

INNISFIL PUBLIC LIBRARY



SUBJECT: GREEN HOUSEKEEPING PROGRAM POLICY

Policy No.: 2014-19

Date: October 20, 2014

Review Date: October 2018

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PURPOSE:

To establish the requirement and responsibilities for routine housekeeping to ensure that all public library facilities in Innisfil adhere to high standards of cleanliness and acceptable appearance, while following environmentally acceptable practices in conformance with LEED Certification protocol. The goal is to achieve a healthier and cleaner environment for all through the use of products and cleaning methods which produce less toxic pollution and waste, while conserving resources and habitats.

POLICY

General

The Library strives to provide a safe and healthy environment for the general public, user groups and Staff. Good housekeeping is a major factor in minimizing occupational injuries and illnesses. All employees and contractors will be expected to contribute to a safe, clean, and green environment. Training will be provided to all Staff as required. Maintenance personnel, including outside contractors, will be required to follow the green guidelines established by the Innisfil Public Library's Green Housekeeping Program.

Application

This policy applies to all employees of the Innisfil Public Library and contractors.

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Guidelines

This program will be reviewed regularly and changes will be considered in light of procedures and standards established by the U. S. Green Building Council (www.usgbc.org), the Canada Green Building Council (www.cagbc.org), Green Seal (www.greenseal.org) and Canada's EcoLogo Program (www.ecologo.org/en/)

Acceptable Performance Level Standards:

Product Selection:

Products will be selected based on an evaluation of its green factors, including consideration of whether it has been certified under the Green Seal GS-37 standard, or the EcoLogo Program.

Components of the desired standard include the following:

- A cleaning product may not be toxic to humans in its undiluted form.
- A cleaning product may not be corrosive to the skin or eyes.
- A cleaning product may not be a skin sensitizer as measured by standard tests.
- A cleaning product may not be combustible.
- A cleaning product may not, as used, contain substances that contribute significantly to the production of smog, ozone or poor indoor air quality. The volatile organic compound (VOC) content of a product, as used, may not exceed:
 - 1 % by weight for general purpose and bathroom cleaners;
 - 3 % by weight for glass cleaners.
- A cleaning product may not, as used, be toxic to aquatic life.
- A cleaning product may not, as used, contain more than 0.5 % by weight of total phosphorus.
- Each organic ingredient of a cleaning product must be readily biodegradable.
- A cleaning product may not contain alkylphenol ethoxylates, dibutyl phthalate, heavy metals or any ozone-depleting compounds. Any fragrances must be identified on the MSDS.
- Animal testing is discouraged.
- The product must be a concentrate.
- The product's primary packaging must be recyclable, unless the manufacturer provides for the return and refilling of its packages.
- The product manufacturer, distributor, or a third party must offer training or training materials in the proper use of the product.

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- The product label must include detailed instructions on the product's proper use and disposal and on the use of PPE.
- The concentrated product must be demonstrated to work effectively when diluted with room temperature water using universally accepted test methods specified in the standard.

If a product to be used is not certified, the MSDS sheet will be evaluated against the components of the standard as listed above. Products may be checked for certification status at www.greenseal.org (GS-37) or www.ecologo.org/en/ (EcoLogo).

Procedure:

General:

All personnel will work towards maintaining the workplace in a clean and orderly manner. Housekeeping encompasses all activities related to the cleanliness of the facility, materials, and equipment and the elimination of nonessential materials and hazardous conditions. The following general housekeeping practices must be applied to all areas within the library facilities:

1. Garbage, scrap, debris and other trash materials are to be properly disposed of in designated containers and shall be removed by contracted cleaning staff as part of the regular maintenance service.
2. Materials and equipment will be stored only in appropriate storage locations.
3. Floors should be maintained as clean and as dry as reasonably practicable. Liquid spills are to be cleaned up immediately.
4. Equipment is to be kept clean and in good working condition.
5. Work areas are to be kept clean to ensure that work activities may proceed in an orderly and efficient manner.
6. Shelved items must be placed in an orderly manner and arranged so that the items cannot easily fall while nearby items are being retrieved.
7. Items will not be placed in front of shelves so that employees must climb or reach over the items stored in front of the shelves to retrieve items.
8. Storage of unnecessary combustibles such as cardboard boxes is discouraged.
9. Disinfectants will be used as required to maintain a balance between environmental safety and the infection/bacterial control required in public spaces. In most cases, use will be limited to a few times a week to weekly but may be increased in times of elevated risk of exposure to biohazards.* - *Refer to Schedule A.*

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Inspections:

The Branch Manager will inspect for deficiencies in cleanliness and good physical appearance, as part of every shift to ensure that the desired levels of cleanliness and appearance are maintained. In addition, all Staff Members are encouraged to report any deficiencies in maintenance of the facility to the Branch Manager. Hazardous conditions that constitute imminent danger shall be reported immediately to the Branch Manager. During inspections, any safety related deficiencies which constitute hazardous conditions should be given priority attention.

Inspection Guidelines:

1. Housekeeping is being maintained as an integral part of every work space.
2. Receptacles are available for waste and debris.
3. Cleaning and removal of waste, debris, and dust are being performed regularly.
4. A sufficient number of waste receptacles are available to make their use convenient.
5. Stairways, corridors, and mechanical rooms are free from loose material and debris and are not used for storage.
6. Cords and other materials are not located where they may cause tripping or other safety hazards.
7. Staff rooms, washrooms, toilets, drinking fountains, etc. are being constantly maintained in a sanitary condition.
8. Deficiencies in physical appearance (such as a need for painting and other appearance related maintenance items) should be noted during the inspections.
9. Deficiencies in the area of corrective maintenance such as leaks, etc., should be noted during the inspections.

Responsibilities:

All Library Staff members are committed to providing library service in as clean and as environmentally healthy a facility as is possible. Staff is responsible for keeping the facility as safe and as tidy as possible, and reporting and dealing with issues as they arise. The responsibility for the actual cleaning and maintenance is allocated to the Library Custodian and outside contractors. The outside cleaning contractors are selected through a tender process which describes the Library's expectations.

It is expected that the outside contractors will demonstrate the same environmentally friendly focus supported by Library Staff.

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Senior Management Team Staff shall:

- Ensure that a cleaning team is available and aware of the Innisfil Public Library's Green Housekeeping Program and its inherent expectations.
- Communicate concerns to the cleaning contractors.
- Budget for the funding necessary to ensure good housekeeping standards are maintained.
- Ensure that proper and required training is provided.

Branch Managers shall:

- Ensure that elements of this program are being followed by conducting inspections, reviews, spot-checks, and other warranted follow-up action.
- Conduct or arrange for inspections in their facilities.
- Ensure that the branch is maintained at an acceptable level of appearance and cleanliness.
- Initiate corrective action for deficient items noted during inspections.

All Staff shall:

- Follow the requirements of this Green Housekeeping Program.
- Notify the Branch Manager of any deficiency.

All Outside Contractors shall:

- Follow the requirements of this Green Housekeeping Program, including Green Housekeeping Best Practices. (*see following section*).
- Communicate with Senior Management as required to ensure that the program is being followed.

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Green Housekeeping Best Practices:

(These guidelines focus mainly on functions/tasks performed by Outside Contractors. However, the premise behind the practice is the responsibility of all – to be upheld by Staff and facilitated by Senior Management.)

1.1 General Requirements

- 1.1.1 Perform housekeeping activities on a daily basis.
- 1.1.2 Conduct routine maintenance according to manufacturer's specifications.
- 1.1.3 Plan for possible accidents such as common spills, water leaks, weather-related problems, etc.
- 1.1.4 Wear personal protective equipment as required.
- 1.1.5 Establish work schedules to minimize exposure to the facility's occupants (e.g. cleaning to be done in the evening when branches are closed).
- 1.1.6 Minimize chemical, particle and moisture residue when cleaning.
- 1.1.7 For all major cleaning operations, ensure that all who need to know are informed of the schedule and provided with any other information which may be applicable.
- 1.1.8 Conduct an annual baseline review of the facilities, which will include considering situations, sources and / or conditions that may contribute to pollution.

1.2 Building Exterior

- 1.2.1 Look for sources of pollutants. These pollutants may include dirt surfaces, e.g., roadways, walkways and shrubbery; fields where pesticides, fertilizers and/or other chemicals are used; soils; poorly-drained surfaces, e.g. roads and parking lots; refuse; automobile traffic; and local industries.
- 1.2.2 Pay attention to the routes by which pollutants can enter the building.

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1.3 Entrances and Lobby

- 1.3.1 Provide entrance mats, grates and/or other devices used to remove soil from foot traffic. Regularly clean these items. When foot traffic is unusually heavy, establish a specific protocol for handling.
- 1.3.2 Use mild cleaning products for regular daily cleaning and stronger cleaning products for weekly deep cleaning.
- 1.3.3 Mats/carpets should be vacuumed daily with strong suction, tight filter, rotating brush machines. Vacuum low-traffic areas with four back and forth strokes and high-traffic areas with ten strokes. Vacuum the high-traffic areas and prominent areas throughout the day. Use high-efficiency vacuum bags and HEPA (high efficiency particle arrestance) filters to capture particles.
- 1.3.4 Deep clean using a carpet extractor no more than twice annually. Be sure to check the manufacturer's warranty before cleaning.
- 1.3.5 Use carpet spot removal products only when absolutely necessary.
- 1.3.6 Frequently dust mop hard floors.
- 1.3.7 To minimize tracking and to prevent stains, address spills on hard floors and carpets immediately.
- 1.3.8 Clean draperies, curtains and blinds, as needed.

1.4 Stairs and Elevators

- 1.4.1 Clean frequently to prevent the spreading of pollutants.
- 1.4.2 Clean carpets and hard surfaces frequently to prevent the spreading of pollutants.
- 1.4.3 Do not use landings or stairs as storage areas.

1.5 Offices and Work Spaces

- 1.5.1 To hold the dust, use a damp dust cloth rather than a feather duster.
- 1.5.2 Regularly dust and clean walls.
- 1.5.3 Regularly clean carpets and hard surfaces.
- 1.5.4 Clean telephones, door knobs, light switches and other surfaces that regularly come in contact with hands, daily and with a disinfectant cleaner at least once a week.
- 1.5.5 To improve lighting, clean windows and light fixtures.

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1.6 Staff Room

- 1.6.1 Clean food preparation areas and eating tables after each food preparation or eating period. Clean the underside and top of each table.
- 1.6.2 Wash cabinets, counter tops and floors regularly.
- 1.6.3 Regularly inspect walls, ceilings and vents and clean as needed.
- 1.6.4 Check for food scraps and standing wastewater beneath sinks, refrigerators and trash cans.
- 1.6.5 Ensure that trash cans are covered and implement effective pest control.

1.7 Washrooms

- 1.7.1 Check floors for standing water that can create slippery conditions and bio-contamination.
- 1.7.2 Ensure that floor drains are functioning properly.
- 1.7.3 Daily (minimum) cleaning is required for the following tasks:
 - 1.7.3.1 Remove trash and replace garbage bags.
 - 1.7.3.2 Refill empty soap, paper towel and toilet paper dispensers.
 - 1.7.3.3 Repair broken, contaminated and/or leaking dispensers.
 - 1.7.3.4 Dust high surfaces.
 - 1.7.3.5 Clean toilets and urinals with a non-acid bowl cleaner.
 - 1.7.3.6 Clean mirrors and other glass surfaces.
 - 1.7.3.7 Clean walls, ceilings, partitions, doors and light switches.
 - 1.7.3.8 All surfaces and fixtures to be thoroughly cleaned daily, and disinfected every few days to weekly or as required.* - *Refer to Schedule A.*
 - 1.7.3.9 Vacuum cleaning all floors and wet mopping with a cleaner / disinfectant cleaner to be performed every few days to weekly or as required.* - *Refer to Schedule A.*
- 1.7.4 Weekly deep cleaning should include the following:
 - 1.7.4.1 Remove graffiti.
 - 1.7.4.2 Clean stained toilet bowls.
- 1.7.5 Use mild products for regular daily cleaning and use stronger products for weekly deep cleaning only.
- 1.7.6 Use acid cleaners only to remove stubborn stains. Do not mix acids with bleach.

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1.7.7 For bacterial removal, the following practices are required:

- 1.7.7.1 Unless surfaces are in good condition, clean them and then use a separate disinfectant.
- 1.7.7.2 Select products that contain the specific EPA-registered ingredients needed to destroy the germs within the facility.
- 1.7.7.3 Dilute disinfectants according to the manufacturer's directions.
- 1.7.7.4 Leave the disinfectant in place for ten minutes.

1.8 Custodial Closets and Storage Areas

- 1.8.1 Store only clean equipment and supplies.
- 1.8.2 Regularly remove trash and waste products.
- 1.8.3 Regularly wash the floors, walls and sinks and disinfect at least once a week.
- 1.8.4 Check to ensure that all drains are operating properly.
- 1.8.5 Keep areas well ventilated and dry.
- 1.8.6 Properly dispose of all waste products.

1.9 Mechanical and Electrical Areas

- 1.9.1 Frequently clean and check for leaks, standing water, dust and debris.
- 1.9.2 Check for pests, birds, rodents and other vermin.

1.10 Pest Control

- 1.10.1 Eliminate all sources of food, e.g. scraps, from the eating areas.
- 1.10.2 Keep waste in tight containers and away from the building.
- 1.10.3 When necessary, add physical barriers to prevent pest entry. Screens for chimneys, air curtains and other barriers may be required.
- 1.10.4 Inspect and monitor pest population sites. Modify their living habitats by removing clutter and relocating outside light sources which may attract certain species.
- 1.10.5 When traps are required, use light traps, glue boards and snap traps.
- 1.10.6 When chemical pesticides are necessary, schedule pesticide application for unoccupied periods and notify occupants in advance. Select pesticides to minimize toxicity to humans and non-target species. Apply only in targeted areas with minimum application to exposed surfaces.

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1.11 Appropriate Sanitary Products

- 1.11.1 Purchase toilet paper, paper towels, plastic trash bags and other sanitary products that contain high amounts of post-consumer recycled content.

Staff Training:

The Deputy Chief Librarian or designate is responsible for training Staff as required. In general, the Library's green maintenance training is similar to traditional maintenance/cleaning training. However, switching to environmentally preferable procedures and products requires a higher level of training. The Library will provide training for its Staff on environmentally preferable products to ensure that the proper procedures are communicated to employees or contractors as required. The expectation is that all responsible for cleaning and maintenance at the Library will be properly trained

Appendices

- *Appendix A – Sample List of Certified Cleaning Products*

Related Policies:

Health & Safety Policy

Approved by the Innisfil Public Library Board, October 20, 2014

Motion Number: 2014.72

Supersedes

Green Housekeeping Program Accepted by the Innisfil Public Library Board, September 21, 2009, Motion #2009.58.

Appendix A
Sample List of Certified Cleaning Products

<u>Area</u>	<u>Product*</u>	<u>Certified</u>	<u>Frequency</u>
Washrooms - Tile and Porcelain	<ul style="list-style-type: none"> • Swish Clean & Green Cream Cleaner • Swish Clean & Green Toilet Bowl Cleaner 	EcoLogo EcoLogo	Daily
Spots	<ul style="list-style-type: none"> • Swish Clean & Green Stain & Spot Remover 	EcoLogo	As required
Floor Cleaner	<ul style="list-style-type: none"> • Swish Clean & Green Neutral Floor Cleaner 65316 • Es84 Neutral Floor Cleaner • ES83 Haze Away 	EcoLogo	Daily
Floor Stripper	<ul style="list-style-type: none"> • Swish Clean & Green Floor Stripper 	EcoLogo	As required
Floor Finish	<ul style="list-style-type: none"> • Swish Clean & Green Floor Finish 	EcoLogo	As required
Glass Cleaning	<ul style="list-style-type: none"> • Swish Clean & Green Glass Cleaner 65302 (S) • ES77 NFP Glass Cleaner 	EcoLogo	Daily
Disinfectant	<ul style="list-style-type: none"> • Swish Clean & Green Disinfectant 	EcoLogo	Every few days to weekly or as required due to biohazard risk*
General Cleaning	<ul style="list-style-type: none"> • Swish Clean & Green All Purpose Cleaner 65301 (S) • ES70 General Purpose Cleaner • ES74 Spray & Wipe Cleaner 	EcoLogo GS-37 & EC EcoLogo	Daily
Carpet Cleaning	<ul style="list-style-type: none"> • Water 	Not applicable	As Needed
Bags	<ul style="list-style-type: none"> • Clean & Green Industrial Liners 	EcoLogo	Daily

Hand Soap	<ul style="list-style-type: none"> • Deb Naturelle EcoFOAM 274 • + Dispenser 	EcoLogo	Daily
Controlled Roll Towel	<ul style="list-style-type: none"> • 31300 EcoSoft™ Green Seal™ • 31400 EcoSoft™ Green Seal™ • + Dispenser 	Green Seal Green Seal	Daily
Tissue	<ul style="list-style-type: none"> • 12990 EcoSoft™ Green Seal™ • 61990 EcoSoft™ Green Seal™ • + Dispenser 	Green Seal Green Seal	Daily
Ice Melter	<ul style="list-style-type: none"> • Ice Rid +Plus 		As Required

* This would include cleaning up body fluids, elevated risk due to flu epidemics, etc.