

Section 4 - Standard Operating Procedures

Standards of Cleanliness

1. **Ceilings** – Clean; free of dust and spots; paint intact; vents clean and free of dust and lint; light bulbs operable; all ceiling tiles in place.
2. **Walls** – Clean, no lint; paint intact; free of finger marks and stains.
3. **Floors** – Clean, free of dust, lint and stains; no floor finish build-up or accumulation of soil in corners; free of heel and scuff marks; free of discolored floor finish; high luster.
4. **Cove Bases** – Clean and clear; no floor finish build-up; no mop marks; no accumulation of soil in corners; intact around room (firmly affixed to wall with no signs of being loose at juncture with floor.)
5. **Doors** – Clean, free of marks; finish intact; kick plate clean and shiny; top is free of dust and lint; edges are clean; handle or knob is clear and clean; hinge facing and door frame are clean; door vent is clean and free of dust and lint; window frame is clean and free of dust and lint (inside and outside).
6. **Windows** – Clear and clean, not in need of immediate washing; frame clean; glazing intact, clean; paint in good condition.
7. **Window Drapes** – Free of lint; properly hung on tracks; not faded; no stains, yellowing or tears; pulleys and pull cords intact and working; pins installed correctly in drapes and on carriers.
8. **Cubicle Curtains** – Clean and free of stains; not faded; pulls freely in tracks; properly mounted; no tears; adequate length and width.
9. **Beds** – Headboards and footboards are clean; metal upright and horizontal frame clean; control unit and cord clean and working; linen clean and free of stains and tears; bed properly made; undercarriage free of lint and soil; wheels clean and free of lint.
10. **Mattresses** – Clean, free of stains and lint; in good repair without rips or tears.
11. **Over-Bed Tables** – Clean and free of dust; elevation controls working properly; drawer and drawer mirror clean and free of dust, lint and streaks; base, frames and wheels clean and free of dust and lint.
12. **Bedside Console Units** – Countertop, shelves and facings clean and free of dust and spots; no accumulation of soil in corners; stainless steel sink and plumbing fixtures clean and free of spots and streaks; clothes closet clean and free of dust and lint.
13. **Chairs** – Clean, free of lint and dust.
14. **Television Sets** – Clean, free of dust and lint; shelf clean, free of dust and lint.
15. **Toilets** – Toilet bowl clean inside and outside; no stains, streaks or residue; toilet seat clean, free of spots, stains or streaks and tightly fastened to toilet; plumbing fixtures clean,

free of dust, spots and streaks; plumbing connections to toilet free of alkali buildup and dirt; base of toilet free of soil build-up and stains.

16. **Sinks** – Clean inside, outside and underneath; free of spots and streaks; plumbing fixtures on top and underneath free of dirt, spots and streaks; base of plumbing fixtures free of alkali build-up.
17. **Mirrors** – Clean, free of spots and streaks; frame top and edges free of dust and lint; shelf clean, free of spots and streaks.
18. **Shower Stalls** – Walls clean, free of soil build-up on caulking; caulking intact; fixtures free of spots and streaks; door frame and glass free of dust, lint, spots and streaks; horizontal crossbars above door free of dust, lint, spots and streaks.
19. **Dispensers** – Soap and paper towel dispensers are clean, free of dust and lint on top and underneath, free of spots and streaks; supplies replenished.
20. **Refrigerators** – Clean, free of dust spots and stains; shelves and facing clean and free of spots, spills and stains; freezer clear and free of stains; motor vent clean and free of dust and lint. Refrigerator door gasket is clean, intact.
21. **Countertops** – Clean, free of dust, stains and finger marks.
22. **Telephones** – Clean, free of dust and lint; receiver, mouthpiece and dial free of dust and lint.
23. **Drinking Fountains** – Stainless steel free of spots and streaks.
24. **Vents** – Free of dust, fingerprints, marks, stains and spider webs.
25. **Lights** – Dust-free, insect-free, no stains.
26. **Waste Receptacles** – Clean inside and out; liner in place; must not be dented or cracked.
27. **Housekeeping Closets** – Orderly; sink clean; floors and walls clean; equipment clean; door locked; no boxes on floors; no storage within 18" of ceiling; no personal items.
28. **Furniture** – Clean and polished; cushions clean.
29. **Carpeting** – No stains; dust free.
30. **Elevators** – Metal shined; floors cleaned and litter-free; tracks, buttons and vents clean.
31. **Fans** – Dust free, clean.
32. **Equipment** – Clean, polished, stored properly. Filters, brushes, batteries checked and serviced properly; cords and hardware tight and intact.
33. **Stainless Steel, Corner Plates, etc.** – Clean, shiny; no smudges.
34. **Stairwells** – Dust-free and clean; handrails cleaned.
35. **Housekeeping Cart** – Clean; locks intact; chemicals labeled and locked when not in use.