

# Service Schedule

## MEDICAL FACILITY

### Daily Services

#### 1. All Areas

- 1.1 Wipe clean fire extinguisher cabinets and glass. Report any missing extinguishers and/or broken cabinets to TLC customer service.
- 1.2 Secure all doors and turn off lights per customer's specification.
- 1.3 Report any maintenance concerns to TLC customer service.
- 1.4 Remove all trash to disposal area.
- 1.5 Dust mop and disinfect all VCT/vinyl floors.
- 1.6 Vacuum carpeted areas.

#### 2. Lobby & Entry

- 2.1 Sweep and clean building entrances.
- 2.2 Screen ash urns and replace sand as needed (customer provides sand).
- 2.3 Clean directory boards/cabinets.
- 2.4 Empty all waste receptacles. Replace liners as needed.
- 2.5 Straighten magazines and periodicals on reception tables.
- 2.6 Clean and disinfect drinking fountain.
- 2.7 Clean both sides of entrance doors and sidelights.
- 2.8 Sweep and damp mop hard surface floors.
- 2.9 Clean all directory glass.
- 2.10 Dust low to medium-height ledges.
- 2.11 Spot clean walls.

#### 3. Office Areas

- 3.1 Empty all waste receptacles. Replace all liners as needed.
- 3.2 Dust all tops of furniture, window sills, ledges, telephones, partitions, file cabinets and horizontal surfaces.
- 3.3 Spot clean all interior partition glass, entry doors and mirrors.
- 3.4 Clean both sides of glass doors.
- 3.5 Remove fingerprints from doors, light switches and walls.
- 3.6 Dust mop all floors. Damp mop to remove spills.
- 3.7 Clean and disinfect all drinking fountains.
- 3.8 Damp wipe all coffee areas, sinks, counters and tables.

#### 4. Lavatories

- 4.1 Empty, clean and disinfect outside of waste receptacles.
- 4.2 Replace liners.
- 4.3 Replenish all paper towel, tissue and hand-soap dispensers.
- 4.4 Clean all toilets, urinals, sinks, dispensers and counters using disinfectant cleaner.
- 4.5 Clean and polish all chrome fittings, metal fixtures, kick plates, utility covers, plumbing clean out covers and door knobs.
- 4.6 Spot clean partitions and walls.
- 4.7 Clean mirrors.
- 4.8 Sweep and dry mop floors.
- 4.9 Mop floors with disinfectant cleaner.
- 4.10 Clean both sides of restroom doors.
- 4.11 Report any malfunctioning equipment to TLC customer service.

#### 5. Lunchrooms & Kitchens

- 5.1 Empty all waste receptacles. Disinfect and replace liners as needed.
- 5.2 Remove all trash to disposal area.
- 5.3 Clean and disinfect sinks, table tops, chairs, counters and cabinet fronts.
- 5.4 Wipe exterior of vending machine(s), microwave(s) and refrigerator(s).
- 5.5 Dust mop all floors.
- 5.6 Damp mop to remove spills.
- 5.7 Refill dispensers.

#### 6. Corridors

- 6.1 Empty all waste receptacles. Replace liners as needed.
- 6.2 Vacuum carpeted areas.
- 6.3 Clean and disinfect drinking fountain.
- 6.4 Clean both sides of entrance doors and glass.
- 6.5 Sweep hard surface floors.
- 6.6 Damp mop to remove spills.
- 6.7 Spot clean doors and door frames.

#### 7. Elevators

- 7.1 Sweep elevator floors or vacuum carpets. Damp mop as needed.
- 7.2 Dust baseboards, walls and ledges.
- 7.3 Damp wipe fingerprints and smudges from all surfaces.

#### 8. Stairwells

- 8.1 Police stairwells and landings to remove obvious debris.
- 8.2 Spot mop to remove spills.
- 8.3 Spot clean doors.

#### 9. Exam Rooms

- 9.1 Dust, clean and disinfect all horizontal and vertical surfaces, including medical equipment.
- 9.2 Empty all trash receptacles and replace liners.
- 9.3 Empty all biological trash and remove approved location. Remove liners.
- 9.4 Clean and disinfect chairs, sinks and trash receptacles.
- 9.5 Sweep, dry mop and disinfect all hard floors.

## Weekly Services

### 10. Lobby & Entry

- 10.1 Dust all high ledges and walls.
- 10.2 Clean and shine thresholds.
- 10.3 Spot clean carpet for stains 3 inches in diameter.

### 11. Office Areas

- 11.1 Dust all lower parts of chairs, file cabinets and desks.
- 11.2 Polish desks that are free of clutter.
- 11.3 Dust tops of picture frames and high ledges.
- 11.4 High dust partitions and other vertical surfaces.
- 11.5 Damp wipe interior doors.
- 11.6 Clean and disinfect telephones.
- 11.7 Vacuum upholstered furniture.
- 11.8 Spot clean carpet for stains under 3 inches in diameter.

### 12. Lavatories

- 12.1 Wipe down all partitions, doors and walls using disinfectant cleaner.
- 12.2 Clean toilets and urinals with bowl cleaner as needed.
- 12.3 Dust light fixtures.
- 12.4 Pour water into floor drains.
- 12.5 Pour enzymes neutralizer into floor drains.

### 13. Lunchrooms & Kitchens

- 13.1 Thoroughly mop hard floors.
- 13.2 Deep clean sinks.
- 13.3 Spray buff resilient tile.
- 13.4 Vacuum upholstered furniture.

### 14. Corridors

- 14.1 Dust ledges.
- 14.2 Spot clean walls.
- 14.3 Spot clean carpets for stains under 3 inches in diameter.

### 15. Elevators

- 15.1 Spot clean carpets for stains under.
- 15.2 Vacuum elevator door tracks and thresholds.
- 15.3 Damp wipe and clean elevator threshold plates and tracks.

### 16. Stairwells

- 16.1 Sweep stairwells and landings.
- 16.2 Damp mop stairwells and landings.
- 16.3 Dust and damp wipe handrails, banisters, exit signage, doors, baseboards and ledges.

### 17. Exam Rooms

- 17.1 Dust lower parts of furniture.
- 17.2 Dust and wipe baseboards.
- 17.3 Terminal gurneys.

## Monthly Services

### 18. All Areas

- 18.1 Dust vents and grills; vacuum as needed.
- 18.2 Dust blinds.

### 19. Lobby & Entries

- 19.1 High dust walls.

### 20. Office Areas

- 20.1 Clean all baseboards and door jams.
- 20.2 Dust window blinds.

### 21. Lavatories

- 21.1 High dust all walls and air diffusers.
- 21.2 Damp wipe and clean wall tile using disinfectant cleaner.

### 22. Stairwells

- 22.1 Dust walls and remove cobwebs.
- 22.2 Dust and damp wipe emergency fire equipment and plumbing.

### 23. Exam/Operating Rooms

- 23.1 Terminal clean exam room tables.
- 23.2 Terminal clean operating rooms.

## Semi-Annual Services

### 23. All Areas

- 24.1 High dust walls unless required by an area more frequently.