

Standard Operating Procedure

Vacate Cleaning

HAZARDS

- Manual handling - Muscle strain, sprains
- Chemical exposure
- If the cleaner identify any biohazard spill such as blood and body fluid/substance/spills, it should be dealt with as soon as possible. Refer Biological Spill Cleaning Procedure

CLEANER INSTRUCTION

1. Cleaner to log in via portal upon arrival and view vacate WO's for the day
2. Cleaner to collect equipment from storage area prior to commencing works
3. Cleaner to enter the room, accept the WO and commence the clean as per the scope of works
4. Once the clean has been completed to the required standard, personal items must be bagged and labelled with room number, occupants name and placed it at the designated storage area
5. Pre cleaning photos to be captured
6. Cleaner to then complete the hard copy inventory checklist in addition to the ECRM pre and post condition report template and close off the WO via the portal

The above process needs to be followed for all Vacate cleans

Should there be any downtime, the cleaner is to report to the FM for a list of duties to be performed in lieu of the vacate cleans

Tenants will not be in the room during cleaning procedure

PREPARATION

- Prior commencing ARA cleaner must wear PPE (Gloves, Masks, Safety Boots)
- Prior commencing the cleaning, each cleaner should complete the induction.
- Vacate cleaning trolley to be picked up from storage area.
- Please refer SDS prior commencing your work

PPE / EQUIPMENT / MATERIALS:

- Refer SDS register to identify the chemicals to be used
- Viraclean
- Glass cleaner
- Floor cleaning detergent
- Sponge /scourer, micro fiber cloths, dustpan and broom,
- Extra gloves and masks
- Bin liners / yellow bags, mop and bucket

ASSESSMENT

- Assess area to be cleaned as per the scope of works
- Visually check your surroundings for any hazards or risks (needles/sharps)
- Pick up any big items and dispose them accordingly or shift them as per room arrangement (If items are heavy, please do not proceed without assistance)

- Remove all rubbish and other items left in the room, including any linen or equipment broken. Report any damage or personal items that have been left in the room to the supervisor
- If the cleaner identify any biohazard spill such as blood and body fluid/substance/spills, it should be dealt with as soon as possible. Please refer biological spill cleaning procedure

PROCEDURE:

Disinfect all surfaces



1. Wipe down and disinfect all surfaces
This includes, mirrors, windows, sills & window ledges, doors, shelves, switches and light fittings, door handles, bedroom cupboards, cupboard handles, tables, chairs and skirting boards
2. Kitchen cupboards, oven, electrical stove, kettle and bar fridge
3. Clean all work surfaces, doors, benches, shelving, door and cupboard handles, storage areas, sinks, floors
4. Fridge requires Internal and External cleaning
5. Report any damaged whitegoods to the supervisor
6. Toilet and bathroom
Clean toilet / bathroom area, including toilet bowls, hand wash basins, tap handles, doors, door handles, toilet flush buttons/handles, and floors replace any toilet papers and wipe the mirror
7. Remove cobwebs throughout
8. Vacuum the carpet (If available) if not mop the vinyl floors (hard floors)
9. Steam clean carpets ONLY if required (seek prior approval from supervisor)
10. If the carpet is contaminated by vomit and/or faeces, it should be steam cleaned and disinfected in a high temperature



Bed making

1. Get clean linen from trolley and place them on a clean surface to avoid picking up dirt.
2. Spread out mattress pad over the mattress covering it from head to foot, smoothing out wrinkles or lumps.



<ol style="list-style-type: none"> 3. Place flat sheet over mattress pad ensuring that it hangs even on all sides. At the base of the bed, tuck in the flat sheet under mattress. 4. Take the loose end of the sheet, and pull it straight up onto the bed, forming a triangular fold. Tuck the hanging end of the sheet, under the mattress. Make sure to maintain correct posture when lifting the mattress 5. Pull the triangular fold over the mattress and tuck neatly (hospital corner). Repeat on the other side of the bed. 6. Neatly tuck both sides of the sheet under mattress. 	
<ol style="list-style-type: none"> 7. Place the clean towels 	

Dispose

Carefully dispose any waste or your personal protective equipment

Decontaminate

Use Viraclean to decontaminate any reusable equipment, such as dustpans, brooms, buckets and shoes

NOTE: Pay attention at all times to complete tasks safely

Report any hazardous situation to your supervisor