

## Estate Management Department

*Towards Implementing an Enhanced Sanitation Programme for  
Facilities Post Covid-19*

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### Introduction

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**1. General**

Routine hygiene and sanitation are vital components of human health and development. Improved sanitation is known to reduce incidence of diseases such as cholera, diarrhea, worm infestation, pneumonia, malaria and typhoid, among others and, most recently highlighted, CoVID-19.

Health as defined by the World Health Organization, is a state of complete physical, mental and social well-being and not merely the absence of disease infirmity.

The creation of a UWI working policy document addressing sanitation regimes and standards is necessary to safeguard, as far as practicably possible, the health of University workers, students, clients and visitors.

**2. Purpose**

The purpose of this document is to provide policy guidance to all stakeholders in the development and implementation of sanitation programmes. It shall provide information as to the minimum requirements for sanitation practices across all University facilities.

### Governance

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**1. Covid-19 Emergency Management Committee**

The Committee has the responsibility of the management and coordination of the Campus' response to the COVID19 Pandemic. The Committee will also review and approve policies, protocols, plans, policies and guidelines for implementation of designated entities.

**2. Joint Occupational Health, Safety & Environment Committee**

The Joint Occupational Health, Safety & Environment Committee (HSEC) shall be the primary custodian of the policy and shall have the responsibility of conducting periodic review of this document to ensure that best practices are included the University's sanitation programmes.

## Scope of the Policy

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### 1. Applicable Areas

The applicable areas under this framework are all spaces located on the campus of the University of the West Indies, Mona – including the Western Jamaica Campus (WJC) and related facilities:

- Academic spaces – lecture theatres, tutorial rooms and other teaching spaces
- Specialist Facilities - laboratories, clinics etc.
- Administrative spaces – central administration and faculty administration
- Residential Facilities including Halls of Residence
- Commercial facilities - restaurants, financial institutions etc.
- General Circulation spaces – lobbies, reception areas, lounges, etc.
- Recreational spaces including sporting facilities
- Restroom Facilities
- Public Buildings

### 2. Applicable Quality Standards

All eligible spaces shall comply with the minimum quality standards (MQS) set out in Appendix 1 of this policy, except where there is a requirement defined by the Laws of Jamaica, those shall supersede the requirements of this policy.

## Roles and Responsibilities

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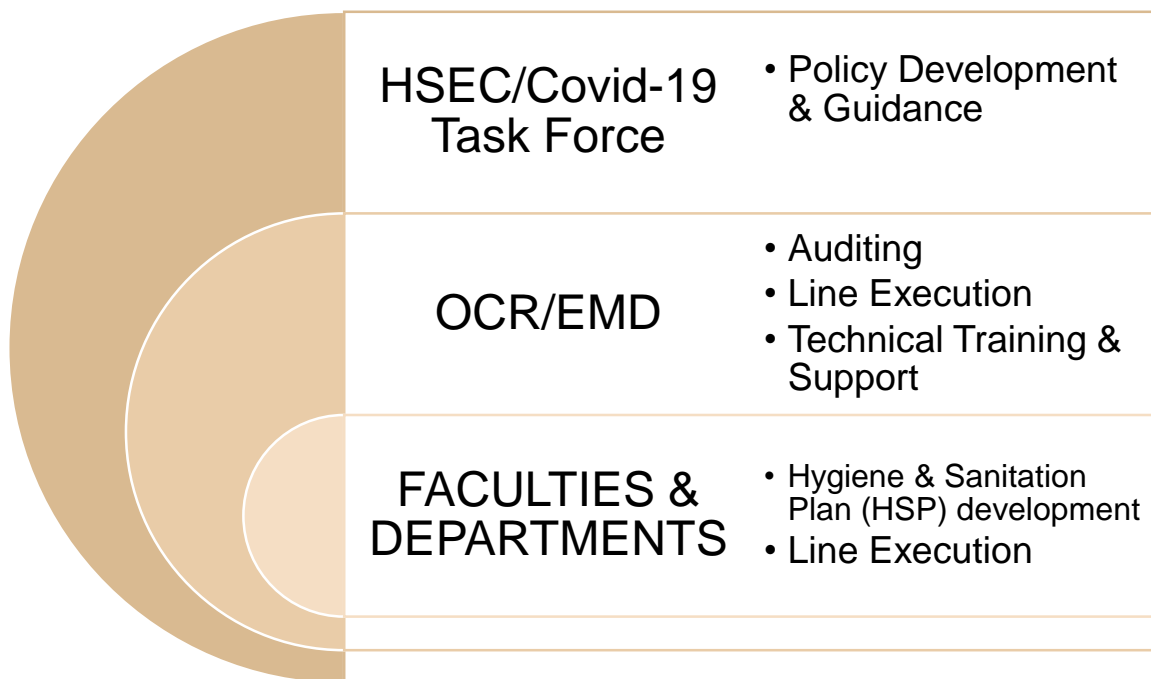
### 1. Definition

The following outlines the Departments/Teams responsible for the implementation of the guidelines outlined in this policy.

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Figure 1: Major roles & responsibilities



## **COVID-19 Emergency Management Committee and the Joint Occupational Health Safety & Committee (JOHSC)**

The COVID-19 Emergency Management Committee shall have overall responsibility for all activities relating to the Campus' response to the Pandemic.

The Joint Occupational Safety and Health Committee shall be responsible for the monitoring of related activities.

## **Estate Management Department (EMD)**

The Estate Management Department (EMD) has direct responsibility for delivery of janitorial and other sanitation services to the central administration offices and the University Health Centre. In the context of this policy, the EMD will also conduct training for in-house staff and participate in the evaluation and selection of external service providers. Based on review of best practices in similar institutions, the EMD will recommend updates to policies, procedures and standards

## **Estate Management Department and the Occupational Safety & Health (OSH) Section of the Human Resource Management Division**

The EMD and the Occupational Safety & Health (OSH) Section of the Human Resource Management Division shall collaborate to develop and maintain information systems to track and monitor the implementation of Faculty/Department

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Hygiene & Sanitation Plans (HSPs) and provide periodic reports to the JOSHC on performance. Monitoring will take the form of scheduled and ad-hoc site inspections as well as review of relevant reports. Where gaps are identified, the reports submitted to the JOSHC shall include recommendations for corrective action. Reports and recommendations shall be reviewed by the JOSHC which will then approve the scope of remedial work and support requests for allocation of funding.

#### **Faculties and Departments**

Faculties and Departments shall use their knowledge of their respective facilities and sound judgement to customize the minimum quality standards (MQSs) presented in Appendix 3 of this document to their specific use case and to estimate the resource requirement for compliance. The Faculties and Departments shall develop and implement a Hygiene & Sanitation Plan (HSP) – See program elements set out in Figure 2 below.

Support in developing and implementing these plans will be provided by the OSH/EMD team.

Where Faculties/Departments have determined that their facility/facilities require modification or variance from the minimum standards presented in the HSP, such variances or modifications shall be documented with supporting justification in the HSP.

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### □ 2. Programme Elements of HSP

Figure 2: Typical Programme Elements



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### Management Team

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- 1. Each Faculty/Department/Entity shall create a management team responsible for the development and implementation of a Hygiene & Sanitation Plan (HSP).
- 2. The Management Team shall hold primary responsibility for resource procurement and mobilization – acquisition of tools, equipment, standard cleaning and disinfecting supplies.
- 3. The Management Team shall define a programme of supervision and monitoring, software to help manage scheduling and standard development in keeping with the minimum standards presented in the policy
- 4. The Management Team shall maintain records of work performance
- 5. The Management Team shall identify candidates for Training and provide channels of communication to update personnel on any changes to the HSP.

### Janitorial Staff and Contracted Service Providers

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This group of stakeholders is the executing arm of the enhanced sanitation programme. The complement of janitorial staff on the campus will be empowered, as per the initiatives below, to carry out the functions satisfactorily.

In instances where service is provided through contracted entities, the campus requirements shall be communicated clearly and monitored through the management team. Periodic formal evaluations shall be conducted based on a framework agreed at the start of the contract period.

### Worker Empowerment Initiatives

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#### 1. Training

It is necessary to remind the sanitation team of the important role they play in protecting ensuring the health and safety of users in the of the various areas that they are responsible for cleaning. Training will provide the janitors with information on emerging threats in environmental cleanliness and actions that can be taken to control, reduce or eliminate these risks. Workers will be trained to:

- Identify risk of infection and take action to eliminate or reduce these risk
- Wear risk appropriate personal protective equipment

Structured training programmes in Environmental Hygiene (See Appendix 1) will be delivered and the relevant workers are required to attend, pass the examination and be certified.

The selection of external service providers and engagement of new janitorial staff shall include confirmation of adequate training – Heart-NTA certification at Level 1 shall be mandatory.

#### **2. Satisfaction of Health/Safety Needs**

To ensure good personal hygiene workers health and safety needs shall be satisfied through:

- Access to (hand washing stations) with soap, water, disinfectant and paper towel to be able to practice proper hand hygiene.
- Mandatory hand washing before or after some activities such as before and after eating; after using the bathroom; before and after performing a cleaning task; before and after using personal protective equipment;
- Appropriate uniforms for work.
- Ample supply of PPE
- Designated areas for the storage of street clothing and other personal belonging. Arrangements must allow the worker to keep dirty work clothes separate from their street clothes.
- Work clothes should be washed at work
- Facilities to shower and change into street clothes before leaving work.
- Provision for at least once per year medical check-up.
- Vaccination against hepatitis A, B, diphtheria, tetanus, and seasonal flu.
- Support for the infected worker.

#### **3. Provision of PPE**

Workers will be provided with appropriate personal protective equipment and disinfectant as per the minimum requirement for each type of assignment - as set out in Table 1 below.



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Table 1: PPE requirements by worker category.

Wastewater Worker	<ul style="list-style-type: none"><li>• Waterproof gloves</li><li>• Rubber boots</li><li>• Goggles</li><li>• Face mask or a face shield</li><li>• N-95 respirator</li><li>• Water resistant overall</li></ul>
Solid waste collection crew	<ul style="list-style-type: none"><li>• Heavy duty clothing (pants, shirt, or overalls)</li><li>• Puncture proof gloves</li><li>• Safety boots</li><li>• Goggles</li><li>• Face mask or a face shield</li></ul>
Janitorial Team	<ul style="list-style-type: none"><li>• Thick gloves</li><li>• Face mask</li><li>• Long-sleeve shirt</li><li>• Plastic apron</li><li>• Face mask</li><li>• Goggles</li><li>• Strong pants/trousers</li><li>• Close shoe</li></ul>

## Creating a Supportive Environment

- Provision of necessary equipment and technology shall be mandatory in creating a supportive environment for the sanitation teams. Janitors will need:
  - Area within their work space for storage of supplies and tools. The room should also be equipped with functional utility sink(s) to allow for the washing of mops and other items.
  - Tools to minimize direct hand contact cleaning chemicals and contaminants.
  - Robust tools and quality standardized cleaning chemicals; Tools needed by each janitor are highlighted in Table 2 below. Biohazard disposable waste bags shall be made available

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Table 2: Listing of recommended tools and equipment for janitorial teams

Tool/Equipment	Quantity	Purpose
Equipment cart	1	
Vacuum	1	
18" & 12" mops	1 each	
Treated dust cloth or dusting tools	5	
Dust pan and counter brush	1 each	
Can liners		
Spray disinfectant		
Glass cleaner		
Mop bucket with wringer	1	
Putty knife	1	
Electrostatic sprayer	1	
Trash bags		
Disinfectant		
Disposable wiping towels or rags.		
One-gallon pump sprayer for disinfectant.	1	
Pails	2	
Wet floor	2	
Bowl mops	2	
Semi-abrasive cleaning pads	4	

- Facilities to encourage hand cleaning and disinfection

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More hand washing stations will be set up at the entrance of critical points across the campus. Areas identified for these stations include

- a. Health centers
- b. Food establishments
- c. Bus bay
- d. Gyms

It will be mandatory to wash hands before entering these areas.

Hand disinfection points will be installed at entry ways of:

- a. Lecture theatres
- b. Offices with large populations
- c. Frequently/highly trafficked areas

Signs identifying wash hand stations and disinfection points as well as encouraging persons to adhere to these practices will be posted.

## Cleaning and Disinfection

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- 1. Identification of person responsible
- 2. What is to be cleaned
- 3. Procedures for cleaning – See Appendices (including Appendix 2 - Dealing with a space that was occupied by an infected person.
- 4. Frequency
- 5. Verification/Quality Control

## Water Supply

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- 1. An adequate and reliable potable water supply is an important prerequisite for an enhanced sanitation program as required in response to Covid-19.
- 2. The University of the West Indies (Mona) receives water from a private well located on its property. Management of the extraction and pumping of the water is through a private company with experience in this type of operation. The water is checked daily for residual chlorine which should be maintained at least 1.5mg/L.

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Protocols are in place to immediately notify the service provider of negative readings for prompt corrective actions by the relevant personnel.

3. The Ministry of Health and Wellness conducts monthly bacteriological analysis and provides feed back to the University. Nonconforming results are communicated as per protocol for corrective actions promptly. Additionally, request is being made of our water supplying company to conduct in house monthly bacteriological testing.

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## The Hygiene and Sanitation Plan

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### □ 1. Implementation Areas

The Faculty/Department should develop an HSP for each facility under its operational scope. Where multiple facilities are managed within a site, a consolidated plan may be used that can account for differences between the facilities while retaining effectiveness. Where multiple sites are managed, each site shall have a separate HSP.

### 2. Format and Content

Each Faculty/Department should, with appropriate support from specialists in OSH and EMD, develop and document a programme that conforms to the goals defined in this policy in an HSP. The HSP should include the appropriate Programme Elements outlined in *Figure 2*. Explanations should be provided for programme elements that are not included or applicable in the HSP. The plan should, at a minimum, define the following elements:

- a. All spaces within the facility that are not under the direct management of the EMD. Faculties/Departments should also develop a detailed master list of equipment and building elements (floors, walls, doors, windows, etc.) to be maintained under the plan. This list can be developed with support from EMD and OSHD and may be useful in providing a register or classification of building elements for other maintenance purposes.
- b. Management systems used to control sanitation activities associated with the identified spaces. Methods of work control, supervisory requirements, local post-work inspection/verification as well as procurement of materials, tools & equipment.
- c. Definition and assignment of organizational roles and responsibilities along with related training and qualification requirements.
- d. Interfaces between the sanitation unit and other organizations (e.g General Stores, OSH, EMD, Training, etc.)

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- e. Overview of the facility mission
- f. Systems for assessing current level of sanitation
- g. Planned major sanitation projects (recurrent or non-recurrent)
- h. Performance indicators.
- i. Schedule for periodic inspection of the facility to determine if the defined measures are achieving desired results.

The HSP should establish sanitation priorities based on operational needs. These should then be used to generate maintenance budget requests and provide a forum on maintenance priorities between the University and the Faculty/Department. The sanitation priorities should be developed based on the minimum standards recommended in this policy and taking into account the unique operations of the facility to promote a clean environment for personnel occupying or using the facility.

The HSP should outline how documentation is processed and stored. Utilization of the University's WebTMA platform would be ideal but is not a requirement at this time. The use of the database would greatly facilitate maintenance planning, performance evaluation, budgeting and prioritization in a way that would allow for more coordinated and effective allocation of resources to operational, safety and programme tasks.

### 3. Approval Process

Faculty/Department should submit HSPs to the EMD for technical review. The document will then be submitted to the JOSHC for final approval. Approved documents will be placed in a suitable repository for access by authorized persons within each Faculty/Department to facilitate knowledge-based sharing.

### Programme Revision and Verification (To be added)

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- 1. Methodology and Frequency
- 2. Auditing Process
- 3. Customer Feedback
- 4. Policy Review
- 5. Reporting Standards

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### Appendix 1

#### **The Sanitation Workers' role in Environmental Hygiene and preventing the spread of some illnesses.**

##### **Proposed Overview:**

This course will introduce the participants to the basic information on disease transmission and their role in preventing the spread of harmful germs in the work place. To ensure regulatory compliance, safe food handling and improve environmental hygiene within the workplace.

##### **Proposed Workshop Course:**

1. Infectious Diseases and correct use of Personal Protective Equipment
  - a. Basic overview of some common infectious disease
  - b. Factors contributing to the spread of diseases
  - c. The Sanitation workers roles of janitors in preventing the spread some infectious disease
2. Cleaning and Sanitisation
  - a. Definitions – cleaning, sanitisation, disinfection
  - b. The different levels of cleaning
  - c. Factors affecting the cleaning process
  - d. Types of cleaning agents
  - e. How to select the best cleaning agent for the job
  - f. Basic steps in cleaning
  - g. Storage of cleaning chemicals and tools
3. Basic Food Handling
  - a. Definitions – germs, microorganisms, food borne illness
  - b. The main causes of food borne illness
  - c. Five Keys to food safety
4. Personal Maintenance and Safety.
  - a. Definitions – Personal hygiene
  - b. Steps to take before getting to work
  - c. Use of Personal Protective gears
  - d. Correct hand washing procedure

### Module 1

#### Infectious Diseases

Duration : 1 Hour

**Purpose:** This workshop will provide information some relevant infectious diseases with emphasis on the janitors can break the transmission cycle. Participants should therefore be able to state how their work help to prevent the transmission of diseases.

**Benefit:**

By the end of this workshop, participants should be able to:

- a. Name some common infectious diseases and the mode of transmission
- b. Identify actions that will help reduce transmissions.

**Methodology:**

The methodology includes Power Point Presentations, use of props, demonstrations and role-playing.

**Competency:**

To do a cleaning job effectively.

### Module 2

#### Cleaning and Sanitisation

Duration: 3 Hours

**Purpose:** This workshop will equip participants with the skill needed to select the right cleaning agent for the job to be done. Participants will also be exposed to the various factors that will affect the cleaning process. The participants will be taught how to safely use and handling various cleaning chemicals and tools. Knowing how to appropriately select, use and store cleaning chemicals can reduce dirt and germs load in the work place and prevent poisoning. The janitorial staff play critical roles in ensuring a clean and aesthetically pleasing environment.

**Benefit:**

By the end of this workshop, participants should be able to:

- c. State the difference between cleaning and sanitisation
- d. Identify factors that can affect the effectiveness of cleaning
- e. Demonstrate the steps to be taken in disinfecting a surface.
- f. Name the best cleaning agent for a given job.
- g. State the importance of reading chemical labels.

**Methodology:**

The methodology includes Power Point Presentations, use of props, demonstrations and role-playing.

**Competency:**

To do a cleaning job effectively.



### Module 3

#### Basic Food Handling

**Duration:** 2.5 hours

**Purpose:** This workshop will equip participants with the skill needed to help reduce the risk or preventing the spread of Food borne illness. Janitorial staff are sometime required to assist in food preparation and service. Equipping the staff with knowledge in food safety will reduce the risk of cross contamination and by extension increase the offering of safe foods.

**Benefit:**

By the end of this workshop, participants should be able to:

- a. Identify at least three signs\symptoms of food borne illness
- b. Identify high risk foods
- c. State the five keys to food safety.

**Methodology:**

The methodology includes Power Point Presentations, use of props, demonstrations and role-playing.

**Competency:**

Safe food handling behaviour

### Module 4

#### Personal Maintenance and Safety

**Duration:** 3 hour

**Purpose:** This workshop will equip participants with the knowledge and skill required to assist in controlling infection within the work place. During their daily routine sanitation workers are exposed to germs from various settings. As the worker move from cleaning one area to the next; they may pick-up and transfer germs. This course will provide the janitors with the knowledge to protect themselves and others from infectious agents.

**Benefit:**

By the end of this workshop, participants should be able to:

- a. Demonstrate correct handwashing procedures
- b. State their responsibility for infection control
- c. Identify conditions when PPE should be use

**Methodology:**

The methodology includes Power Point Presentations, demonstrations and role-playing.

**Competency:**

Basic knowledge in infection control

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### Appendix 2

## UWI Mona Campus Cleaning and Disinfection Procedure After Persons Suspected or Confirmed to Have COVID-19 Have Been in the Facility

### Background

It is believed that the novel coronavirus (SARS-CoV-2) frequently spread by respiratory droplets from person-to-person (within about 6 feet). Current evidence suggests that SARS-CoV-2 may remain viable for hours to days on surfaces made from a variety of materials. Cleaning of visibly dirty surfaces followed by disinfection is a best practice measure for prevention of COVID-19 in community settings.

It is unknown how long the air inside a room occupied by someone with confirmed COVID-19 remains potentially infectious. Consideration should be given to factors such as the size of the room and the ventilation system design when deciding how long to close off rooms or areas used by ill persons before beginning disinfection. Taking measures to improve ventilation in an area or room where someone was ill or suspected to be ill with COVID-19 will help shorten the time it takes respiratory droplets to be removed from the air.

### Purpose

This guidance provides recommendations on the cleaning and disinfection of rooms or areas occupied by those with suspected or with confirmed COVID-19. It is aimed at limiting the survival of SARS-CoV-2 in the environments.

These guidelines are focused on common areas and offices. It is not applicable to the UWI Health Centre. It does not cover the cleaning of electronics. **Cleaning of electronic equipment (like tablets, touch screens, keyboards, remote controls, and mouse) used by the ill persons will be the responsibility of MITS or contracted electronic personnel.**

### Timing

If it has been more than 7 days since the person with suspected/confirmed COVID-19 visited or used the facility, additional cleaning and disinfection is not necessary.

### Cleaning and disinfection of surfaces

1. Close off areas visited by the ill persons.
2. Open outside doors and windows and turn on extractor fans if available.
3. Wait 24 hours or as long as practical before beginning cleaning and disinfection.

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4. Janitorial staff should clean and disinfect all areas such as offices, bathrooms, common areas, used by the ill persons, focusing especially on frequently touched surfaces.

#### **How to Clean and Disinfect**

##### Hard (Non-porous) Surfaces

1. Upon entering the space do quick assessment of the state of cleanliness.
2. Ensure that windows are open
3. Empty lined trash bins by tying the neck of the bags (do not shake) and place it in a trash bag.
4. Pick up large trash from floor and place them in a trash bag
5. Use detergent or soap and water to damp wipe/mop area (no dry cleaning which will create aerosol is allowed).
6. Follow the manufacturer's instructions for disinfection products for concentration, application method and contact time, etc. However, if diluted household bleach solutions (at least 1000ppm sodium hypochlorite) can be used if appropriate for the surface. Prepare a bleach solution by mixing:
  - a. 5 tablespoons (1/3 cup) bleach per gallon of water or
  - b. 4 teaspoons bleach per quart of water
7. Where bleach cannot be used alcohol-based containing at least 70% alcohol will be applied.
8. Ensuring a contact time of at least 1 minute, and allowing proper ventilation during and after application.

##### Soft (Porous) Surfaces

1. For soft (porous) surfaces such as carpeted floor, rugs, and drapes, some chairs remove visible contamination if present and clean with microfiber cloth soaked in soap and water.
2. Spray the surface with Lysol spray or other approved disinfectant
3. Allow to dry

**In order to minimize the possibility of dispersing virus through the air, do not shake dirty objects.**

#### **Personal Protective Equipment (PPE) and Hand Hygiene**

1. Janitorial staff will wear disposable gloves and gowns/apron for all tasks in the cleaning process.
2. Gloves should be removed after cleaning area occupied by ill persons.
3. Clean hands immediately after gloves are removed.
4. Immediately report breaches in PPE such as a tear in gloves or any other potential exposures to the supervisor.

#### **Reference**

1. CDC, Interim Recommendations for U.S. Community Facilities with Suspected/Confirmed Coronavirus Disease 2019 (COVID-19)

### Appendix 3

#### UWI Mona Campus Minimum Quality Standards (MQS) for Facility Sanitation

ENTRANCES, LOBBIES, RECEPTION , FOYER– APPA Level 2	FREQUENCY
Tiled and linoleum floors will be dust mopped and damp mopped/washed	5 days per wk
Doormats will be lifted and vacuumed both sides.	5 days per wk
Carpeted areas will be vacuumed and spot cleaned.	5 days per wk
Litter receptacles will be emptied and cleaned.	5 days per wk
Door glass and partition glass will be cleaned both sides.	1 day per wk
Door glass will be kept free (clean) of stains, marks, etc.	5 days per wk
Entrance doorframes, side glass panels and top glass panels will be cleaned.	1 day per wk
Finger and other marks will be removed from wall to 2 m. high.	1 day per wk
Horizontal surfaces will be dusted.	1 day per wk
Stainless steel kick plates will be cleaned.	1 day per wk
Exterior garbage containers (within 5m) will be emptied and damp wiped.	5 days per wk

STAIRS AND LANDINGS – APPA Level 2	FREQUENCY
Stairs and landings will be swept and damp mopped/washed	5 days per wk
Doors will be kept free of finger marks	5 days per wk
Handrails will be dusted and damp wiped	2 days per wk
Walls will be spot cleaned to 2m high	1 day per wk
Stainless steel kick plates will be cleaned	1 day per wk

CORRIDORS, HALLWAYS - APPA Level 2	FREQUENCY
Tiled and linoleum floors will be dust mopped and damp mopped.	5 days per wk
Carpeted floors will be vacuumed and spot cleaned.	5 days per wk

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Horizontal surfaces will be dusted.	1 day per wk
Waste receptacles will be emptied and cleaned.	5 days per wk
Drinking fountains will be cleaned.	5 days per wk
Walls will be spot cleaned to 2 m. high.	1 day per wk
Tiled and linoleum floors will be sprayed and buffed.	1 day per wk
Coin telephones and enclosures will be cleaned and disinfected.	1 day per wk
Door glass and partition glass will be completely cleaned both sides.	1 day per month

<b>ELEVATORS – APPA Level 1</b>	<b>FREQUENCY</b>
Floors will be dust mopped and damp mopped/washed	5 days per wk
Doors and wall will be kept free of marks	5 days per wk
Glass ceiling panels will be cleaned	1 day per month
Stainless steel panels will be polished	1 day per wk

<b>LOUNGES, STAFF ROOM – APPA Level 2</b>	<b>FREQUENCY</b>
Supplies will be replenished.	5 days per wk
Upholstered furniture will be vacuumed.	1 day per wk
Tables will be damp wiped.	5 days per wk
Receptacles will be emptied and cleaned.	5 days per wk
Walls will be spot cleaned to 2 m. high.	1 day per wk
Chairs will be damp wiped.	1 day per wk
Carpet will be vacuumed and spot cleaned.	5 days per wk
Stainless steel sinks and counters will be cleaned.	5 days per wk

<b>OFFICES – APPA Level 2</b>	<b>FREQUENCY</b>
Tiled and linoleum floors will be dust mopped and damp mopped.	<b>1 day per wk</b>
Carpets will be vacuumed and spot cleaned.	<b>1 day per wk</b>
Wastebaskets and recycling bins will be emptied and cleaned.	<b>2 days per wk</b>
Furniture and horizontal ledges will be dusted.	<b>1 day per week</b>

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Finger marks will be removed from walls and partitions will be spot cleaned to a height of 2 m.	<b>1 day per week</b>
Telephones will be cleaned and disinfected.	<b>1 day per week</b>
Horizontal and vertical blinds dusted.	<b>2 times per year</b>
Horizontal and vertical blinds spray cleaned in the summer.	<b>1 time per year</b>

<b>WASHROOMS, SHOWERS, CHANGE ROOMS – APPA Level 1</b>	<b>FREQUENCY</b>
All fixtures will be cleaned, i.e. bowls, urinals, basins, mirrors, chrome surfaces and interface.	5 days per wk
Waste receptacles will be emptied and cleaned.	5 days per wk
All supplies will be replenished.	5 days per wk
Walls will be spot cleaned to a height of 2 m.	5 days per wk
Walls will be washed floor to ceiling.	1 day per month
Toilet partitions will be damp wiped.	1 day per wk
Floors will be swept and washed.	5 days per wk
Floor drains will be primed.	1 day per wk
Walls and toilet partitions will be kept free of graffiti.	5 days per wk
Floor drains will be cleaned and floor drain lids lifted and cleaned.	1 day per month

<b>LIBRARY – APPA Level 2</b>	<b>FREQUENCY</b>
Carpets vacuumed throughout and spot cleaned.	7 days per wk
Tile and lino floors dust mopped and damp mopped.	7 days per wk
Waste receptacles emptied & cleaned.	7 days per wk
Desk, counters, sills and ledges dusted.	3 days per wk
Doors, door glass and any partition glass cleaned.	1 day per wk
Lighting fixtures dusted.	1 day per month
Walls, stairwells, railings, landings spot cleaned to 2 m.	1 day per wk

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<b>CAFETERIA SEATING AND CIRCULATION AREAS – APPA Level 1</b>	<b>FREQUENCY</b>
Floors will be swept and damp mopped/washed.	5 days per wk
Walls will be spot cleaned up to a height of 2 m.	5 days per wk
Waste will be removed to outside container.	5 days per wk
Horizontal ledges will be wiped.	1 day per wk
Glass doors will be cleaned.	5 days per wk
Chairs, tables and table legs will be damp wiped	1 day per wk
Waste containers will be cleaned - cleaning to include wiping of outside and washing inside with disinfectant.	1 day per wk
Walk-off mats will be vacuumed.	1 days per wk
Remove gum from all surfaces.	1 day per month

<b>MEETING ROOMS, CONFERENCE ROOMS, MULTI PURPOSE ROOMS - APPA Level 2</b>	<b>FREQUENCY</b>
Garbage picked up.	5 days per wk
Carpets vacuumed.	5 days per wk
Upholstered furniture vacuumed.	1 day per wk
Tables damp wiped (policed daily).	3 days per wk
Walls spot cleaned to a height of 2 m.	1 day per wk
Chairs damp wiped.	1 day per wk
Carpets spot cleaned.	5 days per wk

<b>CLASSROOMS, LECTURE THEATRES – APPA Level 2</b>	<b>FREQUENCY</b>
Carpets will be vacuumed and spot cleaned.	5 days per wk
Tiled and linoleum floors will be dust mopped and damp mopped/washed.	5 days per wk
Waste receptacles will be emptied and cleaned.	5 days per wk
Desks, counters, sills and ledges will be dusted.	1 day per wk
Chalkboard ledges and erasers will be cleaned and chalk replenished.	5 days per week

## Estate Management Department

### *Towards Implementing an Enhanced Sanitation Programme for Facilities Post Covid-19*

Chalkboards will be completely cleaned and washed.	5 days per wk
White boards will be cleaned.	5 days per wk
Floor grilles will be cleaned.	1 day per month
Door glass and partition glass will be cleaned both sides.	1 day per month
Horizontal and vertical blinds will be dusted.	2 times per year
Horizontal and vertical blinds will be spray cleaned in the summer.	1 time per year

<b>COMPUTER LABORATORIES – APPA Level 2</b>	<b>FREQUENCY</b>
Carpets will be vacuumed and spot cleaned.	5 days per wk
Tiled and linoleum floors will be dust mopped and damp mopped/washed.	5 days per wk
Waste receptacles will be emptied and cleaned.	5 days per wk
Desks, counters, sills and ledges will be dusted.	1 day per wk
Chalkboard ledges and erasers will be cleaned and chalk replenished.	5 days per week
Chalkboards will be completely cleaned and washed.	5 days per wk
White boards will be cleaned.	5 days per wk
Door glass and partition glass will be cleaned both sides.	1 day per month
Horizontal and vertical blinds will be dusted.	2 times per year
Horizontal and vertical blinds will be spray cleaned in the summer.	1 time per year

<b>SCIENCE LABORATORIES – APPA Level 2</b>	<b>FREQUENCY</b>
Carpets will be vacuumed and spot cleaned.	5 days per wk
Tiled and linoleum floors will be dust mopped and damp mopped/washed.	5 days per wk
Waste receptacles will be emptied and cleaned.	5 days per wk
Desks, counters, sills and ledges will be dusted.	1 day per wk
Chalkboard ledges and erasers will be cleaned and chalk replenished.	5 days per week



## Estate Management Department

### Towards Implementing an Enhanced Sanitation Programme for Facilities Post Covid-19

Chalkboards will be completely cleaned and washed.	5 days per wk
White boards will be cleaned.	5 days per wk
Stainless steel sinks and counters will be cleaned	5 days per wk
Eyewash stations will be cleaned	2 days per wk
Door glass and partition glass will be cleaned both sides.	1 day per month
Horizontal and vertical blinds will be dusted.	2 times per year
Horizontal and vertical blinds will be spray cleaned in the summer.	1 time per year

<b>FIRST AID ROOMS – APPA Level 1</b>	<b>FREQUENCY</b>
All fixtures will be completely cleaned, i.e. bowls, basins, mirrors and chrome surfaces.	5 days per wk
Waste receptacles will be emptied and cleaned as per medical waste disposal regulations.	5 days per wk
All supplies will be replenished.	5 days per wk
Walls will be spot cleaned to a height of 2 m.	5 days per wk
Floors will be swept and damp mopped/washed with germicide.	5 days per wk
Floor drains will be primed.	1 day per wk
Floor drains will be cleaned.	1 day per month
Sinks will be cleaned.	5 days per wk

<b>GENERAL OFFICE SPACE – APPA Level 2</b>	<b>FREQUENCY</b>
Tiled and linoleum floors will be dust mopped and damp mopped.	<b>2 days per wk</b>
Carpets will be vacuumed and spot cleaned.	<b>2 days per wk</b>
Wastebaskets and recycling bins will be emptied and cleaned.	<b>2 days per wk</b>
Furniture and horizontal ledges will be dusted.	<b>1 day per wk</b>
Finger marks will be removed from walls and partitions will be cleaned to a height of 2 m.	<b>1 day per wk spot</b>
Telephones will be cleaned and disinfected.	<b>1 day per wk</b>

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*Towards Implementing an Enhanced Sanitation Programme for Facilities Post Covid-19*

Horizontal and vertical blinds dusted.	<b>2 times per year</b>
Horizontal and vertical blinds spray cleaned in the summer.	<b>1 time per year</b>

<b>OTHER AREAS - GENERAL CLEANING SERVICES – AREAS NOT SPECIFIED – APPA Level 2</b>	<b>FREQUENCY</b>
Sanitize all phone handsets	weekly
Furniture will be spot cleaned	weekly
Mops to be cleaned/laundered to avoid odor	weekly
Floor will be spray buffed	monthly
Dust exterior doors and frames of lockers, partitions, and ledges	weekly
Thoroughly clean all floor drains – flush with water and an enzyme product	weekly
All lino floors will be swept with a treated dust mop; spillage will be removed	3 times per wk
All carpets will be vacuumed and all stains removed	3 times per wk
Finger marks will be removed from glass desks, table tops, door glass, and display cases	3 times per wk
Finger marks and smudges will be removed from walls and other surfaces, where accessible	3 times per wk
All graffiti shall be removed as it appears	daily
Exterior sidewalk cleaning; all sidewalk extensions of buildings to be swept and kept clean 5 metres on either side of & perpendicular to entrance	daily
All outside garbage receptacles at building entrance to be emptied daily	daily
Clean and sanitize all waste receptacles, sinks, tables and countertops	daily
Window ledges and tracks will be dusted and wiped	monthly
All metal surfaces, including push plates and kick plates will be cleaned and polished	monthly
Spot cleaning of ceramic tile grout	monthly
Clean the interior of all paper towel and soap dispensers	monthly

## Estate Management Department

*Towards Implementing an Enhanced Sanitation Programme for Facilities Post Covid-19*

PROJECT WORK	FREQUENCY
Wash all walls in entrances, hallways and classrooms	1 time per year
Hard surfaces scrubbed and recoated (two coats)	2 times per year
Hard surfaces burnished	2 times per year
Hard surfaces stripped and refinished	1 time in 5 years
Hard surfaces spray buffed	1 time per month
Wash walls in offices	1 time per year
Extraction clean all carpets	1 time per year
Vacuum and clean all fabric furniture, wash all vinyl/plastic furniture	1 time per year
Wash all building outside perimeter windows	1 time per year
All interior glass unless otherwise specified	2 times per year
All supply, return and exhaust air diffuser grills will be vacuumed and washed	2 times per year
Clean and sanitize tables and chairs including tops and underneath surfaces, legs and arms including removing gum, etc.	2 times per year
Service rooms: Boiler, Electrical, Mechanical, communications rooms to be dusted, swept, and/or vacuumed.	1 time per year

**Note: Not all areas will receive floor care at the frequencies noted and reductions may be made for low traffic areas and increase for high traffic areas.**

### APPA appearance levels definitions

#### Level 1 - Orderly Spotlessness

- Floors and base moldings shine and/or are bright and clean; colours are fresh. There is no buildup in corners or along walls
- All vertical and horizontal surfaces have a freshly cleaned or polished appearance and have no accumulation of dust, dirt, marks, streaks, smudges, or fingerprints. Light all work and fixtures are clean.
- Washroom and shower fixtures and tile gleam and are odor-free. Supplies are adequate.
- Trash containers and pencil sharpeners hold only daily waste, are clean and odor-free.

#### Level 2 - Ordinary Tidiness

- Floors and base moldings shine and/or are bright and clean. There is no buildup in corners or along walls, but there can be up to two days worth of dust, dirt, stains, or streaks.
- All vertical and horizontal surfaces are clean, but marks, dust, smudges, and fingerprints are noticeable upon close observation. Light all work and fixtures are clean.
  - Washroom and shower fixtures and tile gleam and are odor-free. Supplies are adequate.
- Trash containers and pencil sharpeners hold only daily waste, are clean and odor-free.

#### Level 3 - Casual Inattention

- Floors are swept or vacuumed clean, but upon close observation there can be stains. A buildup of dirt and/or floor finish in corners and along walls can be seen.
- There are dull spots and/or matted carpet in walking lanes. There are streaks or splashes on base molding.
- All vertical and horizontal surfaces have obvious dust, dirt, marks, smudges, and fingerprints. Lamps all work and fixtures are clean.
- Trash containers and pencil sharpeners hold only daily waste, are clean and odor-free.

#### Level 4 - Moderate Dinginess

- Floors are swept or vacuumed clean, but are dull, dingy, and stained. There is a noticeable buildup of dirt and/or floor finish in corners and along walls.
- There is a dull path and/or obviously matted carpet in walking lanes. Base molding is dull and dingy with streaks or splashes.
- All vertical and horizontal surfaces have conspicuous dust, dirt, smudges, fingerprints, and marks. Lamp fixtures are dirty and some lamp (up to 5 percent) are burned out.
- Trash containers and pencil sharpeners have old trash and shavings. They are stained and marked. Trash containers smell sour.

## Estate Management Department

### *Towards Implementing an Enhanced Sanitation Programme for Facilities Post Covid-19*

#### Level 5 - Unkempt Neglect

Floors and carpets are dull, dirty, dingy, scuffed, and/or matted. There is a conspicuous buildup of old dirt and/or floor finish in corners and along walls. Base molding is dirty, stained, and streaked. Gum, stains, dirt, dust balls, and trash are broadcast.

- All vertical and horizontal surfaces have major accumulations of dust, dirt, smudges, and fingerprint, all of which will be difficult to remove. Lack of attention is obvious.
- Light fixtures are dirty with dust balls and flies. Many lamps (more than 5 percent) are burned out.
- Trash containers and pencil sharpeners overflow. They are stained and marked. Trash containers smell sour.

## Estate Management Department

*Towards Implementing an Enhanced Sanitation Programme for Facilities Post Covid-19*

### **Guideline for Working in small Kitchenettes within Departments**

Standard: Kitchenettes must be kept clean at all times. Only assigned persons should be in the kitchen and be allowed to handle food or food utensils. Food safety procedures should be adhered to at all times.

#### **Equipment and Materials Needed**

1. Mop, Bucket, Wringer
2. Dust Pan and Counter Brush
3. Liquid soap
4. Sanitiser
5. Paper Towels, Soap, Toilet Paper (if necessary)
6. Can Liners

#### **Key Points**

1. Wash, rinse, sanitise and air dry all eating/drinking utensils as soon as they are return to the kitchen.
2. Store utensils in a dust/pest proof area.
3. Do not touch the parts of clean utensils that will come in contact with food or the mouth.
4. Keep garbage bin closed except when in continuous use.
5. Clean countertops, stoves, external surfaces of refrigerators and cupboards and other high touch areas with approved sanitizer at least once daily
6. Mop and sanitize floors daily
7. Use only food items from approved sources
8. Keep food hot (above 60°C) or cold (below 4°C)
9. Keep animals and pests out of the kitchen
10. Practice good hand hygiene at all times
11. If you suspect that a product is not good bring it to the attention of the supervisor.
12. Do not handle food for others if you have a boil, diarrhoea, cough, fever or otherwise unwell.
13. Only water from an approved source should be used in the kitchenette.

Personal Protective Equipment: Disposable latex or non-latex gloves.

### **Guideline for Daily Grounds Maintenance**

## **Estate Management Department**

### *Towards Implementing an Enhanced Sanitation Programme for Facilities Post Covid-19*

Standard: The facility grounds area must be pleasing to the eyes of students, staff, and general public. All debris such as glass, paper, or other trash must be removed from facility grounds twice daily if possible. Do daily inspection of the assigned area and report any difficulties to your immediate supervisor.

#### **Equipment and Materials Needed**

1. Push Broom
2. Rake
3. Paper Grabber
4. Power Blower
5. Waste Container/garbage bags
6. Protective Gloves

#### **Work Flow**

1. Police grounds areas in the morning and once again in the afternoon.
2. Remove and discard all waste papers, sticks, glass, and other debris.
3. Rake/sweep around walk ways and other visible areas.
4. Use power blower to clear trash in car parks, along roadways and other assigned areas
5. Collect trash in waste containers/garbage bags
6. Empty trash receptacles and replace liners as necessary.
7. Check for damage to grounds areas such as broken pipe railing, tree or bush damage, or other issues that may cause an accident. Report this to your supervisor as soon as possible.

#### **Protective Equipment**

1. Leather work gloves
2. Disposable latex or non-latex gloves
3. Eye protection

## **Guideline for Daily Cleaning of Locker Rooms**

## Estate Management Department

### *Towards Implementing an Enhanced Sanitation Programme for Facilities Post Covid-19*

Standard: Upon completion of this work activity, locker rooms are to be clean and safe with all fixtures and floors disinfected. Soap and paper products are to be replenished daily as needed. Wall surfaces and mirrors are to be clean and graffiti-free. The locker room should be free of unhealthy odors.

#### **Equipment and Materials Needed (Basic)**

1. Equipment cart
2. Light bristle push broom.
3. Disinfectant, glass cleaner, graffiti remover.
4. Disposable wiping towels or rags.
5. One-gallon pump sprayer or 10-12 oz. spray bottle for disinfectant.
6. Pails, bowl mops, semi-abrasive cleaning pads.
7. Wet mop equipment (mop, bucket, wringer).
8. Wet floor signs.
9. Putty knife.
10. Can liners.

#### **Work Flow**

1. Place wet floor sign as necessary
2. Spray all fixtures including wall surface areas and floors around urinals and toilets with appropriate cleaning solution. Let stand.
3. Pick up large pieces of debris or paper off the floor. Check ceiling and walls for cobwebs etc. and remove same.
4. Empty trash.
5. Damp wipe horizontal and vertical surfaces such as air vents, partition frames, and locker tops.
6. Check and refill paper and soap dispensers.
7. Clean inner and outer surfaces of urinals and toilet bowls.
8. Use semi-abrasive pad to clean wash hand sinks and outsides/undersides of sinks.
9. Spray all fixtures with disinfectant
10. Remove graffiti from wall surface areas.
11. Wipe dry all shiny surfaces, undersides of sinks and urinals, and toilet seats. Let the rest of the fixtures air dry.
12. Wet-mop the floor with a cleaning solution. Work from the farthest end of the locker room towards the entrance door.
13. Check the floor drains for unhealthy odors.
14. Wipe floor with disinfectant
15. Dispose of all wiping towels as you leave the locker room area.
16. Report all maintenance repairs as necessary

#### **Personal Protective Equipment**

1. Protective hand wear: disposable non-sterile latex gloves.
2. Protective mask and eye protection (goggles).
3. Shoe covers
4. Apron

### **Daily cleaning of Classrooms**



## Estate Management Department

### *Towards Implementing an Enhanced Sanitation Programme for Facilities Post Covid-19*

**Standard:** Upon completion the classroom must be clean and safe with furniture positioned in an orderly arrangement. Floor surfaces must be free of dirt, stains, or other accumulations. Flat and vertical surfaces are to be dust free, and trash is to be emptied. All normal hand contact surfaces should be disinfected. Classrooms are to be secured after cleaning.

#### **Equipment and Materials Needed**

1. Equipment cart
2. Vacuum
3. 18" swivel dust mop
4. Dust cloth or dusting tool
5. Dust pan and counter brush
6. Bin liners
7. Spray cleaner disinfectant (10-12oz bottle),
8. Glass cleaner (10-12oz bottle)
9. Damp mop, bucket, wringer
10. Putty knife

#### **Work Flow**

1. Remove large pieces of litter from floor, empty pencil sharpeners if applicable.
2. Empty trash and replace can/bin liners.
3. Damp wipe flat and vertical classroom surfaces.
4. Damp mop all hard floor surfaces, sweeping material toward the classroom door.
5. Spot clean stains on wall surface areas if necessary,
6. Clean classroom doors including glass if necessary.
7. Order (arrange) classroom furniture.
8. Disinfect surfaces of desks, chairs, tables, door handles and other areas that routinely come in contact with the hands
9. Secure the classroom (lights off, close and lock windows and classroom entry doors).

#### **Personal Protective Equipment**

1. Protective hand wear – non-sterile latex or cloth gloves
2. Protective mask
3. Apron

### **Cleaning and Disinfection of Vehicles**

## Estate Management Department

### *Towards Implementing an Enhanced Sanitation Programme for Facilities Post Covid-19*

Drivers must wash their hands as necessary and use hand disinfectant where washing is not possible. They should avoid touching their nose, mouth, or eyes, and avoid picking up passengers. Drivers and passengers should wear face mask.

The following are general guidelines for cleaning and disinfecting vehicles.

1. Commonly touched surfaces of the vehicle should be cleaned and disinfected at the beginning and end of each shift.
2. The person doing the cleaning should wear suitable disposable gloves and apron and should follow the instructions faithfully.
3. Leave doors and windows open to allow for adequate ventilation.
4. Clean dirty, hard, non-porous surfaces with soap and water before applying the disinfectant.
  - a. Follow the manufacturer's instructions in applying disinfectant to the cleaned surfaces. The following disinfectants may be used:
    - o EPA's Registered Antimicrobial Products for Use Against Novel Coronavirus SARS-CoV-2[external icon](#),.
    - o Diluted household bleach solutions, if appropriate for the surface.
    - o Alcohol solutions with at least 70% alcohol.
5. Clean soft or porous surfaces by removing any visible contamination and damp wiping the surface with soap and water.
  - a. Apply products that are EPA-approved for use against the virus that causes COVID-19 and that are suitable for porous surfaces.
6. Clean electronic surfaces by removing visible dirt with a damp cloths
  - a. Disinfect the electronic surfaces by using alcohol-based wipes.
7. After cleaning, remove gloves and any other disposable PPE.
8. Wash hands immediately.

Reference: Interim Recommendations for U.S. Non-emergency Transport Vehicles that May Have Transported Passengers with Suspected/Confirmed Coronavirus Disease 2019 (COVID-19)

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**Appendix 4**

**Example Hygiene & Sanitation Plan**

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**Appendix 5**

**Reporting Checklist Templates**