

Restroom Cleaning Training Manual

July 2009

**Prepared for:
New York State Office of General Services**

Disclaimer:

The training is for informational purposes only, and is based on information available during its development. The information contained in this training course is subject to revision as new information becomes available. OGS makes no guarantees of results and assumes no responsibility or liability whatsoever in connection with the use of this training material.

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Introduction/Pre-Test

This section includes:

- ☆ Introduction
- ☆ Training Objectives of the Course
- ☆ Discussion of the Optional Pre-test

Introduction

This restroom cleaning training course is one of several green cleaning training courses developed by the New York State Office of General Services (OGS). OGS designed this training course primarily for operations and maintenance staff at the supervisory and custodian level and presents information on the following:

- Green Cleaning Best Practice for Restrooms
- Worker Safety
- Typical Restroom Complaints and Neglected Areas
- Custodial Tools for Cleaning Restrooms
- General Cleaning Rules to Follow
- Four Main Parts to Cleaning
- Preparation for Cleaning Restrooms
- Typical Restroom Cleaning Procedure
- Equipment Care and Janitorial Closet Maintenance
- Frequency for Cleaning Restrooms

OGS's goal in developing this course is for participants to establish a basic understanding of, and requirements for, cleaning restrooms with incorporated green cleaning practices and the use of OGS-approved cleaning products.

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Training Objectives

Terminal Objective

The terminal objective of this training course is to provide trainees with an overarching knowledge of basic restroom cleaning and green cleaning best practices.

Enabling Objectives

Upon training completion, participants will be able to list:

- Tasks which require the spray and wipe, or damp wipe methods;
- Tools used for cleaning restrooms;
- Five best practices for cleaning restrooms;
- Five restroom cleaning complaints
- Three or more frequently neglected restroom surfaces/areas;
- Four uses/applications of microfiber cloths in restroom cleaning and the implementation of a color code system for microfiber cloths;
- General rules for cleaning; and
- Four main parts in restroom cleaning.

Pre-Test

- The pre-test is designed to assess the participants' current knowledge level of the course content.
- At the end of the course, participants will take a post-test. The post-test scores will be compared to the pre-test scores to quantify the level of understanding that was gained.
- OGS will use the results of the tests to assess and adjust the training to better serve its customers.

Training Course Reference Card

If you have not done so already, please download the restroom training course quick reference card from the Customizable Templates and Documents section of the New York State Green Cleaning Program website. The quick reference cards will be a helpful resource as you progress through the course and will reinforce the training's key points.

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Review of Section 1

- This course presented an introduction of what the course will cover.
- Course objectives were stated.
- Pre- and post-tests were explained.

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Restroom Cleaning

This section will address:

- ★ Green Cleaning Best Practices for Restrooms
- ★ Worker Safety
- ★ Typical Restroom Complaints and Neglected Areas
- ★ Custodial Tools for Cleaning Restrooms
- ★ General Cleaning Rules to Follow
- ★ Four Main Parts to Cleaning
- ★ Preparation for Cleaning the Restroom
- ★ Typical Restroom Cleaning Procedure
- ★ Equipment Care and Janitorial Closet Maintenance
- ★ Frequency for Cleaning Restrooms

Green Cleaning Best Practices for Restrooms

OGS provides a list of restroom Green Cleaning Best Practices on the New York State Green Cleaning Program website. A summary of these is listed below:

- Use high performance equipment that better removes soil. For example, replace dust mops with microfiber mops and replace outdated vacuums with Green Label- certified vacuums;
Note: The Carpet and Rug Institute's (CRI) Green Label Testing Program introduced in 2000 will officially be phased out in 2010 at which time a new joint program—the CRI Seal of Approval/Green Label Testing Program—will be the standard/testing protocol.
- Provide and attend proper training on all equipment and chemicals used;
- Select environmentally friendly chemicals that work effectively and are OGS-approved;
Note: The New York State Green Cleaning Program website provides a list of OGS-approved cleaning products.
- Develop and use cleaning procedures that include step-by-step guidelines, estimated times for completion, required products, handling and safety requirements for chemicals and equipment,

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and training requirements needed to perform the task. Create a summary of each cleaning task and the chemical products they use; and

- Evaluate the need for disinfectants and where appropriate minimize their use.

Worker Safety

Below are guidelines for worker safety:

- Be aware of what chemicals you use;
- Make sure all chemical storage containers are properly labeled and tightly secured;
- Read Material Safety Data Sheets (MSDSs) and the labels of every product you use;
- Know how to read and understand MSDSs;
- Never mix chemicals;
- Do not use chemicals on surfaces they are not intended for;
- Always wear the recommended personal protective equipment (PPE) for chemical use;
- Read and understand your facility's written Hazard Communication Program;
- Use an automated chemical dilution station whenever possible to produce accurate dilutions and reduce chemical exposure;
- Undergo job duty training for equipment use, chemical handling, and cleaning procedures;
- Never operate equipment that you have not been properly trained to use; and
- Practice universal precautions when cleaning blood or bodily fluid spills, or soiled materials. Refer to Occupational Safety and Health Administration's (OSHA) blood borne pathogen standards.

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Typical Restroom Complaints and Neglected Areas

Typical restroom complaints of building occupants:

- Empty dispensers;
- Soiled bright work and fixtures;
- Dirty mirrors;
- Urine on walls and partitions;
- Dirty air vents;
- Soil and debris littering the floor;
- Foul odors;
- Dirty floor drains; and
- Graffiti.

Restroom surfaces and areas frequently neglected by custodians:

- Inside of bathroom stall doors;
- Under lips of toilets and urinals;
- Air vents;
- Floor drains;
- High ledges;
- Light fixtures;
- Door knobs and handles;
- Plumbing fixtures on sinks, toilets and urinals;
- Area behind the toilets;
- Difficult to reach areas on floors; and
- Corners of floors and walls.

Custodial Tools for Cleaning Restrooms

Power Equipment

Vacuum cleaners

- Vacuum cleaners should be Green Label-certified. If they are not, then consider replacing the vacuum. Green Label-certified vacuum cleaners are certified by the Carpet and Rug Institute (CRI) as those that provide superior cleaning ability and greatly reduce the release

Notes:

of fine particulates back into the room. Because of this, vacuuming with a Green Label-certified vacuum cleaner is preferable to dust mopping or sweeping.

Note: The CRI Green Label Testing Program introduced in 2000 will officially be phased out in 2010 at which time a new joint program—the CRI Seal of Approval/Green Label Testing Program—will be the standard/testing protocol.

Non-Powered Equipment

Cleaning Cart

- Carts come in various sizes and shapes for carrying mop buckets, garbage containers, tool holders, vacuum cleaner storage, and restroom supplies.

Microfiber Cloths

- Heavy-duty microfiber cloths are designed to remove deep soil and oils. These cloths are great for cleaning construction areas or automotive shops.
- Medium-duty microfiber cloths are used for less heavy tasks like dusting, or wiping countertops and sinks.
- Microfiber cloths with a suede-like texture are used for glass, mirrors and bright-work. These cloths are much thinner and more tightly woven than heavy or medium duty cloths.

Microfiber Mops

- Scrubbing microfiber mop pads are for heavy-duty cleaning in areas where scouring is required, like kitchens, bathrooms, and high traffic areas.
- Dry-dusting microfiber pads are designed to absorb and trap more dust and hair than regular cleaning cloths.
- Multipurpose microfiber cloths share characteristics of both scrubbing and dry-dusting mop heads.

Microfiber Duster with Extendable Handle

- Microfiber dusters reach elevated areas, and, like microfiber mops, absorb and trap dust and soils.

Properly Labeled Spray Bottles

- Spray bottles should be set to stream a coarse spray of liquid rather than a fine mist; this reduces inhalation of the cleaning solution.
- Spray bottles should be properly labeled according to OSHA regulations

Hand Tools

- Scrub brushes help remove caked on dirt and clean grout between tiles.

Notes:

- Bowl/toilet mops are used to clean the inside and rim of toilets and urinals.
- Putty knives and floor scrapers easily remove items like stickers and gum stuck on floors and walls.
- Hand brooms and dustpans are used to pick up the pile of debris left after dust mopping.

Personal Protective Equipment—Goggles, Latex Gloves, and Splash Aprons

- Protective equipment, when used, reduces injuries and allows for a safer work environment.

Other Useful Gadgets and Devices

- Urinal mat grabber for the sanitary removal of urinal rubber mats during cleaning.
- Trash can liner clips to secure trash liners and prevent them from slipping into the container.

General Cleaning Rules to Follow

- Stock cleaning cart with supplies and equipment.
- Clean surfaces from top to bottom.
- Perform “dry” cleaning (i.e., dusting) procedures before wet procedures.
- Begin cleaning at points furthest from the exit and work toward the exit.
- Clean first then use a disinfectant or germicide, if necessary, for specific areas. The procedure for restroom cleaning was developed based on green cleaning principles and does not mention the use of disinfectants. If you require the use of a disinfectant for specific purposes, please refer to manufacturer’s instructions on the container label and refer to the Best Practices section of the New York State Green Cleaning Program website. In addition, disinfectant use is discussed in the *OGS Basics of Green Cleaning and Green Cleaning Programs* training manual.
- Perform daily cleaning on all surfaces—urinals, toilets, and sinks.
- Always wear appropriate safety equipment such as latex gloves and eye protection.
- Follow the manufacturer’s recommendations for all products and equipment.
- Monitor restrooms on a set schedule to ensure their cleanliness.

Four Main Parts to Cleaning

There are four main parts in the cleaning process that will improve the efficiency and quality of service. These parts are:

Notes:

1. Preparation;
2. Implementation of the general cleaning rules;
3. Verification that all areas have been cleaned; and
4. Clean up and storage of equipment.

Preparation for Cleaning the Restroom

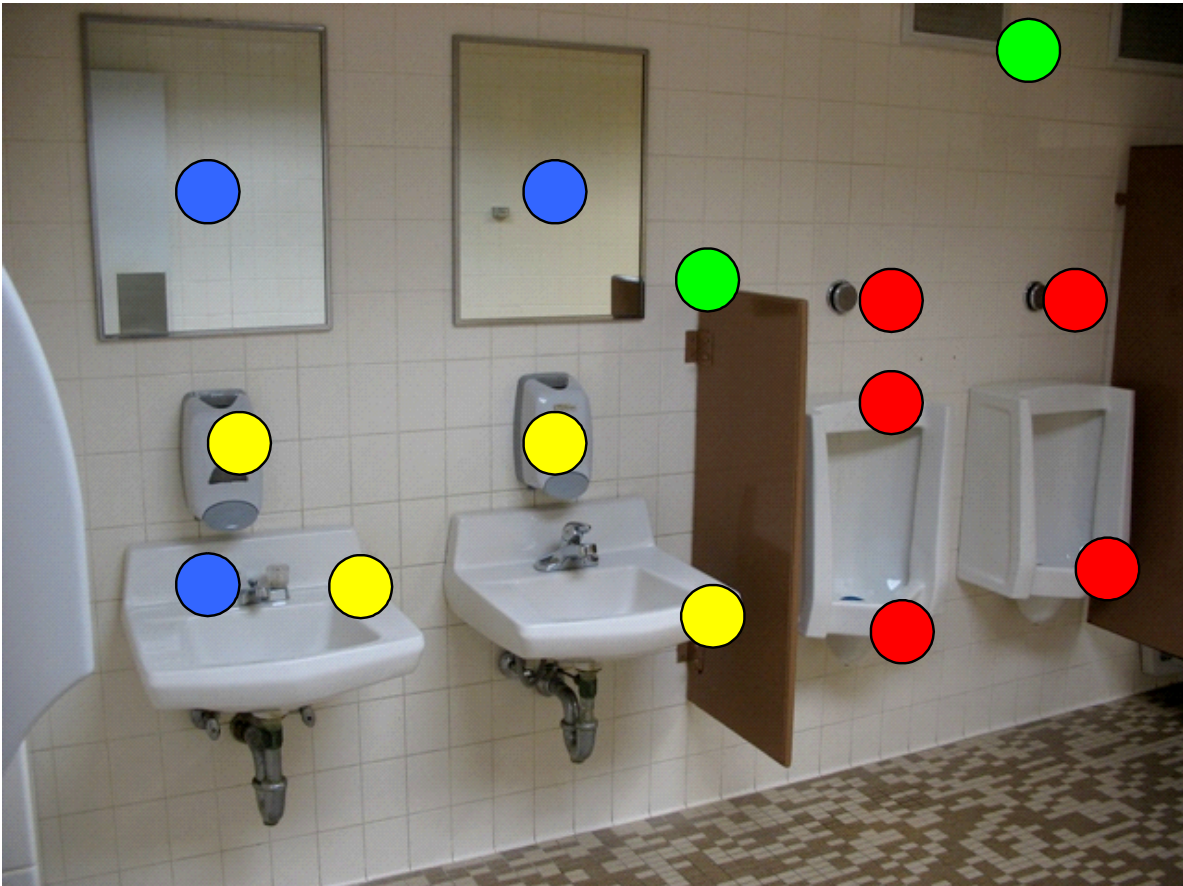
Having the proper equipment on hand will make restroom cleaning easier and more efficient for the custodian. These typical items should be stocked and organized on the cleaning cart:

- Cleaning chemicals—glass cleaner, general purpose cleaner, bathroom cleaner, and metal polish (Make sure the chemicals have been correctly diluted and containers properly labeled);
- Color-coded microfiber cloths—For example: Yellow for horizontal surfaces; Green for dusting; Blue for mirrors and bright work; and Red for urinals and toilets (Figure 1 illustrates typical microfiber cloth colors used for each area in a restroom);
- Safety equipment—eye protection, rubber or latex gloves, and “wet floor” and “Closed for Cleaning” signs;
- Tools—A broom and dustpan, microfiber dust mop or vacuum cleaner (preferable), mop and bucket or microfiber flat mop (preferable), and 20” and eight foot extension microfiber duster for hard to reach locations like light fixtures and air vents; and
- Properly sized trash liners.



Using a supply checklist attached to the cleaning cart helps ensure the cart is properly stocked prior to starting a task.

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Figure 1 – Microfiber Cloth Use Color Code System.

Typical Restroom Cleaning Procedure

These procedures are general in nature and should not replace current procedures. This procedure illustrates the typical steps taken in cleaning restrooms and incorporates green cleaning practices. Consider incorporating some of these steps into your procedure.

Note that this procedure:

- Uses color-coded microfiber cloths for different parts of the restroom, most notably toilets and urinals;
- Uses high performance microfiber cloths and mops to efficiently and effectively trap and remove unwanted soil from restroom surfaces;
- Reduces the amount of chemical cleaner needed by:

Notes:

- Removing dry loose soils prior to cleaning with a damp microfiber cloth;
 - Utilizing damp wipe method rather than spray and wipe method for certain tasks; and
 - Utilizing microfiber mops for damp mopping, reducing the amount of solution needed to mop floors; and
- Stresses and targets areas commonly missed by custodians and frequently complained about.

Restroom Cleaning Procedure

1. Announce your intention to clean the restroom and place the “Closed for Cleaning” sign at the entrance.



2. Empty trash receptacle and replace liner, if torn or soiled.
Note: Reduce the need for washing the inside of the trash receptacle by securely fitting trash liner around it; there are products available that help keep the liner from falling into the receptacle.

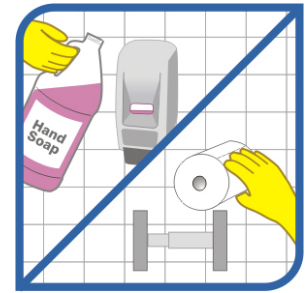


3. Clean the outside of trash receptacle with a damp yellow microfiber cloth. Heavily soiled receptacles may require the ‘spray and wipe’ method to remove soil.

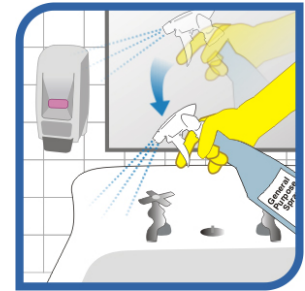


Notes:

4. Fill dispensers—toilet paper, hand towels, hand soap, sanitary bags, toilet seat covers etc.—and wipe them with a damp yellow microfiber cloth.



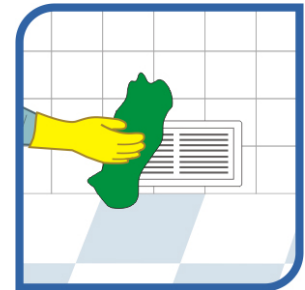
5. Spray sinks, counters and soap dispensers with cleaning solution, and wipe them clean with a damp yellow microfiber cloth. Make sure to clean dispensing nozzles—they are often hard to see but accumulate soap residue where the faucet meets the sink.



6. Dry sinks, counters and soap dispensers with a clean dry yellow microfiber cloth.



7. Vacuum or dust air vents with a green microfiber cloth or extended microfiber duster.



8. Clean Toilets and Urinals:
- Only flush soiled bowls and urinals.
 - Remove debris from the urinal screen while wearing latex gloves. Place the urinal screen in a small pail with cleaning solution used specifically for urinal screens.

Note: There are tools specifically designed to handle urinal screens without touching them with gloved hands.



Notes:

- c) Apply a bathroom cleaner or toilet bowl cleaner along the inside of the bowl and urinal rims. Also, apply a small amount of bowl cleaner to the toilet mop.



- d) Use the toilet mop to swish and scrub around the bowl or urinal.
e) When finished, flush to evacuate soiled water from the bowl or urinal.



- f) Rinse the toilet mop well in clean water and apply a small amount of bowl cleaner to the mop and proceed to wash both sides of the toilet seat and lid, and the outside of the toilet and urinal.
g) Flush the toilet and urinal and rinse the mop in clean water. With a well-rinsed toilet mop, wipe down the toilet seat and lid, and the outside of the toilet or urinal. (Report any damaged or malfunctioning toilets and urinals.)



- h) Allow exterior surfaces to air dry **or** dry with a red microfiber cloth.

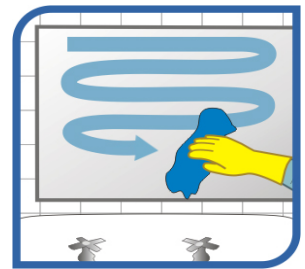
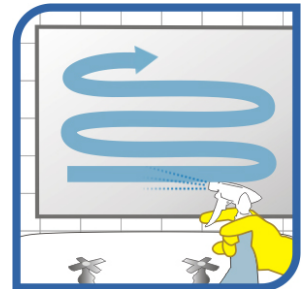


- i) Replace the urinal screen.



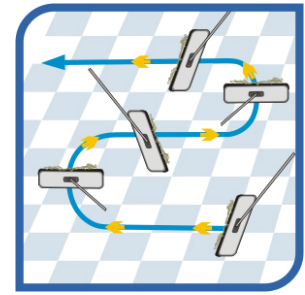
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10. While working around the restroom, be sure to spot clean walls, backsplashes, light switches, push plates, kick plates, partitions, and hardware using a damp yellow microfiber cloth.
11. Inspect behind stall doors for soil and graffiti. If graffiti is present, try removing it with an OGS-approved cleaning product. If this does not work, select the most environmentally sensitive specialty product possible.
12. Clean all mirrors and polish stainless steel using a glass cleaner and blue microfiber cloth. Spray mirror from bottom to top with glass cleaner, keeping the spray several inches from the edges of the mirror. Wipe from top to bottom, ensuring coverage of entire surface. After wiping the mirror, check it for spots and streaks.
13. Clean all brushed stainless steel surfaces using a stainless steel non-abrasive paste cleaner polish and soft cotton cloth. Follow directions on product label, rinse well, and wipe dry.
14. Dust ledges with a damp green microfiber cloth.



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15. Microfiber dust mop or vacuum floor.

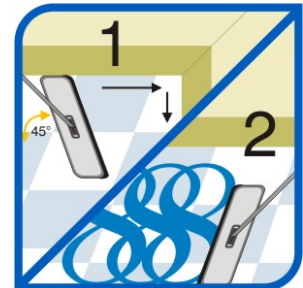


16. Wash restroom floor:

a) Put a “Wet Floor” sign outside of the restroom.



b) Wet mop floor with an OGS-approved general purpose cleaner. Mop corners and edges first, then clean remaining area using a figure eight (8) motion—not forwards and backwards.



c) Remove the “Wet Floor” sign when floor is dry.



17. Perform custodial inspections of restrooms to ensure; dispensers are full; baseboards are clean; dust and soil are removed from all horizontal surfaces; debris and soil removed from the floor; mirrors are clean; counters, sinks and fixtures are clean; toilets and urinals clean; and the floor is washed and trash removed.



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18. Prepare the cleaning cart for the next day; fill bottles; put extra liners in the cart; and launder microfiber cloths (following manufacturer's recommendations) and hang to dry.



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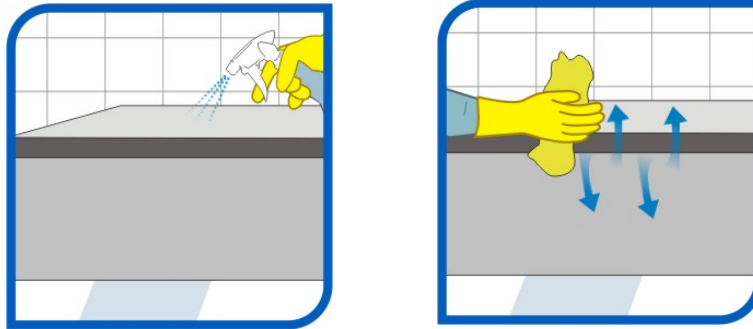
- ✓ Use bathroom cleaners as recommended by the manufacturer or supplier and that meet OGS Guidelines and Specifications.
 - ✓ Empty used cleaning solution when bathroom floor cleaning is finished. Never use the leftover cleaning solution on floors outside of bathroom.
 - ✓ Soap dispensers may have soap residue on its surface, which typically has high pH. Therefore, clean with a low pH detergent to help remove the soap.
 - ✓ Never push trash down into the trash receptacle with your hands—sharp objects may be present in the trash and could cause injury.
 - ✓ Transport the toilet mop in a small bucket or container between urinals and toilets to limit drips on the floor.
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Notes:

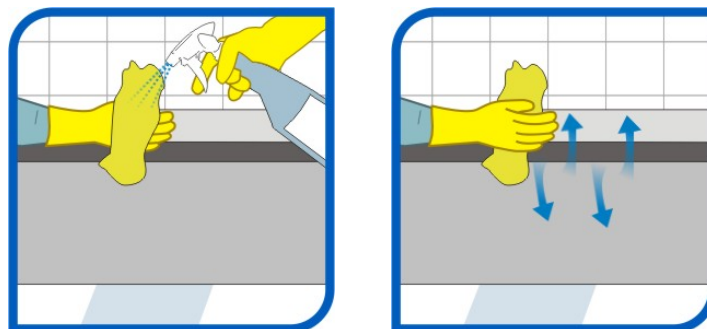
Methods Used in Restroom Cleaning Procedure

Wiping Methods

- **Spray and Wipe Method:** Used for cleaning visible soils found on mirrors, sink counters and trash receptacles.
 1. Spray surface first with general purpose cleaner and allow sufficient contact time for the cleaner to work (follow manufacturer's directions).
 2. Wipe with appropriate microfiber cloth or sponge.



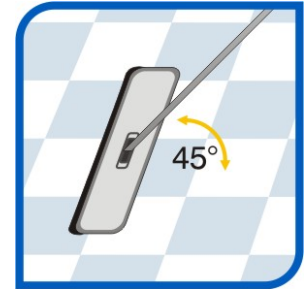
- **Damp Wipe Method:** Used for surfaces such as paper towel dispensers and chrome appliances that require a more controlled application of general purpose cleaners.
 1. Spray clean yellow microfiber cloth with cleaning solution.
 2. Wipe up and down, and back and forth, making sure to overlap strokes.



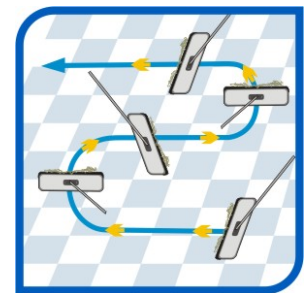
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Microfiber Dust Mopping Method

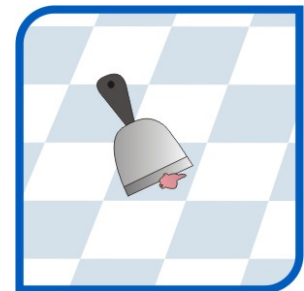
1. Start dust mopping at the furthest corner of the floor and work towards the room exit.
2. Angle the microfiber mop handle at 45 degrees to the floor and push forwards.



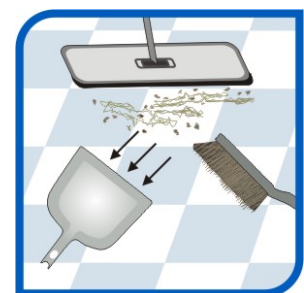
3. At each turning point, slightly overlap the previous area dust mopped.



4. If necessary, use a putty knife to remove gum or stickers from the floor surface.

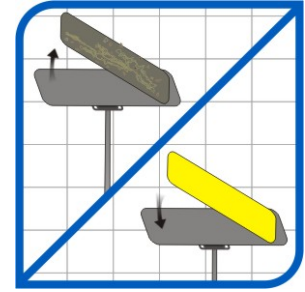


5. Lift and move the dust mop back. Gather debris with a dustpan and counter brush, and gently empty debris in the garbage to limit the creation of dust in the air.

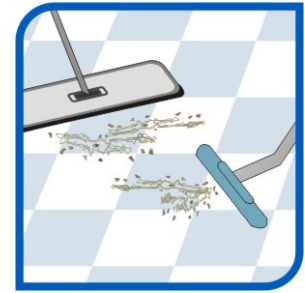


Notes:

- When a dust pad becomes too soiled, gently remove the pad and replace with a clean one. Roll the soiled pad up and place it in a plastic bag on the cleaning cart.

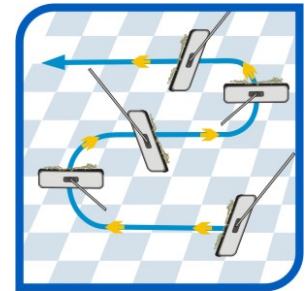


- Consider using a Green Label or Seal of Approval/Green Label-certified canister vacuum to pick up debris and vacuum off the microfiber dust mop.



Wet/Damp Mopping Method

- Dust mop the floor using a microfiber dust mop.



- Using cold water, properly dilute a general purpose cleaner in a small, one-to-two gallon capacity mop bucket.



Notes:

3. Place a "Wet Floor" sign outside work area.



4. Remove the clean microfiber pad from the microfiber mop handle and immerse in cleaning liquid solution. Remove the pad from the bucket, wring it out, and attach to mop handle.

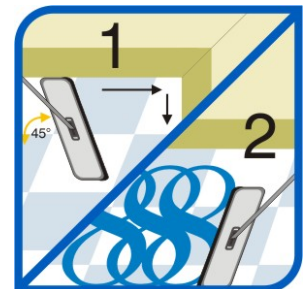


5. Start at furthest corner of the room and work toward door.



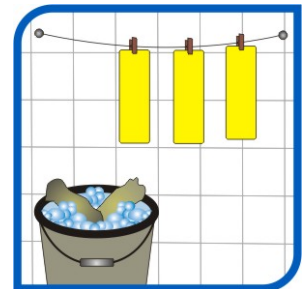
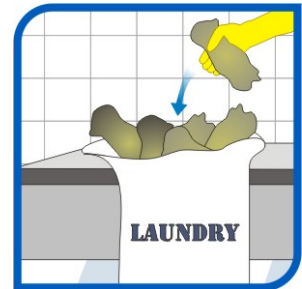
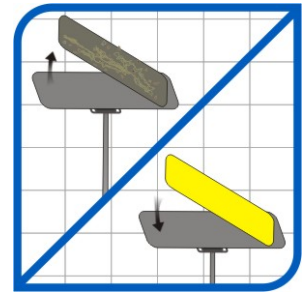
6. First, mop lengthwise along baseboards, to prevent splashing baseboards.

7. Mop the remainder of the floor using a "Figure Eight" motion.



Notes:

8. Replace the microfiber pad with a clean pad when it becomes too soiled (wet a new pad following step 4 above).
9. Place soiled microfiber pads in a bag or container on the cart until task is completed.
10. Ensure all standing water is removed from the floor.
11. Pour out the cleaning solution and rinse the bucket. Launder the microfiber pads following the manufacturer's recommendations and hang them to dry in well-ventilated area.



Note:

- ✓ Never place soiled microfiber pads back into the bucket with the cleaning solution.
 - ✓ Empty used cleaning solution when the bathroom floor cleaning is finished. Never use the leftover cleaning solution on floors outside of bathroom.
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Equipment Care and Janitorial Closet Maintenance

Before the end of each shift, custodians should organize, clean, and care for the equipment used during the shift. Custodians should report any faulty equipment, and have it repaired or replaced. Proper care will extend the life of the equipment and maintain its level of performance. Dirty, faulty and unkempt equipment can be a potential hazard in the work place and reflect poorly on the custodial staff. Janitorial

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closets should be clean and well organized. All chemicals in the janitorial closet should be secured and limited access given to select building occupants. Proper care for janitorial equipment requires little time and effort to achieve. To care for your equipment, follow these guidelines:

Microfiber Dust Mops

- Do not pickup liquids or clean oil floors with dust mops.
- Remove loose dirt using the hose attachment of the vacuum cleaner. Replace the dust mop head when completely dirty.
- Launder microfiber mops following the manufacturer's recommendations—do not dry microfiber cleaning products in a heated dryer. Heat may melt the microscopic fibers.
- Do not shake a dirty microfiber dust mop in the building. This may release particles into the indoor air.
- After washing and air-drying the microfiber mop pads, stack the pads neatly on a flat surface, hang the mop head on wall—do not leave it not on the floor.

Damp Microfiber Mops

- Let damp microfiber mops soak in general purpose cleaner overnight, rinse, wring out and let dry.
- Microfiber pads can be laundered—do not dry them in a clothes drier.

Mop Buckets with Wringers

- Use only enough hand pressure on the wringer lever to wring out the mop.
- Keep the wringer free of debris that could become entangled in the wringer.
- Empty the dirty cleaning solution after each use and wash the inside and out side of bucket with cleaning solution. Rinse with cold water and wipe dry.
- For buckets containing floor stripper or finish, dispose of the contents following the manufacturer and the New York State Department of Environmental Conservation guidelines before washing.
- Oil the wringer mechanism and tighten any loose screws or bolts..
- Always store wringers in the release position.

Vacuum Cleaners—Green Label-Certified

Notes:

Note: The Carpet and Rug Institute's (CRI) Green Label Testing Program introduced in 2000 will officially be phased out in 2010 at which time a new joint program—the CRI Seal of Approval/Green Label Testing Program—will be the standard/testing protocol.

- Check the vacuum bag soil level and replace it when it is half-full. For bagless vacuums, carefully empty contents into the garbage to avoid putting dust back into the air.
- Periodically inspect the electrical cord and plugs for damage.
- Wipe down the vacuum and place it on the cleaning cart for the next shift.

Frequency of Restroom Cleaning

Restrooms should be cleaned daily when schools are in session. For periods of time when schools are not in session, the custodial supervisor should adjust the cleaning frequency based on building use and conditions.

Janitorial Reference Cards

Reference cards that summarize key points of this training course are available for download on the Customizable Documents and Templates section of the New York State Green Cleaning Program website. The cards include checklists of equipment and chemicals, frequent restroom complaints, typical items neglected during restroom cleaning, restroom cleaning procedures, worker safety tips, general cleaning rules and procedures to improve efficiency and quality of work. The reference cards can be modified to fit your school's Green Cleaning Program.

Review of Section 2

Section 2 included:

- A summary of Green Cleaning Best Practices;
- A list of key points for worker safety;
- A list of typical restroom complaints and neglected areas;
- Descriptions of custodial tools needed for cleaning restrooms;
- General cleaning rules to follow for improving efficiency;
- A list of the four main parts to restroom cleaning;
- Instructions on preparation for restroom cleaning;
- Step-by-step general procedures for cleaning restrooms;

Notes:

- Guidance on equipment care and maintaining janitorial closets; and
- Restroom cleaning frequency.

Notes:

SECTION 3

Post-Test/Course Evaluation

This section will address:

- ☆ Post-test
- ☆ Course evaluation

Please complete post-test and course evaluation. All course participants will receive a Certificate of Course Completion. Participants with a post-test grade of 75 percent or better will receive a Certificate of Achievement. Findings from the post-test and course evaluation are vital for fine-tuning future versions of this course. **Please do not disregard the post-test and course evaluation!**

Notes:

Useful Websites

Building Green

www.buildinggreen.com

Enviro Solutions

www.enviro-solution.com

Grassroots Environmental Education

www.grassrootsinfo.org

Green Seal, Inc.

www.greenseal.org

Healthy Schools Network

www.healthyschools.org

Hospitals for a Healthy Environment—Green Purchasing

www.h2e-online.org/

INFORM—A Free Resource to Assist Agencies in Implementing Strategies for a Better Environment

www.informinc.org

International Sanitary Supply Association (ISSA)

www.issa.com/

New York State Department of Health

www.health.state.ny.us)

[www.schoolhealthservices.org/uploads/Control%20Communicable%20Disease s-
August%2018%202005%20final.pdf](http://www.schoolhealthservices.org/uploads/Control%20Communicable%20Disease%20August%2018%202005%20final.pdf)

www.health.state.ny.us/publications/7102/index.htm

www.health.state.ny.us/diseases/communicable/influenza/index.htm

New York State Green Cleaning Program

greencleaning.ny.gov

U.S Environmental Protection Agency

www.epa.gov/opptintr/epp/

www.epa.gov/epp/pubs/products/cleaner.htm

www.epa.gov/region09

U.S. Green Building Council

www.usgbc.org

Resources

C. Kenneth Tanner, University of Georgia and Jeff Lackney, University of Wisconsin: Madison, *Educational Facilities Planning: Leadership, Architecture, and Management*, Prentice Hall, (Chapter 9), October 2005.

Healthy Schools Network, Inc, *Guide to Green Cleaning—Healthier Cleaning & Maintenance Practices and Products for Schools*, 2006.

Holly, David R., The Ashkin Group, LLC, *Going Green—An Introduction to Implementing Green Cleaning Programs*, Presented March 23, 2006.

Janitorial Products Pollution Prevention Project: *Be Healthy, Clean Safely*, April 2000, www.westp2net.org/Janitorial/Richmond%20Report.pdf

Michael A. Berry, PhD, *Cleaning For Health: Protecting the Built Environment*.

School Facilities Maintenance Task Force, National Forum on Education Statistics and the Association of School Business Officials International, *Planning Guide for Maintaining School Facilities*, February 2003

The Janitorial Store, *Green Cleaning: Everything You need to Know About Providing Environmentally Friendly Cleaning Services*, e-book: www.TheJanitorialStore.com.

U.S. Department of Education, National Center for Education Statistics, and National Forum on Education Statistics, *Planning Guide for Maintaining School Facilities*, NCEs 2003-347, prepared by T. Szuba, R. Young, and the School Facilities Maintenance Task Force. Washington, D.C.: 2003.

U.S. Green Building Council, *LEED for Existing Buildings: Operations and Maintenance*, January 2008 Version.

Notes: