of Facility Hygiene: The Stats

Throughout the clean method, I will refer to your business as a facility. This could mean your retail store, your office, your restaurant, or any privately rented or owned space where you conduct family-owned business in competition with larger brands.

Facility hygiene has a lot going for it right now. Research has linked a company's cleanliness with its ability to attract new customers. A recent retail consumer study by MARC Research and National In-Store has proven that 14%<sup>1</sup> of consumers said that they would stop visiting a facility if it was not as clean as they would like.

With money as tight as it is and debt crippling the cash flow of most people in the country, customers have become less forgiving about hygiene in general. When they go out and spend their money, they expect a great experience. At the very top (not the bottom!) of the list is cleanliness. If this single factor is missing, your customers will not be happy.

Proctor & Gamble has found that 85%<sup>2</sup> of cleaning professionals in the food and hospitality industry are being forced to "do more with less." That leaves enormous opportunity for smaller, ambitious companies to step in and provide that exceptional level of "clean" that was once so normal that it did not even make any prioritized list in business.

## Clean Money: How Keeping It Clean Brings in the Business

As it turns out, cleanliness is harshly evaluated by customers nearly all the time. It helps them organize their priorities, directs

---

1 Store Cleanliness Plays an Important Role on Where Consumers Shop, <http://www.marcresearch.com/pdf/AprilMeasurePressRelease.pdf>

2 Keep It Clean, [http://www2.qsrmagazine.com/articles/what\\_matters\\_most/140/keepitclean-1.phtml](http://www2.qsrmagazine.com/articles/what_matters_most/140/keepitclean-1.phtml)

where they spend their money, changes their perceptions about a brand nearly instantly, and greatly impacts customer behavior on a short- and long-term level.

In many industry-specific<sup>3</sup> surveys, cleanliness actually scores higher than atmosphere, food quality, and customer service, which is really saying something! The impact can be seen from these strong opinions being shared online, where sites like Yelp! and other review platforms now guide the decisions of a whole new generation of customers.

The results are in: A spotlessly clean facility is the most important element for receiving a positive online recommendation or review. That is a huge revelation for family-owned businesses that are fighting to compete with giant brands.

According to Technomic,<sup>4</sup> an independent customer research firm, of 18,000 survey respondents who ranked a restaurant's most important attributes, cleanliness was right at the top. Some 93% of these people ranked clean dishware and glassware as the number one most important feature they look for in a restaurant.

If you think that “clean enough” is good enough, then it is time to reorganize your priorities because you are *losing* business with this kind of outdated attitude. Clean “enough” is what you experience when you walk into a local soybean burger company that services 8,000 customers a day. We both know that this is definitely not clean enough anymore.

Cleanliness relates to many elements in your company— atmosphere, organization, tidiness levels, clutter distribution,

---

3 Perceived Cleanliness: How Do Hotel Guests Perceive Cleanliness in a Hotel?, <https://prezi.com/kqzom8zfuhy/perceived-cleanliness-how-do-hotel-guests-perceive-cleanliness-in-a-hotel/>

4 No Second Chances on First Impressions: How Cleanliness Drives Repeat Business, <http://www.whycleanmatters.com/cleanliness-drives-repeat-business>

sanitation, and safety. They are all bundled together under the title of cleanliness. Keeping your facility clean must be handled in cycles so that consistency is always maintained.

That will be the difference between you and the bigger brand. Plus, evidence exists that suggests a clean environment promotes higher productivity and efficiency as well as improved time and resource distribution, which are all great side effects for your company.

Understanding how to “keep it clean” with a limited budget, limited staff, and serious restrictions on your time is all part of the adventure. The clean method will make sure that all of your bases are covered.

## **A Competitive Edge: The Idea of Customer-Centric Cleaning**

***What is customer-centric cleaning, you may ask?***

*Think of it this way. If you have 100 customers that stop by your facility on any given day, that means that you have 100 chances to generate either a positive or a negative review about your business. Everyone is armed with a phone, and with this new day of online virality, you simply cannot hide poor hygiene practices anymore.*

**Customer-centric cleaning uses a basic scale for assessment:**

1. A brilliant review on the cleanliness and awesomeness of your facility!
2. A pleasing overall impression of your company's reputation
3. Grubby but passable, like every other major brand next door
4. A lack of hygiene in a specific area that leaves a sour impression

5. A scathing review on your lack of cleanliness based on customer outrage

There is a reason why they call it a “clean reputation.” When your facility is neat and spotless, it helps your customers positively associate your brand with professionalism, hygiene, safety, and trustworthiness. The opposite is true if you do not live up to that.

This is why cleanliness is a hugely significant element of your brand reputation!

A brand’s reputation is based on experience, and this all begins with keeping it clean. You should be aiming for a brilliant review every time a customer comes into your facility in order to beat your competition and establish a prominent name for yourself in your area.

Customer-centric cleaning puts the customer first. You will clean like a hoard of photographers are poised and waiting to snap pictures of your brand for the online space—because they are! You *want* your facility to be so spotless that people actively take photographs of it and say nice things about your brand online.

That is how you will steal customers from the larger brands in your area. When was the last time you noticed how exceptionally clean someone’s business was? Did it impress you? Larger companies actually build poor hygiene practices into their business to save money, serving stale food and failing to clean their facilities often enough.

**If you want a real competitive edge, the CLEAN method will work for you.**

**C: Customer-centric cleaning!** (*Orientate and learn about the concept*)

**L: Leveraging safety & hygiene equipment** (*Find out how to leverage equipment*)

**E: Employee safety & hygiene explored** (*Discover how to protect your employees*)

**A: Advanced building safety & hygiene for facilities** (*See how to maintain your building*)

**N: NB areas of hygiene & safety** (*Focus on the right techniques and tips*)

## chapter 02

# Beating the “Big Box” Chains

*“Do more than is required. What is the distance between someone who achieves their goals consistently and those who spend their lives and careers merely following? The extra mile.”*

GARY RYAN BLAIR

**F**ind out how to outdo the larger “big box” chains that claim to have the best standards and teams by building better teams of your own that are accountable for your facilities sanitation and maintenance. This chapter tells you how to do it.

## How to Build Your Business Facility Maintenance Team

A business facility maintenance team exists to ensure that the facility that you are in is always in optimum shape—whether that means adding a bit of paint, fixing a broken stove, repairing electrical issues, or giving the back room a hygiene makeover.

The team that you put together to do this needs to focus on keeping your building in tip-top shape so that cleanliness and sanitation are always important priorities. This means understanding how to build a competent team to maintain these high standards.

***Here is how to build your ideal business facility maintenance team:***

- Identify the characteristics of a successful team.
- Measure the team climate characteristics, and create a team profile.
- Identify the team characteristics that are lacking in your team.
- Use established decision criteria to choose the right intervention<sup>5</sup> so that you can amend these lacking characteristics.
- Enhance your understanding of the situation by ensuring ongoing observation of your team and ongoing data collection (organizational culture, systems, processes, structure, and politics).
- Conduct interviews with team members periodically, and analyze all data.
- Identify your team-building interventions to overcome team deficiencies.
- Use established criteria to choose the right intervention strategy.
- Implement and assess improvement on an ongoing basis.

These steps will walk you through the process of creating your ideal facility maintenance team. For any family-owned

---

5 Ramon Baltazar, Laird Mealiea, A Strategic Guide for Building Effective Teams, [http://psykol.org/nos/images/0/0c/Building\\_effective\\_teams.pdf](http://psykol.org/nos/images/0/0c/Building_effective_teams.pdf)

business, your main priority is to build a team that will be accountable, consistent, and 100% able to meet the demands of your building.

Each team member needs to be a permanent member of staff who is able to bring facility issues to the table and effectively solve them within budget and according to standards that you set in stone beforehand. This is how you begin to compete with the big box chains.

## The Tools and Supplies Required for Facility Maintenance

Your whole building matters, and that means it is not just hygiene that is a cause for concern. In fact, the facility maintenance process also involves technical work to keep your facility in good shape. Once your team has been assembled, you will need to find out what your ongoing needs are in terms of tools and supplies.

This often depends on the industry that you are in, so take that into consideration when assembling your “tools and supplies” list. Here are some common items that you may want to consider adding to that list.

- ***Tools and Equipment:*** automatic floor scrubber, power drill,<sup>6</sup> insulated hand tools, wet-dry vac, multiple use snips, infrared leak detector for both moisture and energy detection
- ***Cleaning supplies:*** chemicals and cleaning products, cleaning equipment, janitorial supplies, toiletries, linens, uniforms, recycling and waste equipment
- ***Cleaning compounds and dispensers:*** non-motorized cleaning equipment and trash receptacles, paper products, motorized floor cleaning equipment and accessories

---

6 Hardware SuperStore - Schedule 51V. <http://www.gsa.gov/portal/category/21038>

- ***Real property inventory:*** a system that maintains an inventory of your company's assets and how to manage those assets.
- ***Computer aided facility management:*** using information technology<sup>7</sup> to help streamline the facility management process, including adding computerized systems, software, and training to your list.
- ***O&M Manual:*** Creating your own O&M manual is critical for establishing quality practices within your teams and facility.

Your job as a business owner is to understand that facility maintenance and sanitation requires infrastructure that needs to be governed by a set of rules and processes and managed by a competent team with clearly defined roles.

This means mapping out exactly what you need in terms of staffing, equipment, and ongoing consumables on a monthly basis. These are all tied into your processes and how you choose to maintain your facility.

A restaurant, for example, would clean and thoroughly rinse their kitchen floor and have processes in place to guarantee daily kitchen hygiene and front-of-house hygiene. The facility maintenance team will also make sure that all chairs are stable and that the environment in the dining room is safe and tidy.

## Five Ways to Beat Larger Companies at Their Own Game

Larger brands have been through the process of mapping out their teams, the tools and equipment they need, and how often they will have to replace the consumables that will keep these teams stocked and effectively managing the challenges at hand.

---

7 Don Sapp, Facilities Operations & Maintenance, <http://www.wbdg.org/om/om.php>

**The only way to compete with larger brands is to employ a similar system and assemble a schedule that will keep your facility in great shape. Here is how:**

1. ***Hire better teams.*** Large companies usually pay minimum wage for cleaning and maintenance staff, which can cause issues when you want to grow your team or you have strict systems in place that need to be managed effectively. People make the team!
2. ***Insist on ongoing training opportunities.*** Invest in your staff by making sure that they are receiving regular training and become experts in building maintenance and sanitation. Always offer room for growth if a team member wants to advance.
3. ***Employ improved systems and processes.*** Use computerized systems to track and manage your teams and your stock usage and to govern all of your processes. Use data collection to improve and advance your existing processes and establish systems that work better as you find out more about hygiene and maintenance.
4. ***Use accountability and rewards systems.*** Sanitation and maintenance may not be glamorous, but it can be motivated effectively under the right conditions. To maintain consistently good work, offer performance incentives and bonuses and teach your staff to be highly accountable for the work that they do on premises.
5. ***Test innovation.*** New innovations are being introduced into the facility sanitation and maintenance sector all the time. Do not be afraid to try new things; be innovative, and encourage your staff to bring ideas to the table.

Vital team elements like innovation, motivation, and consistency are all areas that you can capitalize on outside

of a large corporate environment. Big brands rarely pay their staff well, and they do not offer opportunities beyond what is “standard” in the industry.

You can attract competent, intelligent staff that will be able to function on a higher level because you have taken the time to make their job important to the overall success of your company and facility. This is where the fundamental difference lies; do not forget to use it to your extreme advantage.

## chapter 03

# The Lowdown on Facility Maintenance & Management

*"Believe in yourself! Have faith in your abilities! Without a humble but reasonable confidence in your own powers you cannot be successful or happy."*

NORMAN VINCENT PEALE

**F**acility maintenance and management is a preventative measure that your family-owned brand needs to consider investing in to keep up with larger brands and eventually learn how to outdo them. This chapter focuses on things you need to know to make this a reality.

### Why Focus on Adequate Facility Maintenance?

When there is not a substantial investment in facility maintenance and management, your entire business can and will fall to pieces; or at the very least, it will fall behind all of

your main competitors who focus on this area in great detail because of its overwhelming importance.

Adequate facility maintenance is critical to the functioning of your company in more ways than one. Just look at why this is an area that needs your undivided attention.

- There is a strong connection between a well-kept facility and positive employee functioning over time. Neat, clean surroundings promote employee productivity and pride in the workplace and help employees reach for greater heights with customer service.
- The facility surroundings have a direct impact on your clients, customers, attendees, and patients that are constantly inside your facility. School children,<sup>8</sup> for example, tend to do better with behavior and achievement when learning inside a well-kept facility.
- Building better maintenance plans means that your teams will consistently improve and discover new ways to make your employees and consumers more comfortable on your premises. That is outstanding for business in the ongoing war to secure repeat customers.
- Adequate facility maintenance also prevents your critical systems<sup>9</sup> from breaking down, wearing out, and hampering your operations. Cleanliness and maintenance prevent machinery from falling into disrepair and ensure a higher standard of performance at all times.

When your facility is always cleanly painted, in excellent operational order, with exceptional cleanliness practices, you

---

8 Facility Management in the New Millennium, <https://www.cashnet.org/resource-center/resourcefiles/562.pdf>

9 Importance of Facility Maintenance, <http://www.icmech.com/post/51502280b7a3b37fef000148/Importance-of-Facility-Maintenance->

are primed to eclipse and overtake your competition. This is because larger companies simply do not adequately cover these concerns anymore due to budget cuts, limited staffing, and cleanliness always taking a back seat in business.

## The Facility Management Guide: Things You Need to Know

You will agree that facility management is about protecting your building and the people inside it according to standards that you have carefully set and want to maintain. Once you have painstakingly assembled your facility maintenance plan, you will need to make sure that all of these critical processes are correctly managed.

A maintenance plan covers more than simple hygiene; it also takes care of routine maintenance and long-term care of important equipment and systems inside the building to guarantee that you are always in full operation mode.

*Here is what you need to know about facility management:*

- A facility manager organizes, controls, and coordinates the strategic and operational management of buildings and facilities in order to guarantee efficient operation in all physical aspects, building and sustaining productive environments for everyone involved. A manager can be an individual or a management team.
- The most important role of a facility manager is to make sure that all pre-set systems and models are being adhered to and that all staff involved are actively carrying out their roles to keep the facility 100% clean and in good order.
- Facility management is involved with business continuity<sup>10</sup>

---

<sup>10</sup> Paul Kirvan, Facilities Management Guidelines for Business Continuity Professionals, <http://searchdisasterrecovery.techtarget.com/tip/Facilities-management-guidelines-for-business-continuity-professionals>

and operations and can also be an essential part of disaster recovery procedures.

- Facility management is deeply involved in the risk assessment and management process. You can greatly reduce risk in your facility by investing in computerized systems and software that will govern important processes. Your competition has this software, and so should you.
- Facility management is becoming one of the most critical elements that determine the success of a company in today's highly competitive market. Schools, hospitals, restaurants, and corner stores—no one is exempt from being held to high levels of cleanliness and adequate facility maintenance. Hire yourself a great manager!
- Facility management needs to function according to what you can afford. Prepare sound budgets, and integrate this into your strategic planning process. Facility maintenance gives back, but it should not negatively impact your bottom line.

Managing a facility requires a maintenance plan that is consistently updated according to data that you source from your computerized systems, staff, and management teams. It should be an ongoing process that is reviewed and adapted each year. Continual evolution will keep you ahead of the competitors in your niche.

## **Your Facility Management Checklist: Getting Ahead**

What are the main areas that a facility manager will need to focus on when stepping into a new position with your family-owned brand? Use this checklist to help determine how you are going to get ahead, and make sure that you tick all of the boxes.

1	Hire a competent facility manager	
2	Establish an aligned facility philosophy	
3	Establish a facility hygiene and management mission	
4	Create a facility maintenance master plan	
5	Take sustainability of your plan into account	
6	Take security of your plan into account	
7	Include emergency management in your plan	
8	Make sure that adequate planning has taken place	
9	Organize facility management by function, location, and organization	
10	Evaluate and hire staff members	
11	Evaluate and hire contractors and consultants	
12	Manage personnel according to your plan	
13	Direct staff, and build work schedules	
14	Develop policy and procedure plans	
15	Control standards, scheduling, IT systems, and policy execution	
16	Evaluate design, and analyze program steps periodically	
17	Facility planning and forecasting by gathering business data	
18	Strategic facility planning in three-year and 10-year plans	
19	Operational planning procedures	
20	Macro and micro level planning and capital program development	
21	Lease administration and property management	

22	Space planning, allocation, and management	
23	Architectural planning and design and engineering of major systems	
24	Workplace planning, allocation, and management	
25	Budgeting, accounting, and economic justification	
26	Real estate acquisition and disposal	
27	Environmental and legal due diligence	
28	Sustainability – site selection	
29	Environmental policies	
30	Vendor relationships and environmental control	
31	Project management compliance	
32	Workplace improvements, lighting, air quality, and thermal comfort	
33	Aligning design with business functions	
34	Construction project management	
35	Operations, maintenance, and repair	
36	Technology management	
37	Facility emergency management	
38	Security and life-safety management	
39	General administrative services	
40	Vending and food services	

Use this checklist to determine if you have covered all the essential bases with your new facility manager and their ability to manage your facility.

In this book, we provide the tools and a ready-made plan for you; all you have to do is read the book and implement it.

## chapter 04

# Facility Management & Inspiring Repeat Business

*"There is only one boss. The customer. And he can fire everybody in the company from the chairman on down simply by spending his money somewhere else."*

SAM WALTON

**W**hen your company takes the time to get facility management right, it opens up a whole new world for your business. Sanitation and facility maintenance are so critical for repeat business these days that this chapter focuses on why managing these is essential.

## The Benefits of Inspired Facility Maintenance & Management

There are many benefits involved in creating an inspired facility

maintenance and management plan<sup>11</sup> for your family-owned company. Larger brands that you are directly competing against already have these systems in place, but the good news is that you can streamline and adjust yours to be better over time. Local management for the larger brands do an awful job following their “systems” because the parent company cannot monitor thousands of managers across as many locations, so things fall through the cracks. The big brand often has an extensive thousand-page operations manual that collects dust at each of their locations. This is a major opportunity for you.

*The core benefits that should concern you are:*

- *Your premises will always be ready for action:* All machinery and equipment will be maintained correctly and will break down less and, as a result, will save you money in the long run. Plus, your facility will always be primed for action.
- *You will optimize employee performance:* When everything is always well maintained and in good condition, your employees will never be hampered by productivity obstacles, so performance in your business will remain high.
- *Your employees and customers will enjoy clean surroundings:* Impress your employees and customers by maintaining a spotless environment where business can be conducted as usual for their wellbeing, comfort, health, and safety.
- *Accelerate business operations:* With facility CMMS management, you will be able to maintain a high standard of appearance, comfort, and safety. Fix problems at lightning speed, and ensure all machinery is correctly

---

11 Kathy O Roper, Richard P Payant, The Facility Management Handbook, [http://www.caluniv.ac.in/free\\_book/BUSINESS/The\\_Management.pdf](http://www.caluniv.ac.in/free_book/BUSINESS/The_Management.pdf)

maintained according to your computer system schedule. This prevents issues from arising over time.

- *Get repeat business and amazing reviews:* Because CMMS systems record all data, what work is done and when, for example, can be progressively improved until they work like clockwork. A consistently clean and well maintained facility translates into repeat customers and amazing reviews on social media.

The longer that you and your team work with sanitation and maintenance, the more secrets you will uncover. Over time, you will integrate these into your daily operations, resulting in a cleaner, better environment for everyone that comes in contact with your business.

## Techniques for Round-the-Clock Facility Management

Time is always a factor when you have facility cleanliness and maintenance to consider. Computerized systems should let your managers and staff know when routine maintenance should be conducted to keep your equipment and machinery in good condition.

Business environments are facing big changes these days thanks to the rise of environmental sustainability and green energy. If your facility manager can contribute to your business model by employing similar tactics, then they should.

Reducing costs, improving employee satisfaction, and helping reduce a business' impact on the environment are all important in today's business arena. That is why sustainability is a key term that is used when any business decides to structure their facility maintenance plan.

Here is how you can make your plan sustainable and time effective:

- Look at your operating times and the size of your facility. Determine if you need one team or several to manage the workload so that your company can maintain the standards that you have been learning about.
- Always have a single facility manager that oversees any teams. Their job will be to evaluate performance, to keep the teams adhering to policies, and to correct problems as they arise with each team set.
- Establish schedules that guarantee your business will be clean and maintained, and set them according to your current business influx. Adjust these needs as your business improves and more people begin to enter your premises.
- Establish levels of accountability. Do not simply have “two cleaners” and they are responsible for everything. Hierarchies exist so that work can get done correctly, in a specific amount of time, and within certain budgetary constraints.
- Always have your facility manager do spot checks during the week, periodic reviews of the environment, and employee performance checks in their specific roles. If someone has not been performing or doing their work correctly, a system of procedures should be in place to correct that or fire the employee.

The techniques that you use for round-the-clock facility management will depend on your facility manager, the team that they assemble and the software that you use to keep track of what needs to be done, and what can be improved.

Do not forget to continually implement the insights that are taken from the data and from staff experiences as they work

in the building. These can be transformed into faster, more efficient methods of cleaning, fixing, and getting things done.

## Bringing in Repeat Business: Facility Management Rules

Have you ever heard the phrase “measure, improve, repeat”?

Continuous improvement<sup>12</sup> is not an easy thing to reach for. At least it did not used to be. Now we have computer systems that track, monitor, and analyze the data that your staff produces. Because of this, you can create patterns and find opportunities in that data for improvement.

There are rules in facility management that can help your company become a powerhouse in your area. All it takes is time.

- To bring in repeat business, you must establish a system of continuous improvement. That means finding the right software and training your staff to use it.
- Your facility manager should be well versed in setting schedules and working within the software. They should also be able to interpret the data to spot patterns and deduce where improvements can be made. Cleaning routes, for example, can be streamlined with enough data.
- Your staff should be actively involved in the optimization process, and they should be motivated to help you improve your practices. This means considering bonuses, incentives, and rewards for inspiring innovative staff members.
- If quality or productivity plummets or dips, a chain of command must be in place for accountability purposes. Repeat business will only happen if your environment is consistently excellent, spotless, and impressive. That takes time and effort.

---

12 Greg Zimmerman, Measure, Improve, Repeat, <http://www.facilitiesnet.com/energyefficiency/article/Measure-Improve-Repeat--8799>

- Innovation should be a pillar of your team philosophy so that new and innovative strategies can be employed and tested for efficacy. Being able to segment your time into testing new processes and optimizing old ones is what makes a good facility manager in the end.

Repeat business<sup>13</sup> happens when there is an overall impression of professionalism in any environment. Regardless of niche, people will return if they have felt comfortable inside your building and everything has been clean and up to code.

To achieve this not-so-small goal, you must get your facility manager to establish a strict set of rules that your entire team must build on every month.

These rules will help new employees learn the ropes and old employees find new solutions to existing issues. Ultimately the team you choose will make the largest difference to your facility maintenance plan.

---

13 Strategies for Facilities Management, <http://www.facilities.ac.uk/j/free-cpd/154-strategies-for-facilities-management>

## chapter 05

# The Pitfalls of Poor Facility Maintenance!

*“Obstacles are those frightful things you see when you take your eyes off your goal.”*

HENRY FORD

**O**n prominent review sites like TripAdvisor, “poor facility maintenance” is one of the most cited reasons why people had a bad experience at a company or location that they recently visited. This chapter is about avoiding those pitfalls and ensuring that they never happen.

## What Happens When Your Facility Does Not Get It Right?

There is an impact or consequence for your facility if you wrongly believe that poor maintenance is “okay.” In fact, the repercussions of that opinion are probably what led

you to conduct more research into the subject. Your facility is underperforming, and it is causing serious trouble for your brand.

When your facility gets it wrong, the repercussions are real:

- Customers will decide not to visit your establishment ever again, and they will make a conscious mental note to tell people that they know to avoid your business.
- If your customers had a bad enough experience, they will take photographs of the carnage and post it on public social media networks, where it stands a chance of going viral. Thousands of people will see it, further promoting how bad your business is, and you will gradually lose business as this opinion spreads.
- There are real costs to neglecting the adequate maintenance and cleanliness of your facility, including machinery and equipment breaking down after months or even years of not working at full capacity. You might be busy, but your output is greatly reduced—forcing you to lose customers and money with every passing day.
- Your cleaning and maintenance staff could be doing an ineffective job, which costs you money for something that is not being done correctly. When people see lazy staff mopping the floors with dirty water, they do not think highly of your company.
- Productivity will gradually drop as the environment becomes an unpleasant place to work in. This is even true if you are making regular staff members clean instead of having a cleaning and maintenance team. It is not their job to maintain your facility, and you will lose money because of that oversight.

There are repercussions far beyond this, including subjecting your staff to poor air quality<sup>14</sup> for example, which could promote illness and fatigue. When things are not clean and tidy, you will actively make customers and staff ill all the time.

## Six Mistakes That Facility Maintenance Teams Make

It is true that even the owners with the best intentions sometimes make the worst mistakes when trying to cut corners with cleaning and maintenance teams. This can be downright dangerous, and steps need to be taken in order to avoid these mistakes at all costs.

1. *Not having a routine equipment repair schedule.* Over time, costs increase for labor, repairs, and energy as unexpected asset breakdowns happen. When assets are down, it results in idle staff that do not get any work done.
2. *Badly managed maintenance teams can result in a higher risk of liability, injury, or a fatal accident on your premises.* Without the correct procedures and management, your employees, teams, and customers are at risk.
3. *The owner not investing enough in asset repairs and cleanliness.* This results in poor planning and delays as parts need to be acquired when something breaks or wears out, which can reduce productivity. Over reliance on a single oven in a restaurant, for example, will cause a disaster if it suddenly breaks.
4. *The “firefighting” mentality<sup>15</sup> is a concern, where teams only work when something is broken and do no routine maintenance*

---

14 Taylor Gonsoulin, Tony Worthan, The Consequences of Bad IAQ, <http://www.facilitiesnet.com/iaq/article/The-Consequences-Of-Bad-IAQ--10618>

15 Stuart Smith, You Can Fix Stupid Maintenance, <http://www.mintek.com/blog/eam-cmms/fix-stupid-maintenance/>

*at all.* Instead of preventing damage and disrepair, their only purpose is to “put out fires” when something breaks—and this is always a result of poor management, incorrect policies, budget limitations, and total lack of training.

5. *The absence of accountability.* This one you find most often in big brands, where minimum wage earners are not willing to accept responsibility for their actions. Because of a lack of money and management, accidents happen, work becomes shoddy and poor, and things stop being cleaned and fixed.
6. *Not being actively involved in improving processes.* Perhaps the largest mistakes teams make is that they are siloed and kept apart from the success of the company, which means that they do not care about their own performance or finding solutions to everyday problems. You need workers to be involved in developing solutions.

Facility maintenance teams make a lot of mistakes if they are badly managed, underfunded, and forced to do more with less. That is why you must make sure your teams have what they need in order to create the environment you want for your company.

## **Five Guiding Principles for New Facility Managers**

New facility managers need a set of principles that will guide them on their path to building cleaner, well-maintained businesses. These guiding principles will keep them on track and pushing for the right things and toward the right goals.

### ***#1: Always Build Plans That Suit the Business***

Every facility is different, and each will require a unique

approach to facility maintenance and management. Make sure that your facility manager understands your goals, what resources you have to offer, and what can be done in the event that they require access to something outside the realm of what has been discussed. This will prevent roadblocks along the way.

### ***#2: Fight to Secure Adequate Funding***

A facility manager should understand how to implement different strategies for a specific business as well as how much these strategies and procedures will cost the business over time. Creating accurate projections will allow the manager to secure the right funding for what needs to be done. No funding means no room for improvement, ever.

### ***#3: Focus on Hiring and Training the Right People***

It is instrumentally important to have a team of people that you can trust working to clean and maintain your facility. This means doing background checks and regular performance<sup>16</sup> reviews and taking a hands-on approach to their training. Always train your employees to comply with any official policies and procedures document for accountability purposes.

### ***#4: Create and Build On Your Policies and Procedures Document***

This document is a major asset for your company, and it needs to become the central location for any improvements and additions that happen along your development journey. Your team should be able to make suggestions and additions to the document as well, according to their needs. Make it accessible and open to discussion for best results.

---

<sup>16</sup> Trent Phillips, Condition-Making: 10 Common Management Mistakes, <http://www.maintenancetechnology.com/2013/11/condition-monitoring-10-common-management-mistakes/>

***#5: Trust Technology to Plug the Gaps***

The truth is that without technology, you cannot hope to compete with larger brands. The facility manager must be well versed in the system that you use and able to train others in that system. Find the right software package to help you manage your teams, and you will quickly see why it rapidly accelerates performance and results.

## chapter 06

# Employee Break Room Maintenance

*"I was not merely cleaning an oven; I was improving the world."*

AGNOSTIC ZETETIC

Once your team has been assembled, you are free to begin tackling the most important parts of getting your facility into shape. This chapter focuses on a key area that needs to be dealt with first: employee breakroom maintenance, namely, how to keep your fridges and ovens clean in employee areas. It is more important than you think!

## The Importance of Cleaning Employee Oven & Fridges

What do ovens and fridges have in common?

That's right, they are both exposed to food items every day! And because of this, they shoot to the very top of the list when

it comes to reducing health and safety concerns and keeping things genuinely hygienic for your employees when they take a break from work.

Before you lift another finger doing anything else in your facility, it is time to take a realistic look at your ovens and fridges. Both of these are major kitchen appliances that your staff is coming into contact with daily. Beyond that, any food served there is coming straight from these areas—so you cannot claim to care about hygiene if these are not focus areas.

The big question is why the oven and fridge are two of the most important areas for employee hygiene in your company. There are many reasons, and I am going to outline them here.

Regular cleaning or lack thereof exposes your staff to harmful chemicals or bacteria that may be lurking in the nooks and crannies unseen. Any food prepared or served from one of these appliances could impact the health of your employees.

- *Odors and Food Quality*: A buildup of grease, burnt food, and grime in an oven can cause an unpleasant odor in your break room, not to mention increasing the cancer risk<sup>17</sup> for your employees. Black mold found in fridges can also cause illness in your client base. Making sure that these are clean results in better quality food all around as smells, grease leeching, and spills do not get reabsorbed into new food orders.

If an employee has snapped some shots of the ovens and fridges in your break room and put them online, you will be in trouble. Make sure this never happens to you by keeping these areas spotless all the time.

---

17 Sarah Klein, Does Grilling Cause Cancer? How to Make Grilling Healthier and Safer, [http://www.huffingtonpost.com/2013/05/24/does-grilling-cause-cancer\\_n\\_3326194.html](http://www.huffingtonpost.com/2013/05/24/does-grilling-cause-cancer_n_3326194.html)

## How to Clean an Oven Like a Pro

How exactly do you clean an oven from top to bottom? In the Clean Method, there are four steps to a supernatural clean.

**Expected time: 1 hour**

**Step 1: Identify your type of oven (*convection, electric, gas, self-cleaning, microwave*).**

**Step 2: Create a list of cleaning materials you will need to use.**

**Step 3: Remove all grates, shelves, racks, and steel pans from inside.**

**Step 4: Perform a deep clean.**

### **Step 1: Identify Your Oven Type**

The first step is to identify your type of oven. Contrary to popular belief, different ovens require different styles of cleaning<sup>18</sup> and specific types of cleaning materials—at least if you want your ovens to last longer, perform at better levels, and still look good after five years.

Find out what kind of ovens you have so that when you compile your shopping list of cleaning goods, you are taking your staff, customers, and oven longevity into account.

### **Step 2: The List**

Create a set list of cleaning products<sup>19</sup> that you will need to clean your ovens regularly. Calculate how much product you will need along with the time required after testing, and set aside a budget, stock ordering, and the time required to make it happen like clockwork.

---

18 Stove and Oven, [http://cleaning.tips.net/C0400\\_Stove\\_and\\_Oven.html](http://cleaning.tips.net/C0400_Stove_and_Oven.html)

19 Oven Cleaning Tips: How to Clean an Oven, <http://www.cleanipedia.me/en/bathroom-kitchen/oven-cleaning-tips-how-to-clean-an-oven>

<b>Convection Oven</b>	Dedicated oven cleaning products, foaming solutions
<b>Gas Oven</b>	Soap and water or oven cleaning products
<b>Electric Oven</b>	Dedicated oven cleaning products, foaming solutions
<b>Self-Cleaning Oven</b>	Follow manufacturer's instructions only
<b>Microwave Oven</b>	Soap and water
<b>Glass Tops</b>	Multipurpose cleaner, soap and water
<b>Racks and Pans</b>	Multipurpose cleaner, soap and water

### ***Step 3: Removal and Preparation***

Place all racks and pans into hot soapy water, and leave it there to soak for 20 minutes, returning to wash them clean. Prepare your oven by removing all food residue before cleaning.

### ***Step 4: Deep Cleaning and Timing***

For a deep clean, time your staff running through this process. First apply oven cleaner to the sides, the door panel, and bottom of the oven. Use a stiff brush to spread it evenly, and leave it to soak in for 30 minutes. Return and scrub the entire area clean.

Do not scrub the elements or fans. Then wash the solution off with soap and water and wipe it clean. Oven tops benefit from light soap and water cleaning with a sponge.

*Sundry gear: Facemask, rubber gloves, scrubbing brush, sponge, cloth*

## How to Clean a Fridge Like a Pro

How precisely do you ensure that your fridge is ultimately clean?

In the Clean Method, there are four steps to a long-lasting clean.

***Expected time: 30 minutes – 1 hour***

**Step 1: Unplug, and unpack the food**

**Step 2: Remove all inner contents and sort them.**

**Step 3: Soak the drawers and dividers.**

**Step 4: Deep clean the interior.**

### ***Step 1: Unplug Your Fridge, Then Unpack It***

First unplug your fridge; it saves energy during cleaning. Then unpack<sup>20</sup> your food and perishable items, sorting them into what you want to keep and what you would like to throw away. There may be many items that need to be tossed. Do not forget to recycle and compost!

### ***Step 2: Remove All Contents and Sort Them***

Once you have removed the food, you will need to pull out all of the removable items that need to be washed. Sort them into what can be washed with soap and water and what needs to be treated with a stronger chemical, like a black mold remover for example.

### ***Step 3: Soak the Drawers and Dividers***

Next soak the simple items in hot soapy water and leave them to brew for 15 minutes or so. For the other items where

---

<sup>20</sup> Sarah Aguirre, Clean a Refrigerator, <http://housekeeping.about.com/od/kitchen/ht/refrigerator.htm>

spills and mold may have caused issues, treat the areas with your chosen cleaning product before soaking them in fresh, hot soapy water as well. Line them up ready to be reinserted into the fridge, and make sure that they are dry.

A fridge may also require a freezer clean, in which case you should leave the fridge off for 30 minutes before cleaning. Then follow the steps above, taking care to chip out the ice and proceed to the deep clean phase.

#### ***Step 4: Deep Clean the Interior, and Wipe Down the Exterior***

Select your chosen cleaning product<sup>21</sup> and douse the fridge door, sides, rear, and surrounds until your cloth has covered every surface of the interior. If grime is present, you can use a cloth to gently remove it. If mold exists, you should treat the area with mold remover.

Once covered, wash the solution away with hot water and a sponge, taking care to run along any rubber seals as well. Make sure that the interior of the freezer is done the same way. When your solution has been cleaned off the surfaces, wipe away the remaining damp area.

Replace the drawers and dividers, and restock your fridge with your fresh food. Plug it back in, and you are ready to go! Depending on need, you should deep clean your fridges at least once a week. Walk-in fridges need deep cleans twice a month and a team effort.

*Sundry gear: Facemask, rubber gloves, sponge, cloth, paper towels/microfiber cloth*

---

21 How Should I Clean My Refrigerator?, <http://www.cleanipedia.me/en/bathroom-kitchen/how-should-i-clean-my-refrigerator>

## chapter 07

# General Décor and Staff Presentation

*"The toughest thing about the power of trust is that it's very difficult to build and very easy to destroy. The essence of trust building is to emphasize the similarities between you and the customer."*

THOMAS J. WATSON

A crucial part of the cleanliness of your facility extends to your décor and staff too. If your décor is old and outdated and your staff are not focused on hygiene and keeping it clean, it can cause just as much concern in your customers as it would if an area of your premises was not thoroughly hygienic. This chapter looks at décor and staff presentation concerns.

### General Maintenance With Facility Décor

Your facilities décor is a large part of your core brand identity, and the state that you keep it in says a lot to your customers

about your brand. Think about the last time you walked into a restaurant and saw frayed, old curtains, outdated tablecloths, and musty-smelling carpets! Do your front-of-house floors have that same distinctly foul smell that all big chain steakhouses are known for? Be honest.

No matter what your facility is there to achieve, your brand is irrevocably tied to the décor that you have chosen to attract people to your business. For a doctor's room, it may be the difference between trust and doubt; for a retail store, the difference between a paying customer and a once-off browser. Never underestimate the power of well-maintained décor.

In the restaurant industry, for example, poor décor can spell disaster. Some 75% of new restaurants fail in the first five years, and décor has a lot to do with that. Run through this general maintenance checklist to see if your décor is helping or harming your facility.

- ***Check your lighting.*** What kind of mood<sup>22</sup> are you trying to create? Bright lighting may be chasing your customers away.
- ***Check your surfaces.*** Your tabletop décor creates a culture—what does yours say? Look at your vases, candelabra, glassware, dinnerware, linen, and cutlery. Is it in line with the image you are trying to project? Update this every two years.
- ***Check your music.*** Silence makes people uncomfortable, but music is often the reason they enjoy returning to a place, be it a restaurant, salon, or office.
- ***Check your walls and ceilings.*** Color coordination matters. Throw out old wallpaper and instead choose warm or clean colors that support your business model.

---

22 Dining Room Décor and Atmosphere in Your Restaurant, <http://www.foodservicewarehouse.com/education/how-to-start-a-restaurant/dining-room-decor-and-atmosphere-in-your-restaurant/c28313.aspx>

- **Check your floors.** The floors of your establishment set the tone for the cleanliness of your facility. If your floors are hard to clean, sticky, musty, frayed, old, or dirty looking, you have serious problems.

General maintenance means making sure that your décor stays functional, beautiful, and readily available for your target customer, patient, or client.

## When to Clean Things Not Usually Cleaned

Some things are cleaned more often than others. Other things are almost never cleaned! But not on purpose. In the age of social media, you need to know about the most germ-ridden places that could be snapped and slapped online for all potential future customers to see.

Time should be set aside each month to make sure that those lesser-known places<sup>23</sup> or items are properly cleaned so that they do not jump out at a visiting customer six months down the line and cause a PR nightmare.

The Clean Method recommends that you follow this simple process to cover your bases:

**Step 1: Create an itemized list of “occasionally cleaned” areas and items.**

**Step 2: Convert the list into a checklist.**

**Step 3: Designate times each month to get these things cleaned.**

**Step 4: Set up a monthly inspection with your cleaning manager to ensure it is done.**

---

23 Chelsea Schlecht, 10 Things You’re Not Cleaning (But Should Be), <http://www.goodhousekeeping.com/home/cleaning-organizing/germiest-places-you-forget>

### ***Step 1: Create an Itemized List***

During this step, you will sweep through your facility and identify areas or items that need cleaning at least once a month. These can include ceiling fans,<sup>24</sup> small electronics, refrigerator bins, doors, cupboards, curtains, brooms, shower curtains, headphones, and telephone receivers.

### ***Step 2: Convert the List into a Checklist***

Build a checklist for your cleaning team based on the items you have uncovered. Each item needs to be cleaned at least once a month for hygiene purposes.

### ***Step 3: Designate Monthly Times***

Calculate how long each “occasional” clean will take, then set aside an adequate amount of time to get it done. If your facility, for example, has 28 phones, that is 28 receivers that need to be wiped down with antibacterial cleaner at least once a month. Use your discretion in deciding how often something should be cleaned based on use.

### ***Step 4: Set Up a Monthly Inspection***

Cleaning regularly is vital, but getting to those things that are “not as important” to clean as often can be equally as important. Guarantee they get done by establishing an “occasional clean” monthly inspection. If items are too dirty, increase your cleaning times.

Once a month is a good starting point for any facility, but it does depend on your level of foot traffic and what industry you are in. Hospitals, for example, may find it necessary to clean these items and areas more regularly to limit the spread of infections.

---

24 David Butler, The 21 Germiest Places You're Not Cleaning, <http://greatist.com/health/21-germiest-places-youre-not-cleaning>

## Hygienic Staff Presentation Rules

Hygiene and staff presentation are key areas in facility management. Your employees are the human faces of your company, each one of them an ambassador promoting your brand. Staff with food-stained uniforms, poor personal hygiene, and shabby clothing only breed attitudes to match. At all times your staff should look crisp, clean, and ready to serve whomever steps into your facility.

If you are worried about reviews, the last thing you ever want to see is *any* of the following posted online:

- Things were great until a waiter walked past—he smelled so bad!
- He handed me my food, and his hands were absolutely filthy!
- I've never seen a receptionist with dirtier hair before. It was gross!

That is why you need to establish a “house rules” document<sup>25</sup> for personal employee hygiene, and you need to lay down the law when it comes to upholding these standards at work.

Some examples of rules you may find useful are as follows:

- A daily shower is mandatory<sup>26</sup> for food service professionals.
- Washing your hair daily and keeping fingernails clipped is essential.
- All clothing worn should be washed daily before being reused.
- Report symptoms of illness immediately.

---

25 House Rules Personal Hygiene, <https://www.food.gov.uk/sites/default/files/multimedia/pdfs/cshrpershyg.pdf>

26 Hygiene Rules in the Catering Sector, [http://www.aid.de/downloads/Merkblatt\\_Hygieneregeln\\_englisch.pdf](http://www.aid.de/downloads/Merkblatt_Hygieneregeln_englisch.pdf)

- Report cuts, wounds, and injuries immediately.
- Regularly wash your hands before and after these conditions (smoking, refuse, etc.).
- Proper work clothing is to be worn at all times.
- No jewelry is to be worn with the uniform during food preparation.
- Wear gloves during certain types of procedures.
- Do not touch the inside of glasses in front of a customer.
- Always make sure that your hair is tied neatly behind your head.

The impression that your clients, customers, or patients get from your staff will determine whether they come back. Having a clean, neat team goes a long way in fostering positive attitudes, behaviors, and sentiments towards your general clientele.

When you put together your house rules document, try to involve your team in the process so that they are on board. This helps them understand the importance of practicing good hygiene and establishing good policy for the benefit of your company.

Many franchise outlets and larger chains do not maintain admirable standards of staff hygiene and cleanliness, and they suffer for it. You can exploit this weakness by ensuring that your team always looks the part. It makes for impressive review photos!

*chapter 08*

# **Radical Restroom Sanitation Protocols**

*"I always wear gloves when I wash my hands"*

JAROD KINTZ

Perhaps the most important rooms of all, aside from the kitchen, are your facility restrooms. On review sites, restroom complaints make up a huge percentage of why customers do not return to a facility they have visited. That is why this chapter zooms in on why and how to keep your restroom areas 100% clean during the day and night.

## **The Restroom Chronicles: Why Cleaning Matters**

Your restroom is more important than you know.

In a recent survey by the Cintas Corporation, 93%<sup>27</sup> of their respondents said that if a restroom floor is mucky or sticky, they would consider it dirty. Everything from unflushed toilets, odor, and full trash cans are indicators of an ill-kept restroom.

Along with these obvious signs of an unclean restroom, people also judge your public restroom area based on whether or not there are old, outdated soap dispensers, water around the sink areas, empty soap dispensers, no toilet paper, and paper towels on the floor.

The clean method advocates for radical restroom sanitation protocols specifically because public opinion is so touchy and sensitive about bathrooms. Worst yet, they directly influence whether or not these customers ever return. If people are not comfortable using your facilities, they are simply not comfortable!

Make no mistake, environmental health scientists call restrooms “high risk” environments. People know this and often judge the cleanliness of your entire company based on that one little area. They are not wrong! Restrooms are where germs spread, cross-contamination happens, and harmful bacteria breed.

It is in your best interest to focus closely on your restrooms for review purposes too because your larger competitors are *not*. There are countless rants,<sup>28</sup> for example, about a specific burger chain’s restrooms, which are notoriously disgusting. This is not the kind of publicity you want online.

“The restrooms are dirty and don’t have any toilet paper. I would not recommend this place,” says a Yelp reviewer who recently left a negative review after visiting a movie theatre.

---

27 Restroom Cleanliness Scrutinized in Recent Survey, <http://www.cleanlink.com/news/article/Restroom-Cleanliness-Scrutinized-In-Recent-Survey--15913>

28 A Nightmare in Bathrooms at Fast Food Chain Restaurants, <http://www.godlikeproductions.com/forum1/message1126645/pg1>

## 10 Methods of Keeping Your Restroom Clean

It is true that 94%<sup>29</sup> of U.S. adults would actively avoid your business if they had to encounter a dirty restroom there.

There are only two ways of cleaning a restroom in your business: properly or inadequately—cleaning for show or cleaning for health. Here are 10 methods that will help you keep your restroom looking great throughout the day.

- 1** Do not over-disinfect. Focus on the locations<sup>30</sup> in the restroom that people touch with their hands most often. Do not disinfect the floors as it can make them sticky to walk on. If you have a solid floor that is seamless to clean, like the ones supplied by Everlast Epoxy Systems, a frequent soapy wash-down is all that you need. You can find these floors at [everlastepoxy.com](http://everlastepoxy.com).
- 2** Do disinfect prime locations like doorknobs, handles, the sides of doors, basins, toilet paper dispensers, the walls around the toilet area, soap levers, and towel dispensers. If your buying public touches it, it needs to be disinfected.
- 3** Do not remove the disinfectant right away; instead, wait for 10–15 minutes for the chemical to work. Do not sacrifice productivity for health by using the “wipe on, wipe off” method, because it will not remove all bacteria.
- 4** Always select the right products for use. Many companies still use oil-based disinfectant and bleach when enzyme-based disinfectant and cleaning machines are more effective.

---

29 Dave Mesko, *Keep Your Customers' Online Reputations Clean*, <http://www.issa.com/articles/article-details/all/keep-your-customers-online-reputations-clean#.VMDWHkeUeSo>

30 Cassandra Kania, *Proper Disinfection in the Restroom*, <http://www.cleanlink.com/sm/article/Proper-Disinfection-in-the-Restroom--15263>

- 5 Make hand washing a primary concern by encouraging your patrons to do so. It helps keep your restroom germ-free and shows that you care about customer health.
- 6 Begin cleaning your restroom by dusting vents, partitions, and lights, and sweep the floor with a good broom. Empty all trash containers. Then refill all of your soap dispensers as well as your towel and toilet tissue dispensers.
- 7 Then pre-treat all of your toilet bowls and urinal areas with an appropriate disinfectant. Also disinfect all surfaces where hand contact is probable. Wait for the disinfectant to work (around 10 minutes) then wash it off.
- 8 While you are waiting for the disinfectant to kick in, use a microfiber cloth to scrub your sinks, mirrors, and tiled wall areas. Rinse these surfaces with fresh, clean water. Return to your urinals and toilet bowls and swab. Flush rinse them well.
- 9 Using an all-purpose cleaner, wipe down faucets, walls, and other surfaces that are not generally touched as much. Prepare your floor cleaning solution, and, finally, wash your floors well.
- 10 If baths and showers are present, set aside time to disinfect, de-mold, and scrub them with the appropriate cleaners. Wear protective equipment, and do not forget to treat hand rails, seats, and baby changing tables too.

## Rotations and Cleaning Product Choices: Your Results

*How often should you be cleaning your public restrooms?*

And does it really matter what you choose to clean your

bathrooms with? First of all, cleaning product selection does actually matter. Proper cleaning goes hand in hand with adequate disinfecting to create a healthy restroom environment. To find out more about deep cleaning materials for public restrooms, visit [www.everlastepoxy.com/clean](http://www.everlastepoxy.com/clean).

- Your disinfectant cleaners need to be considered carefully.
- Your general cleaning materials should also be of prime concern.

After all, a clean restroom<sup>31</sup> does not just smell good; it has a very low percentage of germs and bacteria from proper cleaning practices. Your newer equipment choices, like microfiber cloths, are better to use and pick up less germs as they clean.

- Gloves, a mop, a bucket, glass cleaner, disinfectant spray, toilet bowl cleaner, surface cleaner, drain cleaner, and a multi-purpose cleaner all come in handy.

Disinfectant wipes, mold remover, soap scum cleaner, and the right floor cleaners will also be useful in your battle to keep the restroom area clean, neat, and tidy.

Your team should establish rotations to ensure maximum restroom hygiene. Calculate your foot traffic, and determine how often you should be cleaning your restrooms. Once a day is the bare minimum, with the 10-minute disinfectant. Anything above that will be at your own discretion depending on how many people use your facilities.

As a rule, never allow a day to go by without properly disinfecting your bathroom. Also make provision for checks throughout the day, as some customers can leave nasty messes

---

31 Commercial Cleaning Tips – How Often Should Restrooms Be Cleaned?, <http://cleaningcommercialjanitorial.com/commercial-cleaning-tips-how-often-should-restrooms-be-cleaned/>

behind. Then it is up to you to clean them up before anyone else sees them.

To be safe, you can begin with three checks a day: one in the morning, one at lunchtime, and another two hours before close. Ideally, the bathrooms should be completely disinfected from top to bottom every day once you have closed.

When you quantify how many people actually use your restroom, it will become easier to determine how often to clean it. Take note of the state that it is in after a normal day, and settle on the standard that you want to maintain. Set your schedule accordingly, and you will never be caught online with a bad review because of grubby, gross bathrooms.



# **LEVERAGING SAFETY & HYGIENE EQUIPMENT**



## chapter 09

# Handling Items for Personal Protection

*“Those who store, package, and sell the food we serve our families have a responsibility to maintain basic standards of cleanliness in their facilities.”*

LORETTA LYNCH

**H**andling is a hygiene issue in many facilities, especially when it is concerned with food, people, or pets. Contact with anything that can directly impact the health of your customer is of vital importance to the reputation of your company. This chapter reviews how you should be handling food, pets, and money when customers are at your door.

## How to Handle Food in a Restaurant

Your competition are terrible at handling food. Most of the time, they do not even try to hide that fact. Even the timers that

are set to tell staff when food has been sitting for too long are reset. They never throw anything away! Plus, by the admission<sup>32</sup> of a past employee who worked at this famous fast food joint, “No one really washed their hands every hour either.”

So here is a massive opportunity for you and your team. If you can learn to handle food like a professional who cares about their customers, people will see it. They will taste it, and they will never stop coming back to your restaurant. Here is how:

- All food must be documented, with clean records kept in case of exposure. Only 22%<sup>33</sup> of companies in the U.S. do this, and it pays when they do.
- Use specifically assigned cutting boards for raw meat.
- Always wash and rinse surfaces before sanitizing them.
- Use thermometers when cooking chicken to prevent food poisoning.
- Do not store raw egg shells for longer than four hours before disposal.
- Know when to wear gloves and when to use your bare hands.
- Always wear hair nets in the kitchen and appropriate uniforms.
- Hand washing needs to be done every hour and before certain activities.
- All gloves should be thrown away after use.
- While preparing food, handle it as little as possible.
- Do not handle raw food and then cooked food, and never store them together.

---

32 McDonald’s Employees Share Their Worst Horror Stories, <http://www.businessinsider.com/mcdonalds-employee-horror-stories-2012-9?op=1>

33 Studies on Restaurant Food Handling and Food Safety Practices, [http://www.cdc.gov/nceh/ehs/ehsnet/Restaurant\\_Policies\\_Practices.htm](http://www.cdc.gov/nceh/ehs/ehsnet/Restaurant_Policies_Practices.htm)

- Do not taste foods with the same utensil and transfer saliva into the food.
- Always sanitize surfaces and cooking implements repeatedly.
- Do not have direct contact with eating or drinking surfaces (plates, inside of glasses).
- Never deviate from recipes, and keep a recipe list (for allergies).

Food needs to be handled with care and the rules adhered to for proper hygiene. Focus on training your team to do this, and you will have far less poisoning incidents and illness.

## How to Handle Pets in a Veterinary Clinic

Understanding how to handle pets in a clinic environment is a major health issue.

The pet in question is almost certainly ill or injured, and this means that hygiene<sup>34</sup> moves to the top of the list so that germs and bacteria do not spread to other pet patients or their human owners. Vets and vet staff need to be trained in adequate pet handling skills.

### ***Step 1: Clean and Disinfect Hands Regularly***

Most pet germs can be avoided with regular hand washing and disinfectant use. As a general rule, all staff handling pets should wash their hands at the beginning of the day and at the end, before and after eating or smoking, after contact with an animal, after handling animal excretions or fluids, and before and after any invasive procedures.

---

34 Key Recommendations for Hygiene and Infection Control in Veterinary Practice, <http://www.fecava.org/sites/default/files/files/FECAVA%20Key%20recommodation%20for%20Hygiene%20and%20Infection%20Control.pdf>

Alcohol-based sanitizers are great for disinfecting tools and equipment, hands, and gloves. Nails should be kept short and clean to prevent trapping germs there.

***Step 2: Protective Clothing Must Be Worn***

Hands and forearms are key areas to keep clean, so protective clothing must be worn during examinations and surgeries. Everything from sterile gowns, masks, hair caps, and gloves needs to be worn. If a pet is suspected of carrying an infectious disease, the vet and vet staff should immediately put on protective gear.

***Step 3: Clean and Disinfect Surfaces Regularly***

Choose the right disinfectant cleaning products, and make an effort to wipe down surfaces after each animal patient visit to prevent the spread of disease and bacteria. Focus on disinfecting door handles, keyboards, light switches, telephones, and other regular-contact areas to keep your patients and their pets safe.

***Step 4: Launder Clothing and Bedding***

Lab coats, scrubs, bedding, and animal blankets need to be washed as they are used. Make sure that you wash all linens at more than 60 degrees and dry it at a high temperature to kill all infectious organisms. Store the laundry in a clean, dry place apart from the animal rooms.

***Step 5: Wear Gloves***

While gloves are not a substitute for hand hygiene, they do protect the vet from spreading disease and passing it on to other animals. Change gloves between each animal patient, and disinfect in between. You should also change gloves when moving from a dirty procedure to a clean one on the same animal.

## How to Handle Money and Engage With Customers

You may have heard this before, but money is a dirty thing!

To control infections and keep your customers free from hygiene risks, knowing how to handle money—especially in a food environment—is important to maintaining high standards of cleanliness. Think about it for a second. You take all the time to clean your premises, then before passing the food to your customer, you touch money.

Money is widely considered one of the dirtiest things we encounter each day. It has changed hands from person to person and is not always stored in a wallet. Money comes into contact with all kinds of germs and bacteria, perhaps even travelling the world.

The Wright-Patterson Air Force Base Medical Center<sup>35</sup> conducted a study on what money contains from money taken from a sporting event and a grocery store. They found that five bills contained bacteria that caused infections and flu, and 59 contained bacteria that would cause serious illness with weakened immune systems.

When engaging with customers, it is wise to be mindful of the fact that you are handling money and that this money is contaminating your hands.

- Always keep the two jobs separate: people who pack the food and those who handle the money at the front end of your store. Otherwise, food will be touched by contaminated hands, and illness will occur.
- In an environment where money and food handling take place (street vendors, delicatessens), gloves should be

---

<sup>35</sup> Money carries germs from person to person, <http://outfoxprevention1.hubpages.com/hub/Dirty-Money-2>

worn to handle money then removed and the vendor's hands washed before serving any food items.

- Hand sanitizers can be kept at the front of your store, clinic, or facility if money is exchanging hands there often. Encourage your staff to disinfect their hands regularly, especially if they are engaging with customers, shaking hands, and having direct contact.

When your staff take the time to wash their hands regularly, they are saving your customers from exposure to more than 3,000 types of bacteria that stick to paper and coin money. Hand washing is therefore the number one line of defense that you have for money handling.

- Wash your hands<sup>36</sup> with warm water and soap, and lather for at least 20 seconds. Do not forget to focus on the back of your hands, between your fingers, and your nails. Rinse and repeat if you want to be sure. Then dry.

---

36 Wash Your Hands, <http://www.cdc.gov/features/handwashing/>

## chapter 10

# Personal Protective Equipment: The Rundown

*"If we accept that there is no such thing as 'zero risk,' then we should not spin the meaning of words with assertions such as 'all accidents are preventable.'"*

DR. ROB LONG

Personal protective equipment can shield your employees from physical harm in your facility and impact their quality of work, which directly affects your customers. Never underestimate the importance or large-scale benefits on offer when you choose to improve the personal protective equipment inside your facility. This chapter manages the details.

## The Importance of Protective Equipment

Personal protective equipment<sup>37</sup> can often be the barrier that defends your employees against germs, infections, and other serious hygiene concerns.

---

37 Personal Protective Equipment, <https://www.osha.gov/SLTC/etools/shipyard/standard/ppe/maintenance.html>

Whether you own a vet practice, doctor's rooms, an electrical company, a pathology lab, or a fast food restaurant, there is always a need for good, solid protective gear. A facility needs to be assessed to see where this protective gear would most come in handy.

Factors like injuries in the workplace are common, and this is especially true when dealing with cleaning materials that are toxic, are abrasive, and can cause a variety of various reactions, injuries, and illnesses if lengthy exposure happens.

The bottom line is that most on-the-job injuries and incidents can be prevented with the correct use of protective gear. Cleaning materials can be consumed, inhaled, and absorbed through the skin, causing blindness, seizures, heart concerns, and fainting. Breathing in mold<sup>38</sup> spores can cause serious disease and lung trauma.

Whenever your employees work with toxic chemicals, they need to keep their exposure levels in mind. This means focusing on the key areas of exposure.

- Inhalation (masks, face covers, ventilation)
- Absorption (skin contact, gloves, protective clothing)
- Irritants (goggles or protective eye wear)
- Exposure (protection from whatever they are cleaning)

Personal protective gear insulates your employees from long-term disease risks associated with environmental toxicity (cancers, for example), and it protects them in the short term by keeping cleaning materials and harmful bacteria off their skin and outside their body.

---

38 A Brief Guide to Mold, Moisture, and Your Home, <http://www.epa.gov/mold/whattowear.html>

Without protective equipment your employees are at risk, not just today but every day. Toxins build up in the body, and chemicals can send people to the ER with burns, unexplained illness, dizziness, vomiting, and worse. Protect your employees first!

## The Benefits of Personal Protective Equipment

Occupational safety also extends to the hygiene side of your facility.

It is just as important to protect yourself or your cleaning crew from strong disinfectant cleaners and chemicals as it would be for a cook to protect themselves from burns and cuts in the kitchen. Every job has its own hazards, and cleaning is no different.

The benefits of investing in personal protective equipment for your staff are numerous and should not be taken for granted. Remember, your goal is to maintain employee and customer safety while reducing any risks to the long- and short-term health of your employees.

Here are some critical benefits that you should consider before purchasing your next batch of personal protective equipment.

- The prevention of exposure to harmful bacteria means your employees will not get sick or fall prey to disease because they were not properly protected from the often dirty job that they have to perform (cleaning waste baskets, for example, requires gear)
- If exposure to any harmful bacteria or germs does occur, the gear would have minimized the risk, potentially saving your employee's life. This is no joke, as 1 in 6<sup>39</sup> people get food poisoning every year in the U.S., and some die

---

39 Lea Winerman, 1 in 6 Americans Gets Food Poisoning Every Year, CDC Finds, <http://www.pbs.org/newshour/rundown/one-in-six-americans-gets-food-poisoning-every-year-cdc-finds/>

from it. These germs and others are always risk factors for people that clean for a living.

- Personal protective equipment also prevents the spread of germs and bacteria from one person to the next. Dentists,<sup>40</sup> for example, need to ensure they wear protective gear so that they can keep bacteria off their instruments. Cleaning crews need to reduce cross contamination, or spreading illness to other areas of the facility.
- PPE, or Personal Protective Equipment, helps prevent staff emergencies on the job due to inhalation, absorption, irritants, or other prolonged contact with a cleaning chemical. This actively reduces accidents, improves the health of your employees, and makes for a safer, secure work environment.

Finally, not many larger chain brands bother to give their staff protective gear, and it is always the first thing to go when costs need to be cut. This eventually loses them good staff, causes illness, and has disastrous effects on the quality of cleaning in the facility.

## How to Handle and Store Personal Protective Equipment

Personal protective equipment is usually disposable, but it can also be reusable.

One of the most important jobs on your cleaning team then becomes creating a personal protective gear program that outlines how to effectively clean and wash the gear. For an elastomeric respirator,<sup>41</sup> for example, on-the-job cleaning could

---

40 Infection Control, [http://www.cdc.gov/oralhealth/infectioncontrol/faq/sterilization\\_cleaning.htm](http://www.cdc.gov/oralhealth/infectioncontrol/faq/sterilization_cleaning.htm)

41 Personal Protective Equipment (PPE): Cleaning Your Elastomeric Respirator, <https://www2.worksafefbc.com/i/PPE/PDFs/InfoSheets/PPE09-011.pdf>

involve disinfectant wipes, with a more thorough clean every three to four days, depending on use.

As a rule, all PPE must have its own storage unit<sup>42</sup> or area, where it is clean and sanitary. This storage makes sure that the uniforms and gear itself do not cause illness over time and aid in the spread of disease instead of curbing it.

- Always make sure to read the labels on your gear. They will tell you how long each item can and should be used for. Throw the immediately disposable stuff away in a sealed container.
- Check to see if your PPE is chemical resistant or if it is only water resistant; many types of gloves, for example, are permeable, and they allow pathogens and chemicals to be absorbed through the skin during use. Check on the chemicals you are using; there are many different types of gloves—from neoprene, latex, and PVC to rubber—and each protects from a specific set of chemicals.
- Any damaged PPE gear must be thrown away; it cannot be unsealed or allow harmful chemicals to reach the skin.
- All reusable PPE must be washed after use on the same day and be freshly laundered and ready for action for the following day.
- Rubber gloves, eye shields, and reusable masks can be cleaned with soap and water and disinfected with the appropriate cleaning material after being soaked clean.
- The correct storage and cleaning of your protective equipment will make sure that it is more comfortable to wear and does not impede any work tasks. If a piece of equipment does become too cumbersome or slows down productivity, a replacement should be sought.

---

42 Personal Protective Equipment (PPE): Its Maintenance, Storage & Use, <http://ehs.missouri.edu/about/pdf/spring11.pdf>

When your cleaning team strips off their PPE at the end of the day, they should wash their hands thoroughly and be sure to take daily showers too. The cleaner they can be, the less transference of bacteria will happen when they get into their gear the following day again.

Remember that your clients or customers may see your cleaning staff wearing these outfits, so it is in your best interest to keep them clean and stain free. It is a huge opportunity to not only clean better than larger competitors but to do so in a safer manner.

## chapter 11

# Commercial Foodservice Equipment

*"We shall serve for the joy of serving, prosperity shall flow to us and through us in unending streams of plenty."*

CHARLES FILLMORE

Serving your customers from clean foodservice areas is priority number one, which means that your walk-in cooler, grill, fryer, and sundry equipment used for service need to be cleaned periodically. This will ensure that no bacteria or harmful chemicals find their way into your customers' food.

A small- or medium-sized restaurant can capitalize on the shoddy cleaning behaviors of larger chain brands by guaranteeing that these key areas are cleaned thoroughly, efficiently, and often enough to ensure that all food stored or cooked there is 100% safe to consume.

## Cleaning Walk-in Cooler Boxes and Freezers

One of the most critical areas<sup>43</sup> that need to be cleaned lies in your walk-in boxes and freezers. Aside from the satisfaction that you will get knowing that your customers are consuming healthy, clean food, your restaurant will not be penalized by a health inspector the next time they drop by for an unexpected visit.

How exactly do you ensure that your walk-in areas are ultimately clean?

In the Clean Method, there are four steps to a perfectly clean walk-in.

*Expected time: 2–3 hours (depending on the size of your walk-in)*

**Step 1: Clean the floor first then move the food off the shelves.**

**Step 2: Use soap, water, and disinfectant.**

**Step 3: Treat moldy surfaces with anti-mold.**

**Step 4: Throw away outdated food**

### ***Step 1: Move the Food off the Shelves***

First make sure that your floors are spotlessly clean by using the right floor cleaner. First wash them, then disinfect them for extra punch. Unpack your shelves, sorting the good food from the food that has turned bad. You should have two piles by the end of this process.

### ***Step 2: Use Soap, Water, and Disinfectant***

Once your shelves are clear, wash them with soap and

---

<sup>43</sup> Maintaining Your Walk-in Cooler or Freezer, <http://blog.uscooler.com/maintain-walk-in-cooler-freezer/>

water, scrubbing with a stiff bristled brush. Be careful of using chemicals on any metallic surfaces as they could corrode over time. At least twice a year wash your evaporator and your condensing coils. Make sure that your walk-in drain lines are cleaned at least once a year.

When you have finished washing these surfaces, wipe them down with a soft sponge and some disinfectant to kill any remaining germs. Repack your shelves with the good food.

### ***Step 3: Treat Moldy Surfaces With Anti-Mold***

If you have noticed any mold in your walk-in, you will need to treat that area with anti-mold, scrubbing it with a stiff-bristled brush until all the mold is gone. Add the treatment after this to make sure that it does not come back.

### ***Step 4: Throw Away Outdated Food***

Once you have repacked your shelves and treated the mold, you should be left with the old, outdated food lying neatly in a pile. Throw this food away. Periodically doing this once a week will ensure that no rotting or moldy food will contaminate your food stores.

If you have sundry containers in your walk-in, make sure that you unpack them and clean them thoroughly at the same time, treating them as additional shelving. Any boxes should be unpacked and thrown away.

## **Commercial Oven, Grill, and Fryers Maintenance**

Your commercial oven, grill, and fryer are where the food prep magic happens. Keeping these areas clean will ensure that your food tastes good, is safe to consume for your customers, and is ready for a close-up photograph at any time.

Be aware that cleaning these items correctly also increases their lifespan, which means that your equipment will last longer and earn you more money.

How exactly do you guarantee that your cooking areas are brilliantly clean? In the Clean Method, there are four steps to commercial cooking hygiene.

***Expected time: 1 hour (depending on the size of restaurant)***

**Step 1: Prep the area for cleaning.**

**Step 2: Use protective gear while cleaning.**

**Step 3: Flush and scrub the relevant surfaces.**

**Step 4: Refill or pat dry**

### ***Step 1: Prep the Area for Cleaning***

Most restaurants either have a commercial grill or a fryer that needs to be cleaned daily. The first step is to prepare your respective cooker for cleaning. Make sure it is turned off first, then empty the grease catcher for the grill and remove the old oil from the fryer. It is a good idea to throw old oil away to prevent fires.

### ***Step 2: Use Protective Gear While Cleaning***

Different oven, grill, and fryer<sup>44</sup> models have different cleaning methods, so make sure that you check your instruction manual or you could end up harming your surfaces. Put on heat-resistant gloves in case there are still hot spots in your ovens. Use either grill scrapers or blocks to clean the grill along with a brush if the instructions call for it.

---

44 How to Deep Clean a Deep Fryer to Spotless Perfection in 5 Shockingly Easy Steps, <http://www.linedogz.com/how-to-deep-clean-a-deep-fryer-to-spotless-perfection-in-5-shockingly-easy-steps-pictures/>

Prepare your cleaning solutions—a stiff bristled brush, a metal scrubber, and some general purpose cleaning agent will do nicely.

### ***Step 3: Flush and Scrub the Relevant Surfaces***

Scrub out your grill using the relevant materials, and run over the outer surface with a grease-stripping cleaning agent and a cloth. For the fryer, you will want to agitate the debris in the bottom with tongs and clean water, flushing it out of the drain. Do not stick your hands into the fryer to do this, as injury could result. Splash more water into the oil well as a final flush.

Whatever you do, do not fill the entire fryer full of water, as things could become clogged. Only use a little, and drain it out like that. For a little extra cleaning oomph, add vinegar to your soap mixture. Wash the fryer along with the grill with fresh, soapy water and a disinfectant or grease stripper.

### ***Step 4: Refill or Pat Dry***

The final step is to pat the two respective cooking areas dry with a dry cloth and to refill the fryer with clean oil. Adding clean oil daily will ensure that no debris gets stuck in your fryer and disturbs the heating process to maintain food quality.

You can also spray your external surfaces with a degreasing cleaner and leave it for 10–15 minutes if you have a lot of grease buildup. Wash all baskets in the sink with soapy water, and dry them completely before adding them back into the fryer.

## **Danger! Cleaning Soft Serve and Ice Machines**

Two of the most neglected food service areas are the ice cream machine and the restaurant ice machine. It is not uncommon to find pest debris in both of them, which can cause major health issues for your customers. Cleaning these needs to be a priority!

How exactly do you make sure that your sundry equipment is spotless?

In the Clean Method, there are four steps to commercial sundry equipment hygiene.

***Expected time: 1 hour***

**Step 1: Empty your machines and disassemble them.**

**Step 2: Inspect specific components.**

**Step 3: Proceed with soaking and scrubbing.**

**Step 4: Reassemble, and pat dry.**

### ***Step 1: Empty Your Machines & Disassemble Them***

The first step for both of these machines<sup>45</sup> is to turn them off and empty them out. That means cleaning out the ice cream from the ice cream machine and removing the ice from the ice machine. The ice cream machine will need to have the blades removed. Disassemble both machines as best you can then flush them out with water a few times.

### ***Step 2: Inspect Specific Components***

Depending on your machines, you will have specific components that you want to inspect. Inspect all parts that are removable to make sure that they are intact (and not loose or rusting). The ice cream machine, for example, has dispensing handles that need to be removed and soaked. The ice machine has air filters that need to be inspected.

Check the water filtration process of your ice machine. Inspect the evaporator, water sensors, thermistors, hoses, and reservoirs.

---

45 How to Clean and Maintain Your Commercial Ice Cream Machine, <http://blog.baseequipment.com/2013/07/05/how-to-clean-and-maintain-your-commercial-ice-cream-machine/>

### ***Step 3: Proceed With Soaking and Scrubbing***

Once you have flushed and inspected<sup>46</sup> all parts, it is time to sanitize your machines with basic soap, water, and a cleaning agent that disinfects. If your machines have a wash setting, cycle the soapy water inside it with this setting on. Use a soft sponge to scrub out the interior of both machines. Then rinse them with hot water.

You can also choose to add a teaspoon of bleach to kill any remaining germs after you have washed the machines. Just remember to flush them out a few times afterwards.

### ***Step 4: Reassemble, and Pat Dry***

Reassemble your machines, and pat all areas that you soaked and scrubbed dry. It is important to run your ice machine twice before customer use and to do a few test cones with your new ice cream mixture in case any chemical taste remains. Ideally, you should clean both machines once weekly, although this can be dialed down to once every ten days if your usage is not high.

---

46 Les Tatum, The Seven Basic Ice Machine Cleaning Steps, <http://www.achrnews.com/articles/124377-the-seven-basic-ice-machine-cleaning-steps>



## chapter 12

# Uniforms for Employee Safety

*“What is now proven was once only imagined. Hindsight is a wonderful thing but foresight is better, especially when it comes to saving life, or some pain!”*

WILLIAM BLAKE

**S**afety and security in the workplace contributes to the overall health and hygiene of your facility, which is a major benefit to your customers.

Uniforms and safety equipment need to be reviewed to ensure that your facility is making proactive choices. This chapter details why uniforms are important, how your staff can clean safely, and what that means in different fields.

## The Ideology Behind Uniform Safety: Three Rules

A clean uniform says, “This is a hygienic facility,” to everyone that sees your staff.

Uniforms have been used for specialized jobs since people became serious about sales. Chefs, doctors, dentists, vets – they all wear uniforms. But the real reasons that uniforms are worn in these fields are more practical than you would think.

That is why there are three rules to any clean method ideology involving uniforms:

***Rule 1: Standard procedure is key.***

When all of your employees wear the same uniform and protective gear, it allows you to standardize the washing, safety,<sup>47</sup> maintenance, and storage procedures involved. Different items brought by different people may not be ideal and could cause problems.

As a rule, *all staff should wear the same uniform to maintain safety and hygiene protocols.*

***Rule 2: Appearance is everything.***

Uniforms inspire team<sup>48</sup> spirit along with streamlining the “brand” look of your team. When your customers see your staff all donning the same clothing, it looks clean-cut, neat, and like you have stepped into an environment where the “team” rules. Professionalism is synonymous with uniforms; just look at policemen, fire fighters, and doctors!

As a rule, *inspire confidence and faith in your team by adopting uniforms at work.*

***Rule 3: Customers understand employee roles.***

Uniforms are also clear indicators of an employee’s role in the business without any verbal communication. This is a

---

47 6 Reasons Why You Should Introduce Uniforms in Your Company, <http://inforumnetwork.com/6-reasons-why-you-should-introduce-uniforms-in-your-company/>

48 Nicole Vulcan, The Advantages of Uniforms in the Workplace, <http://everydaylife.globalpost.com/advantages-uniforms-workplace-2581.html>

customer service advantage as customers can approach the right staff with applicable concerns or questions. These uniforms will serve to distinguish your waiters from your fry cooks, your cleaners from your chefs.

*As a rule, distinguish your employee roles by adopting multiple types of uniforms.*

## **Janitors and Public Restrooms: The Art of Safe Cleaning**

A janitor's job is widely considered as one of the most difficult in the world.

A janitor that has to clean public restrooms all day needs all the protective gear and safety equipment they can get from the facility owner. Their uniform needs to be the basis for their protection against bacteria, pathogens, exposure, and hot/cold temperatures.

Safe cleaning for a janitor may be a lot more heavy duty than most people consider. They are often charged with directly cleaning vomit and incidents of food poisoning or illness that happen in these public spaces. Direct contact with harmful germs is highly likely.

That is why there is an art to safe cleaning for the janitor. OSHA<sup>49</sup> recently fined a janitorial company \$60,000 in safety violations because they were exposing their workers to multiple safety hazards at a nursing home. Training was a critical reason they were fined.

---

49 Jenna Cederberg, OSHA Fines Janitorial Company for Risks to Workers at Missoula Nursing Home, [http://missoulian.com/news/state-and-regional/osha-fines-janitorial-company-for-risks-to-workers-at-missoula/article\\_4b5376c4-e73d-11e1-9087-0019bb2963f4.html](http://missoulian.com/news/state-and-regional/osha-fines-janitorial-company-for-risks-to-workers-at-missoula/article_4b5376c4-e73d-11e1-9087-0019bb2963f4.html)

You, as a facility owner, need to consider instituting a janitorial safety training program<sup>50</sup> so that they are fully educated on the risks of not wearing their uniforms and protective gear and not following company procedures correctly.

The safest approach to this kind of work involves a three-tiered structure:

1. Remove or isolate hazards.
2. Improve work practices.
3. Use protective clothing and equipment.

You can see how the protective clothing and uniform work to consistently protect the janitor from all variables during their work day. When coupled with strong work practices like adequate safety training, team meetings, inspections, reviews, and communication, you can make sure that your janitorial staff are always well orientated in what you expect of them.

When a spill, incident, illness, or disaster does strike, the safety and protection comes from knowing exactly which cleaning procedure to follow, step by step. By setting these policies, performing the necessary training, and providing your janitors with adequate uniforms and gear, they will always be out of harm's way.

- 40% of janitorial injuries involve eye irritations or burns.
- 12% involve breathing in chemical fumes.
- 36% involve skin irritations or burns.

Make sure that your janitorial closet is 100% in line with OSHA<sup>51</sup> and their standards to keep your employees safe doing the toughest job in the world.

---

50 Janitorial Safety Training Guide, <http://www.lohp.org/docs/pubs/smbiz/guide.pdf>

51 Are Your Janitorial Closets in Compliance With OSHA?, [http://www.speakmancompany.com/files/pdfs\\_marketing/105208JanitorialClosetsOSHA.pdf](http://www.speakmancompany.com/files/pdfs_marketing/105208JanitorialClosetsOSHA.pdf)

## Different Requirements for Specific Industries: The List

Depending on your industry, you will require different uniforms for different positions. That means that you need to figure out what your requirements<sup>52</sup> are.

Build a uniform list for your company based on the required positions you have to fill:

Position:	Uniform:
Maintenance	Maintenance overalls
Janitor	Breathable janitorial uniform
Lab technician	Lab coat with logo
Barista	Cotton t-shirt with logo

To create this list and decide on the right uniforms to buy, focus on these issues:

- Focus on the work environment that your employee is working in. Identify problems, potential risks, and key benefits. (Example: cotton t-shirt, fry cook overheats)
- Ask your employees for ideas and assistance when making your decisions. They know their jobs better than you do.
- Discuss the safety rules at play to maintain the health and safety of each worker and how it will relate to their uniform and protective gear.
- Make a point of formulating a plan for cleaning, washing, and laundering each uniform and how much it will cost the facility.

---

52 Working Safer and Easier, [http://www.dir.ca.gov/dosh/dosh\\_publications/janitors.pdf](http://www.dir.ca.gov/dosh/dosh_publications/janitors.pdf)

- Scope out competitor companies in your area. See what the larger brands have done and why. Sometimes you can uncover key pieces of health information this way.
- Respond to worker concerns about their uniforms if they are uncomfortable, are impractical, or are causing problems. For example, a mascot costume may be causing the employee inside to dehydrate and pass out. Breathable material would be better.

Once your list is complete, calculate how much it will cost you, and see how you can improve the health, safety, and hygiene of your staff by chatting to the company that will make your uniforms. Sometimes fire-retardant materials and other extras may be needed.

Cross check what the standard uniform requirements are for your specific industry, and see if you can't improve on them to make your staff safer and more productive. Never simply buy cheap materials, as they may endanger your staff instead of protect them.

Poor uniform quality causes health concerns like sweating, over-heating, dehydration, discomfort, itchy skin, heat burns/rash, and exposure to cold and carcinogenic dyes.

## chapter 13

# Washing Clothing & Linen: Strict Rules

*"Have you ever taken something out of the clothes hamper because it had become, relatively, the cleanest thing?"*

KATHARINE WHITEHORN

Leveraging safety and hygiene equipment is all about knowing what your facility needs then getting it and setting policy to match. With washing and laundry concerns, there are some strict rules that need to be implemented in order to maintain the health, safety, and hygiene of your facility employees. This chapter focuses on procedures, routines, and regularity.

## The Right Linen Hygiene Procedures: Get Them Here

Bacteria and germs love to live on clothing, bedding, and other cloth-based materials.

That is why in this day and age, where everything from our tables to our windows are draped in material, it is important to know what the right linen hygiene procedures really are. Linen can carry pathogens<sup>53</sup> and viral, bacterial, and fungal strains, transmitting them from one customer to the next and over to your employees.

To prevent the spread of harmful germs, follow these simple procedural guidelines to ensure that your facility is taking care of your linen hygiene needs.

- Uniforms should be reusable and made with durable fabrics, perhaps with antibacterial or antimicrobial fibers<sup>54</sup> or finishes for infection control. These should be washed every day, which means several pairs are needed for the same person or three uniforms need to work on a rotation in the wash.
- Sort your laundry into specific bags for washing. Use one for sheets, tablecloths, and other textiles of all sizes, and keep it separate from your dirty clothing. It is also a good practice to keep your towels and flannels in a separate bag from these.
- Small items like kitchen towels, aprons, handkerchiefs, and pillowcases can be washed with clothing but should be kept separate if they tend to be very dirty after a day's work (restaurant kitchen or nursing home for example).
- Never allow dirty laundry to stand for long periods of time, and never allow dirty laundry to come into contact with clean laundry.

---

53 Sally F. Bloomfield, *The Infection Risks Associated With Clothing and Household Linens in Home and Everyday Life Settings, and the Role of Laundry*, <http://www.europeantissue.com/wp-content/uploads/The-infection-risks-associated-with-clothing-and-household-linens.pdf>

54 Tips for Microbiologically Clean Hospital Linen, <http://www.centexbel.be/washing-processes>

- Wash by textile family, and always use washes greater than 60 degrees to ensure that all bacteria are killed.
- Never store washed linen for drying; instead, sort and dry immediately. When handling newly washed laundry, it is important to keep your hands clean or you will re-infect the fibers.
- Immediately iron, press, and store complete items.

## Washing Clothes: Frequencies & Routines

How often should you wash different types of linen and clothing?

To determine the frequency of your washes, you will need to evaluate how often different types of materials need to be washed. Follow the Clean Method's four-step process.

### ***Step 1: Create a segregated laundry list.***

Identify all of the items in your facility that will need to be washed, whether you believe you should wash them daily or monthly. The first step to good health is listing the total number of items that you have to wash so that you can put them on rotation.

Everything from tablecloths, curtains, carpets, mats, towels, kitchen cloths, chair covers, pillow cases, bedding, sheets, blankets, and other goods must be included.

### ***Step 2: Sort these by textile family.***

Organize a method of sorting these into various groups for individual washes. Wash your curtains with other rougher textiles like mats and table cloths. Wash all of your delicate linens together that will be tumble dried. Sort your clothing into color washes.

Eventually you will end up with four or five piles to wash. Each pile is an individual wash (you may have more depending on your facility size).

**Step 3: Test wash them for maximum freshness.**

Test how long each pile of washing takes from start to finish, from wet to dry. A timer will help you assign schedule times to your washing to ensure that it is done at the same time each week for guaranteed hygiene.

You may choose, for example, to wash clothing on a Monday, table linens on Tuesday, and the heavier textiles later in the week as you near the weekend. Set times and record them.

**Step 4: Establish frequencies and routines.**

Once you have done your test wash, you can establish how often you want to wash each set of items (record costs for electricity and staffing). Then establish routines<sup>55</sup> in a neat cleaning schedule. Here are your options:

- Wash batch daily, permanent cycle
- Wash batch every three days, rotation
- Wash batch weekly, rotation
- Wash batch bi-weekly, rotation
- Wash monthly (for things like curtains)

## **The Importance of Washing Regularly: Danger!**

Some people believe that regular washing is not an essential hygiene practice.

If it does not look bad and it does not smell bad, then surely you do not have to wash entire batches of things over and over again? Wrong! If you care about the health and safety of your employees and customers, you will not skimp on laundry day.

---

55 How Often to Wash Your Sheets, Towels, and Clothes, <http://www.consumerreports.org/cro/news/2014/09/how-often-to-wash-your-sheets-towels-and-clothes/index.htm>

In a recent study, 20% of dishcloths<sup>56</sup> and 12% of sponges contained salmonella—the leading cause of food poisoning and food-related death in the U.S. Add to that the shocking realization that this goes up if more people are in the kitchen—and the fact that it only takes 20 minutes to double bacteria numbers—and things can go wrong fast.

If you have beds in your facility—like in a nursing home or a small hotel—then you need to address that. We spend a third of our lives in bed, so things get dirty a lot quicker. Dust mites,<sup>57</sup> dead skin cells, oils, sweat, bodily fluids, and food particles all cause lowered immune systems and allergies in unwashed sheets.

All linen and clothing should be washing periodically and regularly, or your chances of infection and germ transference go up. This spells danger if you have the foresight to see that. Hygiene is a practice that involves all items in your facility that are regularly in use.

If you choose to skip washing your dishcloths and towels but are frantic about cleaning your surfaces, you are fighting a losing battle. The transference of bacteria will happen from cloth to hands and from hands to everywhere else. Germs stick to linen, and they love to breed there too. The only way to get rid of them is via periodic antibacterial washing.

The danger, therefore, is in ignoring the careful environment you are trying to create. You cannot have great hygiene by only focusing on the easily cleaned things. While laundry continues to be a constant pain, it is something that needs to be systematized in your Clean Method cleaning program.

---

56 Laundry Essentials, <http://www.textileaffairs.com/docs/caretalk-020105.pdf>

57 Marisa Ramiccio, The Importance of Washing Bed Sheets Regularly, <http://www.symptomfind.com/health/washing-bed-sheets/>

Plus, walk into a large hospital or a large fast food place anywhere in your immediate area. I bet you can visibly see dirt, grime, and dirty linens everywhere. They save on costs by only doing washing intermittently, and it shows. People hate it when something looks like it has never been washed in its life. This is a competitive edge for you!

## chapter 14

# Hygiene in Hospitals & Medical Centers

*"Hygiene is the corruption of medicine by morality. It is impossible to find a hygienist who does not debase his theory of the healthful with a theory of the virtuous. The true aim of medicine is not to make men virtuous; it is to safeguard and rescue them from the consequences of their vices."*

HL MENCKEN

Hospitals and medical centers are held to a higher standard of hygiene because of the consequences of not consistently maintaining exemplary premises. When hospital hygiene fails, people get very ill, and some even die. In this segment, you will learn about regular hygiene protocols, OSHA, and the laws they insist on.

## The Importance of Regular Hygiene Protocols

Nowhere does the importance of hygiene mean more than in a hospital environment.

In a small family environment, private clinics have to compete with larger hospitals that have teams of 500 cleaning staff making sure that everything is perfect. This is *your* disadvantage, so you need to figure out how to equal or better their practices.

Some 1.2 million<sup>58</sup> patients were impacted by healthcare associated infections, according to HCAI. They are the fourth leading cause of death in America, and this is why hygiene takes center stage in a clinic environment. For you and your team, there are apparent discrepancies where you can slip in and be better than leading hospitals.

One such discrepancy is with hand washing, the leading cause of the spread of germs and bacteria. In a smaller practice, a hand washing policy can be enforced and would be much more effective. As it stands, large hospitals can only manage 37% compliance in ICUs and 51% compliance in non-ICUs, leaving you with a key opportunity.

By instituting and living these regular hygiene protocols flawlessly, you will drastically reduce your patients' chances of infection, which could become a national selling point for your clinic, center, or practice. The CDC and World Health Organization<sup>59</sup> have both cited hand washing as the single most important factor in preventing infection, so it is no small matter.

Regular hygiene protocols that are strictly enforced may help you establish compliance rates of success that you could use to dominate your local market.

---

58 Bryan Walsh, Happy Clean Your Hands Day!, <http://healthland.time.com/2011/05/05/happy-clean-your-hands-day/>

59 Maryanne McGuckin, Hand Hygiene Compliance Rates in the United States – A One-Year Multicenter Collaboration Using Product/Volume Usage Measurement and Feedback, <http://ajm.sagepub.com/content/24/3/205.abstract>

## The Occupational Safety and Health Administration: Guidelines

OSHA, or the Occupational Health and Safety Administration, established an act in 1970 outlining guidelines on what they believed would “assure safe and healthful working conditions” for a number of industries, including hospitals and medical workers.

While the full set of standards and rules are far too extensive to mention here, I strongly encourage you to visit their website<sup>60</sup> and use their e-tool, where all the details of these extensive guidelines exist. To give you an idea of what is covered on this website, you would navigate to a section on “healthcare wide hazards” for example.

Inside this section of the much larger set of guidelines, you would find information on blood borne pathogens, electrical concerns, ergonomics, fire hazards, glutaraldehyde, hazardous chemicals, infections, among other concerns like workplace violence and stress.

By clicking on “lack of personal protective equipment,” for example, it brings up the problem and potential solutions that could be implemented by the hospital. These are guidelines that should be carefully adhered to or even done better in order to gain a truly competitive edge against ever-increasing hospital conglomerates.

Family-owned practices are becoming a rarity, and this is tragic as so much potential is lost when a huge corporate brand’s vision is applied to a small business. Usually it only serves to strip the place of its warmth and identity, leaving yet another clone of a nameless, faceless, money-making machine.

---

60 Hospital eTool, <https://www.osha.gov/SLTC/etools/hospital/>

Hospitals are some of the most hazardous places to work. In 2011 alone,<sup>61</sup> hospitals recorded 253,700 work-related injuries and illnesses. That means for every 100 employees, at least six of them were seriously injured. This is a rate that you can work to reduce drastically in your own family-run practice or clinic.

OSHA has some excellent guidelines, so I recommend that you sit down with them and organize your priorities. If you do not have occupational health and safety guidelines for your practice, this is something you need to focus on in the future.

After all, your employees make your clinic or practice worth returning to, and they need to be protected. Consider understanding your problems and building safety and health management systems to effectively govern them. It helps with patient safety too!

## **Laws and Regulations That Must Be Followed With OSHA**

OSHA in the USA is the law and is run by the Department of Labor.

All recommendations and regulations can be improved on, changed slightly, or made to fit your unique business model. They act as the standard of practice in an otherwise extremely dangerous field. The healthcare niche is facing a rising tide of active patients that are argumentative and combative and tend to complain loudly about doctors and surgeons online.

OSHA, in fact, has predicted that without adequate worker guidelines, anyone in the medical industry will be exposed to high amounts of risk. Reputations are no longer what they once were with doctor reviews and surgeon complaints online.

---

61 Worker Safety in Hospitals, <https://www.osha.gov/dsg/hospitals/>

- They predict more whistle blower complaints.
- OSHA will have to enforce their rules more stringently.
- The joint commission will help them enforce these rules.
- There will be more interest in safety and health legislation.

Here are the steps that OSHA<sup>62</sup> urges any new practices, clinics, or centers to take to prepare for the coming onslaught of reviews:

- **Step 1:** Navigate to the new OSHA hospital patient and employee health and safety resource.
- **Step 2:** Collaborate with your employees and outside contractors to actively improve the levels of safe patient handling (with new programs) or take a close look at installing safety and health management systems for digital management.
- **Step 3:** Prepare for a lot of safety-related complaints by setting up flawless systems that kick in so that these are dealt with swiftly and all injury or illness complaints are solved in record time.

It is clear that in the future, OSHA and other regulatory and legislative bodies will be seeking out greater control mechanisms to stem the tide of lawsuits, injuries, and illness that result from poor hygiene practices in hospitals.

As a small, family-run clinic, this is a major opportunity for you. All you need are set systems, a great program, and employees who are willing to go the extra mile for your reputation in order to leave other medical institutions back in the Stone Age.

---

62 Hospitals' Heavy Lifting: Understanding OSHA's New Hospital Worker and Patient Safety Guidance, <http://www.oshalawupdate.com/2014/06/10/oshas-hospital-worker-and-patient-safety-guidance/>

You work in the most hazardous<sup>63</sup> field of all—even more dangerous than construction—and hygiene is the key to unlocking loyal patients and financial stability for your brand.

---

63 How Safe Is Your Hospital for Workers? Learn More and Take Action, [https://www.osha.gov/dsg/hospitals/documents/4.1\\_Overview\\_508.pdf](https://www.osha.gov/dsg/hospitals/documents/4.1_Overview_508.pdf)

## chapter 15

# School Sanitation and Representation

*“Although we take it for granted, sanitation is a physical measure that has probably done more to increase human life span than any kind of drug or surgery.”*

DEEPAK CHOPRA

Children are still developing their immune system responses by the time they enter school. They are more likely to get ill, to take longer to recover, or to die from their illness. School sanitation is a vastly under-discussed branch of hygiene.

This chapter deals with the sanitation equipment needed by schools, the importance of hygiene here, and how cafeterias should go about serving food to children.

## Sanitation Equipment Needed for Schools

School sanitation is meant to reduce disease burden, promote health, and create a safer, more secure environment for children attending school.

To prevent the spread of germs between children<sup>64</sup> at school and to their parents and siblings at home, kids need a sanitary environment that is managed effectively by a good team. This means surfaces need to be washed, materials need to be laundered, and equipment needs to be invested in so that the cleaning solutions can reach the right places.

- Full personal protective gear needs to be available on the school premises for cleaning staff as there are often blood, urine, stool, vomit, and other potentially infectious bodily fluids at any given time.
- Gloves, masks, uniforms, and a cart (with mops, paper towels, sponges, and cloths) for the janitorial staff are a necessity along with a range of nontoxic cleaners and disinfectants.
- Equipment like chemical sprayers,<sup>65</sup> wet and dry vacuum cleaners, dusters, adequate water filtration systems, disinfectant wipes, foaming cleansers, steamers, foggers, PH test strips, waste baskets, insect control, and training materials all need to be considered.

Depending on the size of your school, you will need to calculate how much foot traffic runs through specific areas so that you can clean them periodically, according to a set schedule. It is important that the school equipment you do buy for sanitation is modern and effective.

Mops and cloths just do not do the trick anymore, not with so many kids—even if your school only has 100 students. These days being effective at sanitation means having a system in place with the right tools for every job.

---

64 General Sanitation Guidelines, <http://www.marylandpublicschools.org/nr/rdonlyres/5fcfa874-2853-4247-acc4-f11196c07f93/10596/generalsanitationguidelines.pdf>

65 Quality Sanitation Equipment, <http://www.sanitationtools.com/>

## The Importance of Hygienic Classrooms

How effective is your janitor at taking care of the hygiene of your classrooms?

I once visited a public school where it was the teacher's job to keep her own classroom clean. Kids would sweep and dust, and she whisked herself around the room with a spray bottle. In better circumstances, public school classrooms are cleaned weekly, perhaps even only monthly. When they are cleaned daily, they are often not done properly.

Carpets, windows, and tables are never washed, and refrigerators are left to stew for months on end. This even happens in private schools, where budgets are tight or the cleaning crews are being mismanaged. Hygienic classrooms are very important to a child's education.

When a child is in unsterile surroundings and exposed to germs all the time, they get sick, and when one child gets sick, it is like a domino effect. Because children are often out exploring the world, they tend to bring dirt and bacteria into the classroom with them. Cleaning these areas is becoming an increasingly tough challenge.

Not only are pests a major<sup>66</sup> issue in our schools, but they bring with them a host of dangerous diseases and germs too. Aside from pests and illness spreading like wildfire, it makes it an unsanitary area for kids with weakened immune systems who already have diseases or who cannot tolerate unfriendly environments.

Teachers are often ill as well when a school is not sanitary enough. Focusing on the classroom gives your team a chance to reduce sick days for kids and teachers, increase the rate and consistency of learning, and ensure that no children have to

---

66 Pest Press, [http://www.slcschools.org/departments/facility-services/documents/PestPress\\_ClassroomSanitation.pdf](http://www.slcschools.org/departments/facility-services/documents/PestPress_ClassroomSanitation.pdf)

be rushed to the emergency room with food poisoning from a surface or from sucking on their own fingers.

Classrooms that are clean provide an ideal environment for concentration and learning. Clean curtains, disinfected surfaces, and neat surroundings are all ideal for engagement, listening, and getting the most out of education.

Classrooms that are dirty fog up kids' brains with unventilated air, heat, and germs. They are never fully comfortable there, so they tend to not concentrate or listen. The only way to make sure that your school has an edge on local competition is to put extra effort into cleaning. This is where you will make the greatest difference when compared with other schools.

## **Food Service in School Cafeterias: Methods**

The cafeteria is the heart of the school, where students meet to enjoy school meals.

Unfortunately, it can also be the most unsanitary place in the school and can cause untold problems in the lives of your student population. In 2004 Congress passed<sup>67</sup> a law to ensure that state agencies participating in federally funded school meal programs are inspected regularly. These results are made open to the public to maintain standards.

The good news is that there is a lot of room for improvement. The National School Lunch Program provides nutritionally balanced low-cost or free meals to kids, but often these meals are served from unsanitary cafeterias. Here is how to make sure yours is always clean:

---

67 Making the Grade, <http://www.cspinet.org/new/pdf/makingthegrade.pdf>

- Create a cleaning, sanitizing,<sup>68</sup> and disinfecting frequency table, and designate when you are going to clean different items in your cafeteria each week.
- Daily jobs should be to clean food prep areas before and after use and to clean utensils after use. Countertops need to be disinfected every day during use, and the same goes with food preparation appliances and floors. For a wide selection of easy-to-clean floors, visit [www.everlastepoxy.com](http://www.everlastepoxy.com).
- Hand wipes and sanitizers are to be placed in the kitchen for ongoing use by the cafeteria staff before they put their gloves on.
- Items like ovens, microwaves, and fridges should be deep cleaned once a week. Remember, a deep clean involves the use of a disinfectant or antibacterial that is left for 10–15 minutes then rinsed off again.
- Food should be served by people with adequate personal hygiene wearing protective gloves and hairnets. It should be served on clean trays from behind glass that can be closed up. Special dietary needs should always try to be accommodated.

Foods from the food pyramid should be nutritionally balanced, clean, and stored in appropriately clean and sanitary conditions until served to the child. Leftover policies should be implemented to prevent old food from being served back to the kids.

Your cafeteria is a great opportunity for your school. Kids love warm, inviting places where they can congregate and enjoy good food together. When a cafeteria is spotlessly clean, it tells

---

68 Cleaning, Sanitizing, and Disinfecting Frequency Table, [http://www.naeyc.org/files/academy/file/Cleaning\\_and\\_Sanitation\\_Chart.pdf](http://www.naeyc.org/files/academy/file/Cleaning_and_Sanitation_Chart.pdf)

the child that the food is high quality and that the school cares. Positive feedback will get out, and more people will want their children to attend your school.

## chapter 16

# Restaurant Sanitation and Hygiene

*“We’re going to do everything possible to make sure that food safety is always paramount and that we work with the industry as aggressively as we can to make sure that we’re paying attention to the food-safety issues.”*

MIKE JOHANNIS

Knowing that your food is clean and healthy for your customers requires a lot of planning, hard work, and preparation. When your restaurant is clean, it attracts customers again and again—no contest! This chapter is about harmful bacteria lurking in restaurants, kitchen hygiene, and food safety regulation for you and your employees.

### Dangerous Forms of Bacteria!

It is true—your restaurant harbors some dangerous types of bacteria.

Some cause food poisoning; other parasites, staph infections

and even more dangerous diseases like tuberculosis. There are thousands of different strains of E.coli, salmonella, norovirus, campylobacter, listeria, and clostridium perfringens.

These germs cause viruses, illness, and hospitalizations (and yes, even sudden death) when certain people come into contact with them in a restaurant. Nearly all foodborne illnesses are caused by viral and bacterial germs, but pathogenic microorganisms and other organisms can do just as much damage in unsanitary restaurant areas.

Extensive studies have been conducted by Foodsafety.gov and *ABC News* Consumer Correspondent Elisabeth Leamy<sup>69</sup> with these results:

- Rims of restaurant glasses are brimming with bacteria because restaurant staff grip the glasses there. The germs leap directly to the glass and into your mouth when you take a sip. This is where the TB germ can hide.
- Table surfaces, although cleaned often, are full of germs. People change baby diapers there, among other, more disgusting things.
- Two of the dirtiest things on a table are the salt and pepper shakers. This is because neither of them are washed very often. Make sure yours are cleaned regularly.
- Lemon wedges were found to be the most germ-ridden thing inside restaurants. Nearly 50% of them were contaminated with human fecal matter. People use the bathroom then they cut lemons without gloves.
- Menus are often ridden with staph infection-causing germs and strep throat-causing bacteria. Clean your menus daily with a disinfectant, just like you would clean your floors.

---

69 Elisabeth Leamy, 10 Germiest Places in a Restaurant (Hint: Bathroom Isn't No. 1), <http://abcnews.go.com/Health/10-germiest-places-restaurant-hint-bathroom/story?id=17728078>

- The seats in your restaurant are rarely cleaned, so they contain high levels of germs. Always wipe down your seats at least once a week.

Make sure that you are extra careful to disinfect these problem areas in your restaurant to keep your employees and customers safe.

## Personal Hygiene in the Kitchens

How clean are your employees when they work in your restaurant kitchen?

Odds are, they are not clean enough. Personal hygiene<sup>70</sup> in kitchen settings is critical to the overall health and safety of your food service, customers, and other employees. It only takes one kitchen member to ignore the rules to spread dangerous bacteria everywhere.

The Clean Method advocates for a four-step process to solve kitchen cleanliness concerns:

**Step 1: Set rules with your staff.**

**Step 2: Transform rules into policy and daily procedure.**

**Step 3: Erect signs as a reminder.**

**Step 4: Enforce your hygiene policies.**

### ***Step 1: Set Rules With Your Staff***

To begin with, sit down with your kitchen staff and discuss food safety and hygiene. Use statistics, and communicate how critical cleanliness is to your competitive edge and quality of food. Compile a list of rules that everyone is happy with.

---

<sup>70</sup> Personal Hygiene in Restaurants, <http://possector.com/en/blog/personal-hygiene-in-restaurants>

### ***Step 2: Transform the Rules Into Policies***

Once the rules have been set, make them policy. Test them to see what works with a few practice runs. Washing hands every hour or before and after certain times; only using clean paper towels; these policies must become second nature to your team.

### ***Step 3: Erect Signs as a Reminder***

Above key food service areas and sinks, erect signs that detail each policy step by step. Have a notice board people can refer to if they forget how something works. Signs are excellent reminders that policy is non-negotiable.

### ***Step 4: Enforce your hygiene policies***

Your kitchen manager and chef must enforce these policies harshly. Your team needs to understand what you are aiming for and that “partially clean” is not clean enough.

#### ***A few policies you can work on with your team:***

- Wash your hands before donning gloves and after wearing them.
- Only use clean paper towels to dry your hands.
- Tie back your hair, and keep your nails short and clean.
- Wear shoes that cover your entire foot to prevent bacterial spread in the kitchen.
- Work uniforms must be changed daily and washed regularly.
- No jewelry permitted during work hours.
- Injuries must be properly protected and covered before contact with food.
- Hair must never be brushed or done in the kitchen.
- Uniforms must cover arms to protect against injury.

## Management of Food Safety Regulations

Food safety regulations exist to protect the public from harmful threats to their health.

Some 20–25% of the population is at risk and should watch what is in their food, according to former FDA official Robert Brackett. The very young, the very old, and people on medications stand to suffer the most, especially in the shifting climate of food globalization, rising world populations, climate change, and urbanization.

Your restaurant needs to manage their food safety regulations properly so that you can become a shining example to people in your community. The Daily Mail<sup>71</sup> recently collected ice from several popular restaurant chain stores, two leading burger joints, and a famous coffee franchise. These locations had higher levels of bacteria in their ice cubes than were in their toilet bowls. That isn't just yuck; it's Staryucks! Large chain restaurants simply cannot maintain food safety regulations like family-owned restaurants can—with care, attention to detail, and consistency.

A dedicated manager in your restaurant that will guarantee that all food safety regulations are met is very important for your company. Not only does it give you that natural competitive edge but you can begin to prove that your restaurant is cleaner, healthier, and better than the large chain stores around it.

These huge franchises do well because they buy food for cheap and pay people minimum wage. But a shift is happening. Once people chose restaurants based on price, but now, more and more, they are choosing restaurants based on food quality and health.

---

71 Hugh Merwin, Another Study Determines Restaurant Ice Machines Contain More Bacteria Than Toilet Water, <http://www.grubstreet.com/2013/06/ice-machines-bacteria-toilet-water.html>

Forbes reported<sup>72</sup> recently that nearly a third of all U.S. consumers are hankering for healthy food, not just “cheap” food. It is becoming clearer that in the future, these monster food chains will not be able to seize markets based on price alone.

Opportunity exists for the smaller family-owned restaurant that cares about food safety, hygiene, and quality food production. It is a return to the ideals where family health is more important than saving a buck.

To capitalize on this, make sure that your restaurant manager guarantees that all food safety regulations are stringently adhered to like they are the law. Never give away a customer to a larger brand because your food standards are not up to scratch, because you cannot compete with them on price. Cleanliness and standards are your route to greatness!

---

72 Fast-Food Chains Had Better Move Past Value Meals and Embrace Health, <http://www.forbes.com/sites/forbesleadershipforum/2013/06/05/fast-food-chains-had-better-move-past-value-meals-and-embrace-health/>

## chapter 17

# Industrial Cleaning Tips Exposed

*"Install mats: Install 15 feet of matting inside each entrance to capture ice melt, salt and sand before it is tracked throughout the facility."*

CLEANLINK

Industrial cleaning can become a heavy duty job very quickly, especially if you have an unusual facility where contaminants and other dangerous waste needs to be removed and cleaned up. Knowing how to get the most out of the tougher kinds of cleaning will help you prepare your place for any eventuality safely and in good time.

In this chapter, we take a close look at how to use a vacuum cleaner most effectively along with which sprays, detergents, and solvents should be used with the right protective gear.

## Best Ways to Use a Vacuum Cleaner

A vacuum cleaner is a common piece of cleaning equipment that few people understand.

You might believe that anyone can operate a vacuum cleaner—which is true—but few people really understand how to use one like a pro. You should improve your vacuuming skills to make sure that your family-owned facility is always dust free and tidy.

With the right vacuum knowledge,<sup>73</sup> your carpets will last longer, and best of all, they will be properly clean instead of only aesthetically so. Here are some professional industrial tips on how to use your vacuum cleaner to its maximum potential:

- Before you begin, check that the hoses are free from obstruction. Decreased air flow indicates a clog that needs to be fixed.
- Inspect the head of your vacuum; make sure the brush is down and the head does not have any rough edges or it will damage your carpet.
- Inspect your belts and machine filters, and make sure they are ready for action. Choose the right intensity setting and begin.
- Heavily trafficked areas should be vacuumed daily. Check the filter bag, and never vacuum with a bag that is 70% full or more. Never pick up hard items like coins, clips, nails, screws, and other debris.
- Never vacuum on a wet surface; instead, wait for the surface to dry. Vacuum<sup>74</sup> in an overlapping direction for surface and deep soil problems.

---

73 Ask the Expert, <http://facilitymanagement.com/articles/ask-expert-2012-04.html>

74 How to Vacuum Carpets, <http://www.cleanfreak.com/how-to/vacuuuming-carpets.html>

- Make sure that you pass over the same patch of carpet or tile three or four times, and change direction every other day. Some days move from north to south; other days move from east to west. Heavy traffic areas may require seven passes or more.

## Sprays, Detergents, and Solvents

There are a thousand different products for your industrial cleaning job.

Whether you own a school, a medical clinic, or a family restaurant, you need to know that your industrial cleaning products are doing their job. The best practice in this instance is to try to find a set of cleaners that are non-toxic or, at the very least, not as toxic as many of the other chemical cleaners on the market. I would recommend looking at [www.everlastepoxy.com/clean](http://www.everlastepoxy.com/clean) for great products.

*Your basic cleaning families:*

Abrasives	Alkalis	Blends	Solvents
Acids	Bleaches	Detergents	

- Spray cleaners are meant for dusty surfaces and should be silicone free. These can be used on wood, metal, glass, plastic, laminate, and electronic surfaces. Aim for a product that repels dust, is streak-free, and is anti-static.
- Power spray cleaners are alkaline and strong, and they are excellent for degreasing and descaling. Designed to remove heavy soil and dirt, metalwork, fluids, lubricants, oils, and grease, they use water, are soft foaming, and can be used with compatible detergents. These industrial spray cleaners are great for factories, schools, and other large premises.

- Detergent cleaners<sup>75</sup> are critical to the hygiene of your business. Laundry detergents<sup>76</sup> can be found in general purpose or light duty products. Liquids are great for penetrating oil stains, while powders work for dirt. Detergents also come in handy for dishwashers and come in solids, gels, liquids, and powders.
- There are mild detergents that dissolve dirt and grease, and they can be used to wash countertops, appliances, floors, and fixtures. Then there are strong detergents, like the ones used in clothes washing. Use these with care.
- Solvent cleaners are used to dissolve soil. They should be non-staining, non-corrosive, and safe to use on all metals. Solvents are the medium used to eventually facilitate stain or soil removal. Water is a natural solvent, but you can buy organic solvents that would prevent water damage in certain types of furniture. Some remove wax, finishes, and oil-based paint, so be aware of that.

Typically, to get the most out of your industrial cleaning, you will only need general multi-purpose gear for a small location in the form of sprays along with detergents and solvents.

## **Cloths, Sponges, Gloves, and Masks**

When you begin cleaning your own facility, you will need to stock up on gear.

Knowing which kinds of cloths, sponges, gloves, and masks to buy is key in this process. While everyone will have their own version of what will work best, remember that you cannot do an effective clean if you do not have the right tools.

---

75 Soaps & Detergents: Products & Ingredients, [http://www.cleaninginstitute.org/clean\\_living/soaps\\_\\_detergents\\_products\\_\\_ingredients.aspx](http://www.cleaninginstitute.org/clean_living/soaps__detergents_products__ingredients.aspx)

76 Gill Chilton, How to Choose the Right Detergents to Clean Clothes, <http://www.dummies.com/how-to/content/how-to-choose-the-right-detergents-to-clean-clothe.html>

As a rule, always keep these items on hand:

- Cloth rags: Old cloths that have stopped being useful in the kitchen and other critically clean areas can become very useful in less important areas—like garages. Wash them, and reuse older cloths to keep your dirtiest areas clean, or use them as throwaway rags.
- Terry cloth<sup>77</sup> is excellent for blotting stains as it is made from cotton with lots of loops in it. Microfiber cloths have also proven to be popular as woven synthetic fiber traps dirt. They can be used wet or dry with cleaning solution for maximum impact.
- Polishing cloths are great for silver or brass polishing, and they help evenly distribute the polish over these showy items. Make your furniture shine using these along with some general purpose cleaner on your chairs and tables.
- Disinfectant or antibacterial wipes and paper towels should always be kept in your facility for ultra clean spaces. Reusables are great, but they do tend to spread germs if they are not cleaned regularly enough.
- Sponges<sup>78</sup> come in all shapes and sizes, so choose wisely. The types available are all-surface sponges, cellulose-based sponges (very durable for long-term use), cleaning erasers (remove marks off walls and floors), dry cleaning sponges (use it dry for dusting and on upholstery), metal sponges for tough kitchen cleaning, natural sponges that are soft and absorbent, and nylon sponges, which are great for scrubbing.

---

77 Types of Cleaning Cloths, <http://www.homeinstitute.com/types-of-cleaning-cloths.htm>

78 Susan M. Keenan, How to Select the Right Sponge for the Job, <http://www.doityourself.com/stry/selectsponge#b>

- There are disposable rubber gloves and reusable gloves too. These are commonly made out of vinyl, latex, or rubber. Thinner gloves are better for food preparation and finer cleaning work, while thicker rubber gloves are important for heavy duty scrubbing and cleaning.
- Like gloves, there are disposable masks and reusable ones. Some masks contain respirators so that they can be used to protect against paint fumes, solvents, dust, pesticides, and caustic cleaning chemicals. The main types are particulate filter (dust mask) and a chemical cartridge or gas mask. These should cover your basic needs.



# **EMPLOYEE SAFETY & HYGIENE EXPLORED**



## chapter 18

# Occupational Healthcare 101

*“If you think about how healthcare is delivered, it’s on an ad hoc basis. Someone comes into a hospital, someone comes into a pharmacy, someone comes into a doctor. But beyond those touch points, the patients are on their own. There’s no real continuity of care.”*

CHRISTOPHER A. VIEHBACHER

**W**e have gone through the “C” and the “L” of the Clean Method, which brings us to the “E”—Employee safety and hygiene. You need to explore this area so that you can make the right decisions regarding the health and safety of your employees. In this chapter, we focus on occupational healthcare, keeping employees healthy, and choosing adequate plans.

## Benefits of Endorsing Occupational Healthcare

Occupational healthcare is a growing concern among facility owners.

If you are serious about moving forward with the Clean Method in business and seizing advantage from larger competitors that choose to sacrifice quality, hygiene, and safety for greater profits, then this is an area you cannot afford to ignore.

The very aim of occupational healthcare is to collaborate with your employees and occupational healthcare professionals to ensure that the health, work, and functional capacity of your employees are justly met. This means preventing workplace disease and accidents, focusing on health and safety in your facility, and making sure that hygiene is number one.

According to a 2009 CIPD absence management study,<sup>79</sup> occupational healthcare was rated the most effective approach for managing long-term absence with employees. That means your employees come to work more often, they work harder because they are healthier, and in the long term, they do not contract disease as a result of a poor working environment.

Retention of quality, long-term staff is a huge benefit in today's high turnover economy. The average person changes jobs some 15–20 times<sup>80</sup> in their lifetime, according to Forbes. A safe, healthy, and hygienic work environment means less cost to you, less cost to healthcare plans, and greater loyalty over time.

In fact, this becomes another competitive strength, with employee retention becoming a larger issue with big corporations. Highly trained staff that care and are healthy can put your facility on the map in ways “packaged” franchise brands simply cannot compete with.

---

79 Benefits of Occupational Health, <http://www.medacs.com/benefits-of-occupational-health>

80 Jeanne Meister, Job Hopping Is the 'New Normal' for Millennials: Three Ways to Prevent a Human Resource Nightmare, <http://www.forbes.com/sites/jeannemeister/2012/08/14/job-hopping-is-the-new-normal-for-millennials-three-ways-to-prevent-a-human-resource-nightmare/>

## Keeping Your Employees Healthy: The Reality

Have you ever heard the phrase “healthy employees, healthy profits”?

It is becoming a common mantra among smaller businesses. As corporations seek ever-worsening conditions for their employees because of profit-mongering and the continual drive for growth, the people that suffer most are the employees.

Even the incentives at many large companies cause ill health! Those good old employee discounts just cause excessive weight gain when you work at a popular donut shop or a local fast-food franchise. Eating bad food in unsanitary environments causes employees to be ill often, become obese, and eventually develop chronic diseases.<sup>81</sup>

Ultimately it is not what Corporate says that is the truth but what the employees experience. This type of bureaucracy does not happen in smaller, family-run companies. Happy, healthy staff are also highly productive people—and guess what? The latest statistics indicate that people are 25%<sup>82</sup> happier working for small companies.

Even worse is the fact that larger companies are not giving their employees full access to healthcare insurance or medical cover. It all works out as a big opportunity for you. To keep your employees healthy, the reality is that you need an occupational health program.

You need to make sure that their every health need is met. It is all about living the ideal, not simply pretending to. This way your facility will not only become known as the cleanest and the most hygienic but it will also become known as the place

---

81 Fast Food Is a Major Public Health Hazard, [https://www.organicconsumers.org/old\\_articles/foodsafety/fastfood032103.php](https://www.organicconsumers.org/old_articles/foodsafety/fastfood032103.php)

82 Maeghan Ouimet, Study: Small Companies Make Employees Happy, <http://www.inc.com/maeghan-ouimet/small-business-means-happy-business.html>

where the best, healthiest, and happiest employees work. There is a chain effect here.

Soon you will have your pick of the finest employees who will help you expand your company and pull in the profits that you need. Health and safety are the very baseline for this chain effect, and it is one the larger corporations have ignored. They will pay for it in the future as droves of their best employees seek out better opportunities elsewhere.

Your occupational healthcare plan or program is critical to this process. Along with keeping your facility spotless, you need to do the same with your employees. One feeds the other like a magnificent symbiotic creature.

## **How to Adopt Occupational Healthcare Plans**

Adopting an occupational healthcare plan for your company needs to be a priority.

For too long, your employees have functioned without any real say in their own health, safety, and security on your premises. By inviting occupational healthcare experts to your company and drafting a health care plan, you can change that.

The Center for Disease Control and Prevention<sup>83</sup> has a comprehensive website detailing how you can take the necessary steps from where you are now to installing a workplace health model in your business that will benefit your employees.

Everything from making a business case for it, to assessing what needs to be done, to planning workplace and healthcare governance, to implementation and evaluation will be covered extensively here. An adequate workplace health model will give you a comprehensive approach to building your very own health promotion program.

---

83 Workplace Health Promotion, <http://www.cdc.gov/workplacehealthpromotion/>

- It requires a coordinated approach by the owners, your management staff, and perhaps even outside consultants that specialize in OSHA programs.

Your basic workplace health model involves a systematic approach:

- First you will assess<sup>84</sup> and define employee health risks and concerns and build descriptions that will guide you. Creating health promotion activities, capacity, and needs are also outlined in this section. It includes individual, organizational, and community focus.
- Next you will focus on planning and governance. From leadership support, to management, to workplace health, to dedicated resource allocation and communications, all of the components of a workplace health program will be outlined. Priorities will be set.
- Implementation is your next phase involving programs, policies, health benefits, and environmental support structures. Your strategies and interventions will be tested and improved along the way.
- Finally, you will engage the evaluation process—worker productivity, healthcare costs, improved health outcomes, and organizational change will be measured. You will be able to visibly see the impact of your programs.

Adopting an organizational healthcare program takes time, resources, and financial input, it is true. But the short- and long-term impact of these programs cannot be denied. They give you an ever-growing competitive edge in a cutthroat market, and of course they prove that when your employees are healthy, so are your profits.

---

84 Workplace Health Model, <http://www.cdc.gov/workplacehealthpromotion/model/index.html>



## chapter 19

# Fire Protection & Smoke Alarm Protocols

*“Man is the only creature that dares to light a fire and live with it. The reason? Because he alone has learned to put it out.”*

HENRY JACKSON VANDYKE, JR.

**F**ire protection is a very serious need in all facilities where people congregate to service customers and clients and to conduct business. Your facility needs to be well orientated in what you need to keep everyone safe, so if a fire ever does break out, you are covered. This chapter deals with fire safety, smoke alarms, and checklists.

### Fire Safety in Your Facility: The Rules

Safety is an important part of health, so it needs to be covered if you plan on keeping your employees from harm. That means understanding the rules involved in securing your facility and

ensuring that plans and the right equipment are in place in case of fire.

Many fire safety experts are even going above and beyond the recommended safety elements to strengthen their occupational health and safety programs. Designing protocols that work is a fundamental part of this process.

Make sure that you address these fire safety rules when securing your building:

- Make sure that your facility adheres to all fire/life safety<sup>85</sup> regulations prescribed by your state. Compliance is mandatory, and inspections will be random.
- Ensure that you have the correct fire safety equipment, like automatic sprinklers<sup>86</sup> and smoke alarms, and build in redundancy fire control panels in different locations in case of emergency. Many companies choose to switch water sprinklers for gas sprinklers to save on damages should they go off.
- Focus on instituting a facility-wide emergency exit plan so that if a fire ever does occur, the occupants will know when and how to flee the building, and panic will not ensue. Clearly mark exits, and run occasional fire drills every few months.
- Consider installing two-way communication systems throughout your building that link directly with the fire department. These can be installed in stairways and are useful for fire fighters when they are on the job or communicating with headquarters.

---

85 Michael A. Crowley, Meeting Health Care Fire/Life Safety Regulations Requires Regular Checkups, <http://www.facilitiesnet.com/firesafety/article/Meeting-Health-Care-FireLife-Safety-Regulations-Requires-Regular-Checkups--12783>

86 Rita Tatum, Fire and Life Safety: The Most Effective Occupant Safety Measures May Go Above and Beyond Code Requirements, <http://www.facilitiesnet.com/firesafety/article/Squelching-Fire-Safety-Risks--3091>

- Place portable fire extinguishers all over your facility in easily accessible areas, and train your employees to operate them effectively. They may one day save you millions of dollars in damages.
- Have designated smoking areas to reduce the risk of cigarette related fires, and be sure to post emergency numbers near telephones throughout your facility.

## Your Fire and Smoke Alarm Safety Checklist

Fire is not a joke; it causes more than 3,000<sup>87</sup> deaths a year, causes over 17,500 injuries, and costs the country \$11.7 billion in damages annually.

That is why it is imperative that you have a fire and smoke alarm safety<sup>88</sup> checklist so that you can ensure that the installation, testing, and maintenance of your smoke alarms is consistent. Make a note to investigate the process of setting up your own checklist with your team.

In the meantime, you can use the Clean Method checklist to cover the basics:

Every room should have a smoke alarm.	
Every floor or level of your facility should have a smoke alarm.	
Ionization smoke alarms reduce flaming fire risks.	
Photoelectric smoke alarms are responsive to smoldering fires.	
Make sure that you have a combination alarm (both ionization and photoelectric).	

---

87 U.S. Fire Statistics, <http://www.usfa.fema.gov/data/statistics/>

88 Smoke Alarm Safety Checklist, <http://www.nfpa.org/~media/Files/Safety%20information/Public%20educators/Community%20tool%20kits/smoke%20alarm%20kit/checklist.pdf>

Smoke alarms should be interconnected—if one sounds, they all sound.	
Wireless interconnection could also be looked at.	
Always replace all smoke alarms at 10 years old (wired or battery operated).	
If an alarm does not sound correctly on a test, repair immediately.	
All smoke alarms should carry certification from a recognized testing laboratory.	
Always keep records of why a smoke alarm went off and when.	
Check that all smoke alarms are secured to a wall or ceiling and that they work.	
Check monthly that no alarms show signs of damage.	
Check that all smoke alarm ventilation holes are free of dust and dirt.	
Conduct monthly tests and drills with your staff to ensure maximum safety.	
Keep a record of smoke alarm services when they happen.	
Keep a record of replacement smoke alarms along with documentation.	
Check overall fire detection systems.	
Do your fire detection systems operate on command?	
Have you randomly tested if they work using live examples?	
Is your fire detection equipment protected from physical impact?	
If a fire breaks out, record how long it takes to get under control.	
Make sure that portable fire extinguishers are available on each floor.	

Have your entire fire evacuation process evaluated every year.	
Keep records of HVAC shutdown and door control.	
Keep records of elevator recall and suppression system activation.	
Keep records of smoke control.	

These common maintenance<sup>89</sup> activities and practices should be visited regularly by your teams to make sure that your facility is 100% ready if a fire breaks out.

## Smoke Alarms and How You Should Be Using Them

The National Fire Protection Association recently reported that some two thirds of U.S. household fire deaths are because of homes with no or poorly kept smoke alarms.

This has a parallel in the business world. If you cannot correctly maintain your smoke alarms, they will not work when you really need them to. That is why it is important to understand how you should be using smoke alarms to reduce your fire risk.

- A heat detector alarm is an automatic fire detection device. When the room reaches that predestined temperature, the alarm should sound. They are slower than smoke detectors, so for the most part, they should be avoided.

As we have already mentioned, there are two basic types of smoke alarm<sup>90</sup>: your ionizing alarm and your photoelectric alarm. The third type combines the technology of both and

---

89 Lanny Ray, Fire-Alarm Detection Systems: Common Maintenance Activities, <http://www.facilitiesnet.com/firesafety/article/FireAlarm-and-Detection-Systems-Common-Maintenance-Activities--11441#>

90 Types of Smoke Alarms and Detectors, <http://www.grainger.com/content/qt-types-smoke-alarms-detectors-366>

is the most desirable type to buy for your facility as it has the highest success rates.

- Take a look at how your smoke alarm is powered. Many batteries need to be replaced after 10 years, so make a note of that.
- An expert should be brought in to place the alarms around your facility for maximum coverage. They need to be interconnected so that one uniform alarm sounds at the slightest hint of fire, giving people enough time to execute the exit protocol.
- You may want to consider installing smoke detectors for the visually or audibly impaired. Strobe lights that flash along with a horn can solve this problem.
- In a straight line, smoke detectors should be installed within 30 feet of each other. Most of your standard detectors cover about 900 feet. Always check with your local state authority about what the rules are as they change depending on where you are.

You must test your smoke alarms and run drills with your employees. Sometimes smoke alarms do not sound fast enough, or they could be faulty. Live tests are a critical part of ensuring that your fire prevention systems are always functional.

Get a specific staff member to keep comparison tests on when the smoke alarms go off and why and how long it takes for people to evacuate. Under no circumstances are you to allow employees to remove batteries or disconnect alarms because they keep sounding. It is better to either move or replace the overly sensitive alarm.

## chapter 20

# Realizing the Dangers of a Hazardous Facility

*"In every case, the environmental hazards were made known only by independent scientists, who were often bitterly opposed by the corporations responsible for the hazards."*

BARRY COMMONER

As part of the Clean Method's aim to protect your employees' health and safety, you will also need to focus on what the dangers of a hazardous facility look like. Dangers lurk in the strangest places, and you would be surprised how something small can end up being a big deal to an injured employee.

This chapter takes a look at the dangers of not ensuring that your facility is 100% safe for your employees and your patrons by helping you recognize where they are, why they are important, and how you can set rules to run a hazard-free environment.

## Recognize, Evaluate, and Control Hazards: The Process

Solvents, pesticides, and refrigerants are merely three highly dangerous hazards found in facilities across America.

In every business, there are hazards that must be recognized, evaluated, and controlled in order to produce a safer, more secure environment for both employees and customers. The truth is that most workplace injuries and accidents can be prevented, but it involves putting a process in place that uses these steps to actively reduce risk on your premises.

Follow this three-step process to streamline your hazard response:

### ***Step 1: Recognize Hazards***

Sit down and ask yourself and your team: What actively causes injuries<sup>91</sup> and illness in my company? Use descriptive language, job titles, work processes, and activities. Place these into hazard groups or categories (physical, biological, MSD, chemical, safety, psychosocial), and ask what potential hazards can cause your employee immediate illness or injury.

### ***Step 2: Assess Hazards***

At this point, you have a list of hazards. Now you need to assess<sup>92</sup> them. Ask yourself and your team how likely the listed hazards are to cause injury or illness. Rate them on a high, medium, or low scale. Mention how serious that harm could be on a major, moderate, or minor scale. Then ask what the level of risk is for each hazard (high, medium, low).

---

91 Hazard Prevention and Control, <https://www.osha.gov/SLTC/etools/safetyhealth/comp3.html>

92 Jeffrey C. Camplin, Hazardous Materials: Minimizing Risk, Maximizing Safety, <http://www.facilitiesnet.com/green/article/Minimizing-Risk-Maximizing-Safety--7054>

### **Step 3: Control Hazards**

You now have a list of prioritized hazards. At this stage, you need to look at what the legal requirements and standards are that apply to identifying hazards, work processes, and activities (OSHA, for example, or industrial regulation). Ask what is currently being done to eliminate or control these hazards and what future actions need to be taken.

## **The Importance of Reducing Business Hazards**

It is your responsibility to protect your employees from health and safety hazards.

Your employees have every right to know what they are being exposed to, and they should be actively involved in setting policy and procedures to keep these hazards at bay. It takes employee cooperation and employer responsibility to pull off a workplace hazard program.

Hazards are everywhere.<sup>93</sup> Some industries host a specific type of hazard; others contain hidden dangers that only cause health problems decades later. Regardless, poor work practices create hazards. It is your job to reduce these common issues:

- Product, machinery, and tool use without permission
- Removal of safety devices for the sake of convenience
- Not handling materials or items correctly according to policy
- Ignoring health and hygiene protocols, poor maintenance and enforcement
- Using defective, old equipment that is almost never serviced

---

93 Workplace Hazards, <http://www.takeonestep.org/Pages/yoursafety/safenotsorry/workplacehazards.aspx>

You can see why fixing these hazards would be essential to your business model, especially in this highly competitive environment that you are in. It is important to reduce these business hazards for several powerful reasons:

- Employees want to know that they are safe and healthy working for you. If this is not the case, they will leave and take their expertise with them.
- Constant illness will lead to an abundance of sick days, missed opportunities, and a crashing level of productivity among your employees.
- Your healthcare insurance costs will rise per employee, and you may be forced to offer them fewer benefits, which will impact growth and development.
- Inadequate workplace safety plans lead to disaster, death, and injury. Fires can break out, people can get killed, and information can be lost.
- Without a HIRAC format (hazard identification, risk assessment, and control) you will never fully understand what your greatest risks are and will therefore suffer the mental, emotional, financial, and business consequences of these actions.

A business hazard can rob your company of its good name. If a customer or patient becomes injured or ill, this can quite literally result in your bankruptcy, public disgrace and humiliation, and online reviews that you will never recover from. If you cannot look after your employees, then you cannot look after your customers.

## **Keeping Your Facility Hazard-Free: The Rules**

A workplace hazard program is a key occupational health and safety concern because it will save you lots of money, pain, and stress as your facility grows.

Consider these excellent rules for maintaining a completely hazard-free environment:

- Establish safe work procedures<sup>94</sup> based on an analysis of past hazards in your facility. Make sure that employees understand and follow them. Always involve your employees in the creation of these procedures.
- Always be ready to enforce the rules so that safe work procedures can exist. Discipline must be understood by all so that no one thinks that they can get away with being sloppy and not following the rules.
- Make sure that personal protective equipment is always available to employees that need it. Train them to know how to use it, clean it, and keep it in good condition to get the most out of your PPE costs.
- Ensure that regular equipment maintenance is performed to prevent breakdowns and malfunctions. Preventative measures should be a big part of your program.
- Always plan for extreme emergency situations: fire, natural disasters, and crime. Carry out regular drills so that no one is unaware of how to conduct themselves in the event of an emergency.
- Design a medical program that will suit your employees, and use an expert to help you get the most out of the process and your budgets. Involving community doctors can be valuable as they offer a lot of free advice.
- Keep emergency medical packs on hand in case of the more severe injuries resulting. Plan for the best, but prepare for the worst.

---

94 Small Business Handbook, <https://www.osha.gov/Publications/smallbusiness/small-business.html#hazcon>

- Focus on developing an emergency medical protocol<sup>95</sup> when injuries and major accidents do happen. Post emergency numbers, and designate who will call 911.
- Make it easy for your employees to report illness or injury, and give them access to help if you have made provision for it.
- Have workplace hazard committees run through checklists so that every six months these critical elements are checked and maintained or modified as needed.

Keeping your facility hazard-free is a team effort. When you combine hygiene, maintenance of building facilities, and active emergency protocols, you make it safer for everyone to operate in your work environment.

---

95 Guide to Developing Your Workplace Injury and Illness Prevention Program With Checklists for Self-Inspection, [http://www.dir.ca.gov/dosh/dosh\\_publications/iipp.html](http://www.dir.ca.gov/dosh/dosh_publications/iipp.html)

## chapter 21

# Recognizing & Understanding Facility Hazards

*“Soon silence will have passed into legend. Man has turned his back on silence. Day after day he invents machines and devices that increase noise and distract humanity from the essence of life, contemplation, meditation.”*

JEAN ARP

Facility hazards come in all shapes and sizes, and they threaten the safety of your employees. Many of these hazards go unnoticed because they are silent or unseen. The last thing you want is for your employees to fall prey to an issue in your facility that you overlooked because it was not important enough.

This chapter outlines the main hazard sources and proposes that you check each one off your list as you ensure that the right precautionary measures have been taken.

## Noise, Temperature, and Lighting Quality

Defined, a hazard is a condition, practice, or substance that has the potential to cause loss, injury, or harm to life, health, or property.

While there are many different types of hazards, the key areas are physical, chemical, biological, musculoskeletal, psychosocial, and safety. Noise, temperature, and lighting quality fall into the “physical hazards” range and need to be evaluated.

Physical hazards are hazards due to a transfer of energy<sup>96</sup> between an object and an employee. Examples are burning themselves on a hot stove, falling from a height, or damaging their eyesight over time because of poorly-lit surroundings.

- Occupational hearing loss is one of the most common work-related illnesses in the U.S. today. Some 22 million<sup>97</sup> workers are exposed to hazardous noise levels at work. Hearing protectors must be provided where dangerous noise exposures are not being controlled or limited.

*Check that your facility has the correct noise hazard policies in place.*

- Temperature hazards involve very hot and very cold temperatures at both ends of the spectrum. Excessive or sudden exposure to these are called heat stress and cold stress. Direct sun or cold exposure, contact with heat or cold sources, high or low temperatures, and limited air movement can cause issues.

*Check that your facility has the correct temperature hazard policies in place.*

---

96 Recognizing Workplace Hazards, <http://www.health.state.mn.us/divs/hpcd/cdee/occhealth/documents/lesson2.pdf>

97 Noise and Hearing Loss Prevention, <http://www.cdc.gov/niosh/topics/noise/>

- All facilities need to have general lighting that is suitable and applies to the needs of your workers. Assess the sufficiency of your lighting, taking daylight, season, time of day, weather conditions, and local lighting into account. Dazzle should not happen, and supplementary lighting may need to be installed along with traditionally dark areas in outdoor settings like storage space, yards, and parking areas.

*Check that your facility has the correct lighting quality policies in place.*

## **Ergonomics, Sick Building Syndrome, and Static Electricity**

Ergonomic hazards<sup>98</sup> happen when the type of work that you do, your general body position, or your working conditions place strain on your body.

These are particularly tough to identify because sometimes these dangers are not recognized until the damage has been done. Poor seating, frequent lifting, and specific working conditions can result in illness or injury, sometimes from long-term exposure.

You would need to estimate your ergonomic risk levels by focusing on how harmful identified actions have become to your employees. Constant repeated movements, for example, would need a description, a harm rating, and the likelihood of occurrence.

Aside from posture, sitting, standing, handling objects, lifting or carrying objects, and pace of work, there are two lesser known threats that can cause widespread illness or serious accidents in your facility.

---

98 Everyday Ergonomics, <http://www.takeonestep.org/Pages/yoursafety/everydayergonomics/index.aspx>

- **Sick Building Syndrome:** If your workforce starts to feel ill or develops allergies and fatigue but there is no real cause, you may be dealing with a hidden problem. Sick building syndrome describes negative symptoms for employees that only tend to happen when they are at work and in the building. Often ventilation, furniture choice, environmental toxin exposure, and other factors are to blame.

*Make sure that your facility never faces SBS by always keeping an eye on your employees and the symptoms they experience at work.*

- **Static electricity:** While static electricity<sup>99</sup> is often believed to be a harmless form of electricity, it can in fact be extremely dangerous. These currents can cause shocks after building up in a specific object or spot, leading to accidents. Plastic pipes, for example, can shock an unwitting plumber, who could fall off a ladder. Worse yet, these charges are enough to cause fires if combustible liquids are around. Smart companies invest in static control flooring; find them over at [www.everlaststaticcontrol.com](http://www.everlaststaticcontrol.com).

*Make sure that your facility and employees use adequate grounding techniques to prevent static electricity from ambushing them when they least expect it.*

You might want to look at instituting an ergonomics program in your facility, especially if you are operating in a high stress environment. It can do a lot to keep your employees happy and healthy and protects them from a lot of common hazards.

---

99 Controlling Electrical Hazards, <https://www.osha.gov/Publications/3075.html>

## Ionizing Radiation, Biological Hazards, and Gasses

The other two types of hazard are chemical and biological, and because they are more menacing than the first two, they need stronger protections in place to keep your staff safe.

- Chemical hazards are present when you are exposed to chemical preparations like gasses, liquids, or solids. Solvents, cleaning products, carbon monoxide, gasoline, and other flammable materials are just a few examples.
- Biological hazards come from working with other people, animals, or infectious plant materials. Things like bird droppings, blood, body fluids, bacteria and viruses, and insect bites are some of these hazards.

You would need to be in a specific industry to know how deeply into these two areas to go. A vet clinic, for example, would want to focus on biological hazard programs because of the high risk of animal bites and disease breakouts.

As far as gasses are concerned, chemical hazards like these can be dealt with using personal protective equipment, a long-term safety program for the cleaning or maintenance crews, and protocols in place when something bad does happen.

Biological hazards,<sup>100</sup> ionizing radiation specifically, would require an expert consult. There are sources of ionizing radiation all over the place in the business world. Research institutions, healthcare facilities, nuclear reactors, manufacturing companies—these niches could all be exposing their employees to unacceptable amounts of radiation!

---

100 Biological Hazards, <http://www.takeonestep.org/Pages/yoursafety/safenotsorry/biologicalhazards.aspx>

Many types of diseases are affiliated with ionizing radiation<sup>101</sup> exposure, so it is something that you want to concentrate on if you are in any of these key fields. This radiation ends up in the soil, in water, in vegetation, and in manmade machines. X-rays are a great example.

Exposure can cause tissue damage, resulting in diseases, organ failure, hair loss, burns, or radiation sickness. It is highly advisable that facilities with these hazards have a proper list of protocols in place for the protection of their employees and customers.

Over time, prolonged exposure can cause cancer, lymphomas, multiple myeloma, and leukemia if left unchecked. For biological hazards like these, creating a program in conjunction with experts is your only option.

- *Focus on building chemical and biological hazard protocols that meet the needs of your specific facility. Get in touch with an expert as necessary, consult the OSHA website, and begin brainstorming with your team.*

---

101 Ionizing Radiation, Health Effects and Protective Measures, <http://www.who.int/mediacentre/factsheets/fs371/en/>

## chapter 22

# Food Storage for Restaurateurs

*"Part of the problem with how we currently deal with food-borne illness cases is we wait until people get sick and die and then we announce an outbreak."*

BILL MARLER

**F**ood storage is a fundamental element when developing your health and safety protocols in your restaurant. Otherwise you could end up putting your employees and customers in danger when they come in to eat your food. Poor storage practices cause rapid bacteria growth and spread until foodborne illness becomes recurrent.

It only takes one serious case of salmonella poisoning to irreparably damage a restaurant's reputation forever. This chapter will take you through why food storage is important,

how you can store food effectively, and the most common mistakes restaurateurs make.

## Why Food Storage Matters

Food storage is a vital process for any restaurant kitchen that cares about food quality.

The main reason, of course, for ensuring that your incoming food is stored correctly is so that cross contamination does not occur. You already know that cleanliness and maintenance are key in restaurant food safety.

You have to keep your cold food storage areas stocked and working at the right temperatures, or illness is going to strike. Keeping food cool and ready to be cooked in a sanitary environment is the only way to prevent food poisoning in your restaurant.

The rule is “be smart—keep foods apart!” when working with food storage. Cross contamination<sup>102</sup> causes bacteria to spread at a rapid pace. When your employees handle raw meat, seafood, poultry, and eggs, these raw foods and their sometimes hazardous juices need to be kept far away from food that is already cooked and ready to be served.

If they touch or contaminate each other, harmful bacteria will find its way into your employees or your restaurant customers. You may have an outbreak of food poisoning that will be reported on social media sites in bad reviews. Nothing kills a restaurant faster than a few food poisoning reports (sometimes with photos!)

Plus, when you store food correctly, it helps your restaurant preserve the quality<sup>103</sup> and nutritional value of your food, which

---

102 Separate: Don't Cross-Contaminate!, <http://www.fightbac.org/safe-food-handling/separate>

103 P. Kendall, N. Dimond, Food Storage for Safety and Quality, <http://www.ext.colostate.edu/pubs/foodnut/09310.html>

ensures quality and taste when cooking. If you do not store food right, you are throwing money away and putting everyone at risk.

## Practical Methods of Storing Food Safely

Food storage safety is not something to be trifled with in a busy restaurant and even less so in a restaurant that is struggling.

Your larger corporate competitors approach food storage according to decades of research, and they have sunk it into practical policies for their brand. The good news for you, however, is that many of the employees that work for these companies ignore policy. This leaves room for improvement, especially because food quality<sup>104</sup> is so closely related to how it is stored.

Here are the Clean Method's best tips on storing your food safely:

- Meat should be placed on the lowest shelves in your walk-in. This prevents cross contamination in case of a leak. If the meat juices drip, they will only fall to the floor, making the situation savable. If they drip all over your fresh produce, however, you will lose hundreds of dollars in wasted food.
- The FIFO rule reigns. First In, First Out is a rule that has worked in grocery stores for years and can be equally as functional in your refrigerator. When fresh food comes in, place it behind your older food so that you use the older food first and waste nothing. Whether cold or dry storage, use the FIFO rule.
- Always label food and create your own dates. As we have mentioned, dates from manufacturers are really for sellers,

---

104 Cause and Prevention of Foodborne Illness, <http://web.uri.edu/foodsafety/cause-and-prevention-of-foodborne-illness/>

not for safety or freshness. Track your own food age by inspecting it and comparing it with your own recorded dates.

- All food that has come into contact with uncontrolled, contaminated room temperature air begins to spoil. Store this food in an airtight container to stop the aging process. It increases your shelf life and keeps bacteria contained. Ingredient bins, food boxes, and specially designated areas for fruit, vegetables, and meat would be good too.
- Be careful of over ordering stock. If you are coming across old food regularly or have to throw away surplus stock, you are over ordering. An overstocked fridge is a danger in itself; it creates hot spots where food can spoil. Do not block your fridge vents either as it will cause your unit to break down.
- Wash out your fridge once a week with a deep clean regardless of its size. Pull everything out and disinfect the fridge, then put everything back.

As a restaurateur, it is also your prerogative to throw things away as you see fit. Better to throw it away than feed it to a customer as it is turning!

## **Common Food Storage Mistakes Restaurateurs Make**

Food storage does not appear to be a science at first, but that is exactly what it is.

Restaurateurs fail in this area time and time again, contributing to the massive failure rate in the industry. The fact is that you cannot be complacent when it comes to storing your food correctly, and if you are, you had better be prepared for the consequences.

Here are some of the Clean Method's most common food storage mistakes to watch out for:

- *Growth of harmful bacteria is rapid if food is not stored at the correct temperature.* Large franchise restaurants are forced into lower grades all the time because they fail to comply with temperature regulations. You have to get a score above 70,<sup>105</sup> and many of these places, on inspection, cannot get anywhere near it.
- *Failure to train staff.* It is great that the chef and kitchen manager know how to work with the food inside the storage areas and fridges, but what about the rest of the staff? Train your employees to help you maintain your systems instead of allowing them to be a constant hindrance to them.
- *Storing different meats in the same container.* Never place meats from different services or days in the same container in your storage unit. Do not pair raw and cooked foods, and keep all types of meat, along with their own unique dates of use, separate and easy to see.
- *Food receiving needs to be systematized for hygiene.* When food is being delivered, the beginning of storage safety is ensuring that the surfaces you use are clean and containers are ready to be loaded up with fresh food. Organize and prep the food as desired, but make sure that it remains in sanitary conditions before refrigeration.
- *Most restaurants do not have a quality assurance manager to conduct weekly inspections and guarantee food storage is being done correctly.* Chefs and kitchen managers have a lot of functions in the kitchen, so things can get out of control if

---

105 Don Dare, Cool Food, Storage Mistakes Lower West Knox Restaurant's Grade, <https://wate.membercenter.worldnow.com/Global/story.asp?S=19120516&clinttype=printable>

it has been a busy week. Then the quality control manager needs to step in.

- *Not leading by example.* Food storage must be part of your culture, your policies, and your hygiene systems. It matters how long you keep food and in what state you keep it in. Practice what you preach so that your employees will do the same.

## chapter 23

# Food Storage for Business Owners

*"High-tech tomatoes. Mysterious milk. Supersquash. Are we supposed to eat this stuff? Or is it going to eat us?"*

ANNITA MANNING

Family-run businesses need to be aware of the constant threat that they place their customers and staff under by not adhering to strict food storage policies.

In continuing with your education on food storage from the previous section, this chapter covers food storage times and where your competitors are failing when it comes to food storage, and it details practical methods of guaranteeing that your food stays fresh and germ free whenever it is stored on your restaurant premises.

## Knowing Your Limits: Safe Food Storage Times

Food does not last forever, but it can last a long time if you know how to store it correctly.

Understanding what your limits are with the food that you buy and service in your facility is important to maintaining the health and wellness of your employees and customers. As a rule, you should have a “safe food storage” chart tacked up in your walk-in fridge or on a nearby wall. These should act as a guide when food comes in.

Keep in mind that food dates<sup>106</sup> are not for safety. The FDA allows manufacturers to stamp their products with dates to help the seller determine how long products can be kept and displayed for sale. It actually has nothing to do with the safety of the food—so always check on the condition of your food, not the dates.

Here is a basic chart<sup>107</sup> for assessing your most hazardous foods for storage:

Item	Refrigerator	Freezer
Roasts, steak, chops	3–4 days	2–3 months
Ground meat, stew meat	1–2 days	3–4 months
Pork	1 week	Not recommended
Poultry	2 days	6–8 months
Eggs	2--4 weeks	1 year
Fish	1–2 days	3–6 months

106 Food Storage and Shelf Life Guidelines, [http://site.foodshare.org/site/DocServer/Food\\_Storage\\_and\\_Shelf\\_Life\\_Guidelines.pdf?docID=5822](http://site.foodshare.org/site/DocServer/Food_Storage_and_Shelf_Life_Guidelines.pdf?docID=5822)

107 Storage Times for the Refrigerator and Freezer, <http://www.foodsafety.gov/keep/charts/storagetimes.html>

Clams, oysters, scallops	7-9 days	Not recommended
Bacon	7 days	1 month

Have a process for cross checking your stock ordering levels with the rate at which you use food from your storage areas. Restaurants should never stockpile food for no reason; it should always be as fresh as possible so that it contains high nutrient levels.

## A Closer Look at Food Storage Safety

Food storage safety extends to foods that do not need to be refrigerated as well.

If you can create the right storage policies in your restaurant, then you will help your fresh food maintain its flavor, nutrient balance, color, texture, and crunch. Plus, you drastically reduce the chance of anyone contracting a foodborne illness.

Begin by separating your food storage policy into the main food types:

- *Perishable foods*: These include meat, milk, eggs, poultry, raw fruits, and vegetables. Any food that has been cooked is also considered a perishable. These are your main refrigerator and freezer foods that we have discussed.
- *Semi-perishable foods*: These can often be stored for up to six months. These include flours, grains, dried fruits, and dry mix products that you might use in sauces and flavoring.

Semi-perishable foods need to be clearly labeled (date received) and stored in a cool, dry place in sealed containers. These foods love to attract pests, and pests bring their own bacteria and germs that make people very, very ill.

- *Staple non-perishable foods*: These are foods like dried beans, sugar, and canned goods that generally do not perish unless they become damaged or are stored carelessly.

Non-perishable foods need to be checked for freshness as they are used. You cannot assume that these goods will always be all right, because that is not the case. Train your staff to use their discretion and to always check for quality.

Remember that you are not allowed to use dented cans specifically because they could be tainted with bacteria from the damage. Promote quality over usage, and your team will never have trouble storing these foods and maintaining a high level of health.

- Sealed containers are your best friends. Keep items from coming into contact with water, dampness, or other contaminants.
- Keep all products in their original packaging until you are ready to use them; then remove and place in a sealed container (in case of canned goods for example).
- Your food containers need to be washed periodically with use and stored in a cool, dry place until they are ready to be used again.

The CDC<sup>108</sup> outlines that these practices, along with adequate pest control, should be enough to keep your food high quality and free from contamination.

## Practical Methods of Ensuring Safe Food Storage on Site

How do you guarantee that food is always stored safely in your facility?

---

108 How Does Food Become Contaminated?, <http://www.cdc.gov/foodsafety/facts.html>

To do this, you need to set standard policy then enforce it with the help of employees and management. This may require some training<sup>109</sup> on the part of your employees until they are able to cope with the new demands of your system.

Here are some practical methods for maintaining food safety on site:

- The moment that perishables arrive, you need to refrigerate them. Never allow food to stand without refrigeration for longer than two hours.
- Every arrival, food type, and storage unit needs instructions. Print them if you have to, and place them on the wall as a reminder. Policies need to be followed, and they are adhered to closely when they are easy to see.
- Get your quality assurance manager to conduct regular temperature checks, like any health and safety official might, so that when they do come, you receive a commendation for your excellent facility.
- Educate your staff on the fact that food does not need to look, smell, or taste spoiled to make you very sick. There are some pathogens that thrive that are unrelated to the ones that make food spoil. At certain dates of expiration that you set, food should be non-negotiable. If food stands out too long, throw it away. If food comes into contact with a sick person's saliva or a contaminant, throw it away.
- Never marinate anything at room temperature<sup>110</sup> or it may spoil. When a spill happens in your fridge or on your

---

109 The Importance of Food Safety Training for Restaurant Employees, <http://www.foodservicewarehouse.com/education/product-safety-public-health/the-importance-of-food-safety-training-for-restaurant-employees/c28191.aspx>

110 Are You Storing Food Safely?, <http://www.fda.gov/ForConsumers/ConsumerUpdates/ucm093704.htm>

floor or surfaces, disinfect it immediately. Never allow meat juice to stand overnight. This is when the threat of food poisoning is at its highest.

- Have emergency protocols in place for instances when the electricity goes out. One such protocol might be to date and timestamp the food. Then once the power is back on, quality check all the food in comparison to the time all of it was standing out. Residual cold would usually help, but hours and hours of blackout would mean that you would have to throw most of your food away. Ice packs could be a solution.

Keep in mind all of your policies should be added to over time. As you come across problems, come up with solutions and reevaluate your processes.

## chapter 24

# Food Packaging & Delivery Hygiene

*“Conserving energy and thus saving money, reducing consumption of unnecessary products and packaging and shifting to a clean-energy economy would likely hurt the bottom line of polluting industries, but would undoubtedly have positive effects for most of us.”*

DAVID SUZUKI

All great family-run restaurants offer their customers the option of getting their food to go or having it delivered to their door. For this reason, your food safety practices have to extend beyond your restaurant and right up to the moment you hand over your food. Food packaging and delivery needs to be carefully controlled with key practices and policy.

### How to Package Food for Transit

How you choose to package your food for sale is going to determine how fresh it is when it finally does reach your end customer.

As a family-owned restaurant, you are only too familiar with poor food packaging<sup>111</sup> from “fast food” places that are competing with you for local business. Food often arrives in brown boxes, cold, looking like it just when through the postal system. Sometimes if you are lucky, you get what was advertised, but it is intermittent at best.

Food packaging, presentation, and hygiene therefore becomes another opportunity for you. By correctly packing your food for your customer, you ensure that your hard work and food quality is not tarnished as they travel from one location to another.

Here is how you should be packaging your food for transit:

- Always provide cup lids for your cups that seal properly and do not spill. A supporting cup stand will make your delivery person’s life easier.
- No containers or boxes that you use to pack your food in should leak, which means that they need to be fairly sealed and secure; otherwise messes will happen.
- Wrap the messiest foods individually, or use plastic, sealed containers that keep parts of your meal separate<sup>112</sup> for your customers. It is better to let it arrive looking great in partitions than looking like a sloppy mess.
- Consider using delivery bags that keep the food warm during travel so that food arrives hot and ready. Do not keep cold foods with your hot foods in the same bag.

---

111 Food Packaging – Roles, Materials, and Environmental Issues, <http://www.ift.org/knowledge-center/read-ift-publications/science-reports/scientific-status-summaries/food-packaging.aspx>

112 Kay T. Ringer, Food Packaging and Container Needs for Food Delivery Businesses, <http://blog.genpak.com/2012/08/20/food-delivery-packaging/>

## Cooling and Heating: Temperatures Matter

The CDC<sup>113</sup> estimates that each year one in every six people in America get serious food poisoning, 128,000 are hospitalized, and 3,000 die of foodborne illnesses.

One of the most prominent reasons why foodborne illnesses are so widespread is because of a lack of cooling and heating protocols in food storage. Improper cooling and heating can cause foodborne illness more quickly than nearly anything else.

This is especially true for potentially hazardous foods that need to be stored at exact temperatures or they immediately turn. Then there are some foods that have to be cooked at high temperatures because the risk of food poisoning is so high.

Local health departments all over American are constantly embroiled in a battle to get restaurants to adhere to strict cooling and reheating practices. Here is what the Clean Method recommends to drastically limit bacteria growth:

- When you receive your food from your supplier, you should immediately perform a temperature check and record the dates and temperature details. Frozen food should be 0 degrees or below, and refrigerated food should be 41 degrees Fahrenheit or below.
- Dry storage of food should take place in a cool, dry area between 50 and 70 degrees Fahrenheit.
- The temperature danger zone for most foods (especially protein) is the range between 41 degrees and 135 degrees Fahrenheit.
- Frozen foods should be cooked from frozen or thawed in the fridge at 41 degrees Fahrenheit or below. Never allow food to thaw at room temperature!

---

113 Estimates of Foodborne Illness in the United States, <http://www.cdc.gov/foodborneburden/>

- All reheated food should be reheated at a 165 degree Fahrenheit minimum.
- Potentially hazardous foods for immediate service (like eggs) should be heated to at least 145 degrees Fahrenheit for 15 seconds minimum.
- Poultry and stuffed meats should be heated to 165 degrees Fahrenheit minimum, while game meats can be done at 155 degrees Fahrenheit.
- Ground meat, fish, and injected meats should be cooked at 155 degrees Fahrenheit for at least 15 seconds. If food is stored heated like in a buffet environment, temperatures should be checked frequently. If they fall below 135 degrees Fahrenheit, they need to be reheated to 165 degrees Fahrenheit.

These key temperatures<sup>114</sup> will make sure that germs do not spread or multiply in your food and that any cooking preparations will eliminate any lingering bacteria.

---

114 Preventing Foodborne Illness With Temperature Control, <http://www.adph.org/foodsafety/assets/FLP176temperature.pdf>



# **ADVANCED BUILDING SAFETY & HYGIENE FOR FACILITIES**



## chapter 25

# Managing Ceiling Health

*"Molds are microscopic fungi that live on plant or animal matter. No one knows how many species of fungi exist, but estimates range from tens of thousands to perhaps 300,000 or more."*

FOODREFERENCE.COM

The second to last section of the Clean Method involves advanced building safety and hygiene for facilities. It is always a great idea to keep your people and customers clean and safe, but all of this counts for nothing if your building itself is not equally safe and well maintained.

The Clean Method has given you processes on how to keep your facility clean, how to leverage your cleaning equipment for maximum benefit, and how to keep your employees and customers safe and healthy. Now you need to do the same for your facility.

In this chapter, we take a close look at managing ceiling health, why it is important to prevent and control mold and leaks, how to spot an ailing ceiling, and what to do in these circumstances.

## The Importance of Mold & Leak Control

Building safety and hygiene is of paramount importance to your facility, especially when it comes to the ceiling areas of your location.

Damp happens when water enters your facility from leaking pipes or from rainwater, and it can cause serious issues with the structural integrity of your facility and the level of health you are able to maintain while this is happening.

When ceiling tiles become wet for long periods of time or when excess moisture in the air is not properly controlled, damp will happen—which means mold is on the horizon. Mold just loves to breed in moist buildings, which encourages the growth of bacteria and fungi and invites insects to nest in your facility.

Let me be clear: If you have mold, you have damp. Water is coming in from somewhere, which is why leak control<sup>115</sup> is important when you focus on removing the mold that you have in your ceilings. Otherwise it will simply return and continue to spread.

Schools especially need to control their exposure to excessive damp. Research has shown that exposure to building dampness and mold causes severe illness and disease. Asthma, respiratory problems, hypersensitivity pneumonitis, rhinosinusitis, bronchitis, and infection are just a few common results from regular exposure to these ceiling conditions.

---

115 Indoor Environment Quality: Dampness and Mold in Buildings, <http://www.cdc.gov/niosh/topics/indoorenv/mold.html>

Some molds are even naturally toxic, so all mold should be treated as a major poison control issue. The health and safety of your employees, students, or customers is at risk.

## **What to Look for in an Ailing Ceiling**

When your ceiling starts showing signs of mold and damage, it is time to investigate.

This is because mold is usually only a byproduct of a much larger problem—water damage that is consistently weakening the ceiling. The first thing that you have to do when you see mold on your ceiling is find out what the cause might be.

If you are lucky, the space where the mold is present is due to poor ventilation. In this case, some basic cleaning products and mold treatments will simply wipe away the problem. This is mostly true in bathrooms and kitchen areas where windows may not provide enough escape for steam or the damp of regular use.

School gym showers, for example, love to grow mold—especially if there are not many windows around for cool air to adequately dry out porous ceiling material. If, however, the mold is due to a leak, this will need to be investigated. Do not bother fixing the mold until you have discovered the source of the problem.

More often than not, a leak has happened in the roof and water has seeped down from a pipe or from rain exposure and has soaked a porous surface. Even if the surface is non-porous, the obvious signs of leaking will still be there. Paint will peel off the walls, and mold will grow. In drywall type ceilings, they may sag, begin to break, or openly leak water.

A common cause of this is that the floor above is leaking. When this happens, the best solution is an Everlast floor for guaranteed waterproofing. Find them over at [www.everlastepoxy.com](http://www.everlastepoxy.com).

If mold is present in a drywall ceiling, it needs to be replaced and the leak fixed so that the mold does not return with a new flood of water. This means calling out a plumber or a maintenance team to assess the damage and make recommendations.

Discoloration<sup>116</sup> is a good sign that mold is coming back, so if the problem is recurrent, it was never fixed properly in the first place. Treat the walls and ceiling with a strong anti-mold cleaner, and then disinfect the surface.

If your ceiling has no leaks but the mold continues to return, then you have a ventilation and condensation problem. The best solution is to keep windows open more often or make a point of airing out the room regularly. If this fails, extractors can be installed to rid the areas of humidity and the mold that results from it.

## How to Respond to Ceiling Concerns: The Steps

Despite your best efforts, sometimes mold is going to happen because it happens fast.

When mold crops up on your ceilings, you have to take care of it equally as quickly. The last thing you want is customers or clients staring at your ceiling, feeling like your entire facility is unhygienic. It defeats the whole purpose of using the Clean Method to get ahead.

Follow these steps when mold become a threat to your ceilings:

**Step 1: Collect your mold cleaning gear.**

**Step 2: Scrub away the mold.**

**Step 3: Disinfect the area.**

**Step 4: Use preventative measures.**

---

116 Mold in House Walls, Ceiling, Windows, <http://blackmold.awardspace.com/where-mold-grow.html>

You should wear your personal protective gear to clean away the mold as many strains<sup>117</sup> of mold are toxic to humans, especially black mold, which can cause disease and illness.

### ***Step 1: Collect Your Mold Cleaning Gear***

For a simple fix, don your PPE and grab a bottle of bleach, water, a scrubbing brush, and some general purpose disinfectant. Take paper towels along, and if you have invested in a specialist anti-mold treatment, take that too.

### ***Step 2: Scrub Away the Mold***

Wearing protective eye gear, your mask, and your gloves, create a solution of chlorine bleach: one part bleach to three parts water. A detergent cleaner would also do. Get on a secure ladder, and using stiff bristled brush, work your way across the moldy areas, scrubbing as you go.

Discoloration may not come off, in which case the area will need to be painted afterwards. For now you just need to remove the growing mold colonies. Have someone climb into the roof and check for mold on the other side of the ceiling to treat it there too, or it will be back.

### ***Step 3: Disinfect the Area***

Rinse the bleach solution off your ceiling, and apply a fresh coat of disinfectant with a sponge. After a quick scrubbing, rinse again and pat the area dry with your paper towels. If the mold has reached any other areas (like shower curtains, floors, etc.), clean those too!

### ***Step 4: Use Preventative Measures***

Prevention is better than cure, so once you have cleaned away the problem, replaced your ceiling, or repainted, you

---

117 How to Remove Mould and Mildew From Walls, <http://www.cleanipedia.co.uk/en/house-exterior2/how-to-remove-mould-and-mildew-from-walls>

will need to treat the area with anti-microbial cleaner, which actively prevents mold spores from taking hold again.

You could also make a point of ventilating the room more often, or you could install a dehumidifier to solve the recurrent problem.

## chapter 26

# Corridor Safety for Business

*"Measuring Safety Performance by the number of injuries you have is like measuring parenting by the number of smacks you give."*

DR. ROBERT LONG

Your corridors are some of the busiest areas of your facility, and you need to make sure that they remain safe for your customers and employees to reduce the chances of injury. Corridors are also involved in important evacuation plans in case of an emergency, which means that they are also some of the most critical areas of your facility.

In this chapter, the Clean Method will inform you of why your corridors always need to be open and what the dangers are of blocking corridors; we give you the start of your complete

set of corridor safety guidelines to build along with your OSHA plans.

## Why Corridors Should Always Be Open

Corridors are the highways of your facility. They get people where they need to go.

This might not sound like a particularly important job, but it is. In states of emergency, when people panic and flee or it becomes important for everyone to exit the facility in a timely, orderly manner, it is the corridors that get the job done.

That is why corridor safety has become of prime importance to fire codes and exit plans. It is known as “means of egress,”<sup>118</sup> and it means a continuous and unobstructed way of egress travel from any accessible point in the facility to a public way.

Having open, unobstructed corridors is essential for public health and safety, and this should be outlined clearly in your building’s fire code for many excellent reasons.

- During emergencies, open corridors will allow employees and customers to locate the nearest exits and find them in good time, saving lives.
- Open corridors ensure that the flow of traffic in your facility is easy and does not become a hindrance to productivity or operations.
- These open corridors make sure that no important rooms or areas become blocked and inaccessible, or this could become a fire hazard. Not being able to exit a room, for example, may be the difference between life and death one day.

---

118 Chapter 10: Means of Egress, [http://www2.iccsafe.org/states/oregon/07\\_structural/07\\_PDFs/Chapter%2010\\_Means%20of%20Egress.pdf](http://www2.iccsafe.org/states/oregon/07_structural/07_PDFs/Chapter%2010_Means%20of%20Egress.pdf)

As a preventative measure, open corridors are the next best thing to smoke alarms when preparing for the worst. Movement around your facility will be guaranteed, and that means a safer, happier work space for everyone.

## The Dangers of Blocking Vital Areas

A facility that wants to be ready for any emergency needs to follow some basic rules.

While in the past many facility owners have neglected to see corridors and egress routes as essential—especially when there are so many of them—this is a concern that cannot be overlooked anymore.

We live in dangerous times. There are bomb threats, fire emergencies, and other extreme circumstances that make the ability to evacuate your facility the only thing keeping you and your employees from certain death in the event of a catastrophe.

The Occupational Safety and Health Administration was once lenient on people that blocked corridors and egress routes out of need for additional storage space, but no more. On June 17, 2013, OSHA issued a national memorandum on exit routes that directs building inspectors to check that all exit routes are unblocked and all exit doors are unlocked.

There needs to be a “continuous and unobstructed path of exit travel from any point within a workplace to a place of safety.” The fines they are now handing out to violators of this rule set are hefty. Idea Nuova,<sup>119</sup> a home-goods retailer, got \$82,800 in fines following complaints and a surprise inspection.

So what are the dangers of blocking vital areas like corridors, egress routes, and exit doors?

---

119 Roy Maurer, OSHA Serious About Blocked Exit Routes, <http://www.shrm.org/hrdisciplines/safetysecurity/articles/pages/osha-violations-blocked-exit-routes.aspx>

- When an emergency happens, certain parts of the building may be inaccessible. That means some people could become trapped because of blocked doorways.
- In the event of an emergency, there may be panic—leading to people fleeing over each other to exit the building. If the corridors are not clear, this could cause congestion and may cost lives in a fire or attack.
- Other hazards, like electric shocks, and struck-by injuries could happen in the moments leading up to people trying to flee a fire. If the corridors are not free from obstruction, greater injuries could result—as time counts for everything in an emergency.

Not only do these blockages put your employees in danger but your customers or clients as well. Reduce the risk of getting a fine from OSHA, and comply for best results and safer surroundings.

## **The Complete Set of Corridor Safety Guidelines**

Corridor safety is something that you and your facility need to take seriously.

The Clean Method is about helping you prepare your facility in the best possible way so that you stack up against larger competitors that take these guidelines for granted. By being 100% compliant, you become a safe, secure, and hygienic facility—a place where employees will always be happy to work because you have taken the time to go above and beyond.

Here are the Clean Method's complete set of corridor safety guidelines:

- A corridor can be defined as any passageway connecting individual rooms and spaces to an exit door, stairwell, or

other area of refuge. Nothing may obstruct the required minimum width of any corridor in your facility.

- Corridors may not, under any circumstances, be used as routine work spaces. Unobstructed corridors must remain that way for exit purposes.
- No object, furniture, or person is allowed to interfere with corridor safety equipment, including fire extinguishers, eye washes, or emergency bells.
- No hazardous materials should be stored in a corridor under any circumstances. When cleaning crews move their carts around, these need to be brought inside the rooms they are cleaning and may not stand out in the corridor for longer than 15 minutes during cleaning.
- Establish specific clearance levels for corridors of varying lengths. As a rule, a six-foot clearance is ideal in less trafficked areas.
- Things mounted to corridor walls must be within a pre-determined width and height and may not, under any circumstances, impede the flow of traffic.
- Nothing may be stored in a corridor unless it has been measured and cleared with the fire safety marshal to ensure that no exit plans have been interrupted.
- Exit doors may not be locked or blocked for any reason. Clear signage must be placed near the doors if people continue to leave them open. This may aggravate a fire on a higher floor, so doors should always remain closed.
- People are not allowed to congregate in corridors or place wedges in exit doors to keep them closed or open.
- Wires, cables, and other obstructions of this nature may not be laid across corridors.

This is a good starting point<sup>120</sup> when creating your own facility corridor safety guidelines. Remember to add in what you will or will not permit in corridors and to prescribe the minimum widths for things that will stand there.

---

120 Fire Prevention Program, <http://www.ehs.uci.edu/programs/fire/fireprog.html#610>

## chapter 27

# Zoom in on Facility Flooring: What You Don't Know

*"We now have an unshakable conviction that accident causes are manmade and that a manmade problem can be solved by men and women."*

W.H. CAMERON

Floors are among the most important structural elements of your facility. They contain the most germs, are cleaned most often, and contribute to the overall health and hygiene of your establishment in ways most people do not understand.

In this chapter, we take a revealing look into the world of floors—why choosing the right type of floor matters for hygiene—then we compare types of floors and how hygienic they really are along with giving you accurate benefits when you do select the right floor materials.

## The Unsanitary Nature of Floor Selection

Many types of flooring are not as safe as people have assumed.

In fact, there are several types that give off toxic fumes for 15 years after they are installed. Some are hard to clean and imbibe bacteria and germs, while others make it easy for your employees and customers to trip and fall as they degenerate over time.

Floor selection, it seems, plays a much larger role in the health and safety of your facility than previously believed. In a recent survey by Cintas, 86%<sup>121</sup> of respondents said that dirty floors were their top annoyance, over customer service, in the retail industry.

People hate dirty floors, so your material selection needs to be one that falls in line with the clean method of generating business. Hard wearing, anti-microbial, easy-to-clean floors that are also durable and attractive are the ultimate goal. A good floor inspires confidence in your buying public; a bad floor will send them packing.

Dirty floors are always involved in online reviews. They are some of the first things people notice about poorly managed facilities. Sticky, grubby floors never make a good impression. Of the top five complaints<sup>122</sup> received about cleanliness, floors made the list.

Needless to say, choosing “any old floor” for your facility would be a huge mistake. Not all floors are created equally, and many can cause you health and safety problems for years after they are installed. It is better to educate yourself and choose based on your needs.

---

121 Study Finds a Dirty Store Sends Shoppers out the Front Door, [http://www.cintas.com/company/news\\_media/press\\_releases/Study-Finds-a-Dirty-Store-Sends-Shoppers-out-the-Front-Door.aspx](http://www.cintas.com/company/news_media/press_releases/Study-Finds-a-Dirty-Store-Sends-Shoppers-out-the-Front-Door.aspx)

122 Urine Odors, Dirty Floors: Handling Restroom Complaints, <http://www.cleanlink.com/cp/article/Urine-Odors-Dirty-Floors-Handling-Restroom-Complaints--14446>

## A Comparison List of Floors and Their Hygiene Rating

Different floors promote different levels of hygiene and cleanliness.

Your choice of floor will directly impact how sanitary your facility is now and what it becomes over time as your floors naturally wear. Old carpeted floors, for example, are notoriously unsanitary and would not provide a hygienic environment for toddlers in a daycare.

Depending on your needs, you can eliminate a huge amount of your hygiene concerns if you only take the time to look closely at your floors. Here is the Clean Method's list of floors that you should consider along with how hygienic they are.

Floor Type:	Rating (out of 5):
Everlast Flooring	5
Epoxy Quartz Flooring	3
Epoxy Paint Flooring	1
Cementitious Urethane Flooring	2
Rubber Flooring	1
Everlast Safety Surface	5
MMA Flooring	2
Silicone Epoxy Hybrid Flooring	2
Tile Flooring	3
VCT Flooring	1

These ratings were determined for long-term use. While some of these floors function well in the beginning, many of them suffer from a total lack of cleanliness long term. The porous nature of quarry tiles, for example, allows bacteria, dirt, and

microbes to breed in great numbers, and these are tiles that are commonly used in restaurants because they are cheap.

Sadly, these tiles also crack and chip and are impossible to clean—even with the strongest cleaners on the market. If you are aiming to incorporate the Clean Method into your business model so that you can ramp up your customer reviews and grow as a business, then tiles like these would be a liability.

Many examples of poor quality floor materials make it into nice facilities and cause untold damage to the health of employees, customers, and owners that do not know any better. Floors are the main source of bacteria in your facility. When you choose the best floor material, you can better control the spread of germs in your facility.

The trick is to find a floor surface that works alongside the Clean Method for your overall health, safety, and hygiene. Non-skid, anti-microbial, non-porous, non-absorbent, easily maintained, seamless floors like the EPA-registered Everlast Epoxy Flooring<sup>123</sup> are a much smarter option for long-term maintenance.

## **The Benefits of Choosing the Right Floor Materials**

There are many benefits that your facility will get to enjoy when you take the time to choose the right flooring for your facility. Floors matter. We walk on them, we clean them daily—and they are often the core source of 99% of facility bacteria.

The goal with any good facility floor is to concentrate on what matters. Hygiene is a must, along with long-term durability and a guaranteed level of quality. Using Everlast Flooring as the model for the type of floor that you should get, here are the benefits to look out for:

---

123 Everlast Epoxy Floor Benefits, <http://www.everlastepoxy.com/benefits.html>

- Antimicrobial floors stop the growth of microorganisms, which means long-term protection against a wide range of bacteria, yeast, fungi, actinomycetes, and mildew.
- Easy-to-clean floors with a textured finish make for slip-resistant surfaces that are resin-rich and nonporous. Each time you clean them is like the first day they were laid.
- A good floor should be environmentally friendly. That means less water consumption when it is laid, less pesticides needed because insects cannot hide underneath it, and no solvents making up its recipe. Better yet, almost no waste is generated with a floor like this, which is very different to most other floor installations.
- Insect-protected<sup>124</sup> floors need to be seamless and nonporous so creepy crawlies cannot hide in them. Drains need to be sealed off, along with things like door jambs, pipes, and wires. With no habitat comes no infestation! No cracks mean no food.
- A solid floor for your facility should be waterproof, seamless, and self-contained, especially if you own a restaurant, school, or medical center. The benefit of multi-floor Everlast is that your ceilings will not leak, which means no mold.
- Your facility floor also needs to be slip resistant, odorless, and seamless so that your employees can enjoy safe, comfortable, and clean surroundings—no sick building syndrome with these floors!

When you choose to invest in a hygienic floor, you support Clean Method success in your company. These floors are

---

124 4 Steps to Insect Prevention, [http://www.everlastepoxy.com/insect\\_resistant\\_flooring.html](http://www.everlastepoxy.com/insect_resistant_flooring.html)

durable and chemical resistant;<sup>125</sup> they can survive in extreme temperatures and are extremely long lasting. Compared to other types of flooring, this is the only real move forward when you care about hygiene.

---

125 Chemical Resistant Epoxy Flooring, [http://www.everlastepoxy.com/chemical\\_resistant\\_flooring.html](http://www.everlastepoxy.com/chemical_resistant_flooring.html)

## chapter 28

# Facility Flooring Rebooted: The Dangers

*“Safety is not an intellectual exercise to keep us in work. It is a matter of life and death. It is the sum of our contributions to safety management that determines whether the people we work with live or die.”*

SIR BRIAN APPLETON AFTER PIPER ALPHA

Your facility's floors are a potential danger to your employees and customers, especially if you are ignorant of what goes into making them. Hidden dangers like these can impact your staff and customers in negative ways years down the line.

That is why the Clean Method encourages you to understand different types of flooring—which types are dangerous and which are more hygienic for long-term use and cleaning.

## Epoxy Flooring: The Scoop

Most epoxy floors on the market are not excellent choices for your facility.

They pose hidden dangers that manufacturers neglect to detail when the floors are laid in your facility. It is important that you get the accurate scoop on what your choices are so that you give yourself a much needed head start with hygiene.

Your average epoxy quartz broadcast floors are laid in multiple steps. Resin is painted onto the ground; then quartz is broadcast into the resin. The quartz soaks up most of the resin that should soak into the floor. Once it has cured, another layer of paint is applied.

This top layer is very thin and does not absorb thermal shocks (high temperatures) at all. Couple this with the hardness of the resins used and the floor becomes very brittle and does not expand and contract properly with the concrete.

The result is a multitude of cracks, a poor shelf life, and major damage every time something hot touches the floor or is dropped on it. This creates the perfect environment for insects to nest, and I do not even want to get into how difficult this becomes to clean after a while.

With epoxy paint flooring, all that covers the floor is that thin layer of paint. Because it is non-porous, chemically resistant, and has minimal odor, many facility owners choose to paint over existing floors to save a buck. The problem is that surfaces are rarely prepared properly, so the paint peels off quickly. It does not cure correctly and bubbles too.

Plus, these paints are mixed with poisonous solvents, which is not ideal. Latex<sup>126</sup> paint should be avoided altogether simply because of the materials used in it. Epoxy paint should only be used on floors that get only minimal foot traffic, and where it won't be exposed to chemicals. Restaurants, pet care facilities and public restrooms are examples of a facility that needs a more durable floor than what an epoxy paint can offer. And

---

126 Paint and Your Health, <http://www.ehso.com/ehshome/epoxypaint.htm>

also not in places where our furry friends will be scratching it or where it will be exposed to any other abuse. For a durable floor you should consider having a floor like Everlast floor installed (available at [www.everlastepoxy.com](http://www.everlastepoxy.com)).

## Cement, Rubber, and Silicone Floors

Three types of flooring you should also consider avoiding are cement, rubber, and silicone floors.

Cementitious urethane flooring is touted as an “ideal” surface for industrial and heat resistant areas that are high traffic and highly contaminated, but this is not so. The only difference between normal concrete flooring and cementitious urethane is that the builders have added in some urethane to reinforce the cement and make it harder.

This substance is tragically porous, so it harbors all sorts of bacteria and germs that only get worse over time. Plus, it is prone to rapid deterioration when it becomes saturated. This type of floor is exactly like placing a top coat on normal cement. It is not much better.

Laying cementitious urethane is also tricky, and any errors in leveling will leave the floor greatly weakened and uneven, causing cracks and offering lots of space for insects and bacteria to move in. Concrete floors are known for pinholes and condensation, which trap microbes and shorten the durability and lifespan of the floor considerably.

Sheet floors, PVC, and vinyl-heated welded<sup>127</sup> seams are terrible for food areas, although this is where they are commonly found. While rubber is non-porous and a very durable substance, it is not part of the substrate, so damage occurs. Rubber has to be cut to fit edges, drains, and protrusions, and this is where the problems comes in.

---

127 Rubber Flooring vs Everlast Epoxy Flooring, [http://www.everlastepoxy.com/rubber\\_flooring.html](http://www.everlastepoxy.com/rubber_flooring.html)

Wear and tear, hot grease, dropped cutlery—these all contribute to the rubber seams lifting and becoming loose. Water and food particles become trapped, which makes for a melting pot of germs right where food preparation happens.

Often a few years in a busy kitchen is all it takes to eventually feel like you are walking around on a ketchup packet; you'll have to be careful where you step to avoid having the ketchup - or in this case the germy trapped floor juice - squirt out onto some expecting surface such as a plate of food or prep counter.. This is one of the worst levels of hygiene you can get for a kitchen floor.

Silicone epoxy<sup>128</sup> floors do not approach the strength that normal epoxy floors have, especially if they are a hybrid version. Originally these floors were simply acrylic, but they cracked too much to sell, so they added in silicone. For the most part, these floors lack adhesion, and they are too soft to be well maintained.

Silicone products are also thermoplastic, but they do warp in extreme heat. A seamless floor that does not succumb to pressure would be a much better option.

## **Tiles, VCT, and Carpet-Style Flooring**

With tiles, VCT, MMA, and carpet-style flooring, the results are not much better.

Vinyl composite floors do not work with wet conditions. Almost instantly, they become saturated and begin to peel off the floor. This coupled with a really bad smell from the saturation makes them unsuitable for hygienic environments.

Tiles have always been thought to be the cleanest, cheapest flooring option, and you would be correct for the most part.

---

128 Silicone-Epoxy Hybrid Flooring versus Everlast Floor, <http://www.everlastepoxy.com/silicone-epoxy-versus-everlast-epoxy-flooring.html>

They give you adequate protection for a few years until they crack, scrape, or become a health hazard in high traffic areas.

Tiles, however, are more suitable for homes than facilities. Particles of food debris, condensation, and microorganisms become lodged in the grouting, and they fester there. This attracts pests and spread illness unless they are cleaned nearly compulsively.

As I mentioned, quarry tile<sup>129</sup> and grout are porous, so they cannot be anti-microbial. Water eventually seeps in, and tiles begin to loosen where the thinset was laid. Tiles become tough to clean the older that they get, and eventually they smell, they break, and they are not hygienic at all. This is a short- term flooring solution at best.

MMA floors or methyl methacrylate floors are a dual polymer used in commercial and industrial floor coating. It is resistant to weak acids, solvents, and alkalis, so it is a popular heavy duty choice. These floors are scratch resistant, have a matte finish, and are cured at low temperatures—all great benefits.

The problems with MMA are that it takes ages to prep even though the curing is fast and the floor is prone to peeling up because the resin never has a chance to seep into the substrate. If too much quartz is mixed in, it soaks up all the resin, and the floor does not bond properly.

Plus, MMA<sup>130</sup> is a major health hazard. It is highly toxic, and the fumes from the polymer can cause serious illness. Proper ventilation is necessary at all times. Enough exposure to this stuff and you will get a cough that will never go away. Skin irritations, eye problems, nose and throat irritation, dizziness, vomiting, and hypotension have all been recorded.

---

129 Tile Flooring, [http://www.everlastepoxy.com/tile\\_floor\\_versus\\_everlast\\_epoxy\\_flooring.html](http://www.everlastepoxy.com/tile_floor_versus_everlast_epoxy_flooring.html)

130 MMA Flooring versus Everlast Floor, <http://www.everlastepoxy.com/mma-versus-everlast-epoxy-flooring.html>

In comparison with these awful dangers, Everlast floors are a better, safer, and longer-lasting hygienic choice, not because they are easier but because they will give you the hygiene standard that you want for your newly clean business.

## chapter 29

# Showers & Drinking Fountain Safety

*"We're our own dragons as well as our own heroes, and we have to rescue ourselves from ourselves."*

TOM ROBBINS

Damp, moist places in your facility that see heavy use from the public can be some of the most difficult areas to clean and keep sanitary. Showers and drinking fountains are two such areas, and understanding how to clean them helps you and your staff ensure that germs and bacteria do not spread to your customers.

This chapter of the clean method outlines the correct way to clean a shower, which safety protocols you should put in place for the use of your public showers and fountains, and how you can go about keeping your drinking fountain spouts and water free of germs.

## The Correct Way to Clean Showers: Times & Equipment

Cleaning a shower requires a little more elbow grease than normal bathroom cleaning.

This is especially true if your showers are used regularly by the public or by your employees. A shower that is not washed correctly becomes moldy and will quickly lead to unsanitary conditions in your workplace. The Clean Method has outlined a safe, five-step process for effective shower cleaning:

*Grab your personal protective equipment (rubber gloves and mask at least) along with general tile cleaner, a thick sponge, a microfiber cloth, disinfectant spray, a shower cleaner or mold remover, and a stiff bristled scrubbing brush.*

This process should take 20 minutes from start to finish.

### **Step 1: Remove the Shower Head**

Lime scale gets stuck in your shower head,<sup>131</sup> so you need to remove it every now and then and soak it separately in the sink for 10 minutes with some disinfectant. Remove from the soaking solution, and replace the fixture.

### **Step 2: De-clog the Drain**

While the shower head is soaking, de-clog the drain by pulling out any trapped hair. If the drain is very clogged, use a drain cleaner to break down the hair inside it.

### **Step 3: Rinse, and Remove the Mold**

Rinse the shower, and use mold spray to remove any unsightly mold before cleaning. A stiff bristled brush will scrub away the spores. Get in between the grouting!

---

131 How to Clean a Shower and Remove Soap Scum, <http://www.cleanipedia.me/en/bathroom-kitchen/how-to-clean-a-shower-and-remove-soap-scum1>

#### ***Step 4: Clean the Tiles, and Disinfect***

Lather your shower with your sponge and tile cleaner, shower cleaner and disinfectant, or a multipurpose cleaner. Use circular motions to strip soap scum off the walls.

#### ***Step 5: Clean the Shower Floor and Fixtures***

Finally, clean your shower door or curtain with disinfectant, and polish your fixtures

## **10 Safety Protocols for Using Public Fountains & Showers**

Using public showers and fountains needs to be governed by a strict set of rules if you are going to keep the area clean and sanitary for all who use it. Follow these ten safety protocols to minimize the spread of germs in your facility.

**#1:** Encourage your users to wear shower shoes or sandals to prevent foot germs spreading from one person to the next. Germs love warm, moist<sup>132</sup> environments, so skin infections are a real danger. Signs next to the shower can assist with this.

**#2:** All showers should be cleaned daily without fail, including the soap that resides in the shower itself. Soap needs to be washed off for use by the next person.

**#3:** Shower doors were not built to support human weight. When getting in and out of a shower, never clutch the door for support, or it may break.

**#4:** Install a grab-bar in your shower for public users that may need it. It helps younger kids and prevents older adults from slipping. A non-slip shower mat can also be useful.

**#5:** Drinking fountains are notorious carriers of many germs and bacteria, so encourage your users never to place their lips

---

132 Flip-Flops in a Public Shower – Helpful or All Hype?, <http://bottomlinehealth.com/flip-flops-in-a-public-shower-helpful-or-all-hype/>

on the spout but to drink instead from the water only.

**#6:** Before drinking, encourage your users to run the water for a few seconds to clear away any harmful bacteria that might have landed on the spout from the previous person. This is not a fail-safe method, but it does help.

**#7:** Create a sign that helps users keep the drinking fountain as clean as possible. On it, ask users not to spit or sneeze in the fountain and to never block it with waste.

**#8:** Forbid users with illness from using the fountain, for public safety. Instead, ask that they drink from a personal bottle of water that they fill from the spout.

**#9:** Periodically test the drinking water for chemicals, lead, and other contaminants. This is especially true if you own a school<sup>133</sup> or gym.

**#10:** Clean the drinking fountain thoroughly at least once a day but preferably twice a day to keep it safe and clean for public use. Always clean it if you see mouth stains on the spout.

## Drinking Fountain Hygiene: Your Responsibility

A drinking fountain can be a forgotten area to clean because it is used so regularly.

But this is why cleaning them, like any bathroom fixture, is so important—regardless of whether they stand in your lobby or outside your facility. Your customers, patients, and clients will be using it, so it directly impacts their health and safety.

In 2005<sup>134</sup> the National Sanitation Foundation reported

---

133 Fact Sheet: Drinking Water in Schools, [http://www.nrdc.org/greensquad/library/water\\_drink.asp](http://www.nrdc.org/greensquad/library/water_drink.asp)

134 Linda Woolhether, What Kind of Germs Are Found on a Public Drinking Fountain?, [http://www.ehow.com/list\\_7328273\\_kind-found-public-drinking-fountain\\_.html](http://www.ehow.com/list_7328273_kind-found-public-drinking-fountain_.html)

that bacteria levels on the surface of school drinking fountains were unsafe. They need routine disinfection because they come into direct contact with two key areas on the human body: the hands and the mouth.

Among the germs found were 2.7 million bacteria cells per square inch—the highest of all tested surfaces in the school. Viruses, rotavirus, protozoa, and fungi contribute to making drinking fountains some of the most unhygienic areas in your facility.

Make no mistake, cleaning these regularly—often multiple times a day—is your responsibility. A drinking fountain is supposed to be a public service, but you are not helping anyone by leaving it unclean and festering with germs.

Testing your water quality is also a great way to guarantee that your users are getting the most out of the experience. When the water is safe and the spout and fountain itself is clean, the spread of E.coli and other germs will not cause outbreaks of headaches, vomiting, stomachache, and diarrhea.

Make sure that all of your water fountains make it onto your list of essential items to clean multiple times a day. When you fail to do this, you may notice that more people get sick than usual, especially the ones using the drinking fountain!

A good practice is to hang a sign overhead promoting safe practices when using a public drinking fountain. Running the water for 15 seconds before use, for example, will help rid the stream of most remaining germs from the previous person.

Drinking fountain hygiene<sup>135</sup> is just as important as kitchen hygiene and bathroom hygiene. When you maintain a safe, hygienic environment, you will never have problems with any of your fountains.

---

135 Elaine Della-Mattia, Water From Fountains Safe to Drink – Study, <http://www.saultstar.com/2012/10/10/water-from-fountains-safe-to-drink--study>



## chapter 30

# Taking Care of Your Counter Tops

*“Keep your own house and its surroundings pure and clean. This hygiene will keep you healthy and benefit your worldly life.”*

SRI SATHYA SAI BABA

Your facility countertops are where a lot of direct dealings happen with your customers, patients, or employees. Taking care of them will ensure that they last for a long time, and keeping them clean will help reduce the easily spread germs that leap from hands to surfaces like these.

This chapter will detail how you should clean your tables and desks for maximum hygiene, how to put these practices into rotation if you are a restaurant, and how you can guarantee that everyone using your restroom leaves without picking up any germs from your counters.

## How to Clean Tables and Desks

Cleaning tables and desks is an important part of maintaining overall facility hygiene. Whether your tables are made of wood,<sup>136</sup> metal, or plastic, cleaning them will keep your facility smelling and feeling fresh, and it contributes a lot to the “feel” of your company. A restaurant, for example, would sell less food with dirty, sticky tables!

*Personal protective equipment (gloves), paper towels, soft cloths, microfiber cloth or mop, disinfectant spray, all-purpose cleaner, and furniture polish are all needed.*

It should take 5–10 minutes to thoroughly clean a table or desk.

The Clean Method has a quick and easy five-step process for this:

### ***Step 1: Remove Debris and Wipe Down Legs***

Take everything off the table or desk in question. Assess the material you will clean, and choose the appropriate cleaner. Most wood, metal, or plastic legs will be fine with a semi-damp microfiber cloth and some all-purpose cleaner.

### ***Step 2: Check for Chewing Gum***

Take a moment to look underneath the table to check for chewing gum. Customers love to stick chewing gum underneath tables and chairs, so these should be part of your cleaning process. Scrape them off with a scraper, and then wash them clean.

### ***Step 3: Disinfect While Removing Stickiness***

Use your disinfectant to remove any stubborn buildup. For fine wood finishes, use a tiny bit of dish washing liquid and

---

136 Furniture Care 101, <http://www.marthastewart.com/269391/furniture-care-101>

a damp cloth. For other surfaces, your mop<sup>137</sup> or cloth with disinfectant cleaner will be great. Scrub away the grime.

#### **Step 4: Use the All-purpose Cleaner**

Next, use the all-purpose cleaner to polish any areas that need to shine and to make sure that your table or desk is properly wiped down from top to bottom. Get the underside of desks (if there is chewing gum, scrape it off).

#### **Step 5: Towel Dry**

The final step is to paper towel dry the table or desk. Too much water can saturate and damage most furniture surfaces, so this is a good preventative measure.

## **Restaurant Surface Cleaning: Rotational Rules**

Surface cleaning is always a challenge when you have a high traffic restaurant.

Sometimes it can seem as though only one customer needs to sit there and your surface is already completely dirty—and this is in fact the case. For restaurant surfaces, the rules are simple: clean throughout the day, and deep clean once a day.

- **The Deep Clean:** A good deep clean<sup>138</sup> involves cleaning and then sanitizing a surface. The surface needs to be washed first, which will remove food and other dirt; then it must be sanitized to reduce the pathogen levels. This should be done at the end of the day or in the morning until each surface is safe to “eat off.”

---

137 Desk & Table Cleaning Kit, [http://www.ungerglobal.com/usa/media/wysiwyg/pdf/16025\\_Desk\\_Cleaning\\_Kit\\_SELLSHEET\\_NO.pdf](http://www.ungerglobal.com/usa/media/wysiwyg/pdf/16025_Desk_Cleaning_Kit_SELLSHEET_NO.pdf)

138 Tips for Cleaning and Sanitizing Food Surfaces, <http://restaurantcentral.ca/cleaningandsanitizingfoodsurfaces.aspx>

- Rotational cleaning is something that happens in restaurants when a customer has paid and left behind a mess. This is usually minimized in restaurants by using mats, tablecloths, or bare table surfaces that are easy to clean. While cloths can be shaken out, mats and surfaces can be given a quick disinfectant wipe before the next guest sits down.
- Create a policy in your small business about rag, sponge, and cloth replacement. Rags are often used for far too long, and they end up spreading more bacteria than they clean up. Cloths, rags, and sponges that are used repeatedly and never replaced are often the dirtiest parts of a restaurant. I suggest using disposable rags and setting a policy that promotes replacing these rags at least once every two to three days.

In many restaurants, this job belongs to designated members of the cleaning crew or to the waiters or runners themselves. It is good practice to wipe down your tables every single time a guest pays and leaves. This can be set on rotation and kick in immediately after a customer has paid the bill and left your restaurant.

If your restaurant is busy, it is still good practice to wipe down the table, so only offer your free table when it has been cleared away and prepared for the next person. In the meantime your runners or cleaning crew should be focusing on other important contact surfaces, like the bar counter, outdoor tables, smoking areas, and countertops where the food is served.

Sit down with your employees, and decide how your front of house cleaning rotation is going to work. These quick surface cleaning experiences need to be snappy, especially if people are waiting for a table. Well-trained runners or cleaning staff should be able to strip a table, clean it, and reset it in three minutes.

This is a critical part of restaurant cleanliness. The first thing customers feel when they sit down is how clean your surfaces are, and you are judged on that. Make every table experience worthy of the photos your customers are taking there.

## Countertops in the Bathroom: The Basics

Bathrooms can contain many different types of countertops, and they all need to be cleaned. The great news is that most bathroom surfaces benefit from a very basic cleaning process: first the wash, then the sanitization. You will need a scrubbing brush and a microfiber cloth for best results, and do not forget to wear rubber gloves.

- ***Granite tops are easy to clean.*** Simply wash the surface<sup>139</sup> with soap and water then add your disinfectant or all-purpose cleaner to sanitize it. Do not use abrasive cleaners because they may damage your surface. To remove stains, your stiff bristled brush with some general cleaner will work wonders.
- ***Laminate countertops are a bit trickier.*** For best results, always wash the surface with soap and water first then use your all-purpose cleaner. A toothbrush will help you get to the spots that are tough to clean along the seams. Never use abrasive cleaning pads or materials.
- ***Ceramic tile countertops are the worst because of grout lines.*** Wash them with soap and water as normal; then use a tile cleaner to get into the grouting and remove mold and stains. This is the area most likely to harbor germs, so get in there with a toothbrush. Then run over the tiles with a paper towel. Grout is almost impossible to keep

---

139 Cleaning Countertops: Faster, Smarter, and Better, <http://www.bhg.com/homekeeping/house-cleaning/tips/how-to-clean-countertops/#page=1>

clean, so consider replacing these with a smooth counter surface.

- **Marble countertops.** These can be damaged by a misplaced curling iron or suffer from scratches as guests use it. Use a microfiber cloth to gently wipe down the marble with a PH neutral cleaner<sup>140</sup> or a water-based cleaner. Then come in with your sanitizer to disinfect the surface and polish it with paper towels.
- **Glass countertops.** A strong multi-purpose cleaner is all that is required to get your glass counter looking great again. Use that microfiber cloth to limit the spread of germs, and never use any scratchy cloths or abrasive materials to wipe down this surface or it will scratch and look horrible over time.

For most of these surfaces, it is best to wash away any stains with soap and water first, and then get into the cleaning with your products. You may want to treat these surfaces with sealant or anti-mold if that is a problem.

Always keep your bathroom well ventilated to reduce the chances of germ growth. Offer your customers or patients hand sanitizer or disinfectant wipes and paper towels to clean their hands. This will help keep your countertops clean and sanitary.

---

140 How to Clean Marble Countertops & Bathroom Vanities Without Scratching and Dulling, [http://household-tips.thefuntimesguide.com/2009/03/clean\\_marble\\_countertop.php](http://household-tips.thefuntimesguide.com/2009/03/clean_marble_countertop.php)

## chapter 31

# How to Clean Your Facility Seats

*"The health of the people is of supreme importance. All measures looking to their protection against the spread of contagious diseases and to the increase of our sanitary knowledge for such purposes deserve attention of Congress."*

CHESTER A. ARTHUR

You might remember that one of the most unhygienic areas of your facility are the public seats that your employees and customers use on a regular basis. This is because seats are rarely ever cleaned, until a spill happens. At best, most large chain restaurants might wipe them down every now and then.

This section of the Clean Method will teach you why it is important to maintain regular seat hygiene, how often you should be cleaning your seats, and what you need to put in place to make sure that your dining room chairs in particular are spotlessly clean.

## The Importance of Cleaning Seats

You only need to visit TripAdvisor to see why you need to clean your facility seats.

- “Bird feces on the back of the chairs indoors! Disgraceful!” One star
- “Broken dirty chairs, barely wanted to sit down!” One star

People like to know that they have chosen a hygienic place to eat. Getting to the table only to be shown a dirty, grubby chair immediately casts doubt on your whole establishment. Whether you are a restaurant or a doctor’s room, it does not matter.

Clean seating is a basic human right. But that also means that you need to recognize that your chairs and different types of seating need to be cleaned regularly, whether they are easy to clean or not. Upholstered chairs are some of the dirtiest things in a facility, specifically because owners generally dust them off but never clean them.

Steam cleaning upholstery<sup>141</sup> and washing down your other seating is mandatory. Otherwise you are in line for a one star rating from an irate customer.

## How Often You Should Clean Your Seating

Chairs always seem to be an afterthought in the realm of facility cleaning.

But chairs are touched just like tables. They suffer from spills, dust, stains, and other normal accidents of your workplace. We place our hands there all the time. Yet chairs are rarely, if ever, cleaned. And this is why they are one of the worst germ areas you have.

---

141 The Importance of Steam Cleaning Furniture, <http://www.iicrc.org/the-importance-steam-cleaning-furniture-a-37.html>

How often you should clean your seating depends on where you work and how often your seating is used. A restaurant should wash their chairs daily because bacteria from the chair will simply infect the table that they compulsively clean. Doing one without the other makes no sense, especially if one is neglected so often.

Follow these guidelines, and set your Clean Method chair cleaning regimen:

- If there is a spill or stain or the chair is broken, it must be fixed and cleaned immediately.
- Upholstered chairs should be steam cleaned at least twice a month. To test for your unique routine, shine<sup>142</sup> a bright light over the chair and hit it. If you see dust particles rise, it needs a clean.
- Regular wooden, plastic, or metal chairs should be cleaned daily along with all the other surfaces in your facility.

If there are some areas that people almost never frequent in your facility, you can reduce chair cleaning rotations to once or twice a week. Food service professionals should never reduce their cleaning times for chairs and neither should medical professionals or vets.

Leather chairs and couches should be washed with disinfectant and treated with a leather treatment to keep the chair healthy and the leather pliable. Any chair cushions should be laundered at least twice a month, more if you have high traffic levels.

## The Dining Room Dash: Rules for Dining Chairs

Dining room chairs need to be the cleanest of all chairs in your restaurant.

---

142 How Does Furniture Get Dirty and Why Doesn't It Seem to Show?, <http://www.referralcarpetcare.com/upholstery.htm>

When food is involved, it is essential that you understand how germs work. A lot of the time if you fail to correctly clean your dining chairs, the eating area remains unsafe and unhygienic. Poorly kept dining chairs give off odors, have stains, and feel grubby to sit on.

Here are some Clean Method rules for maintaining the hygiene of your chairs:

- Match your dining room chair material with a regular cleaning method and rotation. This will keep your chairs in tip top shape, and they will last longer.
- Upholstered dining chairs need to be steam cleaned regularly, ideally twice a month. If any stains are present, a treatment of commercial stain remover<sup>143</sup> is important. Spray directly onto the stain; then dab with a wet towel. Always deal with stains immediately if you can, but do not bother customers.
- Wooden, plastic, and metal dining room chairs benefit from an all-purpose spray down daily. If your traffic levels are lower, three times a week is fine.
- At the bottom of chairs, especially on carpeted floors, there is always trapped dust, dirt, and hair that clings to chair leg ends. Make sure that when your staff vacuum, they remove these unsightly dust balls.
- Leather dining chairs require regular dusting<sup>144</sup> and all-purpose wiping, but they also require a leather treatment at least once a month to prevent cracking and wear. When someone spills something on your leather, use a

---

143 Time to Clean the Dining Room Chairs, <http://homemakersdaily.com/time-to-clean-the-dining-room-chairs/>

144 How to Clean and Care for Leather Dining Room Chairs, <http://www.professorshouse.com/Your-Home/Decorating/Furniture/Articles/How-to-Clean-and-Care-for-Leather-Dining-Room-Chairs/>

damp cloth only; do not pour water onto it, as this will encourage cracking.

Ultimately, you need to be happy with your level of care, but sanitation-wise, all dining room chairs need to be given extra attention because of where they are in your facility.



## chapter 32

# General Facility Safety Guidelines

*"Your employees learn by example. If they don't see you practicing good safety habits, they won't think safety is important."*

ELECTRICAL CONSTRUCTION & MAINTENANCE

The final checks that you need to perform to keep your facility 100% safe for your employees and customers involve general areas. Your staircases, for example, can be a death trap if you do not take steps to communicate safety guidelines to the people in your facility.

This chapter outlines three key areas as part of your Clean Method approach to business. You will find out how to communicate staircase safety and how to make your facility safer for kids, and you will finalize your building exit plan.

## How to Communicate & Ensure Staircase Safety

Staircases are a real danger zone in your facility for customers and employees.

According to the National Safety Council and the Bureau of Labor Statistics, staircase falls are the second most prevalent cause of death<sup>145</sup> in the workplace, second only to car accidents. A “fall” down the stairs has been one of the leading workplace accidents for the last 40 years or so.

Some 80% of accidents occur because of unsafe acts; the rest are because of unsafe conditions. So communicating and guaranteeing staircase safety involves two steps:

- Step 1: Ensure appropriately safe conditions.
- Step 2: Educate people about unsafe acts.

Accidents happen<sup>146</sup> on staircases because people become distracted, they are rushing somewhere, they are not paying attention to their footing, and they underestimate the laws of gravity. Educate your employees, and erect signs warning of these dangers.

Talking on the phone, checking the time, reading, chatting, carrying heavy objects, and “playing” around on the staircase are all out. The hand rail should be encouraged as it is there to prevent distractions and help guide people down the stairs.

## Making Your Facility Safe for Young Customers

No matter your specific field, you are bound to have children using your services.

---

145 Stairway Safety, <https://cws.auburn.edu/>

146 Why Do We Need to Worry So Much About Falls on Stairs?, [http://www.ccohs.ca/oshanswers/safety\\_haz/stairs\\_fallprevention.html](http://www.ccohs.ca/oshanswers/safety_haz/stairs_fallprevention.html)

That means that your facility<sup>147</sup> needs to take certain steps into account when construction or interior design is done. A retail facility, for example, might benefit from a child's play area, high seats in their carts, and baby changing tables in the bathrooms.

In our modern day and age, there are additional concerns as well. If you offer Internet facilities on site, you need to have child protection software so that you do not contribute to the decline of society when the kids surf around online.

Your staircases and other dangerous areas need to be safe for kids so that accidents do not happen. Protocols should be designed for lost kids and an intercom system put in place in case a child ever needs to find a safe place where they can reconnect with their parents.

When you are designing your many business protocols, children should always be taken into account as they are some of the most valuable long-term investments you can make today.

Emergency preparedness, for example, should contain drills and processes for kids so that your employees will know what to do if they are ever separated from their parents in an emergency.

Indoor and outdoor safety should be looked at, and this means thinking about hiring a child safety specialist as an investment. If you run a daycare center, for example, this would be very worthwhile as parents want to make sure that their kids have a safe play surface, like the one available at [www.everlastsafety.com](http://www.everlastsafety.com), which helps to minimize the chances of accidental injury.

Things like fire safety drills will be focused on along with hazardous areas for kids like balconies, special rooms, elevators,

---

147 Building Site Safety, <http://www.rospace.com/schoolandcollegesafety/teachingsafety/teachingresources/building-site-safety.aspx>

and escalators. Making your facility safe for kids is directly related to how many children will be using your services.

## Checking on Your Building Exit & Evacuation Plan

Your facility needs a well-rounded exit evacuation plan before you open for business. That means checking what kind of plan you currently have in place, and then if you do not have one, get one created as soon as possible. OSHA<sup>148</sup> has an evacuation plans and procedures e-tool that allows you to build your own evacuation plan in real time.

An EAP, as it is called, or drafting an “emergency action plan,” makes sure that your employees and customers are safe in the event of an emergency.

You will begin by appointing responsible, trained individuals into positions of responsibility. These people will supervise and coordinate all activities when drills happen, during planning, and when a real emergency happens.

It is important that you follow OSHA steps in developing this plan. The steps are as follows:

1. Development of your EAP
2. Authority
3. Employee training and plan review
4. Plan review, coordination, and update

For an example from the University of Minnesota, see this document.<sup>149</sup>

---

148 Develop and Implement an Emergency Action Plan (EAP), <https://www.osha.gov/SLTC/etools/evacuation/implementation.html>

149 Building Emergency Evacuation Plan (BEEP), <http://www.d.umn.edu/ehso/beep/>

You need to sit in a team and think of every scenario possible that might threaten your employees then come up with an action plan for it. Some scenarios might be:

- A natural disaster (tornado, earthquake, hurricane).
- A robbery (theft, held at gunpoint, kidnapped).
- Emergency evacuation (fire, some other threat).

Once your plan has been created, you need to check that it works by running drills once a month. One month you can test your evacuation drill; the next you can test your employees' reactions to a robbery. Prioritize these tests as needed, and update your plan often.

Have your floorplans handy so that exit routes can be designed for any occasion from any room in the building. You will then cross check these with OSHA safety standards. If you require assistance for developing these plans, OSHA directs you on what you need to do.





# **NB AREAS OF HYGIENE & SAFETY**



## chapter 33

# Hygiene for Your Slaughter House

*"If you are the proprietor or managing director of a company, you are ultimately responsible for the health and safety in all aspects of the business."*

FORUM OF PRIVATE BUSINESS

**Y**ou have reached the "N" and the final section of the CLEAN Method. Focus on these NB (important) areas of hygiene and safety for excellent online reviews 24/7.

If you own a slaughterhouse, you are responsible for a location that can potentially infect hundreds of people with bad bacteria, germs, and microbes. Raw meat is one of the most difficult food items to handle, store, and work with, and your hygiene levels need to be absolutely incredible.

This chapter speaks about common problems associated with slaughterhouse hygiene; then it outlines best practices for you to follow along with the importance of inspections and enforcing stringent rules.

## The Problems with Slaughterhouse Hygiene

If you own a small slaughterhouse, you may encounter recurrent issues with hygiene.

This is because slaughterhouses<sup>150</sup> contain a lot of a specific kind of meat or perhaps many different kinds. On a small scale, the hygiene practices could not be effective enough to keep your meat free from germs, and as a result, it causes contamination and illness.

Here are some of the most common problems with slaughterhouse hygiene:

- Avoiding contact between the carcass and the floor is a common problem. After the slaughtering process, the carcass needs to stay above the often microbial-ridden germ pile that exists on the floor.
- In livestock with excessive amounts of wool or hair, cross contamination can occur. The skinning line therefore needs to be completely separate from the cutting room.
- The absence of carcass suspension systems causes rapid bacteria growth in meat once it has been slaughtered and comes into contact with other surfaces.
- Incorrect handling of meat with bare hands or dirty hands through gloves is the main cause of the spread of carcass bacteria in slaughterhouses.

## Excellent Practices for Correcting Slaughterhouse Hygiene

With small-scale operations, many hygiene practices can be sorted out quite simply.

---

150 Slaughterhouse Hygiene Problems and Solutions, <http://www.fao.org/docrep/010/ai410e/AI410E05.htm>

Here are the Clean Method's excellent practices for correcting your hygiene problems as a family-owned slaughterhouse.<sup>151</sup>

- Invest in a modern carcass suspension system so that your meat never touches the floor. Hang your meat there shortly after bleeding and skin removal.
- Use stainless steel slaughtering equipment that is periodically washed and sanitized. It needs to be rust resistant, so plastic can be used as well. Equipment that does not come into contact with the meat can be made of galvanized steel.
- Adequate personal protective gear must be worn by slaughterhouse staff at all times, including full overalls, aprons, gloves, goggles, and masks.
- Troughs and trays must be washed and sterilized daily in the morning and again in the evening for adequate hygiene.
- can also undergo a series of decontamination steps, including washing pre-slaughter and spraying the meat once the carcass is hung.
- All implements, including knives, hooks, and scissors, must be washed and sanitized each and every day. Under no circumstances can a day go by in a slaughterhouse without it being cleaned from top to bottom.
- Carcasses should be chilled immediately after being sprayed clean and then misted to reduce bacterial growth. They should be as dry as possible, from 40 degrees Celsius to zero (which should keep the meat fresh for three weeks).
- Carcasses should be inspected by a qualified inspector and given the all clear for transportation. Inspections like

---

151 Techniques and Hygiene Practices in Slaughtering and Meat Handling, <http://www.fao.org/docrep/004/T0279E/T0279E04.htm>

these of the meat and offal will ensure that no spoiled meat makes it out of the factory to contaminate other meat.

## The Importance of Inspections & Stringent Rules

Many slaughterhouse meat inspections take place on site at the facility.

It is critical to have stringent hygiene rules in place for privately-owned slaughterhouses because meat contamination is a real public safety threat. Meat inspections help to keep slaughterhouses in line by ensuring that no spoiled or contaminated meat leaves the place.

Meat inspections happen before slaughter and post mortem once the carcass is hung. Animal diseases, animal welfare, and human health are all factors that are deeply entrenched in this industry, and exposure to any bad pathogens spells trouble for a lot of people.

Meat inspectors make sure that no zoonotic pathogens, chemical substances, and veterinary drugs reach the human food chain. With much of the meat industry in the U.S. dominated by the same corporations, there is a lot of opportunity for you to step in and be more hygienic.

The more stringent your rules,<sup>152</sup> the better off your practices will be. This means sanitary conditions for your employees and clean meat for your customers. Inspections help to keep your facility as clean as possible within the limitations you have to live with.

---

152 Food Processing & Slaughterhouses, <http://www.sustainabletable.org/279/food-processing-slaughterhouses>

In this context, you should aim for a higher standard than the norm, being meticulous in how your meat is cleaned, processed, slaughtered, inspected, and stored. Your entire job, in fact, is to control the cleanliness process.

The importance of this cannot be stressed enough. With foodborne illnesses and human diseases originating from slaughterhouses, you are the first line of defense in an ongoing battle against dangerous pathogens and microbes. It is you versus germs in aid of the general public.

The USDA regulates meat and poultry in the U.S., but there are weak regulations in play. Even the new HACCP system has problems that need to be fixed. Just because the USDA cannot shut you down does not mean that your customers cannot do it.



## chapter 34

# The Smoking Issue: Nicotine Hygiene

*"There are six components of wellness: proper weight and diet, proper exercise, breaking the smoking habit, control of alcohol, stress management and periodic exams."*

KENNETH H. COOPER

Smoking is a hygiene and health concern for many reasons. While great strides have been taken in limiting how people use tobacco in facilities, it is still allowed under certain circumstances. For this reason, you need to understand how to treat the smoking issue in your establishment to make employees and customers happy.

This chapter focus on how to create smoking protocols, what the rules on a designated smoking area should be, and how your staff that smoke need to treat customer service.

## Creating Protocols for Smoking Safety & Hygiene

Sixty years ago it was common to see people smoking at their desks.

These days, health and safety guidelines<sup>153</sup> and the large boom in chronic diseases has warned us that smoking seriously damages your health. Yet it is still legal to smoke, and as such, it is likely that you will have employees who smoke.

Because of this, you should consider creating protocols for these smokers to protect the health of other employees and customers in your facility. Smoking is a cause for concern in the workplace; it cuts down productivity, causes more absenteeism, and causes fires.

It has been estimated that 20% of all fires are created by matches meant to light cigarettes. So smoking is a very real hazard and needs to be dealt with as such. Establishing protocols means sitting down with your management team and reviewing the laws.

You may want to comply to the bare minimum prescription of the law, or you may choose to be more stringent with your smoking protocols. It is your legal and moral duty to protect your employees and members of the public by limiting passive smoking too.

**Step 1: Draft smoking protocols.**

**Step 2: Cross check these with the current laws in your state.**

**Step 3: Decide as a company what you believe is right.**

**Step 4: Send out a companywide brief.**

---

153 Smoking Policy, <http://www.healthyworkinglives.com/advice/Legislation-and-policy/employee-issues/smoking>

## The Rules on Smoking Area Designation

It is true that smoking is banned in most public places right now in America.

In fact, the only way to check on the law of your state is to navigate to an online resource where it details what the rules actually are.

- In Alabama,<sup>154</sup> for example, if five or more people are in an enclosed space, it is illegal to smoke there. But in common work areas, if the majority of the workers want to smoke, then a smoking area will be assigned. The employer is allowed of their own free will to prohibit the creation of smoking areas.
- In California, however, smoking in all enclosed workplace spaces is illegal, with up to a \$500<sup>155</sup> spot fine if this is ignored. The employer can receive fines of up to \$7,000 for serious violations from OSHA if it continues. Break rooms are exempted from the smoking ban as long as it is properly exhausted from the building.

For your own workplace smoking area rules, we suggest the following:

- Determine the number of employees that smoke, and give them an appropriate break room where their bad habits will not impact the rest of your staff.
- Do not allow employees to smoke in your doorways, entrances, or outside your building; it looks terrible and puts your customers in harm's way.

---

154 Alabama Laws on Smoking in the Workplace, <http://www.nolo.com/legal-encyclopedia/workplace-smoking-laws-alabama-46881.html>

155 AB-13 Fact Sheet – California Workplace Smoking Restrictions, [http://www.dir.ca.gov/dosh/dosh\\_publications/smoking.html](http://www.dir.ca.gov/dosh/dosh_publications/smoking.html)

- All air from smoking rooms needs to be exhausted to the outside of the building; smoking filters and air purifiers are also suggested along with good ventilation.
- Smoking rooms should be treated with anti-smoke spray to rid the room of that musty odor and to keep it hygienically clean.

As a general rule, you should give non-smoking workers the opportunity to enjoy a space just as freeing as a break room that is devoid of smoke. Offer smoking cessation programs to your employees to try to get them to quit.

## Training Your Smoking Staff for Customer Service

If you have wondered how smokers impact a workplace, the results are in.

It is not good. A recent study of more than 14,000 Swedish<sup>156</sup> workers has proved that smokers have a poorer than average work performance and productivity, and they call in sick a lot more often, taking an average of 11 more sick days a year.

With 95% of Americans believing that smoking should be banned at work, it is no wonder smoking is rapidly becoming unpopular. But if your employees smoke, you need to lay down some ground rules. Smokers take their spare time and spend it on long smoke breaks when they should be taking care of other things in the company.

Worse yet is that they often return to work and engage directly with your customer, wreaking of smoke, and begin handling items around the workplace without washing their hands. For adequate customer service to continue to be a priority, you need to lay down these laws:

---

<sup>156</sup> Smokers Drag Down a Workplace, Study Says, <http://www.cnn.com/2007/LIVING/worklife/08/14/cb.smokers/>

- Smoke breaks may be no longer than 15 minutes and only when there is not a rush of customers or clients in the facility.
- Smoking is not permitted anywhere but in the designated areas!
- Your hands should be washed with antibacterial disinfectant hand wash on return from the smoke break.
- No perfumes are permitted to be sprayed on hands or around the body to mask the smell of smoke as it offends customer nostrils and is a hygiene and fire hazard.
- Mouthwash will be provided in the event that the smoker wishes to wash the smoke taste out of their mouth before engaging with a customer.
- Do not engage with customers or children while on a smoke break or directly after one until the correct hygiene protocols have been completed.

If you can train your smoking staff to care more about the customers than their smoke breaks and teach them how to return to an acceptable state after one has happened, you will be able to maintain customer services levels that keep people happy.

In many states, you are allowed to ask your applicant employee whether or not they are a smoker during the interview process. Check on the laws in your state! If your state allows for this line of questioning, the easiest way of having a smoke-free workplace is to not hire smokers!

*"Great restaurant but my waiter stank of smoke!"*

*"Our room would have been awesome but it stank of cigarette smoke, we could not breathe!"*



## chapter 35

# The Little Matter Known as Sewerage

*"We have managed to acquire \$13 trillion of debt on our balance sheet. In my view we have nothing to show for it. We haven't invested in our roads, our bridges, our waste-water systems, our sewer systems. We haven't even maintained the assets that our parents and grandparents built for us."*

MICHAEL BENNETT

Where there are people, there is sewerage, and how your facility manages yours will say a lot about your company. No one wants to have to put too much thought into sewerage sanitation, but doing so can save you money, power, and long-term damage.

This chapter goes over what you do not know about sewerage sanitation, what should concern you regarding your own systems, and why cleanup and disinfectant services are worthwhile.

## Everything You Do Not Know About Sanitation

Defined, sanitation means the conditions that your facility promotes that relate to public health, especially concerning drinking water and sewerage disposal.

You have come a long way in preparing your facility with the Clean Method. As you consume these last few chapters, you will take note of some features that you may need to work on in the coming months. Sanitation<sup>157</sup> is never an easy subject.

- You need to define which aspects of your facility sanitation process are most important then tier them.
- You need to take a hard look at how you manage your waste disposal, whether you have recycling programs in place, and how you reuse items.
- You have to consider how you reuse, recycle, or rid yourself of drainage and disposal wastewater; how storm water drains; and how you are hygienically treating those sewage elements.
- You need to understand how the collection and management of your industrial or hazardous waste products are being handled. Is it ethical?

Where there are humans, waste will happen. You can make real progress in ethical, hygienic sanitation by taking the time to understand how yours works at your facility.

### Signs of Sewerage Concern: The Truth

Sanitation development at your facility is very important. Without it, ill health could creep into your workplace and

---

157 10 Things You Need to Know About Sanitation, <http://www.unwater.org/downloads/media/sanitation/10Things.pdf>

impact your business, employees, and customers. When sewerage specifically becomes a concern, that is when you need to act.

Without knowledge on how your sewerage lines work, you would never see a backup, clog, or line burst coming. But they happen and need to be dealt with swiftly.

- When multiple fixtures<sup>158</sup> in your facility show signs of clogging, there is a good chance that a sewer line or pipe has become stopped up. Check your toilets first; they have the largest line to the sewers, so the evidence will begin there.
- If there is a foul odor coming from your bathroom, kitchen, or basement that you cannot identify, there is a good chance that it may be a clogged pipe.
- A sudden spike in your water bill is a big indicator that your sewerage is not moving along as it should. Call the city, and check for leaks.
- Other signs of sewerage trouble are decreased water pressure, lawn or grass indentations, and clogs that come and go.

The truth is that when your sewerage lines<sup>159</sup> or pipes go, you need to bring in a professional to fix the problem. Routine self-inspections are useful, but eventually you will have to get in a person that specializes in sewerage problems.

Finding the right water main contractor or sewer guy means checking with the Better Business Bureau, where they have a

---

158 Surefire Signs Sewer Line Problems Are to Follow, <http://roscoebrown.com/consumer-resources/surefire-signs-sewer-line-problems-are-to-follow>

159 Brett Kogel, Do You Have a Sewer Line Break or Sewer Pipe Back Up?, <http://www.harriswatermainandsewers.com/news/article/how-to-fix-a-broken-up-sewer-line-or-clogged-sewer-pipe-step-by-step-guide>

list of accredited providers. Otherwise check online for reviews or call other facilities in your area to see if they have anyone to recommend.

## Cleanup and Disinfection Services Explained

If you own a slaughterhouse, a medical center, a veterinarian office, or another hazardous waste business, then you need to consider hiring a company to handle your hazardous waste.

In this instance, a cleanup<sup>160</sup> and disinfection team of specialists will make sure that you have the correct procedures in place; they will provide you with all the materials you need to keep specific areas clean, and they will come regularly or in emergency situations.

The benefits of this are far reaching, especially when you have a facility that relies on hygienic waste management practices. In the event of an Ebola outbreak in a private medical center. for example, a team could be called in to help quarantine then clean and disinfect the area and any surrounding areas that may have been infected.

When you hire a specialist cleanup and disinfection company, you get a lot of other key benefits as well:

- Bird dropping removal
- Healthcare cleaning services
- Biohazard cleaning services
- Odor removal
- Infection control
- Emergency vehicle cleanup
- Flood water damage or fire alarm cleanup

---

<sup>160</sup> Water Removal, Cleanup, Sanitation & Disinfection, <http://www.4universal.com/disaster-recovery/residential/water-removal-cleanup-sanitization-disinfection/>

- Trauma and crime scene cleanup
- Sewage cleanup

When you leave the waste disposal in the hands of real professionals instead of in the hands of an average cleaning crew, it power boosts your business into the big leagues. No larger company would be able to compete with your bin areas and areas of your facility that are traditionally supposed to be filthy.

*Consider outsourcing your problematic waste and sewerage disposal.*



## chapter 36

# Managing Waste Disposal Correctly

*"There are no easy answers, but there are simple answers. We must have the courage to do what we know is morally right."*

RONALD REAGAN

**W**aste disposal can be an opportunity to extend your cleanliness practices and get another one-up on your large brand competitors. When you correctly manage your waste disposal in a clean, ethical, and sustainable manner, it benefits your brand and your employees and helps establish your company as a forward thinker in green initiatives.

This chapter outlines the importance of waste disposal infrastructure, takes you through a waste disposal checklist, and gives you ideas to use when designing systems of your own.

## The Importance of Waste Disposal Infrastructure

Waste disposal infrastructure gives your facility the policy and tools it needs to successfully execute consistent, hygienic waste disposal techniques.

With the right infrastructure in place, you will not have to worry about contaminations, spills, or conditions becoming unimaginably unhygienic on your premises. Properly disposing of waste is a personal responsibility and a public service if done correctly.

Toxic types of waste<sup>161</sup> can easily seep into the ground, contaminating your land and surrounding areas. The EPA has some great rules regarding waste disposal, and you should check them out before designing your own infrastructure.

This way you guard the environmental health of your land, your facility, your employees, and your customers. Everyone benefits when you put public health and safety first. There are also economic benefits as many types of waste can be reused and recycled, saving you money!

*It pays to spend time on the development of your waste disposal infrastructure.*

## Running Through Your Waste Disposal Checklist

Build a waste disposal checklist so that you can ensure that each action is being effectively conducted on a daily basis or—at the very least—weekly.

Here is a model<sup>162</sup> that you can use from the Clean Method:

---

161 Waste Management: Taking Stock and Moving Forward, <http://www.environment.ie/en/Environment/Waste/PublicationsDocuments/FileDownload,1471,en.pdf>

162 Hazardous Waste, <http://www.cdc.gov/niosh/docs/2004-101/chklists/n41was~1.htm>

Item:	Check
Has your staff been trained on your waste management processes?	
You are using the appropriate waste containers?	
Your waste containers are lined and are not leaking.	
Your recycle bins are clearly labeled.	
At the end of the day, your cleaning crew sorts your recycling.	
Your waste containers are emptied at the end of every day.	
Your waste removal schedule keeps your facility free of waste.	
Your waste is stored in a well-ventilated room away from the public.	
Your waste storage area does not have odors.	
Your waste storage area does not have signs of vermin or pests.	
You are correctly storing ignitable waste for disposal.	
You are correctly storing corrosive waste for disposal.	
You are correctly storing reactive waste for disposal.	
You require specific PPE to be worn when staff handle your waste.	
Is your waste container compatible with the storage container?	

Have you hired a professional waste company to dispose of your waste?	
Are you involved in green initiatives, such as recycling paper and cans?	
Are your waste containers clearly labeled?	
Do you limit access to hazardous waste containers?	
Do you have protocols in place for waste spills and accidents?	
Do you regularly clean and disinfect equipment in the waste disposal room?	

Use this list of checks, and begin shaping your own facility checklist of proper waste disposal techniques and procedures. Never stop adding to them, and make sure they are enforced.

## Elements to Consider When Designing Your Waste System

Waste is created in so many different areas of a modern-day business.

- Consider your garden areas, the grass, and trees.
- Think about the amount of paper that you throw away.
- Consider the number of food packages and cans you discard.

There is an ever expanding green building market, where sustainable waste management systems are being built into nearly every part of the building.<sup>163</sup> Everything from construction waste management, energy efficiency, reusing

---

163 Sustainable Waste Management by Design, <http://www.wm.com/octwebinar.pdf>

existing structures, water efficiency, and green site planning are involved in this process.

Ask yourself these key questions when designing your own waste management system:

- Which waste materials can be recycled?
- Which waste materials can be converted and reused?
- How can your recycled materials benefit your company?
- What tax incentives come with recycling?
- Where do your waste management priorities lie?

Your facility will be able to recycle many natural assets that are in short supply. You get to save the planet and support green initiatives, and you get nice tax incentives. Other elements that you may need to consider would be cost to benefit ratio, if it is feasible to hire a company to manage your hazardous waste, and how much time you could save not doing it.

This leaves your cleaning crew with time for recycling and adequate waste disposal for your normal daily waste concerns.

A good waste management system<sup>164</sup> involves a ratified program, dedicated staff company wide, and a cleaning crew that is willing to go the extra mile.

---

164 Waste Management Planning System (WAMPS), <http://www.recobaltic21.net/en/waste-management-planning-system.html>



## chapter 37

# Controlling Unwanted Pests Like a Pro

*"Pesticides came about after the first world war. Some brainy petrochemical money maker said, 'Hey, that mustard gas worked great on people, maybe we could dilute it down and spray it on our crops to deal with pests.'"*

WOODY HARRELSON

Pests can be a constant health hazard if you allow certain health standards to fall in your facility. You need to be able to control any uprising of pests in a swift and effective manner to completely eliminate the problem. This is the only way you can maintain the integrity of the clean method to keep your employees and customers safe and healthy.

### The Four Steps of Pest Management

- Stop them from entering.
- Deny them a living habitat.

- Starve them.
- Kill them.

Everlast Epoxy Floors protect your restaurant against insect invasions by being seamless—they have no cracks or crevices to catch bits of old food that would feed a hungry insect. With the moisture protection on the floors, there is not even a tiny puddle of water to drink from. Plus, because of the floors' non-porous surface, there is no place to hide or nest for these insects.

Bugs are stopped from entering as common entrances are sealed with the epoxy coating; any insects that do get inside have nowhere to go! The ones that can dodge capture eventually starve to death before they can multiply. Everlast Epoxy Floors covers all four phases of pest management. Get yours here: [www.everlastepoxy.com](http://www.everlastepoxy.com).

Pests spread germs like nothing else in facilities. This chapter is about potential pest threats and recognizing when you have an infestation, and it gives you a checklist of solutions.

## Your Complete List of Potential Pest Threats

A pest can be defined as an animal or insect that is in the wrong place at the wrong time and whose presence results in damage, contamination, and the transmission of germs and disease. When pests are around, no one's health is safe!

Plus, few things are more damaging to your business' reputation than an online review citing pests—or worse, photos of pests scurrying around your facility. This can cause irreparable harm to a brand and discourage future customers from visiting your establishment.

Here is our complete list of potential pests<sup>165</sup> to watch out for:

---

<sup>165</sup> Pest Control, <https://www.internationalworkplace.com/services/info-centre/guides/44908/pest-control>

Common rodents	brown rat, house mouse, black rat
Common birds	wood pigeon, feral pigeon, collard dove, Canada goose, parakeet, rook, jay, magpie, jackdaw
Insects (stored products)	grain weevil, grain beetle, book lice, flour beetle, warehouse moth, mill moth
Insects (textile)	common clothes moth, case-bearing clothes moth, silverfish, fur beetle, carpet beetle
Public health insects	cockroaches, bed bugs, wasps, ants, flies, fleas, termites
Vertebrate pests	feral cat, mink, fox, rabbit, grey squirrel, mole

The pests that you want to focus most on will be your public health insects and common rodents to stem the tide of disease and germs.

## Knowing When You Have a Problem: Prominent Signs

Pests always leave behind signs<sup>166</sup> that they have begun to infest areas of your workspace. You need to learn to instantly recognize these signs, identify your pest, and take action against them. If you fail to do this, you could get a review that reads:

“Wonderful, if you like sharing your food with ants and cockroaches.” One star

---

166 Household Pest Threats, <http://www.orkin.com/pestcontrol/the-pest-threat/>

Use this legend to identify the kind of pest that you might be dealing with:

- *Cockroaches*: They reproduce at a staggering rate, so chances are you will see baby cockroaches first wherever dark crawl spaces are and near food areas.
- *Ants*: A trail of ants will be the first sign of trouble, and this can lead an entire colony into your premises.
- *Bed bugs*: These pests are flat and can hide in crevasses in mattresses and fabrics in bedrooms. Bites, itching, and crawling are your warning signs.
- *Flies*: These pests carry more than 100 pathogens with them, and they breed in warm, moist conditions. They are most commonly found near old food.
- *Rodents*: These pests multiply fast, so infestation is likely in a short space of time. Signs are holes in the skirting boards, droppings, and sightings.
- *Fleas*: They breed like crazy, they can jump high, and you only know you have a problem when you or your employees start getting bitten.
- *Silverfish*: These pests eat paper or things with a high starch content and can be found in humid areas of your facility.

Prominent signs<sup>167</sup> for all of these pests should be the following:

1. a sighting
2. droppings
3. evidence of their presence (contaminated food)
4. physical injury
5. odd smells and sounds

---

<sup>167</sup> Identify Your Pest, <http://npic.orst.edu/pest/idpest.html>

## What to Do When You Have Pests: Checklist

When you have pests, there are a number of things that you can do to ensure that you take care of the problem immediately and with lasting impact. Run through this handy checklist of steps to take when dealing with an infestation.<sup>168</sup>

Identify your pest.	
Consider the size of your infestation, and take action.	
Lay traps or purchase self-applied pest control products.	
If this fails, call in a pest control expert or exterminator.	
Wash and sanitize all areas where pest control occurred.	
Practice pest prevention.	
Remove sources of food, water, and shelter for pests.	
Store all food in sealed containers.	
Store all garbage in sealed bins.	
Remove all clutter as it provides hiding places for pests.	
Close and seal all potential pest hiding places (cracks, pipes, holes).	
Promote cleanliness to deter pests.	
Block off entry and exit points, and check incoming deliveries.	
Create a perimeter for high risk pest areas.	
Always keep specific high impact pesticides on hand.	
Keep your pest control guy on speed dial.	
Have a no tolerance policy for pests.	
Encourage neighbors to have the same no tolerance policy.	

---

168 Integrated Pest Management Check List, <http://www.si.edu/mci/downloads/articles/pests9.pdf>

When your neighbors do not practice in hygienic surroundings, they can be an endless source of pests for your facility. It makes sense in this case to form a committee to actively prevent pests in your road or, at the very least, in your building. Otherwise you will constantly be fighting a losing battle.

Build your own checklist that includes products you have found to be effective against your most common pests. Notice when they come back and why, and actively try to prevent those same conditions from recurring.

## chapter 38

# Guaranteeing the Best Water Quality

*“Radiation doesn’t recognize borders. A meltdown in Japan or India, say, is a danger to the whole world. Wind circulates the radiation everywhere. Water quality is affected. We all eat the same fish. We use products from all over the world—if something is contaminated, it will cause harm.”*

WLADIMIR KLITSCHKO

**N**o matter what niche you are in, you can benefit from an improvement in water quality. Few companies realize what a huge impact this can have to their bottom line, so they get along with standard fixtures and tap water that is of a low quality.

This chapter is about improving your water quality for business, how to test your water standards and quality, and finally how to upgrade your facility’s water.

## Leveraging Water Quality for Business: The Argument

Water is critical to all businesses, yet it is often an overlooked health feature. The truth is that you can leverage your water quality to improve the health of your employees and customers and provide a much needed boost to many areas of your business.

Without regular access to water, there is a good chance you would have to shut down. Employees need to drink it, cook with it, clean with it, and work with it. Many industries rely on water quality to make sure that their end product<sup>169</sup> is up to standard.

- Water is a valuable business asset and needs to be treated that way. Ernst and Young<sup>170</sup> recently reported that its time for businesses to bring it back into focus.
- Treating, purifying and allowing people to enjoy fresh, clean water promotes a healthier, happier, and more productive work environment.
- Clean water ensures that it contains no harmful bacteria, lead, or poisons. Water should be treated, filtered, and purified for best results.
- When water tastes good, people drink more of it. Being properly hydrated leads to better bodily function, improved concentration and temperature control, better moods, and a greater sense of wellbeing.

---

169 Bobbi Nickerson, Benefits of Drinking Purified Water – The Healthier Option, <http://www.clearlycolorado.com/blog/benefits-of-drinking-purified-water-the-healthier-option.html>

170 Donna Vincent Roa, No Water, No Business: The Importance of Water Stewardship, <http://www.bluetechresearch.com/no-water-no-business-the-importance-of-water-stewardship/>

By focusing on water quality in your business, your food could taste better; your employees, students, and customers will be healthier; and performance across the board will improve.

## **The Five-Step Testing & Standards Method: Quality Water**

Water quality is easy to test for and does not cost a lot of money. Knowing what your employees or customers are consuming is key to orientating yourself on whether or not your business could benefit from improved water quality.

Use these five simple steps to check your own water quality.<sup>171</sup>

### ***Step 1: What are you testing for?***

Your water quality depends on the mineral composition of your water and how many compounds are present in certain concentrations. You will be testing to check for chlorine, calcium, iron, nitrates, copper, and magnesium. Depending on your levels, you will be able to see if you need to redo your plumbing, improve your water source, or get filters in.

### ***Step 2: Buy several home water quality testing kits.***

If your facility is quite large and has water from multiple sources, buy multiple test kits and set up an experiment. Pour five glasses of water, one from each source. Your test kit should change color on introduction to the different water qualities. Get the kits with multiple strips or you will only be able to test for PH levels.

### ***Step 3: Dip your strip into your test glasses.***

Perform the test by placing your strips into each glass. Submerge for five seconds, moving them back and forth one by one. Follow the directions as prescribed.

---

171 Water Testing Standards, <http://www.astm.org/Standards/water-testing-standards.html>

***Step 4: Remove and wait.***

Withdraw the stick, and shake off any water. You will instantly see the strips begin to change color according to the results.

***Step 5: Analyze the results.***

Use your color chart to interpret the results. Too much chlorine can make the water taste like chemicals. Too much iron causes a bitter taste. Nitrate overload indicates harmful poisons and toxins in the water. Copper can cause issues in the human body, and calcium, magnesium, and PH levels will impact your pipe longevity.

## **Practical Methods for Upgrading Your Facility's Water**

Some 90% of America's water supply is "safe" to drink directly from a tap.

That means it meets the quality control standards and basic microbial, chemical, and physical characteristics that make it consumable. But does this mean that it is healthy?

- Many reports suggest that pregnant women do not drink from taps in U.S. cities.
- Many more reports suggest that people with "health concerns" should not drink from taps at all.
- In other words, drinking normal, treated<sup>172</sup> water is not the best that you can do. You need to upgrade your facility's drinking water quality to get the health benefits from it. This will help establish your company as a clean, hygienic alternative to larger competitors.

---

172 Tap Water Quality and Safety, <http://www.nrdc.org/water/drinking/qtap.asp>

- Consider investing in a quality water purification system. They help eliminate contaminants that cause illness and impact the taste of your water supply.
- Water filter systems that are made for commercial use remove microbes, lead, radon, radium, nitrates, arsenic, pesticides, and disinfectant byproducts.
- Get in touch with a water purification expert, and speak to them about your needs. They will recommend a host of filtration options, ranging from tap filters, to jug solutions, to actual machines that are installed directly into your walls.
- Consider the price of your upgrade and the type of system that you are investing in. Decide where these systems would best benefit your employees.

Water filters range<sup>173</sup> from inexpensive to expensive, and sometimes they come with moving parts that you have to replace. Make sure that the system you invest in does not require replacement of filters and parts too often, or they will become costly.

---

173 Diana Rodriguez, Water Quality: Do You Need a Water Filter?, <http://www.everydayhealth.com/healthy-home/food-and-water/improve-drinking-water-at-home.aspx>



## chapter 39

# Focusing on the Finest Air Quality

*"All of us face a variety of risks to our health as we go about our day-to-day lives.... Indoor air pollution is one risk that you can do something about."*

U.S. EPA

Air quality has always been a major concern in facilities across America. It causes hidden health hazards that many business owners fail to recognize, and these must be taken into account when assessing your own levels of air quality.

In this chapter, we take a look at what people need from air quality, what the three laws of breathable air are, and the current state of workplace air quality in America.

## What Customers & Employees Look for in Air Quality

Your indoor air quality is an instrumental element in the functioning of your facility.

Defined, it describes<sup>174</sup> how inside air can affect an individual's health, comfort, and ability to work. It includes temperature, humidity and lack of ventilation, exposure to chemicals, and mold from water damage. All of these can be very harmful to indoor workers.

People need some basic things from their air quality:

- Good ventilation and fresh air from the outside that filters to the inside
- Clean smelling air that does not smell tainted with chemicals or odors
- Air that is not stagnant, humid, or stuffy or feels musty to breathe
- Air that does not smell like sweet water, dampness, or chlorine
- Air that is free of smoke and other personal irritants

Breathing is not supposed to be a luxury. Yet many facilities are placing employees and customers in environments where the air quality is tragically poor. If your facility has a problem with this, it needs to be remedied right away.

## The Three Laws of Breathable Air

There are three laws involved in maintaining a high-quality indoor environment for your employees. If you can make sure that these are covered, your air quality should be fine.

### ***Law #1: Temperature and Humidity***

To determine if air quality<sup>175</sup> in a facility is all right, you will need to test for both temperature and humidity in various

---

174 Indoor Air Quality, <https://www.osha.gov/SLTC/indoorairquality/faqs.html>

175 Indoor Air Quality and the Workplace, [http://www.cwa-union.org/pages/Indoor\\_Air\\_Quality\\_and\\_the\\_Workplace](http://www.cwa-union.org/pages/Indoor_Air_Quality_and_the_Workplace)

places. Taking these readings will give you some insight into what your employees and customers are dealing with each day.

Check on your heating and air-conditioning systems, and establish climate control in your facility for best results. These machines can often filter air, which makes it even better to breathe. Always maintain your air-conditioning and heating units to keep air quality good.

### ***Law #2: Supply of Fresh Outdoor Air***

Adequate ventilation is the most common problem for facilities that have air quality issues. Airflow is vital for sweeping away carbon dioxide and bringing in fresh oxygen for your employees to keep them feeling energized, awake, and active.

Test your airflow in various rooms, and make sure that windows are always open during the day. If this is not enough, fans and air-conditioning units will help.

### ***Law #3: Control of Air Pollutants***

Your facility management needs to control any pollutants that may impact the quality of the air. Lingering chemical smells, strong cleaning agents, paint, mold,<sup>176</sup> smoke, and other pollutants can all make for a very toxic indoor environment.

If you receive any complaints about air quality because it is making people ill (headaches, nausea, eyesight problems), then you have to take action immediately. There are air purifiers that can be bought, and you can evacuate parts of your facility that need to be maintained while harmful chemicals are in use there.

---

176 Indoor Air Quality: What Does the Law Require You to Do to Protect Workers From Mould?, <http://environmentalcomplianceinsider.com/topstories/indoor-air-quality-what-does-the-law-require-you-to-do-to-protect-workers-from-mould>

## The Current State of Air Quality in Big Business

Businesses have always run into concerns when it comes to air quality.

For one, in just the past two decades, the number of people requesting information on indoor air quality from the Environmental Protection Agency and the National Institute for Occupational Safety and Health has steadily risen.

These institutions, along with the CDC, recognize that facility managers are the people on the front lines that can most effectively deal with these concerns.

With 90% of a person's time being spent indoors and the quality of indoor air ranging from five to 100 times<sup>177</sup> more polluted than the worst outside air, the concern is real.

On average, people in America breathe about 3,400 gallons of air<sup>178</sup> each year. Air pollution is therefore a major factor impacting their health. From asthma in children to hay fever that will not go away, few people are aware that this may be caused by air quality.

In fact, *Total Health* and *Better Health Magazine*<sup>179</sup> reported that one in six people who suffer from allergies do so because of fungi and bacteria in air duct systems.

These are never cleaned, and spores get into the air, lowering the breathing quality for everyone, actively making people ill.

Needless to say, the current state of air quality in big businesses is poor. You only have to look at the poor hygiene

---

177 7 Important Indoor Air Quality Facts & Statistics, [http://www.cooltoday.com/blog/article/7\\_important\\_indoor\\_air\\_quality\\_facts\\_statistics](http://www.cooltoday.com/blog/article/7_important_indoor_air_quality_facts_statistics)

178 Air Pollution Facts, <http://www.conserve-energy-future.com/various-air-pollution-facts.php>

179 Indoor Air Quality Facts and Statistics, [http://www.sanitall.com/pdf/Indoor\\_Air\\_Quality\\_Fact\\_Sheet.pdf](http://www.sanitall.com/pdf/Indoor_Air_Quality_Fact_Sheet.pdf)

practices to see that. Many companies have done away with air-conditioning units and heaters to save money.

Fewer companies have switched to non-toxic cleaners when they clean around densely populated human areas, like offices and mall outlets. But the smell matters and taints the quality of the air. Your customers are experiencing this too, and they do not like it.



## chapter 40

# Graffiti Removal & Prevention

*“If the first broken window in a building is not repaired, the people who like breaking windows will assume that no one cares about the building and more windows will be broken. Soon the building will have no windows.”*

WILSON AND KELLING, 1982

Few things promote the “broken window theory” quite like widespread graffiti that has defaced your facility. You find it on the outside walls, in the bathrooms, and sometimes even in back rooms where people are not supposed to go.

This chapter deals with how to remove the worst and most offensive graffiti, how to stop artists in their tracks with some simple deterrents, and how to enhance safety in your facility.

## How to Remove the Worst Graffiti Ever

Whether you run a school, a zoo, or a national park, graffiti can be a constant problem.

When kids and criminal elements run amok in your facility, a few cans of spray paint and permanent markers can turn a clean area into a battle zone. Graffiti supports the “broken window theory,” which states that if one window is broken, more will soon break. It only takes slight dilapidation to invite more into your facility.

This is very true with graffiti. The longer you leave it up there, the more people will get the message that they can deface your property with no consequences. Graffiti<sup>180</sup> is a magnet for other graffiti. To remove the worst profane graffiti ever, you will need to know how:

- Identify the surface that has been defaced. Different surfaces require different cleaning methods, and doing it wrong can end in a mess or damage.
- Choose your method of removal wisely. Some cleaning products are designed for multi-purpose use, and you should keep a stock of these on the premises.
- Products like Everlast Anti-Graffiti<sup>181</sup> work on brick, mortar, cement, concrete, stone, marble, granite, and pavers. You can also use chemical removers, paint over the offense, or use pressure washing, which blasts the graffiti off the surface with water pressure. You can find Everlast Anti-Graffiti here: [e.vrl.st/NoGraffiti](http://e.vrl.st/NoGraffiti).
- All graffiti should be removed the same day it is discovered as a rule.

---

180 Graffiti Removal and Restoration, <http://www.graffitihurts.org/rapidremoval/removal.jsp>

181 How to Remove Graffiti From Porous Surfaces, <https://www.dumondchemicals.com/how-to-remove-graffiti-porous-surfaces.html>

## Stop Artists with These Simple Tips & Tricks

A big part of winning the fight against graffiti is prevention.

To stop artists with happy spray fingers, you need to keep some factors in place to discourage the defacement of your property.

- Use protective coatings on problem areas. There are two kinds: sacrificial, which comes off with the graffiti, and non-sacrificial, which is permanent. You can get these from any local hardware store, and they make removing graffiti super-fast. Learn more at [e.vrl.st/NoGraffiti](http://e.vrl.st/NoGraffiti).
- Maintain clean, tidy areas free of any graffiti or etchings. A clean surface is far more difficult to deface than one that is already littered with tags. Keep your facility hygienic and in good condition, and be proud of your building to prevent attacks.
- Invest in good lighting. Artists are less likely to deface a building that does not provide them with some cover as they perform their "artwork."
- Always utilize same-day removal. Data has<sup>182</sup> proven that graffiti with 24–48 hours removal results in a near zero rate of recurrence. There is no point doing it again if it is going to be gone before anyone has seen it there.
- Restrict access to parts of your facility that are highly visible by erecting barriers and locking doors. This keeps vandals out of hard to reach areas.
- In extreme circumstances, large wooden boards can be erected over problem areas and removed or replaced. This is only in high vandalism areas.

---

182 Prevention First, <http://www.graffitihurts.org/prevention/tipsprevention.jsp>

These tips and tricks will keep artists and vandals<sup>183</sup> from destroying your property. Be quick on the draw when removing graffiti, and people will soon get the message that it is futile.

## Promoting an Aura of Safety Around Your Facility

The best way to prevent graffiti<sup>184</sup> is not to get it in the first place, as they say. Well-maintained, neat, and clean facilities that look great are not seen as graffiti targets because they are so nicely kept.

You can see why anyone who would bother to deface a building with such a crack-team would soon find themselves caught and exposed, and their graffiti would be removed before a soul could see it.

A big motivation for vandals is that they want to claim ownership of your space. If you claim it back before their message gets out, you strip them of their power.

The best way to prevent vandals is to make it seem impossible that they will succeed on your premises. This means you need to promote an aura of safety around your facility:

- Great lighting that protects dark spots
- Security guards on watch 24/7
- Cameras and security alarms for trespassers
- Signs that warn that vandals will be prosecuted

No sign of any vandalism anywhere on your property inside or out

This prevents the broken window theory from kicking in and

---

183 Preventing Graffiti, <http://www.pps.org/reference/graffitiprevent/>

184 Rick Radin, How to Prevent Graffiti and Get Rid of It, <http://www.sfgate.com/homeandgarden/article/How-to-prevent-graffiti-and-get-rid-of-it-2623624.php>

will do more to keep your building free of graffiti than anything else. Then you may only have to deal with the occasional chancer who opportunistically tags the bathroom every now and then.

Natural deterrents like plants and landscaping also make for excellent shields. Entrances and exits should be controlled by fences, booms, and barriers to promote the idea that entrance is a privilege not a right.

If you create this kind of secure aura, then no one is going to risk tagging your facility when so many others have no protection from it whatsoever. For every vandal you deter, they go off to a large brand and deface their property.



## chapter 41

# Gas Leaks & Carbon Monoxide Alarms

*“If the owner or manager does not show an interest in preventing employee injury and illness, then the employees will probably not give it much thought either.”*

RHODE ISLAND SMALL BUSINESS RECOVERY PROGRAM

**T**wo uncommon but fundamentally serious concerns that you need to prepare for are gas leaks and carbon monoxide alarms. This will be more prevalent in some industries than others. If you have ever worked with gas before, then you know how dangerous it can be.

This chapter takes you through the final health safety concern in the Clean Method—what to do when there is a gas leak, how to install the right alarms, and how to set safety and security protocols that will keep your people safe from harm.

## Critical Signs of a Gas Leak: What to Do

Every business in America has gas lines and uses gas in one way or another.

- Gas leaks<sup>185</sup> are some of the most prominent causes of fire and death in the workplace, so it is not to be swept under the rug. Your final health check for all of your employees will be to know what to do if there is ever a gas leak.
- Gas leaks can happen with a variety of chemicals. The first signs might be odor, a rotten egg smell, hissing, or human injury.
- Gas can cause suffocation, dizziness, disorientation, narcosis, nausea, vomiting, heartbeat irregularities, chest pain, and frostbite. Long enough exposure can lead to coma or eventually death.

Here is what to do:

- Have a gas leak protocol in place for evacuation purposes.
- Install gas leak detectors in your building that will sound an alarm automatically.
- On alarm, initiate the gas leak protocol.
- Exit the building as quickly as you can, and call the gas company.
- Also call emergency services in case anyone has been injured.

If you do not want to have to rely on smell, sight, or sound, you must invest in gas leak detection alarms. They have saved many lives, and the costs are manageable.

## Installing Carbon Monoxide Alarm Systems

Carbon monoxide is an invisible death threat that can send you to the ER in moments.

---

185 The Importance of Gas Detection and the Bump Test, <http://www.safetypartnersltd.com/the-importance-of-gas-detection-and-the-bump-test/#.VMiGo2iUeSo>

Some 20,000 people a year are poisoned because carbon monoxide levels in their homes or workplaces become a threat. Carbon monoxide poisoning<sup>186</sup> happens when people inhale combustion fumes caused by a range of things.

These appliances could be space heaters, furnaces, charcoal grills, cooking ranges, water heaters, fireplaces, car and truck engines, wood burning stoves, and portable generators. Many of these are commonly found in a number of workplace facilities.

Installing a carbon monoxide alarm<sup>187</sup> system will become part of your fire safety regimen. System-connected carbon monoxide detectors can provide you and your employees with 24/7 protection, which is what you want.

Installing a simple detector can be done by your maintenance guy and only requires the detector, a pencil, a screwdriver, a wall punch, batteries, and a hammer. Choose between battery powered and AC powered plug-in detectors.

Battery powered options are great because carbon monoxide rises, so you will need to place these detectors near the ceiling for early detection and warning. Do not place these detectors near heating or cooking units; they need to be at least 15 feet away.

Depending on the size of your facility, you can also choose to have a professional company come in and install these for you. They will offer you their expertise in the field as well and may even provide you with a greater level of safety than if you did it alone.

That said, it is better to install some detectors on your own than not have any at all, especially if your premises are small and only require limited coverage.

---

186 Carbon Monoxide Poisoning, <http://www.mayoclinic.org/diseases-conditions/carbon-monoxide/basics/causes/con-20025444>

187 How to Install a Carbon Monoxide Detector, <http://www.howcast.com/videos/168933-How-to-Install-a-Carbon-Monoxide-Detector>

## Creating Protocols for Gas Safety and Security

Finally, you will need to create your own gas safety protocols for security reasons. Creating your own gas safety policy<sup>188</sup> is easy enough; you only need to sit down with your team and discuss how you will treat different gas-related situations.

Your protocol might contain a number of features and will end up being your go-to document whenever something happens with gas in your facility.

Your draft should contain the following:

- Your gas installation procedures
- Gas servicing and repair procedures
- Quality control, management review, and training
- Classification of defective installations
- Procedure when encountering a gas leak/threat
- Details of your gas company and how to contact them
- Gas as part of your fire and safety regulations policy
- A gas injury recovery plan and emergency numbers

You should get your fire marshal or someone involved in establishing your fire evacuation plan to look over your gas protocol to see if it covers everything.

As long as your employees understand exactly how to identify a gas leak, what to do in the event of one, and how they can help their fellows if anyone is injured, you are doing well.

Gas signs and warning labels should also be part of the training as staff is shown how to handle gas-based appliances.

---

188 Gas Safety, <http://www.healthyworkinglives.com/advice/workplace-hazards/gas>

# Conclusion

**Y**ou have reached the end of the Clean Method, and if you have heeded the advice in these pages and taken the necessary steps towards a cleaner, healthier facility, you have nothing holding you back now as a small, family-owned business.

Larger competitors will always be able to out-market you, but your greatest defense is to stick to the basics that they so regularly get wrong.

Hygiene and safety rate are some of the most important factors people look for in any trusted business, so this is where your opportunity lies.

*By following the Clean Method, you have discovered how to:*

**C: Clean** to get more customers through your doors and to retain them!

**L: Leverage** your safety and hygiene equipment for maximum cleanliness!

**E: Ensure** that your building safety and hygiene codes protect your people!

**A: Advance** your employee safety and hygiene for happier, more productive workers!

**N: NB** that the all-important areas of hygiene and safety have been considered!

This means that you have exploited a method of rapidly gaining repeat customers that love your facility, and when they create reviews for you online, they will share your excellent practices far and wide. You no longer have to fear phones, but encouraging them will progressively get you more and more business.

When you keep a clean facility that is in the best interests of your employees and customers, they become your army of marketers who will help you build your business over time. Maintain your high standards, and watch as your business grows!

Let's hope your customers never stop sharing.

Stay happy with the Clean Method!

*David Linton*

# References

## Chapter 1

Watson, Suzanna, *Cleaning 4 Profit*, <http://www.cleaning-4-profit.com/2010/11/20/powerful-quotes-to-live-by/>

*Ten Ways To Get More Customers Through Your Door*, <http://www.marketingdonut.co.uk/marketing/marketing-strategy/promotion-strategy/ten-ways-to-get-more-customers-through-your-door>

*Keep It Clean*, [http://www2.qsrmagazine.com/articles/what\\_matters\\_most/140/keepitclean-1.phtml](http://www2.qsrmagazine.com/articles/what_matters_most/140/keepitclean-1.phtml)

Yoo, Seung, Ah, *Customer Perceptions Of Restaurant Cleanliness: A Cross Cultural Study*, [http://scholar.lib.vt.edu/theses/available/etd-07232012-152526/unrestricted/Yoo\\_SA\\_T\\_2012.pdf](http://scholar.lib.vt.edu/theses/available/etd-07232012-152526/unrestricted/Yoo_SA_T_2012.pdf)

Van Rheede, Arjan, *Perceived Cleanliness: How Do Hotel Guests Perceive Cleanliness In A Hotel*, <https://prezi.com/kqzom8zfuhy/perceived-cleanliness-how-do-hotel-guests-perceive-cleanliness-in-a-hotel/>

## Chapter 2

*Cleaning 4 Profit*, <http://www.cleaning-4-profit.com/2010/11/20/powerful-quotes-to-live-by/>

Laird, Mealiea, Baltazar, Ramon, *A Strategic Guide For Building Effective Teams*, [http://psykol.org/nos/images/0/0c/Building\\_effective\\_teams.pdf](http://psykol.org/nos/images/0/0c/Building_effective_teams.pdf)

*Facilities Maintenance And Management – Schedule 03FAC*, <http://www.gsa.gov/portal/category/21731>

Sapp, Don, *Facilities Operations & Maintenance*, <http://www.wbdg.org/om/om.php>

### **Chapter 3**

*Cleaning 4 Profit*, <http://www.cleaning-4-profit.com/2010/11/20/powerful-quotes-to-live-by/>

*Facility Management In The New Millenium*, <https://www.cashnet.org/resource-center/resourcefiles/562.pdf>

*Importance Of Facility Maintenance*, <http://www.icmech.com/post/51502280b7a3b37fef000148/Importance-of-Facility-Maintenance->

*The Importance Of Proper Building Maintenance*, <http://afsflorida.com/blog/2012/12/the-importance-of-proper-building-maintenance/>

*The Importance Of A Facility Maintenance Plan*, <http://www.cmgserviceinc.com/news-articles/the-importance-of-a-facilities-maintenance-plan/>

Kirvan, Paul, *Facilities Management Guidelines For Business Continuity Professionals*, <http://searchdisasterrecovery.techtarget.com/tip/Facilities-management-guidelines-for-business-continuity-professionals>

### **Chapter 4**

*Cleaning 4 Profit*, <http://www.cleaning-4-profit.com/2010/11/20/powerful-quotes-to-live-by/>

Roper, Kathy, O, Payant, Richard, P, *The Facility Management Handbook*, [http://www.caluniv.ac.in/free\\_book/BUSINESS/The\\_Management.pdf](http://www.caluniv.ac.in/free_book/BUSINESS/The_Management.pdf)

Zimmerman, Greg, *Measure, Improve, Repeat*, <http://www.facilitiesnet.com/energyefficiency/article/Measure-Improve-Repeat--8799>

*Strategies For Facilities Management*, <http://www.facilities.ac.uk/j/free-cpd/154-strategies-for-facilities-management>

*The Benefits Of A CMMS In Facility Management*, <http://www.mainboss.com/english/resources/benefits/facilitybenefits.shtml>

## Chapter 5

*Cleaning 4 Profit*, <http://www.cleaning-4-profit.com/2010/11/20/powerful-quotes-to-live-by/>

Smith, Stuart, *You Can Fix Stupid Maintenance*, <http://www.mintek.com/blog/eam-cmms/fix-stupid-maintenance/>

Gonsoulin, Taylor, Worthan, Tony, *The Consequences Of Bad IAQ*, <http://www.facilitiesnet.com/iaq/article/The-Consequences-Of-Bad-IAQ--10618>

*Improving Maintenance A Guide To Reducing Human Error*, [http://www.hseni.gov.uk/improving\\_maintenance\\_-\\_a\\_guide\\_to\\_reducing\\_human\\_error.pdf](http://www.hseni.gov.uk/improving_maintenance_-_a_guide_to_reducing_human_error.pdf)

*Condition-Monitoring: 10 Common Management Mistakes*, <http://www.maintenancetechnology.com/2013/11/condition-monitoring-10-common-management-mistakes/>

## Chapter 6

*Quotes About Cleaning*, <http://www.goodreads.com/quotes/tag/cleaning>

Klein, Sarah, *Does Grilling Cause Cancer? How To Make Grilling Healthier And Safer*, [http://www.huffingtonpost.com/2013/05/24/does-grilling-cause-cance\\_n\\_3326194.html](http://www.huffingtonpost.com/2013/05/24/does-grilling-cause-cance_n_3326194.html)

*Oven Cleaning Tips: How To Clean An Oven*, <http://www.cleanipedia.me/en/bathroom-kitchen/oven-cleaning-tips-how-to-clean-an-oven>

*Why Is Cleaning Your Oven Important?* <http://www.cookersolutions.com/news/general/why-cleaning-oven-important.php>

Wyatt, Allen, *Free Cleaning Tips*, [http://cleaning.tips.net/C0400\\_Stove\\_and\\_Oven.html](http://cleaning.tips.net/C0400_Stove_and_Oven.html)

*How Should I Clean My Refrigerator?* <http://www.cleanipedia.me/en/bathroom-kitchen/how-should-i-clean-my-refrigerator>

Aguirre, Sarah, *Clean A Refrigerator*, <http://housekeeping.about.com/od/kitchen/ht/refrigerator.htm>

*How To Clean The Refrigerator*. <http://www.thekitchn.com/how-to-clean-the-refrigerator-cleaning-lessons-from-the-kitchn-203976>

## **Chapter 7**

*Cleaning 4 Profit*, <http://www.cleaning-4-profit.com/2010/11/20/powerful-quotes-to-live-by/>

*Dining Room Décor And Atmosphere In Your Restaurant*, <http://www.foodservicewarehouse.com/education/how-to-start-a-restaurant/dining-room-decor-and-atmosphere-in-your-restaurant/c28313.aspx>

*Tips On Updating Your Restaurant Décor*, <https://fb101.com/2014/10/tips-on-updating-your-restaurant-decor/>

Schlecht, Chelsea, *Things You're Not Cleaning (But Should Be)*, <http://www.goodhousekeeping.com/home/cleaning-organizing/germiest-places-you-forget>

Butler, David, *The 21 Germiest Places You're Not Cleaning*, <http://greatist.com/health/21-germiest-places-youre-not-cleaning>

*Personal Hygiene House Rules*, <https://www.food.gov.uk/sites/default/files/multimedia/pdfs/cshrpershyg.pdf>

*Hygiene Rules In The Catering Sector*, [http://www.aid.de/downloads/Merkblatt\\_Hygieneregeln\\_englisch.pdf](http://www.aid.de/downloads/Merkblatt_Hygieneregeln_englisch.pdf)

## **Chapter 8**

*Cleanliness Quotes*, <http://www.brainyquote.com/quotes/keywords/cleanliness.html>

*A Nightmare In Bathrooms At Fast Food Restaurants*, <http://www.godlikeproductions.com/forum1/message1126645/pg1>

*The Importance Of Properly Maintaining Public Restrooms*, <http://www.commercialofficecleaning.com/maintaining-public-restrooms.html>

Erpenbach, Mary, *Your Biggest Headache: Keeping Restrooms Clean*, <http://www.cleanlink.com/hs/article/Your-Biggest-Headache-Keeping-Restrooms-Clean--3963>

Mesko, Dave, *Keep Your Customers' Online Reputations Clean*, <http://>

[www.issa.com/articles/article-details/all/keep-your-customers-online-reputations-clean#.VMDWHkeUeSo](http://www.issa.com/articles/article-details/all/keep-your-customers-online-reputations-clean#.VMDWHkeUeSo)

*Rest Room Cleaning*, <https://www.parish-supply.com/pdf/Restroom-Cleaning-Procedures.pdf>

*Commercial Cleaning Tips – How Often Should Restrooms Be Cleaned?*  
<http://cleaningcommercialjanitorial.com/commercial-cleaning-tips-how-often-should-restrooms-be-cleaned/>

Kania, Cassandra, *Proper Disinfection In The Restroom*, <http://www.cleanlink.com/sm/article/Proper-Disinfection-in-the-Restroom--15263>

*How To Clean A Public Restroom*, <http://grime-scrubbers.com/how-to-clean-a-public-restroom/>

*Best Products For Disinfecting Public Restrooms*, <http://blog.facilitysolutionsdepot.com/best-products-for-disinfecting-public-restrooms/>

## **Chapter 9**

*Cleanliness Quotes*, <http://www.brainyquote.com/quotes/keywords/cleanliness.html>

Lutz, Ashley, *McDonald's Employees Share Their Worst Horror Stories*, <http://www.businessinsider.com/mcdonalds-employee-horror-stories-2012-9?op=1>

*Studies On Restaurant Food Handling And Food Safety Practices*, [http://www.cdc.gov/nceh/ehs/ehsnet/Restaurant\\_Policies\\_Practices.htm](http://www.cdc.gov/nceh/ehs/ehsnet/Restaurant_Policies_Practices.htm)

*Key Recommendations For Hygiene And Infection Control In Veterinary Practice*, <http://www.fecava.org/sites/default/files/files/FECAVA%20Key%20recommmodation%20for%20Hygiene%20and%20Infection%20Control.pdf>

*Healthy Pets, Healthy People: How To Avoid The Diseases That Pets Can Spread To People*, [http://www.caringforkids.cps.ca/handouts/healthy\\_pets\\_healthy\\_people](http://www.caringforkids.cps.ca/handouts/healthy_pets_healthy_people)

*How Dirty Is The Money We Handle Every Day? Hygiene And Infection*

*Control*, <http://outfoxprevention1.hubpages.com/hub/Dirty-Money-2>

*Wash Your Hands*, <http://www.cdc.gov/features/handwashing/>

## **Chapter 10**

*Famous Safety Quotes*, <http://www.safetyrisk.net/safety-slogans/famous-safety-quotes/>

*A Brief Guide To Mold, Moisture, And Your Home*, <http://www.epa.gov/mold/whattowear.html>

*Personal Protective Equipment (PPE) – Cleaning, Maintenance And Replacement*, <https://www.osha.gov/SLTC/etools/shipyard/standard/ppe/maintenance.html>

Winerman, Lea, *1 In 6 Americans Gets Food Poisoning Every Year, CDC Finds*, <http://www.pbs.org/newshour/rundown/one-in-six-americans-gets-food-poisoning-every-year-cdc-finds/>

*Infection Control*, [http://www.cdc.gov/oralhealth/infectioncontrol/faq/sterilization\\_cleaning.htm](http://www.cdc.gov/oralhealth/infectioncontrol/faq/sterilization_cleaning.htm)

*Cleaning Your Elastomeric Respirator*, <https://www2.worksafebc.com/i/PPE/PDFs/InfoSheets/PPE09-011.pdf>

*Personal Protective Equipment (PPE): Its Maintenance, Storage & Use*, <http://ehs.missouri.edu/about/pdf/spring11.pdf>

## **Chapter 11**

*Famous Safety Quotes*, <http://www.safetyrisk.net/safety-slogans/famous-safety-quotes/>

*6 Reasons Why You Should Introduce Uniforms In Your Company*, <http://inforumnetwork.com/6-reasons-why-you-should-introduce-uniforms-in-your-company/>

Vulcan, Nicole, *The Advantages Of Uniforms In The Workplace*, <http://everydaylife.globalpost.com/advantages-uniforms-workplace-2581.html>

Cederberg, Jenna, *OSHA Fines Janitorial Company For Risks To Workers At Missoula Nursing Home*, <http://missoulian.com/news/state-and->

regional/osha-fines-janitorial-company-for-risks-to-workers-at-missoula/article\_4b5376c4-e73d-11e1-9087-0019bb2963f4.html

*Janitorial Safety Training Guide*, <http://www.lohp.org/docs/pubs/smbiz/guide.pdf>

*Your Janitorial Closets In Compliance With OSHA?* [http://www.speakmancompany.com/files/pdfs\\_marketing/105208JanitorialClosetsOSHA.pdf](http://www.speakmancompany.com/files/pdfs_marketing/105208JanitorialClosetsOSHA.pdf)

Department of Industrial Relations, *Working Safer and Easier*, [http://www.dir.ca.gov/dosh/dosh\\_publications/janitors.pdf](http://www.dir.ca.gov/dosh/dosh_publications/janitors.pdf)

## **Chapter 12**

*My Favorite Quotes About Laundry*, <http://www.household-management-101.com/quotes-about-laundry.html>

The Infection Risks Associated With Clothing And Household Linens In Home And Everyday Life Settings, And The Role Of Laundry, <http://www.europeantissue.com/wp-content/uploads/The-infection-risks-associated-with-clothing-and-household-linens.pdf>

Tips For Microbiologically Clean Hospital Linen, <http://www.centexbel.be/washing-processes>

Patel, Milin, *What Is Real Choice For Healthy And Hygiene Textiles? – Reusables Or Disposables*, [http://www.academia.edu/680428/What\\_is\\_real\\_choice\\_for\\_HEALTH\\_AND\\_HYGIENE\\_TEXTILES\\_-\\_REUSABLES\\_or\\_DISPOSABLES](http://www.academia.edu/680428/What_is_real_choice_for_HEALTH_AND_HYGIENE_TEXTILES_-_REUSABLES_or_DISPOSABLES)

*How Often To Wash Your Sheets, Towels, And Clothes, If Your Clothing Doesn't Pass The Smell Test, Laundry Day Is Overdue*, <http://www.consumerreports.org/cro/news/2014/09/how-often-to-wash-your-sheets-towels-and-clothes/index.htm>

*Laundry Essentials, The First Step Is Sorting It Out*, <http://www.textileaffairs.com/docs/caretalk-020105.pdf>

## **Chapter 13**

*Hygiene Quotes*, <http://www.quoteland.com/topic/Hygiene-Quotes/727/>

Walsh, Bryan, *Happy Clean Your Hands Day*, <http://healthland.time.com/2011/05/05/happy-clean-your-hands-day/>

*Hand Hygiene In Health Care Settings*, <http://www.cdc.gov/handhygiene/>

McGuckin, Maryanne, ScEd, MT (ASCP), *Hand Hygiene Compliance In The United States – A One-Year Multicenter Collaboration Using Product/Volume Usage Measurement And Feedback*, <http://ajm.sagepub.com/content/24/3/205.abstract>

*Occupational Safety & Health Administration*, <https://www.osha.gov/SLTC/etools/hospital/>

*Worker Safety In Hospitals, Caring For Our Caregivers*, <https://www.osha.gov/dsg/hospitals/>

Frank, James, S, Schlanger, Serra, J, *Hospitals' Heavy Lifting: Understanding OSHA'S New Hospital Worker And Patient Safety Guidance*, <http://www.oshalawupdate.com/2014/06/10/osha-hospital-worker-and-patient-safety-guidance/>

*How Safe Is Your Hospital For Workers?* [https://www.osha.gov/dsg/hospitals/documents/4.1\\_Overview\\_508.pdf](https://www.osha.gov/dsg/hospitals/documents/4.1_Overview_508.pdf)

## **Chapter 14**

*Sanitation Quotes*, <http://www.brainyquote.com/quotes/keywords/sanitation.html>

*General Sanitation Guides, Cleaning And Sanitizing*, <http://www.marylandpublicschools.org/nr/ronlyres/5fcfa874-2853-4247-acc4-f11196c07f93/10596/generalsanitationguidelines.pdf>

*Quality Sanitation Equipment*, <http://www.sanitationtools.com/>

*Salt Lake City School District, Classroom Sanitation*, [http://www.slcschools.org/departments/facility-services/documents/PestPress\\_ClassroomSanitation.pdf](http://www.slcschools.org/departments/facility-services/documents/PestPress_ClassroomSanitation.pdf)

*Making The Grade, An Analysis Of Food Safety In School Cafeterias*, <http://www.cspinet.org/new/pdf/makingthegrade.pdf>

*Cleaning, Sanitizing, And Disinfecting Frequency Table*, [http://www.naeyc.org/files/academy/file/Cleaning\\_and\\_Sanitation\\_Chart.pdf](http://www.naeyc.org/files/academy/file/Cleaning_and_Sanitation_Chart.pdf)

*Regulations For Food Cafeteria Meals*, [http://www.comune.pordenone.it/it/comune/atti/le-carte-dei-servizi/index\\_html/regulations-for-school-cafeteria-meals](http://www.comune.pordenone.it/it/comune/atti/le-carte-dei-servizi/index_html/regulations-for-school-cafeteria-meals)

## **Chapter 15**

*Food Safety Sanitation Quotes*, [http://www.searchquotes.com/search/Food\\_Safety\\_Sanitation/](http://www.searchquotes.com/search/Food_Safety_Sanitation/)

<http://abcnews.go.com/Health/10-germiest-places-restaurant-hint-bathroom/story?id=17728078>

<http://possector.com/en/blog/personal-hygiene-in-restaurants>

<http://www.forbes.com/sites/forbesleadershipforum/2013/06/05/fast-food-chains-had-better-move-past-value-meals-and-embrace-health/>

*Regulations, Directives & Notices*, <http://www.fsis.usda.gov/wps/portal/fsis/topics/regulations>

*FDA Food Safety Modernization Act (FSMA)*, <http://www.fda.gov/Food/GuidanceRegulation/FSMA/>

*Bacteria And Viruses*, <http://www.foodsafety.gov/poisoning/causes/bacteriaviruses/>

## **Chapter 16**

*Eight Tips For Keeping Facilities Clean*, <http://www.cleanlink.com/news/article/Eight-Tips-For-Keeping-Facilities-Clean--15986>

*"Ask The Expert"*, <http://facilitymanagement.com/articles/ask-expert-2012-04.html>

*How To Vacuum Carpets*, <http://www.cleanfreak.com/how-to/vacuuming-carpets.html>

Chilton, Gill, *How To Choose The Right Detergents To Clean Clothes*, <http://www.dummies.com/how-to/content/how-to-choose-the-right-detergents-to-clean-clothe.html>

*Soaps & Detergents: Products & Ingredients*, [http://www.cleaninginstitute.org/clean\\_living/soaps\\_\\_detergents\\_products\\_\\_](http://www.cleaninginstitute.org/clean_living/soaps__detergents_products__)

ingredients.aspx

*Detergent Cleaners*, <http://www.doityourself.com/stry/detergents>

*Solvent Cleaners*, <http://www.doityourself.com/stry/solvents>

*Types Of Cleaning Cloths*, <http://www.homeinstitute.com/types-of-cleaning-cloths.htm>

Keenan, Susan, M, *How To Select The Right Sponge For The Job*, <http://www.doityourself.com/stry/selectsponge#b>

Day, Julie, *How To Choose A Respirator Or Dust Mask*, <http://www.todayshomeowner.com/how-to-choose-a-respirator-or-dust-mask/>

## **Chapter 17**

Munro, Dan, *Top Ten Healthcare Quotes For 2013*, <http://www.forbes.com/sites/danmunro/2013/12/22/top-ten-healthcare-quotes-for-2013/>

Meister, Jeanne, *Job Hopping Is The "New Normal" For Millennials: Three Ways To Prevent A Human Resource Nightmare*, <http://www.forbes.com/sites/jeannemeister/2012/08/14/job-hopping-is-the-new-normal-for-millennials-three-ways-to-prevent-a-human-resource-nightmare/>

*Benefits Of Occupational Health*, <http://www.medacs.com/benefits-of-occupational-health>

*Fast Food Is A Major Public Health Hazard*, [https://www.organicconsumers.org/old\\_articles/foodsafety/fastfood032103.php](https://www.organicconsumers.org/old_articles/foodsafety/fastfood032103.php)

*Small Business Means Happy Business*, <http://www.inc.com/maeghan-ouimet/small-business-means-happy-business.html>

*Workplace Health Promotion*, <http://www.cdc.gov/workplacehealthpromotion/>

*Workplace Health Model*, <http://www.cdc.gov/workplacehealthpromotion/model/index.html>

*Developing An Occupational Health And Safety Plan For Small Businesses And Organizations*, [http://www.omega-graz.at/publikationen/OHS\\_english.pdf](http://www.omega-graz.at/publikationen/OHS_english.pdf)

## Chapter 18

*Quote Garden*, <http://www.quote garden.com/fire.html>

Crowley, Michael, A, *Meeting Health Care Fire/Life Safety Regulations Requires Regular Checkups*, <http://www.facilitiesnet.com/firesafety/article/Meeting-Health-Care-FireLife-Safety-Regulations-Requires-Regular-Checkups--12783>

*Fire Safety*, <http://www.bc.edu/offices/facilities/ehs/firesafety.html>

*U.S. Fire Statistics*, <http://www.usfa.fema.gov/data/statistics/>

*Smoke Alarm Safety Checklist*, <http://www.nfpa.org/~media/Files/Safety%20information/Public%20educators/Community%20tool%20kits/smoke%20alarm%20kit/checklist.pdf>

Ray, Lanny, *Fire Alarm And Detection Systems: Common Maintenance Activities*, <http://www.facilitiesnet.com/firesafety/article/FireAlarm-and-Detection-Systems-Common-Maintenance-Activities--11441#>

*Type Of Smoke Alarms And Detectors*, <http://www.grainger.com/content/qt-types-smoke-alarms-detectors-366>

## Chapter 19

*Hazards Quotes*, <http://www.brainyquote.com/quotes/keywords/hazards.html>

*Hazard Prevention And Control*, <https://www.osha.gov/SLTC/etools/safetyhealth/comp3.html>

Camplin, Jeffrey, C, *Hazardous Materials: Minimizing Risk, Maximizing Safety*, <http://www.facilitiesnet.com/green/article/Minimizing-Risk-Maximizing-Safety--7054>

*Workplace Hazards*, <http://www.takeonestep.org/Pages/yoursafety/safenotsorry/workplacehazards.aspx>

*Small Business Handbook*, <https://www.osha.gov/Publications/smallbusiness/small-business.html#hazcon>

*Guide To Developing Your Workplace Injury And Illness Prevention Program With Checklists For Self-Inspection*, [http://www.dir.ca.gov/dosh/dosh\\_publications/iipp.html](http://www.dir.ca.gov/dosh/dosh_publications/iipp.html)

## **Chapter 20**

*Noise Quotes*, <http://www.brainyquote.com/quotes/keywords/noise.html> *Recognizing Workplace Hazards*, <http://www.health.state.mn.us/divs/hpcd/cdee/occhealth/documents/lesson2.pdf>

*Noise And Hearing Loss Prevention*, <http://www.cdc.gov/niosh/topics/noise/>

*Occupational Heat Exposure*, [https://www.osha.gov/SLTC/heatstress/Physical Hazards](https://www.osha.gov/SLTC/heatstress/Physical%20Hazards), [http://www.ttk.fi/files/1875/hazard\\_descriptions.pdf](http://www.ttk.fi/files/1875/hazard_descriptions.pdf)

*Everyday Ergonomics*, <http://www.takeonestep.org/Pages/yoursafety/everydayergonomics/index.aspx>

*Ergonomics: The Study Of Work*, <https://www.osha.gov/Publications/OSHA-3125.pdf>

*Controlling Electrical Hazards*, <https://www.osha.gov/Publications/3075.html>

*Biological Hazards*, <http://www.takeonestep.org/Pages/yoursafety/safenotsorry/biologicalhazards.aspx>

*Ionizing Radiation, Health Effects And Protective Measures*, <http://www.who.int/mediacentre/factsheets/fs371/en/>

## **Chapter 21**

*Quotable Quotes On Food Safety*, <http://www.marlerblog.com/legal-cases/quotable-quotes-on-food-safety/#.VMTcx7LdcQ>

*Separate: Don't Cross-Contaminate*, <http://www.fightbac.org/safe-food-handling/separate>

Kendall, P, Dimond, N, *Food Storage For Safety And Quality*, <http://www.ext.colostate.edu/pubs/foodnut/09310.html>

*Cause And Prevention Of Foodborne Illness*, <http://web.uri.edu/foodsafety/cause-and-prevention-of-foodborne-illness/>

Powitz, Robert, W, Ph.D., MPH, *7 Simple Rules For Effective And Hygienic Dry Goods Storage*, <http://www.foodsafetymagazine.com/>

magazine-archive1/junejuly-2005/7-simple-rules-for-effective-and-hygienic-dry-goods-storage/

*8 Tips For Safe Storage In Your Restaurant*, <http://www.foodservicewarehouse.com/education/product-safety-public-health/8-tips-for-safe-food-storage-in-your-restaurant-/c28162.aspx>

*Dare, Don, Cool Food, Storage Mistakes Lower West Knox Restaurant's Grade*, <https://wate.membercenter.worldnow.com/Global/story.asp?S=19120516&clienttype=printable>

*6 Food Quality Control Tips For Restaurants*, <http://www.foodservicewarehouse.com/education/product-safety-public-health/6-food-quality-control-tips-for-restaurants/c28155.aspx>

## **Chapter 22**

*Quotations About Food*, <http://www.quotegarden.com/food.html>

*Food Storage And Shelf Life Guidelines*, [http://site.foodshare.org/site/DocServer/Food\\_Storage\\_and\\_Shelf\\_Life\\_Guidelines.pdf?docID=5822](http://site.foodshare.org/site/DocServer/Food_Storage_and_Shelf_Life_Guidelines.pdf?docID=5822)

*Foodborne Illness, Foodborne Disease, (Sometimes Called "Food Poisoning")* <http://www.cdc.gov/foodsafety/facts.html>

Rahm, Jason, *The Importance Of Food Safety Training For Restaurant Employees*, <http://www.foodservicewarehouse.com/education/product-safety-public-health/the-importance-of-food-safety-training-for-restaurant-employees/c28191.aspx>

*Are You Storing Food Safely?* <http://www.fda.gov/ForConsumers/ConsumerUpdates/ucm093704.htm>

Albrecht, Julie, *A Safe Food Storage*, <http://food.unl.edu/safety/storage>

## **Chapter 23**

*Packaging Quotes*, <http://www.brainyquote.com/quotes/keywords/packaging.html>

*Storage Times For The Refrigerator And Freezer*, <http://www.foodsafety.gov/keep/charts/storagetimes.html>

Ringer, Kay, T, *Food Packaging And Container Needs For Food Delivery Businesses*, <http://blog.genpak.com/2012/08/20/food-delivery-packaging/>

*Estimates Of Foodborne Illness In The United States*, <http://www.cdc.gov/foodborneburden/>

*Preventing Foodborne Illness With Temperature Control*, <http://www.adph.org/foodsafety/assets/FLP176temperature.pdf>

*Food Safety Fact Sheet*, [http://www.idph.state.il.us/about/fdd/fdd\\_fs\\_foodservice.htm](http://www.idph.state.il.us/about/fdd/fdd_fs_foodservice.htm)

*Cooling And Reheating Of Potentially Hazardous Food*, [https://www.health.ny.gov/environmental/indoors/food\\_safety/coolheat.htm](https://www.health.ny.gov/environmental/indoors/food_safety/coolheat.htm)

*How Do Restaurants Respond To A Customer Report Of Food Poisoning?* [http://www.slate.com/blogs/quora/2013/01/16/how\\_do\\_restaurants\\_respond\\_to\\_a\\_customer\\_report\\_of\\_food\\_poisoning.html](http://www.slate.com/blogs/quora/2013/01/16/how_do_restaurants_respond_to_a_customer_report_of_food_poisoning.html)

Goguen, David, *Should You Bother Suing A Restaurant For Food Poisoning?* <http://www.alllaw.com/articles/nolo/personal-injury/sue-restaurant-food-poisoning.html>

## **Chapter 24**

*Molds On Food: Are they Dangerous?* <http://www.foodreference.com/html/mold-on-food.html>

*Indoor Environmental Quality, Dampness And Mold In Buildings*, <http://www.cdc.gov/niosh/topics/indoorenv/mold.html>

*Toxic Black Mold (stachybotrys)*, <http://blackmold.awardspace.com/where-mold-grow.html>

*How To Remove Mould And Mildew From Walls*, <http://www.cleanipedia.co.uk/en/house-exterior2/how-to-remove-mould-and-mildew-from-walls>

Sostarich, Christine, *How To Get Rid Of Mold On A Ceiling*, [http://www.ehow.com/how\\_2290052\\_get-rid-mold-ceiling.html](http://www.ehow.com/how_2290052_get-rid-mold-ceiling.html)

*Hidden Mold Contamination*, [http://inspectapedia.com/mold/Hidden\\_Mold\\_Ceiling\\_Wall.htm](http://inspectapedia.com/mold/Hidden_Mold_Ceiling_Wall.htm)

## Chapter 25

*Famous Safety Quotes*, <http://www.safetyrisk.net/safety-slogans/famous-safety-quotes/>

*Means Of Egress*, [http://www2.iccsafe.org/states/oregon/07\\_structural/07\\_PDFs/Chapter%2010\\_Means%20of%20Egress.pdf](http://www2.iccsafe.org/states/oregon/07_structural/07_PDFs/Chapter%2010_Means%20of%20Egress.pdf)

Maurer, Roy, *OSHA Serious About Blocked Exit Routes*, <http://www.shrm.org/hrdisciplines/safetysecurity/articles/pages/osha-violations-blocked-exit-routes.aspx>

*Fire Prevention Program, Corridors, Egress Routes, Exit Doors*, <http://www.ehs.uci.edu/programs/fire/fireprog.html#610>

*Corridor Use Guidelines*, <https://www.safety.rochester.edu/fire/CorridorUseGuidelines.html>

*Corridor Safety Requirements, Equipment And Materials That May Be Authorized And Permitted*, <http://blink.ucsd.edu/safety/fire/requirements/corridor.html#Equipment-and-materials-that-ma>

## Chapter 26

*Quotations About Safety*, <http://www.quotegarden.com/safety.html>

*Study Finds A Dirty Store Send Shoppers Out The Front Door*, [http://www.cintas.com/company/news\\_media/press\\_releases/Study-Finds-a-Dirty-Store-Sends-Shoppers-out-the-Front-Door.aspx](http://www.cintas.com/company/news_media/press_releases/Study-Finds-a-Dirty-Store-Sends-Shoppers-out-the-Front-Door.aspx)

Ridgely, Lisa, *Urine Odors, Dirty Floors: Handling Restroom Complaints*, <http://www.cleanlink.com/cp/article/Urine-Odors-Dirty-Floors-Handling-Restroom-Complaints--14446>

*Everlast Epoxy Floor Benefits*, <http://www.everlastepoxy.com/benefits.html>

*Chemical Resistant Epoxy Flooring*, [http://www.everlastepoxy.com/chemical\\_resistant\\_flooring.html](http://www.everlastepoxy.com/chemical_resistant_flooring.html)

*4 Steps To Insect Prevention*, [http://www.everlastepoxy.com/insect\\_resistant\\_flooring.html](http://www.everlastepoxy.com/insect_resistant_flooring.html)

## Chapter 27

*Famous Safety Quotes*, <http://www.safetyrisk.net/safety-slogans/>

famous-safety-quotes/

*Paint And Your Health*, <http://www.ehso.com/ehshome/epoxypaint.htm>

*Epoxy Quartz Flooring Versus Everlast Floor*, <http://www.everlastepoxy.com/compare.html>

*Rubber Flooring VS Everlast Epoxy Flooring*, [http://www.everlastepoxy.com/rubber\\_flooring.html](http://www.everlastepoxy.com/rubber_flooring.html)

*Cementitious Urethane Flooring Versus Everlast Floor*, <http://www.everlastepoxy.com/cementitious-urethane-versus-everlast-epoxy-flooring.html>

*Silicone-Epoxy Hybrid Flooring Versus Everlast Floor*, <http://www.everlastepoxy.com/silicone-epoxy-versus-everlast-epoxy-flooring.html>

*Tile Flooring*, [http://www.everlastepoxy.com/tile\\_floor\\_versus\\_everlast\\_epoxy\\_flooring.html](http://www.everlastepoxy.com/tile_floor_versus_everlast_epoxy_flooring.html)

*MMA Flooring Versus Everlast Floor*, <http://www.everlastepoxy.com/mma-versus-everlast-epoxy-flooring.html>

## **Chapter 28**

*Safety Quotes*, <http://www.famousquotes123.com/safety-quotes.html>

*How To Clean A Shower And Soap Scum*, <http://www.cleanipedia.me/en/bathroom-http://www.goodhousekeeping.com/home/cleaning-organizing/clean-dirty-showekitchen/how-to-clean-a-shower-and-remove-soap-scum1>

Gerba, Charles, PhD, *Fit-Flops In A Public Shower – Helpful Of All Hype?* <http://bottomlinehealth.com/flip-flops-in-a-public-shower-helpful-or-all-hype/>

*Fact Sheet: Drinking Water In Schools*, [http://www.nrdc.org/greensquad/library/water\\_drink.asp](http://www.nrdc.org/greensquad/library/water_drink.asp)

*6 Tips When Using A Drinking Water Fountain*, <http://www.doityourself.com/stry/6-tips-when-using-a-drinking-water-fountain#b>

Woolhether, Linda, *What Kind Germs Are Found On A Public Drinking Fountain*, [http://www.ehow.com/list\\_7328273\\_kind-found-public-drinking-fountain\\_.html](http://www.ehow.com/list_7328273_kind-found-public-drinking-fountain_.html)

Della-Mattia, Elaine, *Water From Fountains Safe To Drink - Study*, <http://www.saultstar.com/2012/10/10/water-from-fountains-safe-to-drink--study>

## **Chapter 29**

*Clean Quotes*, <http://thinkexist.com/quotes/with/keyword/clean/>

*Desk & Table Cleaning Kit*, [http://www.ungerglobal.com/usa/media/wysiwyg/pdf/16025\\_Desk\\_Cleaning\\_Kit\\_SELLSHEET\\_NO.pdf](http://www.ungerglobal.com/usa/media/wysiwyg/pdf/16025_Desk_Cleaning_Kit_SELLSHEET_NO.pdf)

Stewart, Martha, *Furniture Care 101*, <http://www.marthastewart.com/269391/furniture-care-101>

*How Tos And Expert Advice*, <http://www.diynetwork.com>

*Polishing Wood Furniture*, <http://www.diynetwork.com/decorating/polishing-wood-furniture/index.html>

*Tips For Cleaning And Sanitizing Food Surfaces*, <http://restaurantcentral.ca/cleaningandsanitizingfoodsurfaces.aspx>

*Manage My Restaurant, 3 Tips To Ensure Clean And Sanitary Food-Contact Surfaces*, <http://www.restaurant.org/Manage-My-Restaurant/Food-Nutrition/Food-Safety/3-tips-to-ensure-clean-food-contact-surfaces>

*How To Clean Marble Countertops & Bathroom Vanities Without Scratching And Dulling*, [http://household-tips.thefuntimesguide.com/2009/03/clean\\_marble\\_countertop.php](http://household-tips.thefuntimesguide.com/2009/03/clean_marble_countertop.php)

*Tricks To The Cleanest Countertops Ever*, <http://www.bhg.com/homekeeping/house-cleaning/tips/how-to-clean-countertops/#page=1>

## **Chapter 30**

*Sanitary Quotes*, <http://www.brainyquote.com/quotes/keywords/sanitary.html>

*The Importance Of Steam Cleaning Furniture*, <http://www.iicrc.org/the-importance-steam-cleaning-furniture-a-37.html>

*Using Furniture Cleaners: 4 Essential Tips On How To Clean The Sofa And Chairs*, <http://www.cleanipedia.co.uk/en/furniture-upholstery/using-furniture-cleaners-how-to-clean-the-sofa-and-chairs>

*Referral Cleans Upholstery, Fabric, Mattresses & Furniture In Fort Wayne, How Does Furniture Get Dirty And Why Doesn't It Seem To Show?*  
<http://www.referralcarpetcare.com/upholstery.htm>

*Time To Clean The Dining Room Chairs*, <http://homemakersdaily.com/time-to-clean-the-dining-room-chairs/>

*How To Clean Dining Room Chair Upholstery*, [http://www.ehow.com/how\\_5579053\\_clean-dining-room-chair-upholstery.html](http://www.ehow.com/how_5579053_clean-dining-room-chair-upholstery.html)

Swift, Penny, *How To Clean And Care For Leather Dining Room Chairs*, <http://www.professorshouse.com/Your-Home/Decorating/Furniture/Articles/How-to-Clean-and-Care-for-Leather-Dining-Room-Chairs/>

### **Chapter 31**

*Quotes About Work Place Safety*, [http://safety.lovetoknow.com/Quotes\\_About\\_Workplace\\_Safety](http://safety.lovetoknow.com/Quotes_About_Workplace_Safety)

*Stairways – Fall Prevention*, [http://www.ccohs.ca/oshanswers/safety\\_haz/stairs\\_fallprevention.html](http://www.ccohs.ca/oshanswers/safety_haz/stairs_fallprevention.html)

*Building Site Safety*, <http://www.rospa.com/schoolandcollegesafety/teachingsafety/teachingresources/building-site-safety.aspx>

*Develop And Implement An Emergency Action Plan (EAP)*, <https://www.osha.gov/SLTC/etools/evacuation/implementation.html>

*Building Emergency Evacuation Plan (BEEP)*, <http://www.d.umn.edu/ehso/beep/>

## Chapter 32

White, Mary, Gormandy, *Quotes About Workplace Safety*, [http://safety.lovetoknow.com/Quotes\\_About\\_Workplace\\_Safety](http://safety.lovetoknow.com/Quotes_About_Workplace_Safety)

*Slaughterhouse Hygiene Problems And Solutions*, <http://www.fao.org/docrep/010/ai410e/AI410E05.htm>

*Techniques And Hygiene Practices In Slaughtering And Meat Handling*, <http://www.fao.org/docrep/004/T0279E/T0279E04.htm>

*Food Processing & Slaughterhouses*, <http://www.sustainabletable.org/279/food-processing-slaughterhouses>

Pollan, Michael, *Inside The Slaughterhouse*, <http://www.pbs.org/wgbh/pages/frontline/shows/meat/slaughter/slaughterhouse.html>

*Best Practices For Beef Slaughter*, <http://www.haccpalliance.org/sub/food-safety/BestPracslaught1103.pdf>

## Chapter 33

*Smoking Quotes*, <http://www.brainyquote.com/quotes/keywords/smoking.html>

*Alabama Laws On Smoking In The Workplace*, <http://www.nolo.com/legal-encyclopedia/workplace-smoking-laws-alabama-46881.html>

*Occupational Safety & Health Administration*, [https://www.osha.gov/pls/oshaweb/owadisp.show\\_document?p\\_table=INTERPRETATIONS&p\\_id=20070](https://www.osha.gov/pls/oshaweb/owadisp.show_document?p_table=INTERPRETATIONS&p_id=20070)

*Smoking Policy*, <http://www.healthyworkinglives.com/advice/Legislation-and-policy/employee-issues/smoking>

*AB-13 Fact Sheet – California Workplace Smoking Restrictions*, [http://www.dir.ca.gov/dosh/dosh\\_publications/smoking.html](http://www.dir.ca.gov/dosh/dosh_publications/smoking.html)

*Smokers Drag Down A Workplace, Study Says*, <http://www.cnn.com/2007/LIVING/worklife/08/14/cb.smokers/>

## Chapter 34

*Sewer Quotes*, <http://www.brainyquote.com/quotes/keywords/sewer.html>

*10 Things You Need To Know About Sanitation*, <http://www.unwater.org/downloads/media/sanitation/10Things.pdf>

Brown, Roscoe, *Surefire Signs Sewer Line Problems Are To Follow*, <http://roscoebrown.com/consumer-resources/surefire-signs-sewer-line-problems-are-to-follow>

Kogel, Brett, *Do You Have A Sewer Line Break Or Sewer Pipe Back Up?* <http://www.harriswatermainandsewers.com/news/article/how-to-fix-a-broken-up-sewer-line-or-clogged-sewer-pipe-step-by-step-guide>

*Water Removal, Cleanup, Sanitization, & Disinfection*, <http://www.4universal.com/disaster-recovery/residential/water-removal-cleanup-sanitization-disinfection/>

### **Chapter 35**

*Recycling And Sustainability Quotes*, <http://harmony1.com/recycling-and-sustainability-quotes/>

*Waste Management, Taking Stock And Moving Forward*, <http://www.environ.ie/en/Environment/Waste/PublicationsDocuments/FileDownload,1471,en.pdf>

*Hazardous Waste*, <http://www.cdc.gov/niosh/docs/2004-101/chklists/n41was~1.htm>

*Checklist For Laboratory Hazardous Waste Management*, <http://web.utk.edu/~ehss/pdf/clflhwm.pdf>

Huebsch, Russell, *Importance Of Proper Waste Disposal*, [http://www.ehow.com/about\\_5529186\\_importance-proper-waste-disposal.html](http://www.ehow.com/about_5529186_importance-proper-waste-disposal.html)

*Recycling Waste*, <http://feelfriendly.com/recycling-waste-importance-waste.html>

*Waste Management Planning System (WAMPS)*, <http://www.recobaltic21.net/en/waste-management-planning-system.html>

### **Chapter 36**

*Pesticide Quotes*, <http://www.brainyquote.com/quotes/keywords/pesticides.html>

*Info Centre Guide – Pest Control*, <https://www.internationalworkplace.com/services/info-centre/guides/44908/pest-control>

*Household Pest Threats*, <http://www.orkin.com/pestcontrol/the-pest-threat/>

*Identify Your Pest*, <http://npic.orst.edu/pest/idpest.html>

*Integrated Pest Management Check List*, <http://www.si.edu/mci/downloads/articles/pests9.pdf>

*Do's And Don'ts Of Pest Control*, <http://www.epa.gov/opp00001/controlling/dosanddonts.htm>

### **Chapter 37**

*Water Quality Quotes*, [http://www.brainyquote.com/quotes/keywords/water\\_quality.html](http://www.brainyquote.com/quotes/keywords/water_quality.html)

*No Water, No Business: The Importance Of Water Stewardship*, <http://www.bluetechresearch.com/no-water-no-business-the-importance-of-water-stewardship/>

*Benefits Of Drinking Purified Water – The Healthier Option*, <http://www.clearlycolorado.com/blog/benefits-of-drinking-purified-water-the-healthier-option.html>

*Water Testing Standards*, <http://www.astm.org/Standards/water-testing-standards.html>

*Health Benefits Of Clean Water*, <http://www.sanagogawater.com/health>

*Tap Water Quality And Safety*, <http://www.nrdc.org/water/drinking/qtap.asp>

*Rodriguez, Diana, Water Quality: Do You Need A Water Filter?* <http://www.everydayhealth.com/healthy-home/food-and-water/improve-drinking-water-at-home.aspx>

### **Chapter 38**

*Pollution Quotes*, <http://www.grinningplanet.com/environmental-quotes/pollution-quotes.htm>

*Indoor Air Quality*, <https://www.osha.gov/SLTC/indoorairquality/faqs.html>

*Indoor Environmental Quality – Building Ventilation*, <http://www.cdc.gov/niosh/topics/indoorenv/buildingventilation.html>

*Indoor Air Quality – What Does The Law Require You To Do To Protect Workers From Mould?* <http://environmentalcomplianceinsider.com/topstories/indoor-air-quality-what-does-the-law-require-you-to-do-to-protect-workers-from-mould>

*Indoor Air Quality And The Workplace*, [http://www.cwa-union.org/pages/Indoor\\_Air\\_Quality\\_and\\_the\\_Workplace](http://www.cwa-union.org/pages/Indoor_Air_Quality_and_the_Workplace)

*7 Important Indoor Air Quality Facts & Statistics*, [http://www.cooltoday.com/blog/article/7\\_important\\_indoor\\_air\\_quality\\_facts\\_statistics](http://www.cooltoday.com/blog/article/7_important_indoor_air_quality_facts_statistics)

*Indoor Air Quality Facts And Statistics*, [http://www.sanitall.com/pdf/Indoor\\_Air\\_Quality\\_Fact\\_Sheet.pdf](http://www.sanitall.com/pdf/Indoor_Air_Quality_Fact_Sheet.pdf)

## **Chapter 39**

Sheldon, Randall, G, *Assessing 'Broken Windows' Theory*, <http://www.sheldensays.com/Res-three.htm>

*Rapid Removal – Graffiti Removal And Restoration*, <http://www.graffitihurts.org/rapidremoval/removal.jsp>

*How To Remove Graffiti From Porous Surfaces*, <https://www.dumondchemicals.com/how-to-remove-graffiti-porous-surfaces.html>

*Graffiti Prevention*, <http://www.graffitihurts.org/prevention/tipsprevention.jsp>

*Preventing Graffiti*, <http://www.pps.org/reference/graffitiprevent/>

Radin, Rick, *How To Prevent Graffiti And Get Rid Of It*, <http://www.sfgate.com/homeandgarden/article/How-to-prevent-graffiti-and-get-rid-of-it-2623624.php>

## Chapter 40

*Quotes About Workplace Safety*, [http://safety.lovetoknow.com/Quotes\\_About\\_Workplace\\_Safety](http://safety.lovetoknow.com/Quotes_About_Workplace_Safety)

*The Importance Of Gas Detection And The Bump Test*, <http://www.safetypartnersltd.com/the-importance-of-gas-detection-and-the-bump-test/#.VMiGo2iUeSo>

*Carbon Monoxide Poisoning*, <http://www.mayoclinic.org/diseases-conditions/carbon-monoxide/basics/causes/con-20025444>

*How To Install A Carbon Monoxide Detector*, <http://www.howcast.com/videos/168933-How-to-Install-a-Carbon-Monoxide-Detector>

*Carbon Monoxide (CO) Detection*, <http://www.systemsensor.com/en-us/Pages/CO.aspx>

*Gas Safety*, <http://www.healthyworkinglives.com/advice/workplace-hazards/gas>



# Index

## A

- Accidents happen on staircases 198
- A Competitive Edge 8
- Adequate facility maintenance 18
- Adopting an occupational healthcare plan 116
- Advanced building safety and hygiene for facilities 155
- Air Quality in Big Business 244
- Always Be Clean With Methodical Hygiene 2
- Always keep your bathroom well ventilated 190
- Annita Manning 143
- Anti-microbial cleaner 160
- Appearance is everything 76
- Areas of hygiene and safety 205, 257
- A scathing review 9
- Assemble a schedule 15
- Atmosphere 42, 262
- Attract competent, intelligent staff 16

## B

- Bacteria 81, 99, 103, 267
- Barry Commoner 125
- Bathroom surfaces benefit from a very basic cleaning process 189
- Beating the “Big Box” Chains 11
- Be innovative 15
- Benefits of Endorsing Occupational Healthcare 113
- Best Ways to Use a Vacuum Cleaner 106
- Better Business Bureau 220
- Bill Marler 137
- Biological hazards 135
- Bringing in Repeat Business: Facility Management Rules 27
- Building better maintenance plans 18

C

- Cameras and security alarms for trespassers 250
- Carbon monoxide alarms 253
- CDC and World Health Organization 88
- Cementitious urethane flooring 175
- Chair cleaning regimen 193
- Chemical and biological protocols 135
- Chemical hazards 135
- Chester A. Arthur 191
- Christopher A. Viehbacher 113
- Clean business 1, 177
- Clean = Comfort 1
- Cleaning compounds and dispensers 13
- Cleanliness actually scores higher than atmosphere 7
- Cleanliness and standards are your route to greatness 104
- Cleanliness relates to many elements in your company 7
- Cleanlink 105
- Clean Method chair cleaning regimen 193
- Clean Money 6
- Clean = Quality 1
- Clean reputation 9
- Clean restaurant 1
- Clean = Safety 1
- Clean school 1
- Clean seating is a basic human right 192
- Cleanup and Disinfection Services 220
- Cloths, sponges, gloves and masks 108, 109, 188, 268
- Clutter distribution 7
- CMMS management 24
- CMMS systems 25
- Collection and management of your industrial or hazardous waste products 218
- Communicate & Ensure Staircase Safety 198
- Complete List of Potential Pest Threats 230
- Computer aided facility management 14
- Computerized systems 25
- Controlling Unwanted Pests 229
- Cooling and Heating 151

Correcting Slaughterhouse Hygiene 206  
Correct lighting quality policies 133  
Correct Way to Clean Showers 180  
Corridor safety guidelines 162, 164, 166  
Create the right storage policies 145  
Critical Signs of a Gas Leak 253  
Cross checking your stock ordering levels 145  
Customer-centric cleaning 5, 8

## **D**

Damp happens 156  
Dangerous Forms of Bacteria 99  
Dangers of Blocking Vital Areas 163  
David Suzuki 149  
Deepak Chopra 93  
Designing Your Waste System 226  
Different Requirements for Specific Industries: The List 79  
Different types of flooring 173  
Disinfect 57, 58, 158, 159, 181, 186  
Disinfectant wipes 51  
Disposal checklist 223, 224  
Disposal techniques 224, 226  
Drafting an "emergency action plan," 200  
Draft smoking protocols 212  
Drinking fountain hygiene 183  
Dry storage of food 151

## **E**

Electrical Construction & Maintenance 197  
Emergency Evacuation Plan 200, 276  
Emergency medical packs 129  
Emergency medical protocol 130  
Emergency preparedness 199  
Employee safety & hygiene explored 10  
Employ improved systems and processes 15  
Epoxy and Latex Flooring 173  
Epoxy paint flooring 174  
Epoxy quartz broadcast floors 174

Ergonomic hazards 133  
Ergonomic risk levels 133  
Ethical, hygienic sanitation 218  
Everlast floors are a better, safer, and longer-lasting 177  
Excessive damp 156  
Exposure levels 62

## F

Facility Flooring Rebooted: The Dangers 173  
Facility hygiene and management 5  
Facility maintenance and sanitation requires infrastructure 14  
Facility management 19, 20  
Facility Management Guide 19  
FDA 103, 144, 267  
FIFO (first in first out) 139  
Fire and Smoke Alarm Safety Checklist 121  
Fire evacuation process 123  
Fire Protection & Smoke Alarm Protocols 119  
Fire Safety in Your Facility: The Rules 119  
First Impressions 7  
Food Packaging & Delivery Hygiene 149  
Food packaging, presentation and hygiene 149, 150  
Foodreference.com 155  
Foodsafety.gov 100  
Food Service in School Cafeterias: Methods 96  
Food Storage for Business Owners 143  
Food Storage for Restaurateurs 137  
Food Storage Mistakes 140  
Food storage safety 139, 145  
Forbes 104, 114  
Front-of-house hygiene 14  
Frozen food 151

## G

Gary Ryan Blair 11  
Gas leak protocol 254  
Gas leaks 254  
Gas signs and warning labels 257

General Décor and Staff Presentation 41  
General Facility Safety Guidelines 197  
General lighting 133  
General Maintenance With Facility Décor 41  
Good ventilation 242  
Graffiti Removal & Prevention 247  
Guard the environmental health of your land,  
your facility, your employees 224  
Guiding Principles for New Facility Managers 32

## **H**

HACCP system 209  
Hand wipes and sanitizers 97  
Hazards, like electric shocks 164  
heat detector alarm 123  
Henry Jackson Vandyke, Jr. 119  
Hire better teams 15  
HL Mencken 87  
Household Pest Threats 231, 279  
How to Build Your Business Facility Maintenance Team 11  
How to Clean a Fridge Like a Pro 39  
How to Clean an Oven Like a Pro 37  
How to Clean Tables and Desks 186  
How to Handle and Store Personal Protective Equipment 64  
How to Handle Food in a Restaurant 55  
How to Handle Money and Engage With Customers 59  
How to Handle Pets in a Veterinary Clinic 57  
How to Package Food for Transit 149  
how you manage your waste disposal 218  
Hygiene for Your Slaughter House 205  
Hygiene in Hospitals 87  
hygiene protocols 76, 87, 88, 127, 215  
Hygienic classrooms 95  
Hygienic Staff Presentation Rules 45

## **I**

Idea Nuova 163  
Ideology Behind Uniform Safety: Three Rules 75

Importance of Mold & Leak Control 156  
importance of waste disposal infrastructure 223  
Indoor and outdoor safety 199  
Industrial Cleaning Tips Exposed 105  
Insist on ongoing training opportunities 15  
Inspiring Repeat Business 23  
Install gas leak detectors 254  
Installing Carbon Monoxide Alarm Systems 254  
Ionizing Radiation, Biological Hazards, and Gasses 135  
Ionizing radiation exposure 136

## J

Janitorial injuries 78  
Janitors and Public Restrooms: The Art of Safe Cleaning 77  
Jean Arp 131

## K

Katharine Whitehorn 81  
Keep artists and vandals 250  
Keeping Your Employees Healthy: The Reality 115  
Keeping Your Facility Hazard-Free: The Rules 128  
Keeping Your Restroom Clean 49  
Kitchen hygiene 14, 99, 183

## L

Label food 139  
Lacking in adequate hygiene 2  
Laws and Regulations That Must Be Followed With OSHA 90  
Laws of breathable air 241  
Leveraging safety and hygiene equipment 81  
Leveraging Water Quality for Business 236  
Loretta Lynch 55

## M

Maintaining a safe and sanitary facility 2  
Maintaining food safety 147  
Maintenance plan 19, 20, 25, 28  
Making your facility safe for kids 200  
Management of Food Safety Regulations vii, 103

Managing ceiling health 156  
Managing Waste Disposal 223  
MARC Research and National In-Store 6  
Medical program 129  
Michael Bennett 217  
Mike Johanns 99  
MMA floors 177

## N

National Fire Protection Association 123  
National Safety Council 198  
National Sanitation Foundation 183  
Nicotine Hygiene 211  
Noise, temperature and lighting quality 132, 270  
Non-perishable foods 146

## O

Occupational Healthcare 113, 116  
occupational healthcare plan or program 116  
Occupational hearing loss 132  
Occupational safety 63  
O&M Manual 14  
Organization 88  
OSHA (Occupational Health & Safety Administration) 77, 78, 87, 89, 90,  
91, 117, 127, 137, 162, 163, 164, 200, 201, 205, 213, 265, 266, 273

## P

Perishable foods 145  
Personal Hygiene in the Kitchens 101  
Personal protective equipment 61, 64, 186  
Pests spread germs 230  
Plan for extreme emergency situations 129  
Portable fire extinguishers 121, 122  
Potentially hazardous foods 152  
Potential Pest Threats 230  
Problematic waste and sewerage disposal. 221  
Problems associated with slaughterhouse hygiene 205  
Proctor & Gamble 6  
Profit in business 5

Protocols for Gas Safety and Security 256  
Provide that exceptional level of “clean” 6

**R**

Radical restroom sanitation protocols 48  
Real property inventory 14  
Recognize, Evaluate, and Control Hazards: The Process 126  
Recognizing & Understanding Facility Hazards 131  
Recycling programs 218  
Reduce the risk of getting a fine from OSHA 164  
Reducing Business Hazards 127  
Regular hygiene protocols 88  
Regulatory and legislative bodies 91  
Reorganize your priorities 7  
Restaurant Sanitation and Hygiene 99  
Restaurant Surface Cleaning: Rotational Rules 187  
Robert Brackett 103  
Robert Long Dr 161  
Rob Long Dr 61  
Rotations and Cleaning Product Choices: Your Results 50  
Rules for Dining Chairs 193  
Rules on Smoking Area Designation 213

**S**

Safe Food Storage Times 144  
Safety drills 199  
Safety Protocols for Using Public Fountains & Showers 181  
Salmonella poisoning 137  
Sanitation Equipment Needed for Schools 93  
School Sanitation and Representation 93  
Sealed containers are your best friends 146  
Semi-perishable foods 145  
Sewerage sanitation 217  
Showers & Drinking Fountain Safety 179  
Sick building syndrome 134  
Signs of Sewerage Concern 218  
Silicone products are also thermoplastic 176  
Sir Brian Appleton after Piper Alpha 173

Slaughterhouse Hygiene 206, 277  
Slaughterhouse meat inspections 208  
Small Business Recovery Program 253  
Smoke Alarms 123, 269  
Smoke detectors 123, 124  
Smoking is a hygiene and health concern 211  
Smoking Safety & Hygiene 212  
Sprays, detergents and solvents 107  
Sri Sathya Sai Baba 185  
Staff emergencies 64  
Staff protective gear 64  
Static electricity 134  
Steam cleaning upholstery 192  
Support green initiatives 227

## T

Taking Care of Your Counter Tops 185  
Techniques for Round-the-Clock Facility Management 25  
Temperature hazards 132  
Test innovation 15  
The Benefits of Inspired Facility Maintenance & Management 23  
The Bureau of Labor Statistics 198  
The Center for Disease Control and Prevention 116  
The Daily Mail 103  
The Family-Business Case for Facility Management 5  
The Importance of Cleaning Employee Oven & Fridges 35  
The Importance of Cleaning Seats 192  
The Importance of Facility Hygiene 6  
The Importance of Protective Equipment 61  
The Importance of Reducing Business Hazards 127  
The Importance of Washing Regularly: Danger! 84  
The Pitfalls of Poor Facility Maintenance! 29  
The Restroom Chronicles: Why Cleaning Matters 47  
The Right Linen Hygiene Procedures: Get Them Here 81  
The Tools and Supplies Required for Facility Maintenance 13  
Tidiness levels 7  
Tom Robbins 179  
Top of the list is cleanliness 6

## Facility Hygiene Management & Maintenance

- Total Health and Better Health Magazine 244
- Toxic types of waste 224
- Training Your Smoking Staff for Customer Service 214

### U

- Uniforms for Employee Safety 75
- Upgrading Your Facility's Water 238
- USDA regulates meat and poultry in the U.S 209
- Use accountability and rewards systems 15

### V

- Ventilation 280
- Vinyl composite floors 176
- Viruses 183, 267

### W

- Washing Clothes: Frequencies & Routines 83
- Washing Clothing & Linen: Strict Rules 81
- Waste Management Planning System 227, 278
- Water filter systems 239
- Water is a valuable business asset 236
- Water purification system 239
- Water sprinklers 120
- W. Edwards Deming 5
- What Happens When Your Facility Does Not Get It Right? 29
- W.H. Cameron 167
- When mold crops up on your ceilings 158
- When to Clean Things Not Usually Cleaned 43
- When your business is clean, it is safe 2
- William Blake 75
- Winning the fight against graffiti 249
- Workplace hazard program 127, 128
- Wright-Patterson Air Force Base Medical Center 59

### Y

- Your Building Exit & Evacuation Plan 200
- Your Facility Management Checklist 20