Bid Tabulation Packet
for
Solicitation BLD2121632P1

Janitorial Services - County Facilities

Bid Designation: Public

Broward County Board of County Commissioners

Janitorial 5 Star Services

Bid Contact **Kristen Olbel**
janitorial5starservices@gmail.com
Ph 954-702-2053

Address **1961 NE 25th Ave**
Pompano Beach, FL 33062

Qualifications **CBE SBE**

Item #	Line Item	Notes	Unit Price	Qty/Unit		Attch.	Docs
BLD2121632P1--01-01	BLD2121632P1: Janitorial Services - Branch Libraries - Agreement No. 1	**Supplier Product Code: Provide What Percentage (%) of Bid Price is Labor Cost**: 80	**First Offer - $2,251,083.10**	1 / lump sum	**$2,251,083.10**	**Y**	**Y**
BLD2121632P1--01-02	BLD2121632P1: Jantorial Services - Large Facilities Group 1 - Agreement No. 2	**Supplier Product Code: Provide What Percentage (%) of Bid Price is Labor Cost**: 80	**First Offer - $763,373.42**	1 / lump sum	**$763,373.42**	**Y**	**Y**
BLD2121632P1--01-03	BLD2121632P1: Janitorial Services - Large Facilities Group 2 - Agreement No. 3	**Supplier Product Code: Provide What Percentage (%) of Bid Price is Labor Cost**: 80	**First Offer - $605,904.17**	1 / lump sum	**$605,904.17**	**Y**	**Y**
BLD2121632P1--01-04	BLD2121632P1: Janitorial Services - Large Facilities Group 3 - Agreement No. 4	**Supplier Product Code: Provide What Percentage (%) of Bid Price is**	**First Offer - $706,234.50**	1 / lump sum	**$706,234.50**	**Y**	**Y**

		Labor Cost: 80					
BLD2121632P1--01-05	BLD2121632P1: Janitorial Services - Large Facilities Group 4 - Agreement No. 5	**Supplier Product Code: Provide What Percentage (%) of Bid Price is Labor Cost**: 80	**First Offer - $527,899.73**	1 / lump sum	**$527,899.73**	**Y**	**Y**
BLD2121632P1--01-06	BLD2121632P1: Janitorial Services - Large Facilities Group 5 - Agreement No. 6	**Supplier Product Code: Provide What Percentage (%) of Bid Price is Labor Cost**: 80	**First Offer - $89,990.36**	1 / lump sum	**$89,990.36**	**Y**	**Y**
BLD2121632P1--01-07	BLD2121632P1: Janitorial Services - Large Facilities Group 6 - Agreement No. 7	**Supplier Product Code: Provide What Percentage (%) of Bid Price is Labor Cost**: 80	**First Offer - $185,843.36**	1 / lump sum	**$185,843.36**	**Y**	**Y**
BLD2121632P1--01-08	BLD2121632P1: Janitorial Services - Small Facilities Group 1 - Agreement No. 8	**Supplier Product Code: Provide What Percentage (%) of Bid Price is Labor Cost**: 80	**First Offer - $180,206.50**	1 / lump sum	**$180,206.50**	**Y**	**Y**
BLD2121632P1--01-09	BLD2121632P1: Janitorial Services - Small Facilities Group 2 - Agreement No. 9	**Supplier Product Code: Provide What Percentage (%) of Bid**	**First Offer - $74,410.09**	1 / lump sum	**$74,410.09**	**Y**	**Y**

		Price is Labor Cost: 80					
BLD2121632P1--01-10	BLD2121632P1: Janitorial Services - Small Facilities Group 3 - Agreement No. 10	**Supplier Product Code: Provide What Percentage (%) of Bid Price is Labor Cost**: 80	**First Offer - $148,031.54**	1 / lump sum	**$148,031.54**	**Y**	**Y**
BLD2121632P1--01-11	BLD2121632P1: Janitorial Services - Small Facilities Group 4 - Agreement No. 11	**Supplier Product Code: Provide What Percentage (%) of Bid Price is Labor Cost**: 80	**First Offer - $144,657.66**	1 / lump sum	**$144,657.66**	**Y**	**Y**
BLD2121632P1--01-12	BLD2121632P1: Janitorial Services - BCJC West Building Bridges 4 & 5 - Agreement No. 12	**Supplier Product Code: Provide What Percentage (%) of Bid Price is Labor Cost**: 80	**First Offer - $1,675,523.00**	1 / lump sum	**$1,675,523.00**	**Y**	**Y**
BLD2121632P1--01-13	BLD2121632P1: Janitorial Services - Port Everglades - Agreement No. 13	**Supplier Product Code: Provide What Percentage (%) of Bid Price is Labor Cost**: 80	**First Offer - $452,498.74**	1 / lump sum	**$452,498.74**	**Y**	**Y**
BLD2121632P1--01-14	BLD2121632P1: Janitorial Services - 911 Regional Dispatch Centers - Agreement No. 14	**Supplier Product Code: Provide What Percentage**	**First Offer - $253,868.74**	1 / lump sum	**$253,868.74**	**Y**	**Y**

(%) of Bid Price is Labor Cost:
80

Lot Total **$8,059,524.91**

Supplier Total **$8,059,524.91**

Janitorial 5 Star Services

Item: **BLD2121632P1:Janitorial Services - Branch Libraries - Agreement No. 1**

Attachments

Agreement 1 Proposal.pdf

Agreement 1 Price Sheet.xlsx

Attachments.pdf

Employee and Safety Training Manual.pdf

JANITORIAL
5 STAR SERVICES LLC

"Allow us to give you a Star Cleaning"

1961 NE 25th Ave

Pompano Beach, FL 33062

954-702-2053

954-552-4571

Solicitation BLD2121632P1

Agreement No. 1

Branch Libraries (31 Locations)

Janitorial Services – County Facilities

May 26, 2021

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Ability of Professional Personnel:

Describe the qualifications and relevant experience of the Project Manager and all key staff that are intended to be assigned to this project. Include resumes for the Project Manager and all key staff described Include the qualifications and relevant experience of all subconsultants key staff to be assigned to this project.

Kristen Olbel

Kristen Olbel is the Chief Executive Officer of Janitorial 5 Star Services. She oversees all operations within the company and works closely with all project managers to guarantee optimal results on each contract. Kristen develops and cultivates a positive working relationship with each contract coordinator prior to contract initiation. She designs, fosters, and deploys strategies for generating resources and revenue for the company.

EDUCATION

Bachelor of Arts (Sociology/Criminal Justice & Psychology) University of Dubuque -Dubuque, IA

WORK HISTORY

Janitorial 5 Star Services (Chief of Operation) (20 Years Experience in the Field)
Fort Lauderdale Police Department (Police Officer) (13 Years Experience in the Field)

Mikelange Olbel

Mikelange “Mike Olbel is the Chief Operations Officer of Janitorial Star Services He develops strategic plans to advance the company s mission and objectives to promote revenue profitability, and growth as an organization. He oversees all operations to ensure all contracts are executed with effectiveness, quality, service, and cost-effective management of resources.

EDUCATION

Masters of Science (Business Administration, Public Administration & Psychology) Iowa State – Ames, IA
Bachelor of Arts (Criminal Justice & Sociology, Minor in Psychology) University of Dubuque -Dubuque, IA

WORK HISTORY

Janitorial 5 Star Services (Chief of Operation) (20 Years Experience in the Field)
Team Saving Our Youth, Inc Chief Executive Officer Years Experience in the Field)
Community Based Connections, Inc. (Executive Director) (5 Years Experience in the Field)

Lakesha Houston

Lakesha Houston currently oversees all janitorial Broward County contracts to include the Broward County School District. She is experienced in operations and management with over 15 years of experience. She oversees and is responsible for inventory, equipment maintenance, routine and special project scheduling, and quality control.

EDUCATION

High School Diploma — Hallandale High School - Hallandale Beach, FL
Certification – Hack License

WORK HISTORY

Project Manager, Janitorial 5 Star Services
Oct 2020 – Present

Supervisor/Operator, First Transit
June 2017-Oct 2020

Customer Service Representative/Receptionist, Amsg & Associates
June 2014-Dec 2016

Customer Service Representative/Team Lead, Convey Health
Feb 2012-June 2014

Administrative Assistant, Renee's Learning
Jan 2005-Jan 2012

Kenny Bellinger

Kenny Bellinger currently oversees all post-construction janitorial contracts. He is experienced in operations and management with over 30 years of experience. He oversees and is responsible for inventory, equipment maintenance, routine and special project scheduling, and quality control. Kenny coordinates all projects with facility managers prior to initiation.

EDUCATION

Bachelor of Science (Physical Education) — Florida Memorial College – Miami, FL
High School Diploma — Miami Killian Senior High School - Miami, FL

WORK HISTORY

Project Manager, Janitorial 5 Star Services

Dec 2020 – Present

Checking Agent/Directional Staff, Inter-Cruises Shoreline
Dec 2018 – Oct 2020

Janitor/Project Crew, Red Coat Janitorial Service
Jan 2019 – Dec 2019

Shuttle Operator, Vamp Enterprises Supreme Limousine Service
Oct 2017 – July 2018

Mail Courier Hall s Courier Mail Service
Aug 2015 – Nov 2016

Head Basketball Coach, American Basketball Association
Nov 2015 – April 2016

Compliance Officer, Florida Memorial University
2014-2015

Head Basketball Coach, Florida Memorial University
2003-2015

Interim Head Basketball Coach, Florida Memorial College
2003

Assistant Basketball Coach, Florida Memorial College
Dormitory Counselor, Florida Memorial College
1999-2003

Physical Education/Adaptive Teacher, Norwood/Highland Oaks/Hibiscus Elementary Schools
1996-1999

Assistant Basketball Coach, South Broward Senior High School
1998-1999

Assistant Basketball Coach, Miami Norland Senior High School
1995-1998

Assistant Basketball Coach, Edison Senior High School
1986-1989

Recreational Therapist/Human Services Worker II/Behavioral Program Specialist
Landmark Learning Center
1986-1996

Matthew Lawrence

Matthew Lawrence is the Quality Control Manager of Janitorial 5 Star Services. He develops and oversees the implementation of quality control to improve the efficiency of the cleaning process and the overall company. He customizes the quality control projects for each contract to ensure direct, specific attention to each contract/facility.

EDUCATION

Level of Service/Case Management Inventory (LS/CMI) – Ai Alma Institute 2017
Miami-Dade Reentry Task Force - Member 2012
TABE Test – Certified Administrator - Florida Department of Education 2011
Bachelor in Business Management & Marketing - Florida Atlantic University 2007
Florida Workforce Professional - Tier 1 - Dynamic Work Institute 2005

WORK HISTORY

Quality Control Manager, Janitorial 5 Star Services
May 2021 – Present

Workforce Developer/Employment Specialist, OIC of South Florida
02/2012 – Present

Staffing Coordinator, SFN Group
April 2006 – Nov 2010

Case Manager/Employment Specialist/Trainer, South Florida Workforce/Jobs
Aug 2001 – Feb 2006

Matthew Gibson

Matthew Gibson is an Assistant Manager for Janitorial 5 Star Services. He assists the Project Manager with routine cleaning and special projects. He assists with inventory, equipment maintenance, and quality control. Matthew is responsible for training new employees and continuing education for all employees.

EDUCATION

High School Diploma — St. Thomas Aquinas High School – Fort Lauderdale, FL

WORK HISTORY

Assistant Manager/Site Supervisor, Janitorial 5 Star Services
Oct 2020 – Present

Flagger/Safety Operations, AWP

Oct 2020- Feb 2021

Courier, FedEx
April 2018 – Dec 2019

Courier/Supervisor, DHL
Nov 2011 – July 2019

Delivery/Supervisor, Meals on Wheels
March 2015 – June 2018

Disaster Relief, Big Foot Express Hurricane Relief
Fed 2008 – March 2015

Marie Rosier

Marie Rosier is the Chief Financial Officer of Janitorial 5 Star Services. She provides accurate and timely financial reporting to support the daily operations. She improves productivity and decreases risk and liability within the company by budgeting and forecasting projections.

Lorenzo Mills

Lorenzo Mills is a project supervisor for Janitorial 5 Star Services. He manages the pressure washing projects and contracts. He oversees and is responsible for inventory, equipment maintenance, routine and special project scheduling, and quality control. Lorenzo coordinates all projects with facility managers prior to initiation.

Hudson Vilfrard

Hudson Vilfrard is a project supervisor for Janitorial 5 Star Services. He manages the floor cleaning projects and contracts. He oversees and is responsible for inventory, equipment maintenance, routine and special project scheduling, and quality control. Hudson coordinates all projects with facility managers prior to initiation.

1.1 Company Profile

Janitorial Star Services was founded in by Kristen and Mikelange “Mike Olbel This family owned company is located in Pompano Beach, FL and built on 20 years of experience. We provide services to Palm Beach, Broward, and Dade Counties.

We always strive to provide the highest quality cleaning service, and we take pride in maintaining high standards with all our staff. Our services range from the following: New Construction Cleaning, Post-Construction Cleaning, Banks, Churches, Schools, Health Clinics, Pressure Cleaning, Lawn Maintenance, and Commercial Buildings. Janitorial 5 Star Services hires locally through churches, schools, local organizations and returning veterans.

KRISTEN L. OLBEL, BS

Pompano Beach, Florida 33062
(954) 702-2053
Janitorial5starservices@gmail.com

SUMMARY OF QUALIFICATIONS

Accomplished and energetic current business owner and operator with a solid history of achievement in the service industry. Motivated leader with strong organizational and prioritization abilities. Areas of expertise include extreme efficiency and organization, multi-tasking, and quality control with % client satisfaction I ve served as the owner and operator of a cleaning business for the last five years. My strong organizational and multi-tasking skills, as well as superior time and resource management capabilities are:

Strategic Vision
Operations Management
Community & Municipal Relations
Quality Assurance
Contract Management
Strategic Partnerships
Outcomes Measurement
Start-up Capacity Building
Program/Contract Monitoring
Finance, Budgeting and Cost Management

PROFESSIONAL EXPERIENCES

01/2017 – Present CEO, Janitorial 5 Star Services

We have owned & operated our own commercial and residential cleaning business for over 5 years now which includes cleaning and maintenance labor tasks, business management, multi-tasking, client communication and satisfaction, employee management, scheduling, billing etc. **Key accomplishments include:**

- Managed business accounts by networking and communicating with crucial account decision-makers to review service delivery and explore opportunities to develop new business.
- Created culture focused on customer service and satisfaction, resulting in improved customer loyalty and retention.

- Increased revenue and reduced risk by enforcing company policies and improving operations.
- Evaluate and manage employee performance and establish employee training and development plans that align with organization development philosophy.
- Transformed struggling business into an industry leader by restructuring organization and implementing business plan to penetrate new markets.
- Identified areas for expansion by analyzing market, consumer trends, and competition
- Represented the company to the media and trade organizations to support business operations.
- Led management team in all aspects of business development including consumer research, competitive research, and emerging opportunities.

07/2014 –Present **Police Officer, City of Fort Lauderdale**

Protects citizens by preventing crime, enforcing laws, apprehending suspects, and monitoring traffic.
Prevents crime by explaining and enforcing applicable federal, state, and local laws and ordinances; teaching preventive, protective, and defensive tactics; mediating disputes; patrolling assigned area; responding to notices of disturbances; conducting searches; observing suspicious activities; and detaining suspects. **Key accomplishments include:**

- Apprehends suspects by responding to complaints and calls for help, observing violations, and making arrests.
- Conducts criminal investigations by gathering evidence, interviewing victims and witnesses, and interrogating suspects.
- Documents observations and actions by radioing information and completing reports.
- Reports observations and actions by testifying in court.
- Fulfills court orders by serving warrants and commitments.
- Maintains safe traffic conditions by monitoring and directing traffic, enforcing laws and ordinances, investigating accidents, providing escort, and reporting unsafe streets and facilities.
- Minimizes personal injury by rescuing and reviving victims and radioing for medical assistance.
- Maintains operations by following department policies and procedures and recommending changes.
- Ensures operation of equipment by practicing responsible use, completing preventive maintenance requirements, following manufacturer s instructions troubleshooting malfunctions notifying supervisor of needed repairs and evaluating new equipment and techniques.

06/2013 – 07/2014 **Police Officer, Town of Palm Beach**

Protects citizens by preventing crime, enforcing laws, apprehending suspects, and monitoring traffic.
Prevents crime by explaining and enforcing applicable federal, state, and local laws and ordinances; teaching preventive, protective, and defensive tactics; mediating disputes; patrolling assigned area; responding to notices of disturbances; conducting searches; observing suspicious activities; and detaining suspects. **Key accomplishments include:**

- Maintains professional and technical knowledge by studying applicable federal, state, and local laws and ordinances; attending educational workshops; reviewing professional publications; practicing skills; and participating in professional societies.
- Apprehends suspects by responding to complaints and calls for help, observing violations, and making arrests.
- Conducts criminal investigations by gathering evidence, interviewing victims and witnesses, and interrogating suspects.
- Documents observations and actions by radioing information and completing reports.
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- Minimizes personal injury by rescuing and reviving victims and radioing for medical assistance.

- Maintains operations by following department policies and procedures and recommending changes.

09/2008 – 06/2013 Police Officer, City of Dubuque

Protects citizens by preventing crime, enforcing laws, apprehending suspects, and monitoring traffic.
Prevents crime by explaining and enforcing applicable federal, state, and local laws and ordinances; teaching preventive, protective, and defensive tactics; mediating disputes; patrolling assigned area; responding to notices of disturbances; conducting searches; observing suspicious activities; and detaining suspects. **Key accomplishments include:**

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- Fulfills court orders by serving warrants and commitments.
- Maintains safe traffic conditions by monitoring and directing traffic, enforcing laws and ordinances, investigating accidents, providing escort, and reporting unsafe streets and facilities.
- Minimizes personal injury by rescuing and reviving victims and radioing for medical assistance.
- Maintains operations by following department policies and procedures and recommending changes.

09/2000 – 05/2008 Forman, Swift Transition Inc.

Responsible for overseeing daily operations at a worksite to ensure the completion of projects in a safe and efficient manner. Their duties include hiring Construction Workers and trade professionals to perform specific tasks, monitoring budgeting expenses for Workers, supplies or tools and reviewing laws and regulations to maintain a safe work environment.
Key accomplishments include:

- Coordinating daily tasks according to priorities and plans, making changes when necessary due to weather, supply, delivery and personnel
- Delegating individual responsibilities and projects to crew members and contractors
- Recruiting, hiring, training, managing and mentoring employees and contractors
- Providing adequate resources and staffing to meet project schedules, laws, regulations, best practices and safety needs
- Emphasizing safe use of tools, machinery and equipment while providing training on safety gear, helmets and procedures
- Developing and managing project budgets and quality standards for all sites
- Resolving conflicts or miscommunications quickly and amicably
- Regularly reporting project status to supervisors, site engineers and other officials

EDUCATION

University of Dubuque, Dubuque, IA
Bachelors of Arts, Cum Laude, 5/2008

MIKELANGE (MIKE) OLBEL, MS

Pompano Beach, Florida 33062
Janitorial5starservices@gmail.com

SUMMARY OF QUALIFICATIONS

Highly qualified Executive Manager and entrepreneur with several years of experience in organizational leadership and human services administration. Result oriented and multi-talented leader with proven ability to **engage and satisfy customers** (including persons served, funders, constituent groups, and community partners), **leverage community resources**, **convene large groups of stakeholders** to address a common cause, and **work well with a group of volunteer governance board members**. Exceptional leadership and management strengths in:

- Strategic Vision
- Operations Management
- Resource Development
- Quality Assurance
- Human Resource Development
- Grants Writing
- Contract Management
- Community & Municipal Relations
- Strategic Partnerships
- Executive Coaching
- Outcomes Measurement
- Start-up Capacity Building
- Program/Contract Monitoring
- Finance, Budgeting and Cost Management

PROFESSIONAL EXPERIENCES

01/2017 – Present **COO, Janitorial 5 Start Services**

We have owned & operated our own commercial and residential cleaning business for over 5 years now which includes cleaning and maintenance labor tasks, business management, multi-tasking, client communication and satisfaction, employee management, scheduling, billing etc. **Key accomplishments include:**

- Identified and corrected deficiencies with forward-thinking approaches to address organization-wide and department-level problems.
- Supervised Office Manager and Administrative Staff, ensuring that all operating units received adequate support for operations.
- Monitored operations for cost-effectiveness, quality, and productivity, using quantitative data.
- Launched employee outreach programs that fostered productive and proactive work environment.
- Maintained quality and precision by developing culture of stability and strong performance.
- Reviewed systems in place to manage internal controls of all financial activities and contributed strategic planning.
- Led the company to successful product launch and developed initial product roadmap and go-to-market strategy.
- Spearheaded development, implementation, and management of an effective human resources program.

01/2014 – Present **CEO, Community Based Connections, Inc.**

Recruited to turn around the organization s financial and operations performance driving growth to achieve long-term sustainability. Charted an innovative direction in partnership with the Board, senior staff and key funding partners. Manage P&L and

all core functions: operations, human resources, training and development, finance, technology systems, services and programs, fundraising, grant writing, marketing and public relations. Human services organization specializing in early childhood education, juvenile delinquency intervention and prevention, family strengthening, and community development services. **Key accomplishments include:**

- Eliminated agency $60,000 deficit with-in (1) first year.
- Increase agency budget by 80% within two (2) years.
- Decrease agency turnover rate by 97%.
- Evaluate and manager employee performance and establish employee training and development plans that align with organization development philosophy.
- Develop and implement donor base outreach and fundraising.
- Manage and direct the organization toward its primary objectives, based on contractual obligations and under the leadership of the Board of Directors, by performing leadership and high-level management duties personally or through subordinate managers.
- Secured grants afterschool program that s actively working with school leadership parents and child care center directors to enhance the academic and behavior performance of students in grades K-12.
- Grew organization s annual budget from to million in three years
- Developed framework for Juvenile Prevention Initiative that is establishes a continuum of resources to enhance the positive behavior performance of at-risk children and family in Broward County School.
- Establish strategic partnerships with numerous community based organizations, religious partnership, funding entities (i.e. Department of Juvenile Justice and Children Service Council), and community leaders to collaboratively address key community issues.
- Provide visionary leadership, personnel management, and professional development.
- Fiscal management; staff management and development; and volunteer development
- Assisted in creating and renewing policies for Eliminating Schoolhouse to Jailhouse pipeline through efforts of Circuit 17 Juvenile Justice Advisory Board as a Board Member.
- Secured $120,000 in emergency funding for community COVID-19 Resiliency Funds to support Broward County residents food assistance, mortgage assistance, rent assistance, FPL assistance and utilities assistance.

08/2012 – 01/2014 Founder/CEO, Team Saving Our Youth, Inc.

Founder and Chief Executive Officer for 501c(3) human services organization specializing in early childhood education, juvenile delinquency prevention, family strengthening, and community development services. **Key accomplishments include:**

- Manage and direct the organization toward its primary objectives, based on contractual obligations and under the leadership of the Board of Directors, by performing leadership and high level management duties personally or through subordinate managers.
- Secured a $250,000 grant for the Project SOY, Life Line and Transitional Transformation programs which all three programs is actively working with school leadership, parents, and child care center directors to enhance the academic and behavior performance of students in grades K-12.
- Grew organization s annual budget from to in years
- Developed framework for Project SOY Initiative that is establishes a continuum of resources to enhance the positive behavior performance of at-risk children and family in Broward County School.
- Establish strategic partnerships with numerous community based organizations, funding entities (i.e. Department of Juvenile Justice and Children Service Council), and community leaders to collaboratively address key community issues.
- Provide visionary leadership, personnel management, and professional development.
- Assisted in creating and renewing policies for Eliminating Schoolhouse to Jailhouse pipeline.
- Works closely with management and employees to improve work relationships, build morale, and increase.
- Lead, mentor and guide development of talent within the team, which includes succession and development planning, performance management, and recognition.
- Provide active and engaged performance management and promotion of professional development.

01/2011 – 01/2012 Youth Educator, OIC of South Florida, Inc.

Responsible for planning and facilitating grant awarded of $5 million dollars (over a period of 5 years). Evaluating educators and program outcome; marketing organizational federal grant program to possible partners; represented corporation in strategic community programs, community boards, governmental institutions and other organizations that advance the image and visibility of the corporation. Key accomplishments:

- Serves as an interface when needed for senior leadership with strategic community programs, business and community leaders.
- Providing group intervention for adults and at-risk youth ages 13-19; delivering the implementation of program's evaluation instruments, maintain statistics.
- Organized community activities and programs in order to develop and maintain linkages to other community-based organizations, faith-based organization and schools.
- Seeks and develops partnerships with local organizations, and develops new business strategies and relationships that enhance market share and overall performance of organization.
- Supports marketing objectives, plans, and strategies; provides guidance to various marketing efforts, and provides leadership to ensure that individual programs support the overall mission, goals, and objectives of the organization.
- Three years of Planning and Teaching Reducing the Risk curriculum at Coral Glades High School.
- Evaluating educators and program outcome.
- Marketing organizational federal grant program to possible partners.
- Represents organization in strategic community programs, community boards, governmental institutions and other organizations that advance the image and visibility of the organization.
- Serves as an interface when needed for senior leadership with strategic community programs, business and community leaders.
- Delivering the implementation of program's evaluation instruments, maintain statistics, and produce monthly reports on program activities.
- Responsible for evaluating and updating the health education curriculum for use in community-based organizations presentations.
- Over exceed grant numbers three years straight.

08/2012 – 05/2013 Adjunct Professor (Business Leadership), South Florida Bible College

Providing classroom instruction and support to undergraduate students but not limited to: Developed lesson plans and assign projects; developed business department structure; developed program curriculum; facilitated 26 weeks class session on Leadership Development; implemented policy and procedures and implemented and facilitated workshops for employees.

10/2007 – 09/2009 Youth Case Worker, Hillcrest Family Services.

Provided approximately 2 years of direct service and progressive leadership service to this nonprofit human services organization specializing in providing school readiness/early academic success assistance, community based behavioral health, family strengthening, juvenile delinquency prevention, and foster care services to troubled children and families. **Key accomplishments include**:

- Provided proven ability to establish and maintain a therapeutic environment for twelve adolescents diagnosed as exhibiting anti-social behavior demonstrated skills in implementing and coordinating each individual s treatment plan as dictated by head psychiatrist.
- Implemented and coordinated each individual s treatment plans as dictated by head psychiatrist with % completion
- Debriefing University Officials on classified information and providing positive elucidation to handle matter. Assessing client s needs and developed services plans conducted group therapeutic intervention for clients to ensure support system and non-violence conflict operations; arranged and transport clients to daily recreation facilities and providing the highest level of security.
- Provided 100% daily case-log for head psychiatrist in charge and daily intervention notes of client s behavioral provide new employees with on the job training and administer individual s intervention with clients and providing program supervisor report of intervention.
- Assisted clients with self-confidence through intervention for school performance and life expectancy. Provided specialized services that may include detainment, interstate compact, post placement supervision and relative/non-relative caregiver home studies; and arranged and provided quality improvement process.

EDUCATION

Iowa State University, Ames, IA
Master of Science*, Magnum Cum Laude, 5/2010*
Interdisciplinary Graduate Studies: Business Administration, Public Administration & Psychology
Concentration: *Business Management, Public Relations, Public Policies, Human Resources, Business Leadership*
Creative Component (Thesis): Attitudes Towards Hiring Immigrants Among Iowa Small Business Owners and Managers

University of Dubuque*,* Dubuque, IA
Bachelors of Arts, Cum Laude, 5/2008
Major: Sociology & Criminal Justices; Minor: Psychology
Concentration: Social Perspective, Criminology, Attitudes & Behaviors.

BOARD/COUNCIL APPOINTMENTS

- Florida Restorative Justice Association
- Circuit 17th Juvenile Justice Advisory Board
- Housing Authority of Pompano Beach (Commissioner)
- Hopewell Missionary Baptist Church Scholarship Board Member;
- Fathers, Men and Boys Committee Co-Chair Broward County Children s Strategic Planning Council
- Advisory Council Member: Project Bridge for Eckerd

Media & News Journal Appearance

- Future First: Restorative Justice (BECON TV Network)
- New Haitian Generation (BECON TV Network)
- The Westside Gazette
- Hot 105 FM Radio Station: HIV and AIDS Bowling Awareness (2013)
- Des Moines Register "Haitian students at ISU feel devastated hope for good news Iowa
  By: Danny Valentine (Staff Writer)
- Iowa KCCI 8 News Network, Iowa (2010)
- Iowa State Daily Newspaper "Haitian students organize aid efforts in the face of disaster awaiting word from families friends Iowa (2010) By: Tessa Callender & Kyle Peterson (Daily Staff Writers)
- Sun-Sentinel Newspaper "Tri-county Pipeline Florida By: Pat Lammer (Staff Writer)

COMMUNITY AWARDS/RECOGNITIONS

- 2011 Award for Collective Youth Impact (2019)
- 2014 Grant Award Recipient for New Day: Civil Citation & Diversion, Fort Lauderdale, Florida (2014– 2017)
- 2014 Grant Award Recipient for Juvenile Prevention & Diversion Fort Lauderdale, Florida (2014– 2017)
- Excellence in Education Award for Over Exceed Grant Numbers, Fort Lauderdale, Florida(2011– 2012)
- Raised $30,000 in effort with Red Cross for the Haiti Earthquake (2010)
- Student Judicial Board, University of Dubuque, Iowa (2007– 2008)
- Iowa Intercollegiate Academic Scholar, University of Dubuque (2006 –2007)
- Benjamin Franklin Leadership Award, Multicultural Center, University of Dubuque, Iowa (2006 – 2007)
- Wendt Character Scholarship, University of Dubuque, Dubuque, Iowa (2005 – 2007)
- Horatio Alger Scholarship Recipient, Horatio Alger Scholarship, Miami, Florida (2004 – 2007)

2. Total Number of Current Employees
   a. Full Time: 19
   b. Part Time: 40
3. Total Number of Supervisory Employees
   a. Full Time: 3

b. Part Time: 5

4. Total Number of Custodial Workers
   a. Full Time: 16
   b. Part Time: 35
5. Temporary Workers
   All staff are employed with the company.
6. Provide Health Benefits
   Upon being awarded the contract, all employees will be paid per the living wage agreement and provided the opportunity to obtain health benefits.
7. Require criminal background check

   Janitorial 5 Star Services understands security is paramount and thus it is treated as such. All employees undergo a full criminal background. Prior to commencing the contract all employees will meet badging and security standards set forth for each location.

   a. Describe when this occurs and which job categories applies to.

      The background check is completed as part of the hiring process and applies to all positions.

1.2 Company Experience/Reference

Submit references with following info and describe prime vendor s experience on projects similar nature, scope, and duration along with satisfactory completion both on time and within budget.

Janitorial 5 Star Services acted as the prime contractor on the below listed contracts. Please see corresponding attachments for information.

Reference 1 (see attachment A for reference)

Broward County School District

We perform custodial cleaning on a contractual and emergency basis within the Broward County Schools. We perform electrostatic disinfecting to Broward County schools and administrative sites. The schools and administrative sites vary in square footage and height of buildings. All work has been performed within budget and on time. We are the Prime contractor for this contract.

a. Name and location of facility: see list below
b. Size of facility area cleaned (sf): see list below
c. Number of stories (height of building): see list below

d. Total number of worker/supervisors assigned to facility: see list below
e. Total number of facility users, ie. Employees, clients,: see list below
f. Start date and end date of contract: Oct 2020 to present
g. Annual dollar value of contract:
h. Identify operational hours of contract (24 hours a day, 7 days a week, 52 weeks a year): operational hours are 24 hours / 7 days / 52 weeks
i. Identify level of employee background/security checks: state/local through Broward County School District
j. Identify if adhered to green building maintenance standards: yes

Site Name/Type	Size	Site Address
Royal Palm Elementary School	128,943 sf	1951 NW 56th Ave Lauderhill, FL 33313
Plantation High School	343,064 sf	6901 NW 16th St, Plantation, FL 33313
Nova Eisenhower Elementary	97,989 sf	6501 SW 39th St, Davie, FL 33314
South Plantation High School	351,376 sf	1300 SW 54th Ave Plantation, FL
Silver Shore Elementary	109,372 sf	1601 SW 160th Ave Miramar, FL
Thurgood Marshall Elementary	104,460 sf	800 NW 13th St Fort Lauderdale, FL
Bethune Elementary	143,054 sf	2400 Meade St Hollywood, FL 33020
Central Park Elementary	132,169 sf	777 N Nob Hill Rd Plantation, FL
Walter C. Young Middle School	224,196 sf	901 NW 129th Ave Pembroke Pines, FL
Gator Run Elementary	145,398 sf	1101 Glades Pkwy, Weston, FL 33327
Ramblewood Elementary	103,248 sf	8950 Shadowwood Blvd Coral Springs
Pines Lakes Elementary	119,644 sf	10300 Johnson St Pembroke Pines, FL
Coconut Creek Elementary	90,150 sf	500 NW 45th Ave Coconut Creek, FL 33066
Driftwood Elementary	89,165 sf	2700 NW 69th Ave Hollywood, FL 33024
Collins Elementary	56,163 sf	1050 NW 2nd St Dania Beach, FL 33004

Tradewind Elementary	154,166 sf	5400 Johnson Rd Coconut Creek, FL
Rock Island Elementary	95,818 sf	2350 NW 19th St Fort Lauderdale, FL 33311
Maplewood Elementary	101,237 sf	9850 Ramblewood Dr Coral Springs, FL 33071
Endeavour Primary Elementary	57,426 sf	2701 NW 56th Ave Lauderhill, FL
Davie Elementary	94,208 sf	7025 SW 39th St Davie, FL
Meadowbrook Elementary	111,487 sf	2300 SW 46th Ave Fort Lauderdale, FL
Parkway Middle School	289,576 sf	3600 NW 5th Ct, Fort Lauderdale, FL 33311
Silver Lakes Elementary	111,322 sf	2300 SW 173rd Ave Miramar, FL
Palm Cove Elementary	129,311 sf	11601 Washington St Pembroke Pines, FL
Morrow Elementary	91,474 sf	408 SW 76th Ter North Lauderdale, FL
Park Springs Elementary	135,976 sf	5800 NW 66th Ter Coral Springs, FL 33067
Falcon Cove Elementary		4251 Bonaventure Blvd Weston, FL
Manatee Bay Elementary	144,855 sf	19200 Manatee Isles Dr Weston, FL
West Broward High School	357761 sf	500 NW 209th Ave, Pembroke Pines, FL 33029
Pembroke Lakes Elementary	101,646 sf	11251 Taft St Pembroke Pines, FL
Sanders Park Elementary	88,070 sf	800 NW 16th St Pompano Beach, FL 33060
Plantation Park Elementary	76,645 sf	875 SW 54th Ave Plantation FL, 33317
Stirling Elementary	105,533 sf	5500 Stirling Rd Hollywood, FL
Sheridan Park Elementary	115,742 sf	2310 N 70th Ter Hollywood, FL 33068
Everglades Elementary	148,886 sf	2900 Bonaventure Blvd Westin, FL 33311
Dillard Elementary	118,096 sf	2330 NW 12th Ct Fort Lauderdale, FL
Coral Glades High School	301,401 sf	2700 Sportsplex Dr Coral Springs, FL 33065

Fort Lauderdale High School	314,212 sf	1600 NE 4th Ave Fort Lauderdale, FL 33305
Heron Heights Elementary	125,033 sf	11010 Nob Hill Rd Parkland, FL 33076
New Renassiance Middle School	194,973 sf	10701 Miramar Blvd Miramar, FL 33025
McNab Elementary	91969 sf	1350 SE 9th Ave Pompano Beach, FL 33309
Pasadena Lakes Elementary	98,791 sf	8801 Pasadena Blvd Pembroke Pines, FL 33024
Coral Springs High School	346,405 sf	7201 W Sample Rd Coral Springs, FL
Eagle Ridge Elementary	129,983 sf	11500 West View Dr Coral Springs, FL 33076
Quest Center	73,003 sf	6401 Charleston St, Hollywood, FL 33024
Whispering Pines Center	64,049 sf	3609 S Douglas Rd, Miramar, FL 33025
Cross Creek Center	64,013 sf	1010 NW 31st Ave, Pompano Beach, FL 33069
Bright Horizon Center	78,123 sf	3901 NE 1st Terrace, Pompano Beach, FL 33064
Wingate Oaks Center	71,639 sf	1211 NW 33rd Terrace, Fort Lauderdale, FL
Hollywood Park Elementary	80,690 sf	901 N. 69TH Way, Hollywood, FL 33024
West Hollywood Elementay	106,422 sf	6301 Hollywood Blvd, Hollywood, FL 33024
Stirling Elementary	105,533 sf	5500 Stirling Rd, Hollywood, FL 33021
Henry D. Perry Education Center	175,901 sf	3400 Wildcat Way, Miramar, FL 33023
Perry Annabel C. Middle	104,198 sf	6850 SW 34th St., Miramar, FL 33023
Broward Estates Elementary	97,633 sf	441 NW 35th Ave Fort Lauderdale, FL 33311
Martin Luther King Elementary	110,051 sf	591 NW 31st Ave Fort Lauderdale, FL 33311
Larkdale Elementary	78,579 sf	3250 NW 12th Pl Fort Lauderdale, FL 33311
Royal Palm Elementary	128,943 sf	1951 NW 56th Ave Lauderhill, FL 33313

Westwood Heights Elementary	122,314 sf	2861 SW 9th St Fort Lauderdale, FL 33312
Riverland Elementary	105,242 sf	2600 SW 11th Ct Fort Lauderdale, FL 33312
Stephen Foster Elementary	82,499 sf	3471 SW 22nd St Fort Lauderdale, FL 33312
Sheridan Hills Elementary	82,939 sf	5001 Thomas St, Hollywood, FL 33021
Boulevard Heights Elementary	120,614 sf	7201 Johnson St, Hollywood, FL 33024
Pembroke Pines Elementary	105,740 sf	6700 SW 9th St Pembroke Pines, FL 33023
Sunshine Elementary	105,987 sf	7737 La Salle Blvd Miramar, FL 3323
Fairway Elementary	126,678 sf	7850 Fairway Blvd, Miramar, FL 33023
Miramar Elementary	124,613 sf	6831 SW 26th St. Miramar, FL 33023
Pioneer Annex	88,890 sf	5400 SW 90TH AVE COOPER CITY, FL 33328
South Area Bus Complex	18,154 sf	900 S UNIVERSITY DR Pembroke Pines, FL 33024
South Area Maintenance	12,384 sf	1295 N. 21st AVE HOLLYWOOD, FL 33020
Sheridan Technical College		5400 West Sheridan St Hollywood, FL 33021
Sheridan Technical College West Campus		20251 Stirling Rd Pembroke Pines, FL 33332
Sheridan Technical College Bus Lot	35,988 sf	20251 Stirling Rd Pembroke Pines, FL 33332
Talent Development HRD	15,991 sf	3521 DAVIE Rd DAVIE, FL 33314
WEST CENTRAL BUS COMPOUND	39,650 sf	2500 COLLEGE AVE DAVIE, FL 33314
BECON Administration	35,342 sf	6600 SW NOVA Dr DAVIE, FL 33314
McFatter Technical College and High School	255,908 sf	6500 Nova Dr. Davie, FL 33317
Broward Fire Academy		2600 SW 71st Ter Davie, FL 33314
TITLE I (Special Programs Office)	14,405 sf	701 NW 31 AVE FORT LAUDERDALE, FL 33311
Central Area Maintenance		1560 NW 34th Ter Fort Lauderdale, FL 33311

Atlantic Technical College- Arthur Ashe, Jr. Campus		1701 NW 23rd Ave Fort Lauderdale, FL 33311
Rock Island Administrative Site	77,692 sf	2301 NW 26th St Fort Lauderdale, FL 33311
Atlantic Technical College		4700 Coconut Creek Pkwy Coconut Creek, FL 33063
Kathleen C. Wright Administrative Complex	288,348 sf	600 SE 3RD AVE FORT LAUDERALE, FL 33301
Pineridge Education Center	59,456 sf	1251 SW 42nd Ave Fort Lauderdale, FL
Twin Lakes Annex	28,232 sf	4140 NW 10TH AVE OAKLAND PARK, FL 33009
Twin Lakes Warehouse, Maintenance, and Transportation	267,860 sf	3810 NW 10TH AVE OAKLAND PARK, FL 33009
Central Transit		3897 NW 10th Ave Oakland Park, FL 33009
Crystal Lake Middle School	170,584 sf	3551 NE 3rd Ave Pompano Beach, FL 33064
North Area Bus Garage	7,549 sf	2600 NW 18 TER POMPANO BEACH, FL 33060
North Area Bus Complex	17,735 sf	1751 NW 22ND AVE POMPANO BEACH, FL 33060
North Area Portable Annex Training Center	13,222 sf	2251 NW 18TH ST POMPANO BEACH, FL 33060
Cypress Run Education Center	60,474 sf	2800 NW 30th Ave Pompano Beach, FL 33069
North Area Maintenance	66,718 sf	6501 NW 15 AVE FORT LAUDERDALE, FL 33009
Twin Lakes Administrative	40,809 sf	4199 NW 10TH AVE OAKLAND PARK, FL 33009
TSSC Annex	49,103 sf	7770 W OAKLAND PARK BLVD SUNRISE, FL 33351
Technology and Support Service	147,736 sf	7720 W OAKLAND PARK BLVD SUNRISE, FL 33351
Sheridan Technical High School		3775 SW 16th St Fort Lauderdale, FL 33312
Lanier James Education Center	59,082 sf	1050 NW 7th Ct Hallandale Beach, FL 33009
Pompano Administrative Center	32,690 sf	610 NE 13th Ave Pompano Beach, FL 33060

Reference 2 (see attachment B for reference)

BMD Management

We perform daily office cleaning to this facility. It is a two story office building. All work has been performed within budget and on time. We are the Prime contractor for this contract.

a. Name and location of facility: 555 Twelve
b. Size of facility area cleaned (sf): 48,231 sf
c. Number of stories (height of building): 2 stories
d. Total number of worker/supervisors assigned to facility: 4
e. Total number of facility users, ie. Employees, clients: 70 users
f. Start date and end date of contract: 7/1/2017 to present
g. Annual dollar value of contract: $50,000
h. Identify operational hours of contract (24 hours a day, 7 days a week, 52 weeks a year): operational hours are 12 hours /5 days /52 weeks
i. Identify level of employee background/security checks: local/ state check
j. Identify if adhered to green building maintenance standards: yes

Reference 3 (see attachment C for reference)

City of Pompano Beach

We perform daily pressure cleaning service to the city pier. Our service includes trash pick up, daily spot cleaning, and monthly cleaning of entire pier and canopies. All work has been performed within budget and on time. We are the Prime contractor for this contract.

a. Name and location of facility: Pompano Beach Pier (Fisher Family Pier)
b. Size of facility area cleaned: 16,000 sf
c. Number of stories (height of building): pier
d. Total number of worker/supervisors assigned to facility: 2
e. Total number of facility users, ie. Employees, clients: 100 users
f. Start date and end date of contract: 05/2020 to present
g. Annual dollar value of contract: $75,000
h. Identify operational hours of contract (24 hours a day, 7 days a week, 52 weeks a year): Operational hours are 24 hours/7 days /52 weeks
i. Identify level of employee background/security checks: local/state check
j. Identify if adhered to green building maintenance standards: yes

1.3 Experience of Key Personnel

Describe the experience of key personnel (including prime vendor and their subcontractors relevant to providing timely, high quality janitorial service in an environmentally friendly manner to multiple high-profile facilities.

1. List key personnel of the proposed maintenance team, including supervisors, and primary project manager for each agreement of locations listed on the price sheets. Describe the key personnel s relevant experience and the role they will play for each agreement of locations, including the following info: project superintendent, site supervisor, full time service crews.

   Key personnel:

   Project Superintendent

   Kristen Olbel will be the Project Superintendent. Kristen is currently the CEO of Janitorial 5 Star Services and oversees operations. She has over 20 years of experience in the industry providing a vast knowledge to ensure all specifications are met per the customer s specifications. Kristen will meet with Broward County representatives and building managers on a routine basis to guarantee customer satisfaction.

   Project Manager

   Lakesha Houston currently oversees all janitorial Broward County contracts to include the Broward County School District. She is experienced in operations and management with over 15 years of experience. She oversees and is responsible for inventory, equipment maintenance, routine and special project scheduling, and quality control.

   Site Supervisor

   Kenny Bellinger is currently the project manager over post construction contracts for Janitorial 5 Star Services. Kenny is responsible for all labor, supervision, equipment, and quality control. He will provide site supervision on this agreement.

   Matthew Gibson is currently a site supervisor for Janitorial 5 Star Services. He is responsible for site supervision, equipment, and quality control. Matthew will provide site supervision on this agreement.

   Full Service Crews

Janitorial 5 Star Services currently employees over 50 employees. We will staff this agreement with currently employed personnel to provide them the first opportunity. If additional personnel are required, we will hire personnel from the community where the contract site is located. This will allow for a quicker emergency response if required and to meet our company goal of hiring within the community where service is provided.

2. Provide a brief resume of employees who will furnish professional and technical support expertise for each agreement of locations listed on the price sheets. Include: functions in the company, title and number of years of service with company, years of experience in the maintenance of comparably complex facilities and systems.

   See section 1 (Ability of Professional Personnel) for resumes and list of employees.

2 Location

Janitorial 5 Star Services is both a **Local Business** and a **Locally Based Business** as each term is defined by Section 1-74, Broward County Code of Ordinances. Janitorial 5 Star Services is located in Pompano Beach, FL and possesses a Business Tax Receipt with the City of Pompano Beach and Broward County (see attachment D & E).

3 Project Approach

Describe the prime vendor s approach for each agreement of locations vendor is proposing. Include how prime will use subcontractors for each agreement.

Janitorial 5 Star Services is CBE/SBE certified with Broward County. We will be functioning as the Prime Vendor for all agreements. See attachment F & G for certificates. Janitorial 5 Star Services is bidding on all agreements (1-14). See section 1.1 under Company Profile for employee information and number of employees.

3.1 Project approach for each agreement of locations prime vendor is proposing.

a. Describe how you intend to meet or exceed quality standards. Discuss adequacy of weekly service hours proposed to meet the quality specifications described in the RFP.

At Janitorial 5 Star Services we pride ourselves in being able to provide quality and effective service for our clients. We understand that cleanliness isn t just about what is seen, but it goes beyond that. So just like our attitude towards cleaning, we utilize many programs and services to deliver seamless service that isn t seen on the surface. Our personnel will work side by side with the building managers to guarantee standards are met at every level.

We utilize various technology and programs to provide accurate record keeping and scheduling. This will guarantee our staff meets and keeps the required inspection dates which will keep your operations uninterrupted. Our quality control program is designed to keep you, the client, informed so rest assured our real time approach will not leave you wondering about daily or periodic tasks. With these programs and approaches we will not only meet the expectations, but exceed the standards set forth in this RFP.

b. Discuss any exceptions you suggest to minimum proposed service hours.

At Janitorial 5 Star Services we understand time is valuable, but quality will not be sacrificed. We will routinely analyze the current service hours, tasks, and frequency to determine if changes are required or practicable. Based on those findings the appropriate changes will be executed. At Janitorial 5 Star Services our promise to you is quality. It will always remain a constant priority and that expectation will not change. Should any exceptions to the minimum proposed service hours arise we will fully cooperate with Broward County.

c. Describe how you propose to meet minimum work tasks and interface with normal building activities.

Our combined team of managers and supervisors will develop a task specific plan that will be based on the time expected, facility, crew, and equipment required. This task specific plan will then be scheduled in conjunction with the feedback of the building manager. This communication will provide more accurate scheduling and reduce any interference with normal building activities.

Our goal is to provide a service that is unified and conscience of your needs. We believe that your satisfaction is paramount at every level of our contract with you and that starts at the planning stage.

d. Describe how you will maintain public areas, specifically providing high quality floor surfaces.

Janitorial 5 Star Services recognizes the appearance of public or common areas is crucial to your business and daily operations. The appearance of your building creates a mood and message not only to the public you serve, but your staff as well. Our scheduling programs coupled with our training program leaves no room for error. Our staff is more than prepared to keep all areas of your facilities in tip top shape. We provide continuing education and daily/weekly team meetings to keep all employees knowledgeable about their responsibilities. And what is knowledge without the proper equipment? We provide equipment that is appropriate for the task at hand and made with quality to all employees to guarantee the task is completed in a timely and efficient manner.

Our teams are trained in the proper floor cleaning procedures and will follow all requirements set forth in the RFP. Upon award of this contract, all surfaces will be evaluated and assessed to develop the correct and appropriate approach. A schedule will then be created to maintain quality flooring.

3.2 Describe how prime vendor will manage and organize work for each agreement of locations vendor is proposing.

a. State number of crews working for each agreement identified.
   i. Describe how you will schedule basic janitorial service for each facility.
   ii. List the individual building teams that will be working for that agreement per building(s): management, supervisory, maintenance crews.

Janitorial 5 Star Services will deploy the following personnel for each agreement:

a. General Manager
b. Administrative Assistant
c. Project Manager
d. Assistant Project Manager
e. Site Supervisor
f. Porter/Cleaner
g. Project Crew

The agreement will be managed and organized through the use of computer programs. All daily and periodic work will be coordinated and executed through a generated schedule of tasks. In addition, we will continuously monitor and reevaluate to ensure the best strategies are being utilized.

As stated previously, our managers and supervisors will be in constant communication with the building manager and Broward County representatives to provide a well-executed plan. In keeping in constant communication, we can adjust or modify items as required.

b. Describe how you will schedule basic janitorial service for each facility while coordinating with periodic project and annual work task.
   i. Describe crew organization to perform basic and project work.

Janitorial 5 Star Services utilizes computer programs and RFP specifications to determine the appropriate number of employees per a task. With the use of computer programming, we are able to accurately schedule the appropriate number of employees and allocate accordingly. All routine daily work is then coordinated along project work to provide optimal results. Facilities that have additional specifications or requirements will be identified upon execution of the contract and resources will be distributed accordingly.

Our project crews are broken into teams of 3 to 4 employees depending on the task and equipment required. All project crews are managed by a project manager.

Daily/routine work is completed with teams of 3 or 5 employees. The size of the building and level of cleaning are considered prior to scheduling employees. All work will be divided according to light tasks, vacuum and furniture, restrooms, and hard floors.

1. Light Tasks: dust horizontal surfaces; empty and reline trash; spot clean (walls, doors, windows etc).
2. Vacuum and Furniture: pick up trash; spot vacuum low traffic areas; vacuum all high traffic areas; reposition furniture after vacuuming or in office/conference rooms; turn off lights were applicable and secure doors/buildings.
3. Restrooms: refill all dispensers and paper products; empty and reline trash; clean and disinfect all toilets, partitions, counters, sinks, mirrors, fixtures; sweep and mop all hard floors.
4. Hard Floors: dust mop/sweep; spot mop stains; empty and reline trash; pick up trash; and spot mop.

c. Describe and present an example of your reporting system used to compare actual performance to your schedule for regular service.

Our Quality Control Managers develop and implement a routine schedule to monitor and stay ahead of any areas of deficiency. All scheduled visits are monitored and recorded via computer programs. All evaluations are recorded on a performance evaluation form (paper and/or digital) which documents the immediate needs to be addressed. If any inconsistencies are noted they are immediately relayed to the site supervisors for immediate attention. See attachment H & I for Quality Control forms.

d. Describe your capabilities to respond to emergency or disaster situations including of specialized equipment required for de-watering or moisture removal tasks or other special cleaning services.

Janitorial 5 Star Services understands there are situations that arise that cannot be planned for. We have developed a disaster/emergency response plan that utilizes a quick response from our on-call staff and specialized equipment. Our response plan is designed to immediately identify priority areas and limit or extinguish potential damage. Our employees are trained in disaster relief efforts such as smoke and fire remediation, water remediation, and mold remediation. We are confident with our disaster and emergency response plan you will see minimal disruption in services.

3.3 Describe your quality control program for each agreement of locations prime vendor is proposing:

a. Describe how you intend to provide a startup orientation program to bring facilities into compliance with quality standards.

Janitorial 5 Star Services will conduct a meeting prior to the contract starting to recruit the current staff members. We recognize the importance of experience and the current staff members have exactly that. In addition, our employees are properly trained to perform the tasks required so upon execution of this contract they will seamlessly step in. They are trained to identify any deficiencies and quickly correct them as required. In conjunction with our project crews, all sites/locations will be brought to standards specified in the RFP.

Our project managers and site supervisors will work closely with the building managers to identify any current issues with quality standards. A level of high importance will be placed on those issues to ensure standards are met quickly and without delay. We will also begin to identify the equipment and product needs of each location. These items will be purchased and made ready to provide a seamless transition.

We will always be in constant contact with building managers to guarantee this transition period is smooth and frankly unnoticeable to your staff and the people you serve. Our goal is to work hand in hand with you so our process and operations work simultaneously with yours.

b. Discuss your inspection procedures including any technical aids used to monitor performance standards.

As discussed above, our Quality Control Program is designed to stay ahead of any areas of deficiency. We use both digital and written forms to monitor and document deficiencies. All project managers and site supervisors are briefed on all RFP requirements and standards prior to commencement of the contract. Daily and weekly meetings will be conducted to discuss trending deficiencies to identify whether it stems from such issues as training, personnel, or equipment.

c. Describe how prime vendor will achieve the services and quality standards described in the attached Exhibit 1- specifications.

Janitorial 5 Star Services will achieve the services and quality standards described in the attached Exhibit 1 specifications by the following:

1. Implemented Quality Control Program
2. Maintaining proper equipment and well-trained employees
3. Maintaining constant communication with building managers
4. Quick response to service issues or deficiencies
5. Maintaining proper safety measures
6. Utilizing computer programs to schedule daily and periodic tasks

All items listed have been described above.

d. Describe and provide a sample of your reporting system used to compare actual performance to your schedule for regular services.

Janitorial 5 Star Services utilizes both digital and written forms to document performance. All evaluations and inspections are cross referenced to ensure RFP standards are being met or exceeded. See attachment H & I for quality control documents.

e. Describe the activities that can most easily be implemented to maximize opportunities to promote green building cleaning practices.

At Janitorial 5 Star Services we strive to promote and implement green cleaning practices at all facilities/contracts. We understand that our impact on the environment is lasting and we will minimize that impact.

Our project managers and site supervisors will meet with building managers to determine what is currently being implemented at the location, such as recycling, automated lights, or refillable water fountains. We will then merge our own green practices to ensure there is no interruption. We will continue to evaluate new methods, chemical products, or paper products to maximize our green cleaning efforts.

3.4 Company Equipment

a. List current inventory of heavy equipment

We currently have pressure washers, floor machines, carpet extractors, wet/dry vacuums, and backpack vacuums. We have great relationships with our vendors if additional equipment is required whether for emergency or maintenance needs.

b. Provide the response time for mobilization for each piece of equipment.

Mobilization of each piece of equipment is determined based on the location and size of the equipment. We strive to make equipment readily available with a response time of no longer than 24 hours.

c. List the current inventory of machinery for floor care that will be utilized to perform the requirements.

See section 3.4 (a) for list.

d. Describe how vendor will ensure all required equipment is maintained in quality working condition.

We regularly inspect all equipment to guarantee they are working properly. Preventative maintenance is the first step to keeping all equipment functioning properly, and it ensures there is no interruption in service. Additional equipment is readily available should it be required.

e. List office equipment and computer programs that vendor currently possesses in order to deliver electronic communications and reports to county staff.
I.e. computer, fax, scanner, printer, photocopier, adobe acrobat, Microsoft, outlook, excel etc.

Janitorial 5 Star Services currently uses all listed office equipment and computer programs. All employees are provided smart phones to communicate through these programs.

3.5 Company training

a. Provide Safety Training Manual

See attachment J.

b. Employee Training Manual

See attachment J.

c. Describe the training currently in place to assure on-site staff will be pro-active and aware during each shift with regards to notification and documentation of suspicious behavior, abandoned belongings, running water, potential slip and fall conditions, ajar doors.

Janitorial 5 Star Services provides training and retraining on all the listed subjects. We believe repetition is key when making something second nature, and that is exactly how we train our employees to recognize these items. Our managers and supervisors are constantly on the look out for ways to make your facilities safer not only for us, but for your staff and clients too. We regularly meet with

employees regarding safe practices during performance of tasks and security measures within the facilities.

d. Describe training of vendor s supervisors and cleaners in green building cleaning procedures as required for this contract.

All supervisors and cleaners will be trained in the green cleaning procedures of this RFP.

4 Workload of the Firm

List all completed and active projects that vendor has managed within the past five years. In addition, list all projected projects that vendor will be working on in the near future. Projected projects will be defined as a projects that vendor worked on concurrently. Describe vendor s approach in managing projects Were there or will there be any challenges for any of the listed projects? If so describe how vendor dealt or will deal with the projects challenges.

There are no known challenges on any past awarded projects. There are no anticipated challenges on any awarded projects. The experience of all employees coupled with our quality control measures has aided in our positive relationship with our clients. See list below for all projects.

- BMD Management, office cleaning
- Pride Construction, office cleaning & post construction cleaning
- Whiting & Turner, office cleaning & pressure washing
- OIC of South Florida, office cleaning & electrostatic disinfecting
- Commercial Relocation Group, office cleaning
- Alexander Rebb Property Management, lawn maintenance
- Strategic Properties, lawn maintenance
- Brookstone Construction, post construction cleaning & window cleaning
- Camp Live Oak, site cleaning & disinfecting
- Broward County Chemical & Supplies, supply orders
- City of Pompano Beach, office cleaning & pressure washing
- Innovative Healthcare Business Solutions, office cleaning
- Global Construction Services, post construction cleaning
- Unitarian Universalist Church, office cleaning

- Broward County School District, site cleaning in conjunction with custodial staff, post construction cleaning, & electrostatic disinfecting

5 Pricing

See attached pricing sheet

Janitorial Services - Price Sheets - Branch Libraries - Agreer

Item No.	FACILITY LOCATION	Annual Frequency	Annual Process	Year 1 Unit Price	Year 1 Annual
1	**AFRICAN AMR. LIB. CULTURAL CT.**	12	Basic Cleaning	$ 8,500.00	$ 102,000.00
	2680 N.W 6TH STREET	12	Restrooms	$ 600.00	$ 7,200.00
	FT. LAUDERDALE, FL. 33311	12	Floors	$ 790.00	$ 9,480.00
		Hourly	Porter (373Hrs./Month)	$ 18.50	$ 82,806.00
		30,075	Pressure Cleaning (SQ. FT.)	$ 0.05	$ 1,503.75
		1	Windows	$ 390.00	$ 390.00
		1	Air Quality	$ 1,500.00	$ 1,500.00
		12	Cleaning Supplies	$ 270.00	$ 3,240.00
		12	Paper Products	$ 450.00	$ 5,400.00
		30,075	Carpet Cleaning - Deep (SQ. FT.)	$ 0.13	$ 3,909.75
		30,075	Electrostatic Disinfection (SQ. FT.)	$ 0.03	$ 902.25
			Total		$ 218,331.75
2	**BEACH BRANCH**	12	Basic Cleaning	$ 480.00	$ 5,760.00
	221 POMPANO BEACH BLVD	12	Restrooms	$ 30.00	$ 360.00
	POMPANO BEACH, FL 33062	12	Floors	$ 35.00	$ 420.00
		3,000	Pressure Cleaning (SQ. FT.)	$ 0.05	$ 150.00
		1	Windows	$ 65.00	$ 65.00
		1	Air Quality	$ 240.00	$ 240.00
		12	Cleaning Supplies	$ 14.00	$ 168.00
		12	Paper Products	$ 20.00	$ 240.00
		3000	Carpet Cleaning - Deep (SQ. FT.)	$ 0.13	$ 390.00
		3,000	Electrostatic Disinfection (SQ. FT.)	$ 0.03	$ 90.00
			Total		$ 7,883.00
3	**TYRONE BRYANT BRANCH**	12	Basic Cleaning	$ 1,200.00	$ 14,400.00
	2230 N.W 21ST AVENUE	12	Restrooms	$ 80.00	$ 960.00
	FORT LAUDERDALE, FL 33311	12	Floors	$ 100.00	$ 1,200.00
		10,000	Pressure Cleaning (SQ. FT.)	$ 0.05	$ 500.00
		1	Windows	$ 180.00	$ 180.00

		1	Air Quality	$ 510.00	$ 510.00
		12	Cleaning Supplies	$ 35.00	$ 420.00
		12	Paper Products	$ 68.00	$ 816.00
		10,000	Carpet Cleaning - Deep (SQ. FT.)	$ 0.13	$ 1,300.00
		10,000	Electrostatic Disinfection (SQ. FT.)	$ 0.03	$ 300.00
			Total		$ 20,586.00

ITEM NO.	FACILITY LOCATION	Annual Frequency	Annual Process	Year 1 Unit Price	Year 1 Annual
4	**FT. LAUDERDALE BRANCH**	12	Basic Cleaning	$ 2,400.00	$ 28,800.00
	1300 E. SUNRISE BLVD	12	Restrooms	$ 150.00	$ 1,800.00
	FORT LAUDERDALE, FL33304	12	Floors	$ 190.00	$ 2,280.00
		20,000	Pressure Cleaning (SQ. FT.)	$ 0.05	$ 1,000.00
		1	Windows	$ 340.00	$ 340.00
		1	Air Quality	$ 580.00	$ 580.00
		12	Cleaning Supplies	$ 70.00	$ 840.00
		12	Paper Products	$ 130.00	$ 1,560.00
		20,000	Carpet Cleaning - Deep (SQ. FT.)	$ 0.13	$ 2,600.00
		20,000	Electrostatic Disinfection (SQ. FT.)	$ 0.03	$ 600.00
			Total		$ 40,400.00
5	**J M COLLIER CITY BRANCH**	12	Basic Cleaning	$ 2,000.00	$ 24,000.00
	2800 N.W 9TH COURT	12	Restrooms	$ 150.00	$ 1,800.00
	POMPANO BEACH, FL 33069	12	Floors	$ 190.00	$ 2,280.00
		16,584	Pressure Cleaning (SQ. FT.)	$ 0.05	$ 829.20
		1	Windows	$ 335.00	$ 335.00
		1	Air Quality	$ 780.00	$ 780.00
		12	Cleaning Supplies	$ 60.00	$ 720.00
		12	Paper Products	$ 60.00	$ 720.00
		16,584	Carpet Cleaning - Deep (SQ. FT.)	$ 0.13	$ 2,155.92
		16,584	Electrostatic Disinfection (SQ. FT.)	$ 0.03	$ 497.52
			Total		$ 34,117.64
6	**CENTURY PLAZA BRANCH**	12	Basic Cleaning	$ 1,330.00	$ 15,960.00
	1856A W. HILLSBORO BLVD	12	Restrooms	$ 88.00	$ 1,056.00
	DEERFIELD BEACH, FL 33442	12	Floors	$ 110.00	$ 1,320.00
		11,682	Pressure Cleaning (SQ. FT.)	$ 0.05	$ 584.10
		1	Windows	$ 200.00	$ 200.00
		1	Air Quality	$ 520.00	$ 520.00
		12	Cleaning Supplies	$ 40.00	$ 480.00

		12	Paper Products	$ 75.00	$ 900.00
		11,682	Carpet Cleaning - Deep (SQ. FT.)	$ 0.13	$ 1,518.66
		11,682	Electrostatic Disinfection (SQ. FT.)	$ 0.03	$ 350.46
			Total		$ 22,889.22
7	**CARVER RANCHES BRANCH**	12	Basic Cleaning	$ 1,310.00	$ 15,720.00
	4735 SW 18TH STREET	12	Restrooms	$ 90.00	$ 1,080.00
	HOLLYWOOD, FL 33023	12	Floors	$ 118.00	$ 1,416.00
		10,000	Pressure Cleaning (SQ. FT.)	$ 0.05	$ 500.00
		1	Windows	$ 210.00	$ 210.00
		1	Air Quality	$ 515.00	$ 515.00
		12	Cleaning Supplies	$ 38.00	$ 456.00
		12	Paper Products	$ 70.00	$ 840.00
		10,000	Carpet Cleaning - Deep (SQ. FT.)	$ 0.13	$ 1,300.00
		10,000	Electrostatic Disinfection (SQ. FT.)	$ 0.03	$ 300.00
			Total		$ 22,337.00

ITEM NO.	FACILITY LOCATION	Annual Frequency	Annual Process	Year 1 Unit Price	Year 1 Annual
8	**DANIA BEACH PAUL DEMAIO BRANCH**	12	Basic Cleaning	$ 1,400.00	$ 16,800.00
	1 PARK AVENUE EAST	12	Restrooms	$ 90.00	$ 1,080.00
	DANIA, FL 33004	12	Floors	$ 118.00	$ 1,416.00
		12,000	Pressure Cleaning (SQ. FT.)	$ 0.05	$ 600.00
		1	Windows	$ 200.00	$ 200.00
		1	Air Quality	$ 520.00	$ 520.00
		12	Cleaning Supplies	$ 40.00	$ 480.00
		12	Paper Products	$ 80.00	$ 960.00
		12,000	Carpet Cleaning - Deep (SQ. FT.)	$ 0.13	$ 1,560.00
		12,000	Electrostatic Disinfection (SQ. FT.)	$ 0.03	$ 360.00
			Total		$ 23,976.00
9	**DEERFIELD BEACH BRANCH**	12	Basic Cleaning	$ 1,790.00	$ 21,480.00
	837 E. HILLSBORO BOULEVARD	12	Restrooms	$ 115.00	$ 1,380.00
	DEERFIELD BEACH, FL 33441	12	Floors	$ 11.00	$ 132.00
		15,120	Pressure Cleaning (SQ. FT.)	$ 0.05	$ 756.00
		1	Windows	$ 260.00	$ 260.00
		1	Air Quality	$ 760.00	$ 760.00
		12	Cleaning Supplies	$ 50.00	$ 600.00
		12	Paper Products	$ 100.00	$ 1,200.00
		15,120	Carpet Cleaning - Deep (SQ. FT.)	$ 0.13	$ 1,965.60
		15,120	Electrostatic Disinfection (SQ. FT.)	$ 0.03	$ 453.60

			Total		$ 28,987.20
10	**DAVIE COOPER CITY**	12	Basic Cleaning	$ 1,200.00	$ 14,400.00
	4600 S.W 82ND AVE	12	Restrooms	$ 80.00	$ 960.00
	DAVIE FL, 33328	12	Floors	$ 100.00	$ 1,200.00
		10,000	Pressure Cleaning (SQ. FT.)	$ 0.05	$ 500.00
		1	Windows	$ 175.00	$ 175.00
		1	Air Quality	$ 515.00	$ 515.00
		12	Cleaning Supplies	$ 32.00	$ 384.00
		12	Paper Products	$ 65.00	$ 780.00
		10,000	Carpet Cleaning - Deep (SQ. FT.)	$ 0.13	$ 1,300.00
		10,000	Electrostatic Disinfection (SQ. FT.)	$ 0.03	$ 300.00
			Total		$ 20,514.00
11	**GALT OCEAN MILE CENTER**	12	Basic Cleaning	$ 700.00	$ 8,400.00
	3403 GALT OCEAN MILE	12	Restrooms	$ 40.00	$ 480.00
	FORT LAUDERDALE, FL 33308	12	Floors	$ 52.00	$ 624.00
		4,900	Pressure Cleaning (SQ. FT.)	$ 0.05	$ 245.00
		1	Windows	$ 90.00	$ 90.00
		1	Air Quality	$ 255.00	$ 255.00
		12	Cleaning Supplies	$ 20.00	$ 240.00
		12	Paper Products	$ 40.00	$ 480.00
		4,900	Carpet Cleaning - Deep (SQ. FT.)	$ 0.13	$ 637.00
		4,900	Electrostatic Disinfection (SQ. FT.)	$ 0.03	$ 147.00
			Total		$ 11,598.00

ITEM NO.	FACILITY LOCATION	Annual Frequency	Annual Process	Unit Price	Annual
12	**HOLLYWOOD BEACH CENTER**	12	Basic Cleaning	$ 400.00	$ 4,800.00
	1301 S. OCEAN DRIVE	12	Restrooms	$ 23.00	$ 276.00
	HOLLYWOOD, FL 33019	12	Floors	$ 29.00	$ 348.00
		2,500	Pressure Cleaning (SQ. FT.)	$ 0.05	$ 125.00
		1	Windows	$ 50.00	$ 50.00
		1	Air Quality	$ 45.00	$ 45.00
		12	Cleaning Supplies	$ 11.00	$ 132.00
		12	Paper Products	$ 22.00	$ 264.00
		2,500	Carpet Cleaning - Deep (SQ. FT.)	$ 0.13	$ 325.00
		2,500	Electrostatic Disinfection (SQ. FT.)	$ 0.03	$ 75.00
			Total		$ 6,440.00
13	**HALLANDALE BEACH BRANCH**	12	Basic Cleaning	$ 1,700.00	$ 20,400.00
	300 S. FEDERAL HIGHWAY	12	Restrooms	$ 110.00	$ 1,320.00
	HALLANDALE, FL 33009	12	Floors	$ 140.00	$ 1,680.00

		14,700	Pressure Cleaning (SQ. FT.)	$ 0.05	$ 735.00
		1	Windows	$ 240.00	$ 240.00
		1	Air Quality	$ 520.00	$ 520.00
		12	Cleaning Supplies	$ 50.00	$ 600.00
		12	Paper Products	$ 100.00	$ 1,200.00
		14,700	Carpet Cleaning - Deep (SQ. FT.)	$ 0.13	$ 1,911.00
		14,700	Electrostatic Disinfection (SQ. FT.)	$ 0.03	$ 441.00
					$ 29,047.00
			Total		
14	**HOLLYWOOD LIBRARY** 2600 Hollywood Blvd Hollywood, FL 33020	12	Basic Cleaning	$ 4,980.00	$ 59,760.00
		12	Restrooms	$ 320.00	$ 3,840.00
		12	Floors	$ 410.00	$ 4,920.00
		31,000	Pressure Cleaning (SQ. FT.)	$ 0.05	$ 1,550.00
		1	Windows	$ 720.00	$ 720.00
		1	Air Quality	$ 1,300.00	$ 1,300.00
		12	Cleaning Supplies	$ 140.00	$ 1,680.00
		12	Paper Products	$ 270.00	$ 3,240.00
		31,000	Carpet Cleaning - Deep (SQ. FT.)	$ 0.13	$ 4,030.00
		31,000	Electrostatic Disinfection (SQ. FT.)	$ 0.03	$ 930.00
			Total		$ 81,970.00
15	**IMPERIAL POINT BRANCH** 5985 N FEDERAL HIGHWAY FORT LAUDERDALE, FL 33308	12	Basic Cleaning	$ 1,620.00	$ 19,440.00
		12	Restrooms	$ 100.00	$ 1,200.00
		12	Floors	$ 135.00	$ 1,620.00
		14,000	Pressure Cleaning (SQ. FT.)	$ 0.05	$ 700.00
		1	Windows	$ 240.00	$ 240.00
		1	Air Quality	$ 520.00	$ 520.00
		12	Cleaning Supplies	$ 48.00	$ 576.00
		12	Paper Products	$ 95.00	$ 1,140.00
		14,000	Carpet Cleaning - Deep (SQ. FT.)	$ 0.13	$ 1,820.00
		14,000	Electrostatic Disinfection (SQ. FT.)	$ 0.03	$ 420.00
			Total		$ 27,676.00

ITEM NO.	FACILITY LOCATION	Annual Frequency	Annual Process	Year 1 Unit Price	Year 1 Annual
16	**LAUDERHILL TOWN CENTER** 6399 West Oakland Park Blvd LAUDERHILL, FL 33313	12	Basic Cleaning	$ 1,405.00	$ 16,860.00
		12	Restrooms	$ 90.00	$ 1,080.00
		12	Floors	$ 118.00	$ 1,416.00
		10,000	Pressure Cleaning (SQ. FT.)	$ 0.05	$ 500.00
		1	Windows	$ 205.00	$ 205.00
		1	Air Quality	$ 515.00	$ 515.00
		12	Cleaning Supplies	$ 40.00	$ 480.00

		12	Paper Products	$ 70.00	$ 840.00
		10,000	Carpet Cleaning - Deep (SQ. FT.)	$ 0.13	$ 1,300.00
		10,000	Electrostatic Disinfection (SQ. FT.)	$ 0.03	$ 300.00
			Total		$ 23,496.00
17	**LAUDERDALE LAKES BRANCH** 3521 NW 43RD AVE LAUDERDALE LAKES, FL 33319	12	Basic Cleaning	$ 1,010.00	$ 12,120.00
		12	Restrooms	$ 60.00	$ 720.00
		12	Floors	$ 78.00	$ 936.00
		7,900	Pressure Cleaning (SQ. FT.)	$ 0.05	$ 395.00
		1	Windows	$ 140.00	$ 140.00
		1	Air Quality	$ 255.00	$ 255.00
		12	Cleaning Supplies	$ 30.00	$ 360.00
		12	Paper Products	$ 58.00	$ 696.00
		7,900	Carpet Cleaning - Deep (SQ. FT.)	$ 0.13	$ 1,027.00
		7,900	Electrostatic Disinfection (SQ. FT.)	$ 0.03	$ 237.00
			Total		$ 16,886.00
18	**MIRAMAR BRANCH - EDUCATION CENTER** 2050 CIVIC CENTER PLACE MIRAMAR, FL 33025	12	Basic Cleaning	$ 4,080.00	$ 48,960.00
		12	Restrooms	$ 268.00	$ 3,216.00
		12	Floors	$ 340.00	$ 4,080.00
		30,181	Pressure Cleaning (SQ. FT.)	$ 0.05	$ 1,509.05
		1	Windows	$ 2,580.00	$ 2,580.00
		1	Air Quality	$ 1,290.00	$ 1,290.00
		12	Cleaning Supplies	$ 120.00	$ 1,440.00
		12	Paper Products	$ 240.00	$ 2,880.00
		30,181	Carpet Cleaning - Deep (SQ. FT.)	$ 0.13	$ 3,923.53
		30,181	Electrostatic Disinfection (SQ. FT.)	$ 0.03	$ 905.43
			Total		$ 70,784.01
19	**MARGATE BRANCH** 5810 PARK DRIVE MARGATE, FL 33063	12	Basic Cleaning	$ 2,100.00	$ 25,200.00
		12	Restrooms	$ 138.00	$ 1,656.00
		12	Floors	$ 180.00	$ 2,160.00
		15,800	Pressure Cleaning (SQ. FT.)	$ 0.05	$ 790.00
		1	Windows	$ 320.00	$ 320.00
		1	Air Quality	$ 775.00	$ 775.00
		12	Cleaning Supplies	$ 60.00	$ 720.00
		12	Paper Products	$ 115.00	$ 1,380.00
		15,800	Carpet Cleaning - Deep (SQ. FT.)	$ 0.13	$ 2,054.00
		15,800	Electrostatic Disinfection (SQ. FT.)	$ 0.03	$ 474.00
			Total		$ 35,529.00

ITEM	**Year 1**

NO.	FACILITY LOCATION	Annual Frequency	Annual Process	Unit Price	Annual
20	**NORTH LAUDERDALE BRANCH**	12	Basic Cleaning	$ 2,300.00	$ 27,600.00
	6901 Kimberly Blvd.	12	Restrooms	$ 145.00	$ 1,740.00
	N. LAUDERDALE, FL 33068	12	Floors	$ 185.00	$ 2,220.00
		20,000	Pressure Cleaning (SQ. FT.)	$ 0.05	$ 1,000.00
		1	Windows	$ 335.00	$ 335.00
		1	Air Quality	$ 750.00	$ 750.00
		12	Cleaning Supplies	$ 68.00	$ 816.00
		12	Paper Products	$ 118.00	$ 1,416.00
		20,000	Carpet Cleaning - Deep (SQ. FT.)	$ 0.13	$ 2,600.00
		20,000	Electrostatic Disinfection (SQ. FT.)	$ 0.03	$ 600.00
			Total		$ 39,077.00
21	**NORTHWEST REGIONAL LIBRARY**	12	Basic Cleaning	$ 10,900.00	$ 130,800.00
	3151 UNIVERSITY DRIVE	12	Restrooms	$ 730.00	$ 8,760.00
	CORAL SPRINGS, FL 33065	12	Floors	$ 935.00	$ 11,220.00
		Hourly	Porter (238Hrs./Month)	$ 18.50	**$ 52,836.00**
		36,000	Pressure Cleaning (SQ. FT.)	$ 0.05	$ 1,800.00
		1	Windows	$ 1,620.00	$ 1,620.00
		1	Air Quality	$ 3,100.00	$ 3,100.00
		12	Cleaning Supplies	$ 310.00	$ 3,720.00
		12	Paper Products	$ 610.00	$ 7,320.00
		36,000	Carpet Cleaning - Deep (SQ. FT.)	$ 0.13	$ 4,680.00
		36,000	Electrostatic Disinfection (SQ. FT.)	$ 0.03	$ 1,080.00
			Total		$ 226,936.00
22	**NORTH WEST BRANCH**	12	Basic Cleaning	$ 1,285.00	$ 15,420.00
	1580 N.W 3RD AVENUE	12	Restrooms	$ 80.00	$ 960.00
	POMPANO BEACH, FL 33060	12	Floors	$ 105.00	$ 1,260.00
		9,000	Pressure Cleaning (SQ. FT.)	$ 0.05	$ 450.00
		1	Windows	$ 180.00	$ 180.00
		1	Air Quality	$ 515.00	$ 515.00
		12	Cleaning Supplies	$ 35.00	$ 420.00
		12	Paper Products	$ 62.00	$ 744.00
		9,000	Carpet Cleaning - Deep (SQ. FT.)	$ 0.13	$ 1,170.00
		9,000	Electrostatic Disinfection (SQ. FT.)	$ 0.03	$ 270.00
			Total		$ 21,389.00
23	**POMPANO BEACH BRANCH**	12	Basic Cleaning	$ 2,500.00	$ 30,000.00
	1213 E. ATLANTIC BOULEVARD	12	Restrooms	$ 160.00	$ 1,920.00
	POMPANO BEACH, FL 33069	12	Floors	$ 208.00	$ 2,496.00
		12,918	Pressure Cleaning (SQ. FT.)	$ 0.05	$ 645.90

	1	Windows	$ 1,000.00	$ 1,000.00
	1	Air Quality	$ 950.00	$ 950.00
	12	Cleaning Supplies	$ 70.00	$ 840.00
	12	Paper Products	$ 148.00	$ 1,776.00
	12,918	Carpet Cleaning - Deep (SQ. FT.)	$ 0.13	$ 1,679.34
	12,918	Electrostatic Disinfection (SQ. FT.)	$ 0.03	$ 387.54
		Total		$ 41,694.78

ITEM NO.	FACILITY LOCATION	Annual Frequency	Annual Process	Unit Price	Annual
24	**RIVERLAND BRANCH** 2710 W. DAVIE BLVD FORT LAUDERDALE, FL 33312	12	Basic Cleaning	$ 1,192.00	$ 14,304.00
		12	Restrooms	$ 78.00	$ 936.00
		12	Floors	$ 100.00	$ 1,200.00
		10,000	Pressure Cleaning (SQ. FT.)	$ 0.05	$ 500.00
		1	Windows	$ 175.00	$ 175.00
		1	Air Quality	$ 515.00	$ 515.00
		12	Cleaning Supplies	$ 32.00	$ 384.00
		12	Paper Products	$ 68.00	$ 816.00
		10,000	Carpet Cleaning - Deep (SQ. FT.)	$ 0.13	$ 1,300.00
		10,000	Electrostatic Disinfection (SQ. FT.)	$ 0.03	$ 300.00
			Total		$ 20,430.00
25	**STIRLING ROAD LIBRARY** 3151 Stirling Road Hollywood, Fl. 33020	12	Basic Cleaning	$ 2,700.00	$ 32,400.00
		12	Restrooms	$ 180.00	$ 2,160.00
		12	Floors	$ 230.00	$ 2,760.00
		20,000	Pressure Cleaning (SQ. FT.)	$ 0.05	$ 1,000.00
		1	Windows	$ 400.00	$ 400.00
		1	Air Quality	$ 750.00	$ 750.00
		12	Cleaning Supplies	$ 80.00	$ 960.00
		12	Paper Products	$ 100.00	$ 1,200.00
		20,000	Carpet Cleaning - Deep (SQ. FT.)	$ 0.13	$ 2,600.00
		20,000	Electrostatic Disinfection (SQ. FT.)	$ 0.03	$ 600.00
			Total		$ 44,830.00
26	**SUNRISE DAN PEARL** 10500 W. OAKLAND PARK BLVD SUNRISE, FL 33351	12	Basic Cleaning	$ 2,700.00	$ 32,400.00
		12	Restrooms	$ 175.00	$ 2,100.00
		12	Floors	$ 225.00	$ 2,700.00
		20,000	Pressure Cleaning (SQ. FT.)	$ 0.05	$ 1,000.00
		1	Windows	$ 395.00	$ 395.00
		1	Air Quality	$ 772.00	$ 772.00
		12	Cleaning Supplies	$ 78.00	$ 936.00
		12	Paper Products	$ 140.00	$ 1,680.00

		20,000	Carpet Cleaning - Deep (SQ. FT.)	$ 0.13	$ 2,600.00
		20,000	Electrostatic Disinfection (SQ. FT.)	$ 0.03	$ 600.00
			Total		$ 45,183.00
27	**SOUTHWEST REGIONAL**	12	Basic Cleaning	$11,100.00	$ 133,200.00
	16835 SHERIDAN STREET	12	Restrooms	$ 790.00	$ 9,480.00
	PEMBROKE PINES, FL 33331	12	Floors	$ 995.00	$ 11,940.00
		Hourly	Porter (152Hrs./Month)	$ 18.50	**$ 33,744.00**
		39,000	Pressure Cleaning (SQ. FT.)	$ 0.05	$ 1,950.00
		1	Windows	$ 1,750.00	$ 1,750.00
		1	Air Quality	$ 3,375.00	$ 3,375.00
		12	Cleaning Supplies	$ 330.00	$ 3,960.00
		12	Paper Products	$ 610.00	$ 7,320.00
		39,000	Carpet Cleaning - Deep (SQ. FT.)	$ 0.13	$ 5,070.00
		39,000	Electrostatic Disinfection (SQ. FT.)	$ 0.03	$ 1,170.00
			Total		$ 212,959.00

ITEM NO.	FACILITY LOCATION	Annual Frequency	Annual Process	Year 1 Unit Price	Year 1 Annual
28	**TAMARAC BRANCH**	12	Basic Cleaning	$ 4,775.00	$ 57,300.00
	8701 W. COMMERCIAL BOULEVARD	12	Restrooms	$ 302.00	$ 3,624.00
	TAMARAC FL, 33351	12	Floors	$ 395.00	$ 4,740.00
		30,000	Pressure Cleaning (SQ. FT.)	$ 0.05	$ 1,500.00
		1	Windows	$ 1,160.00	$ 1,160.00
		1	Air Quality	$ 1,280.00	$ 1,280.00
		12	Cleaning Supplies	$ 140.00	$ 1,680.00
		12	Paper Products	$ 220.00	$ 2,640.00
		30,000	Carpet Cleaning - Deep (SQ. FT.)	$ 0.13	$ 3,900.00
		30,000	Electrostatic Disinfection (SQ. FT.)	$ 0.03	$ 900.00
			Total		$ 78,724.00
29	**WESTON LIBRARY**	12	Basic Cleaning	$ 8,000.00	$ 96,000.00
	4205 BONAVENTURE BLVD.	12	Restrooms	$ 505.00	$ 6,060.00
	Weston, FL 33332	12	Floors	$ 658.00	$ 7,896.00
		Hourly	Porter (115Hrs./Month)	$ 18.50	$ 25,530.00
		25,000	Pressure Cleaning (SQ. FT.)	$ 0.05	$ 1,250.00
		1	Windows	$ 1,110.00	$ 1,110.00
		1	Air Quality	$ 1,980.00	$ 1,980.00
		12	Cleaning Supplies	$ 235.00	$ 2,820.00
		12	Paper Products	$ 420.00	$ 5,040.00
		25,000	Carpet Cleaning - Deep (SQ. FT.)	$ 0.13	$ 3,250.00

		25,000	Electrostatic Disinfection (SQ. FT.)	$ 0.03	$ 750.00
			Total		$ 151,686.00
30	**WEST REGIONAL LIBRARY**	12	Basic Cleaning	$ 11,880.00	$ 142,560.00
	8601 W. BROWARD BLVD	12	Restrooms	$ 790.00	$ 9,480.00
	PLANTATION, FL 33324	12	Floors	$ 1,005.00	$ 12,060.00
		Hourly	Porter (160Hrs./Month)	$ 18.50	**$ 35,520.00**
		39,000	Pressure Cleaning (SQ. FT.)	$ 0.05	$ 1,950.00
		1	Windows	$ 1,780.00	$ 1,780.00
		1	Air Quality	$ 3,400.00	$ 3,400.00
		12	Cleaning Supplies	$ 340.00	$ 4,080.00
		12	Paper Products	$ 650.00	$ 7,800.00
		39,000	Carpet Cleaning - Deep (SQ. FT.)	$ 0.13	$ 5,070.00
		39,000	Electrostatic Disinfection (SQ. FT.)	$ 0.03	$ 1,170.00
			Total		$ 224,870.00

ITEM NO.	FACILITY LOCATION	Annual Frequency	Annual Process	Year 1 Unit Price	Year 1 Annual
31	**YOUNG AT ART - MUSEUM AREA**	12	Basic Cleaning	$ 9,970.00	$ 119,640.00
	751 SW 121 AVENUE	12	Restrooms	$ 605.00	$ 7,260.00
	DAVIE, FL 33325	12	Floors	$ 778.00	$ 9,336.00
		Hourly	Porter (243Hrs./Month)	$ 18.50	$ 53,946.00
		41,822	Pressure Cleaning (SQ. FT.)	$ 0.05	$ 2,091.10
		1	Windows	$ 1,365.00	$ 1,365.00
		1	Air Quality	$ 2,600.00	$ 2,600.00
		12	Cleaning Supplies	$ 280.00	$ 3,360.00
		12	Paper Products	$ 550.00	$ 6,600.00
		41,822	Carpet Cleaning - Deep (SQ. FT.)	$ 0.13	$ 5,436.86
		41,822	Electrostatic Disinfection (SQ. FT.)	$ 0.03	$ 1,254.66
			Total		$ 212,889.62
32	**YOUNG AT ART - LIBRARY AREA**	12	Basic Cleaning	$ 2,690.00	$ 32,280.00
	751 SW 121 AVENUE	12	Restrooms	$ 172.00	$ 2,064.00
	DAVIE, FL 33325	12	Floors	$ 222.00	$ 2,664.00
		Hourly	Porter (243Hrs./Month)	$ 18.50	$ 53,946.00
		18,178	Pressure Cleaning (SQ. FT.)	$ 0.05	$ 908.90
		1	Windows	$ 380.00	$ 380.00
		1	Air Quality	$ 750.00	$ 750.00
		12	Cleaning Supplies	$ 45.00	$ 540.00
		12	Paper Products	$ 140.00	$ 1,680.00
		18,178	Carpet Cleaning - Deep (SQ. FT.)	$ 0.13	$ 2,363.14
		18,178	Electrostatic Disinfection (SQ. FT.)	$ 0.03	$ 545.34
			Total		$ 98,121.38

33	**Lauderhill Central Park Library**	12	Basic Cleaning	$ 1,200.00	$ 14,400.00
	3810 NW 11 Place	12	Restrooms	$ 80.00	$ 960.00
	Lauderhill, FL 33311	12	Floors	$ 105.00	$ 1,260.00
		Hourly	Porter (200 Hrs./Month)	$ 18.50	$ 44,400.00
		11,000	Pressure Cleaning (SQ. FT.)	$ 0.05	$ 550.00
		1	Windows	$ 175.00	$ 175.00
		1	Air Quality	$ 515.00	$ 515.00
		12	Cleaning Supplies	$ 32.00	$ 384.00
		12	Paper Products	$ 80.00	$ 960.00
		11,000	Carpet Cleaning - Deep (SQ. FT.)	$ 0.13	$ 1,430.00
		11,000	Electrostatic Disinfection (SQ. FT.)	$ 0.03	$ 330.00
			Total		$ 65,364.00
			Total (1) - Summary, all sites		$2,227,601.60

ITEM NO.	FACILITY LOCATION	Annual Frequency	Annual Process	Unit Price Per Hour	Annual Annual
	Additional Labor:				
	Project Supervisor		50 hrs.	$ 30.00	$ 1,500.00
	Site Supervisor		50 hrs.	$ 22.75	$ 1,137.50
	Full Time Service Crew		50 hrs.	$ 19.50	$ 975.00
	Part Time Service Crew		50 hrs.	$ 19.50	$ 975.00
	Porter Day/Night		50 hrs.	$ 18.50	$ 925.00
	Emergency Services Labor:				
	Project Supervisor		50 hrs.	$ 32.00	$ 1,600.00
	Site Supervisor		50 hrs.	$ 28.00	$ 1,400.00
	Full Time Service Crew		50 hrs.	$ 25.00	$ 1,250.00
	Part Time Service Crew		50 hrs.	$ 25.00	$ 1,250.00
	Porter Day/Night		50 hrs.	$ 22.00	$ 1,100.00
	"Pass thru" (Services/Materials)				$ 1,000.00
			Total (2)		$13,112.50

Grand Total - Whole Group
(Total 1 + Total 2) $2,240,714.10

REGARDLESS OF THE NUMBER OF HOURS WORKED,

YES	X	**Agree to the**
NO		**Disagree to**

NAME OF COMPANY: **Janitorial 5 Star Services LLC**

AUTHORIZED PERSON NAME: Kristen Olbel

AUTHORIZED SIGNATURE: *Kristen Olbel*

By signing this proposal sheet, your firm is agreeing to the terms and conditions of the

All buildings listed in the group must be priced for this proposal sheet to be deter

AUTHORIZED PERSON TITLE: CEO

THIS SHEET MUST BE SIGNED AND MUST NOT BE ALTERED O

nent 1 (CBE Reserve)

Year 2

Unit Price	Annual	*Two Year Total*
$ 8,500.00	$ 102,000.00	$204,000.00
$ 600.00	$ 7,200.00	$14,400.00
$ 790.00	$ 9,480.00	$18,960.00
$ 18.50	$ 82,806.00	$165,612.00
$ 0.05	$ 1,503.75	$ 3,007.50
$ 390.00	$ 390.00	$ 780.00
$ 1,500.00	$ 1,500.00	$ 3,000.00
$ 270.00	$ 3,240.00	$ 6,480.00
$ 450.00	$ 5,400.00	$10,800.00
$ 0.13	$ 3,909.75	$ 7,819.50
$ 0.03	$ 902.25	$ 1,804.50
	$ 218,331.75	$436,663.50

$ 480.00	$ 5,760.00	$11,520.00
$ 30.00	$ 360.00	$ 720.00
$ 35.00	$ 420.00	$ 840.00
$ 0.05	$ 150.00	$ 300.00
$ 65.00	$ 65.00	$ 130.00
$ 240.00	$ 240.00	$ 480.00
$ 14.00	$ 168.00	$ 336.00
$ 20.00	$ 240.00	$ 480.00
$ 0.13	$ 390.00	$ 780.00
$ 0.03	$ 90.00	$ 180.00
	$ 7,883.00	$15,766.00

$ 1,200.00	$ 14,400.00	$28,800.00
$ 80.00	$ 960.00	$ 1,920.00
$ 100.00	$ 1,200.00	$ 2,400.00
$ 0.05	$ 500.00	$ 1,000.00
$ 180.00	$ 180.00	$ 360.00

$ 510.00	$ 510.00	$ 1,020.00
$ 35.00	$ 420.00	$ 840.00
$ 68.00	$ 816.00	$ 1,632.00
$ 0.13	$ 1,300.00	$ 2,600.00
$ 0.03	$ 300.00	$ 600.00
	$ 20,586.00	$41,172.00

Year 2		
Unit Price	**Annual**	***Two Year Total***
$ 2,400.00	$ 28,800.00	$57,600.00
$ 150.00	$ 1,800.00	$ 3,600.00
$ 190.00	$ 2,280.00	$ 4,560.00
$ 0.05	$ 1,000.00	$ 2,000.00
$ 340.00	$ 340.00	$ 680.00
$ 580.00	$ 580.00	$ 1,160.00
$ 70.00	$ 840.00	$ 1,680.00
$ 130.00	$ 1,560.00	$ 3,120.00
$ 0.13	$ 2,600.00	$ 5,200.00
$ 0.03	$ 600.00	$ 1,200.00
	$ 40,400.00	$80,800.00

$ 2,000.00	$ 24,000.00	$48,000.00
$ 150.00	$ 1,800.00	$ 3,600.00
$ 190.00	$ 2,280.00	$ 4,560.00
$ 0.05	$ 829.20	$ 1,658.40
$ 335.00	$ 335.00	$ 670.00
$ 780.00	$ 780.00	$ 1,560.00
$ 60.00	$ 720.00	$ 1,440.00
$ 60.00	$ 720.00	$ 1,440.00
$ 0.13	$ 2,155.92	$ 4,311.84
$ 0.03	$ 497.52	$ 995.04
	$ 34,117.64	$68,235.28

$ 1,330.00	$ 15,960.00	$31,920.00
$ 88.00	$ 1,056.00	$ 2,112.00
$ 110.00	$ 1,320.00	$ 2,640.00
$ 0.05	$ 584.10	$ 1,168.20
$ 200.00	$ 200.00	$ 400.00
$ 520.00	$ 520.00	$ 1,040.00
$ 40.00	$ 480.00	$ 960.00

$ 75.00	$ 900.00	$ 1,800.00
$ 0.13	$ 1,518.66	$ 3,037.32
$ 0.03	$ 350.46	$ 700.92
	$ 22,538.76	$45,778.44

$ 1,310.00	$ 15,720.00	$31,440.00
$ 90.00	$ 1,080.00	$ 2,160.00
$ 118.00	$ 1,416.00	$ 2,832.00
$ 0.05	$ 500.00	$ 1,000.00
$ 210.00	$ 210.00	$ 420.00
$ 515.00	$ 515.00	$ 1,030.00
$ 38.00	$ 456.00	$ 912.00
$ 70.00	$ 840.00	$ 1,680.00
$ 0.13	$ 1,300.00	$ 2,600.00
$ 0.03	$ 300.00	$ 600.00
	$ 22,337.00	$44,674.00

Year 2		
Unit Price	**Annual**	***Two Year Total***
$ 1,400.00	$ 16,800.00	$33,600.00
$ 90.00	$ 1,080.00	$ 2,160.00
$ 118.00	$ 1,416.00	$ 2,832.00
$ 0.05	$ 600.00	$ 1,200.00
$ 200.00	$ 200.00	$ 400.00
$ 520.00	$ 520.00	$ 1,040.00
$ 40.00	$ 480.00	$ 960.00
$ 80.00	$ 960.00	$ 1,920.00
$ 0.13	$ 1,560.00	$ 3,120.00
$ 0.03	$ 360.00	$ 720.00
	$ 23,976.00	$47,952.00
$ 1,790.00	$ 21,480.00	$42,960.00
$ 115.00	$ 1,380.00	$ 2,760.00
$ 11.00	$ 132.00	$ 264.00
$ 0.05	$ 756.00	$ 1,512.00
$ 260.00	$ 260.00	$ 520.00
$ 760.00	$ 760.00	$ 1,520.00
$ 50.00	$ 600.00	$ 1,200.00
$ 100.00	$ 1,200.00	$ 2,400.00
$ 0.13	$ 1,965.60	$ 3,931.20
$ 0.03	$ 453.60	$ 907.20

	$ 28,987.20	$57,974.40
$ 1,200.00	$ 14,400.00	$28,800.00
$ 80.00	$ 960.00	$ 1,920.00
$ 100.00	$ 1,200.00	$ 2,400.00
$ 0.05	$ 500.00	$ 1,000.00
$ 175.00	$ 175.00	$ 350.00
$ 515.00	$ 515.00	$ 1,030.00
$ 32.00	$ 384.00	$ 768.00
$ 65.00	$ 780.00	$ 1,560.00
$ 0.13	$ 1,300.00	$ 2,600.00
$ 0.03	$ 300.00	$ 600.00
	$ 20,514.00	$41,028.00

$ 700.00	$ 8,400.00	$16,800.00
$ 40.00	$ 480.00	$ 960.00
$ 52.00	$ 624.00	$ 1,248.00
$ 0.05	$ 245.00	$ 490.00
$ 90.00	$ 90.00	$ 180.00
$ 255.00	$ 255.00	$ 510.00
$ 20.00	$ 240.00	$ 480.00
$ 40.00	$ 480.00	$ 960.00
$ 0.13	$ 637.00	$ 1,274.00
$ 0.03	$ 147.00	$ 294.00
	$ 11,598.00	$23,196.00

Unit Price	**Annual**	***Two Year Total***
$ 400.00	$ 4,800.00	$ 9,600.00
$ 23.00	$ 276.00	$ 552.00
$ 29.00	$ 348.00	$ 696.00
$ 0.05	$ 125.00	$ 250.00
$ 50.00	$ 50.00	$ 100.00
$ 45.00	$ 45.00	$ 90.00
$ 11.00	$ 132.00	$ 264.00
$ 22.00	$ 264.00	$ 528.00
$ 0.13	$ 325.00	$ 650.00
$ 0.03	$ 75.00	$ 150.00
	$ 6,440.00	$12,880.00

$ 1,700.00	$ 20,400.00	$40,800.00
$ 110.00	$ 1,320.00	$ 2,640.00
$ 140.00	$ 1,680.00	$ 3,360.00

$ 0.05	$ 735.00	$ 1,470.00
$ 240.00	$ 240.00	$ 480.00
$ 520.00	$ 520.00	$ 1,040.00
$ 50.00	$ 600.00	$ 1,200.00
$ 100.00	$ 1,200.00	$ 2,400.00
$ 0.13	$ 1,911.00	$ 3,822.00
$ 0.03	$ 441.00	$ 882.00
	$ 29,047.00	$58,094.00

$ 4,980.00	$ 59,760.00	$119,520.00
$ 320.00	$ 3,840.00	$ 7,680.00
$ 410.00	$ 4,920.00	$ 9,840.00
$ 0.05	$ 1,550.00	$ 3,100.00
$ 720.00	$ 720.00	$ 1,440.00
$ 1,300.00	$ 1,300.00	$ 2,600.00
$ 140.00	$ 1,680.00	$ 3,360.00
$ 270.00	$ 3,240.00	$ 6,480.00
$ 0.13	$ 4,030.00	$ 8,060.00
$ 0.03	$ 930.00	$ 1,860.00
	$ 81,970.00	$163,940.00

$ 1,620.00	$ 19,440.00	$38,880.00
$ 100.00	$ 1,200.00	$ 2,400.00
$ 135.00	$ 1,620.00	$ 3,240.00
$ 0.05	$ 700.00	$ 1,400.00
$ 240.00	$ 240.00	$ 480.00
$ 520.00	$ 520.00	$ 1,040.00
$ 48.00	$ 576.00	$ 1,152.00
$ 95.00	$ 1,140.00	$ 2,280.00
$ 0.13	$ 1,820.00	$ 3,640.00
$ 0.03	$ 420.00	$ 840.00
	$ 27,676.00	$55,352.00

Year 2		
Unit Price	**Annual**	***Two Year Total***
$ 1,405.00	$ 16,860.00	$33,720.00
$ 90.00	$ 1,080.00	$ 2,160.00
$ 118.00	$ 1,416.00	$ 2,832.00
$ 0.05	$ 500.00	$ 1,000.00
$ 205.00	$ 205.00	$ 410.00
$ 515.00	$ 515.00	$ 1,030.00
$ 40.00	$ 480.00	$ 960.00

$ 70.00	$ 840.00	$ 1,680.00
$ 0.13	$ 1,300.00	$ 2,600.00
$ 0.03	$ 300.00	$ 600.00
	$ 23,196.00	$46,992.00

$ 1,010.00	$ 12,120.00	$24,240.00
$ 60.00	$ 720.00	$ 1,440.00
$ 78.00	$ 936.00	$ 1,872.00
$ 0.05	$ 395.00	$ 790.00
$ 140.00	$ 140.00	$ 280.00
$ 255.00	$ 255.00	$ 510.00
$ 30.00	$ 360.00	$ 720.00
$ 58.00	$ 696.00	$ 1,392.00
$ 0.13	$ 1,027.00	$ 2,054.00
$ 0.03	$ 237.00	$ 474.00
	$ 16,886.00	$33,772.00

$ 4,080.00	$ 48,960.00	$97,920.00
$ 268.00	$ 3,216.00	$ 6,432.00
$ 340.00	$ 4,080.00	$ 8,160.00
$ 0.05	$ 1,509.05	$ 3,018.10
$ 2,580.00	$ 2,580.00	$ 5,160.00
$ 1,290.00	$ 1,290.00	$ 2,580.00
$ 120.00	$ 1,440.00	$ 2,880.00
$ 240.00	$ 2,880.00	$ 5,760.00
$ 0.13	$ 3,923.53	$ 7,847.06
$ 0.03	$ 905.43	$ 1,810.86
	$ 70,784.01	$141,568.02

$ 2,100.00	$ 25,200.00	$50,400.00
$ 138.00	$ 1,656.00	$ 3,312.00
$ 180.00	$ 2,160.00	$ 4,320.00
$ 0.05	$ 790.00	$ 1,580.00
$ 320.00	$ 320.00	$ 640.00
$ 775.00	$ 775.00	$ 1,550.00
$ 60.00	$ 720.00	$ 1,440.00
$ 115.00	$ 1,380.00	$ 2,760.00
$ 0.13	$ 2,054.00	$ 4,108.00
$ 0.03	$ 474.00	$ 948.00
	$ 35,529.00	$71,058.00

Year 2

Unit Price	Annual	*Two Year Total*
$ 2,300.00	$ 27,600.00	$55,200.00
$ 145.00	$ 1,740.00	$ 3,480.00
$ 185.00	$ 2,220.00	$ 4,440.00
$ 0.05	$ 1,000.00	$ 2,000.00
$ 335.00	$ 335.00	$ 670.00
$ 750.00	$ 750.00	$ 1,500.00
$ 68.00	$ 816.00	$ 1,632.00
$ 118.00	$ 1,416.00	$ 2,832.00
$ 0.13	$ 2,600.00	$ 5,200.00
$ 0.03	$ 600.00	$ 1,200.00
	$ 39,077.00	$78,154.00

$10,900.00	$ 130,800.00	$261,600.00
$ 730.00	$ 8,760.00	$17,520.00
$ 935.00	$ 11,220.00	$22,440.00
$ 18.50	**$ 52,836.00**	$105,672.00
$ 0.05	$ 1,800.00	$ 3,600.00
$ 1,620.00	$ 1,620.00	$ 3,240.00
$ 3,100.00	$ 3,100.00	$ 6,200.00
$ 310.00	$ 3,720.00	$ 7,440.00
$ 610.00	$ 7,320.00	$14,640.00
$ 0.13	$ 4,680.00	$ 9,360.00
$ 0.03	$ 1,080.00	$ 2,160.00
	$ 226,936.00	$453,872.00

$ 1,285.00	$ 15,420.00	$30,840.00
$ 80.00	$ 960.00	$ 1,920.00
$ 105.00	$ 1,260.00	$ 2,520.00
$ 0.05	$ 450.00	$ 900.00
$ 180.00	$ 180.00	$ 360.00
$ 515.00	$ 515.00	$ 1,030.00
$ 35.00	$ 420.00	$ 840.00
$ 62.00	$ 744.00	$ 1,488.00
$ 0.13	$ 1,170.00	$ 2,340.00
$ 0.03	$ 270.00	$ 540.00
	$ 21,389.00	$42,778.00

$ 2,500.00	$ 30,000.00	$60,000.00
$ 160.00	$ 1,920.00	$ 3,840.00
$ 208.00	$ 2,496.00	$ 4,992.00
$ 0.05	$ 645.90	$ 1,291.80

$ 1,000.00	$ 1,000.00	$ 2,000.00
$ 950.00	$ 950.00	$ 1,900.00
$ 70.00	$ 840.00	$ 1,680.00
$ 148.00	$ 1,776.00	$ 3,552.00
$ 0.13	$ 1,679.34	$ 3,358.68
$ 0.03	$ 387.54	$ 775.08
	$ 41,694.78	$83,389.56

Unit Price	Annual	*Two Year Total*
$ 1,192.00	$ 14,304.00	$28,608.00
$ 78.00	$ 936.00	$ 1,872.00
$ 100.00	$ 1,200.00	$ 2,400.00
$ 0.05	$ 500.00	$ 1,000.00
$ 175.00	$ 175.00	$ 350.00
$ 515.00	$ 515.00	$ 1,030.00
$ 32.00	$ 384.00	$ 768.00
$ 68.00	$ 816.00	$ 1,632.00
$ 0.13	$ 1,300.00	$ 2,600.00
$ 0.03	$ 300.00	$ 600.00
	$ 20,430.00	$40,860.00

$ 2,700.00	$ 32,400.00	$64,800.00
$ 180.00	$ 2,160.00	$ 4,320.00
$ 230.00	$ 2,760.00	$ 5,520.00
$ 0.05	$ 1,000.00	$ 2,000.00
$ 400.00	$ 400.00	$ 800.00
$ 750.00	$ 750.00	$ 1,500.00
$ 80.00	$ 960.00	$ 1,920.00
$ 100.00	$ 1,200.00	$ 2,400.00
$ 0.13	$ 2,600.00	$ 5,200.00
$ 0.03	$ 600.00	$ 1,200.00
	$ 44,230.00	$89,660.00

$ 2,700.00	$ 32,400.00	$64,800.00
$ 175.00	$ 2,100.00	$ 4,200.00
$ 225.00	$ 2,700.00	$ 5,400.00
$ 0.05	$ 1,000.00	$ 2,000.00
$ 395.00	$ 395.00	$ 790.00
$ 772.00	$ 772.00	$ 1,544.00
$ 78.00	$ 936.00	$ 1,872.00
$ 140.00	$ 1,680.00	$ 3,360.00

$ 0.13	$ 2,600.00	$ 5,200.00
$ 0.03	$ 600.00	$ 1,200.00
	$ 45,183.00	$90,366.00

$11,100.00	$ 133,200.00	$266,400.00
$ 790.00	$ 9,480.00	$18,960.00
$ 995.00	$ 11,940.00	$23,880.00
$ 18.50	**$ 33,744.00**	$67,488.00
$ 0.05	$ 1,950.00	$ 3,900.00
$ 1,750.00	$ 1,750.00	$ 3,500.00
$ 3,375.00	$ 3,375.00	$ 6,750.00
$ 330.00	$ 3,960.00	$ 7,920.00
$ 610.00	$ 7,320.00	$14,640.00
$ 0.13	$ 5,070.00	$10,140.00
$ 0.03	$ 1,170.00	$ 2,340.00
	$ 212,959.00	$425,918.00

Year 2		
Unit Price	**Annual**	***Two Year Total***
$ 4,775.00	$ 57,300.00	$114,600.00
$ 302.00	$ 3,624.00	$ 7,248.00
$ 395.00	$ 4,740.00	$ 9,480.00
$ 0.05	$ 1,500.00	$ 3,000.00
$ 1,160.00	$ 1,160.00	$ 2,320.00
$ 1,280.00	$ 1,280.00	$ 2,560.00
$ 140.00	$ 1,680.00	$ 3,360.00
$ 220.00	$ 2,640.00	$ 5,280.00
$ 0.13	$ 3,900.00	$ 7,800.00
$ 0.03	$ 900.00	$ 1,800.00
	$ 78,724.00	$157,448.00

$ 8,000.00	$ 96,000.00	$192,000.00
$ 505.00	$ 6,060.00	$12,120.00
$ 658.00	$ 7,896.00	$15,792.00
$ 18.50	$ 25,530.00	$51,060.00
$ 0.05	$ 1,250.00	$ 2,500.00
$ 1,110.00	$ 1,110.00	$ 2,220.00
$ 1,980.00	$ 1,980.00	$ 3,960.00
$ 235.00	$ 2,820.00	$ 5,640.00
$ 420.00	$ 5,040.00	$10,080.00
$ 0.13	$ 3,250.00	$ 6,500.00

$ 0.03	$ 750.00	$ 1,500.00
	$ 151,686.00	$303,372.00

$11,880.00	$ 142,560.00	$285,120.00
$ 790.00	$ 9,480.00	$18,960.00
$ 1,005.00	$ 12,060.00	$24,120.00
$ 18.50	**$ 35,520.00**	$71,040.00
$ 0.05	$ 1,950.00	$ 3,900.00
$ 1,780.00	$ 1,780.00	$ 3,560.00
$ 3,400.00	$ 3,400.00	$ 6,800.00
$ 340.00	$ 4,080.00	$ 8,160.00
$ 650.00	$ 7,800.00	$15,600.00
$ 0.13	$ 5,070.00	$10,140.00
$ 0.03	$ 1,170.00	$ 2,340.00
	$ 224,870.00	$449,740.00

Year 2		
Unit Price	**Annual**	***Two Year Total***
$ 9,970.00	$ 119,640.00	$239,280.00
$ 605.00	$ 7,260.00	$14,520.00
$ 778.00	$ 9,336.00	$18,672.00
$ 18.50	$ 53,946.00	$107,892.00
$ 0.05	$ 2,091.10	$ 4,182.20
$ 1,365.00	$ 1,365.00	$ 2,730.00
$ 2,600.00	$ 2,600.00	$ 5,200.00
$ 280.00	$ 3,360.00	$ 6,720.00
$ 550.00	$ 6,600.00	$13,200.00
$ 0.13	$ 5,436.86	$10,873.72
$ 0.03	$ 1,254.66	$ 2,509.32
	$ 212,889.62	$425,779.24
$ 2,690.00	$ 32,280.00	$64,560.00
$ 172.00	$ 2,064.00	$ 4,128.00
$ 222.00	$ 2,664.00	$ 5,328.00
$ 18.50	$ 53,946.00	$107,892.00
$ 0.05	$ 908.90	$ 1,817.80
$ 380.00	$ 380.00	$ 760.00
$ 750.00	$ 750.00	$ 1,500.00
$ 45.00	$ 540.00	$ 1,080.00
$ 140.00	$ 1,680.00	$ 3,360.00
$ 0.13	$ 2,363.14	$ 4,726.28
$ 0.03	$ 545.34	$ 1,090.68
	$ 98,121.38	$196,242.76

$ 1,200.00	$ 14,400.00	$28,800.00
$ 80.00	$ 960.00	$ 1,920.00
$ 105.00	$ 1,260.00	$ 2,520.00
$ 18.50	$ 44,400.00	$88,800.00
$ 0.05	$ 550.00	$ 1,100.00
$ 175.00	$ 175.00	$ 350.00
$ 515.00	$ 515.00	$ 1,030.00
$ 32.00	$ 384.00	$ 768.00
$ 80.00	$ 960.00	$ 1,920.00
$ 0.13	$ 1,430.00	$ 2,860.00
$ 0.03	$ 330.00	$ 660.00
	$ 65,364.00	$130,728.00
	$2,226,351.14	$4,455,203.20

Unit Price	Annual	*Two Year Total*
Per Hour	Annual	2 years
$ 32.00	$ 1,600.00	$3,100.00
$ 22.75	$ 1,137.50	$2,275.00
$ 21.00	$ 1,050.00	$2,025.00
$ 21.00	$ 1,050.00	$2,025.00
$ 18.50	$ 925.00	$1,850.00
$ 32.00	$ 1,600.00	$3,200.00
$ 28.00	$ 1,400.00	$2,800.00
$ 25.00	$ 1,250.00	$2,500.00
$ 25.00	$ 1,250.00	$2,500.00
$ 22.00	$ 1,100.00	$2,200.00
	$ 1,000.00	$2,000.00
$ 247.25	$ 13,362.50	$26,475.00
	$2,239,713.64	$4,481,678.20

above statement.

the above statement.

e invitation for proposal.
rmined responsive.

DATE: 5/25/2021

R REVISED.

Attachment - A Vendor Reference Verification Broward County School Board

BROWARD COUNTY FLORIDA

Vendor Reference Verification Form

Broward County Solicitation No. and Title:

RFP No. BLD2121632P1, Janitorial Services -County Facilities

Reference for: Janitorial 5 Star Services LLC

Organization/Firm Name providing reference:

Broward County School District

Contact Name: Ben Osborne Reference date: 05/10/2021

Contact Email: benjamin.osborne@browardschools.com Contact Phone: 954-931-5625

Name of Referenced Project: Janitorial services, emergency services, electrostatic disinfecting

Contract No.	Date Services Provided:	Project Amount:
	09/01/2020 to 05/10/2021	$ 366,166.00

Vendor's role in Project: ☑ Prime Vendor ☐ Subconsultant/Subcontractor

Would you use this vendor again? ☑ Yes ☐ No

Description of services provided by Vendor:
Electrostatic disinfecting, janitorial services, emergency response for janitorial needs

Please rate your experience with the referenced Vendor:	Needs Improvement	Satisfactory	Excellent	Not Applicable
1. Vendor's Quality of Service				
a. Responsive	☐	☐	☑	☐
b. Accuracy	☐	☑	☐	☐
c. Deliverables	☐	☑	☐	☐
2. Vendor's Organization:				
a. Staff expertise	☐	☐	☑	☐
b. Professionalism	☐	☐	☑	☐
c. Turnover	☐	☐	☐	☑
3. Timeliness of:				
a. Project	☐	☑	☐	☐
b. Deliverables	☐	☑	☐	☐
4. Project completed within budget	☐	☑	☐	☐
5. Cooperation with:				
a. Your Firm	☐	☐	☑	☐
b. Subcontractor(s)/Subconsultant(s)	☐	☑	☐	☐
c. Regulatory Agency(ies)	☐	☑	☐	☐

Additional Comments: (provide on additional sheet if needed)

THIS SECTION FOR COUNTY USE ONLY

Verified via: ____EMAIL ____VERBAL Verified by: _____ Division: _____ Date: _____

All information provided to Broward County is subject to verification. Vendor acknowledges that inaccurate, untruthful, or incorrect statements made in support of this response may be used by the County as a basis for rejection, rescission of the award, or termination of the contract and may also serve as the basis for debarment of Vendor pursuant to Section 21.119 of the Broward County Procurement Code.

Attachment - B

Vendor Reference Verification

BMD Management

Attachment B

BROWARD COUNTY FLORIDA

Vendor Reference Verification Form

Broward County Solicitation No. and Title:

RFP No. BLD2121632P1, Janitorial Services -County Facilities

Reference for: Janitorial 5 Star Services LLC

Organization/Firm Name providing reference:

BMD Management

Contact Name: Barbara Preston Reference date: 05/10/2021

Contact Email: bpreston@bmdfl.com Contact Phone: 954-784-3031

Name of Referenced Project: 555 SW 12th Ave Pompano Beach, FL

Contract No. Date Services Provided: Project Amount:

10/01/2017 to 05/10/2021 $ 40,000.00

Vendor's role in Project: ☑ Prime Vendor ☐ Subconsultant/Subcontractor

Would you use this vendor again? ☑ Yes ☐ No

Description of services provided by Vendor:

Janitorial services provided 5 days a week.

Please rate your experience with the referenced Vendor:	**Needs Improvement**	**Satisfactory**	**Excellent**	**Not Applicable**
1. Vendor's Quality of Service				
a. Responsive	☐	☐	☑	☐
b. Accuracy	☐	☐	☑	☐
c. Deliverables	☐	☐	☐	☑
2. Vendor's Organization:				
a. Staff expertise	☐	☐	☑	☐
b. Professionalism	☐	☐	☑	☐
c. Turnover	☐	☐	☐	☐
3. Timeliness of:				
a. Project	☐	☐	☑	☐
b. Deliverables	☐	☐	☑	☐
4. Project completed within budget	☐	☐	☑	☐
5. Cooperation with:				
a. Your Firm	☐	☐	☑	☐
b. Subcontractor(s)/Subconsultant(s)	☐	☐	☐	☑
c. Regulatory Agency(ies)	☐	☐	☐	☑

Additional Comments: (provide on additional sheet if needed)

THIS SECTION FOR COUNTY USE ONLY

Verified via: ____EMAIL ____VERBAL Verified by: _____ Division: _____ Date: _____

All information provided to Broward County is subject to verification. Vendor acknowledges that inaccurate, untruthful, or incorrect statements made in support of this response may be used by the County as a basis for rejection, rescission of the award, or termination of the contract and may also serve as the basis for debarment of Vendor pursuant to Section 21.119 of the Broward County Procurement Code.

Attachment - C
Vendor Reference Verification
City of Pompano Beach

Attachment C

BROWARD COUNTY FLORIDA

Vendor Reference Verification Form

Broward County Solicitation No. and Title:

RFP No. BLD2121632P1, Janitorial Services -County Facilities

Reference for: Janitorial 5 Star Services LLC

Organization/Firm Name providing reference:

City of Pompano Beach

Contact Name: Kate Belcher Reference date: 05/10/2021

Contact Email: Kate.Belcher@copbfl.com Contact Phone: 954-786-4575

Name of Referenced Project: Pressure cleaning city pier

Contract No. Date Services Provided: 05/01/2020 to 05/10/2021 Project Amount: $ 70,000.00

Vendor's role in Project: ☑ Prime Vendor ☐ Subconsultant/Subcontractor

Would you use this vendor again? ☐ Yes ☐ No

Description of services provided by Vendor:

Daily maintenance of pier by pressure cleaning and trash pickup. Monthly full pier cleaning by pressure cleaning.

Please rate your experience with the referenced Vendor:	**Needs Improvement**	**Satisfactory**	**Excellent**	**Not Applicable**
1. Vendor's Quality of Service				
a. Responsive	☐	☐	☐ x	☐
b. Accuracy	☐	☐	☐ x	☐
c. Deliverables	☐	☐	☐ x	☐
2. Vendor's Organization:				
a. Staff expertise	☐	☐	☐ x	☐
b. Professionalism	☐	☐	☐ x	☐
c. Turnover	☐	☐	☐ x	☐
3. Timeliness of:				
a. Project	☐	☐	☐ x	☐
b. Deliverables	☐	☐	☐ x	☐
4. Project completed within budget	☐	☐	☐ x	☐
5. Cooperation with:				
a. Your Firm	☐	☐	☐ x	☐
b. Subcontractor(s)/Subconsultant(s)	☐	☐	☐ x	☐
c. Regulatory Agency(ies)	☐	☐	☐ x	☐

Additional Comments: (provide on additional sheet if needed)

THIS SECTION FOR COUNTY USE ONLY

Verified via: ____EMAIL ____VERBAL Verified by: _____ Division: _____ Date: _____

All information provided to Broward County is subject to verification. Vendor acknowledges that inaccurate, untruthful, or incorrect statements made in support of this response may be used by the County as a basis for rejection, rescission of the award, or termination of the contract and may also serve as the basis for debarment of Vendor pursuant to Section 21.119 of the Broward County Procurement Code.

Attachment - D

Broward County Local Business Tax Receipt

Attachment D

BROWARD COUNTY LOCAL BUSINESS TAX RECEIPT

115 S. Andrews Ave., Rm. A-100, Ft. Lauderdale, FL 33301-1895 – 954-831-4000

VALID OCTOBER 1, 2020 THROUGH SEPTEMBER 30, 2021

DBA:
Business Name: JANITORIAL 5 STAR SERVICES

Receipt #: 325-288281
Business Type: CLEANING/JANITORIAL (JANITORIAL)

Owner Name: KRISTEN OLBEL
Business Location: 1961 NE 25 AVE
POMPANO BEACH
Business Phone: 954-702-2053

Business Opened: 01/03/2018
State/County/Cert/Reg:
Exemption Code:

Rooms	Seats	Employees	Machines	Professionals
		1		

For Vending Business Only — Number of Machines: — Vending Type:

Tax Amount	Transfer Fee	NSF Fee	Penalty	Prior Years	Collection Cost	Total Paid
33.00	0.00	0.00	0.00	0.00	0.00	33.00

THIS RECEIPT MUST BE POSTED CONSPICUOUSLY IN YOUR PLACE OF BUSINESS

THIS BECOMES A TAX RECEIPT

WHEN VALIDATED

This tax is levied for the privilege of doing business within Broward County and is non-regulatory in nature. You must meet all County and/or Municipality planning and zoning requirements. This Business Tax Receipt must be transferred when the business is sold, business name has changed or you have moved the business location. This receipt does not indicate that the business is legal or that it is in compliance with State or local laws and regulations.

Mailing Address:

KRISTEN OLBEL
1961 NE 25 AVE
POMPANO BEACH, FL 33062

Receipt #05A-19-00009355
Paid 07/15/2020 33.00

2020 - 2021

BROWARD COUNTY LOCAL BUSINESS TAX RECEIPT

Attachment - E
City of Pompano Beach
Business Tax Receipt

pompano beach
Florida's Warmest Welcome

CITY OF POMPANO BEACH
BUSINESS TAX RECEIPT
FISCAL YEAR: 2020 - 2021

Business Tax Receipt Valid from: October 1, 2020 through September 30, 2021

4466624 9/21/2020
JANITORIAL 5 STAR SERVICES LLC
OLBEL, KRISTEN - H/O
1961 NE 25 AVENUE
POMPANO BEACH FL 33062

THIS IS NOT A BILL

THIS IS YOUR BUSINESS TAX RECEIPT. PLEASE POST IN A CONSPICUOUS PLACE AT THE BUSINESS LOCATION.

BUSINESS OWNER: JANITORIAL 5 STAR SERVICES LLC
BUSINESS LOCATION: 1961 NE 25 AV POMPANO BEACH FL

RECEIPT NO:	CLASSIFICATION
21-00095288	JANITORIAL OR WINDOW CLEANING

NOTICE: A NEW APPLICATON MUST BE FILED IF THE BUSINESS NAME, OWNERSHIP OR ADDRESS IS CHANGED. THE ISSUANCE OF A BUSINESS TAX RECEIPT SHALL NOT BE DEEMED A WAIVER OF ANY PROVISION OF THE CITY CODE NOR SHALL THE ISSUANCE OF A BUSINESS TAX RECEIPT BE CONSTRUED TO BE A JUDGEMENT OF THE CITY AS TO THE COMPETENCE OF THE APPLICANT TO TRANSACT BUSINESS. **THIS DOCUMENT CANNOT BE ALTERED.**

BUSINESS TAX RECEIPTS EXPIRE SEPTEMBER 30TH OF EACH YEAR

Attachment – F

CBE Certification

Attachment F

BLD2121632P1

p. 74

Broward County Board of County Commissioners

BidSync

5/26/2021

BROWARD COUNTY
FLORIDA

Office of Economic and Small Business Development

Governmental Center Annex
115 S. Andrews Avenue, Room A680 • Fort Lauderdale, Florida 33301 • 954-357-6400 • FAX 954-357-5674 • TTY 954-357-5664

This Certificate is Awarded to:

JANITORIAL 5 STAR SERVICES LLC

As set forth in the Broward County Business Opportunity Act of 2012, the certification requirements have been met for:

County Business Enterprise
Small Business Enterprise
Anniversary Date: January 31st

Authorized Representative

The Office of Economic and Small Business Development must be notified within 30 days of any material changes in the business which may affect ownership and control. Failure to do so may result in the revocation of this certificate and/or imposition of other sanctions.

A Service of the Broward County Board of County Commissioners
www.broward.org/smallbusiness

Attachment – G

SBE Certification

Attachment G

BLD2121632P1

p.46

Supplier Diversity Outreach Program

THIS CERTIFICATE IS AWARDED TO

Janitorial 5 Star Services, LLC

FOR HAVING SUCCESSFULLY MET THE PRESCRIBED STANDARDS SET FORTH BY THE SUPPLIER DIVERSITY OUTREACH PROGRAM OF THE SCHOOL BOARD OF BROWARD COUNTY, FLORIDA FOR

CERTIFICATION

Small Business Enterprise (SBE)

Non-Minority

ON THIS DAY: September 9, 2019

Jasmine M. Jones
Manager, Supplier Diversity Outreach Program

CERTIFICATION #: WS1850692419

Expiration Date: September 8, 2021

Broward County Board of Commissioners

BidSync

5/26/2021

Attachment – H
Quality Inspection Form

Attachment F1

JANITORIAL 5 STAR SERVICES LLC

Quality Inspection Form

Date: _____

Location (name/building # etc): _____

Previous inspection date/result: _____

Next Inspection date: _____

Facility contact/signature: _____

Rating used 1-5 (1 = needs more frequent inspection, 5 = standard inspection time)

Facility Area	Common Name (AKA)	Number of Issues Noted	Rating
1. Lobby/Entrance			
2. Common areas (public/service areas)			
3. Employee work areas			
4. Administrative/Private Offices			
5. Employee use areas			
6. Support/Service areas			
7. Specialty areas			
8. Restrooms			
9. Carpet Flooring			
10. Hard Flooring			
11. Administrative Duties			

Attachment – I

Quality Control Inspection

JANITORIAL 5 STAR SERVICES LLC

Quality Control Inspection

Date/time: _____

Location (facility/building): _____

Inspector: _____

Area	Item for Inspection	Satisfactory	Unsatisfactory	Comments
1. Entrance	Free of Debris			
	Trash container, empty/clean liner			
	Ash containers clean			
	Exterior furniture clean			
	Walk-off mat clean			
2. Common areas & Lobby	Trash container, empty/clean liner			
	Carpets vacuum/spot cleaned			
	Hard floors dust/wet mopped			
	Hard floors—shine			
	Entrance doors/glass clean			
	Corners/Edges clean			
	Low dusting			
	High Dusting			
	HVAC vents clean			
	Drinking fountain clean			
3. Admin areas	Trash container, empty/clean liner			
	Carpets vacuum/spot cleaned			
	Hard floors dust/wet mopped			
	Hard floors—shine			
	Entrance doors/glass clean			
	Corners/Edges clean			
	Low dusting			
	High Dusting			
	HVAC vents clean			
	Furniture dust/spot free			
	Telephones clean/sanitized			

4. Kitchen areas	Trash container, empty/clean liner	_____	_____	_____
	Hard floors dust/wet mopped	_____	_____	_____
	Corners/Edges clean	_____	_____	_____
	Drains clean	_____	_____	_____
	Walls clean	_____	_____	_____
	HVAC vents clean	_____	_____	_____
5. Dining & Break areas	Trash container, empty/clean liner	_____	_____	_____
	Hard floors dust/wet mopped	_____	_____	_____
	Hard floors—shine	_____	_____	_____
	Corners/Edges clean	_____	_____	_____
	Tables/chairs clean	_____	_____	_____
	Walls clean	_____	_____	_____
	Serving areas clean	_____	_____	_____
	HVAC vents clean	_____	_____	_____
6. Restrooms	Trash container, empty/clean liner	_____	_____	_____
	Corners/Edges clean	_____	_____	_____
	Floor clean	_____	_____	_____
	Walls/partitions clean	_____	_____	_____
	Mirrors clean	_____	_____	_____
	Sinks/counters clean	_____	_____	_____
	Toilets/urinals clean	_____	_____	_____
	Showers clean	_____	_____	_____
	Soap/liquids filled	_____	_____	_____
	Paper towels filled	_____	_____	_____
	Toilet paper filled	_____	_____	_____
	Toilet seat/feminine products filled	_____	_____	_____
	HVAC vents clean	_____	_____	_____
	Floor drain clean	_____	_____	_____
7. Janitor closet	Area clean/orderly	_____	_____	_____
	Mop sink clean	_____	_____	_____
	Equipment clean/orderly	_____	_____	_____
	Chemicals orderly/labeled	_____	_____	_____
	Proper signs clean/visible	_____	_____	_____
	MSDS	_____	_____	_____
8. Employee Uniform clean/orderly		_____	_____	_____
	Badge/keys (if applicable)	_____	_____	_____

Number of items inspected: _____
Number of items Satisfactory: _____
Number of items Unsatisfactory: _____

WAGES RATES

Janitorial Services

Facilities Management Division

JANITORIAL SERVICES – FACILIITES MANAGEMENT DIVISION
FACILITIES LOCATIONS

WAGE RATES
(FOR LIVING WAGE RATE INFORMATIONAL PURPOSES ONLY EFFECTIVE JANUARY 1, 2021 THRU DECEMBER 31, 2021)

The hourly rate within this attachment shall be in accordance with Broward County Living Wage Ordinance (Sections 26-100 through 26-105 of Article VII, Chapter 26, Broward County Code of Ordinances), as amended, annually adjusted per Living Wage Ordinance.

The completed form should be submitted with the solicitation response prior to the solicitation closing date. If not included with the solicitation response, the proposer is required to provide within three business days of County's request. Vendor may be deemed non-responsible for failure to fully comply within stated timeframes.

The hourly rate must be entered for all personnel positions in accordance with Special Instructions to Vendors, Section J.2. If additional personnel positions are proposed to perform the work, provide information in the applicable sections of this form.

The hourly rate shall be the raw (unburdened) labor rates exclusive of taxes, insurance, overhead, profit, etc.

NOTE: This form is for informational purposes only and will not be used for final evaluation and scoring for Price.

PERSONNEL POSITIONS (Insert below for each position the minimum unburdened hourly rate)

DESCRIPTION	UNIT	(HOURLY RATE (UNBURDENED)
Project Manager or Equivalent	Hour	$ 30.00
Assistant Project Manager or Equivalent	Hour	$ 22.75
Quality Control Manager or Equivalent	Hour	$ 22.75
Shift Supervisor or Equivalent	Hour	$ 22.75
Team Leader/Supervisor or Equivalent	Hour	$ 19.50
Janitorial Worker or Equivalent	Hour	$ 17.05
	Hour	$
	Hour	$

Vendor Name JANITORIAL 5 STAR SERVICES LLC

JANITORIAL SERVICES – FACILITIES MANAGEMENT DIVISION
FACILITIES LOCATIONS

WAGE RATES
(FOR LIVING WAGE RATE INFORMATIONAL PURPOSES ONLY EFFECTIVE JANUARY 1, 2022 THRU DECEMBER 31, 2022)

The hourly rate within this attachment shall be in accordance with Broward County Living Wage Ordinance (Sections 26-100 through 26-105 of Article VII, Chapter 26, Broward County Code of Ordinances), as amended, annually adjusted per Living Wage Ordinance.

The completed form should be submitted with the solicitation response prior to the solicitation closing date. If not included with the solicitation response, the proposer is required to provide within three business days of County's request. Vendor may be deemed non-responsible for failure to fully comply within stated timeframes.

The hourly rate must be entered for all personnel positions in accordance with Special Instructions to Vendors, Section J.2. If additional personnel positions are proposed to perform the work, provide information in the applicable sections of this form.

The hourly rate shall be the raw (unburdened) labor rates exclusive of taxes, insurance, overhead, profit, etc.

NOTE: This form is for informational purposes only and will not be used for final evaluation and scoring for Price.

PERSONNEL POSITIONS (Insert below for each position the minimum unburdened hourly rate)

DESCRIPTION	UNIT	(HOURLY RATE (UNBURDENED)
Project Manager or Equivalent	Hour	$ 30.00
Assistant Project Manager or Equivalent	Hour	$ 22.75
Quality Control Manager or Equivalent	Hour	$ 22.75
Shift Supervisor or Equivalent	Hour	$ 22.75
Team Leader/Supervisor or Equivalent	Hour	$ 19.50
Janitorial Worker or Equivalent	Hour	$ 17.05
	Hour	$
	Hour	$

Vendor Name JANITORIAL 5 STAR SERVICES LLC

JANITORIAL SERVICES – FACILITIES MANAMGEMENT DIVISION
FACILITIES LOCATIONS

WAGE RATES
(FOR LIVING WAGE RATE INFORMATIONAL PURPOSES ONLY EFFECTIVE JANUARY 1, 2023 THRU DECEMBER 31, 2023)

The hourly rate within this attachment shall be in accordance with Broward County Living Wage Ordinance (Sections 26-100 through 26-105 of Article VII, Chapter 26, Broward County Code of Ordinances), as amended, annually adjusted per Living Wage Ordinance.

The completed form should be submitted with the solicitation response prior to the solicitation closing date. If not included with the solicitation response, the proposer is required to provide within three business days of County's request. Vendor may be deemed non-responsible for failure to fully comply within stated timeframes.

The hourly rate must be entered for all personnel positions in accordance with Special Instructions to Vendors, Section J.2. If additional personnel positions are proposed to perform the work, provide information in the applicable sections of this form.

The hourly rate shall be the raw (unburdened) labor rates exclusive of taxes, insurance, overhead, profit, etc.

NOTE: This form is for informational purposes only and will not be used for final evaluation and scoring for Price.

PERSONNEL POSITIONS (Insert below for each position the minimum unburdened hourly rate)

DESCRIPTION	UNIT	(HOURLY RATE UNBURDENED)
Project Manager or Equivalent	Hour	$ 30.00
Assistant Project Manager or Equivalent	Hour	$ 22.75
Quality Control Manager or Equivalent	Hour	$ 22.75
Shift Supervisor or Equivalent	Hour	$ 22.75
Team Leader/Supervisor or Equivalent	Hour	$ 19.50
Janitorial Worker or Equivalent	Hour	$ 17.05
_____	Hour	$ _____
_____	Hour	$ _____

Vendor Name JANITORIAL 5 STAR SERVICES LLC

2021 Florida Limited Liability Company Annual Report

2021 FLORIDA LIMITED LIABILITY COMPANY ANNUAL REPORT

Broward County Board of
County Commissioners

FILED
Jan 27, 2021
Secretary of State
3489649676CC

DOCUMENT# L17000159119

Entity Name: JANITORIAL 5 STAR SERVICES LLC

Current Principal Place of Business:

1961 NE 25TH AVE
POMPANO BEACH, FL 33062

Current Mailing Address:

1961 NE 25TH AVE
POMPANO BEACH, FL 33062 US

FEI Number: 82-2282100

Certificate of Status Desired: No

Name and Address of Current Registered Agent:

OLBEL, KRISTEN
1961 NE 25TH AVE
POMPANO BEACH, FL 33062 US

The above named entity submits this statement for the purpose of changing its registered office or registered agent, or both, in the State of Florida.

SIGNATURE:

Electronic Signature of Registered Agent — Date

Authorized Person(s) Detail :

Title	CEO
Name	OLBEL, KRISTEN
Address	1961 NE 25TH AVE
City-State-Zip:	POMPANO BEACH FL 33062

Title	COO
Name	OLBEL, MIKELANGE
Address	1961 NE 25TH AVE
City-State-Zip:	POMPANO BEACH FL 33062

I hereby certify that the information indicated on this report or supplemental report is true and accurate and that my electronic signature shall have the same legal effect as if made under oath; that I am a managing member or manager of the limited liability company or the receiver or trustee empowered to execute this report as required by Chapter 605, Florida Statutes; and that my name appears above, or on an attachment with all other like empowered.

SIGNATURE: KRISTEN LYNNE OLBEL CEO 01/27/2021

Electronic Signature of Signing Authorized Person(s) Detail — Date

Living Wage Ordinance Compliance Affidavit Form

LIVING WAGE ORDINANCE COMPLIANCE AFFIDAVIT
FORM

The completed and signed form should be returned with the Vendor's submittal. If not provided with submittal, the Vendor must submit within three business days of County's request. Vendor may be deemed non-responsivefor failure to fully comply within stated timeframes. Vendor should scan and upload the completed, signed form(s) in BidSync.

Covered Employer: Janitorial 5 Star Services LLC

Address: 1961 NE 25th Ave Pompano Beach, FL 33062

Local Contact: Kristen Olbel | E-Mail Address: janitorial5starservices@gmail

Address: 1961 NE 25th Ave Pompano Beach, FL 33062

Contract #

Amount:

Using Agency Janitorial 5 Star Services LLC

Served: Solicitation No. and Title: BLD2121632P1 Janitorial Services - County Facilities

By signing below I hereby certify that the covered employees listed below: (please check one)

A. ☐ Receive a minimum pay of $ _____ per hour and are provided health benefits valued at $ _____ per hour.

B. ☒ Receive a minimum pay of $ 17.05 per hour and are not provided health benefits.

Provide names of hourly employees and their job classifications providing covered services for the above referenced contract:

Name	Job Class	A or B	Name	Job Class	A or B
Lakesha Hanson	Supervisor	B			
Kenny Bellinger	Supervisor	B			

(Attach Additional sheets in the format above, if needed)

I, Kristen Olbel (Print Name) attest that of Janitorial 5 Star Services (Company) hereby

(1) I have the authority to sign this notarized compliance affidavit, (2) the following information is true, complete and correct and (3) the Vendor certifies that it shall:

a) Pay all employees working on this contract/project, who are covered by the Living Wage Ordinance, as amended, in accordance with wage rates and provisions of the Living Wage Ordinance;

b) Provide the applicable living wage statement regarding wage rates with the employee's first paycheck or direct deposit receipt as required by the Living Wage Ordinance, as amended; and

c) (IF APPLICABLE) If health care benefits are provided under "A" above, the health care benefit meets the standard health benefit plan as described in Section 627.6699 (12)(b)(4), Florida Statutes, as amended. As a principal officer of the covered employer, the undersigned affirms that the referenced Florida Statute has been reviewed and the covered employer's health plan meets all the elements required by the statute, as amended.

Signature Kristen Olbel Title CEO

SWORN TO AND SUBSCRIBED BEFORE ME this 12 day of May, 20 21

STATE OF Fl

COUNTY OF Broward

RENETTE VEDRINE NOTARY PUBLIC STATE OF FLORIDA My Comm. Expires July 22, 2023 No. GG 357147

Notary Public (Sign name of Notary Public)

My commission expires: 7/22/23 (SEAL)

Personally Known ☐ or Produced Identification ☒ Type of Identification Produced: DL

LETTER OF INTENT

BROWARD COUNTY
FLORIDA
OFFICE OF ECONOMIC AND
SMALL BUSINESS DEVELOPMENT

LETTER OF INTENT

BETWEEN BIDDER/OFFEROR AND COUNTY BUSINESS ENTERPRISE (CBE) FIRM/SUPPLIER

This form is to be completed and signed for each CBE firm. If the PRIME is a CBE firm, please indicate the percentage performing with your own forces.

Solicitation No.: BLD2121632P1

Project Title: Janitorial Services - County Facilities

Bidder/Offeror Name: Janitorial 5 Star Services LLC

Address: 1961 NE 25th Ave City: Pompano Beach State: FL Zip: 33062

Authorized Representative: Kristen Olbel Phone: 954-702-2053

CBE Firm/Supplier Name: _____

Address: _____ City: _____ State: ____ Zip: _____

Authorized Representative: _____ Phone: _____

A. This is a letter of intent between the bidder/offeror on this project and a CBE firm for the CBE to perform work on this project.

B. By signing below, the bidder/offeror is committing to utilize the above-named CBE to perform the work described below.

C. By signing below, the above-named CBE is committing to perform the work described below.

D. By signing below, the bidder/offeror and CBE affirm that if the CBE subcontracts any of the work described below, it may only subcontract that work to another CBE.

Work to be performed by CBE Firm

Description	NAICS[1]	CBE Contract Amount[2]	CBE Percentage of Total Project Value
Janitorial Services (Agreement 1-14)	561720		100.00 %
			%
			%

AFFIRMATION: I hereby affirm that the information above is true and correct.

CBE Firm/Supplier Authorized Representative

Signature: _____ Title: _____ Date: _____

Bidder/Offeror Authorized Representative

Signature: Kristen Olbel Title: CEO Date: 05/25/2021

[1] Visit Census.gov and select NAICS to search and identify the correct codes. Match type of work with NAICS code as closely as possible.

[2] To be provided only when the solicitation requires that bidder/offeror include a dollar amount in its bid/offer.

In the event the bidder/offeror does not receive award of the prime contract, any and all representations in this Letter of Intent and Affirmation shall be null and void.

Rev.: June 2018

Compliance Form No. 004

OSHA Certification

5/26/2021

Certificate of Completion

360training.com

This Certifies That

Kristen Olbel

is awarded this certificate for

OSHA 30 Hour Outreach Training Program - General Industry

Credit Hours: 30.00

Completion Date: 05/10/2019

Curtis Chambers, Trainer C 26-0106073 and G 26-0079775

"As an OSHA authorized trainer, I verify that I have conducted this OSHA outreach training class in accordance with OSHA Outreach Training Program requirements. I will document this class to my authorizing OSHA training organization. Upon successful review of my documentation, I will provide each student their completion card within 90 days of the end of the class."

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Broward County Board of County Commissioners

BLD2121032P1

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Certificate of Insurance

BLD2121632P1

CERTIFICATE OF LIABILITY INSURANCE

DATE (MM/DD/YYYY): 05/12/2021

THIS CERTIFICATE IS ISSUED AS A MATTER OF INFORMATION ONLY AND CONFERS NO RIGHTS UPON THE CERTIFICATE HOLDER. THIS CERTIFICATE DOES NOT AFFIRMATIVELY OR NEGATIVELY AMEND, EXTEND OR ALTER THE COVERAGE AFFORDED BY THE POLICIES BELOW. THIS CERTIFICATE OF INSURANCE DOES NOT CONSTITUTE A CONTRACT BETWEEN THE ISSUING INSURER(S), AUTHORIZED REPRESENTATIVE OR PRODUCER, AND THE CERTIFICATE HOLDER.

IMPORTANT: If the certificate holder is an ADDITIONAL INSURED, the policy(ies) must have ADDITIONAL INSURED provisions or be endorsed. If SUBROGATION IS WAIVED, subject to the terms and conditions of the policy, certain policies may require an endorsement. A statement on this certificate does not confer rights to the certificate holder in lieu of such endorsement(s).

PRODUCER	CONTACT NAME: Martha Julius
Mckinley Financial Services 2890 W State Road 84, Suite 119 Fort Lauderdale FL 33312	PHONE (A/C, No, Ext): (954) 938-2685 FAX (A/C, No): (954) 938-2695 E-MAIL ADDRESS: mjulius@mckinleyinsurance.com

INSURED	INSURER(S) AFFORDING COVERAGE	NAIC #
Janitorial 5 Star Services, LLC 1961 NE 25th Ave Pompano Beach FL 33062	INSURER A: ASCENDANT UNDERWRITERS	
	INSURER B: NORMANDY HARBOR INSURANCE COMPANY	
	INSURER C: WESTERN SURETY	
	INSURER D:	
	INSURER E:	
	INSURER F:	

COVERAGES **CERTIFICATE NUMBER:** **REVISION NUMBER:**

THIS IS TO CERTIFY THAT THE POLICIES OF INSURANCE LISTED BELOW HAVE BEEN ISSUED TO THE INSURED NAMED ABOVE FOR THE POLICY PERIOD INDICATED. NOTWITHSTANDING ANY REQUIREMENT, TERM OR CONDITION OF ANY CONTRACT OR OTHER DOCUMENT WITH RESPECT TO WHICH THIS CERTIFICATE MAY BE ISSUED OR MAY PERTAIN, THE INSURANCE AFFORDED BY THE POLICIES DESCRIBED HEREIN IS SUBJECT TO ALL THE TERMS, EXCLUSIONS AND CONDITIONS OF SUCH POLICIES. LIMITS SHOWN MAY HAVE BEEN REDUCED BY PAID CLAIMS.

INSR LTR	TYPE OF INSURANCE	ADDL INSD	SUBR WVD	POLICY NUMBER	POLICY EFF (MM/DD/YYYY)	POLICY EXP (MM/DD/YYYY)	LIMITS	
A	X COMMERCIAL GENERAL LIABILITY CLAIMS-MADE X OCCUR GEN'L AGGREGATE LIMIT APPLIES PER: POLICY PRO-JECT LOC OTHER:	N	N	GL67203-0	09/26/2020	09/26/2021	EACH OCCURRENCE DAMAGE TO RENTED PREMISES (Ea occurrence) MED EXP (Any one person) PERSONAL & ADV INJURY GENERAL AGGREGATE PRODUCTS - COMP/OP AGG	$ 1,000,000 $ 50,000 $ 100,000 $ 1,000,000 $ 2,000,000 $ 1,000,000
	AUTOMOBILE LIABILITY ANY AUTO OWNED AUTOS ONLY HIRED AUTOS ONLY SCHEDULED AUTOS NON-OWNED AUTOS ONLY	N	N	02418855-0	07/24/2020	07/24/2021	COMBINED SINGLE LIMIT (Ea accident) BODILY INJURY (Per person) BODILY INJURY (Per accident) PROPERTY DAMAGE (Per accident)	$ $ 10,000 $ 20,000 $ 10,000
	UMBRELLA LIAB OCCUR EXCESS LIAB CLAIMS-MADE DED RETENTION $						EACH OCCURRENCE AGGREGATE	$ $
B	WORKERS COMPENSATION AND EMPLOYERS' LIABILITY ANY PROPRIETOR/PARTNER/EXECUTIVE OFFICER/MEMBER EXCLUDED? (Mandatory in NH) Y / N: Y If yes, describe under DESCRIPTION OF OPERATIONS below	N / A	JN	NHFL0113342019 01/	01/03/2021	01/03/2022	PER STATUTE OTH-ER E.L. EACH ACCIDENT E.L. DISEASE - EA EMPLOYEE E.L. DISEASE - POLICY LIMIT	$ 100,000 $ 100,000 $ 500,000
C	Bond	N	N	C28456	04/13/2020	04/13/2021	LIMITS	50,000

DESCRIPTION OF OPERATIONS / LOCATIONS / VEHICLES (ACORD 101, Additional Remarks Schedule, may be attached if more space is required)

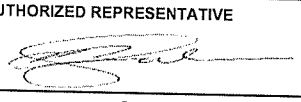
CERTIFICATE HOLDER

To Whom it may Concern

CANCELLATION

SHOULD ANY OF THE ABOVE DESCRIBED POLICIES BE CANCELLED BEFORE THE EXPIRATION DATE THEREOF, NOTICE WILL BE DELIVERED IN ACCORDANCE WITH THE POLICY PROVISIONS.

AUTHORIZED REPRESENTATIVE



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JANITORIAL
5 STAR SERVICES LLC

"Allow us to give you a Star Cleaning"

Employee and Safety Training Manual

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Definition of Terms

Cleaning--Cleaning is removing obvious dirt, debris, and other materials from a surface.

Etiquette Etiquette refers to rules of acceptable behavior. In other words, etiquette by definition refers to the “rules and conventions governing correct or polite behavior in society in general or in a specific social or professional group or situation

Green Cleaning--Green Cleaning is cleaning to protect health without harming the environment.

Falls—

Lockout/Tagout--"Lockout/Tagout (LOTO)" refers to specific practices and procedures to safeguard employees from the unexpected energization or startup of machinery and equipment, or the release of hazardous energy during service or maintenance activities. A lockout/tagout program requires the identification and implementation of practices and procedures necessary to shut down and lockout/tagout machines and equipment. The program requires that certain employees receive training in the lockout tagout procedures and that periodic inspections be conducted to maintain and enhance it.

Safety Safety as it applies to this manual is relative freedom from danger, risk, or threat of harm, injury, or loss to personnel and/or property, whether caused deliberately or by accident.

Sanitizing--Sanitizing or disinfecting is the actual killing of the microorganisms through heat or chemicals.

Security Security as it applies to this manual is prevention of and protection against assault, damage, fire, fraud, invasion of privacy, theft, unlawful entry, and other such occurrences caused by deliberate action.

Slips--A slip occurs when there is too little traction or friction between the shoe and walking surface. You slip when you lose your footing or

grip on a slippery surface.

Trips and Falls A trip is a fall or stumble caused by catching your foot on something. Tripping and falling accidents occur when your foot comes in contact with an object, or drops unexpectedly throwing you offbalance. A fall is when someone or something moves downward to a lower position by the force of gravity.

Universal Precautions--Universal precautions refers to the practice, in medicine, of avoiding contact with patients' bodily fluids, by means of the wearing of nonporous articles such as medical gloves, goggles, and face shields.

Chapter 1: Introduction

WHAT IS THE CUSTODIAL OR JANITORIAL INDUSTRY?

A janitor or custodian is a person who takes care of a building,
such as a school, office building, hospital, or apartment. Janitors are responsible primarily for cleaning, and often though not always some maintenance and security duties. Similar to the custodian or janitor is the building superintendent. Generally a superintendent has more maintenance and managerial duties.

Janitors and custodians may be required to receive training and licensing in various fields, such as Hazmat, CPR, or Boiler Operations, depending on the employer and the specific nature of the job.

A custodian may be considered to be different from a janitor. In some settings janitors are called housekeepers or housekeeping staff and in other settings they are referred to as maintenance or maintenance staff. Institutions have come up with a number of alternative job titles.

PURPOSE OF THIS MANUAL

The purpose of this manual is to acquaint you with cleaning techniques and safety in the Janitorial and Custodial industry. Some typical cleaning jobs may include the following tasks.
Cleaning bathrooms
Sinks
Toilets
Urinals
Cleaning floors
Cleaning carpeting
Cleaning stainless steel and other special surfaces
Clearing tables in lunch room
Emptying trash and recycling bin
Stripping and waxing floors

No matter what job you have as a Janitor or Custodian there are responsibilities associated with your job. One of these responsibilities is safety, safety for you and the safety of your coworkers and guests or patients in your facilities. Over the many years, safety has evolved

into a very high profile responsibility. Depending on where you live and work, safety laws and regulations are becoming more stringent and demanding.

Ideally safety is freedom from danger. Of course, every safety topic for the Janitor or Custodian cannot be covered in this one manual. However we will be discussing many safety topics including protection from the risk of harm or injury, safety devices, and responsibilities.

Topics including general information and new employee orientation will be covered. There are sections on accident prevention, bloodborne pathogens, electrical safety, lockout and tagout, safe lifting, and of course cleaning techniques.

Chapter 2: General Safety Rules for Everyone

The Janitors and Custodians may consist of many groups of employees. As indicated by the different job titles mentioned, jobs in this industry are many and diversified. There are general safety rules that apply to everyone. Some of these rules are discussed here. Horseplay is always prohibited…so don t even think about it

PERSONAL

Personal Hygiene
Hygiene refers to the set of practices associated with the preservation of health and healthy living. Hygiene is a concept related to medicine, as well as to personal and professional care practices related to most aspects of living, although it is most often associated with cleanliness and preventative measures. In medicine, hygiene practices are employed to reduce the incidence and spreading of disease.

Cleanliness requires a daily bath and a change to clean underclothing. Use a deodorant to prevent body odor. If you are a guy, shave daily. Give teeth and hair proper care, everyday. Keep fingernails short and clean. If you are a gal, use cosmetics in moderation. Refrain from the use of heavy scents.

In order to control cross-contamination, hands should be washed after performing cleaning duties. Before continuing on to the next area, wash your hands. Also, wash before meals and after going to the restroom.

Massage hand cleaner around the fingers, knuckles, and hands. Scrub fingernails with a brush. Keep your hands lower than your elbows when washing. Wash vigorously for two minutes. The tap water should be running during the entire process. Use medicated hand moisturizer when skin becomes dry or chapped.

To protect yourself you should use the proper Personal Protective Equipment or the acronym PPE for each cleaning task you perform.

Report to Work Rested
A first step to safety is to report to work rested, alert, and ready to perform your job. Fatigue may affect your ability to work safely. It may also impair your ability to treat your colleagues with the hospitality consistent with your training.

Wear Appropriate Clothing
Next, you should always wear appropriate clothing for your job. Follow your company's dress code. This includes wearing proper footwear for the job.

If you will be working equipment and machinery, don't wear rings and jewelry that can get caught in the moving parts.

Keep long hair tied back or under a hat. This will avoid having your hair getting caught in machines. Clothing should fit properly allowing room for movement without being so loose it could get caught in machinery moving parts.

Report Accidents
Most companies provide necessary first aid and medical treatment for injuries. If you are injured on the job, report the accident to your supervisor immediately, so that proper medical treatment can be provided.

First aid or professional medical treatment will be given as necessary; however, you must report all accidents and injuries when they occur, even if your injury does not require medical treatment.

PERSONAL PROTECTIVE EQUIPMENT

What is personal protective equipment or the acronym PPE and how does it affect you?
Personal protective equipment is equipment that has been designed to protect you from potential injuries. When required for certain job assignments, personal protective equipment will be issued to you It s your responsibility to wear it

Personal protective equipment could include safety glasses when your eyes are exposed to potential injury, gloves to protect your hands, hard hats for head protection, hearing protection for high noise areas, face shields to protect your face, respirators, specialized shoes…all these and more are considered personal protective equipment

Wearing personal protective equipment is important to protect you from injury or illness while performing your job. Some of the personal protective equipment you need may include:

Eye Protection
You should choose the proper type of eye protection for the hazard. For example, safety glasses are not appropriate when working with chemicals that may splash in your face or

eyes. Goggles and a face shield would be the best choice when working with chemicals.
Skin Protection

You should wear the right protective gloves for the hazard or chemicals. Some products can melt or go through the glove. Also protect your skin by wearing a protective apron or smock. If your clothing is soaked with chemicals, change them immediately to prevent prolonged skin contact.

Hearing Protection
Hearing protection may also be required if you work in a noisy area or with noisy equipment such as vacuums and other tools.

Respiratory Protection
Respiratory protection may be required depending on the job and chemical products being used. You must be trained before using a respirator. Discuss the need for this protection with your supervisor.

ELECTRICAL SAFETY

Electrical safety is another important safety consideration. Naturally, everyone has been exposed to electricity and how dangerous it can be if it's misused.

Generally, in the workplace you should always inspect electrical cables, cords, and plugs for frays, cracks, cuts, or defects before you use them. If the electrical tools or equipment you use do not say “Double Insulated on the manufacturer s tag then they must be grounded with a 3-prong plug and a grounded cable. This provides some degree of protection from electrical shock in case of a malfunction or short in the tool. Figure 1 shows a three prong plug and receptacle.

What this means is there must be a third prong on the plug. The third wire goes to ground. In case of a short or malfunction, the electricity will flow though this third wire to ground and not through the person holding the malfunctioning tool or equipment. Of course, if the ground wire is not properly connected to the system or the third prong is missing from the plug, then there is no electrical shock prevention.

Always check and test your equipment for safety before you use it.
Never allow an outlet to be overloaded.

Don t overload circuits by plugging in more than the allowed number of electrical power outlets.

The use of octopus plugs, as shown here, makes a dangerous situation that could cause a fire. Electrical hazards can be caused by faulty electrical tools and equipment, appliances and wiring, electrical outlets, switch panels and electric transformers.
Remember to unplug any electrical appliance before you clean it. Working around water and electricity is dangerous.

Make sure that any electrical or other types of cords do not create tripping hazards. Of course, never clean electrical equipment with flammable or toxic solvents and never use flammables near electrical tools. The sparks from the inside of a machine or tool can cause an explosion.

CONTROL OF HAZARDOUS ENERGY/ LOCKOUT TAGOUT

What is Lockout/Tagout or LOTO?
"Lockout/Tagout or LOTO" refers to specific practices and procedures to safeguard employees from the unexpected energization or startup of machinery and equipment, or the release of hazardous energy during service or maintenance activities. A lockout/tagout program requires the identification and implementation of practices and procedures necessary to shut down and lockout/tagout machines and equipment. The program requires that certain employees receive training in the lockout tagout procedures and that periodic inspections be conducted to maintain and enhance it.

Lockout is the practice of using keyed or combination security devices or “locks to prevent the unwanted activation of mechanical or electrical equipment. Tagout is the practice of using tags in conjunction with locks to increase the visibility and awareness that equipment is not to be energized or activated until such devices are removed. A tagout device is usually a non-reusable type, attachable by hand, self-locking, and non-releasable with a minimum unlocking strength of no less than 50 pounds.

Authorized and Affected Employees for LOTO
Now, before we go much further, let's discuss two categories of employees requiring knowledge and training in lockout tagout procedures The first category is “Authorized Employees These are maintenance personnel who actually use lockout and tagout procedures while they are repairing or maintaining equipment. The second category is “Affected Employees This describes any employee who uses or works around equipment and machinery that may be locked out or tagged out. You need to be able to recognize tags

used by your employer for LOTO It s recommended that virtually all employees be in the “Affected Employee category

What are Hazardous Energy Sources?
Let's begin with some basics, as you'll need these to understand the program. What are hazardous energy sources?

Electricity is used to provide power to a wide variety of machines and equipment. Locking out of electricity prevents electrical equipment from accidental release of electricity during maintenance or repair. The main problem here is locking out electricity does not guarantee that other energy sources won't be released. There may be a steam valve that requires locking out as well or hydraulic, vacuum, or pneumatic pressure, mechanical motion, springs, thermal energy such as steam or heat, or extremely low temperature liquids or gases.

Releases of chemicals or chemical reactions are other energy sources that must be controlled, dissipated, or shut off. Locking out of electricity may not provide adequate protection during maintenance and repair. Each machine or piece of equipment must be inspected by trained employees to determine adequate lockout procedures for all potential hazardous energy sources. Your organization must have these energy sources identified and listed in the written lockout/tagout policy and procedures.

The first step in all lockout/tagout procedures is to identify the potential energy sources that will require control by lockout or tagout. In general, there are 6 types of energy sources that may be encountered. As we discussed earlier, electrical energy is the first type of energy source for consideration. In addition there is mechanical energy, hydraulic energy, pneumatic energy, thermal energy and chemical energy.

Mechanical energy can present a danger from moving parts such as rotating fans, shafts, gears, grinding wheels, moving packer blades, panels, conveyors, and more. Hydraulic systems that work using fluid under pressure are candidates for LOTO procedures. An example of pneumatic energy is air pressure stored on Air Brake Systems. Pneumatic pressure may also be present in air accessories and control systems. Thermal energy is heat, heat from fluids such as coolant and lubricating oils and from hot machinery such as engines, exhaust systems, electric motors, and gear cases are sources of potential thermal energy. Finally, potential energy can be released by chemicals when they react with one another, or react with air and/or water.

Now, that we have identified potential energy sources; we have to determine which switch, valve or other isolating device will be operated to isolate these energy sources. Whenever working on equipment in a manner which any potential energy source could be encountered, the appropriate procedures must be followed to isolate or disable the applicable hazards.

Employee Training for LOTO
Employees or any other authorized and affected employees who may be reasonably expected to use the equipment or procedures for LOTO must receive annual LOTO training from the appropriate training staff. Training requirements are outlined under Code of the Federal Register 29 CFR 1910.147 Section (c)(7) (i),(ii), and (iii). These training programs are designed to provide you with a good understanding of lockout/tagout procedures.

Record Keeping for LOTO
Inspection records and training records will be kept by your employer. Training records will be maintained by employer and they will include an outline of topics covered. In addition, a sign in sheet of attendees will be included with training records. Inspection records will also be kept.

Inspection Methods for LOTO
OSHA requires that a LOTO Program be reviewed once a year and that periodic inspections of the procedures are made to ensure that they are being followed correctly. Inspections may be done in the shops in your physical plant. These shops may include auto, central plant, controls, electric, plumbing, and refrigeration. Inspections are designed to include cataloging the general types of hazardous energy and equipment applicable to each area.

Some inspections may involve questions only; some may include demonstrations; and others may occur during actual LOTO activities. General questions that may be asked include:
1. Who are the authorized employees, i.e. those using LOTO)?
2. Who are the affected employees, i.e. who are employees that could be exposed to LOTO hazards?
3. Are procedures for energy control in place?
4. What equipment is subject to LOTO?
5. Do specific written procedures exist, i.e. written procedures for de-energizing and reenergizing equipment?
6. Where are your locks/tags?
   What if an “Authorized Employee is not available to remove the lock
8. What inspection records exist for your Department?

9. Do you know what training records exist?

Who is Responsible?
Each individual must accept the responsibility to know the rules and to follow your organization's policies and procedures exactly. The primary purpose of any LOTO program is accident prevention. It is designed to safeguard you and those around you. Safety is always a team effort and LOTO is no different. The rules are very important and if you're not sure about a particular procedure don t be afraid to ask questions Ask your supervisor Don't take chances! Failure to properly lockout and tagout when necessary can lead to potentially serious injury.

To make sure the machine doesn't start accidentally, all hazardous energy must be locked out Hazardous energy could be electricity springs under tension gravity…where heavy parts could fall down, liquids, or steam under pressure or other hazardous energy sources. Some common lockout/tagout equipment is shown in Figure 3. The figure illustrates locks with keys and tags.

Even if you don't work in these areas or you're not a mechanic or machine operator, it's important that you know about these tags and locks.

Never Remove LOTO
Never remove any of these tags or locks, unless you're the person who placed them there. Don't attempt to start any machine that has a lock or tag on it. Lockout and tagout procedures save lives.

EMERGENCY ACTIONS

In case of fire, exit the building by appropriate exits. Remain calm and report to your designated area so your supervisor can account for you. It's important to know if anyone is left inside the building or if anyone is missing.

In case of earthquake or a tornado, it's best not to go outside. Falling electrical lines, broken glass, or other dangerous conditions could exist outside your building. Experts recommend that you get under a sturdy desk or other heavy object and Duck, Cover, and Hold.
Duck under a heavy object for safety.
Cover your head with your hands.
Hold that position until it's safe to move.

In cases of emergency you should know elements of your company s emergency plan and be prepared to follow them.
Remain calm and use your good judgment and your training to protect yourself and others.

HOUSEKEEPING FOR EVERYONE

In this case housekeeping means that you should check your work area for materials, cords, cables, or other items that can cause slips, trips, or falls.
Housekeeping is checking your equipment to make sure grease or oil doesn't leak on floors, causing potential slips and falls.
Your housekeeping duties include checking closets in your work area for trash, debris, or other potential hazardous conditions. Then address the issue.
Housekeeping is also taking the time to make sure your entire work area, regardless of your job description, is neat, clean, and organized; including putting tools or utensils where they belong when you've finished using them.
Housekeeping is picking up paper trash or debris when you see it…even if it s not in your department.
Housekeeping is your responsibility, no matter where you work.

SLIPS, TRIPS AND FALLS

Slips, trips, and falls are a major cause of workplace injuries. Believe it or not accidents happen. Fall injuries can happen when a janitor simply steps off of a loading dock. Or perhaps, a truck driver breaks his ankle when jumping down from the cab of his truck.

Causes of Slips, Trips, and Falls
Slips happen when there is too little friction or traction between footwear and the walking surface. It is easy to slip on a wet or oily surface.

Slips and falls happen. Jumping from any elevated surface is hazardous. You can fall from ladders, stairs, or curbs. Slippery floors, debris, or uneven surfaces will potentially cause you to trip or slip and fall. The study of slip, trip, and fall accidents and injury statistics help us to understand where we went wrong. We use information from these studies and statistics to determine how to prevent future accidents.

Is there a magic bullet New floor surfaces “slip resistant shoes--what is the answer? We believe the answer is education, greater awareness, and maintaining a good safety attitude. We all must accept responsibility for working and acting safely.

We just can t run the risk of you your coworkers building occupants vendors or clients slipping and falling. First, we are going to review some of the ways people trip and fall. Next, we will review basic prevention techniques.

When your foot strikes an object causing you to lose your balance, you trip and then you stumble or fall. Slips, trips, and fall injuries are caused by hazardous conditions. Hazardous conditions may include an obstructed view or poor lighting.

Clutter left in isles, trash left on the floor, and protruding chair legs contribute to hazardous conditions. These conditions will certainly lead to accidents if left unattended. Uneven steps, uncovered cables, and open bottom desk drawers also provide circumstances that may lead to trips and falls. Wrinkled carpeting or rolled corners on rubber mats provide another set of hazardous conditions.

Prevention Techniques
Both slips and trips result from some a kind of unintended or unexpected change in the contact between your feet and your walking surface. Good housekeeping is the first and the most important level of prevention for these accidents.

All spills should be cleaned up immediately, especially those in isles and walkways.
Spills and wet areas should be marked with orange cones or “Wet Floor signs
Debris should be mopped or swept from floors, immediately.

Obstacles such as stocking carts, crates, and empty boxes should be removed from walkways. Walkways and isles should be kept free of clutter.

Runners, rubber mats, rugs, and carpets that do not lay flat should always be secured to walking surfaces.

File cabinet and storage drawers should always be left closed.
Remember that wires and cables are potential tripping hazards.

Lighting is important. Be sure to keep work areas and walkways well lit by replacing burned out light bulbs and faulty switches Replacing burned out light bulbs is often part of a janitor s job.

All drains must have drain covers that are secured to the floor.

Clean Up!

Cleaning supplies are often dropped and spilled on the floor It s not good enough just to wipe them up you have to actually clean the surface Let s say someone knocks a bottle of marble cleaner off the shelf and onto the floor. The bottle hits the floor and goes crash! Wax goes everywhere. We now have a hazardous condition. By definition this is certainly a slip, trip and fall hazard.

First you must mark the hazard with a sign or an orange cone.

Next you pick up the container and as much of the wax as possible using a broom and dustpan.

A dustpan is a cleaning utensil commonly used in combination with a brush or broom. Industrial and commercial establishments may provide you with a hinged dustpan on the end of a stick to prevent you from constantly stooping to use it. Handheld dustpans may be used with either a full-size broom or with a smaller whisk broom or brush sometimes called a duster.

Water spills should be mopped, and then wiped dry with a dry rag or towel.

Safety awareness is the key to safety.
You will find that there are many hazards occurring in your working environment on a daily basis. Spilled water ice cubes broken glass and food on the floor…all of these things pose special hazards. Of course, you should immediately clean spills or pick up items on the floor or stairs. The only thing that's going to prevent an accident is for you to be aware of potential hazards and pay attention to your walking surfaces.

If you see something on the floor that doesn t belong there pick it up It s that simple Remember, watch where you walk. Be aware of your surroundings. Always wear approved slip resistant footwear at work. When you see water on the floor or some other hazard, clean it up!

To properly clean up a spill that contains oils, you must first wipe it up and then put some abrasive powder on the contaminated surface. Rub the area to remove any remaining oils. Then clean the floor surface with soap and water, rinse it, and make sure the floor surface is not slick.

Without good housekeeping practices, any other preventive measures will never be fully effective.

Footwear
Footwear is important! Footwear is personal protective equipment where floors may be oily, wet or if workers spend considerable time outdoors. In these circumstances, fall accident prevention should focus on selecting proper footwear. Ordinary tennis shoes are popular, but in wet and slippery environments, they can contribute to accidents and injuries. There is compelling evidence that using slip-resistant footwear reduces accidents.

Effectiveness of slip resistant footwear depends on more than just the footwear design. It is also affected by its use, environmental conditions, and the type of floor surface and finish that is in your working environment.

Behaviors that Lead to Falls
In addition to wearing the wrong footwear, there are behaviors which can lead to slips, trips, and falls. For example, a behavior that can cause a hazardous condition is simply walking too fast or running. Other behaviors that may lead to falls include activities such as not watching where you are going; carrying cleaning buckets and supplies which obstruct your view; wearing sunglasses in low-light areas; failure to use handrails, and allowing yourself to be distracted. These and other behaviors, caused by lack of knowledge, impatience, or bad habits can lead to serious accidents. You can eliminate many slips, trips and fall accidents by simply paying attention and watching where you re going

Warehouse Vehicles
You should never hitch a ride on a forklift pallet jack or in the bed of a truck while you re working. Death or serious injury is a potential result of extra riders falling from these vehicles. The safe way is "NO RIDERS".

Vehicles and the “Three Point System
Janitors and custodians are often moved from one location to another. When getting in and out of vehicles, always practice the "Three-Point System." This is particularly important if you are getting in or out of a truck. This system can significantly reduce the chances of injury through a slip or fall while entering or exiting a vehicle. The Three-Point System means that three of your four limbs are in contact with the vehicle or the ground at all times, either one hand and two feet, or two hands and one foot. In other words, only one limb is in motion at any one time. When getting out of a truck, step down backward.

It is never safe to ride in the back of a truck--if you must, when getting off the bed, step down backward, never "jump" or "fall" down forward.

Stairwells

Stairwells should be well lit with sturdy handrails on both sides. When you are walking down a stairwell, you should always have one free hand. This will allow you to use the handrail. All the steps must be kept free of grease, oil, and obstacles. Obstacles can increase the probability that you or others will have an accident. You should always avoid carrying heavy or bulky objects up or down stairs. Objects that obscure your vision and/or require the use of both hands are a source of hazards. You should carry smaller, lighter loads and make more trips, or obtain help from a coworker. Use an elevator if one is available.

Ladders

Ladders are often used by janitors and custodians. Appropriate ladders should be used when performing jobs such as changing light bulbs, cleaning wall surfaces that are above arms reach, and storing supplies on top shelves. The "Three-Point System" should also be practiced when you use a ladder. This system can significantly reduce the chances of injuring yourself through a slip or fall while climbing ladders. As discussed earlier, the “Three-Point System means that three of your four limbs are in contact with the ladder at all times, either one hand and two feet, or two hands and one foot. Only one limb should be in motion at any one time.

Ladders cause a great number of injuries. Make-shift ladders, chairs, boxes, and barrels should never be used as substitutes for a ladder. The risk of injury is far too great.
The area around the top and bottom of ladder must be kept clear.
Never use a ladder for any purpose other than the one for which it was designed.
Self-supporting step ladders and non-self-supporting extension portable ladders must be able to support at least four times the maximum intended load, except extra-heavy-duty metal or plastic ladders, which must be able to sustain 3.3 times the maximum intended load.

Step Ladders

Figure 8 Example of what not to do. Never stand on the top two steps of a step ladder
Of course we all know to never stand on the top two steps of a step ladder That s just too dangerous and it causes an unsafe shift in the center of gravity of the step ladder.

Don t lean past the rails of the ladder as this also creates instability We call this the belt buckle rule Don t lean past your belt buckle for safety.

When climbing up or down a ladder, always face the ladder.
Naturally don t use a metal ladder when doing electrical work There is a great risk of electrocution or getting a shock that could throw you off the ladder.
Foldout or stepladders must have a metal spreader or locking device to hold the front and back sections in an open position when in use. See the figure above.

Extension Ladders
There are 3 basic requirements for extension ladder setup.
First, the top of the ladder must extend 3 feet or 3 rungs above the point of contact to the structure.

Secondly, it must be setup at the precise angle of 75.5 degrees to provide the proper angle for climbing. The old four to one ratio makes this difficult to achieve, but the correct angle is important An “extension ladder angle verification device is recommended to achieve this angle with accuracy.

Did you know? The most common reason extension ladder accidents occur is due to ladders set up at an improper angle! Several studies show that when workers attempt to set up a ladder at 75.5 degrees without a measurement device, resulting angles varied as much as 9 degrees.

There are commercially available Ladder Angle Verification Devices that are factory set at the OSHA required 75.5-degree angle for correct ladder set up. These devices are simple to use and easily attached to any ladder.

Lets face it without a verification device how do you know that your angle is correct
Ladders are to be kept free of oil, grease, wet paint, and other slipping hazards.
Do not stand above the highest “safe standing level: prescribed by the ladder s manufacturer.

Do not extend the center of your body s torso past either side rail of the ladder In other words don t overreach

Face the ladder while ascending and descending.
Don t carry tools in hand use a tool belt
Wear proper footwear.

FIRE PREVENTION

Good housekeeping is the first step in fire prevention. If you have poor housekeeping, you don't have good fire prevention.

The second step in fire prevention is to know where fire extinguishers are located and how to use them. Fire extinguishers are often marked with a sign as shown in Figure 3. These signs are usually at eye level.

If you don't know how to use the extinguishers at your location, learn how before a fire happens. It's not as easy as it looks because in case of fire, everyone is under pressure and it is easy to panic.

As a review of the use of extinguishers, the first rule is: Life Safety Is Paramount. This means that unless it s safe to do don t try to play the hero Don t try to extinguish a fire that could be hazardous for you or others. Remember, your life is more important than property. The figure below shows a typical fire extinguisher. Fire extinguishers are equipped with a gauge such as the one shown; the needle should be in the green zone - not too high and not too low. There is a nozzle at the end of a hose for aiming. Each extinguisher has a pin to prevent accidental discharging.

However, if extinguishing the fire can be done safely, extinguish it. Use a fire extinguisher. Use the key word PASS, as described below, to remember the proper procedures for extinguishing a fire. First, stand about 8 to 10 feet away from the fire. You don't want to be close to the fire because the pressure of the extinguishing agent may spread the fire. Stay at least 8 to 10 feet away.

The PASS Acronym
P A S S is an acronym that can be used as a quick reference for the operation of a fire extinguisher.
P is for Pull. First you pull the Pin at the top of the extinguisher. The pin releases a locking mechanism and will allow you to discharge the extinguisher.
A is for Aim. Next you aim at the base of the fire, not the flames. This is important-in order to put out the fire, you must extinguish the fuel.
S is for Squeeze. And next you squeeze the lever slowly. This will release the extinguishing agent in the extinguisher. If the handle is released, the discharge will stop.
S is for Sweep. Finally you sweep from side to side using a sweeping motion. Chase the fire into a corner. You must move the fire extinguisher back and forth until the fire is completely out.

It is often a good idea to aim the nozzle in a neutral direction away from anything, and then lightly squeeze the handle. This will give you a feel for your particular extinguisher.
Be sure to operate the extinguisher from a safe distance, several feet away, and then move towards the fire once it starts to diminish. Since different fire extinguishers have distinct recommendations for operating distances, be sure to know the instructions on your fire extinguisher. These instructions should be reviewed the first time you familiarize yourself with your facility. Remember to aim at the base of the fire, and not the flames. Chase the fire into a corner if possible, away from any concentration of flammable materials with a sweeping, herding motion.

A typical fire extinguisher contains 10 seconds of extinguishing power. This could be less if it has already been partially discharged. Always read the instructions that come with the fire extinguisher beforehand and become familiarized with its parts. It is highly recommended that you get hands-on training.
Once the fire is out don t walk away Watch the area for a few minutes in case the fire reignites.

The Fire Triangle
The triangle illustrates the rule that in order to ignite and burn, a fire requires three elements: heat, fuel, and an oxidizing agent, usually oxygen. The fire is prevented or extinguished by removing any one of the three. A fire naturally occurs when the elements are combined in the right mixture. A graphic depiction of the fire triangle is given in the figure below.

The Fire Tetrahedron
It has largely been replaced in the industry by the fire tetrahedron. The removal of heat explains fire suppression in a majority of cases. However, the suppression effect of Halon, which is a stable halocarbon used to put out fires, cannot be explained completely. It can partly be explained by what is called chemical inhibition. That means that it reacts chemically to reduce the concentration of radicals in the flame. These radicals are essential in the chemical reactions. This has led to development of the fire tetrahedron with the bottom representing the sustaining of chemical reactions. This is illustrated in the next figure.

Combustion is a chemical reaction that feeds a fire more heat and allows it to continue. When the fire involves burning metals like lithium, magnesium, or titanium, it becomes even more important to consider the energy release. The metals react faster with water than with oxygen and thereby more energy is released. Putting water on such a fire results in the fire getting hotter or even exploding because the metals react with water in an exothermic

reaction. Some metals also burn in carbon dioxide. Therefore, inert agents for example dry sand must be used to break the chain reaction of metallic combustion.
The take home message here is that you must know what kind of fire you are dealing with to know how to distinguish it. If you are not certain, leave it to the professionals.

CAUSES OF ACCIDENTS AND INJURIES

What causes accidents and injuries? Actually, statistics have been maintained by a number of organizations and insurance companies over the years. With millions and millions of accidents and injuries, it's fairly easy to determine the different accident types, causes, and other information. Accidents are investigated to determine what happened, so precautions and safety standards can be implemented to prevent the same type of accident from being repeated.

That's one reason we have so many safety rules and regulations. If people keep falling off ladders, it could reveal that ladders are unsafe to use. Upon investigation of ladder accidents, professionals can determine how the ladder was used and what actually caused the accident.

In most cases it wasn't the ladder that was unsafe. It was the person using it in an unsafe manner. In fact, this is true of most accidents. You'd be surprised to learn that many ladder accidents and injuries are the result of unsafe acts of people.
That's right, unsafe acts of people.

Not equipment, not floors, not ladders, not machines, but people. How can that be?
People don't try to have accidents and they don't try to injure themselves. We're not saying that physical hazards never cause or contribute to an accident because they do. However, many accidents and injuries are caused by the acts of people…people taking short cuts not following proper procedures, ignoring safety rules, and just not paying attention. Or not being trained in safety procedures.

We should always consider possible risks before starting any job and consider how our actions might affect the safety of ourselves and others.

Safety is everyone s responsibility regardless of where you work Your company has provided you with training and equipment to perform your job safety but safety is really up to you. You need to follow company policies and procedures on every job, every day If you do that you ll be doing your part in helping to reduce accidents and injuries in the workplace.

SAFE LIFTING AND BACK INJURY PREVENTION

Safe Lifting
You ve probably heard it a million times bend your legs not your back The reason you ve heard it so much is back injuries are painful and debilitating and a serious back injury can prevent you from earning a living or enjoying your leisure time. Nobody wants a back injury.

What can you do to help reduce your risk?

Never bend your back when lifting. Never bend over and reach to lift anything. Your back is a complex and sensitive structure made up of vertebrae, discs and nerves. The discs are made of a soft jelly-like substance that acts like shock absorbers between the vertebrae. Bending over and lifting puts pressure on these sensitive discs and greatly increases the likelihood of an injury.

Never twist while lifting. This too can damage your back. You may twist and lift every day and you haven t experienced an injury or back problem yet If you continue to twist and lift, sooner or later, you will have a back injury. Instead of twisting, lift the item safely, pivot your feet then set the item down It doesn t take any more time and it could save your back
If an item is too heavy to lift on your own ask a co-worker to help you Don t try to lift it yourself. You ve been trained and taught proper lifting procedures
Whatever you lift, keep it close to your body.

The figure shown above is an illustration of proper lifting technique. You should lower your body by bending your knees keeping your back perpendicular to the floor. You should keep the object as close to your body as possible and then use your leg muscles to lift the object. But it s your responsibility to lift safely Nobody can do it for you it s your decision Make the right choice, the safe choice.

Tips to Prevent Back Pain
Back pain is a fact of life. Many of us have suffered back pain and we know that it's something to avoid. Most doctors don't agree upon what treatment for back pain is best. However, they all agree exercise and diet will greatly reduce your chances of back pain or injury. Since we're not doctors, you should get medical advice on diet and exercise that's best for you.

Proper work practices will make a difference.

As described in the previous section, there are some safe lifting techniques you can use to reduce the potential of injuries and back pain.
Don t lift heavy objects Get mechanical assistance Use hand trucks and folding carts as illustrated in the figure below.

When lifting avoid bending and twisting always use your leg muscles to lift.
Have lumbar support and armrests where you sit.
Change positions frequently.

Safety is a job requirement, but more importantly, safety is a moral obligation to yourself, the company, co-workers, and your family. One accident is simply one too many.

Exits
It is important to know where exits are located and to make sure they re not blocked Safety awareness will eliminate the vast majority of injuries.

Chapter 3: CLEANING

THREE T S OF CLEANING

In order to think through the proper steps in cleaning anything, you must first identify the problem, and then select the proper cleaning products and tools to do the job. Having done this, it is important to understand how to properly use these cleaning products and tools. This is an essential element of a successful cleaning job. It is important to know how and why certain procedures and products work and why some do not.

In order to increase the cleaning efficiency of any cleaning chemical, one can utilize what is known as "The Three T's of Cleaning".

The first "T" is for Time. If a cleaning compound stays on a surface longer, the cleaning efficiency of the product is enhanced. This fact explains why a foaming product is better than a pure liquid on vertical surfaces. A pure liquid runs down the vertical surface. The foam tends to remain longer on the surface; thus increasing the cleaning efficiency.

The second "T" is for Temperature. When hot water is used in a carpet extractor, or when hot water is combined with high pressure washing, or "steam cleaning", the product performs better.

The third "T" is for Turbulence or Agitation. Ever wonder why a black or brown stripping pad is used with a stripper to remove floor finish? The Brown Stripping Pad is constructed of polyester fibers in a semi open texture nonwoven fabrication. Abrasive particles are distributed throughout and adhered to the pad with a sturdy adhesive. This turbulence speeds the removal of floor finish.

Have you ever washed your car using a rag or sponge? You were adding turbulence which

makes the car get cleaner faster. When hand washing is accomplished, the three "T's" are put to work, and many other cleaning procedures employ the three "T's" of cleaning.

CHEMICALS USED FOR CLEANING AND THE MSDS

Chemicals are a vital part of any cleaning operation Without them we couldn t clean But with them, we need to take precautions. If you follow precautions, the chemicals you work with are safe. But you may need to wear personal protective equipment such as gloves in order to ensure your safety.

How do you know what kind of protection is required for each chemical?
The answer is the Material Safety Data Sheets or MSDS. The MSDS contains all the information you need to know about any chemical you work with such as ingredients, hazards, First Aid, personal protective equipment and more If you re unsure about a chemical ask your supervisor for the MSDS. You can never be too safe or too informed about the chemicals that you use.

Material Safety Data Sheet--MSDS
The Material Safety Data Sheet, commonly called the MSDS, is a component of your University s Chemical Hygiene Plan and Hazard Communication Program The MSDS contains information provided by the chemical manufacturer and is maintained by the University to inform students and staff of the possible hazards associated with chemicals being used in their laboratory or work area. It is a critical part of any laboratory safety program. The goal of the MSDS is to provide you with a summarized, multi-source resource that informs you of certain basic but necessary pieces of information regarding the substance or chemical you are about to use.

The MSDS informs you about the material s physical properties and related health effects personnel protective equipment necessary to protect the you, first aid treatment necessary in the event of an exposure, how to respond to accidents, and the planning that may be necessary in order to safely handle a spill.

The MSDS may vary in style and content, but all contain certain required sections. State and Federal law requires that all manufacturers and distributors of chemical products provide the end user with a manufacturer specific MSDS. One method of accessing is through electronic databases. Many employers keep a notebook with MSDSs for the particular cleaning supplies that you will be using in your job.

What is a Material Safety Data Sheet?
The MSDS is a widely used system for cataloging information on chemicals, chemical compounds, and chemical mixtures. MSDS information may include instructions for the safe use and potential hazards associated with a particular material or product. MSDS can be found anywhere chemicals are being used.

There is also a duty to properly label substances on the basis of physico-chemical, health and/or environmental risk. Labels can include hazard symbols such as the European Union standard black diagonal cross on an orange background, used to denote a harmful substance.

The goal of the MSDS is to provide the user with a summarized, multi-source resource that informs the user of certain basic but necessary pieces of information regarding the substance they are about to use The MSDS informs the user about the material s physical properties and related health effects, personnel protective equipment necessary to protect the user, first aid treatment necessary in the event of an exposure, how to respond to accidents, and the planning that may be necessary in order to safely handle a spill.

Each company can design its own MSDS form, and the sections may be in different order. But, the basic kinds of information on any MSDS will be the same. This is an example of the first page of an MSDS.

Chemical Name
For example, there is always a section that lists the identity of the substance or the chemical name on the label, date the MSDS was prepared, the name and address of the manufacturer, and usually a phone number for emergencies and more information.
Hazardous Ingredients/Chemical Identity

The section on hazardous ingredients and chemical identity includes names of substances in the chemical that might be dangerous, and safe exposure limits such as Permissible Exposure Limit or PEL as set by OSHA or the Threshold Value Limit or TVL. This section also lists common names for the chemical.

Physical Characteristics
The section on physical characteristics describes many physical qualities of the chemical, and lets you know what is usual or safe. For example, it may state how the chemical looks and smells; boiling and melting temperatures--this is important in case a chemical might become a gas you could breathe; evaporation rate; how easily the chemical dissolves; and

how heavy it is--this tells you if it will sink, float, or dissolve in water.

Fire and Explosion Data
The section with fire and explosion data provides information on the lowest temperature when the chemical could catch fire or flash point. It also contains flammability data that lets you know if it's flammable; if it catches fire below 100 degrees Fahrenheit; is combustible; or, if it catches fire above 100 degrees Fahrenheit. In addition, this section lists the best way to put out a fire involving that chemical.

Reactivity
The section on reactivity describes what happens if this chemical comes in contact with air, water, or other chemicals. It also describes conditions, like heat, or materials that can cause the chemical to react by burning, exploding, or releasing dangerous vapors. The chemical is called "incompatible" or "unstable" with these conditions or substances. For example, sodium metal is unstable when it comes in contact with water. It explodes!

Health Hazards
The section on health hazards lists ways the chemical might enter your body, like splashing on your skin or being breathed in as vapor. It will also list possible symptoms of overexposure. This section will provide information about how overexposure might make existing medical conditions worse, and it describes emergency first aid procedures.

Usage, Handling, and Storage
The section on usage, handling and storage describes how to clean up an accidental spill, leak, or release. This part will include any special procedures that might be required for clean-up. It will provide you with information on how to handle, store and dispose of chemicals safety. Remember, if there is an accident, you must notify your laboratory instructor or professor immediately. You may take care of it yourself only if you are trained to do so and are wearing the proper personal protective equipment.

Special Protection and Precautions
This section explains special Personal Protective Equipment to use when working with a chemical. It also describes requirements for special procedures, extra health or safety information, signs that should be posted, and other information not covered in other sections.

It is wise to study MSDSs for any chemicals you will work with in your job. MSDSs for a many commercial substances are not primarily intended for use by the general consumer.

Material safety data sheets focus on the hazards of working with the material in an occupational setting. For example, an MSDS for a cleaning solution is not highly pertinent to someone who uses a can of the cleaner once a year, but they are extremely important to someone who works with a cleaner or a chemical in a confined space for 40 hours a week. You may work in many different departments throughout your facility…housekeeping offices the kitchen, and others. Employees in each of these departments use different chemicals in the performance of their job responsibilities.

You need to be aware of what chemicals are on what items before you use them. Some chemicals when mixed together can be quite deadly Let s give you an example A kitchen employee may have used ammonia on a rag to clean something in the kitchen That s perfectly okay as long as there was proper ventilation. Ammonia on its own is perfectly safe when used properly. But if you take the ammonia soaked rag and use it with detergent containing bleach you have just created a very hazardous condition.

Ammonia and bleach, when mixed together, form a deadly combination called chloramine gas. Chloramine gas can kill you. Never mix bleach and ammonia.

Stain removers and certain detergents can also be a hazard That is why it s vital to your safety and the safety of those around you to always read the chemical label and the MSDS sheet for each chemical that you use and always wear the required personal protective equipment. You can t afford not to

VENTILATION
Most of today s new office buildings and workplaces are highly insulated and practically air tight. While this is great as far as cost effective energy bills go, the down side to tightly insulated buildings is poor indoor air quality. As windows and doors are typically kept shut throughout the day, moisture, and stale air that can carry contaminants and pathogens. The air circulates inside and gives rise to various problems including mold and mildew, health problems, ruined furniture, and peeling paint. The quality of indoor air can be achieved through mechanical ventilation.

An excellent way to ventilate thoroughly, efficiently, and cheaply is to use exhaust fans.
What Are Exhaust Fans?
An exhaust fan is a mechanical ventilation device that helps to draw out stale and impure air from a room or building and bring in fresh air, thereby improving the quality of indoor air.

Exhaust fans

are typically ducted to the exteriors, through which bad indoor air can effectively be removed from your work space. Any volatile cleaning supplies will also be vented.
There is a lot of heat and humidity in the bathrooms and laundry rooms and without proper ventilation, mold and mildew can accumulate. Ventilation also keeps the heat down and makes your facility a more comfortable place to work.

Use spray bottles instead of aerosols for applying chemicals if another means is not possible, and make sure you have proper ventilation when using chemicals. When in a commercial building, make sure ventilation systems are turned on. Inadequate ventilation allows chemical byproducts to be absorbed into porous items such as ceiling tiles and wallboard.

What to do when there is no exhaust fan
If you are cleaning a restroom with no exhaust system prop the door open Place a “Cleaning in Progress sign in the doorway

Whenever possible, use mechanical means rather than chemical means for cleaning. For example, use a microfiber cloth instead of a chemical-based dust control product. Also use a microfiber cloth instead of a feather duster, which causes dust to become airborne.

REPORT HAZARDOUS CONDITIONS

We couldn t possibly cover every safety hazard you may encounter on the job That s why it s up to you to pay attention to safety and do your part to reduce accidents and injuries. You work in the facility every day and no one knows your job better than you.

The training you ve received should help you perform your job in a safe manner But it s really up to you. Obey all posted warning signs. Read and follow all instructions on chemical labels and MSDS sheets. Lift safely. You should always report hazardous conditions to your supervisor, so they can be corrected.

But most of all; use your common sense and good judgment and make yourself personally responsible for a safe and accident free workplace. Take pride in your job and in safety. Nobody can do it for you.

Chapter 4: CLEANING IN THE HEALTH CARE INDUSTRY

Sanitation and good housekeeping can both be defined as the practice of rendering the hospital free from agents injurious to health. Microbiology, the study of microscopic living, plantlike organisms, including bacteria, viruses, yeasts and molds is the biological science on which sanitation is based. There are many communicable diseases known to man. Each one of these diseases or infections is caused by a specific organism. Organisms enter the body through the respiratory tract, digestive tract or through breaks in the skin and multiply, causing tissue injury and body reaction. As the organisms multiply many are shed by the infected person and may be spread to others, thus beginning the cycle again.

BACTERIA

Bacteria are one of the more common microorganisms. Bacteria generally reproduce and multiply by simple division. Each cell reaches maximum size and divides into two parts. The two parts then grow to full size and each divides again. This cycle is repeated again and again. Food and environmental conditions such as moisture, temperature, light, and degree of alkalinity influence the rate of bacterial growth. Presence or absence of oxygen is also an important factor, because some bacteria require the presence of oxygen for growth and others require the absence of oxygen.

VIRUSES

Viruses are much smaller than bacteria and they are very often too small to retain in filters. Viruses are considered by some to be living organisms, by others to be complex protein molecules that are capable of growth and multiplication only in living cells. Because of their size, they can remain suspended for long periods of time or they can be transplanted from place to place through the hospital's air conditioning system.

INFECTION CONTROL

You know about infection, bacteria, and viruses, but how do you control these potential health hazards? Control of infection caused by these bacterial and viral organisms depends on breaking what can be called the chain of infection. This chain consists of the reservoir or source of infection, which might be bacteria laden dust, the means of transmission of the infection such as air and finally, the host. The object of infection control is to eliminate reservoirs and to block the means of transmission.

Pathogenic organisms can be transmitted from the reservoir of infection to the new host in four different ways:

1.The first of these is contact, which includes direct contact such as kissing and indirect contact, which means organisms are passed from their reservoir to some object or substance and then to the host.

2.The second type of transmission is sneezing or coughing, which involves droplets.

3.The third type is droplet nuclei, which are the small residue of evaporated droplets that carry pathogenic organisms. These droplet nuclei remain suspended in the air for long periods of time.

4.The fourth type is dust that has become contaminated, which is present on floors, in clothing, and in bedding and when stirred up by normal activities, moves from place to place.

The first step in infection control is to understand the difference between cleaning and sanitizing.

Cleaning is removing obvious dirt, debris, and other materials from a surface. Sanitizing or disinfecting is the actual killing of the microorganisms through heat or chemicals. Disinfectants are very helpful in infection control. There are specific housekeeping procedures essential in controlling the spread of infection.

Top priority should be given to the cleaning of horizontal surfaces, but also give proper attention to the cleaning of walls and other vertical surfaces. Harmful bacteria, which may be introduced into surroundings in a variety of ways, are often airborne for only a short distance. Then they become attached to both vertical and horizontal surfaces, but especially to floors.

Use wet-cleaning methods such as damp wiping, damp mopping, and wet mopping wherever possible. Ordinary dry dusting methods may serve only to redistribute bacteria-laden dust. The use of properly filtered or built in vacuum cleaners is acceptable for dusting and sweeping operations. Add effective germicides or other pathogen killing chemicals to wet cleaning solutions. Don't mix germicides and detergents because the two ingredients may neutralize each other if the appropriate chemicals are not used. If you want to use a combination of germicide and detergent they should be purchased premixed.

Although, the germicide has some value on the floor itself, its real value is in the reduction of bacterial levels in the mop bucket. Unless checked, bacteria multiply rapidly in the warm, moist environment of mop water and may actually contaminate a floor being cleaned.
Fresh damp wiping cloths, treated dust cloths, and clean wet mops should be used to clean surfaces.

The used wet mops and cleaning cloths must be laundered every day. They should not be left soiled or wet in a work closet overnight. Clean the equipment and storage closet every day. Separate cleaning equipment should be maintained for newborn nursery, postpartum, isolation nursery, delivery suite, operating suite, and the emergency department. Use plastic film or waxed paper bags for the disposal of infected materials.

THE LAUNDRY

Contaminated linens should be handled in accordance with approved techniques. Handling of linen is a crucial phase in infection control because soiled linen is a source of microbial contamination. Processing of soiled linen begins when the linen is removed from the patient, bed, stretcher, physician, nurse, examining table, or operating table.

Laundering removes pathogens by dilution, acidity, and alkalinity in the washing process and by application of extremely high heat of 345 degrees Fahrenheit or more in the ironing process. There are a variety of linen handling, processing, and disposing procedures, each unique to individual hospitals. Be sure to follow your hospital's policies and procedures because this is extremely important in infection control Be sure you ve had the proper training and if you re not sure about something, ask your supervisor.

ODOR CONTROL

Odor control is part of infection control. Odor problems arise as a result of poor sanitation in toilet areas, utility rooms and work closets. Deodorizer blocks or sprays that attempt to mask the odors are a mark of poor housekeeping. The most effective way to deodorize these areas is with fresh air, removal of the causes, and frequent cleaning with a detergent-disinfectant solution. Garbage collection areas and soiled linen storage areas may be sites where bad odors arise. Frequent removal of garbage, cleansing of garbage cans, and use of tight lids and the use of waxed paper or plastic liners in garbage cans will help to keep odors to a minimum. Good ventilation is extremely helpful also.

WASTE

Waste constitutes a problem and can be classified into three types:

Non combustible such as glass tin, casts, and other materials
Combustible such as wet tissue bone garbage flowers or dry combustible such as paper crates, cartons, and trash
Chemicals such as acids flammables and solvents

All waste except chemicals can be further classified as infectious or non-infectious. Cartons and boxes are classified as combustible dry waste, but a gift box discarded by a patient in isolation becomes combustible dry infectious waste. The best advice is to follow your hospitals waste handling and disposing procedures.

INSECT AND RODENT CONTROL

Insect and rodent control is very important in infection control as these pests do carry bacteria and other harmful microorganisms; therefore, each individual should take care in their daily work habits, cleanliness, and assisting the hospital in insect and rodent control program.

SUMMARY

Infection control is critical in hospitals due to a wide variety of potential hazards. Follow your hospital's policies and procedures, be aware of the hazards, and do your part in making your hospital as safe and infection free as possible. Employees and patients deserve no less.

BLOODBORNE PATHOGENS

Okay, let's talk about some of the risks and hazards associated with bloodborne pathogens and ways to avoid them. The first place to start is with training.

Under no circumstances should anyone be allowed to work with bloodborne pathogens in any form without full and complete training. Although you may have a special certification or other external training, your employer is responsible for providing you with thorough, sitespecific training and continued instruction in programs and procedures.

Written standard operating procedures or SOPs must form the basis of your ongoing bloodborne pathogen training program.

Training

If you are likely to be in contact with blood borne pathogens, you will have a program designed to provide a good understanding of bloodborne pathogens, common modes of their transmission, methods of prevention, and other pertinent information.
Bloodborne Pathogen training is required if you can reasonably anticipate facing contact with blood and/or other potentially infectious materials as part of your job duties. All Health Care facilities such as a hospital require bloodborne pathogens training and exposure plans, but there are a wide range of other individuals who may come in contact with blood or potentially infectious materials. These individuals may include industrial nurses, first aid providers, emergency first responders, police, and staff.

Pathogens

The pathogens of primary concern are the human immunodeficiency virus (HIV), hepatitis B virus (HBV), and hepatitis C virus (HCV). You are urged to take advantage of available engineering controls and work practices to prevent exposure to blood and other body fluids.

BLOODBORNE DISEASES

Bloodborne pathogens are microorganisms such as viruses or bacteria that are carried in blood and can cause disease in people. There are many different bloodborne pathogens including malaria, syphilis, and brucellosis, but Hepatitis B or HBV and the Human Immunodeficiency Virus or HIV are the two diseases specifically addressed by the OSHA Bloodborne Pathogen Standard. We are going to provide you with information about hepatitis C; this is a bloodborne pathogen that has no cure.

Hepatitis B

In the United States, approximately 300,000 people are infected with Hepatitis B or HBV annually. Of these cases, small percentages are fatal. "Hepatitis" means "inflammation of the liver," and, as its name implies, Hepatitis B is a virus that infects the liver. While there are several different types of Hepatitis, Hepatitis B is transmitted primarily through "blood to blood" contact. Hepatitis B initially causes inflammation of the liver, but it can lead to more serious conditions such as cirrhosis and liver cancer.

There is no "cure" or specific treatment for HBV, but many people who contract the disease will develop antibodies, which help them get over the infection and protect them from getting it again. The Hepatitis B virus is very durable, and it can survive in dried blood for up to seven days.

HUMAN IMMUNODEFICIENCY VIRUS

AIDS, or acquired immune deficiency syndrome, is caused by a virus called the human immunodeficiency virus, or HIV. Once a person has been infected with HIV, it may be many years before AIDS actually develops. HIV attacks the body's immune system, weakening it so that it cannot fight other deadly diseases. AIDS is a fatal disease, and while treatment for it is improving, there is no known cure.

It is good to know that, the HIV virus is very fragile and will not survive very long outside of the human body. It is primarily of concern to employees providing first aid or medical care in situations involving fresh blood or other potentially infectious materials. Because it is such a devastating disease, all precautions must be taken to avoid exposure.

HEPATITIS C

Hepatitis C is a blood-borne infection caused by an RNA virus, hepatitis C virus (HCV). This virus causes damage to the liver that may result in chronic infection and disease. HCV is unrelated to any of the other known hepatitis viruses (A, B, D and E), and infection is identified by the detection of antibodies to the virus in the blood.
There is no known cure for Hepatitis C.

Risk for exposure
Healthcare personnel are at risk for occupational exposure to bloodborne pathogens, including hepatitis B virus (HBV), hepatitis C virus (HCV), and human immunodeficiency virus (HIV). Exposures occur through needlesticks or cuts from other sharp instruments contaminated with an infected patient's blood or through contact of the eye, nose, mouth, or skin with a patient's blood. Most exposures do not result in infection.

Your employer should have in place a system for reporting exposures in order to quickly evaluate the risk of infection, inform you about treatments available to help prevent infection, monitor you for side effects of treatments, and determine if infection occurs.
How can occupational exposures be prevented?

Many occupational exposures can be prevented. Needle sticks and other cuts can be prevented by using safe techniques. Using appropriate barriers such as gloves, eye and face protection, or gowns when contact with blood is expected can prevent many exposures to the eyes, nose, mouth, or skin.

MODES OF TRANSMISSION

Bloodborne pathogens such as HBV, HCV and HIV can be transmitted through contact with infected human blood and other potentially infectious body fluids. These body fluids include semen, vaginal secretions, cerebrospinal fluid, synovial fluid, pleural fluid, peritoneal fluid, and amniotic fluid.

It is important to know the ways exposure and transmission are most likely to occur in your particular situation, whether it is providing first aid to an individual in an emergency, handling blood samples in the laboratory, or cleaning up blood from a hallway.

Bloodborne pathogens are most commonly transmitted through sexual contact, sharing of hypodermic needles, from mothers to their babies at or before birth, accidental puncture from contaminated needles, broken glass, or other sharps, contact between broken or damaged skin and infected body fluids, contact between mucous membranes and infected body fluids.

Accidental puncture from contaminated needles and other sharps can result in transmission of bloodborne pathogens. Anytime there is blood-to-blood contact with infected blood or body fluids, there is a slight potential for transmission.

Unbroken skin forms an impervious barrier against bloodborne pathogens. Infected blood can enter your system through open sores, cuts, abrasions, acne, and any sort of damaged or broken skin such as sunburn or blisters.

Bloodborne pathogens may also be transmitted through the mucous membranes of the eyes, nose, or mouth.

As an example, a splash of contaminated blood to your eye, nose, or mouth could result in transmission.

PPE, WORK PRACTICES and ENGINEERING CONTROLS

It is extremely important to use personal protective equipment and work practice controls to protect yourself from bloodborne pathogens. "Universal Precautions", also known as “Standard Precautions is the name used to describe a prevention strategy in which all blood and potentially infectious materials are treated as if they are, in fact, infectious, regardless of the perceived status of the source individual.

In other words, whether or not you think the blood or body fluid is infected with bloodborne pathogens, you treat it as if it is. Appropriate use of Personal Protective Equipment (PPE) is required by engineering and work practice controls. Where occupational exposure remains after standard engineering and work practice controls are implemented, personal protective equipment shall be used.

Impermeable gloves must be worn when hand contact with blood or mucous membranes is possible. Gloves must also be worn when Other Potentially Infectious Material or OPIM is possible. Gloves must be worn when non intact skin is anticipated, when performing vascular access procedures, or when handling contaminated items or surfaces.

You must be able to wash your hands after contact with blood or other potentially infectious materials. OSHA requires that employees wash their hands and any other skin with soap and water or flush mucous membranes with water as soon as feasible after contact with blood or other potentially infectious materials.

Protective clothing must be removed before leaving the room, and disposed of in an appropriately designated area or container for storage, washing, decontamination or disposal. Probably the first thing to do in any situation where you may be exposed to bloodborne pathogens is to ensure you are wearing the appropriate personal protective equipment (PPE). For example, you may have noticed that emergency medical personnel, doctors, nurses, dentists, dental assistants, and other health care professionals always wear latex or protective gloves.

Rules to follow
There are some simple rules to follow. When coming in contact with blood borne pathogens, you should always wear personal protective equipment. You should replace PPE that is torn or punctured. You should remove PPE before leaving the work area. If you work in an area with routine exposure to blood or potentially infectious materials, the necessary PPE should be readily accessible. Contaminated PPE should be placed in appropriately labeled bags or containers until it is disposed of, decontaminated, or laundered.

Gloves
Gloves should be made of nitrile a rubber used especially in latex-free gloves; neoprene rubber, or other water impervious materials. If glove material is thin or flimsy, double gloving can provide an additional layer of protection. You should always inspect your gloves for tears or punctures before putting them on. If a glove is damaged, don't use it!

When taking contaminated gloves off, do so carefully. Make sure you don't touch the outside of the gloves with any bare skin, and be sure to dispose of them in a proper container so that no one else will come in contact with them.

REMOVE YOUR GLOVES BEFORE DOING ANY OTHER WORK.

Goggles
Anytime there is a risk of splashing or vaporization of contaminated fluids, goggles and/or other eye protection should be used to protect your eyes. Splashing could occur while cleaning up a spill, during laboratory procedures, or while providing first aid or medical assistance.

Face Shields
Face shields may be worn in addition to goggles to provide additional face protection. A face shield will protect against splashes to the nose and mouth.

Aprons
Aprons may be worn to protect your clothing and to keep blood or other contaminated fluids from soaking through to your skin.

Wearing gloves, gowns, masks, and eye protection can significantly reduce health risks. The new OSHA standard covering bloodborne disease requires that you have appropriate personal protective equipment (PPE) and clothing available.

If you follow safe operating procedures and wear proper personal protective equipment the possibility of contracting a bloodborne disease is greatly reduced.

SELECTING PERSONAL PROTECTIVE EQUIPMENT

Janitors and housekeepers working in health care facilities must use personal protective equipment such as gloves. Single use gloves cannot be washed or decontaminated for reuse. Utility gloves may be decontaminated if they have not been compromised. If you are allergic to standard gloves, you must be provided hypoallergenic gloves or similar alternatives.

You should wear eye and mouth protection such as goggles and masks, glasses with solid side shields, and masks or chin-length face shields when splashes, sprays, splatters, or

droplets of potentially infectious materials pose a hazard through the eyes, nose or mouth. More extensive coverings such as gowns, aprons, surgical caps and hoods, and shoe covers or boots are needed when gross contamination is expected.

OTHER PROTECTIVE PRACTICES

If an your skin or mucous membranes come into contact with blood, you are to wash with soap and water and flush eyes with water as soon as feasible. In addition, you must wash your hands immediately or as soon as feasible after removing gloves. If soap and water are not immediately available, your employer may provide other hand washing measures such as moist towelettes. You still must wash with soap and water as soon as possible.
You must refrain from eating, drinking, smoking, applying cosmetics or lip balm, and handling contact lenses in areas where they may be exposed to blood or other potentially infectious materials.

Normal clothing that becomes contaminated with blood should be removed as soon as possible because fluids can seep through the cloth to come into contact with skin. Remember to use universal precautions and treat all blood or potentially infectious body fluids as if they are contaminated. Avoid contact whenever possible, and whenever it's not, wear personal protective equipment. If you find yourself in a situation where you have to come in contact with blood or other body fluids and you don't have any standard personal protective equipment handy, you can improvise. Use a towel, plastic bag, or some other barrier to help avoid direct contact.

Hygiene Practices
Hand washing is one of the most important and easiest practices used to prevent transmission of bloodborne pathogens. Hands or other exposed skin should be thoroughly washed as soon as possible following an exposure incident. Use soft, antibacterial soap, if possible. Avoid harsh, abrasive soaps, as these may open fragile scabs or other sores. Hands should also be washed immediately or as soon as feasible after removal of gloves or other personal protective equipment.

Because hand washing is so important, you should familiarize yourself with the location of the hand washing facilities nearest to you. Laboratory sinks, public restrooms, janitor closets, and so forth may be used for hand washing if they are normally supplied with soap. If you are working in an area without access to such facilities, you may use an antiseptic cleanser in conjunction either with a clean cloth or paper towels or you may use antiseptic towelettes. If these alternative methods are used, hands should be washed with soap and

running water as soon as possible.

Decontamination
Decontamination should be accomplished by using a solution of 5.25% sodium hypochlorite or household bleach diluted between 1:10 and 1:100 with water. The standard recommendation is to use at least a quarter cup of bleach per one gallon of water. Decontamination can also be accomplished by using Lysol or some other EPA-registered tuberculocidal disinfectant. Check the label of all disinfectants to make sure they meet this requirement.

If you are cleaning up a spill of blood, you can carefully cover the spill with paper towels or rags, then gently pour the 10% solution of bleach over the towels or rags, and leave it for at least 10 minutes.

If you are decontaminating equipment or other objects such as scalpels, microscope slides, broken glass, saw blades, tweezers, mechanical equipment upon which someone has been cut, first aid boxes, or other contaminated equipment, you should leave the disinfectant in place for at least 10 minutes before continuing the cleaning process.

Of course, any materials you use to clean up a spill of blood or potentially infectious materials must be decontaminated immediately, as well. This would include mops, sponges, re-usable gloves, buckets, and pails.

For large blood spills, you should generally contact custodial staff for cleanup. They are trained to do this and use disinfectant to decontaminate the area. However, if you are trained to do so, you can cleanup blood spills if the above procedures are followed.

Sterilization
Sterilization can be achieved using a number of techniques such as heat, irradiation; filtration; and chemical sterilization. In the microbiology laboratory, the most widely used sterilizers are autoclaves. Autoclaves eradicate micro-organisms by use of pressurized steam to cause thermal stress. To achieve a sufficient kill rate, it is necessary to raise the temperature such that even the most thermo-tolerant micro-organisms are inactivated.

Sharps
Needles and broken glass must be disposed of in sharps containers. Improperly disposed needles can cause injury.

Needles
Needles should never be recapped.
Needles should be moved only by using a mechanical device or tool such as forceps, pliers, or broom and dustpan.
Never break or shear needles.
Needles shall be disposed of in labeled sharps containers only.

Sharps containers shall be closable, puncture-resistant, leak-proof on sides and bottom, and must be labeled or color-coded.

When sharps containers are being moved from the area of use, the containers should be closed immediately before removal or replacement to prevent spillage or protrusion of contents during handling or transport.

Broken Glassware
Broken glassware that has been visibly contaminated with blood must be sterilized with an approved disinfectant solution before it is disturbed or cleaned up.

Other Sharps
There are safety dangers associated with accidental breakage of glass capillary tubes. These tubes are used for collection of blood in a variety of health care settings, including hospitals; ambulatory care facilities, physicians' offices, blood donation facilities, and blood testing centers.

Accidental breakage of the tubes has been reported when the tubes are inserted into putty for sealing and during centrifugation.

Blood can spatter, potentially exposing personnel to bloodborne pathogens. The broken glass fragments also can injure the user, resulting in exposure to blood. Breakage during use may result in a penetrating wound and blood inoculation to the user.

To reduce the risk, OSHA recommends that users consider blood collection devices less prone to accidental breakage and readily available, including capillary tubes that are not made of glass, glass capillary tubes wrapped in puncture-resistant film, products that use a method of sealing that does not require pushing one end of the tube into putty to form a plug, or products that allow the blood to be measured without centrifugation.

Signs, Labels, and Color Coding

Warning labels need to be affixed to containers of regulated waste, refrigerators and freezers containing blood or other potentially infectious material; and other containers used to store, transport, or ship blood or other potentially infectious materials.

These labels are fluorescent orange, red, or orange-red. Bags used to dispose of regulated waste must be red or orange red, and they, too, must have the biohazard symbol readily visible upon them. Regulated waste should be double-bagged to guard against the possibility of leakage if the first bag is punctured. Labels should display the universal biohazard symbol.

Emergency Procedures
In an emergency situation involving blood or potentially infectious materials, you should always use Universal Precautions and try to minimize your exposure by wearing gloves, splash goggles, pocket mouth-to-mouth resuscitation masks, and other barrier devices.

If you are exposed
If you are exposed, however, you should wash the exposed area, report the exposure, fill out a report form, and request testing.

1.Wash the exposed area thoroughly with soap and running water. Use non-abrasive, antibacterial soap if possible. If blood is splashed in the eye or mucous membrane, flush the affected area with running water for at least 15 minutes.
2.Report the exposure to your supervisor or instructor as soon as possible.
3.Fill out an exposure report form. This form will be kept in your personnel file so that you can document workplace exposure to hazardous substances. This form can be obtained from your Safety Department.
4.You may also request blood testing or the Hepatitis B vaccination if you have not already received it.

Hepatitis B Vaccinations
Employees who have routine exposure to bloodborne pathogens, such as doctors, nurses, first aid responders, and similar occupations, must be offered the Hepatitis B vaccine series at no cost to themselves. The employees have a right to refuse the vaccination but will need to complete a form documenting their decision not to accept the vaccination.

Record Keeping
Medical records are to be retained for each employee with occupational exposure of bloodborne pathogens for the duration of employment plus 30 years. These records must be

confidential and must include name and social security number; hepatitis B vaccination status, and results of any examinations, medical testing and follow-up procedures; a copy of the healthcare professional's written opinion; and a copy of information provided to the healthcare professional.

Training records must be maintained for three years and must include dates, contents of the training program or a summary, trainer's name and qualifications, names and job titles of all persons attending the sessions.

Medical and Training Records
The Bloodborne Pathogens Standard requires both medical and training records be maintained. For at least the duration of employment plus 30 years, and must be kept confidential not disclosed without written permission of employee, except by law and separate from other personnel records.

Chapter 5: CLEANING PROCEDURES AND TIPS

CLEANING PRINCIPLES

Cleaning can be a rewording and sometimes fun! It helps to know the basic cleaning principles. First look at what it is you want to clean Do you know where the dirt came from If not don t worry. I will give you some ideas on how to find out It s also important to know the different cleaners and when to use them.

Let s get familiar with some basic cleaners
Abrasives work like sandpaper and physically remove dirt. They come in powders, liquids and tools like brushes, sponges and pads.

Acid is the opposite of alkaline and can be used to remove rust stains, water deposits and even clean clogged pipes. Depending on its pH level the lower from 7 the more powerful. 7 being neutral and anything higher is considered a Alkaline. Some acids include lemon juice, (citric acid) vinegar, (acetic acid) and hydrochloric acid.

Alkaline can be used to remove heavy oil and grease, wash windows. Clean coffee and tea stains and dissolve grease. Alkaline include banking soda, ammonia, TSP, acronym for TriSodium Phosphate, and lye.

Bleaches used to bleach out a discoloration by removing or adding oxygen. Bleaches are also used to disinfect because of their ability to kill germs safely. Bleach types include oxygen bleach which adds oxygen, reducing bleach which removes oxygen, and peroxide.

Detergents have the ability to lower surface tension and of deflocculating soil and dirt clumps and keeping them in suspension, so they can be washed away. Detergents are typically considered to be both water and oil soluble, which serves as an emulsifying agent. Detergents are used to clean both soil and grease. Detergents include laundry cleaners or synthetic detergents and soap.

Solvents are capable of dissolving another substance to form a uniformly dispersed mixture. They are chemically capable of dissolving oily and greasy soils and stain and speed up drying time because they evaporate faster than water. The types of solvents are water miscible or wet solvents like alcohol and butyl cello solve, and water immiscible or dry solvents like OMS, acronym for odorless mineral spirits and kerosene.

Enzymes are microorganisms engineered to break down protein and oil into their basic components. Enzymes are sensitive to pH changes and chemical reactions.
Now you have the knowledge of what the basic cleaners do. So now we need to identify the problem.

Some grime you might already know.
Some might be more complicated.
Food might automatically be considered a protein; some foods like juices and condiments contain dye.

Urine is a protein but it s also very acidic and may require a combination of enzyme and alkaline to completely remove it.

The pH Scale
In chemistry, pH is a quantitative scale for measuring the acidity or alkalinity of liquid solutions. The scale runs from the number 0 to 14. The number 7 on the pH scale is neutral, not acid or base. The number 0 on the pH scale is a strong acid. The number 14 is a strong alkali. In the cleaning industry the word “alkali is used to denote base So the pH scale runs from 0 acid to 14 alkali.

On the pH scale each full number increase represents a tenfold increase of the acidity or alkalinity of the solution. It is a geometric progression by the number 10. So pH of 1 is 10 times more powerful than pH of 2. The pH of 3 is 100 times more powerful than pH of 4.
The numbers on the scale denote the “strength characteristics of the solution not the “quantity or dilution of the solution. Whether you have a drum of lye or a table-spoon of lye they both have the same strength characteristics pH.

COLOR CODING OF CLEANING SUPPLIES

Why Color Coding is Important?
Color coding cleaning supplies improves training and communication. It is an intuitive visual coding system, removing language and literacy barriers when training a diverse workforce in proper cleaning processes. Color coding also provides supervisors with quick visual indicators for monitoring employee activity to prevent tool or chemical misuse.
Examples of the Use of Color Coding of Supplies in Cleaning:
Red: High bacteria areas for example restrooms with toilets and urinals.

Red cleaning supplies are used in areas of the restroom that have higher bacteria

concentrations, where sanitation is a priority. Particularly toilets and urinals should have a high priority.

Yellow: Specialty cleaning for gymnasiums and laboratories.

Use for sinks and general restroom cleaning, to prevent cross contamination from toilet and urinal areas. May also be used for specialty cleaning activities such as gymnasiums, laboratories and floor-care projects.

Green: Foodservice areas for example cafeterias and kitchens.

Green cleaning supplies should be used in areas that come into contact with food, including kitchens, cafeterias and employee break rooms. Or for example, a separate color could be used for food preparation areas for an added degree of safety. For example, in food preparation areas, one color, for example a light lime green, could be used for raw meats and another color for preparation of fruits, vegetables, and lettuces, for example a deep woods green.

Blue: General use for example offices, hallways and classrooms.

Blue is used for general cleaning in offices, entrances, hallways and reception areas.

Color Coding Prevents the Misuse of Chemicals
The use of color coding for cleaning supplies prevents the misuse of chemicals and reduces the transfer of harmful substances by separating potentially hazardous cleaning chemicals into their appropriate areas. For example, mopping solutions can be coded for a specific floor to avoid the use of caustic chemicals that may permanently damage the surface.

Simplifies Supply Management
By keeping cleaning tools in their proper areas, color coding allows custodial departments to keep better track of their equipment and supplies. Productivity increases when employees no longer have to search for misplaced tools or proper cleaning equipment.

Improves Efficiency
Color coding enhances the professional appearance of employees and increases their efficiency by making it easy to organize the cleaning process.

Of course every facility is unique. The colors discussed here are just the common colors used in color coding. Additional colors may be used for specific applications, such as color

coding types of chemicals for use with specific flooring materials or counter tops.

In addition, color tape or decals can be applied to your existing or off the shelf cleaning supplies. This gives you the ability to easily change cleaning applications and reassign supplies to different areas or functions as required. For example, color coded decals can be used to change supplies from the general use blue coding to the bathroom red coding.

It is never recommended to reassign any red labeled cleaning supply. Certainly if any red coded supplies are reassigned to any other areas, the supplies must be thoroughly decontaminated, cleaned, and sanitized by disinfection or sterilizing. It would make good sense to dispose of the red supplies and purchase new ones instead of risking cross contamination.

The next figure shows a series of colored and white brushes used in cleaning. Color coded decals or tape can be placed on the handles of the white brushes to achieve color coding.

Chapter 6: Cleaning Office Buildings

As mentioned above there are many different areas in office buildings, hospitals, and schools that require cleaning. Office buildings have restrooms with toilets, urinals, trash cans, and sinks to be cleaned. They also have restaurants, cafeterias, and kitchens that are food service areas. In addition, office areas have entry ways, hallways, and classrooms that must be cleaned. And finally there are specialized areas such as gymnasiums and laboratories that must be cleaned. In this chapter we will address cleaning the areas mentioned above; as well as mirrors, walls, floors, window coverings, upholstery, televisions, and computers.

CLEANING RESTROOMS

We will start with cleaning restrooms The fact is that at least percent of the public s complaints about buildings concern the upkeep of restrooms. According to industry professionals, there is an increase in public awareness of what one can acquire from dirty restrooms. Because of this, owners, operators, manufacturers, distributors and suppliers are all working hard to come up with systems and processes to make cleaning easier, safer, faster and better.

Restroom Deep Cleaning

Indeed, relatively recent innovations in restroom cleaning range from ergonomically designed toilet-bowl brushes and environmentally safe citrus-based cleansers to color-code and even touch-free cleaning systems.

Combined with old-fashioned common sense and attention to detail, the new cleaning improvements make it easier and safer than ever to leave a restroom spotless.
Because the definition of ‘clean is very subjective and varies from one environment to another, it is important to determine what is required in terms of cleanliness. One definition of clean is “free from dirt or impurities

With the exception of critical care areas, such as those found in some health care facilities or food service environments there are few, if any, broadly established cleaning standards.

Toilet Cleaning Today

A workable cleaning schedule is important. Most restrooms are cleaned once a day and sometimes monitored throughout the day. Restrooms with high traffic volume, such as those

in airports, restaurants and other establishments may need attention hourly. According to experts, managers and operators who thoroughly assess the overall use of each restroom in their facility will have far fewer restroom complaints.

Those who devise cleaning schedules that accommodate the need for regular cleaning and maintenance, as well as incidental and as-needed cleaning will not hear any complaints.

Top Five Restroom Complaints
Once the cleaning basics have been established – how clean and how often – cleaning professionals still face every restroom s “Top Five These are the five typical restroom complaints and the most common cleaning challenges that workers face. They are:

1) Cross-contamination hazards
Soap and towel dispensers that don t work
3) Unsightly garbage
4) Soiled or stained surfaces
5) Persistent odors

CROSS-CONTAMINATION

There are a number of ways to prevent the spread of germs when cleaning a restroom. Experts say, first kill the germs by using disinfectant solutions properly. In order to achieve disinfection, it is important to carefully follow label directions on the cleaner container. More often than not, the directions will include specifics on how the cleaner is to be applied, as well as the length of time that it should remain on surfaces in order to achieve the required disinfection levels.

Other recommendations include using a color-coded system when cleaning. With a system like this, tools that are one color can be used for cleaning toilets, while a different color can be reserved for intense work.

This type of system will make sure that management as well as the cleaning staff doesn t use any of these tools outside the restroom.

SOAP AND TOWEL DISPENSERS THAT DON T WORK

This is a case where back-ups make sense.
Managers may want to consider offering patrons both hand towel machines and hand blow

dryers. This is an alternative solution if one or the other is out of order. Frequent service, repair, and replacement of machines also help eliminate this common complaint.

UNSIGHTLY GARBAGE

Regardless of whether a restroom is disinfected properly, unsightly garbage can make it appear unsanitary. Studies show that people often use a paper towel on door handles when leaving restrooms If a garbage receptacle isn t near the door they often drop the towel on the floor.

Analyzing traffic and these types of use patterns will help determine whether alternate placement or additional receptacles are needed.

SOILED OR STAINED SURFACES

An obvious first step in cleaning would be removal of visible soiled surfaces.

The nature of the surface and the soil will affect which tools and cleansers to use. For instance, degreasers might be just the solution for some of the surface stains found in fastfood restaurant facilities.

Industry manufacturers advise that users proceed with caution when using various cleansers. There are many very aggressive cleaners which can remove soil from surfaces, but will also harm finishes.

Surface damage only makes maintaining cleanliness and appearance that much more difficult in the future. Thus, selection of the mildest, yet effective cleaners is the best approach to balance these factors.

PERSISTENT ODORS

When dealing with this common complaint, building managers are advised to look down – at the grout or the floor drain.
Often times, odor-causing bacteria can be found in grout lines where mops may not reach. If this is the case, it may be helpful to re-evaluate the products used to do this cleaning. Bacteria must be killed to remove odor. Other times the best thing to do is to look up, because light fixtures and even ceilings can harbor bacteria or mildew spores. It is important

to note that thorough ventilation can reduce odors in high humidity areas such as restrooms. Make sure all air vents are cleaned.

Managers dealing with a lot of in and out restroom traffic, such as those found in schools and airports should carefully assess regular cleaning schedules to make sure these problems are addressed.

INNOVATIONS

When it comes to cleaning restrooms, manufacturers found that a thorough assessment of cleaning procedures is what led to some of the best innovations.

After spending many years evaluating restroom cleaning and the various procedures called for, manufacturers found two overall problems.

First, there was a very high turnover among employees and training was an issue within janitorial departments.

Second, many janitorial departments rarely updated the tools they used for cleaning, many of which were not ergonomically designed.

In response, the cleaning supply industry soon introduced various ergonomically designed tools. These were designed to reduce back pain through the use of longer handles, which also kept a worker s face away from the toilet bowl containing chemicals and fumes Manufacturers have commented that the use of these types of products will not only make cleaning easier and safer for workers, they will also result in worker retention.

Many of the improvements offered by manufacturers, suppliers, trainers and others in the industry have had a similar value-added impact on restroom cleaning.
Microfiber mop heads and cloths adhere to dirt more efficiently and are easier to lift than traditional “spaghetti mops because they weigh less

Why use microfiber supplies?
Microfiber cleaning cloths provide a non-toxic and chemical free cleaning solution. They are outstanding for allergy and asthma sufferers, as well as anyone with chemical sensitivities. They also provide a healthier cleaning solution because microfiber cleaning supplies can be used without cleaning agents, soap, or detergents. In addition they are gentle on furniture, mirrors, windows, and porcelain as the fiber is fine and it does not leave scratches, mist or

marks.

Microfiber mop heads and cloths are also more environmentally friendly because they use less water they re washable and reduce the amount of trash left at the end of the cleaning day.

Environmentally friendly green cleaning is a trend that has grown stronger in recent years. Many manufacturers have introduced tools that are designed specifically for recycling whenever green cleaning tools wear out. Instead of replacing the entire tool when a part breaks, many manufacturers provide replacement parts.

In addition, many workers use squeegees and water to clean restroom mirrors and windows. The benefit is that departments will use fewer chemicals and will not find trash bins filled with paper towels as a result of cleaning.

Cleaning chemicals should also be considered in green cleaning. There are many manufacturers that provide cleaning products certified with Green Seal.
These new innovations make it easier for companies to accept green cleaning into their programs.

WHAT DOES CLEANING GREEN ENTAIL?

First, a definition Green Cleaning is cleaning to protect health without harming the environment. Basic principles of Green Care are listed below.

Focus on entryways inside and out. An important goal in cleaning green is to trap and remove dirt and pollutants before they enter the building and to frequently clean the entrances and entryway mats.

Minimize particles and chemicals in the air by mechanically capturing dust and dirt, using course spray for chemicals and applying the cleaner to the cloth rather than spraying the surface to be cleaned.

Use chemical management systems for accurate product dilution. Train employees to use chemicals properly to minimize waste and maximize cleaning efficiency, an important element of cleaning green.

You should empty vacuum bags at the end of shifts or when half full for cleaner and more

efficient operating.

Ensure proper vacuuming, extraction, rinsing and drying. Carpets can be a host for moisture problems and mold growth. Green cleaning means minimizing these problems.
Focus on preventative measures. Janitorial staff washes their hands and keeps equipment clean and well maintained.

Focus on touch-points. These are door handles, bright work and other areas where people come in contact with the facility or its fixtures. Focusing here makes cleaning green easier. Apply disinfectant in restrooms properly and make sure the chemical has proper dwell time so that soil is thoroughly removed using less product. Use labels on chemical cleaners for proper use and review the Material Safety Data Sheets.

Promote safety and prevent cross-contamination. Safer products and proper use and storage of chemicals help create a safer environment. As discussed earlier, color-coded tools ensure that pollutants don t get carried from one area such as a restroom to another room.

Whenever possible use Green Cleaning Chemicals and Products Green Seal s Standard for Industrial and Institutional Cleaners (GS-37) certified chemicals for general purpose, washroom, glass, and carpet cleaning.

Use hand soaps that do not contain antimicrobial agents except where required by law or regulations for example healthcare or food preparation.

Microfiber dusting cloths and flat mops to collect dust and dirt pick up dust with minimal water and chemical use. These out-perform traditional dusting and mopping materials and can often be used to remove soils without the need for chemical compounds. Micro-fiber materials can be washed and reused to minimize paper towel waste.

Use of Effective Janitorial Equipment
One example of effective janitorial equipment that is environmentally friendly is the highspeed burnisher with dust control attachments that captures fine particles.

Carpet extractors and automatic floor scrubbers that reduce water consumption are also effective janitorial equipment.

Green cleaning includes the use of “Green Paper products These paper products are rated

for recycled content in janitorial paper products bleached without the use of chlorine or its derivatives. In addition, paper products dispensed from large rolls to minimize packaging and waste are used in Green cleaning. Folded paper towels are discouraged.

“Hands-free paper towel dispensers that reduce the potential for cross-contamination and high-capacity dispensers that promote waste-reduction by controlling towel usage are on the list of “Green Paper products

For all the innovations in the industry, the need for common sense and attention to detail is as great as ever. Training employees properly is a task that experts say should always be at the top of a building manager s “to do list Industry professionals emphasize that it is important to have the proper tools when cleaning, but it may be even more important to have the proper training.

Attention to Detail
Just look at a restroom, any restroom. The entire area may be clean and sparkling, but what about the dirt build-up around stall posts or behind toilets or baseboards. Everything must be cleaned properly or the restroom isn t clean

When cleaning toilets, one of the most important parts is the underside of the lip of the toilet. This is where urine and feces can be splashed and lime, calcium and rust stains can build up That s where bacteria and germs can form quite easily causing a filthy toilet Cleaning the underside of the toilet is extremely important.
Dusting a restroom is also a critical part of your job. Dust, bacteria and germs can settle in vents, on tops of overhead ledges and, of course, on vents.

Cleaning and Sanitizing
Remember there is a difference between cleaning and sanitizing. Cleaning is washing or wiping a surface Cleaning removes dirt dust and debris but it doesn t kill bacteria

Sanitizing kills bacteria.
There are two ways to kill bacteria.

1.One is to use high temperature water, similar to very hot water used in a dishwasher. Hot water sanitizes the dishes and kills bacteria That s not logical for restrooms but you can use an approved sanitizer after cleaning to kill bacteria. Steam cleaners are commercially available.

2.Another way is cleaning and sanitizing. Cleaning and sanitizing is required in making surfaces free of bacteria. Remember that cleaning and sanitizing are two different systems and both are required when servicing restrooms and other areas.
Some sanitizers are called disinfectants and some products combine cleaning and disinfecting ingredients into one product. These combined products work well only on surfaces that are already relatively clean. For dirtier surfaces it is important to clean first and then apply a separate disinfectant.

For the disinfectant or sanitizer to be effective, it must remain in place for at least 10 minutes.

Deep cleaning of restrooms needs to be done at least weekly. However, a deep cleaning may also be required when cleaning a restroom for the first time, or when you encounter a particularly dirty situation. High traffic restrooms may need a deep cleaning once a day even if routine cleaning is done more frequently.

Most deep cleaning can be done with regular chemicals by mixing with less water so that they are more effective. In addition, it may be necessary to spend more time removing soils using brushes and scrub pads.

Steps to Cleaning a Restroom
Don t allow your restroom to become the source of customer or employee complaints Adhere to the following guidelines to insure a cleaner, healthier restroom environment.

GET READY TO CLEAN.
When you are preparing to clean a bathroom, first make list of duties and cleaning supplies that will be required for each job. You should make certain the supply closet is clean and contains the proper supplies and equipment. An example list of cleaning supplies is provided below.

1.Disposable Latex Non-Medical Gloves these gloves come in large, medium, and small sizes.
2.Safety Goggles or Safety Glasses
3.Toilet Bowl Swab
4.Microfiber Mop System
5.High Density Trash Liners 32 Gal.
6.General Purpose Cloth
  Extendible Lamb s wool Duster

8.Glass Cleaner Windex® is a common commercially available glass cleaner
9.Cleaner/Disinfectant Lysol® Brand Disinfectant All purpose Cleaner with Bleach and Antibacterial Scrubbing Bubbles® Bathroom Cleaner are common Cleaner/Disinfectants. There are other commercially available Cleaner/Disinfectants for professional cleaning services.
10.Kleenex® Cottonelle Toilet Tissue
11.Health Guards Regular Toilet Seat Cover Refill
Figure 40 Items for cleaning the bathroom
12.Sanitary Napkins or Tampons
13.Paper Towels
14.Hand Soap
"Wet Floor signs

DISINFECT TOILETS, SINKS AND SURFACES

Before disinfecting toilets, sinks and surfaces make sure you are wearing the proper safety items such as gloves and protective eyewear. Be sure to review the MSDS for each chemical that you use. Spray all fixtures with the correct chemicals to allow time to "soak in Wipe clean.

RESTOCK EXPENDABLE SUPPLIES

When you are restocking expendable supplies, always make sure you fill the dispenser with the correct size paper or soap product. Be sure to secure the dispenser after it has been filled.

EMPTY, CLEAN AND RE-LINE WASTE RECEPTACLES

The next job will be to empty, clean and re-line waste receptacles. You should make sure all litter is picked up prior to emptying the receptacles. Use the correct size liners and taper the excess liners by tying on one corner.

SWEEP OR DUST MOP FLOORS

Depending on the floor surface, you will either sweep or dust mop the floor.

CLEAN SINK AND COUNTERS

The next job will be to clean the sink and counters. First, remove all debris from counters. Start at the backsplash of the counter and work towards the drain. Be sure to dry all surfaces.

CLEAN MIRRORS

To clean the mirrors, start in one corner and work from right to left. Use circular cleaning motions for best results. Inspect for streaks and smudges.

SPOT CLEAN WALLS, PARTITIONS, BRIGHT WORK

Spot cleaning is the next job. Using the proper chemicals spot clean all vertical surfaces starting at the bottom and working your way up. Clean all bright work. Bathrooms don't just need to be clean, they need to shine. All that white porcelain, bright work and tile work demands weekly, if not daily attention.

Cleaning Toilets
WHAT YOU NEED:
1. Goggles or glasses.
2. Toilet brush.
3. Gloves.
4. Cleanser for inside of bowl.
5. Cleanser for outside of the toilet.
6. Paper towels or cloths.

REMOVE EVERYTHING FROM AROUND THE TOILET.

Cleaning the toilet is a messy job, and there's always the chance of splashing cleanser or toilet water outside of the actual toilet. Prevent extra cleanup by removing all excess items from around the toilet. Don't forget to remove anything on top of the tank to prevent dropping items into the bowl during cleaning.

FLUSH AND ADD CLEANING SOLUTION.

Flush the toilet with the lid down to prevent splashing or spraying. Add your choice of powdered, liquid, or gel cleanser to the bowl. Try to apply the cleaner as close to the toilet rim as possible to prevent diluted cleanser.

CLEAN THE EXTERIOR OF THE TOILET.

While the cleansing solution soaks into the toilet grime in the bowl, clean the outside of the toilet. Start at the top to prevent dripping on already clean surfaces.

Spray the tank, handle, and tank edges with cleaner and wipe down.
Next do the outside lid of the toilet.
Finally wipe down the entire bowl. Start with the sides and front before cleaning the bottom edges of the toilet where it meets the floor.

CLEAN THE TOILET SEAT.

The toilet seat should never be neglected. It is the part of the toilet that comes into actual contact with people, and it needs to be cleaned thoroughly. Raise the seat. Spray the seat, inside lid and the rim of the toilet with cleanser.

Wipe down the lid, seat, and hinges at the back of the toilet seat. Some toilets have hinges that will pop open to allow better access for cleaning.

CLEAN THE INSIDE OF THE TOILET BOWL.

Begin cleaning the bowl from the top down. Always begin scrubbing under the rim first. Look under the rim to get all the stains and grime scrubbed away.

Even though there are many commercial products available, Lime-A-Way® is a commercial product that is a concentrated blend of mild organic and mineral acids formulated to remove calcium and other hard water mineral deposits from under the rim of toilets. It has a pleasant fragrance and is easy to use. It removes rust, calcium and lime build up from toilets and it effectively cleans even the toughest hard water stains.
Next scrub the bowl. Finally scrub the hole at the bottom of the toilet.
Always flush the toilet with the lid down.

WIPE UP ANY DRIPS OR SPILLS.
Wipe up any drips of cleanser or water that may have occurred.
Put away tools and trash. Replace the items removed at the beginning of the cleaning process.

TIPS FOR CLEANING TOILETS

1. Wear eye protection when cleaning a toilet. It prevents splatters of toilet water and cleaner. You may also want to use gloves to prevent contact with your hands.
2. Flush the toilet with the seat lid down to prevent splattering and splashing.
3. Do not use sponges when you scrub a toilet. Sponges are a great way to breed bacteria, and there are already enough in bathroom. Paper towels are great options because they are thrown away. If you use reusable cloths or microfiber cloths, wash them immediately in their own load on hot water with bleach.

In summary, to properly clean a toilet you should use the appropriate germicide to clean the seat cover top and bottom. Then lift seat cover and clean underside and top of toilet seat, under side and bowl rim, and finally clean the handle and exposed plumbing. Flush toilet with seat down and leave the seat up to indicate you have cleaned commode.

Cleaning Urinals
Some cleaning tools and materials for cleaning urinals are listed below.
1.Bowl swab
2.Trigger sprayer
3.Clean cloths
4.Gloves and goggles
5.Toilet bowl cleaner
6.Cleaner disinfectant, liquid or foam aerosol
In addition to toilets, urinals need to be cleaned, disinfected and deodorized. Disinfecting the urinal reduces the growth and spread of bacteria.

PROCEDURES FOR CLEANING A URINAL

Remember to put on gloves and goggles, and then clean the inside of the urinal.
First, apply 1 to 2 ounces of bowl cleaner evenly onto the bowl swab. Then swab the entire inside surface, under the rim, and where the water outlets are located.
Next, flush urinal and rinse bowl swab thoroughly. Set bowl swab aside, placing it into a carrying container.

Clean and disinfect the flush handle and all the chrome around the urinal. Wipe it dry.
Next, clean the outside of the urinal by spraying with a cleaner disinfectant. Pay special attention to the underside of the outside of the urinal. Wipe with a clean cloth.
Use a new cloth to start the next urinal. Toss used cloth to be laundered.

Mopping Restroom Floors
Cleaning Tools and Materials needed for mopping restroom floors.
1.Pump up sprayer and one bucket with wringer or Two buckets with wringers
2.Wet mop
3.Broom and dust pan
"Wet floor signs
5.Gloves and goggles
6.Cleaner/Disinfectant
7.Cleaning Procedures:
The bathroom floor is mopped to clean and disinfect it and to eliminate odors and bacteria.

PROCEDURE FOR MOPPING A RESTROOM FLOOR

First, put on gloves and personal protection equipment. Remove all movable obstacles from the floor.
Sweep floor and pick up pile with dust pan.
Position the mop bucket or buckets outside door.
Place "Wet floor sign at the entrance

Use either the spray down, mop up method or the two bucket method to get cleaner disinfectant on the floor.
Apply product on floor, starting in the farthest corner.
Work moving backwards towards the door.
Be sure to get disinfectant around toilets, under urinals and under sinks.
Allow to stand amount of time recommended by manufacturer s directions
Dip wet mop into clean water rinse. Wring out dry.
Start at the farthest corner and pick up disinfectant solution that is on the floor.
Dip mop in rinse water frequently. Continue until all disinfectant solution has been picked up.

CLEAN UP AFTER MOPPING

Always clean up after mopping the restroom floor Most facilities have a janitor s closet with a deep well sink and cabinets for supplies. Use this sink to empty the bucket or buckets and sprayer should. And then, you should rinse the mop. All of the tools and materials should be stored properly.

REMOVE CAUTION SIGN AND INSPECT WORK
Review all of the jobs that you just completed. Make sure all dispensers are full, mirrors are streak free, and all fixtures are clean.

Cleaning a Laundry
Cleaning Tools and Materials needed are listed below
1. Vacuum with hospital grade filter, dusting tool
2. Deck brush
3. Mop bucket with wringer
4. Clean cloths
5. Wet/dry vacuum
6. Pump up sprayer
7. Trigger sprayer
8. Clean bucket for rinse water
9. Gloves and goggles
10. Cleaner disinfectant
Laundry rooms must be cleaned to prevent possibility of cross contamination. The laundry is a central location for linen that gets redistributed throughout the facility.

Procedure for Cleaning the Laundry Room

DAILY PROCEDURES
Daily procedures for cleaning the laundry room will include
First put on gloves and goggles.
Next, you should the empty waste receptacles. Remember to tie the liner and dispose of the waste properly. And then, spray the waste receptacles with disinfectant from trigger sprayer, inside and out and wipe them dry with a clean cloth.
Damp dust with a cleaner disinfectant sprayed on a cloth. Rinse used cloth in clear water, reapply disinfectant to continue. All sills and ledges, outsides of wash and drying machines and loading doors should be cleaned. Tables for folding linens should also be cleaned. Vacuum floor surface to remove all lint.
Using a deck brush and water from the mop bucket, remove any accumulations of soap on the floor surface. The last job is to damp mop floor with a cleaner disinfectant starting at the back of the room and mopping to the door Remember to place the “Wet Floor sign at the door
Pick up solution with a wet dry vacuum.

WEEKLY PROCEDURES
Wash walls completely. To wash the walls fill the pump up sprayer with diluted cleaner

disinfectant. And then, spray walls from bottom up. Next, wipe walls dry.
Clean any or all overhead pipes with vacuum dusting tool.
Wash all linen carts. Use trigger sprayer and spray all surfaces with cleaner disinfectant. Let the solution set for a few minutes and then wipe dry.

PERIODIC CLEANING PROCEDURES
The linen storage cupboards should be emptied and cleaned with a cleaner disinfectant.
Washing Walls
Cleaning Tools and Materials needed for washing walls and wall partitions are listed below.
1.Trigger sprayer
2.Clean bucket
3.Clean cloths
4.Gloves and goggles
5.Cleaner disinfectant
6.Cleaning Procedures:

Walls and Wall Partitions are washed because dirty walls are unsanitary. Dirt acts as a breeding ground for bacteria. In addition, dirty walls make the room appear dull.

PROCEDURE FOR WASHING WALLS AND PARTITIONS

Put on gloves and personal protection equipment.
Using a trigger sprayer filled with diluted cleaner disinfectant, spray solution on walls, starting from the bottom and working your way up.
Wipe walls clean from the top down using a clean cloth.
Rinse cloth frequently in clear water rinse.
Thoroughly clean the underside of the partitions. This area becomes dirty from urine splash and needs daily attention.

Window Washing
Cleaning Tools and Materials needed for washing windows.
1.Window squeegee
2.Clean cloths
3.Window tool and bucket or Trigger sprayer
4.Window cleaner
5.Gloves and goggles
6.Cleaning Procedures:
You should pay particular attention to cleaning windows. Clean windows add to the overall

impression of cleanliness. More light comes in clean windows, improving the outlook of those inside the building. Windows need to be cleaned more often in colder weather.

Remember, condensation and temperature fluctuations encourage streaking and dust accumulation on windows. In addition, oils in exhaust and cooking deposit on the glass surfaces in colder weather.

PROCEDURE FOR WASHING A WINDOW

Put on gloves and goggles. Open drapes and raise venetian blinds or shades.
Next you should clear window sill of obstructions. Clean window sills inside and out using glass cleaner and a clean cloth.
Cover window with window cleaner solution using a trigger sprayer or window tool.

USING A SQUEEGEE

Remove solution and dirt from window using a squeegee. Move the squeegee from side to side or in a figure eight motion, or move it from top to bottom of the glass. Wipe off squeegee with clean cloth after each stroke.

After using the squeegee, wipe the glass dry with a clean cloth. When finished, wipe off window sills with a clean cloth. Clean window frames with window cleaner and a clean cloth. When complete, close drapes and put blinds or shades in place.
Clean and return tools and materials to storage area.

Dusting
Prevent dust by using two entrance mats at each entrance. One just outside the door and one just inside the door will reduce the amount of dust, dirt, and debris that enters your facility.

Check and maintain your air filters to make sure they are functioning properly. Air filters will last between 1-3 months, but should be changed as they become clogged with dirt and debris.

By keeping windows closed, you'll prevent dust and debris from blowing into your home. Double check your window and door weather-stripping to make sure it is still functioning properly.

There are many dusting products on the market, but each one has its own set of pros and cons. Use the right dusting tool for your jobs. Microfiber cloth dusting supplies is a favorite. If you use a furniture oil or polish, be sure to follow the directions and don't overuse the product. Overuse or improper use can lead to a buildup on your furniture or clouding of the wood surfaces.

Dust from top to bottom to prevent going over surfaces more than once. Sometimes you may need to wet dust after you dry dust. Always dry dust first. Be careful about allowing even a small amount of water on wood surfaces.

CARE FOR FLOORS

CARE FOR WOOD FLOORS
Regular cleaning keeps wood floors and furniture looking their best. All you need is a good vacuum or microfiber dust mop, a soft cloth, and Murphy Oil Soap. It's easy!
Vacuum your floors and dust furniture daily. Gritty dust can scratch wood surfaces. For effective vacuuming, use a Windsor with Sensor technology. It will automatically adjust to your floor type

And for effective floor cleaning, use the microfiber mop system for both dry dusting and wet mopping. Mop up spills right away to avoid stains.

Cleaning wood floors regularly with Murphy Oil Soap Original Formula is easy. Dilute Murphy s in a bucket according to directions. Use a microfiber wet mop.

Wipe up any excess water with a soft, dry cloth or dry dust mop.
Murphy s isn t just for wood flooring and furniture It also safely cleans laminate flooring and many other surfaces.

CLEANING MARBLE FLOORS

Marble is often used for floors in commercial office buildings and hotels in lobbies in entry ways, halls, and lobbies. Janitors are required to maintain these floor materials.
Marble is generally polished, and unless sealed it is porous and easily stained. Marble is also able to be etched by acids. Marble may be stone, but it stains easily, so you need to wipe anything off that is spilled on it immediately, as you would on a wood surface.
Regular cleaning includes washing marble surface with lukewarm water and wipe dry with a clean cloth. Wiping marble surface with a damp chamois is suggested as it will not leave

streaks.

Unsealed Marble that has become dull can have a shine brought back to it using a commercial marble cleaner and polish. For badly damaged marble surfaces, if it's scratched or etched by excessive wear, you will most likely need to have it professionally polished. Marble professionals have the right equipment for the job and know how to use their tools properly.

There are different types of stains that can affect marble. Organic stains, such as tea or coffee. These stains will need a poultice soaked with 20% peroxide and a few drops of ammonia.

Stains that are oil based, such as the oils from butter, lotions need attention right when the spill occurs. You can do this by spreading the surface with ordinary household corn starch. Let it stand for a few hours, Scrub with a stiff brush and hot sudsy water. Or wipe with a dampened cloth of ammonia.

A commercial rust remover can be used to remove rust stains from an item such as a metal lamp on the surface or metal container. Acid stains, from citrus fruits juices and carbonated beverages should be wiped up immediately; they can etch and dull the surface. If stains seem to be impossible to remove, your Marble professional will be able to help remove them and bring the beauty back to your surface.

CLEANING LINOLEUM AND VINYL FLOORS

Proper care of your linoleum or vinyl floor prevents damage, extends its life and keeps it looking like new for years. You should always vacuum or dust hard floor surfaces before mopping.

Linoleum floors generally require only warm water for cleaning. Most detergents won't rinse clean leaving behind a sticky residue. That residue becomes a magnet, attracting dirt off the bottom of shoes. It builds up, deteriorating the sealant and leaving you with the hard job of stripping and waxing.

If you find your floor requires a cleanser, use Ivory® Liquid dish soap or equivalent. Fill your bucket with suds, mop away then rinse. Ivory rinses clean so the sticky buildup never causes problems. Other detergents can be too harsh for the floor so stick to Ivory or an equivalent. Mix dish soap in a spray bottle of water as an all-purpose cleaner. It's

inexpensive and quite a good cleaner.

Some linoleum floors have grooves so deep you can sink a submarine. Grab a nylon bristle brush other brushes might scratch the floor. Then, fill your bucket or sink with warm water add a good squirt or two of the dish soap and scrub the floor; and then rinse. Your floor needs this deep cleaning only twice a year.

What to do about black heel marks. Not a pretty sight. Spray a little WD-40® on a towel; lightly rub and they disappear without scrubbing. Rinse thoroughly with sudsy water or the floor might be slick.

Carpet Care
Maintaining carpet through regular vacuuming, deep cleaning, and stain removal has many benefits:

- Extend the life of the carpet as ground in soil particles weaken carpet fibers
- Provide a fresh clean look to a room
- Making a room smell better
- Helping allergy and asthma sufferers by removing germs and dust, thus better Indoor Air Quality

VACUUMING

Dirt and grit damage carpet by rubbing against the fibers. Regular vacuuming prevents the deep abrasion that ruins carpet. Remember to change the disposable bags often. Loose threads should be cut off with a scissors.

DEEP CLEANING

Carpet should be deep cleaned with hot water extraction or steam cleaning every 12 to 24 months. Steam cleaning involves spraying a high pressure solution of water and detergent onto the carpet and vacuuming the dirty solution out.

SPOT REMOVAL

It is very important that all stains get prompt attention since stains can be better cleaned right after they happen. Follow these steps when removing a stain.
Remove excess wet stains by blotting with a clean absorbent cloth (use a wet/dry vacuum

for large stains) and dry stains by scraping with a dull edge. Always blot or sponge stains, scrubbing can spread stains and damage carpet fibers.

Apply cleaning solution to a clean absorbent cloth or paper towel. Do not soak the carpet. Working from the edges of the stain to prevent spreading, blot until no more stain is absorbed. If necessary, use your fingertips to work the solution to the base of the stain. Wait 3 minutes for the solution to work.

Apply clean water to another cloth or paper towel. Blot to remove any residue.
Carpet fibers may later absorb deep stains. More cleaning may be necessary.
Allow carpet to dry, vacuum or brush carpet to restore its texture.

Blind Cleaning
When it's time to clean your blinds and shades, even your best friend is hard to find. But there are some simple and effective ways to clean blinds and shades with minimal effort.

ALUMINUM MINI-BLINDS

Use ordinary soft, clean dust cloths, chemically treated dust cloths, vacuum cleaner brush attachments, or other available ordinary household aids. The paint surface of the slats is quite smooth and dust is easily brushed off if done at regular intervals.

To vacuum, use the brush dust head attachment and tilt the slats first up, then down but not entirely exposed to reach the entire top and bottom surfaces.

To dust, use a soft clean cloth or chemically treated dust cloth and tilt the slats as above.

To wash, use a damp cloth or sponge and mild detergent. Use warm or cold water - NOT hot water. Tilt the slats as above. Protect the floor or sill from excess water. The blind can also be taken down, placed in a bath tub of mild soapy water, then rinsed clean, wiped dry, or allowed to dry completely in the open air.

WOOD BLINDS

Care must be taken when cleaning real wood blinds. Washing the blind is NOT recommended. Although the wood is sealed, water or even excessive dampness may cause warping or discoloration of the slats.

Since the surface of the slats is smooth, dust may be easily brushed off at regular intervals using a clean soft dust cloth or a vacuum cleaner brush attachment. Clean them as described above.

FABRIC PLEATED SHADES

Most of the cellular shades, like the Hunter Douglas Duette shade, are anti-static, and they require very little cleaning. A light sweep with your vacuum cleaner brush attachment is all that is needed to keep them dust free. For a more thorough cleaning, the entire shade assembly may be gently wiped with a soft damp cloth using lukewarm (not hot) water.

Take special care when handling opaque blackout shades to avoid creasing, and do not immerse them in water. For tough stains, spot clean with a mild detergent. Some shades, like the Graber CrystalPleat® have a "soft hand" fabric.

Be very careful when trying to clean these types of shades as they tend to "pill". When a fabric pills it becomes covered in small balls of matted fiber because of rubbing.

Computer Rooms
How to clean computer rooms
Things you will need:
1. Air duster
Figure 56 An example of a commercially available air duster
2. Microfiber duster
3. Vacuum cleaner
4. Cotton towel

The flooring beneath our computer desks needs to be cleaned to ensure our computers stay in top working order. Dirt and dust particles building up on the floor below your computer can affect the health of your computer. Clean floors will diminish the risks of fouled circuitry. Regular cleaning of your computer room floors will ensure that your equipment will operate efficiently.

Make sure your computer is turned off before you start. Be careful not to unplug or loosen any plugs. Spray the cords underneath your desk with an air duster.

Get off as much loose dirt and dust particles from the computer cords as possible.
And then, run a microfiber dry duster over any loose cords on the computer room floor.

Remove dust from any outlets and the underside of cords.
Use a hose attachment with an angled edge on your vacuum to remove the dirt from your computer floor. Lift up the cords to get underneath. Do not use the vacuum's sweeper brush on the cords.

Immerse your cotton towel in warm water and wring it out. With the barely wet towel, work under your computer desk to remove any last speck of dust particles from beneath your desk. Do not put the wet rag on the computer's cord.

Dust under computer desks every week. On a monthly basis, follow the entire computer floor cleaning routine.

UPHOLSTERY CLEANING

Upholstered furniture can be very expensive. If you have a sofa, chair, loveseat, or some other type of upholstered furniture that is in good condition but just dirty, these upholstery cleaning tips will save money and time.

The key with upholstered furniture is choosing the appropriate type of cleaning method. For example, an antique chair that is hand embroidered would require a different cleaning technique than a sofa that was store bought.

GETTING THE UPHOLSTERY STAINS OUT

Maintaining clean furniture is part of having a facility where people enjoy working or visiting. With furniture, upholstery is just one aspect but an important one. Think about all the times people have eaten on the sofa, dropping bits of food or drink that leave stains. Then you have the dirty feet, dirty clothing, and just everyday wear and tear that can leave upholstery looking dirty and drab. Getting those stains out does not have to be painful.

The most important thing to remember when cleaning upholstery is to consider the fabric. If you are unsure, you can check with the manufacturer s information Then before you start in cleaning a large stain, we recommend you work first on an inconspicuous area to ensure no discoloration or damage is done. With that done, the following are a few of the more common stains found on upholstery and methods for removing them.

OILY CHEESE STAINS

Cheese is another food product that is seen spilled on upholstery. Again, things like nachos are a favorite snack food but they leave stains. For cheese, mix one teaspoon of mild, ph-balanced detergent with one cup of warm water. With a clean, white towel, blot at the cheese stain. Then mix one tablespoon of regular ammonia with one-half cup of water, again blotting the stain. Finally, blot the stain with clean water to remove any detergent or ammonia and let the area dry.

INK STAINS

Clients or employees may sit down with a pen in their pocket and before you know it, a stain is left. Ballpoint pens, especially blue, are common stain makers. Ink stains can be removed. The key is to be patient and persistent, as ink stains can be stubborn. Just make sure you only blot. Rubbing could cause the ink stain worsen. You have a number of options when removing ink stains.

- Spray hairspray onto a clean, white towel and then dab at the stain, followed by blotting with a clean, dry towel
- Treat a clean, white towel with isopropyl rubbing alcohol. Again, blot the ink stain, followed by a dry towel
- Again, with a clean, white towel, apply nail polish remover or acetone. Blot the ink stain from the outside edges toward the center
- Using a clean, white towel, use spirits of turpentine, blotting as with the other treatment options

Commercial products that work well on ink stains include Carbona or Afta; these are extra strength bio-enzyme cleaners that are formulated to get out tough stains. They come with a builtin applicator brush. With both, you would use a clean, white towel, dabbing the affected area.

COFFEE STAINS

Sipping coffee on an upholstered chair or sofa is everyday occurrence. To get rid of a coffee stain, mix one teaspoon of a mild, ph-balanced detergent with one cup of warm water, then blot from the outside in. Follow this with blotting the stain with a mixture of one-third cup white vinegar with two-thirds cup water. When finished, use a clean, white towel to absorb any excess, allow the area to dry.

VACUUM UPHOLSTERY

Upholstery cleaning tips are important since dust settles onto fabric more than hard surfaces. Therefore, regular cleaning to keep your upholstery looking and smelling clean is essential. In fact, we recommend you clean your upholstery furniture once every two months. Typically, you can use your regular vacuum cleaner with the appropriate attachment to keep it clean. Just keeping the dust off will help furniture last much longer.

Carpet Cleaning
Strive to clean your carpet as soon as you notice any spills or spots on you carpet s surface This action alone can save lots of time and damage, as well.
Before cleaning any surface areas, use a small portion of your cleaning products over a small and hidden area to avoid damage or discoloring of the carpet.

Proper care of your floor prevents damage, extends its life and keeps it looking new for years. How do you properly care for your flooring?

Vacuum carpet regularly, and do not use liquid carpet shampoos to clean them. The shampoo can t be completely rinsed out leaving a sticky residue That residue acts like a big magnet pulling the dirt from the bottom of your shoes. Use dry carpet cleaners instead. Stores selling vacuum cleaners carry them.

Getting out old shampoo becomes the trick. Rent a shampoo machine that cleans with water. You should mix 1 cup vinegar per 2 ½ gallons of water and clean according to directions on the vacuum cleaner. Go back over the carpet with warm water only. The vinegar pulls out the old shampoo cleaning the carpet as well. It may take a time or two, but your carpets will be soft and free from grime. The hot water reactivates the shampoo already in the carpet providing the needed cleansing action.

Stains in carpet can be the difficult to remove. Never rub a stain, just blot. Rubbing breaks down the fibers and spreads the stain. Remove most food stains with shaving cream. Spray on and resist the temptation to rub it in then let it set 15 minutes. Rinse with a vinegar and water solution.

Club soda generally removes red wine stains. Remove red dye stains found in drink mixes, Popsicles, dog and cat food with a 30/70 solution of peroxide to water. Remember peroxide is bleach so test an inconspicuous spot first for color fastness. Apply the mixture, wait 30 minutes then remove as much moisture as possible and rinse with a vinegar/ water solution. If the stain

remains add a bit more peroxide to the mixture and retreat Brake cleaner also does a good quick job of removing most food stains.
Dab a little on a clean cloth and gently blot the stain. Rinse with soap and water. Brake cleaner contains the same chemical professional dry cleaners use to clean stains in clothing. Do not pour brake cleaner directly into the carpet. It could dissolve the adhesive holding the fibers in the carpet.

Oops someone s dog had an accident on the carpet and the stain and smell refuse all attempts at removal. First try an enzyme product. Pour on enough to saturate to the pad and treat an area twice as large as the stain. Urine hits the pad and spreads. Let it set a couple of hours.

Enzyme products are available at commercial janitor supply stores, Pet stores, RV or marine stores. They are used in the holding tanks to dissolve solid material.

If the enzyme product does not remove all the stain or odor, baking soda and peroxide remain your best chance for success. Mix a 30/70 solution of peroxide to water adding 1/2 teaspoon of baking soda per cup of mixture. It bubbles and fizzles, but not before removing the stain and smell. Always test a spot first for colorfastness. Peroxide is bleach and may discolor the carpet. Blot up what you can with an old towel and rinse well with 1/3-cup vinegar per quart of water.

Oil, grease, magic marker and ink can also be the difficult to remove. Most janitorial companies or WalMart carry a product called De-Solv-it® Cleaner. WD-40® or Orange Clean Degreaser® all work wonders removing these stubborn stains.

Rubbing alcohol removes ink. Blot on allow to set 30 minutes and blot to remove. Rinse with sudsy water. Magic marker is generally permanent and you may not be able to remove it.
If you find bubble gum stuck to carpet, freeze it with ice cubes and chip off what you can with the blunt side of a kitchen knife. De-Solv-it® Cleaner removes the rest.

Wax on carpet can also be frozen with ice and chipped off. Wax needs heat for removal. Some newer carpets are quite sensitive to heat and scorch easily. So test an out of the way spot first. You can also use a hair dryer set to the hottest setting. Set your iron to a low to medium heat. The less heat you use, the less chance of scorching your carpet. Take a white paper towel or paper bag with no writing on it as the dye may transfer to the carpet, and then put the towel down on top of the wax. Then iron the towel for no longer than 2 seconds. Move the towel and redo if necessary. Generally once is enough.

Drapery Cleaning

Drapes are notorious for quietly accumulating dirt and absorbing odors, contributing to a room full of grime. In some cases it can aggravate asthma and breathing conditions.

Cleaning the curtains can be a tedious, time-consuming task. To clean drapes, you must haul down the drapes, wash, and re-hang them. Before you start there are some factors you should consider.

Curtain fabric is rarely pre-shrunk like clothing. There's a risk that the fabric will shrink as it is washed and dried, which results in gaps and shortages when the drapes are re-hung.

Heavy fabrics can lose shape when washed turning all those carefully placed creases and pleats into just a memory.

Rarely color-safe, drapery fabric can fade and lose color after a cycle through the washing machine and dryer.

Your company might consider having the drapery cleaning job done professionally; if one is available in your area.

Water can stain certain fabrics such as silk and alter the texture of others, changing the way the curtains hang and fall at the window If you choose to rely on professional curtain cleaners, you may hire two types of cleaning companies. The first will remove the drapes to clean them; expect them be returned within three to five days. The second will use a method to clean the drapes while they remain hanging at the windows.

Companies that promise quick, easy service use one of two processes to do so:

1. The dry cleaning method is accomplished by spraying dry cleaning chemicals onto the drapes and vacuuming off the residue and dirt. Though convenient, keep in mind that the cleaning solvents can be extremely flammable, may linger in your facility and should not be inhaled.
2. The steam-cleaning method is when the cleaners use a controlled attachment to run a steam machine over the drapes, steaming away dirt and odors. This process does not work on watersensitive fabrics such as silk where there is a risk of water damage.

It can be tempting to bring your drapes into local dry cleaners, but keep in mind that dry cleaning yards and yards of fabric can be costly. And since the chemicals used by commercial dry cleaners are designed to clean clothing, the results are never guaranteed when used to clean curtains.

Television Cleaning

TOOLS AND MATERIALS NEEDED

1.Trigger sprayer
2.Clean cloth
3.Gloves and goggles
4.Cleaner disinfectant
In a hospital setting, a television is cleaned and disinfected to reduce the spread of infections that originate in patient contact equipment.
For general public use, televisions are cleaned and kept dust free to increase its life.

PROCEDURE FOR CLEANING A TELEVISION

Put on your gloves and goggles.
Fill trigger sprayer with diluted cleaner disinfectant solution following manufacturer s directions.
Turn off the television. Never clean the television while it is turned on. If the patient/resident is watching it at the time, ask if you may turn it off for cleaning.
Spray disinfectant solution onto clean cloth. Never spray the disinfectant solution directly on the television!
Wipe the front and side vertical surfaces and the top and bottom of the television. Never wipe the back of the unit with a wet cloth!

Chapter 7: Food Service

CLEANING THE KITCHEN FOR THE JANITOR

Kitchen and food service safety is an important topic. Kitchens and food service areas are cleaned by janitors. They must know how to safely clean these areas. They must understand their responsibilities and how they differ from kitchen staff. This chapter covers such topics as slips and falls, cuts, responsibilities for safety, use of wiping cloths, spills, blocking exits, and storage of cleaners.

Slips and Falls

Any spill, especially water spills in the kitchen or food service area should be mopped, and then wiped dry with a dry rag or towel.

When grease, mayonnaise, salad dressing or other items containing oil are involved, after you clean the spill, use an abrasive powder such as a powder cleaner. This removes the oil, under the surface of the floor This is particularly critical on tile and marble floors If you don t use the abrasive powder, the floor will remain very slippery.

When cleaning up broken glass, never use your fingers to pick up the glass. Use a small broom and dustpan.

You should use caution signs in the area to alert others. If you see something on the floor that doesn t belong there pick it up Always wear approved safety resistant safety footwear in the kitchen. When you see water on the floor or some other hazard, clean it up!

About Cuts

Quite a few injuries occur from people opening boxes with box cutters. Box cutters are often called finger cutters. That's right, finger cutters. Devices such as this are designed to cut. They cut cardboard skin fingers hands arms legs…that s their purpose to cut When using cutters, you must keep your free hand out of the cutting path of the blade.

Responsibilities

Employers have the primary responsibility for protecting the safety and health of their workers by providing them with proper equipment that is working properly, personal protective equipment, and a safe working environment. Employees are responsible for following safe work practices. Basically your safety is your responsibility.

Use of Wiping Cloths
Kitchen staff knows to use separate wiping cloths for cleaning surfaces that come into contact with food from cloths used for equipment, prep tables, or cutting boards.
Janitors and custodians are responsible for general cleaning in kitchens and food service areas. Cloths used for floors, walls, countertops can never be used for items that come in contact with food.

Each type of wiping cloth should be stored in its own separate labeled or color coded container containing sanitizing solution. There are at least two types of sanitizing solutions that may be used. One is a bleach solution with a 50-100 parts per million (ppm) of sodium hypochlorite and the other is a quaternary ammonia solution at 200-300 ppm ammonia. Never mix bleach and ammonia!

Spills on the Floor
Spills on the floor are a workplace hazard that must be cleaned up immediately. Janitors or custodians are usually the first to be called when a spill occurs.
Coworkers should be advised about the spill verbally or with a “Wet Floor sign to prevent anyone from accidentally walking through the spill.

It is important to identify the nature of the spill. This will aid in determining how to proceed with clean up. A bucket and mop should be used to apply the correct cleaning solution. Directions for proper use on the cleaning solution container should be followed and any remaining moisture should be cleaned up.

Post warning signs or cones should be used to divert floor traffic until the clean-up site is dry.

Cleaning supplies should be put away properly.

STORING CLEANERS

Cleansers and other non-food items are ALWAYS stored separately from foods. Separate shelves, separate cupboards, sometimes even separate rooms.

Chemicals used by janitors are NEVER stored in food containers, nor are foods to be stored in chemical containers.

Chemicals should be kept in their own original packaging or in other break-resistant, clearly labeled containers.

When using chemicals, follow the handling instructions contained in Material Safety Data Sheets or MSDSs that are available in your workplace.

Chemicals should be kept away from food handling areas. If chemicals come into contact with food, throw the food away.

You should always store chemicals below and away from food and utensils and the farther, the better.

Chapter 8: Storing and Handling Garbage

This chapter covers storing and handling garbage.
Never store garbage in your facility, move it promptly to a waste container outside. This is especially important if you are collecting garbage in a food handling area. Make sure that doors and external windows keep out pests, such as flies and rats.

Careful storage of waste is also important to avoid attracting pests. You should:
Not allow food or other waste to gather in food areas
Keep the storage area clean
Arrange for garbage to be removed regularly.

When you move garbage; wash your hands. Don't wait for garbage to pile up, keep it moving and make regular 'garbage runs' out to the refuse container.

Place garbage in sturdy leak-proof plastic or metal containers with tight-fitting lids.
The containers should be lined with clear plastic bags or with wet-strength paper.
Clean and sanitize garbage containers frequently to prevent odor and keep from attracting insects and other pests.
After any kind of garbage duty you must wash your hands.

WASH YOUR HANDS

Washing your hands is simple, right? But are you sure you are doing it the right way? Here are a few tips for washing your hands.

Wet hands with warm water
Apply a generous amount of soap and lather hands well
Rub hands together for 20 seconds or the amount of time it takes to sing Happy Birthday; paying special attention to the areas between fingers and under nails.

Rinse hands thoroughly with warm water
Dry hands with a disposable towel
Use the disposable towel to turn off the faucet and open the door, if in a public place.

Chapter 9: The End

We have discussed procedures and safety in the Janitorial and Custodial Industry. No matter what occupation you have, remember that there are responsibilities associated with your job.

We have covered many procedures and safety topics. Ideally safety is freedom from danger. As we stated earlier, every topic for the Janitor and Custodian cannot be covered in this one manual. Some of the topics that are covered include protection from the risk of harm or injury, achieving a clean, sanitary environment, procedures for cleaning, safety devices, and responsibilities.

Technology is moving ahead, changes are being made everywhere you go and everyone is busy. Business today is a fast paced no-nonsense environment where productivity and efficiency mean everything.

Each person has the responsibility for safety, not only for yourself and the safety of your coworkers but also for facility occupants.

Janitorial 5 Star Services

Item: **BLD2121632P1:BLD2121632P1:Jantorial Services - Large Facilities Group 1 - Agreement No. 2**

Attachments

Agreement 2 Proposal.pdf

Agreement 2 Pricing Sheet.xlsx

Attachments.pdf

Employee and Safety Training Manual.pdf

JANITORIAL
5 STAR SERVICES LLC

"Allow us to give you a Star Cleaning"

1961 NE 25th Ave

Pompano Beach, FL 33062

954-702-2053

954-552-4571

Solicitation BLD2121632P1

Agreement No. 2

Large Facilities Group 1 (5 Locations)

Janitorial Services – County Facilities

May 26, 2021

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Ability of Professional Personnel:

Describe the qualifications and relevant experience of the Project Manager and all key staff that are intended to be assigned to this project. Include resumes for the Project Manager and all key staff described Include the qualifications and relevant experience of all subconsultants key staff to be assigned to this project.

Kristen Olbel

Kristen Olbel is the Chief Executive Officer of Janitorial 5 Star Services. She oversees all operations within the company and works closely with all project managers to guarantee optimal results on each contract. Kristen develops and cultivates a positive working relationship with each contract coordinator prior to contract initiation. She designs, fosters, and deploys strategies for generating resources and revenue for the company.

EDUCATION

Bachelor of Arts (Sociology/Criminal Justice & Psychology) University of Dubuque -Dubuque, IA

WORK HISTORY

Janitorial 5 Star Services (Chief of Operation) (20 Years Experience in the Field)
Fort Lauderdale Police Department (Police Officer) (13 Years Experience in the Field)

Mikelange Olbel

Mikelange “Mike Olbel is the Chief Operations Officer of Janitorial Star Services He develops strategic plans to advance the company s mission and objectives to promote revenue profitability and growth as an organization He oversees all operations to ensure all contracts are executed with effectiveness, quality, service, and cost-effective management of resources.

EDUCATION

Masters of Science (Business Administration, Public Administration & Psychology) Iowa State – Ames, IA
Bachelor of Arts (Criminal Justice & Sociology, Minor in Psychology) University of Dubuque -Dubuque, IA

WORK HISTORY

Janitorial 5 Star Services (Chief of Operation) (20 Years Experience in the Field
Team Saving Our Youth Inc Chief Executive Officer Years Experience in the Field)
Community Based Connections, Inc. (Executive Director) (5 Years Experience in the Field)

Lakesha Houston

Lakesha Houston currently oversees all janitorial Broward County contracts to include the Broward County School District. She is experienced in operations and management with over 15 years of experience. She oversees and is responsible for inventory, equipment maintenance, routine and special project scheduling, and quality control.

EDUCATION

High School Diploma — Hallandale High School - Hallandale Beach, FL
Certification – Hack License

WORK HISTORY

Project Manager, Janitorial 5 Star Services
Oct 2020 – Present

Supervisor/Operator, First Transit
June 2017-Oct 2020

Customer Service Representative/Receptionist, Amsg & Associates
June 2014-Dec 2016

Customer Service Representative/Team Lead, Convey Health
Feb 2012-June 2014

Administrative Assistant, Renee s Learning
Jan 2005-Jan 2012

Kenny Bellinger

Kenny Bellinger currently oversees all post-construction janitorial contracts. He is experienced in operations and management with over 30 years of experience. He oversees and is responsible for inventory, equipment maintenance, routine and special project scheduling, and quality control. Kenny coordinates all projects with facility managers prior to initiation.

EDUCATION

Bachelor of Science (Physical Education) — Florida Memorial College – Miami, FL
High School Diploma — Miami Killian Senior High School - Miami, FL

WORK HISTORY

Project Manager, Janitorial 5 Star Services

Dec 2020 – Present

Checking Agent/Directional Staff, Inter-Cruises Shoreline
Dec 2018 – Oct 2020

Janitor/Project Crew, Red Coat Janitorial Service
Jan 2019 – Dec 2019

Shuttle Operator, Vamp Enterprises Supreme Limousine Service
Oct 2017 – July 2018

Mail Courier Hall s Courier Mail Service
Aug 2015 – Nov 2016

Head Basketball Coach, American Basketball Association
Nov 2015 – April 2016

Compliance Officer, Florida Memorial University
2014-2015

Head Basketball Coach, Florida Memorial University
2003-2015

Interim Head Basketball Coach, Florida Memorial College
2003

Assistant Basketball Coach, Florida Memorial College
Dormitory Counselor, Florida Memorial College
1999-2003

Physical Education/Adaptive Teacher, Norwood/Highland Oaks/Hibiscus Elementary Schools
1996-1999

Assistant Basketball Coach, South Broward Senior High School
1998-1999

Assistant Basketball Coach, Miami Norland Senior High School
1995-1998

Assistant Basketball Coach, Edison Senior High School
1986-1989

Recreational Therapist/Human Services Worker II/Behavioral Program Specialist
Landmark Learning Center
1986-1996

Matthew Lawrence

Matthew Lawrence is the Quality Control Manager of Janitorial 5 Star Services. He develops and oversees the implementation of quality control to improve the efficiency of the cleaning process and the overall company. He customizes the quality control projects for each contract to ensure direct, specific attention to each contract/facility.

EDUCATION

Level of Service/Case Management Inventory (LS/CMI) – Ai Alma Institute 2017
Miami-Dade Reentry Task Force - Member 2012
TABE Test – Certified Administrator - Florida Department of Education 2011
Bachelor in Business Management & Marketing - Florida Atlantic University 2007
Florida Workforce Professional - Tier 1 - Dynamic Work Institute 2005

WORK HISTORY

Quality Control Manager, Janitorial 5 Star Services
May 2021 – Present

Workforce Developer/Employment Specialist, OIC of South Florida
02/2012 – Present

Staffing Coordinator, SFN Group
April 2006 – Nov 2010

Case Manager/Employment Specialist/Trainer, South Florida Workforce/Jobs
Aug 2001 – Feb 2006

Matthew Gibson

Matthew Gibson is an Assistant Manager for Janitorial 5 Star Services. He assists the Project Manager with routine cleaning and special projects. He assists with inventory, equipment maintenance, and quality control. Matthew is responsible for training new employees and continuing education for all employees.

EDUCATION

High School Diploma — St. Thomas Aquinas High School – Fort Lauderdale, FL

WORK HISTORY

Assistant Manager/Site Supervisor, Janitorial 5 Star Services
Oct 2020 – Present

Flagger/Safety Operations, AWP

Oct 2020- Feb 2021

Courier, FedEx
April 2018 – Dec 2019

Courier/Supervisor, DHL
Nov 2011 – July 2019

Delivery/Supervisor, Meals on Wheels
March 2015 – June 2018

Disaster Relief, Big Foot Express Hurricane Relief
Fed 2008 – March 2015

Marie Rosier

Marie Rosier is the Chief Financial Officer of Janitorial 5 Star Services. She provides accurate and timely financial reporting to support the daily operations. She improves productivity and decreases risk and liability within the company by budgeting and forecasting projections.

Lorenzo Mills

Lorenzo Mills is a project supervisor for Janitorial 5 Star Services. He manages the pressure washing projects and contracts. He oversees and is responsible for inventory, equipment maintenance, routine and special project scheduling, and quality control. Lorenzo coordinates all projects with facility managers prior to initiation.

Hudson Vilfrard

Hudson Vilfrard is a project supervisor for Janitorial 5 Star Services. He manages the floor cleaning projects and contracts. He oversees and is responsible for inventory, equipment maintenance, routine and special project scheduling, and quality control. Hudson coordinates all projects with facility managers prior to initiation.

1.1 Company Profile

Janitorial Star Services was founded in by Kristen and Mikelange “Mike Olbel This family owned company is located in Pompano Beach, FL and built on 20 years of experience. We provide services to Palm Beach, Broward, and Dade Counties.

We always strive to provide the highest quality cleaning service, and we take pride in maintaining high standards with all our staff. Our services range from the following: New Construction Cleaning, Post-Construction Cleaning, Banks, Churches, Schools, Health Clinics, Pressure Cleaning, Lawn Maintenance, and Commercial Buildings. Janitorial 5 Star Services hires locally through churches, schools, local organizations and returning veterans.

KRISTEN L. OLBEL, BS

Pompano Beach, Florida 33062
(954) 702-2053
Janitorial5starservices@gmail.com

SUMMARY OF QUALIFICATIONS

Accomplished and energetic current business owner and operator with a solid history of achievement in the service industry. Motivated leader with strong organizational and prioritization abilities. Areas of expertise include extreme efficiency and organization, multi-tasking, and quality control with % client satisfaction I ve served as the owner and operator of a cleaning business for the last five years. My strong organizational and multi-tasking skills, as well as superior time and resource management capabilities are:

Strategic Vision
Operations Management
Community & Municipal Relations
Quality Assurance
Contract Management
Strategic Partnerships
Outcomes Measurement
Start-up Capacity Building
Program/Contract Monitoring
Finance, Budgeting and Cost Management

PROFESSIONAL EXPERIENCES

01/2017 – Present CEO, Janitorial 5 Star Services

We have owned & operated our own commercial and residential cleaning business for over 5 years now which includes cleaning and maintenance labor tasks, business management, multi-tasking, client communication and satisfaction, employee management, scheduling, billing etc. **Key accomplishments include:**

- Managed business accounts by networking and communicating with crucial account decision-makers to review service delivery and explore opportunities to develop new business.
- Created culture focused on customer service and satisfaction, resulting in improved customer loyalty and retention.

- Increased revenue and reduced risk by enforcing company policies and improving operations.
- Evaluate and manage employee performance and establish employee training and development plans that align with organization development philosophy.
- Transformed struggling business into an industry leader by restructuring organization and implementing business plan to penetrate new markets.
- Identified areas for expansion by analyzing market, consumer trends, and competition
- Represented the company to the media and trade organizations to support business operations.
- Led management team in all aspects of business development including consumer research, competitive research, and emerging opportunities.

07/2014 –Present **Police Officer, City of Fort Lauderdale**

Protects citizens by preventing crime, enforcing laws, apprehending suspects, and monitoring traffic.
Prevents crime by explaining and enforcing applicable federal, state, and local laws and ordinances; teaching preventive, protective, and defensive tactics; mediating disputes; patrolling assigned area; responding to notices of disturbances; conducting searches; observing suspicious activities; and detaining suspects. **Key accomplishments include:**

- Apprehends suspects by responding to complaints and calls for help, observing violations, and making arrests.
- Conducts criminal investigations by gathering evidence, interviewing victims and witnesses, and interrogating suspects.
- Documents observations and actions by radioing information and completing reports.
- Reports observations and actions by testifying in court.
- Fulfills court orders by serving warrants and commitments.
- Maintains safe traffic conditions by monitoring and directing traffic, enforcing laws and ordinances, investigating accidents, providing escort, and reporting unsafe streets and facilities.
- Minimizes personal injury by rescuing and reviving victims and radioing for medical assistance.
- Maintains operations by following department policies and procedures and recommending changes.
- Ensures operation of equipment by practicing responsible use, completing preventive maintenance requirements, following manufacturer s instructions troubleshooting malfunctions notifying supervisor of needed repairs and evaluating new equipment and techniques.

06/2013 – 07/2014 **Police Officer, Town of Palm Beach**

Protects citizens by preventing crime, enforcing laws, apprehending suspects, and monitoring traffic.
Prevents crime by explaining and enforcing applicable federal, state, and local laws and ordinances; teaching preventive, protective, and defensive tactics; mediating disputes; patrolling assigned area; responding to notices of disturbances; conducting searches; observing suspicious activities; and detaining suspects. **Key accomplishments include:**

- Maintains professional and technical knowledge by studying applicable federal, state, and local laws and ordinances; attending educational workshops; reviewing professional publications; practicing skills; and participating in professional societies.
- Apprehends suspects by responding to complaints and calls for help, observing violations, and making arrests.
- Conducts criminal investigations by gathering evidence, interviewing victims and witnesses, and interrogating suspects.
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- Maintains operations by following department policies and procedures and recommending changes.

09/2008 – 06/2013 Police Officer, City of Dubuque

Protects citizens by preventing crime, enforcing laws, apprehending suspects, and monitoring traffic.
Prevents crime by explaining and enforcing applicable federal, state, and local laws and ordinances; teaching preventive, protective, and defensive tactics; mediating disputes; patrolling assigned area; responding to notices of disturbances; conducting searches; observing suspicious activities; and detaining suspects. **Key accomplishments include:**

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- Minimizes personal injury by rescuing and reviving victims and radioing for medical assistance.
- Maintains operations by following department policies and procedures and recommending changes.

09/2000 – 05/2008 Forman, Swift Transition Inc.

Responsible for overseeing daily operations at a worksite to ensure the completion of projects in a safe and efficient manner. Their duties include hiring Construction Workers and trade professionals to perform specific tasks, monitoring budgeting expenses for Workers, supplies or tools and reviewing laws and regulations to maintain a safe work environment.
Key accomplishments include:

- Coordinating daily tasks according to priorities and plans, making changes when necessary due to weather, supply, delivery and personnel
- Delegating individual responsibilities and projects to crew members and contractors
- Recruiting, hiring, training, managing and mentoring employees and contractors
- Providing adequate resources and staffing to meet project schedules, laws, regulations, best practices and safety needs
- Emphasizing safe use of tools, machinery and equipment while providing training on safety gear, helmets and procedures
- Developing and managing project budgets and quality standards for all sites
- Resolving conflicts or miscommunications quickly and amicably
- Regularly reporting project status to supervisors, site engineers and other officials

EDUCATION

University of Dubuque, Dubuque, IA
Bachelors of Arts, Cum Laude, 5/2008

MIKELANGE (MIKE) OLBEL, MS

Pompano Beach, Florida 33062
Janitorial5starservices@gmail.com

SUMMARY OF QUALIFICATIONS

Highly qualified Executive Manager and entrepreneur with several years of experience in organizational leadership and human services administration. Result oriented and multi-talented leader with proven ability to **engage and satisfy customers** (including persons served, funders, constituent groups, and community partners), **leverage community resources**, **convene large groups of stakeholders** to address a common cause, and **work well with a group of volunteer governance board members**. Exceptional leadership and management strengths in:

- Strategic Vision
- Operations Management
- Resource Development
- Quality Assurance
- Human Resource Development
- Grants Writing
- Contract Management
- Community & Municipal Relations
- Strategic Partnerships
- Executive Coaching
- Outcomes Measurement
- Start-up Capacity Building
- Program/Contract Monitoring
- Finance, Budgeting and Cost Management

PROFESSIONAL EXPERIENCES

01/2017 – Present **COO, Janitorial 5 Start Services**

We have owned & operated our own commercial and residential cleaning business for over 5 years now which includes cleaning and maintenance labor tasks, business management, multi-tasking, client communication and satisfaction, employee management, scheduling, billing etc. **Key accomplishments include:**

- Identified and corrected deficiencies with forward-thinking approaches to address organization-wide and department-level problems.
- Supervised Office Manager and Administrative Staff, ensuring that all operating units received adequate support for operations.
- Monitored operations for cost-effectiveness, quality, and productivity, using quantitative data.
- Launched employee outreach programs that fostered productive and proactive work environment.
- Maintained quality and precision by developing culture of stability and strong performance.
- Reviewed systems in place to manage internal controls of all financial activities and contributed strategic planning.
- Led the company to successful product launch and developed initial product roadmap and go-to-market strategy.
- Spearheaded development, implementation, and management of an effective human resources program.

01/2014 – Present **CEO, Community Based Connections, Inc.**

Recruited to turn around the organization s financial and operations performance driving growth to achieve long-term sustainability. Charted an innovative direction in partnership with the Board, senior staff and key funding partners. Manage P&L and

all core functions: operations, human resources, training and development, finance, technology systems, services and programs, fundraising, grant writing, marketing and public relations. Human services organization specializing in early childhood education, juvenile delinquency intervention and prevention, family strengthening, and community development services. **Key accomplishments include:**

- Eliminated agency $60,000 deficit with-in (1) first year.
- Increase agency budget by 80% within two (2) years.
- Decrease agency turnover rate by 97%.
- Evaluate and manager employee performance and establish employee training and development plans that align with organization development philosophy.
- Develop and implement donor base outreach and fundraising.
- Manage and direct the organization toward its primary objectives, based on contractual obligations and under the leadership of the Board of Directors, by performing leadership and high-level management duties personally or through subordinate managers.
- Secured grants afterschool program that s actively working with school leadership parents and child care center directors to enhance the academic and behavior performance of students in grades K-12.
- Grew organization s annual budget from to million in three years
- Developed framework for Juvenile Prevention Initiative that is establishes a continuum of resources to enhance the positive behavior performance of at-risk children and family in Broward County School.
- Establish strategic partnerships with numerous community based organizations, religious partnership, funding entities (i.e. Department of Juvenile Justice and Children Service Council), and community leaders to collaboratively address key community issues.
- Provide visionary leadership, personnel management, and professional development.
- Fiscal management; staff management and development; and volunteer development
- Assisted in creating and renewing policies for Eliminating Schoolhouse to Jailhouse pipeline through efforts of Circuit 17 Juvenile Justice Advisory Board as a Board Member.
- Secured $120,000 in emergency funding for community COVID-19 Resiliency Funds to support Broward County residents food assistance, mortgage assistance, rent assistance, FPL assistance and utilities assistance.

08/2012 – 01/2014 Founder/CEO, Team Saving Our Youth, Inc.

Founder and Chief Executive Officer for 501c(3) human services organization specializing in early childhood education, juvenile delinquency prevention, family strengthening, and community development services. **Key accomplishments include:**

- Manage and direct the organization toward its primary objectives, based on contractual obligations and under the leadership of the Board of Directors, by performing leadership and high level management duties personally or through subordinate managers.
- Secured a $250,000 grant for the Project SOY, Life Line and Transitional Transformation programs which all three programs is actively working with school leadership, parents, and child care center directors to enhance the academic and behavior performance of students in grades K-12.
- Grew organization s annual budget from to in years
- Developed framework for Project SOY Initiative that is establishes a continuum of resources to enhance the positive behavior performance of at-risk children and family in Broward County School.
- Establish strategic partnerships with numerous community based organizations, funding entities (i.e. Department of Juvenile Justice and Children Service Council), and community leaders to collaboratively address key community issues.
- Provide visionary leadership, personnel management, and professional development.
- Assisted in creating and renewing policies for Eliminating Schoolhouse to Jailhouse pipeline.
- Works closely with management and employees to improve work relationships, build morale, and increase.
- Lead, mentor and guide development of talent within the team, which includes succession and development planning, performance management, and recognition.
- Provide active and engaged performance management and promotion of professional development.

01/2011 – 01/2012 Youth Educator, OIC of South Florida, Inc.

Responsible for planning and facilitating grant awarded of $5 million dollars (over a period of 5 years). Evaluating educators and program outcome; marketing organizational federal grant program to possible partners; represented corporation in strategic community programs, community boards, governmental institutions and other organizations that advance the image and visibility of the corporation. Key accomplishments:

- Serves as an interface when needed for senior leadership with strategic community programs, business and community leaders.
- Providing group intervention for adults and at-risk youth ages 13-19; delivering the implementation of program's evaluation instruments, maintain statistics.
- Organized community activities and programs in order to develop and maintain linkages to other community-based organizations, faith-based organization and schools.
- Seeks and develops partnerships with local organizations, and develops new business strategies and relationships that enhance market share and overall performance of organization.
- Supports marketing objectives, plans, and strategies; provides guidance to various marketing efforts, and provides leadership to ensure that individual programs support the overall mission, goals, and objectives of the organization.
- Three years of Planning and Teaching Reducing the Risk curriculum at Coral Glades High School.
- Evaluating educators and program outcome.
- Marketing organizational federal grant program to possible partners.
- Represents organization in strategic community programs, community boards, governmental institutions and other organizations that advance the image and visibility of the organization.
- Serves as an interface when needed for senior leadership with strategic community programs, business and community leaders.
- Delivering the implementation of program's evaluation instruments, maintain statistics, and produce monthly reports on program activities.
- Responsible for evaluating and updating the health education curriculum for use in community-based organizations presentations.
- Over exceed grant numbers three years straight.

08/2012 – 05/2013 Adjunct Professor (Business Leadership), South Florida Bible College

Providing classroom instruction and support to undergraduate students but not limited to: Developed lesson plans and assign projects; developed business department structure; developed program curriculum; facilitated 26 weeks class session on Leadership Development; implemented policy and procedures and implemented and facilitated workshops for employees.

10/2007 – 09/2009 Youth Case Worker, Hillcrest Family Services.

Provided approximately 2 years of direct service and progressive leadership service to this nonprofit human services organization specializing in providing school readiness/early academic success assistance, community based behavioral health, family strengthening, juvenile delinquency prevention, and foster care services to troubled children and families. **Key accomplishments include**:

- Provided proven ability to establish and maintain a therapeutic environment for twelve adolescents diagnosed as exhibiting anti-social behavior demonstrated skills in implementing and coordinating each individual s treatment plan as dictated by head psychiatrist.
- Implemented and coordinated each individual s treatment plans as dictated by head psychiatrist with % completion
- Debriefing University Officials on classified information and providing positive elucidation to handle matter. Assessing client s needs and developed services plans conducted group therapeutic intervention for clients to ensure support system and non-violence conflict operations; arranged and transport clients to daily recreation facilities and providing the highest level of security.
- Provided 100% daily case-log for head psychiatrist in charge and daily intervention notes of client s behavioral provide new employees with on the job training and administer individual s intervention with clients and providing program supervisor report of intervention.
- Assisted clients with self-confidence through intervention for school performance and life expectancy. Provided specialized services that may include detainment, interstate compact, post placement supervision and relative/non-relative caregiver home studies; and arranged and provided quality improvement process.

EDUCATION

Iowa State University, Ames, IA
Master of Science*, Magnum Cum Laude, 5/2010*
Interdisciplinary Graduate Studies: Business Administration, Public Administration & Psychology
Concentration: *Business Management, Public Relations, Public Policies, Human Resources, Business Leadership*
Creative Component (Thesis): Attitudes Towards Hiring Immigrants Among Iowa Small Business Owners and Managers

University of Dubuque*,* Dubuque, IA
Bachelors of Arts, Cum Laude, 5/2008
Major: Sociology & Criminal Justices; Minor: Psychology
Concentration: Social Perspective, Criminology, Attitudes & Behaviors.

BOARD/COUNCIL APPOINTMENTS

- Florida Restorative Justice Association
- Circuit 17th Juvenile Justice Advisory Board
- Housing Authority of Pompano Beach (Commissioner)
- Hopewell Missionary Baptist Church Scholarship Board Member;
- Fathers, Men and Boys Committee Co-Chair Broward County Children s Strategic Planning Council
- Advisory Council Member: Project Bridge for Eckerd

Media & News Journal Appearance

- Future First: Restorative Justice (BECON TV Network)
- New Haitian Generation (BECON TV Network)
- The Westside Gazette
- Hot 105 FM Radio Station: HIV and AIDS Bowling Awareness (2013)
- Des Moines Register "Haitian students at ISU feel devastated hope for good news Iowa
  By: Danny Valentine (Staff Writer)
- Iowa KCCI 8 News Network, Iowa (2010)
- Iowa State Daily Newspaper "Haitian students organize aid efforts in the face of disaster awaiting word from families friends Iowa (2010) By: Tessa Callender & Kyle Peterson (Daily Staff Writers)
- Sun-Sentinel Newspaper "Tri-county Pipeline Florida By: Pat Lammer (Staff Writer)

COMMUNITY AWARDS/RECOGNITIONS

- 2011 Award for Collective Youth Impact (2019)
- 2014 Grant Award Recipient for New Day: Civil Citation & Diversion, Fort Lauderdale, Florida (2014– 2017)
- 2014 Grant Award Recipient for Juvenile Prevention & Diversion Fort Lauderdale, Florida (2014– 2017)
- Excellence in Education Award for Over Exceed Grant Numbers, Fort Lauderdale, Florida(2011– 2012)
- Raised $30,000 in effort with Red Cross for the Haiti Earthquake (2010)
- Student Judicial Board, University of Dubuque, Iowa (2007– 2008)
- Iowa Intercollegiate Academic Scholar, University of Dubuque (2006 –2007)
- Benjamin Franklin Leadership Award, Multicultural Center, University of Dubuque, Iowa (2006 – 2007)
- Wendt Character Scholarship, University of Dubuque, Dubuque, Iowa (2005 – 2007)
- Horatio Alger Scholarship Recipient, Horatio Alger Scholarship, Miami, Florida (2004 – 2007)

2. Total Number of Current Employees
   a. Full Time: 19
   b. Part Time: 40
3. Total Number of Supervisory Employees
   a. Full Time: 3

b. Part Time: 5

4. Total Number of Custodial Workers
   a. Full Time: 16
   b. Part Time: 35
5. Temporary Workers
   All staff are employed with the company.
6. Provide Health Benefits
   Upon being awarded the contract, all employees will be paid per the living wage agreement and provided the opportunity to obtain health benefits.
7. Require criminal background check

   Janitorial 5 Star Services understands security is paramount and thus it is treated as such. All employees undergo a full criminal background. Prior to commencing the contract all employees will meet badging and security standards set forth for each location.

   a. Describe when this occurs and which job categories applies to.

      The background check is completed as part of the hiring process and applies to all positions.

1.2 Company Experience/Reference

Submit references with following info and describe prime vendor s experience on projects similar nature, scope, and duration along with satisfactory completion both on time and within budget.

Janitorial 5 Star Services acted as the prime contractor on the below listed contracts. Please see corresponding attachments for information.

Reference 1 (see attachment A for reference)

Broward County School District

We perform custodial cleaning on a contractual and emergency basis within the Broward County Schools. We perform electrostatic disinfecting to Broward County schools and administrative sites. The schools and administrative sites vary in square footage and height of buildings. All work has been performed within budget and on time. We are the Prime contractor for this contract.

a. Name and location of facility: see list below
b. Size of facility area cleaned (sf): see list below
c. Number of stories (height of building): see list below

d. Total number of worker/supervisors assigned to facility: see list below
e. Total number of facility users, ie. Employees, clients,: see list below
f. Start date and end date of contract: Oct 2020 to present
g. Annual dollar value of contract:
h. Identify operational hours of contract (24 hours a day, 7 days a week, 52 weeks a year): operational hours are 24 hours / 7 days / 52 weeks
i. Identify level of employee background/security checks: state/local through Broward County School District
j. Identify if adhered to green building maintenance standards: yes

Site Name/Type	Size	Site Address
Royal Palm Elementary School	128,943 sf	1951 NW 56th Ave Lauderhill, FL 33313
Plantation High School	343,064 sf	6901 NW 16th St, Plantation, FL 33313
Nova Eisenhower Elementary	97,989 sf	6501 SW 39th St, Davie, FL 33314
South Plantation High School	351,376 sf	1300 SW 54th Ave Plantation, FL
Silver Shore Elementary	109,372 sf	1601 SW 160th Ave Miramar, FL
Thurgood Marshall Elementary	104,460 sf	800 NW 13th St Fort Lauderdale, FL
Bethune Elementary	143,054 sf	2400 Meade St Hollywood, FL 33020
Central Park Elementary	132,169 sf	777 N Nob Hill Rd Plantation, FL
Walter C. Young Middle School	224,196 sf	901 NW 129th Ave Pembroke Pines, FL
Gator Run Elementary	145,398 sf	1101 Glades Pkwy, Weston, FL 33327
Ramblewood Elementary	103,248 sf	8950 Shadowwood Blvd Coral Springs
Pines Lakes Elementary	119,644 sf	10300 Johnson St Pembroke Pines, FL
Coconut Creek Elementary	90,150 sf	500 NW 45th Ave Coconut Creek, FL 33066
Driftwood Elementary	89,165 sf	2700 NW 69th Ave Hollywood, FL 33024
Collins Elementary	56,163 sf	1050 NW 2nd St Dania Beach, FL 33004

Tradewind Elementary	154,166 sf	5400 Johnson Rd Coconut Creek, FL
Rock Island Elementary	95,818 sf	2350 NW 19th St Fort Lauderdale, FL 33311
Maplewood Elementary	101,237 sf	9850 Ramblewood Dr Coral Springs, FL 33071
Endeavour Primary Elementary	57,426 sf	2701 NW 56th Ave Lauderhill, FL
Davie Elementary	94,208 sf	7025 SW 39th St Davie, FL
Meadowbrook Elementary	111,487 sf	2300 SW 46th Ave Fort Lauderdale, FL
Parkway Middle School	289,576 sf	3600 NW 5th Ct, Fort Lauderdale, FL 33311
Silver Lakes Elementary	111,322 sf	2300 SW 173rd Ave Miramar, FL
Palm Cove Elementary	129,311 sf	11601 Washington St Pembroke Pines, FL
Morrow Elementary	91,474 sf	408 SW 76th Ter North Lauderdale, FL
Park Springs Elementary	135,976 sf	5800 NW 66th Ter Coral Springs, FL 33067
Falcon Cove Elementary		4251 Bonaventure Blvd Weston, FL
Manatee Bay Elementary	144,855 sf	19200 Manatee Isles Dr Weston, FL
West Broward High School	357761 sf	500 NW 209th Ave, Pembroke Pines, FL 33029
Pembroke Lakes Elementary	101,646 sf	11251 Taft St Pembroke Pines, FL
Sanders Park Elementary	88,070 sf	800 NW 16th St Pompano Beach, FL 33060
Plantation Park Elementary	76,645 sf	875 SW 54th Ave Plantation FL, 33317
Stirling Elementary	105,533 sf	5500 Stirling Rd Hollywood, FL
Sheridan Park Elementary	115,742 sf	2310 N 70th Ter Hollywood, FL 33068
Everglades Elementary	148,886 sf	2900 Bonaventure Blvd Westin, FL 33311
Dillard Elementary	118,096 sf	2330 NW 12th Ct Fort Lauderdale, FL
Coral Glades High School	301,401 sf	2700 Sportsplex Dr Coral Springs, FL 33065

Fort Lauderdale High School	314,212 sf	1600 NE 4th Ave Fort Lauderdale, FL 33305
Heron Heights Elementary	125,033 sf	11010 Nob Hill Rd Parkland, FL 33076
New Renassiance Middle School	194,973 sf	10701 Miramar Blvd Miramar, FL 33025
McNab Elementary	91969 sf	1350 SE 9th Ave Pompano Beach, FL 33309
Pasadena Lakes Elementary	98,791 sf	8801 Pasadena Blvd Pembroke Pines, FL 33024
Coral Springs High School	346,405 sf	7201 W Sample Rd Coral Springs, FL
Eagle Ridge Elementary	129,983 sf	11500 West View Dr Coral Springs, FL 33076
Quest Center	73,003 sf	6401 Charleston St, Hollywood, FL 33024
Whispering Pines Center	64,049 sf	3609 S Douglas Rd, Miramar, FL 33025
Cross Creek Center	64,013 sf	1010 NW 31st Ave, Pompano Beach, FL 33069
Bright Horizon Center	78,123 sf	3901 NE 1st Terrace, Pompano Beach, FL 33064
Wingate Oaks Center	71,639 sf	1211 NW 33rd Terrace, Fort Lauderdale, FL
Hollywood Park Elementary	80,690 sf	901 N. 69TH Way, Hollywood, FL 33024
West Hollywood Elementay	106,422 sf	6301 Hollywood Blvd, Hollywood, FL 33024
Stirling Elementary	105,533 sf	5500 Stirling Rd, Hollywood, FL 33021
Henry D. Perry Education Center	175,901 sf	3400 Wildcat Way, Miramar, FL 33023
Perry Annabel C. Middle	104,198 sf	6850 SW 34th St., Miramar, FL 33023
Broward Estates Elementary	97,633 sf	441 NW 35th Ave Fort Lauderdale, FL 33311
Martin Luther King Elementary	110,051 sf	591 NW 31st Ave Fort Lauderdale, FL 33311
Larkdale Elementary	78,579 sf	3250 NW 12th Pl Fort Lauderdale, FL 33311
Royal Palm Elementary	128,943 sf	1951 NW 56th Ave Lauderhill, FL 33313

Westwood Heights Elementary	122,314 sf	2861 SW 9th St Fort Lauderdale, FL 33312
Riverland Elementary	105,242 sf	2600 SW 11th Ct Fort Lauderdale, FL 33312
Stephen Foster Elementary	82,499 sf	3471 SW 22nd St Fort Lauderdale, FL 33312
Sheridan Hills Elementary	82,939 sf	5001 Thomas St, Hollywood, FL 33021
Boulevard Heights Elementary	120,614 sf	7201 Johnson St, Hollywood, FL 33024
Pembroke Pines Elementary	105,740 sf	6700 SW 9th St Pembroke Pines, FL 33023
Sunshine Elementary	105,987 sf	7737 La Salle Blvd Miramar, FL 3323
Fairway Elementary	126,678 sf	7850 Fairway Blvd, Miramar, FL 33023
Miramar Elementary	124,613 sf	6831 SW 26th St. Miramar, FL 33023
Pioneer Annex	88,890 sf	5400 SW 90TH AVE COOPER CITY, FL 33328
South Area Bus Complex	18,154 sf	900 S UNIVERSITY DR Pembroke Pines, FL 33024
South Area Maintenance	12,384 sf	1295 N. 21st AVE HOLLYWOOD, FL 33020
Sheridan Technical College		5400 West Sheridan St Hollywood, FL 33021
Sheridan Technical College West Campus		20251 Stirling Rd Pembroke Pines, FL 33332
Sheridan Technical College Bus Lot	35,988 sf	20251 Stirling Rd Pembroke Pines, FL 33332
Talent Development HRD	15,991 sf	3521 DAVIE Rd DAVIE, FL 33314
WEST CENTRAL BUS COMPOUND	39,650 sf	2500 COLLEGE AVE DAVIE, FL 33314
BECON Administration	35,342 sf	6600 SW NOVA Dr DAVIE, FL 33314
McFatter Technical College and High School	255,908 sf	6500 Nova Dr. Davie, FL 33317
Broward Fire Academy		2600 SW 71st Ter Davie, FL 33314
TITLE I (Special Programs Office)	14,405 sf	701 NW 31 AVE FORT LAUDERDALE, FL 33311
Central Area Maintenance		1560 NW 34th Ter Fort Lauderdale, FL 33311

Atlantic Technical College- Arthur Ashe, Jr. Campus		1701 NW 23rd Ave Fort Lauderdale, FL 33311
Rock Island Administrative Site	77,692 sf	2301 NW 26th St Fort Lauderdale, FL 33311
Atlantic Technical College		4700 Coconut Creek Pkwy Coconut Creek, FL 33063
Kathleen C. Wright Administrative Complex	288,348 sf	600 SE 3RD AVE FORT LAUDERALE, FL 33301
Pineridge Education Center	59,456 sf	1251 SW 42nd Ave Fort Lauderdale, FL
Twin Lakes Annex	28,232 sf	4140 NW 10TH AVE OAKLAND PARK, FL 33009
Twin Lakes Warehouse, Maintenance, and Transportation	267,860 sf	3810 NW 10TH AVE OAKLAND PARK, FL 33009
Central Transit		3897 NW 10th Ave Oakland Park, FL 33009
Crystal Lake Middle School	170,584 sf	3551 NE 3rd Ave Pompano Beach, FL 33064
North Area Bus Garage	7,549 sf	2600 NW 18 TER POMPANO BEACH, FL 33060
North Area Bus Complex	17,735 sf	1751 NW 22ND AVE POMPANO BEACH, FL 33060
North Area Portable Annex Training Center	13,222 sf	2251 NW 18TH ST POMPANO BEACH, FL 33060
Cypress Run Education Center	60,474 sf	2800 NW 30th Ave Pompano Beach, FL 33069
North Area Maintenance	66,718 sf	6501 NW 15 AVE FORT LAUDERDALE, FL 33009
Twin Lakes Administrative	40,809 sf	4199 NW 10TH AVE OAKLAND PARK, FL 33009
TSSC Annex	49,103 sf	7770 W OAKLAND PARK BLVD SUNRISE, FL 33351
Technology and Support Service	147,736 sf	7720 W OAKLAND PARK BLVD SUNRISE, FL 33351
Sheridan Technical High School		3775 SW 16th St Fort Lauderdale, FL 33312
Lanier James Education Center	59,082 sf	1050 NW 7th Ct Hallandale Beach, FL 33009
Pompano Administrative Center	32,690 sf	610 NE 13th Ave Pompano Beach, FL 33060

Reference 2 (see attachment B for reference)

BMD Management

We perform daily office cleaning to this facility. It is a two story office building. All work has been performed within budget and on time. We are the Prime contractor for this contract.

a. Name and location of facility: 555 Twelve
b. Size of facility area cleaned (sf): 48,231 sf
c. Number of stories (height of building): 2 stories
d. Total number of worker/supervisors assigned to facility: 4
e. Total number of facility users, ie. Employees, clients: 70 users
f. Start date and end date of contract: 7/1/2017 to present
g. Annual dollar value of contract: $50,000
h. Identify operational hours of contract (24 hours a day, 7 days a week, 52 weeks a year): operational hours are 12 hours /5 days /52 weeks
i. Identify level of employee background/security checks: local/ state check
j. Identify if adhered to green building maintenance standards: yes

Reference 3 (see attachment C for reference)

City of Pompano Beach

We perform daily pressure cleaning service to the city pier. Our service includes trash pick up, daily spot cleaning, and monthly cleaning of entire pier and canopies. All work has been performed within budget and on time. We are the Prime contractor for this contract.

a. Name and location of facility: Pompano Beach Pier (Fisher Family Pier)
b. Size of facility area cleaned: 16,000 sf
c. Number of stories (height of building): pier
d. Total number of worker/supervisors assigned to facility: 2
e. Total number of facility users, ie. Employees, clients: 100 users
f. Start date and end date of contract: 05/2020 to present
g. Annual dollar value of contract: $75,000
h. Identify operational hours of contract (24 hours a day, 7 days a week, 52 weeks a year): Operational hours are 24 hours/7 days /52 weeks
i. Identify level of employee background/security checks: local/state check
j. Identify if adhered to green building maintenance standards: yes

1.3 Experience of Key Personnel

Describe the experience of key personnel (including prime vendor and their subcontractors relevant to providing timely, high quality janitorial service in an environmentally friendly manner to multiple high-profile facilities.

1. List key personnel of the proposed maintenance team, including supervisors, and primary project manager for each agreement of locations listed on the price sheets. Describe the key personnel s relevant experience and the role they will play for each agreement of locations, including the following info: project superintendent, site supervisor, full time service crews.

   Key personnel:

   Project Superintendent

   Kristen Olbel will be the Project Superintendent. Kristen is currently the CEO of Janitorial 5 Star Services and oversees operations. She has over 20 years of experience in the industry providing a vast knowledge to ensure all specifications are met per the customer s specifications. Kristen will meet with Broward County representatives and building managers on a routine basis to guarantee customer satisfaction.

   Project Manager

   Lakesha Houston currently oversees all janitorial Broward County contracts to include the Broward County School District. She is experienced in operations and management with over 15 years of experience. She oversees and is responsible for inventory, equipment maintenance, routine and special project scheduling, and quality control.

   Site Supervisor

   Kenny Bellinger is currently the project manager over post construction contracts for Janitorial 5 Star Services. Kenny is responsible for all labor, supervision, equipment, and quality control. He will provide site supervision on this agreement.

   Matthew Gibson is currently a site supervisor for Janitorial 5 Star Services. He is responsible for site supervision, equipment, and quality control. Matthew will provide site supervision on this agreement.

   Full Service Crews

Janitorial 5 Star Services currently employees over 50 employees. We will staff this agreement with currently employed personnel to provide them the first opportunity. If additional personnel are required, we will hire personnel from the community where the contract site is located. This will allow for a quicker emergency response if required and to meet our company goal of hiring within the community where service is provided.

2. Provide a brief resume of employees who will furnish professional and technical support expertise for each agreement of locations listed on the price sheets. Include: functions in the company, title and number of years of service with company, years of experience in the maintenance of comparably complex facilities and systems.

   See section 1 (Ability of Professional Personnel) for resumes and list of employees.

2 Location

Janitorial 5 Star Services is both a **Local Business** and a **Locally Based Business** as each term is defined by Section 1-74, Broward County Code of Ordinances. Janitorial 5 Star Services is located in Pompano Beach, FL and possesses a Business Tax Receipt with the City of Pompano Beach and Broward County (see attachment D & E).

3 Project Approach

Describe the prime vendor s approach for each agreement of locations vendor is proposing. Include how prime will use subcontractors for each agreement.

Janitorial 5 Star Services is CBE/SBE certified with Broward County. We will be functioning as the Prime Vendor for all agreements. See attachment F & G for certificates. Janitorial 5 Star Services is bidding on all agreements (1-14). See section 1.1 under Company Profile for employee information and number of employees.

3.1 Project approach for each agreement of locations prime vendor is proposing.

a. Describe how you intend to meet or exceed quality standards. Discuss adequacy of weekly service hours proposed to meet the quality specifications described in the RFP.

At Janitorial 5 Star Services we pride ourselves in being able to provide quality and effective service for our clients. We understand that cleanliness isn t just about what is seen, but it goes beyond that. So just like our attitude towards cleaning, we utilize many programs and services to deliver seamless service that isn t seen on the surface. Our personnel will work side by side with the building managers to guarantee standards are met at every level.

We utilize various technology and programs to provide accurate record keeping and scheduling. This will guarantee our staff meets and keeps the required inspection dates which will keep your operations uninterrupted. Our quality control program is designed to keep you, the client, informed so rest assured our real time approach will not leave you wondering about daily or periodic tasks. With these programs and approaches we will not only meet the expectations, but exceed the standards set forth in this RFP.

b. Discuss any exceptions you suggest to minimum proposed service hours.

At Janitorial 5 Star Services we understand time is valuable, but quality will not be sacrificed. We will routinely analyze the current service hours, tasks, and frequency to determine if changes are required or practicable. Based on those findings the appropriate changes will be executed. At Janitorial 5 Star Services our promise to you is quality. It will always remain a constant priority and that expectation will not change. Should any exceptions to the minimum proposed service hours arise we will fully cooperate with Broward County.

c. Describe how you propose to meet minimum work tasks and interface with normal building activities.

Our combined team of managers and supervisors will develop a task specific plan that will be based on the time expected, facility, crew, and equipment required. This task specific plan will then be scheduled in conjunction with the feedback of the building manager. This communication will provide more accurate scheduling and reduce any interference with normal building activities.

Our goal is to provide a service that is unified and conscience of your needs. We believe that your satisfaction is paramount at every level of our contract with you and that starts at the planning stage.

d. Describe how you will maintain public areas, specifically providing high quality floor surfaces.

Janitorial 5 Star Services recognizes the appearance of public or common areas is crucial to your business and daily operations. The appearance of your building creates a mood and message not only to the public you serve, but your staff as well. Our scheduling programs coupled with our training program leaves no room for error. Our staff is more than prepared to keep all areas of your facilities in tip top shape. We provide continuing education and daily/weekly team meetings to keep all employees knowledgeable about their responsibilities. And what is knowledge without the proper equipment? We provide equipment that is appropriate for the task at hand and made with quality to all employees to guarantee the task is completed in a timely and efficient manner.

Our teams are trained in the proper floor cleaning procedures and will follow all requirements set forth in the RFP. Upon award of this contract, all surfaces will be evaluated and assessed to develop the correct and appropriate approach. A schedule will then be created to maintain quality flooring.

3.2 Describe how prime vendor will manage and organize work for each agreement of locations vendor is proposing.

a. State number of crews working for each agreement identified.
   i. Describe how you will schedule basic janitorial service for each facility.
   ii. List the individual building teams that will be working for that agreement per building(s): management, supervisory, maintenance crews.

Janitorial 5 Star Services will deploy the following personnel for each agreement:

a. General Manager
b. Administrative Assistant
c. Project Manager
d. Assistant Project Manager
e. Site Supervisor
f. Porter/Cleaner
g. Project Crew

The agreement will be managed and organized through the use of computer programs. All daily and periodic work will be coordinated and executed through a generated schedule of tasks. In addition, we will continuously monitor and reevaluate to ensure the best strategies are being utilized.

As stated previously, our managers and supervisors will be in constant communication with the building manager and Broward County representatives to provide a well-executed plan. In keeping in constant communication, we can adjust or modify items as required.

b. Describe how you will schedule basic janitorial service for each facility while coordinating with periodic project and annual work task.
   i. Describe crew organization to perform basic and project work.

Janitorial 5 Star Services utilizes computer programs and RFP specifications to determine the appropriate number of employees per a task. With the use of computer programming, we are able to accurately schedule the appropriate number of employees and allocate accordingly. All routine daily work is then coordinated along project work to provide optimal results. Facilities that have additional specifications or requirements will be identified upon execution of the contract and resources will be distributed accordingly.

Our project crews are broken into teams of 3 to 4 employees depending on the task and equipment required. All project crews are managed by a project manager.

Daily/routine work is completed with teams of 3 or 5 employees. The size of the building and level of cleaning are considered prior to scheduling employees. All work will be divided according to light tasks, vacuum and furniture, restrooms, and hard floors.

1. Light Tasks: dust horizontal surfaces; empty and reline trash; spot clean (walls, doors, windows etc).
2. Vacuum and Furniture: pick up trash; spot vacuum low traffic areas; vacuum all high traffic areas; reposition furniture after vacuuming or in office/conference rooms; turn off lights were applicable and secure doors/buildings.
3. Restrooms: refill all dispensers and paper products; empty and reline trash; clean and disinfect all toilets, partitions, counters, sinks, mirrors, fixtures; sweep and mop all hard floors.
4. Hard Floors: dust mop/sweep; spot mop stains; empty and reline trash; pick up trash; and spot mop.

c. Describe and present an example of your reporting system used to compare actual performance to your schedule for regular service.

Our Quality Control Managers develop and implement a routine schedule to monitor and stay ahead of any areas of deficiency. All scheduled visits are monitored and recorded via computer programs. All evaluations are recorded on a performance evaluation form (paper and/or digital) which documents the immediate needs to be addressed. If any inconsistencies are noted they are immediately relayed to the site supervisors for immediate attention. See attachment H & I for Quality Control forms.

d. Describe your capabilities to respond to emergency or disaster situations including of specialized equipment required for de-watering or moisture removal tasks or other special cleaning services.

Janitorial 5 Star Services understands there are situations that arise that cannot be planned for. We have developed a disaster/emergency response plan that utilizes a quick response from our on-call staff and specialized equipment. Our response plan is designed to immediately identify priority areas and limit or extinguish potential damage. Our employees are trained in disaster relief efforts such as smoke and fire remediation, water remediation, and mold remediation. We are confident with our disaster and emergency response plan you will see minimal disruption in services.

3.3 Describe your quality control program for each agreement of locations prime vendor is proposing:

a. Describe how you intend to provide a startup orientation program to bring facilities into compliance with quality standards.

Janitorial 5 Star Services will conduct a meeting prior to the contract starting to recruit the current staff members. We recognize the importance of experience and the current staff members have exactly that. In addition, our employees are properly trained to perform the tasks required so upon execution of this contract they will seamlessly step in. They are trained to identify any deficiencies and quickly correct them as required. In conjunction with our project crews, all sites/locations will be brought to standards specified in the RFP.

Our project managers and site supervisors will work closely with the building managers to identify any current issues with quality standards. A level of high importance will be placed on those issues to ensure standards are met quickly and without delay. We will also begin to identify the equipment and product needs of each location. These items will be purchased and made ready to provide a seamless transition.

We will always be in constant contact with building managers to guarantee this transition period is smooth and frankly unnoticeable to your staff and the people you serve. Our goal is to work hand in hand with you so our process and operations work simultaneously with yours.

b. Discuss your inspection procedures including any technical aids used to monitor performance standards.

As discussed above, our Quality Control Program is designed to stay ahead of any areas of deficiency. We use both digital and written forms to monitor and document deficiencies. All project managers and site supervisors are briefed on all RFP requirements and standards prior to commencement of the contract. Daily and weekly meetings will be conducted to discuss trending deficiencies to identify whether it stems from such issues as training, personnel, or equipment.

c. Describe how prime vendor will achieve the services and quality standards described in the attached Exhibit 1- specifications.

Janitorial 5 Star Services will achieve the services and quality standards described in the attached Exhibit 1 specifications by the following:

1. Implemented Quality Control Program
2. Maintaining proper equipment and well-trained employees
3. Maintaining constant communication with building managers
4. Quick response to service issues or deficiencies
5. Maintaining proper safety measures
6. Utilizing computer programs to schedule daily and periodic tasks

All items listed have been described above.

d. Describe and provide a sample of your reporting system used to compare actual performance to your schedule for regular services.

Janitorial 5 Star Services utilizes both digital and written forms to document performance. All evaluations and inspections are cross referenced to ensure RFP standards are being met or exceeded. See attachment H & I for quality control documents.

e. Describe the activities that can most easily be implemented to maximize opportunities to promote green building cleaning practices.

At Janitorial 5 Star Services we strive to promote and implement green cleaning practices at all facilities/contracts. We understand that our impact on the environment is lasting and we will minimize that impact.

Our project managers and site supervisors will meet with building managers to determine what is currently being implemented at the location, such as recycling, automated lights, or refillable water fountains. We will then merge our own green practices to ensure there is no interruption. We will continue to evaluate new methods, chemical products, or paper products to maximize our green cleaning efforts.

3.4 Company Equipment

a. List current inventory of heavy equipment

We currently have pressure washers, floor machines, carpet extractors, wet/dry vacuums, and backpack vacuums. We have great relationships with our vendors if additional equipment is required whether for emergency or maintenance needs.

b. Provide the response time for mobilization for each piece of equipment.

Mobilization of each piece of equipment is determined based on the location and size of the equipment. We strive to make equipment readily available with a response time of no longer than 24 hours.

c. List the current inventory of machinery for floor care that will be utilized to perform the requirements.

See section 3.4 (a) for list.

d. Describe how vendor will ensure all required equipment is maintained in quality working condition.

We regularly inspect all equipment to guarantee they are working properly. Preventative maintenance is the first step to keeping all equipment functioning properly, and it ensures there is no interruption in service. Additional equipment is readily available should it be required.

e. List office equipment and computer programs that vendor currently possesses in order to deliver electronic communications and reports to county staff.
I.e. computer, fax, scanner, printer, photocopier, adobe acrobat, Microsoft, outlook, excel etc.

Janitorial 5 Star Services currently uses all listed office equipment and computer programs. All employees are provided smart phones to communicate through these programs.

3.5 Company training

a. Provide Safety Training Manual

See attachment J.

b. Employee Training Manual

See attachment J.

c. Describe the training currently in place to assure on-site staff will be pro-active and aware during each shift with regards to notification and documentation of suspicious behavior, abandoned belongings, running water, potential slip and fall conditions, ajar doors.

Janitorial 5 Star Services provides training and retraining on all the listed subjects. We believe repetition is key when making something second nature, and that is exactly how we train our employees to recognize these items. Our managers and supervisors are constantly on the look out for ways to make your facilities safer not only for us, but for your staff and clients too. We regularly meet with

employees regarding safe practices during performance of tasks and security measures within the facilities.

d. Describe training of vendor s supervisors and cleaners in green building cleaning procedures as required for this contract.

All supervisors and cleaners will be trained in the green cleaning procedures of this RFP.

4 Workload of the Firm

List all completed and active projects that vendor has managed within the past five years. In addition, list all projected projects that vendor will be working on in the near future. Projected projects will be defined as a projects that vendor worked on concurrently. Describe vendor s approach in managing projects Were there or will there be any challenges for any of the listed projects? If so describe how vendor dealt or will deal with the projects challenges.

There are no known challenges on any past awarded projects. There are no anticipated challenges on any awarded projects. The experience of all employees coupled with our quality control measures has aided in our positive relationship with our clients. See list below for all projects.

- BMD Management, office cleaning
- Pride Construction, office cleaning & post construction cleaning
- Whiting & Turner, office cleaning & pressure washing
- OIC of South Florida, office cleaning & electrostatic disinfecting
- Commercial Relocation Group, office cleaning
- Alexander Rebb Property Management, lawn maintenance
- Strategic Properties, lawn maintenance
- Brookstone Construction, post construction cleaning & window cleaning
- Camp Live Oak, site cleaning & disinfecting
- Broward County Chemical & Supplies, supply orders
- City of Pompano Beach, office cleaning & pressure washing
- Innovative Healthcare Business Solutions, office cleaning
- Global Construction Services, post construction cleaning
- Unitarian Universalist Church, office cleaning

- Broward County School District, site cleaning in conjunction with custodial staff, post construction cleaning, & electrostatic disinfecting

5 Pricing

See attached pricing sheet

Janitorial Services - Price Sheets - Large Facilities - Group 1

ITEM NO.	FACILITY LOCATION	Annual Frequency	Annual Process	Year 1 Unit Price	Year 1 Annual	Year 2 Unit Price
1	**ALCOHOL& DRUG ABUSE - Booher** 3275 N.W 99TH WAY CORAL SPRINGS FL, 33065	12	Basic Cleaning	$ 4,800.00	$ 57,600.00	$ 4,800.00
		12	Restrooms	$ 305.00	$ 3,660.00	$ 305.00
		12	Floors	$ 395.00	$ 4,740.00	$ 395.00
		Hourly	Porter (910Hrs./Month)	$ 18.50	$ 202,020.00	$ 18.50
		15,000	Pressure Cleaning (SQ. FT.)	$ 0.05	$ 750.00	$ 0.05
		1	Windows	$ 700.00	$ 700.00	$ 700.00
		1	Air Quality	$ 1,200.00	$ 1,200.00	$ 1,200.00
		12	Cleaning Supplies	$ 130.00	$ 1,560.00	$ 130.00
		12	Paper Products	$ 597.00	$ 7,164.00	$ 597.00
		15,000	Carpet Cleaning - Deep (SQ. FT.)	$ 0.13	$ 1,950.00	$ 0.13
		15,000	Electrostatic Disinfection (SQ. FT.)	$ 0.03	$ 450.00	$ 0.03
			Total		$ 281,794.00	
2	**Alcohol & Drug Abuse** BARC CENTRAL 325 SW 28 STREET FORT LAUDERDALE FL 33315	12	Basic Cleaning	$ 8,000.00	$ 96,000.00	$ 8,000.00
		12	Restrooms	$ 505.00	$ 6,060.00	$ 505.00
		12	Floors	$ 658.00	$ 7,896.00	$ 658.00
		Hourly	Porter (455Hrs./Month)	**$ 18.50**	$ 101,010.00	**$ 18.50**
		25,084	Pressure Cleaning (SQ. FT.)	$ 0.05	$ 1,254.20	$ 0.05
		1	Windows	$ 1,110.00	$ 1,110.00	$ 1,110.00
		1	Air Quality	$ 1,980.00	$ 1,980.00	$ 1,980.00
		12	Cleaning Supplies	$ 235.00	$ 2,820.00	$ 235.00
		12	Paper Products	$ 970.00	$ 11,640.00	$ 970.00
		25,084	Carpet Cleaning - Deep (SQ. FT.)	$ 0.13	$ 3,260.92	$ 0.13
		25,084	Electrostatic Disinfection (SQ. FT.)	$ 0.03	$ 752.52	$ 0.03
			Total		$ 233,783.64	
3	**Alcohol & Drug Abuse** EP MILLS CENTER 900 NW 31ST AVENUE	12	Basic Cleaning	$ 8,200.00	$ 98,400.00	$ 8,200.00
		12	Restrooms	$ 530.00	$ 6,360.00	$ 530.00
		12	Floors	$ 670.00	$ 8,040.00	$ 670.00

	Fort Lauderdale, Fl.33311	Hourly	Porter (325Hrs./Month)	**$ 18.50**	**$ 72,150.00**	**$ 18.50**
		17,825	Pressure Cleaning (SQ. FT.)	$ 0.05	$ 891.25	$ 0.05
		1	Windows	$ 1,180.00	$ 1,180.00	$ 1,180.00
		1	Air Quality	$ 1,980.00	$ 1,980.00	$ 1,980.00
		12	Cleaning Supplies	$ 242.00	$ 2,904.00	$ 242.00
		12	Paper Products	$ 957.00	$ 11,484.00	$ 957.00
		17,825	Carpet Cleaning - Deep (SQ. FT.)	$ 0.13	$ 2,317.25	$ 0.13
		17,825	Electrostatic Disinfection (SQ. FT.)	$ 0.03	$ 534.75	$ 0.03
			Total		$ 206,241.25	
4	**Nancy J Cotterman Center**	12	Basic Cleaning	$ 1,155.00	$ 13,860.00	$ 1,155.00
	400 North East 4th Street	12	Restrooms	$ 75.00	$ 900.00	$ 75.00
	Fort Lauderdale, Fl. 33301	12	Floors	$ 95.00	$ 1,140.00	$ 95.00
		10,643	Pressure Cleaning (SQ. FT.)	$ 0.05	$ 532.15	$ 0.05
		1	Windows	$ 150.00	$ 150.00	$ 150.00
		1	Air Quality	$ 400.00	$ 400.00	$ 400.00
		12	Cleaning Supplies	$ 40.00	$ 480.00	$ 40.00
		12	Paper Products	$ 209.00	$ 2,508.00	$ 209.00
		10,643	Carpet Cleaning - Deep (SQ. FT.)	$ 0.13	$ 1,383.59	$ 0.13
		10,643	Electrostatic Disinfection (SQ. FT.)	$ 0.03	$ 319.29	$ 0.03
			Total		$ 21,673.03	
5	**NJCC Administration**	12	Basic Cleaning	$ 435.00	$ 5,220.00	$ 435.00
	408 SE 4th Street	12	Restrooms	$ 30.00	$ 360.00	$ 30.00
	Fort Lauderdale, Fl 33316	12	Floors	$ 35.00	$ 420.00	$ 35.00
		900	Pressure Cleaning (SQ. FT.)	$ 0.05	$ 45.00	$ 0.05
		1	Windows	$ 50.00	$ 50.00	$ 50.00
		1	Air Quality	$ 50.00	$ 50.00	$ 50.00
		12	Cleaning Supplies	$ 10.00	$ 120.00	$ 10.00
		12	Paper Products	$ 30.00	$ 360.00	$ 30.00
		900	Carpet Cleaning - Deep (SQ. FT.)	$ 0.13	$ 117.00	$ 0.13
		900	Electrostatic Disinfection (SQ. FT.)	$ 0.03	$ 27.00	$ 0.03
			Total		$ 6,769.00	

Total (1) - Summary, all sites			$ 750,260.92	
		Per Hour	**Annual**	**Per Hour**
Additional Labor:				
Project Supervisor	50 hrs.	$ 30.00	$ 1,500.00	$ 32.00
Site Supervisor	50 hrs.	$ 22.75	$ 1,137.50	$ 22.75
Full Time Service Crew	50 hrs.	$ 19.50	$ 975.00	$ 21.00
Part Time Service Crew	50 hrs.	$ 19.50	$ 975.00	$ 21.00
Porter Day/Night	50 hrs.	$ 18.50	$ 925.00	$ 18.50
Emergency Services Labor:				
Project Supervisor	50 hrs.	$ 32.00	$ 1,600.00	$ 32.00
Site Supervisor	50 hrs.	$ 28.00	$ 1,400.00	$ 28.00
Full Time Service Crew	50 hrs.	$ 25.00	$ 1,250.00	$ 25.00
Part Time Service Crew	50 hrs.	$ 25.00	$ 1,250.00	$ 25.00
Porter Day/Night	50 hrs.	$ 22.00	$ 1,100.00	$ 22.00
"Pass thru" (Services/Materials)			$ 1,000.00	
	Total (2)		$ 13,112.50	

Grand Total - Whole Group **(Total 1 + Total 2)**	$ 763,373.42

REGARDLESS OF THE NUMBER OF HOURS WORKED,

YES	X	**Agree to the above stat**
NO		**Disagree to the above s**

NAME OF COMPANY: **Janitorial 5 Star Services LLC**

AUTHORIZED PERSON NAME: **Kristen Olbel**

AUTHORIZED SIGNATURE: *Kristen Olbel*

By signing this proposal sheet, your firm is agreeing to the terms and conditions of the invita

All buildings listed in the group must be priced for this proposal sheet to be determined

AUTHORIZED PERSON TITLE: **CEO** **DATE:**

THIS SHEET MUST BE SIGNED AND MUST NOT BE ALTERED OR RE

- Agreement 2	
ar 2	
Annual	*Two Year Total*
$ 57,600.00	$ 115,200.00
$ 3,660.00	$ 7,320.00
$ 4,740.00	$ 9,480.00
$202,020.00	$ 404,040.00
$ 750.00	$ 1,500.00
$ 700.00	$ 1,400.00
$ 1,200.00	$ 2,400.00
$ 1,560.00	$ 3,120.00
$ 7,164.00	$ 14,328.00
$ 1,950.00	$ 3,900.00
$ 450.00	$ 900.00
$281,794.00	$ 563,588.00
$ 96,000.00	$ 192,000.00
$ 6,060.00	$ 12,120.00
$ 7,896.00	$ 15,792.00
$101,010.00	$ 202,020.00
$ 1,254.20	$ 2,508.40
$ 1,110.00	$ 2,220.00
$ 1,980.00	$ 3,960.00
$ 2,820.00	$ 5,640.00
$ 11,640.00	$ 23,280.00
$ 3,260.92	$ 6,521.84
$ 752.52	$ 1,505.04
$233,783.64	$ 467,567.28
$ 98,400.00	$ 196,800.00
$ 6,360.00	$ 12,720.00
$ 8,040.00	$ 16,080.00

$ 72,150.00	$ 144,300.00
$ 891.25	$ 1,782.50
$ 1,180.00	$ 2,360.00
$ 1,980.00	$ 3,960.00
$ 2,904.00	$ 5,808.00
$ 11,484.00	$ 22,968.00
$ 2,317.25	$ 4,634.50
$ 534.75	$ 1,069.50
$206,241.25	$ 412,482.50

$ 13,860.00	$ 27,720.00
$ 900.00	$ 1,800.00
$ 1,140.00	$ 2,280.00
$ 532.15	$ 1,064.30
$ 150.00	$ 300.00
$ 400.00	$ 800.00
$ 480.00	$ 960.00
$ 2,508.00	$ 5,016.00
$ 1,383.59	$ 2,767.18
$ 319.29	$ 638.58
$ 21,673.03	$ 43,346.06

$ 5,220.00	$ 10,440.00
$ 360.00	$ 720.00
$ 420.00	$ 840.00
$ 45.00	$ 90.00
$ 50.00	$ 100.00
$ 50.00	$ 100.00
$ 120.00	$ 240.00
$ 360.00	$ 720.00
$ 117.00	$ 234.00
$ 27.00	$ 54.00
$ 6,769.00	$ 13,538.00

$750,260.92	$ 1,500,521.84
Annual	**2 years**
$ 1,600.00	$ 3,100.00
$ 1,137.50	$ 2,275.00
$ 1,050.00	$ 2,025.00
$ 1,050.00	$ 2,025.00
$ 925.00	$ 1,850.00
$ 1,600.00	$ 3,200.00
$ 1,400.00	$ 2,800.00
$ 1,250.00	$ 2,500.00
$ 1,250.00	$ 2,500.00
$ 1,100.00	$ 2,200.00
$ 1,000.00	$ 2,000.00
$13,362.50	$ 26,475.00

$763,623.42	$ 1,526,996.84

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5/25/2021

VISED.

Attachment - A Vendor Reference Verification Broward County School Board

BROWARD COUNTY FLORIDA

Vendor Reference Verification Form

Broward County Solicitation No. and Title:

RFP No. BLD2121632P1, Janitorial Services -County Facilities

Reference for: Janitorial 5 Star Services LLC

Organization/Firm Name providing reference:

Broward County School District

Contact Name: Ben Osborne Reference date: 05/10/2021

Contact Email: benjamin.osborne@browardschools.com Contact Phone: 954-931-5625

Name of Referenced Project: Janitorial services, emergency services, electrostatic disinfecting

Contract No.	Date Services Provided:	Project Amount:
	09/01/2020 to 05/10/2021	$ 366,166.00

Vendor's role in Project: ☑ Prime Vendor ☐ Subconsultant/Subcontractor

Would you use this vendor again? ☑ Yes ☐ No

Description of services provided by Vendor:
Electrostatic disinfecting, janitorial services, emergency response for janitorial needs

Please rate your experience with the referenced Vendor:	Needs Improvement	Satisfactory	Excellent	Not Applicable
1. Vendor's Quality of Service				
a. Responsive	☐	☐	☑	☐
b. Accuracy	☐	☑	☐	☐
c. Deliverables	☐	☑	☐	☐
2. Vendor's Organization:				
a. Staff expertise	☐	☐	☑	☐
b. Professionalism	☐	☐	☑	☐
c. Turnover	☐	☐	☐	☑
3. Timeliness of:				
a. Project	☐	☑	☐	☐
b. Deliverables	☐	☑	☐	☐
4. Project completed within budget	☐	☑	☐	☐
5. Cooperation with:				
a. Your Firm	☐	☐	☑	☐
b. Subcontractor(s)/Subconsultant(s)	☐	☑	☐	☐
c. Regulatory Agency(ies)	☐	☑	☐	☐

Additional Comments: (provide on additional sheet if needed)

THIS SECTION FOR COUNTY USE ONLY

Verified via: ____EMAIL ____VERBAL Verified by: _____ Division: _____ Date: _____

All information provided to Broward County is subject to verification. Vendor acknowledges that inaccurate, untruthful, or incorrect statements made in support of this response may be used by the County as a basis for rejection, rescission of the award, or termination of the contract and may also serve as the basis for debarment of Vendor pursuant to Section 21.119 of the Broward County Procurement Code.

Attachment - B

Vendor Reference Verification

BMD Management

Attachment B

BROWARD COUNTY FLORIDA

Vendor Reference Verification Form

Broward County Solicitation No. and Title:

RFP No. BLD2121632P1, Janitorial Services -County Facilities

Reference for: Janitorial 5 Star Services LLC

Organization/Firm Name providing reference:

BMD Management

Contact Name: Barbara Preston Reference date: 05/10/2021

Contact Email: bpreston@bmdfl.com Contact Phone: 954-784-3031

Name of Referenced Project: 555 SW 12th Ave Pompano Beach, FL

Contract No. Date Services Provided: Project Amount:

10/01/2017 to 05/10/2021 $ 40,000.00

Vendor's role in Project: ☑ Prime Vendor ☐ Subconsultant/Subcontractor

Would you use this vendor again? ☑ Yes ☐ No

Description of services provided by Vendor:

Janitorial services provided 5 days a week.

Please rate your experience with the referenced Vendor:	**Needs Improvement**	**Satisfactory**	**Excellent**	**Not Applicable**
1. Vendor's Quality of Service				
a. Responsive	☐	☐	☑	☐
b. Accuracy	☐	☐	☑	☐
c. Deliverables	☐	☐	☐	☑
2. Vendor's Organization:				
a. Staff expertise	☐	☐	☑	☐
b. Professionalism	☐	☐	☑	☐
c. Turnover	☐	☐	☐	☐
3. Timeliness of:				
a. Project	☐	☐	☑	☐
b. Deliverables	☐	☐	☑	☐
4. Project completed within budget	☐	☐	☑	☐
5. Cooperation with:				
a. Your Firm	☐	☐	☑	☐
b. Subcontractor(s)/Subconsultant(s)	☐	☐	☐	☑
c. Regulatory Agency(ies)	☐	☐	☐	☑

Additional Comments: (provide on additional sheet if needed)

THIS SECTION FOR COUNTY USE ONLY

Verified via: ____EMAIL ____VERBAL Verified by: _____ Division: _____ Date: _____

All information provided to Broward County is subject to verification. Vendor acknowledges that inaccurate, untruthful, or incorrect statements made in support of this response may be used by the County as a basis for rejection, rescission of the award, or termination of the contract and may also serve as the basis for debarment of Vendor pursuant to Section 21.119 of the Broward County Procurement Code.

Attachment - C
Vendor Reference Verification
City of Pompano Beach

BROWARD COUNTY FLORIDA

Vendor Reference Verification Form

Broward County Solicitation No. and Title:

RFP No. BLD2121632P1, Janitorial Services -County Facilities

Reference for: Janitorial 5 Star Services LLC

Organization/Firm Name providing reference:

City of Pompano Beach

Contact Name: Kate Belcher Reference date: 05/10/2021

Contact Email: Kate.Belcher@copbfl.com Contact Phone: 954-786-4575

Name of Referenced Project: Pressure cleaning city pier

Contract No. Date Services Provided: 05/01/2020 to 05/10/2021 Project Amount: $ 70,000.00

Vendor's role in Project: ☑ Prime Vendor ☐ Subconsultant/Subcontractor

Would you use this vendor again? ☐ Yes ☐ No

Description of services provided by Vendor:

Daily maintenance of pier by pressure cleaning and trash pickup. Monthly full pier cleaning by pressure cleaning.

Please rate your experience with the referenced Vendor:	**Needs Improvement**	**Satisfactory**	**Excellent**	**Not Applicable**
1. Vendor's Quality of Service				
a. Responsive	☐	☐	☐ x	☐
b. Accuracy	☐	☐	☐ x	☐
c. Deliverables	☐	☐	☐ x	☐
2. Vendor's Organization:				
a. Staff expertise	☐	☐	☐ x	☐
b. Professionalism	☐	☐	☐ x	☐
c. Turnover	☐	☐	☐ x	☐
3. Timeliness of:				
a. Project	☐	☐	☐ x	☐
b. Deliverables	☐	☐	☐ x	☐
4. Project completed within budget	☐	☐	☐ x	☐
5. Cooperation with:				
a. Your Firm	☐	☐	☐ x	☐
b. Subcontractor(s)/Subconsultant(s)	☐	☐	☐ x	☐
c. Regulatory Agency(ies)	☐	☐	☐ x	☐

Additional Comments: (provide on additional sheet if needed)

THIS SECTION FOR COUNTY USE ONLY

Verified via: ____EMAIL ____VERBAL Verified by: _____ Division: _____ Date: _____

All information provided to Broward County is subject to verification. Vendor acknowledges that inaccurate, untruthful, or incorrect statements made in support of this response may be used by the County as a basis for rejection, rescission of the award, or termination of the contract and may also serve as the basis for debarment of Vendor pursuant to Section 21.119 of the Broward County Procurement Code.

Attachment - D

Broward County Local Business Tax Receipt

Attachment D

BROWARD COUNTY LOCAL BUSINESS TAX RECEIPT

115 S. Andrews Ave., Rm. A-100, Ft. Lauderdale, FL 33301-1895 – 954-831-4000

VALID OCTOBER 1, 2020 THROUGH SEPTEMBER 30, 2021

DBA:
Business Name: JANITORIAL 5 STAR SERVICES

Receipt #: 325-288281
Business Type: CLEANING/JANITORIAL (JANITORIAL)

Owner Name: KRISTEN OLBEL
Business Location: 1961 NE 25 AVE
POMPANO BEACH
Business Phone: 954-702-2053

Business Opened: 01/03/2018
State/County/Cert/Reg:
Exemption Code:

Rooms	Seats	Employees	Machines	Professionals
		1		

For Vending Business Only — Number of Machines: — Vending Type:

Tax Amount	Transfer Fee	NSF Fee	Penalty	Prior Years	Collection Cost	Total Paid
33.00	0.00	0.00	0.00	0.00	0.00	33.00

THIS RECEIPT MUST BE POSTED CONSPICUOUSLY IN YOUR PLACE OF BUSINESS

THIS BECOMES A TAX RECEIPT

WHEN VALIDATED

This tax is levied for the privilege of doing business within Broward County and is non-regulatory in nature. You must meet all County and/or Municipality planning and zoning requirements. This Business Tax Receipt must be transferred when the business is sold, business name has changed or you have moved the business location. This receipt does not indicate that the business is legal or that it is in compliance with State or local laws and regulations.

Mailing Address:

KRISTEN OLBEL
1961 NE 25 AVE
POMPANO BEACH, FL 33062

Receipt #05A-19-00009355
Paid 07/15/2020 33.00

2020 - 2021

BROWARD COUNTY LOCAL BUSINESS TAX RECEIPT

Attachment - E
City of Pompano Beach
Business Tax Receipt

pompano beach
Florida's Warmest Welcome

CITY OF POMPANO BEACH
BUSINESS TAX RECEIPT
FISCAL YEAR: 2020 - 2021

Business Tax Receipt Valid from: October 1, 2020 through September 30, 2021

4466624 9/21/2020
JANITORIAL 5 STAR SERVICES LLC
OLBEL, KRISTEN - H/O
1961 NE 25 AVENUE
POMPANO BEACH FL 33062

THIS IS NOT A BILL

THIS IS YOUR BUSINESS TAX RECEIPT. PLEASE POST IN A CONSPICUOUS PLACE AT THE BUSINESS LOCATION.

BUSINESS OWNER: JANITORIAL 5 STAR SERVICES LLC
BUSINESS LOCATION: 1961 NE 25 AV POMPANO BEACH FL

RECEIPT NO:	CLASSIFICATION
21-00095288	JANITORIAL OR WINDOW CLEANING

NOTICE: A NEW APPLICATON MUST BE FILED IF THE BUSINESS NAME, OWNERSHIP OR ADDRESS IS CHANGED. THE ISSUANCE OF A BUSINESS TAX RECEIPT SHALL NOT BE DEEMED A WAIVER OF ANY PROVISION OF THE CITY CODE NOR SHALL THE ISSUANCE OF A BUSINESS TAX RECEIPT BE CONSTRUED TO BE A JUDGEMENT OF THE CITY AS TO THE COMPETENCE OF THE APPLICANT TO TRANSACT BUSINESS. **THIS DOCUMENT CANNOT BE ALTERED.**

BUSINESS TAX RECEIPTS EXPIRE SEPTEMBER 30TH OF EACH YEAR

Attachment – F

CBE Certification

Attachment F

BLD2121632P1

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Broward County Board of County Commissioners

BidSync

5/26/2021

BROWARD COUNTY
FLORIDA

Office of Economic and Small Business Development

Governmental Center Annex
115 S. Andrews Avenue, Room A680 • Fort Lauderdale, Florida 33301 • 954-357-6400 • FAX 954-357-5674 • TTY 954-357-5664

This Certificate is Awarded to:

JANITORIAL 5 STAR SERVICES LLC

As set forth in the Broward County Business Opportunity Act of 2012, the certification requirements have been met for:

County Business Enterprise
Small Business Enterprise
Anniversary Date: January 31st

Authorized Representative

The Office of Economic and Small Business Development must be notified within 30 days of any material changes in the business which may affect ownership and control. Failure to do so may result in the revocation of this certificate and/or imposition of other sanctions.

A Service of the Broward County Board of County Commissioners
www.broward.org/smallbusiness

Attachment – G

SBE Certification

Attachment 6

BLD2121632P1

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Supplier Diversity Outreach Program

THIS CERTIFICATE IS AWARDED TO

Janitorial 5 Star Services, LLC

FOR HAVING SUCCESSFULLY MET THE PRESCRIBED STANDARDS SET FORTH BY THE SUPPLIER DIVERSITY OUTREACH PROGRAM OF THE SCHOOL BOARD OF BROWARD COUNTY, FLORIDA FOR

CERTIFICATION

Small Business Enterprise (SBE)

Non-Minority

ON THIS DAY: September 9, 2019

Jasmine M. Jones
Manager, Supplier Diversity Outreach Program

CERTIFICATION #: WS1850692419

Expiration Date: September 8, 2021

Broward County Board of Commissioners

BidSync

5/26/2021

Attachment – H
Quality Inspection Form

Attachment F1

JANITORIAL 5 STAR SERVICES LLC

Quality Inspection Form

Date: _____

Location (name/building # etc): _____

Previous inspection date/result: _____

Next Inspection date: _____

Facility contact/signature: _____

Rating used 1-5 (1 = needs more frequent inspection, 5 = standard inspection time)

Facility Area	Common Name (AKA)	Number of Issues Noted	Rating
1. Lobby/Entrance			
2. Common areas (public/service areas)			
3. Employee work areas			
4. Administrative/Private Offices			
5. Employee use areas			
6. Support/Service areas			
7. Specialty areas			
8. Restrooms			
9. Carpet Flooring			
10. Hard Flooring			
11. Administrative Duties			

Attachment – I

Quality Control Inspection

JANITORIAL 5 STAR SERVICES LLC

Quality Control Inspection

Date/time: _____

Location (facility/building): _____

Inspector: _____

Area	Item for Inspection	Satisfactory	Unsatisfactory	Comments
1. Entrance	Free of Debris			
	Trash container, empty/clean liner			
	Ash containers clean			
	Exterior furniture clean			
	Walk-off mat clean			
2. Common areas & Lobby	Trash container, empty/clean liner			
	Carpets vacuum/spot cleaned			
	Hard floors dust/wet mopped			
	Hard floors—shine			
	Entrance doors/glass clean			
	Corners/Edges clean			
	Low dusting			
	High Dusting			
	HVAC vents clean			
	Drinking fountain clean			
3. Admin areas	Trash container, empty/clean liner			
	Carpets vacuum/spot cleaned			
	Hard floors dust/wet mopped			
	Hard floors—shine			
	Entrance doors/glass clean			
	Corners/Edges clean			
	Low dusting			
	High Dusting			
	HVAC vents clean			
	Furniture dust/spot free			
	Telephones clean/sanitized			

4. Kitchen areas	Trash container, empty/clean liner	_____	_____	_____
	Hard floors dust/wet mopped	_____	_____	_____
	Corners/Edges clean	_____	_____	_____
	Drains clean	_____	_____	_____
	Walls clean	_____	_____	_____
	HVAC vents clean	_____	_____	_____
5. Dining & Break areas	Trash container, empty/clean liner	_____	_____	_____
	Hard floors dust/wet mopped	_____	_____	_____
	Hard floors—shine	_____	_____	_____
	Corners/Edges clean	_____	_____	_____
	Tables/chairs clean	_____	_____	_____
	Walls clean	_____	_____	_____
	Serving areas clean	_____	_____	_____
	HVAC vents clean	_____	_____	_____
6. Restrooms	Trash container, empty/clean liner	_____	_____	_____
	Corners/Edges clean	_____	_____	_____
	Floor clean	_____	_____	_____
	Walls/partitions clean	_____	_____	_____
	Mirrors clean	_____	_____	_____
	Sinks/counters clean	_____	_____	_____
	Toilets/urinals clean	_____	_____	_____
	Showers clean	_____	_____	_____
	Soap/liquids filled	_____	_____	_____
	Paper towels filled	_____	_____	_____
	Toilet paper filled	_____	_____	_____
	Toilet seat/feminine products filled	_____	_____	_____
	HVAC vents clean	_____	_____	_____
	Floor drain clean	_____	_____	_____
7. Janitor closet	Area clean/orderly	_____	_____	_____
	Mop sink clean	_____	_____	_____
	Equipment clean/orderly	_____	_____	_____
	Chemicals orderly/labeled	_____	_____	_____
	Proper signs clean/visible	_____	_____	_____
	MSDS	_____	_____	_____
8. Employee Uniform clean/orderly		_____	_____	_____
	Badge/keys (if applicable)	_____	_____	_____

Number of items inspected: _____
Number of items Satisfactory: _____
Number of items Unsatisfactory: _____

WAGES RATES

Janitorial Services

Facilities Management Division

JANITORIAL SERVICES – FACILIITES MANAGEMENT DIVISION
FACILITIES LOCATIONS

WAGE RATES
(FOR LIVING WAGE RATE INFORMATIONAL PURPOSES ONLY EFFECTIVE JANUARY 1, 2021 THRU DECEMBER 31, 2021)

The hourly rate within this attachment shall be in accordance with Broward County Living Wage Ordinance (Sections 26-100 through 26-105 of Article VII, Chapter 26, Broward County Code of Ordinances), as amended, annually adjusted per Living Wage Ordinance.

The completed form should be submitted with the solicitation response prior to the solicitation closing date. If not included with the solicitation response, the proposer is required to provide within three business days of County's request. Vendor may be deemed non-responsible for failure to fully comply within stated timeframes.

The hourly rate must be entered for all personnel positions in accordance with Special Instructions to Vendors, Section J.2. If additional personnel positions are proposed to perform the work, provide information in the applicable sections of this form.

The hourly rate shall be the raw (unburdened) labor rates exclusive of taxes, insurance, overhead, profit, etc.

NOTE: This form is for informational purposes only and will not be used for final evaluation and scoring for Price.

PERSONNEL POSITIONS (Insert below for each position the minimum unburdened hourly rate)

DESCRIPTION	UNIT	(HOURLY RATE (UNBURDENED)
Project Manager or Equivalent	Hour	$ 30.00
Assistant Project Manager or Equivalent	Hour	$ 22.75
Quality Control Manager or Equivalent	Hour	$ 22.75
Shift Supervisor or Equivalent	Hour	$ 22.75
Team Leader/Supervisor or Equivalent	Hour	$ 19.50
Janitorial Worker or Equivalent	Hour	$ 17.05
	Hour	$
	Hour	$

Vendor Name JANITORIAL 5 STAR SERVICES LLC

JANITORIAL SERVICES – FACILITIES MANAGEMENT DIVISION
FACILITIES LOCATIONS

WAGE RATES
(FOR LIVING WAGE RATE INFORMATIONAL PURPOSES ONLY EFFECTIVE JANUARY 1, 2022 THRU DECEMBER 31, 2022)

The hourly rate within this attachment shall be in accordance with Broward County Living Wage Ordinance (Sections 26-100 through 26-105 of Article VII, Chapter 26, Broward County Code of Ordinances), as amended, annually adjusted per Living Wage Ordinance.

The completed form should be submitted with the solicitation response prior to the solicitation closing date. If not included with the solicitation response, the proposer is required to provide within three business days of County's request. Vendor may be deemed non-responsible for failure to fully comply within stated timeframes.

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Shift Supervisor or Equivalent	Hour	$ 22.75
Team Leader/Supervisor or Equivalent	Hour	$ 19.50
Janitorial Worker or Equivalent	Hour	$ 17.05
	Hour	$
	Hour	$

Vendor Name JANITORIAL 5 STAR SERVICES LLC

JANITORIAL SERVICES – FACILITIES MANAMGEMENT DIVISION
FACILITIES LOCATIONS

WAGE RATES
(FOR LIVING WAGE RATE INFORMATIONAL PURPOSES ONLY EFFECTIVE JANUARY 1, 2023 THRU DECEMBER 31, 2023)

The hourly rate within this attachment shall be in accordance with Broward County Living Wage Ordinance (Sections 26-100 through 26-105 of Article VII, Chapter 26, Broward County Code of Ordinances), as amended, annually adjusted per Living Wage Ordinance.

The completed form should be submitted with the solicitation response prior to the solicitation closing date. If not included with the solicitation response, the proposer is required to provide within three business days of County's request. Vendor may be deemed non-responsible for failure to fully comply within stated timeframes.

The hourly rate must be entered for all personnel positions in accordance with Special Instructions to Vendors, Section J.2. If additional personnel positions are proposed to perform the work, provide information in the applicable sections of this form.

The hourly rate shall be the raw (unburdened) labor rates exclusive of taxes, insurance, overhead, profit, etc.

NOTE: This form is for informational purposes only and will not be used for final evaluation and scoring for Price.

PERSONNEL POSITIONS (Insert below for each position the minimum unburdened hourly rate)

DESCRIPTION	UNIT	(HOURLY RATE UNBURDENED)
Project Manager or Equivalent	Hour	$ 30.00
Assistant Project Manager or Equivalent	Hour	$ 22.75
Quality Control Manager or Equivalent	Hour	$ 22.75
Shift Supervisor or Equivalent	Hour	$ 22.75
Team Leader/Supervisor or Equivalent	Hour	$ 19.50
Janitorial Worker or Equivalent	Hour	$ 17.05
_____	Hour	$ _____
_____	Hour	$ _____

Vendor Name JANITORIAL 5 STAR SERVICES LLC

2021 Florida Limited Liability Company Annual Report

2021 FLORIDA LIMITED LIABILITY COMPANY ANNUAL REPORT

Broward County Board of
County Commissioners

FILED
Jan 27, 2021
Secretary of State
3489649676CC

DOCUMENT# L17000159119

Entity Name: JANITORIAL 5 STAR SERVICES LLC

Current Principal Place of Business:

1961 NE 25TH AVE
POMPANO BEACH, FL 33062

Current Mailing Address:

1961 NE 25TH AVE
POMPANO BEACH, FL 33062 US

FEI Number: 82-2282100

Certificate of Status Desired: No

Name and Address of Current Registered Agent:

OLBEL, KRISTEN
1961 NE 25TH AVE
POMPANO BEACH, FL 33062 US

The above named entity submits this statement for the purpose of changing its registered office or registered agent, or both, in the State of Florida.

SIGNATURE:

Electronic Signature of Registered Agent — Date

Authorized Person(s) Detail :

Title	CEO
Name	OLBEL, KRISTEN
Address	1961 NE 25TH AVE
City-State-Zip:	POMPANO BEACH FL 33062

Title	COO
Name	OLBEL, MIKELANGE
Address	1961 NE 25TH AVE
City-State-Zip:	POMPANO BEACH FL 33062

I hereby certify that the information indicated on this report or supplemental report is true and accurate and that my electronic signature shall have the same legal effect as if made under oath; that I am a managing member or manager of the limited liability company or the receiver or trustee empowered to execute this report as required by Chapter 605, Florida Statutes; and that my name appears above, or on an attachment with all other like empowered.

SIGNATURE: KRISTEN LYNNE OLBEL CEO 01/27/2021

Electronic Signature of Signing Authorized Person(s) Detail — Date

Living Wage Ordinance Compliance Affidavit Form

LIVING WAGE ORDINANCE COMPLIANCE AFFIDAVIT
FORM

The completed and signed form should be returned with the Vendor's submittal. If not provided with submittal, the Vendor must submit within three business days of County's request. Vendor may be deemed non-responsivefor failure to fully comply within stated timeframes. Vendor should scan and upload the completed, signed form(s) in BidSync.

Covered Employer: Janitorial 5 Star Services LLC

Address: 1961 NE 25th Ave Pompano Beach, FL 33062

Local Contact: Kristen Olbel | E-Mail Address: janitorial5starservices@gmail

Address: 1961 NE 25th Ave Pompano Beach, FL 33062

Contract #

Amount:

Using Agency Janitorial 5 Star Services LLC

Served: Solicitation No. and Title: BLD2121632P1 Janitorial Services - County Facilities

By signing below I hereby certify that the covered employees listed below: (please check one)

A. ☐ Receive a minimum pay of $ _____ per hour and are provided health benefits valued at $ _____ per hour.

B. ☒ Receive a minimum pay of $ 17.05 per hour and are not provided health benefits.

Provide names of hourly employees and their job classifications providing covered services for the above referenced contract:

Name	Job Class	A or B	Name	Job Class	A or B
Lakesha Hanson	Supervisor	B			
Kenny Bellinger	Supervisor	B			

(Attach Additional sheets in the format above, if needed)

I, Kristen Olbel (Print Name) attest that of Janitorial 5 Star Services (Company) hereby

(1) I have the authority to sign this notarized compliance affidavit, (2) the following information is true, complete and correct and (3) the Vendor certifies that it shall:

a) Pay all employees working on this contract/project, who are covered by the Living Wage Ordinance, as amended, in accordance with wage rates and provisions of the Living Wage Ordinance;

b) Provide the applicable living wage statement regarding wage rates with the employee's first paycheck or direct deposit receipt as required by the Living Wage Ordinance, as amended; and

c) (IF APPLICABLE) If health care benefits are provided under "A" above, the health care benefit meets the standard health benefit plan as described in Section 627.6699 (12)(b)(4), Florida Statutes, as amended. As a principal officer of the covered employer, the undersigned affirms that the referenced Florida Statute has been reviewed and the covered employer's health plan meets all the elements required by the statute, as amended.

Signature Kristen Olbel Title CEO

SWORN TO AND SUBSCRIBED BEFORE ME this 12 day of May,

20 21

STATE OF Fl

COUNTY OF Broward

RENETTE VEDRINE NOTARY PUBLIC STATE OF FLORIDA My Comm. Expires July 22, 2023 No. GG 357147

Notary Public (Sign name of Notary Public)

My commission expires: 7/22/23 (SEAL)

Personally Known ☐ or Produced Identification ☒ Type of Identification Produced: DL

LETTER OF INTENT

BROWARD COUNTY
FLORIDA
OFFICE OF ECONOMIC AND
SMALL BUSINESS DEVELOPMENT

LETTER OF INTENT

BETWEEN BIDDER/OFFEROR AND COUNTY BUSINESS ENTERPRISE (CBE) FIRM/SUPPLIER

This form is to be completed and signed for each CBE firm. If the PRIME is a CBE firm, please indicate the percentage performing with your own forces.

Solicitation No.: BLD2121632P1

Project Title: Janitorial Services - County Facilities

Bidder/Offeror Name: Janitorial 5 Star Services LLC

Address: 1961 NE 25th Ave City: Pompano Beach State: FL Zip: 33062

Authorized Representative: Kristen Olbel Phone: 954-702-2053

CBE Firm/Supplier Name: _____

Address: _____ City: _____ State: ____ Zip: _____

Authorized Representative: _____ Phone: _____

A. This is a letter of intent between the bidder/offeror on this project and a CBE firm for the CBE to perform work on this project.

B. By signing below, the bidder/offeror is committing to utilize the above-named CBE to perform the work described below.

C. By signing below, the above-named CBE is committing to perform the work described below.

D. By signing below, the bidder/offeror and CBE affirm that if the CBE subcontracts any of the work described below, it may only subcontract that work to another CBE.

Work to be performed by CBE Firm

Description	NAICS[1]	CBE Contract Amount[2]	CBE Percentage of Total Project Value
Janitorial Services (Agreement 1-14)	561720		100.00 %
			%
			%

AFFIRMATION: I hereby affirm that the information above is true and correct.

CBE Firm/Supplier Authorized Representative

Signature: _____ Title: _____ Date: _____

Bidder/Offeror Authorized Representative

Signature: Kristen Olbel Title: CEO Date: 05/25/2021

[1] Visit Census.gov and select NAICS to search and identify the correct codes. Match type of work with NAICS code as closely as possible.

[2] To be provided only when the solicitation requires that bidder/offeror include a dollar amount in its bid/offer.

In the event the bidder/offeror does not receive award of the prime contract, any and all representations in this Letter of Intent and Affirmation shall be null and void.

Rev.: June 2018

Compliance Form No. 004

OSHA Certification

5/26/2021

Certificate of Completion

360training.com

This Certifies That

Kristen Olbel

is awarded this certificate for

OSHA 30 Hour Outreach Training Program - General Industry

Credit Hours: 30.00

Completion Date: 05/10/2019

Curtis Chambers, Trainer C 26-0106073 and G 26-0079775

"As an OSHA authorized trainer, I verify that I have conducted this OSHA outreach training class in accordance with OSHA Outreach Training Program requirements. I will document this class to my authorizing OSHA training organization. Upon successful review of my documentation, I will provide each student their completion card within 90 days of the end of the class."

6801 N Capital of Texas Hwy, Bldg I, Suite 250 ♦ Austin, TX 78731 ♦ 877.881.2235 ♦ www.360training.com

BidSync

Broward County Board of County Commissioners

BLD2121032P1

JANITORIAL
5 STAR SERVICES LLC

"Allow us to give you a Star Cleaning"

Employee and Safety Training Manual

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Definition of Terms

Cleaning--Cleaning is removing obvious dirt, debris, and other materials from a surface.

Etiquette Etiquette refers to rules of acceptable behavior. In other words, etiquette by definition refers to the “rules and conventions governing correct or polite behavior in society in general or in a specific social or professional group or situation

Green Cleaning--Green Cleaning is cleaning to protect health without harming the environment.

Falls—

Lockout/Tagout--"Lockout/Tagout (LOTO)" refers to specific practices and procedures to safeguard employees from the unexpected energization or startup of machinery and equipment, or the release of hazardous energy during service or maintenance activities. A lockout/tagout program requires the identification and implementation of practices and procedures necessary to shut down and lockout/tagout machines and equipment. The program requires that certain employees receive training in the lockout tagout procedures and that periodic inspections be conducted to maintain and enhance it.

Safety Safety as it applies to this manual is relative freedom from danger, risk, or threat of harm, injury, or loss to personnel and/or property, whether caused deliberately or by accident.

Sanitizing--Sanitizing or disinfecting is the actual killing of the microorganisms through heat or chemicals.

Security Security as it applies to this manual is prevention of and protection against assault, damage, fire, fraud, invasion of privacy, theft, unlawful entry, and other such occurrences caused by deliberate action.

Slips--A slip occurs when there is too little traction or friction between the shoe and walking surface. You slip when you lose your footing or

grip on a slippery surface.

Trips and Falls A trip is a fall or stumble caused by catching your foot on something. Tripping and falling accidents occur when your foot comes in contact with an object, or drops unexpectedly throwing you offbalance. A fall is when someone or something moves downward to a lower position by the force of gravity.

Universal Precautions--Universal precautions refers to the practice, in medicine, of avoiding contact with patients' bodily fluids, by means of the wearing of nonporous articles such as medical gloves, goggles, and face shields.

Chapter 1: Introduction

WHAT IS THE CUSTODIAL OR JANITORIAL INDUSTRY?

A janitor or custodian is a person who takes care of a building,
such as a school, office building, hospital, or apartment. Janitors are responsible primarily for cleaning, and often though not always some maintenance and security duties. Similar to the custodian or janitor is the building superintendent. Generally a superintendent has more maintenance and managerial duties.

Janitors and custodians may be required to receive training and licensing in various fields, such as Hazmat, CPR, or Boiler Operations, depending on the employer and the specific nature of the job.

A custodian may be considered to be different from a janitor. In some settings janitors are called housekeepers or housekeeping staff and in other settings they are referred to as maintenance or maintenance staff. Institutions have come up with a number of alternative job titles.

PURPOSE OF THIS MANUAL

The purpose of this manual is to acquaint you with cleaning techniques and safety in the Janitorial and Custodial industry. Some typical cleaning jobs may include the following tasks.
Cleaning bathrooms
Sinks
Toilets
Urinals
Cleaning floors
Cleaning carpeting
Cleaning stainless steel and other special surfaces
Clearing tables in lunch room
Emptying trash and recycling bin
Stripping and waxing floors

No matter what job you have as a Janitor or Custodian there are responsibilities associated with your job. One of these responsibilities is safety, safety for you and the safety of your coworkers and guests or patients in your facilities. Over the many years, safety has evolved

into a very high profile responsibility. Depending on where you live and work, safety laws and regulations are becoming more stringent and demanding.

Ideally safety is freedom from danger. Of course, every safety topic for the Janitor or Custodian cannot be covered in this one manual. However we will be discussing many safety topics including protection from the risk of harm or injury, safety devices, and responsibilities.

Topics including general information and new employee orientation will be covered. There are sections on accident prevention, bloodborne pathogens, electrical safety, lockout and tagout, safe lifting, and of course cleaning techniques.

Chapter 2: General Safety Rules for Everyone

The Janitors and Custodians may consist of many groups of employees. As indicated by the different job titles mentioned, jobs in this industry are many and diversified. There are general safety rules that apply to everyone. Some of these rules are discussed here. Horseplay is always prohibited…so don t even think about it

PERSONAL

Personal Hygiene
Hygiene refers to the set of practices associated with the preservation of health and healthy living. Hygiene is a concept related to medicine, as well as to personal and professional care practices related to most aspects of living, although it is most often associated with cleanliness and preventative measures. In medicine, hygiene practices are employed to reduce the incidence and spreading of disease.

Cleanliness requires a daily bath and a change to clean underclothing. Use a deodorant to prevent body odor. If you are a guy, shave daily. Give teeth and hair proper care, everyday. Keep fingernails short and clean. If you are a gal, use cosmetics in moderation. Refrain from the use of heavy scents.

In order to control cross-contamination, hands should be washed after performing cleaning duties. Before continuing on to the next area, wash your hands. Also, wash before meals and after going to the restroom.

Massage hand cleaner around the fingers, knuckles, and hands. Scrub fingernails with a brush. Keep your hands lower than your elbows when washing. Wash vigorously for two minutes. The tap water should be running during the entire process. Use medicated hand moisturizer when skin becomes dry or chapped.

To protect yourself you should use the proper Personal Protective Equipment or the acronym PPE for each cleaning task you perform.

Report to Work Rested
A first step to safety is to report to work rested, alert, and ready to perform your job. Fatigue may affect your ability to work safely. It may also impair your ability to treat your colleagues with the hospitality consistent with your training.

Wear Appropriate Clothing
Next, you should always wear appropriate clothing for your job. Follow your company's dress code. This includes wearing proper footwear for the job.

If you will be working equipment and machinery, don't wear rings and jewelry that can get caught in the moving parts.

Keep long hair tied back or under a hat. This will avoid having your hair getting caught in machines. Clothing should fit properly allowing room for movement without being so loose it could get caught in machinery moving parts.

Report Accidents
Most companies provide necessary first aid and medical treatment for injuries. If you are injured on the job, report the accident to your supervisor immediately, so that proper medical treatment can be provided.

First aid or professional medical treatment will be given as necessary; however, you must report all accidents and injuries when they occur, even if your injury does not require medical treatment.

PERSONAL PROTECTIVE EQUIPMENT

What is personal protective equipment or the acronym PPE and how does it affect you?
Personal protective equipment is equipment that has been designed to protect you from potential injuries. When required for certain job assignments, personal protective equipment will be issued to you It s your responsibility to wear it

Personal protective equipment could include safety glasses when your eyes are exposed to potential injury, gloves to protect your hands, hard hats for head protection, hearing protection for high noise areas, face shields to protect your face, respirators, specialized shoes…all these and more are considered personal protective equipment

Wearing personal protective equipment is important to protect you from injury or illness while performing your job. Some of the personal protective equipment you need may include:

Eye Protection
You should choose the proper type of eye protection for the hazard. For example, safety glasses are not appropriate when working with chemicals that may splash in your face or

eyes. Goggles and a face shield would be the best choice when working with chemicals.
Skin Protection

You should wear the right protective gloves for the hazard or chemicals. Some products can melt or go through the glove. Also protect your skin by wearing a protective apron or smock. If your clothing is soaked with chemicals, change them immediately to prevent prolonged skin contact.

Hearing Protection
Hearing protection may also be required if you work in a noisy area or with noisy equipment such as vacuums and other tools.

Respiratory Protection
Respiratory protection may be required depending on the job and chemical products being used. You must be trained before using a respirator. Discuss the need for this protection with your supervisor.

ELECTRICAL SAFETY

Electrical safety is another important safety consideration. Naturally, everyone has been exposed to electricity and how dangerous it can be if it's misused.

Generally, in the workplace you should always inspect electrical cables, cords, and plugs for frays, cracks, cuts, or defects before you use them. If the electrical tools or equipment you use do not say “Double Insulated on the manufacturer s tag then they must be grounded with a 3-prong plug and a grounded cable. This provides some degree of protection from electrical shock in case of a malfunction or short in the tool. Figure 1 shows a three prong plug and receptacle.

What this means is there must be a third prong on the plug. The third wire goes to ground. In case of a short or malfunction, the electricity will flow though this third wire to ground and not through the person holding the malfunctioning tool or equipment. Of course, if the ground wire is not properly connected to the system or the third prong is missing from the plug, then there is no electrical shock prevention.

Always check and test your equipment for safety before you use it.
Never allow an outlet to be overloaded.

Don t overload circuits by plugging in more than the allowed number of electrical power outlets.

The use of octopus plugs, as shown here, makes a dangerous situation that could cause a fire. Electrical hazards can be caused by faulty electrical tools and equipment, appliances and wiring, electrical outlets, switch panels and electric transformers.
Remember to unplug any electrical appliance before you clean it. Working around water and electricity is dangerous.

Make sure that any electrical or other types of cords do not create tripping hazards. Of course, never clean electrical equipment with flammable or toxic solvents and never use flammables near electrical tools. The sparks from the inside of a machine or tool can cause an explosion.

CONTROL OF HAZARDOUS ENERGY/ LOCKOUT TAGOUT

What is Lockout/Tagout or LOTO?
"Lockout/Tagout or LOTO" refers to specific practices and procedures to safeguard employees from the unexpected energization or startup of machinery and equipment, or the release of hazardous energy during service or maintenance activities. A lockout/tagout program requires the identification and implementation of practices and procedures necessary to shut down and lockout/tagout machines and equipment. The program requires that certain employees receive training in the lockout tagout procedures and that periodic inspections be conducted to maintain and enhance it.

Lockout is the practice of using keyed or combination security devices or “locks to prevent the unwanted activation of mechanical or electrical equipment. Tagout is the practice of using tags in conjunction with locks to increase the visibility and awareness that equipment is not to be energized or activated until such devices are removed. A tagout device is usually a non-reusable type, attachable by hand, self-locking, and non-releasable with a minimum unlocking strength of no less than 50 pounds.

Authorized and Affected Employees for LOTO
Now, before we go much further, let's discuss two categories of employees requiring knowledge and training in lockout tagout procedures The first category is “Authorized Employees These are maintenance personnel who actually use lockout and tagout procedures while they are repairing or maintaining equipment. The second category is “Affected Employees This describes any employee who uses or works around equipment and machinery that may be locked out or tagged out. You need to be able to recognize tags

used by your employer for LOTO It s recommended that virtually all employees be in the “Affected Employee category

What are Hazardous Energy Sources?
Let's begin with some basics, as you'll need these to understand the program. What are hazardous energy sources?

Electricity is used to provide power to a wide variety of machines and equipment. Locking out of electricity prevents electrical equipment from accidental release of electricity during maintenance or repair. The main problem here is locking out electricity does not guarantee that other energy sources won't be released. There may be a steam valve that requires locking out as well or hydraulic, vacuum, or pneumatic pressure, mechanical motion, springs, thermal energy such as steam or heat, or extremely low temperature liquids or gases.

Releases of chemicals or chemical reactions are other energy sources that must be controlled, dissipated, or shut off. Locking out of electricity may not provide adequate protection during maintenance and repair. Each machine or piece of equipment must be inspected by trained employees to determine adequate lockout procedures for all potential hazardous energy sources. Your organization must have these energy sources identified and listed in the written lockout/tagout policy and procedures.

The first step in all lockout/tagout procedures is to identify the potential energy sources that will require control by lockout or tagout. In general, there are 6 types of energy sources that may be encountered. As we discussed earlier, electrical energy is the first type of energy source for consideration. In addition there is mechanical energy, hydraulic energy, pneumatic energy, thermal energy and chemical energy.

Mechanical energy can present a danger from moving parts such as rotating fans, shafts, gears, grinding wheels, moving packer blades, panels, conveyors, and more. Hydraulic systems that work using fluid under pressure are candidates for LOTO procedures. An example of pneumatic energy is air pressure stored on Air Brake Systems. Pneumatic pressure may also be present in air accessories and control systems. Thermal energy is heat, heat from fluids such as coolant and lubricating oils and from hot machinery such as engines, exhaust systems, electric motors, and gear cases are sources of potential thermal energy. Finally, potential energy can be released by chemicals when they react with one another, or react with air and/or water.

Now, that we have identified potential energy sources; we have to determine which switch, valve or other isolating device will be operated to isolate these energy sources. Whenever working on equipment in a manner which any potential energy source could be encountered, the appropriate procedures must be followed to isolate or disable the applicable hazards.

Employee Training for LOTO

Employees or any other authorized and affected employees who may be reasonably expected to use the equipment or procedures for LOTO must receive annual LOTO training from the appropriate training staff. Training requirements are outlined under Code of the Federal Register 29 CFR 1910.147 Section (c)(7) (i),(ii), and (iii). These training programs are designed to provide you with a good understanding of lockout/tagout procedures.

Record Keeping for LOTO

Inspection records and training records will be kept by your employer. Training records will be maintained by employer and they will include an outline of topics covered. In addition, a sign in sheet of attendees will be included with training records. Inspection records will also be kept.

Inspection Methods for LOTO

OSHA requires that a LOTO Program be reviewed once a year and that periodic inspections of the procedures are made to ensure that they are being followed correctly. Inspections may be done in the shops in your physical plant. These shops may include auto, central plant, controls, electric, plumbing, and refrigeration. Inspections are designed to include cataloging the general types of hazardous energy and equipment applicable to each area.

Some inspections may involve questions only; some may include demonstrations; and others may occur during actual LOTO activities. General questions that may be asked include:

1. Who are the authorized employees, i.e. those using LOTO)?
2. Who are the affected employees, i.e. who are employees that could be exposed to LOTO hazards?
3. Are procedures for energy control in place?
4. What equipment is subject to LOTO?
5. Do specific written procedures exist, i.e. written procedures for de-energizing and reenergizing equipment?
6. Where are your locks/tags?
   What if an “Authorized Employee is not available to remove the lock
8. What inspection records exist for your Department?

9. Do you know what training records exist?

Who is Responsible?
Each individual must accept the responsibility to know the rules and to follow your organization's policies and procedures exactly. The primary purpose of any LOTO program is accident prevention. It is designed to safeguard you and those around you. Safety is always a team effort and LOTO is no different. The rules are very important and if you're not sure about a particular procedure don t be afraid to ask questions Ask your supervisor Don't take chances! Failure to properly lockout and tagout when necessary can lead to potentially serious injury.

To make sure the machine doesn't start accidentally, all hazardous energy must be locked out Hazardous energy could be electricity springs under tension gravity…where heavy parts could fall down, liquids, or steam under pressure or other hazardous energy sources. Some common lockout/tagout equipment is shown in Figure 3. The figure illustrates locks with keys and tags.

Even if you don't work in these areas or you're not a mechanic or machine operator, it's important that you know about these tags and locks.

Never Remove LOTO
Never remove any of these tags or locks, unless you're the person who placed them there. Don't attempt to start any machine that has a lock or tag on it. Lockout and tagout procedures save lives.

EMERGENCY ACTIONS

In case of fire, exit the building by appropriate exits. Remain calm and report to your designated area so your supervisor can account for you. It's important to know if anyone is left inside the building or if anyone is missing.

In case of earthquake or a tornado, it's best not to go outside. Falling electrical lines, broken glass, or other dangerous conditions could exist outside your building. Experts recommend that you get under a sturdy desk or other heavy object and Duck, Cover, and Hold.
Duck under a heavy object for safety.
Cover your head with your hands.
Hold that position until it's safe to move.

In cases of emergency you should know elements of your company s emergency plan and be prepared to follow them.
Remain calm and use your good judgment and your training to protect yourself and others.

HOUSEKEEPING FOR EVERYONE

In this case housekeeping means that you should check your work area for materials, cords, cables, or other items that can cause slips, trips, or falls.
Housekeeping is checking your equipment to make sure grease or oil doesn't leak on floors, causing potential slips and falls.
Your housekeeping duties include checking closets in your work area for trash, debris, or other potential hazardous conditions. Then address the issue.
Housekeeping is also taking the time to make sure your entire work area, regardless of your job description, is neat, clean, and organized; including putting tools or utensils where they belong when you've finished using them.
Housekeeping is picking up paper trash or debris when you see it…even if it s not in your department.
Housekeeping is your responsibility, no matter where you work.

SLIPS, TRIPS AND FALLS

Slips, trips, and falls are a major cause of workplace injuries. Believe it or not accidents happen. Fall injuries can happen when a janitor simply steps off of a loading dock. Or perhaps, a truck driver breaks his ankle when jumping down from the cab of his truck.

Causes of Slips, Trips, and Falls
Slips happen when there is too little friction or traction between footwear and the walking surface. It is easy to slip on a wet or oily surface.

Slips and falls happen. Jumping from any elevated surface is hazardous. You can fall from ladders, stairs, or curbs. Slippery floors, debris, or uneven surfaces will potentially cause you to trip or slip and fall. The study of slip, trip, and fall accidents and injury statistics help us to understand where we went wrong. We use information from these studies and statistics to determine how to prevent future accidents.

Is there a magic bullet New floor surfaces “slip resistant shoes--what is the answer? We believe the answer is education, greater awareness, and maintaining a good safety attitude. We all must accept responsibility for working and acting safely.

We just can t run the risk of you your coworkers building occupants vendors or clients slipping and falling. First, we are going to review some of the ways people trip and fall. Next, we will review basic prevention techniques.

When your foot strikes an object causing you to lose your balance, you trip and then you stumble or fall. Slips, trips, and fall injuries are caused by hazardous conditions. Hazardous conditions may include an obstructed view or poor lighting.

Clutter left in isles, trash left on the floor, and protruding chair legs contribute to hazardous conditions. These conditions will certainly lead to accidents if left unattended. Uneven steps, uncovered cables, and open bottom desk drawers also provide circumstances that may lead to trips and falls. Wrinkled carpeting or rolled corners on rubber mats provide another set of hazardous conditions.

Prevention Techniques
Both slips and trips result from some a kind of unintended or unexpected change in the contact between your feet and your walking surface. Good housekeeping is the first and the most important level of prevention for these accidents.

All spills should be cleaned up immediately, especially those in isles and walkways.
Spills and wet areas should be marked with orange cones or “Wet Floor signs
Debris should be mopped or swept from floors, immediately.

Obstacles such as stocking carts, crates, and empty boxes should be removed from walkways. Walkways and isles should be kept free of clutter.

Runners, rubber mats, rugs, and carpets that do not lay flat should always be secured to walking surfaces.

File cabinet and storage drawers should always be left closed.
Remember that wires and cables are potential tripping hazards.

Lighting is important. Be sure to keep work areas and walkways well lit by replacing burned out light bulbs and faulty switches Replacing burned out light bulbs is often part of a janitor s job.

All drains must have drain covers that are secured to the floor.

Clean Up!

Cleaning supplies are often dropped and spilled on the floor It s not good enough just to wipe them up you have to actually clean the surface Let s say someone knocks a bottle of marble cleaner off the shelf and onto the floor. The bottle hits the floor and goes crash! Wax goes everywhere. We now have a hazardous condition. By definition this is certainly a slip, trip and fall hazard.

First you must mark the hazard with a sign or an orange cone.

Next you pick up the container and as much of the wax as possible using a broom and dustpan.

A dustpan is a cleaning utensil commonly used in combination with a brush or broom. Industrial and commercial establishments may provide you with a hinged dustpan on the end of a stick to prevent you from constantly stooping to use it. Handheld dustpans may be used with either a full-size broom or with a smaller whisk broom or brush sometimes called a duster.

Water spills should be mopped, and then wiped dry with a dry rag or towel.

Safety awareness is the key to safety.
You will find that there are many hazards occurring in your working environment on a daily basis. Spilled water ice cubes broken glass and food on the floor…all of these things pose special hazards. Of course, you should immediately clean spills or pick up items on the floor or stairs. The only thing that's going to prevent an accident is for you to be aware of potential hazards and pay attention to your walking surfaces.

If you see something on the floor that doesn t belong there pick it up It s that simple Remember, watch where you walk. Be aware of your surroundings. Always wear approved slip resistant footwear at work. When you see water on the floor or some other hazard, clean it up!

To properly clean up a spill that contains oils, you must first wipe it up and then put some abrasive powder on the contaminated surface. Rub the area to remove any remaining oils. Then clean the floor surface with soap and water, rinse it, and make sure the floor surface is not slick.

Without good housekeeping practices, any other preventive measures will never be fully effective.

Footwear
Footwear is important! Footwear is personal protective equipment where floors may be oily, wet or if workers spend considerable time outdoors. In these circumstances, fall accident prevention should focus on selecting proper footwear. Ordinary tennis shoes are popular, but in wet and slippery environments, they can contribute to accidents and injuries. There is compelling evidence that using slip-resistant footwear reduces accidents.

Effectiveness of slip resistant footwear depends on more than just the footwear design. It is also affected by its use, environmental conditions, and the type of floor surface and finish that is in your working environment.

Behaviors that Lead to Falls
In addition to wearing the wrong footwear, there are behaviors which can lead to slips, trips, and falls. For example, a behavior that can cause a hazardous condition is simply walking too fast or running. Other behaviors that may lead to falls include activities such as not watching where you are going; carrying cleaning buckets and supplies which obstruct your view; wearing sunglasses in low-light areas; failure to use handrails, and allowing yourself to be distracted. These and other behaviors, caused by lack of knowledge, impatience, or bad habits can lead to serious accidents. You can eliminate many slips, trips and fall accidents by simply paying attention and watching where you re going

Warehouse Vehicles
You should never hitch a ride on a forklift pallet jack or in the bed of a truck while you re working. Death or serious injury is a potential result of extra riders falling from these vehicles. The safe way is "NO RIDERS".

Vehicles and the “Three Point System
Janitors and custodians are often moved from one location to another. When getting in and out of vehicles, always practice the "Three-Point System." This is particularly important if you are getting in or out of a truck. This system can significantly reduce the chances of injury through a slip or fall while entering or exiting a vehicle. The Three-Point System means that three of your four limbs are in contact with the vehicle or the ground at all times, either one hand and two feet, or two hands and one foot. In other words, only one limb is in motion at any one time. When getting out of a truck, step down backward.

It is never safe to ride in the back of a truck--if you must, when getting off the bed, step down backward, never "jump" or "fall" down forward.

Stairwells

Stairwells should be well lit with sturdy handrails on both sides. When you are walking down a stairwell, you should always have one free hand. This will allow you to use the handrail. All the steps must be kept free of grease, oil, and obstacles. Obstacles can increase the probability that you or others will have an accident. You should always avoid carrying heavy or bulky objects up or down stairs. Objects that obscure your vision and/or require the use of both hands are a source of hazards. You should carry smaller, lighter loads and make more trips, or obtain help from a coworker. Use an elevator if one is available.

Ladders

Ladders are often used by janitors and custodians. Appropriate ladders should be used when performing jobs such as changing light bulbs, cleaning wall surfaces that are above arms reach, and storing supplies on top shelves. The "Three-Point System" should also be practiced when you use a ladder. This system can significantly reduce the chances of injuring yourself through a slip or fall while climbing ladders. As discussed earlier, the “Three-Point System means that three of your four limbs are in contact with the ladder at all times, either one hand and two feet, or two hands and one foot. Only one limb should be in motion at any one time.

Ladders cause a great number of injuries. Make-shift ladders, chairs, boxes, and barrels should never be used as substitutes for a ladder. The risk of injury is far too great.
The area around the top and bottom of ladder must be kept clear.
Never use a ladder for any purpose other than the one for which it was designed.
Self-supporting step ladders and non-self-supporting extension portable ladders must be able to support at least four times the maximum intended load, except extra-heavy-duty metal or plastic ladders, which must be able to sustain 3.3 times the maximum intended load.

Step Ladders

Figure 8 Example of what not to do. Never stand on the top two steps of a step ladder
Of course we all know to never stand on the top two steps of a step ladder That s just too dangerous and it causes an unsafe shift in the center of gravity of the step ladder.

Don t lean past the rails of the ladder as this also creates instability We call this the belt buckle rule Don t lean past your belt buckle for safety.

When climbing up or down a ladder, always face the ladder.
Naturally don t use a metal ladder when doing electrical work There is a great risk of electrocution or getting a shock that could throw you off the ladder.
Foldout or stepladders must have a metal spreader or locking device to hold the front and back sections in an open position when in use. See the figure above.

Extension Ladders
There are 3 basic requirements for extension ladder setup.
First, the top of the ladder must extend 3 feet or 3 rungs above the point of contact to the structure.

Secondly, it must be setup at the precise angle of 75.5 degrees to provide the proper angle for climbing. The old four to one ratio makes this difficult to achieve, but the correct angle is important An “extension ladder angle verification device is recommended to achieve this angle with accuracy.

Did you know? The most common reason extension ladder accidents occur is due to ladders set up at an improper angle! Several studies show that when workers attempt to set up a ladder at 75.5 degrees without a measurement device, resulting angles varied as much as 9 degrees.

There are commercially available Ladder Angle Verification Devices that are factory set at the OSHA required 75.5-degree angle for correct ladder set up. These devices are simple to use and easily attached to any ladder.

Lets face it without a verification device how do you know that your angle is correct
Ladders are to be kept free of oil, grease, wet paint, and other slipping hazards.
Do not stand above the highest “safe standing level: prescribed by the ladder s manufacturer.

Do not extend the center of your body s torso past either side rail of the ladder In other words don t overreach

Face the ladder while ascending and descending.
Don t carry tools in hand use a tool belt
Wear proper footwear.

FIRE PREVENTION

Good housekeeping is the first step in fire prevention. If you have poor housekeeping, you don't have good fire prevention.

The second step in fire prevention is to know where fire extinguishers are located and how to use them. Fire extinguishers are often marked with a sign as shown in Figure 3. These signs are usually at eye level.

If you don't know how to use the extinguishers at your location, learn how before a fire happens. It's not as easy as it looks because in case of fire, everyone is under pressure and it is easy to panic.

As a review of the use of extinguishers, the first rule is: Life Safety Is Paramount. This means that unless it s safe to do don t try to play the hero Don t try to extinguish a fire that could be hazardous for you or others. Remember, your life is more important than property. The figure below shows a typical fire extinguisher. Fire extinguishers are equipped with a gauge such as the one shown; the needle should be in the green zone - not too high and not too low. There is a nozzle at the end of a hose for aiming. Each extinguisher has a pin to prevent accidental discharging.

However, if extinguishing the fire can be done safely, extinguish it. Use a fire extinguisher. Use the key word PASS, as described below, to remember the proper procedures for extinguishing a fire. First, stand about 8 to 10 feet away from the fire. You don't want to be close to the fire because the pressure of the extinguishing agent may spread the fire. Stay at least 8 to 10 feet away.

The PASS Acronym
P A S S is an acronym that can be used as a quick reference for the operation of a fire extinguisher.
P is for Pull. First you pull the Pin at the top of the extinguisher. The pin releases a locking mechanism and will allow you to discharge the extinguisher.
A is for Aim. Next you aim at the base of the fire, not the flames. This is important-in order to put out the fire, you must extinguish the fuel.
S is for Squeeze. And next you squeeze the lever slowly. This will release the extinguishing agent in the extinguisher. If the handle is released, the discharge will stop.
S is for Sweep. Finally you sweep from side to side using a sweeping motion. Chase the fire into a corner. You must move the fire extinguisher back and forth until the fire is completely out.

It is often a good idea to aim the nozzle in a neutral direction away from anything, and then lightly squeeze the handle. This will give you a feel for your particular extinguisher.
Be sure to operate the extinguisher from a safe distance, several feet away, and then move towards the fire once it starts to diminish. Since different fire extinguishers have distinct recommendations for operating distances, be sure to know the instructions on your fire extinguisher. These instructions should be reviewed the first time you familiarize yourself with your facility. Remember to aim at the base of the fire, and not the flames. Chase the fire into a corner if possible, away from any concentration of flammable materials with a sweeping, herding motion.

A typical fire extinguisher contains 10 seconds of extinguishing power. This could be less if it has already been partially discharged. Always read the instructions that come with the fire extinguisher beforehand and become familiarized with its parts. It is highly recommended that you get hands-on training.
Once the fire is out don t walk away Watch the area for a few minutes in case the fire reignites.

The Fire Triangle
The triangle illustrates the rule that in order to ignite and burn, a fire requires three elements: heat, fuel, and an oxidizing agent, usually oxygen. The fire is prevented or extinguished by removing any one of the three. A fire naturally occurs when the elements are combined in the right mixture. A graphic depiction of the fire triangle is given in the figure below.

The Fire Tetrahedron
It has largely been replaced in the industry by the fire tetrahedron. The removal of heat explains fire suppression in a majority of cases. However, the suppression effect of Halon, which is a stable halocarbon used to put out fires, cannot be explained completely. It can partly be explained by what is called chemical inhibition. That means that it reacts chemically to reduce the concentration of radicals in the flame. These radicals are essential in the chemical reactions. This has led to development of the fire tetrahedron with the bottom representing the sustaining of chemical reactions. This is illustrated in the next figure.

Combustion is a chemical reaction that feeds a fire more heat and allows it to continue. When the fire involves burning metals like lithium, magnesium, or titanium, it becomes even more important to consider the energy release. The metals react faster with water than with oxygen and thereby more energy is released. Putting water on such a fire results in the fire getting hotter or even exploding because the metals react with water in an exothermic

reaction. Some metals also burn in carbon dioxide. Therefore, inert agents for example dry sand must be used to break the chain reaction of metallic combustion.
The take home message here is that you must know what kind of fire you are dealing with to know how to distinguish it. If you are not certain, leave it to the professionals.

CAUSES OF ACCIDENTS AND INJURIES

What causes accidents and injuries? Actually, statistics have been maintained by a number of organizations and insurance companies over the years. With millions and millions of accidents and injuries, it's fairly easy to determine the different accident types, causes, and other information. Accidents are investigated to determine what happened, so precautions and safety standards can be implemented to prevent the same type of accident from being repeated.

That's one reason we have so many safety rules and regulations. If people keep falling off ladders, it could reveal that ladders are unsafe to use. Upon investigation of ladder accidents, professionals can determine how the ladder was used and what actually caused the accident.

In most cases it wasn't the ladder that was unsafe. It was the person using it in an unsafe manner. In fact, this is true of most accidents. You'd be surprised to learn that many ladder accidents and injuries are the result of unsafe acts of people.
That's right, unsafe acts of people.

Not equipment, not floors, not ladders, not machines, but people. How can that be?
People don't try to have accidents and they don't try to injure themselves. We're not saying that physical hazards never cause or contribute to an accident because they do. However, many accidents and injuries are caused by the acts of people…people taking short cuts not following proper procedures, ignoring safety rules, and just not paying attention. Or not being trained in safety procedures.

We should always consider possible risks before starting any job and consider how our actions might affect the safety of ourselves and others.

Safety is everyone s responsibility regardless of where you work Your company has provided you with training and equipment to perform your job safety but safety is really up to you. You need to follow company policies and procedures on every job, every day If you do that you ll be doing your part in helping to reduce accidents and injuries in the workplace.

SAFE LIFTING AND BACK INJURY PREVENTION

Safe Lifting
You ve probably heard it a million times bend your legs not your back The reason you ve heard it so much is back injuries are painful and debilitating and a serious back injury can prevent you from earning a living or enjoying your leisure time. Nobody wants a back injury.

What can you do to help reduce your risk?

Never bend your back when lifting. Never bend over and reach to lift anything. Your back is a complex and sensitive structure made up of vertebrae, discs and nerves. The discs are made of a soft jelly-like substance that acts like shock absorbers between the vertebrae. Bending over and lifting puts pressure on these sensitive discs and greatly increases the likelihood of an injury.

Never twist while lifting. This too can damage your back. You may twist and lift every day and you haven t experienced an injury or back problem yet If you continue to twist and lift, sooner or later, you will have a back injury. Instead of twisting, lift the item safely, pivot your feet then set the item down It doesn t take any more time and it could save your back
If an item is too heavy to lift on your own ask a co-worker to help you Don t try to lift it yourself. You ve been trained and taught proper lifting procedures
Whatever you lift, keep it close to your body.

The figure shown above is an illustration of proper lifting technique. You should lower your body by bending your knees keeping your back perpendicular to the floor. You should keep the object as close to your body as possible and then use your leg muscles to lift the object. But it s your responsibility to lift safely Nobody can do it for you it s your decision Make the right choice, the safe choice.

Tips to Prevent Back Pain
Back pain is a fact of life. Many of us have suffered back pain and we know that it's something to avoid. Most doctors don't agree upon what treatment for back pain is best. However, they all agree exercise and diet will greatly reduce your chances of back pain or injury. Since we're not doctors, you should get medical advice on diet and exercise that's best for you.

Proper work practices will make a difference.

As described in the previous section, there are some safe lifting techniques you can use to reduce the potential of injuries and back pain.
Don t lift heavy objects Get mechanical assistance Use hand trucks and folding carts as illustrated in the figure below.

When lifting avoid bending and twisting always use your leg muscles to lift.
Have lumbar support and armrests where you sit.
Change positions frequently.

Safety is a job requirement, but more importantly, safety is a moral obligation to yourself, the company, co-workers, and your family. One accident is simply one too many.

Exits
It is important to know where exits are located and to make sure they re not blocked Safety awareness will eliminate the vast majority of injuries.

Chapter 3: CLEANING

THREE T S OF CLEANING

In order to think through the proper steps in cleaning anything, you must first identify the problem, and then select the proper cleaning products and tools to do the job. Having done this, it is important to understand how to properly use these cleaning products and tools. This is an essential element of a successful cleaning job. It is important to know how and why certain procedures and products work and why some do not.

In order to increase the cleaning efficiency of any cleaning chemical, one can utilize what is known as "The Three T's of Cleaning".

The first "T" is for Time. If a cleaning compound stays on a surface longer, the cleaning efficiency of the product is enhanced. This fact explains why a foaming product is better than a pure liquid on vertical surfaces. A pure liquid runs down the vertical surface. The foam tends to remain longer on the surface; thus increasing the cleaning efficiency.

The second "T" is for Temperature. When hot water is used in a carpet extractor, or when hot water is combined with high pressure washing, or "steam cleaning", the product performs better.

The third "T" is for Turbulence or Agitation. Ever wonder why a black or brown stripping pad is used with a stripper to remove floor finish? The Brown Stripping Pad is constructed of polyester fibers in a semi open texture nonwoven fabrication. Abrasive particles are distributed throughout and adhered to the pad with a sturdy adhesive. This turbulence speeds the removal of floor finish.

Have you ever washed your car using a rag or sponge? You were adding turbulence which

makes the car get cleaner faster. When hand washing is accomplished, the three "T's" are put to work, and many other cleaning procedures employ the three "T's" of cleaning.

CHEMICALS USED FOR CLEANING AND THE MSDS

Chemicals are a vital part of any cleaning operation Without them we couldn t clean But with them, we need to take precautions. If you follow precautions, the chemicals you work with are safe. But you may need to wear personal protective equipment such as gloves in order to ensure your safety.

How do you know what kind of protection is required for each chemical?
The answer is the Material Safety Data Sheets or MSDS. The MSDS contains all the information you need to know about any chemical you work with such as ingredients, hazards, First Aid, personal protective equipment and more If you re unsure about a chemical ask your supervisor for the MSDS. You can never be too safe or too informed about the chemicals that you use.

Material Safety Data Sheet--MSDS
The Material Safety Data Sheet, commonly called the MSDS, is a component of your University s Chemical Hygiene Plan and Hazard Communication Program The MSDS contains information provided by the chemical manufacturer and is maintained by the University to inform students and staff of the possible hazards associated with chemicals being used in their laboratory or work area. It is a critical part of any laboratory safety program. The goal of the MSDS is to provide you with a summarized, multi-source resource that informs you of certain basic but necessary pieces of information regarding the substance or chemical you are about to use.

The MSDS informs you about the material s physical properties and related health effects personnel protective equipment necessary to protect the you, first aid treatment necessary in the event of an exposure, how to respond to accidents, and the planning that may be necessary in order to safely handle a spill.

The MSDS may vary in style and content, but all contain certain required sections. State and Federal law requires that all manufacturers and distributors of chemical products provide the end user with a manufacturer specific MSDS. One method of accessing is through electronic databases. Many employers keep a notebook with MSDSs for the particular cleaning supplies that you will be using in your job.

What is a Material Safety Data Sheet?
The MSDS is a widely used system for cataloging information on chemicals, chemical compounds, and chemical mixtures. MSDS information may include instructions for the safe use and potential hazards associated with a particular material or product. MSDS can be found anywhere chemicals are being used.

There is also a duty to properly label substances on the basis of physico-chemical, health and/or environmental risk. Labels can include hazard symbols such as the European Union standard black diagonal cross on an orange background, used to denote a harmful substance.

The goal of the MSDS is to provide the user with a summarized, multi-source resource that informs the user of certain basic but necessary pieces of information regarding the substance they are about to use The MSDS informs the user about the material s physical properties and related health effects, personnel protective equipment necessary to protect the user, first aid treatment necessary in the event of an exposure, how to respond to accidents, and the planning that may be necessary in order to safely handle a spill.

Each company can design its own MSDS form, and the sections may be in different order. But, the basic kinds of information on any MSDS will be the same. This is an example of the first page of an MSDS.

Chemical Name
For example, there is always a section that lists the identity of the substance or the chemical name on the label, date the MSDS was prepared, the name and address of the manufacturer, and usually a phone number for emergencies and more information.
Hazardous Ingredients/Chemical Identity

The section on hazardous ingredients and chemical identity includes names of substances in the chemical that might be dangerous, and safe exposure limits such as Permissible Exposure Limit or PEL as set by OSHA or the Threshold Value Limit or TVL. This section also lists common names for the chemical.

Physical Characteristics
The section on physical characteristics describes many physical qualities of the chemical, and lets you know what is usual or safe. For example, it may state how the chemical looks and smells; boiling and melting temperatures--this is important in case a chemical might become a gas you could breathe; evaporation rate; how easily the chemical dissolves; and

how heavy it is--this tells you if it will sink, float, or dissolve in water.

Fire and Explosion Data
The section with fire and explosion data provides information on the lowest temperature when the chemical could catch fire or flash point. It also contains flammability data that lets you know if it's flammable; if it catches fire below 100 degrees Fahrenheit; is combustible; or, if it catches fire above 100 degrees Fahrenheit. In addition, this section lists the best way to put out a fire involving that chemical.

Reactivity
The section on reactivity describes what happens if this chemical comes in contact with air, water, or other chemicals. It also describes conditions, like heat, or materials that can cause the chemical to react by burning, exploding, or releasing dangerous vapors. The chemical is called "incompatible" or "unstable" with these conditions or substances. For example, sodium metal is unstable when it comes in contact with water. It explodes!

Health Hazards
The section on health hazards lists ways the chemical might enter your body, like splashing on your skin or being breathed in as vapor. It will also list possible symptoms of overexposure. This section will provide information about how overexposure might make existing medical conditions worse, and it describes emergency first aid procedures.

Usage, Handling, and Storage
The section on usage, handling and storage describes how to clean up an accidental spill, leak, or release. This part will include any special procedures that might be required for clean-up. It will provide you with information on how to handle, store and dispose of chemicals safety. Remember, if there is an accident, you must notify your laboratory instructor or professor immediately. You may take care of it yourself only if you are trained to do so and are wearing the proper personal protective equipment.

Special Protection and Precautions
This section explains special Personal Protective Equipment to use when working with a chemical. It also describes requirements for special procedures, extra health or safety information, signs that should be posted, and other information not covered in other sections.

It is wise to study MSDSs for any chemicals you will work with in your job. MSDSs for a many commercial substances are not primarily intended for use by the general consumer.

Material safety data sheets focus on the hazards of working with the material in an occupational setting. For example, an MSDS for a cleaning solution is not highly pertinent to someone who uses a can of the cleaner once a year, but they are extremely important to someone who works with a cleaner or a chemical in a confined space for 40 hours a week. You may work in many different departments throughout your facility…housekeeping offices the kitchen, and others. Employees in each of these departments use different chemicals in the performance of their job responsibilities.

You need to be aware of what chemicals are on what items before you use them. Some chemicals when mixed together can be quite deadly Let s give you an example A kitchen employee may have used ammonia on a rag to clean something in the kitchen That s perfectly okay as long as there was proper ventilation. Ammonia on its own is perfectly safe when used properly. But if you take the ammonia soaked rag and use it with detergent containing bleach you have just created a very hazardous condition.

Ammonia and bleach, when mixed together, form a deadly combination called chloramine gas. Chloramine gas can kill you. Never mix bleach and ammonia.

Stain removers and certain detergents can also be a hazard That is why it s vital to your safety and the safety of those around you to always read the chemical label and the MSDS sheet for each chemical that you use and always wear the required personal protective equipment. You can t afford not to

VENTILATION
Most of today s new office buildings and workplaces are highly insulated and practically air tight. While this is great as far as cost effective energy bills go, the down side to tightly insulated buildings is poor indoor air quality. As windows and doors are typically kept shut throughout the day, moisture, and stale air that can carry contaminants and pathogens. The air circulates inside and gives rise to various problems including mold and mildew, health problems, ruined furniture, and peeling paint. The quality of indoor air can be achieved through mechanical ventilation.

An excellent way to ventilate thoroughly, efficiently, and cheaply is to use exhaust fans.
What Are Exhaust Fans?
An exhaust fan is a mechanical ventilation device that helps to draw out stale and impure air from a room or building and bring in fresh air, thereby improving the quality of indoor air.

Exhaust fans

are typically ducted to the exteriors, through which bad indoor air can effectively be removed from your work space. Any volatile cleaning supplies will also be vented.
There is a lot of heat and humidity in the bathrooms and laundry rooms and without proper ventilation, mold and mildew can accumulate. Ventilation also keeps the heat down and makes your facility a more comfortable place to work.

Use spray bottles instead of aerosols for applying chemicals if another means is not possible, and make sure you have proper ventilation when using chemicals. When in a commercial building, make sure ventilation systems are turned on. Inadequate ventilation allows chemical byproducts to be absorbed into porous items such as ceiling tiles and wallboard.

What to do when there is no exhaust fan
If you are cleaning a restroom with no exhaust system prop the door open Place a “Cleaning in Progress sign in the doorway

Whenever possible, use mechanical means rather than chemical means for cleaning. For example, use a microfiber cloth instead of a chemical-based dust control product. Also use a microfiber cloth instead of a feather duster, which causes dust to become airborne.

REPORT HAZARDOUS CONDITIONS

We couldn t possibly cover every safety hazard you may encounter on the job That s why it s up to you to pay attention to safety and do your part to reduce accidents and injuries. You work in the facility every day and no one knows your job better than you.

The training you ve received should help you perform your job in a safe manner But it s really up to you. Obey all posted warning signs. Read and follow all instructions on chemical labels and MSDS sheets. Lift safely. You should always report hazardous conditions to your supervisor, so they can be corrected.

But most of all; use your common sense and good judgment and make yourself personally responsible for a safe and accident free workplace. Take pride in your job and in safety. Nobody can do it for you.

Chapter 4: CLEANING IN THE HEALTH CARE INDUSTRY

Sanitation and good housekeeping can both be defined as the practice of rendering the hospital free from agents injurious to health. Microbiology, the study of microscopic living, plantlike organisms, including bacteria, viruses, yeasts and molds is the biological science on which sanitation is based. There are many communicable diseases known to man. Each one of these diseases or infections is caused by a specific organism. Organisms enter the body through the respiratory tract, digestive tract or through breaks in the skin and multiply, causing tissue injury and body reaction. As the organisms multiply many are shed by the infected person and may be spread to others, thus beginning the cycle again.

BACTERIA

Bacteria are one of the more common microorganisms. Bacteria generally reproduce and multiply by simple division. Each cell reaches maximum size and divides into two parts. The two parts then grow to full size and each divides again. This cycle is repeated again and again. Food and environmental conditions such as moisture, temperature, light, and degree of alkalinity influence the rate of bacterial growth. Presence or absence of oxygen is also an important factor, because some bacteria require the presence of oxygen for growth and others require the absence of oxygen.

VIRUSES

Viruses are much smaller than bacteria and they are very often too small to retain in filters. Viruses are considered by some to be living organisms, by others to be complex protein molecules that are capable of growth and multiplication only in living cells. Because of their size, they can remain suspended for long periods of time or they can be transplanted from place to place through the hospital's air conditioning system.

INFECTION CONTROL

You know about infection, bacteria, and viruses, but how do you control these potential health hazards? Control of infection caused by these bacterial and viral organisms depends on breaking what can be called the chain of infection. This chain consists of the reservoir or source of infection, which might be bacteria laden dust, the means of transmission of the infection such as air and finally, the host. The object of infection control is to eliminate reservoirs and to block the means of transmission.

Pathogenic organisms can be transmitted from the reservoir of infection to the new host in four different ways:

1.The first of these is contact, which includes direct contact such as kissing and indirect contact, which means organisms are passed from their reservoir to some object or substance and then to the host.

2.The second type of transmission is sneezing or coughing, which involves droplets.

3.The third type is droplet nuclei, which are the small residue of evaporated droplets that carry pathogenic organisms. These droplet nuclei remain suspended in the air for long periods of time.

4.The fourth type is dust that has become contaminated, which is present on floors, in clothing, and in bedding and when stirred up by normal activities, moves from place to place.

The first step in infection control is to understand the difference between cleaning and sanitizing.

Cleaning is removing obvious dirt, debris, and other materials from a surface. Sanitizing or disinfecting is the actual killing of the microorganisms through heat or chemicals. Disinfectants are very helpful in infection control. There are specific housekeeping procedures essential in controlling the spread of infection.

Top priority should be given to the cleaning of horizontal surfaces, but also give proper attention to the cleaning of walls and other vertical surfaces. Harmful bacteria, which may be introduced into surroundings in a variety of ways, are often airborne for only a short distance. Then they become attached to both vertical and horizontal surfaces, but especially to floors.

Use wet-cleaning methods such as damp wiping, damp mopping, and wet mopping wherever possible. Ordinary dry dusting methods may serve only to redistribute bacteria-laden dust. The use of properly filtered or built in vacuum cleaners is acceptable for dusting and sweeping operations. Add effective germicides or other pathogen killing chemicals to wet cleaning solutions. Don't mix germicides and detergents because the two ingredients may neutralize each other if the appropriate chemicals are not used. If you want to use a combination of germicide and detergent they should be purchased premixed.

Although, the germicide has some value on the floor itself, its real value is in the reduction of bacterial levels in the mop bucket. Unless checked, bacteria multiply rapidly in the warm, moist environment of mop water and may actually contaminate a floor being cleaned.
Fresh damp wiping cloths, treated dust cloths, and clean wet mops should be used to clean surfaces.

The used wet mops and cleaning cloths must be laundered every day. They should not be left soiled or wet in a work closet overnight. Clean the equipment and storage closet every day. Separate cleaning equipment should be maintained for newborn nursery, postpartum, isolation nursery, delivery suite, operating suite, and the emergency department. Use plastic film or waxed paper bags for the disposal of infected materials.

THE LAUNDRY

Contaminated linens should be handled in accordance with approved techniques. Handling of linen is a crucial phase in infection control because soiled linen is a source of microbial contamination. Processing of soiled linen begins when the linen is removed from the patient, bed, stretcher, physician, nurse, examining table, or operating table.

Laundering removes pathogens by dilution, acidity, and alkalinity in the washing process and by application of extremely high heat of 345 degrees Fahrenheit or more in the ironing process. There are a variety of linen handling, processing, and disposing procedures, each unique to individual hospitals. Be sure to follow your hospital's policies and procedures because this is extremely important in infection control Be sure you ve had the proper training and if you re not sure about something, ask your supervisor.

ODOR CONTROL

Odor control is part of infection control. Odor problems arise as a result of poor sanitation in toilet areas, utility rooms and work closets. Deodorizer blocks or sprays that attempt to mask the odors are a mark of poor housekeeping. The most effective way to deodorize these areas is with fresh air, removal of the causes, and frequent cleaning with a detergent-disinfectant solution. Garbage collection areas and soiled linen storage areas may be sites where bad odors arise. Frequent removal of garbage, cleansing of garbage cans, and use of tight lids and the use of waxed paper or plastic liners in garbage cans will help to keep odors to a minimum. Good ventilation is extremely helpful also.

WASTE

Waste constitutes a problem and can be classified into three types:

Non combustible such as glass tin, casts, and other materials
Combustible such as wet tissue bone garbage flowers or dry combustible such as paper crates, cartons, and trash
Chemicals such as acids flammables and solvents

All waste except chemicals can be further classified as infectious or non-infectious. Cartons and boxes are classified as combustible dry waste, but a gift box discarded by a patient in isolation becomes combustible dry infectious waste. The best advice is to follow your hospitals waste handling and disposing procedures.

INSECT AND RODENT CONTROL

Insect and rodent control is very important in infection control as these pests do carry bacteria and other harmful microorganisms; therefore, each individual should take care in their daily work habits, cleanliness, and assisting the hospital in insect and rodent control program.

SUMMARY

Infection control is critical in hospitals due to a wide variety of potential hazards. Follow your hospital's policies and procedures, be aware of the hazards, and do your part in making your hospital as safe and infection free as possible. Employees and patients deserve no less.

BLOODBORNE PATHOGENS

Okay, let's talk about some of the risks and hazards associated with bloodborne pathogens and ways to avoid them. The first place to start is with training.

Under no circumstances should anyone be allowed to work with bloodborne pathogens in any form without full and complete training. Although you may have a special certification or other external training, your employer is responsible for providing you with thorough, sitespecific training and continued instruction in programs and procedures.

Written standard operating procedures or SOPs must form the basis of your ongoing bloodborne pathogen training program.

Training

If you are likely to be in contact with blood borne pathogens, you will have a program designed to provide a good understanding of bloodborne pathogens, common modes of their transmission, methods of prevention, and other pertinent information.
Bloodborne Pathogen training is required if you can reasonably anticipate facing contact with blood and/or other potentially infectious materials as part of your job duties. All Health Care facilities such as a hospital require bloodborne pathogens training and exposure plans, but there are a wide range of other individuals who may come in contact with blood or potentially infectious materials. These individuals may include industrial nurses, first aid providers, emergency first responders, police, and staff.

Pathogens

The pathogens of primary concern are the human immunodeficiency virus (HIV), hepatitis B virus (HBV), and hepatitis C virus (HCV). You are urged to take advantage of available engineering controls and work practices to prevent exposure to blood and other body fluids.

BLOODBORNE DISEASES

Bloodborne pathogens are microorganisms such as viruses or bacteria that are carried in blood and can cause disease in people. There are many different bloodborne pathogens including malaria, syphilis, and brucellosis, but Hepatitis B or HBV and the Human Immunodeficiency Virus or HIV are the two diseases specifically addressed by the OSHA Bloodborne Pathogen Standard. We are going to provide you with information about hepatitis C; this is a bloodborne pathogen that has no cure.

Hepatitis B

In the United States, approximately 300,000 people are infected with Hepatitis B or HBV annually. Of these cases, small percentages are fatal. "Hepatitis" means "inflammation of the liver," and, as its name implies, Hepatitis B is a virus that infects the liver. While there are several different types of Hepatitis, Hepatitis B is transmitted primarily through "blood to blood" contact. Hepatitis B initially causes inflammation of the liver, but it can lead to more serious conditions such as cirrhosis and liver cancer.

There is no "cure" or specific treatment for HBV, but many people who contract the disease will develop antibodies, which help them get over the infection and protect them from getting it again. The Hepatitis B virus is very durable, and it can survive in dried blood for up to seven days.

HUMAN IMMUNODEFICIENCY VIRUS

AIDS, or acquired immune deficiency syndrome, is caused by a virus called the human immunodeficiency virus, or HIV. Once a person has been infected with HIV, it may be many years before AIDS actually develops. HIV attacks the body's immune system, weakening it so that it cannot fight other deadly diseases. AIDS is a fatal disease, and while treatment for it is improving, there is no known cure.

It is good to know that, the HIV virus is very fragile and will not survive very long outside of the human body. It is primarily of concern to employees providing first aid or medical care in situations involving fresh blood or other potentially infectious materials. Because it is such a devastating disease, all precautions must be taken to avoid exposure.

HEPATITIS C

Hepatitis C is a blood-borne infection caused by an RNA virus, hepatitis C virus (HCV). This virus causes damage to the liver that may result in chronic infection and disease. HCV is unrelated to any of the other known hepatitis viruses (A, B, D and E), and infection is identified by the detection of antibodies to the virus in the blood.
There is no known cure for Hepatitis C.

Risk for exposure
Healthcare personnel are at risk for occupational exposure to bloodborne pathogens, including hepatitis B virus (HBV), hepatitis C virus (HCV), and human immunodeficiency virus (HIV). Exposures occur through needlesticks or cuts from other sharp instruments contaminated with an infected patient's blood or through contact of the eye, nose, mouth, or skin with a patient's blood. Most exposures do not result in infection.

Your employer should have in place a system for reporting exposures in order to quickly evaluate the risk of infection, inform you about treatments available to help prevent infection, monitor you for side effects of treatments, and determine if infection occurs.
How can occupational exposures be prevented?

Many occupational exposures can be prevented. Needle sticks and other cuts can be prevented by using safe techniques. Using appropriate barriers such as gloves, eye and face protection, or gowns when contact with blood is expected can prevent many exposures to the eyes, nose, mouth, or skin.

MODES OF TRANSMISSION

Bloodborne pathogens such as HBV, HCV and HIV can be transmitted through contact with infected human blood and other potentially infectious body fluids. These body fluids include semen, vaginal secretions, cerebrospinal fluid, synovial fluid, pleural fluid, peritoneal fluid, and amniotic fluid.

It is important to know the ways exposure and transmission are most likely to occur in your particular situation, whether it is providing first aid to an individual in an emergency, handling blood samples in the laboratory, or cleaning up blood from a hallway.

Bloodborne pathogens are most commonly transmitted through sexual contact, sharing of hypodermic needles, from mothers to their babies at or before birth, accidental puncture from contaminated needles, broken glass, or other sharps, contact between broken or damaged skin and infected body fluids, contact between mucous membranes and infected body fluids.

Accidental puncture from contaminated needles and other sharps can result in transmission of bloodborne pathogens. Anytime there is blood-to-blood contact with infected blood or body fluids, there is a slight potential for transmission.

Unbroken skin forms an impervious barrier against bloodborne pathogens. Infected blood can enter your system through open sores, cuts, abrasions, acne, and any sort of damaged or broken skin such as sunburn or blisters.

Bloodborne pathogens may also be transmitted through the mucous membranes of the eyes, nose, or mouth.

As an example, a splash of contaminated blood to your eye, nose, or mouth could result in transmission.

PPE, WORK PRACTICES and ENGINEERING CONTROLS

It is extremely important to use personal protective equipment and work practice controls to protect yourself from bloodborne pathogens. "Universal Precautions", also known as “Standard Precautions is the name used to describe a prevention strategy in which all blood and potentially infectious materials are treated as if they are, in fact, infectious, regardless of the perceived status of the source individual.

In other words, whether or not you think the blood or body fluid is infected with bloodborne pathogens, you treat it as if it is. Appropriate use of Personal Protective Equipment (PPE) is required by engineering and work practice controls. Where occupational exposure remains after standard engineering and work practice controls are implemented, personal protective equipment shall be used.

Impermeable gloves must be worn when hand contact with blood or mucous membranes is possible. Gloves must also be worn when Other Potentially Infectious Material or OPIM is possible. Gloves must be worn when non intact skin is anticipated, when performing vascular access procedures, or when handling contaminated items or surfaces.

You must be able to wash your hands after contact with blood or other potentially infectious materials. OSHA requires that employees wash their hands and any other skin with soap and water or flush mucous membranes with water as soon as feasible after contact with blood or other potentially infectious materials.

Protective clothing must be removed before leaving the room, and disposed of in an appropriately designated area or container for storage, washing, decontamination or disposal. Probably the first thing to do in any situation where you may be exposed to bloodborne pathogens is to ensure you are wearing the appropriate personal protective equipment (PPE). For example, you may have noticed that emergency medical personnel, doctors, nurses, dentists, dental assistants, and other health care professionals always wear latex or protective gloves.

Rules to follow
There are some simple rules to follow. When coming in contact with blood borne pathogens, you should always wear personal protective equipment. You should replace PPE that is torn or punctured. You should remove PPE before leaving the work area. If you work in an area with routine exposure to blood or potentially infectious materials, the necessary PPE should be readily accessible. Contaminated PPE should be placed in appropriately labeled bags or containers until it is disposed of, decontaminated, or laundered.

Gloves
Gloves should be made of nitrile a rubber used especially in latex-free gloves; neoprene rubber, or other water impervious materials. If glove material is thin or flimsy, double gloving can provide an additional layer of protection. You should always inspect your gloves for tears or punctures before putting them on. If a glove is damaged, don't use it!

When taking contaminated gloves off, do so carefully. Make sure you don't touch the outside of the gloves with any bare skin, and be sure to dispose of them in a proper container so that no one else will come in contact with them.

REMOVE YOUR GLOVES BEFORE DOING ANY OTHER WORK.

Goggles
Anytime there is a risk of splashing or vaporization of contaminated fluids, goggles and/or other eye protection should be used to protect your eyes. Splashing could occur while cleaning up a spill, during laboratory procedures, or while providing first aid or medical assistance.

Face Shields
Face shields may be worn in addition to goggles to provide additional face protection. A face shield will protect against splashes to the nose and mouth.

Aprons
Aprons may be worn to protect your clothing and to keep blood or other contaminated fluids from soaking through to your skin.

Wearing gloves, gowns, masks, and eye protection can significantly reduce health risks. The new OSHA standard covering bloodborne disease requires that you have appropriate personal protective equipment (PPE) and clothing available.

If you follow safe operating procedures and wear proper personal protective equipment the possibility of contracting a bloodborne disease is greatly reduced.

SELECTING PERSONAL PROTECTIVE EQUIPMENT

Janitors and housekeepers working in health care facilities must use personal protective equipment such as gloves. Single use gloves cannot be washed or decontaminated for reuse. Utility gloves may be decontaminated if they have not been compromised. If you are allergic to standard gloves, you must be provided hypoallergenic gloves or similar alternatives.

You should wear eye and mouth protection such as goggles and masks, glasses with solid side shields, and masks or chin-length face shields when splashes, sprays, splatters, or

droplets of potentially infectious materials pose a hazard through the eyes, nose or mouth. More extensive coverings such as gowns, aprons, surgical caps and hoods, and shoe covers or boots are needed when gross contamination is expected.

OTHER PROTECTIVE PRACTICES

If an your skin or mucous membranes come into contact with blood, you are to wash with soap and water and flush eyes with water as soon as feasible. In addition, you must wash your hands immediately or as soon as feasible after removing gloves. If soap and water are not immediately available, your employer may provide other hand washing measures such as moist towelettes. You still must wash with soap and water as soon as possible.
You must refrain from eating, drinking, smoking, applying cosmetics or lip balm, and handling contact lenses in areas where they may be exposed to blood or other potentially infectious materials.

Normal clothing that becomes contaminated with blood should be removed as soon as possible because fluids can seep through the cloth to come into contact with skin. Remember to use universal precautions and treat all blood or potentially infectious body fluids as if they are contaminated. Avoid contact whenever possible, and whenever it's not, wear personal protective equipment. If you find yourself in a situation where you have to come in contact with blood or other body fluids and you don't have any standard personal protective equipment handy, you can improvise. Use a towel, plastic bag, or some other barrier to help avoid direct contact.

Hygiene Practices
Hand washing is one of the most important and easiest practices used to prevent transmission of bloodborne pathogens. Hands or other exposed skin should be thoroughly washed as soon as possible following an exposure incident. Use soft, antibacterial soap, if possible. Avoid harsh, abrasive soaps, as these may open fragile scabs or other sores. Hands should also be washed immediately or as soon as feasible after removal of gloves or other personal protective equipment.

Because hand washing is so important, you should familiarize yourself with the location of the hand washing facilities nearest to you. Laboratory sinks, public restrooms, janitor closets, and so forth may be used for hand washing if they are normally supplied with soap. If you are working in an area without access to such facilities, you may use an antiseptic cleanser in conjunction either with a clean cloth or paper towels or you may use antiseptic towelettes. If these alternative methods are used, hands should be washed with soap and

running water as soon as possible.

Decontamination
Decontamination should be accomplished by using a solution of 5.25% sodium hypochlorite or household bleach diluted between 1:10 and 1:100 with water. The standard recommendation is to use at least a quarter cup of bleach per one gallon of water. Decontamination can also be accomplished by using Lysol or some other EPA-registered tuberculocidal disinfectant. Check the label of all disinfectants to make sure they meet this requirement.

If you are cleaning up a spill of blood, you can carefully cover the spill with paper towels or rags, then gently pour the 10% solution of bleach over the towels or rags, and leave it for at least 10 minutes.

If you are decontaminating equipment or other objects such as scalpels, microscope slides, broken glass, saw blades, tweezers, mechanical equipment upon which someone has been cut, first aid boxes, or other contaminated equipment, you should leave the disinfectant in place for at least 10 minutes before continuing the cleaning process.

Of course, any materials you use to clean up a spill of blood or potentially infectious materials must be decontaminated immediately, as well. This would include mops, sponges, re-usable gloves, buckets, and pails.

For large blood spills, you should generally contact custodial staff for cleanup. They are trained to do this and use disinfectant to decontaminate the area. However, if you are trained to do so, you can cleanup blood spills if the above procedures are followed.

Sterilization
Sterilization can be achieved using a number of techniques such as heat, irradiation; filtration; and chemical sterilization. In the microbiology laboratory, the most widely used sterilizers are autoclaves. Autoclaves eradicate micro-organisms by use of pressurized steam to cause thermal stress. To achieve a sufficient kill rate, it is necessary to raise the temperature such that even the most thermo-tolerant micro-organisms are inactivated.

Sharps
Needles and broken glass must be disposed of in sharps containers. Improperly disposed needles can cause injury.

Needles
Needles should never be recapped.
Needles should be moved only by using a mechanical device or tool such as forceps, pliers, or broom and dustpan.
Never break or shear needles.
Needles shall be disposed of in labeled sharps containers only.

Sharps containers shall be closable, puncture-resistant, leak-proof on sides and bottom, and must be labeled or color-coded.

When sharps containers are being moved from the area of use, the containers should be closed immediately before removal or replacement to prevent spillage or protrusion of contents during handling or transport.

Broken Glassware
Broken glassware that has been visibly contaminated with blood must be sterilized with an approved disinfectant solution before it is disturbed or cleaned up.

Other Sharps
There are safety dangers associated with accidental breakage of glass capillary tubes. These tubes are used for collection of blood in a variety of health care settings, including hospitals; ambulatory care facilities, physicians' offices, blood donation facilities, and blood testing centers.

Accidental breakage of the tubes has been reported when the tubes are inserted into putty for sealing and during centrifugation.

Blood can spatter, potentially exposing personnel to bloodborne pathogens. The broken glass fragments also can injure the user, resulting in exposure to blood. Breakage during use may result in a penetrating wound and blood inoculation to the user.

To reduce the risk, OSHA recommends that users consider blood collection devices less prone to accidental breakage and readily available, including capillary tubes that are not made of glass, glass capillary tubes wrapped in puncture-resistant film, products that use a method of sealing that does not require pushing one end of the tube into putty to form a plug, or products that allow the blood to be measured without centrifugation.

Signs, Labels, and Color Coding

Warning labels need to be affixed to containers of regulated waste, refrigerators and freezers containing blood or other potentially infectious material; and other containers used to store, transport, or ship blood or other potentially infectious materials.

These labels are fluorescent orange, red, or orange-red. Bags used to dispose of regulated waste must be red or orange red, and they, too, must have the biohazard symbol readily visible upon them. Regulated waste should be double-bagged to guard against the possibility of leakage if the first bag is punctured. Labels should display the universal biohazard symbol.

Emergency Procedures
In an emergency situation involving blood or potentially infectious materials, you should always use Universal Precautions and try to minimize your exposure by wearing gloves, splash goggles, pocket mouth-to-mouth resuscitation masks, and other barrier devices.

If you are exposed
If you are exposed, however, you should wash the exposed area, report the exposure, fill out a report form, and request testing.

1.Wash the exposed area thoroughly with soap and running water. Use non-abrasive, antibacterial soap if possible. If blood is splashed in the eye or mucous membrane, flush the affected area with running water for at least 15 minutes.
2.Report the exposure to your supervisor or instructor as soon as possible.
3.Fill out an exposure report form. This form will be kept in your personnel file so that you can document workplace exposure to hazardous substances. This form can be obtained from your Safety Department.
4.You may also request blood testing or the Hepatitis B vaccination if you have not already received it.

Hepatitis B Vaccinations
Employees who have routine exposure to bloodborne pathogens, such as doctors, nurses, first aid responders, and similar occupations, must be offered the Hepatitis B vaccine series at no cost to themselves. The employees have a right to refuse the vaccination but will need to complete a form documenting their decision not to accept the vaccination.

Record Keeping
Medical records are to be retained for each employee with occupational exposure of bloodborne pathogens for the duration of employment plus 30 years. These records must be

confidential and must include name and social security number; hepatitis B vaccination status, and results of any examinations, medical testing and follow-up procedures; a copy of the healthcare professional's written opinion; and a copy of information provided to the healthcare professional.

Training records must be maintained for three years and must include dates, contents of the training program or a summary, trainer's name and qualifications, names and job titles of all persons attending the sessions.

Medical and Training Records
The Bloodborne Pathogens Standard requires both medical and training records be maintained. For at least the duration of employment plus 30 years, and must be kept confidential not disclosed without written permission of employee, except by law and separate from other personnel records.

Chapter 5: CLEANING PROCEDURES AND TIPS

CLEANING PRINCIPLES

Cleaning can be a rewording and sometimes fun! It helps to know the basic cleaning principles. First look at what it is you want to clean Do you know where the dirt came from If not don t worry. I will give you some ideas on how to find out It s also important to know the different cleaners and when to use them.

Let s get familiar with some basic cleaners
Abrasives work like sandpaper and physically remove dirt. They come in powders, liquids and tools like brushes, sponges and pads.

Acid is the opposite of alkaline and can be used to remove rust stains, water deposits and even clean clogged pipes. Depending on its pH level the lower from 7 the more powerful. 7 being neutral and anything higher is considered a Alkaline. Some acids include lemon juice, (citric acid) vinegar, (acetic acid) and hydrochloric acid.

Alkaline can be used to remove heavy oil and grease, wash windows. Clean coffee and tea stains and dissolve grease. Alkaline include banking soda, ammonia, TSP, acronym for TriSodium Phosphate, and lye.

Bleaches used to bleach out a discoloration by removing or adding oxygen. Bleaches are also used to disinfect because of their ability to kill germs safely. Bleach types include oxygen bleach which adds oxygen, reducing bleach which removes oxygen, and peroxide.

Detergents have the ability to lower surface tension and of deflocculating soil and dirt clumps and keeping them in suspension, so they can be washed away. Detergents are typically considered to be both water and oil soluble, which serves as an emulsifying agent. Detergents are used to clean both soil and grease. Detergents include laundry cleaners or synthetic detergents and soap.

Solvents are capable of dissolving another substance to form a uniformly dispersed mixture. They are chemically capable of dissolving oily and greasy soils and stain and speed up drying time because they evaporate faster than water. The types of solvents are water miscible or wet solvents like alcohol and butyl cello solve, and water immiscible or dry solvents like OMS, acronym for odorless mineral spirits and kerosene.

Enzymes are microorganisms engineered to break down protein and oil into their basic components. Enzymes are sensitive to pH changes and chemical reactions.
Now you have the knowledge of what the basic cleaners do. So now we need to identify the problem.

Some grime you might already know.
Some might be more complicated.
Food might automatically be considered a protein; some foods like juices and condiments contain dye.

Urine is a protein but it s also very acidic and may require a combination of enzyme and alkaline to completely remove it.

The pH Scale
In chemistry, pH is a quantitative scale for measuring the acidity or alkalinity of liquid solutions. The scale runs from the number 0 to 14. The number 7 on the pH scale is neutral, not acid or base. The number 0 on the pH scale is a strong acid. The number 14 is a strong alkali. In the cleaning industry the word “alkali is used to denote base So the pH scale runs from 0 acid to 14 alkali.

On the pH scale each full number increase represents a tenfold increase of the acidity or alkalinity of the solution. It is a geometric progression by the number 10. So pH of 1 is 10 times more powerful than pH of 2. The pH of 3 is 100 times more powerful than pH of 4.
The numbers on the scale denote the “strength characteristics of the solution not the “quantity or dilution of the solution. Whether you have a drum of lye or a table-spoon of lye they both have the same strength characteristics pH.

COLOR CODING OF CLEANING SUPPLIES

Why Color Coding is Important?
Color coding cleaning supplies improves training and communication. It is an intuitive visual coding system, removing language and literacy barriers when training a diverse workforce in proper cleaning processes. Color coding also provides supervisors with quick visual indicators for monitoring employee activity to prevent tool or chemical misuse.
Examples of the Use of Color Coding of Supplies in Cleaning:
Red: High bacteria areas for example restrooms with toilets and urinals.

Red cleaning supplies are used in areas of the restroom that have higher bacteria

concentrations, where sanitation is a priority. Particularly toilets and urinals should have a high priority.

Yellow: Specialty cleaning for gymnasiums and laboratories.

Use for sinks and general restroom cleaning, to prevent cross contamination from toilet and urinal areas. May also be used for specialty cleaning activities such as gymnasiums, laboratories and floor-care projects.

Green: Foodservice areas for example cafeterias and kitchens.

Green cleaning supplies should be used in areas that come into contact with food, including kitchens, cafeterias and employee break rooms. Or for example, a separate color could be used for food preparation areas for an added degree of safety. For example, in food preparation areas, one color, for example a light lime green, could be used for raw meats and another color for preparation of fruits, vegetables, and lettuces, for example a deep woods green.

Blue: General use for example offices, hallways and classrooms.

Blue is used for general cleaning in offices, entrances, hallways and reception areas.

Color Coding Prevents the Misuse of Chemicals
The use of color coding for cleaning supplies prevents the misuse of chemicals and reduces the transfer of harmful substances by separating potentially hazardous cleaning chemicals into their appropriate areas. For example, mopping solutions can be coded for a specific floor to avoid the use of caustic chemicals that may permanently damage the surface.

Simplifies Supply Management
By keeping cleaning tools in their proper areas, color coding allows custodial departments to keep better track of their equipment and supplies. Productivity increases when employees no longer have to search for misplaced tools or proper cleaning equipment.

Improves Efficiency
Color coding enhances the professional appearance of employees and increases their efficiency by making it easy to organize the cleaning process.

Of course every facility is unique. The colors discussed here are just the common colors used in color coding. Additional colors may be used for specific applications, such as color

coding types of chemicals for use with specific flooring materials or counter tops.

In addition, color tape or decals can be applied to your existing or off the shelf cleaning supplies. This gives you the ability to easily change cleaning applications and reassign supplies to different areas or functions as required. For example, color coded decals can be used to change supplies from the general use blue coding to the bathroom red coding.

It is never recommended to reassign any red labeled cleaning supply. Certainly if any red coded supplies are reassigned to any other areas, the supplies must be thoroughly decontaminated, cleaned, and sanitized by disinfection or sterilizing. It would make good sense to dispose of the red supplies and purchase new ones instead of risking cross contamination.

The next figure shows a series of colored and white brushes used in cleaning. Color coded decals or tape can be placed on the handles of the white brushes to achieve color coding.

Chapter 6: Cleaning Office Buildings

As mentioned above there are many different areas in office buildings, hospitals, and schools that require cleaning. Office buildings have restrooms with toilets, urinals, trash cans, and sinks to be cleaned. They also have restaurants, cafeterias, and kitchens that are food service areas. In addition, office areas have entry ways, hallways, and classrooms that must be cleaned. And finally there are specialized areas such as gymnasiums and laboratories that must be cleaned. In this chapter we will address cleaning the areas mentioned above; as well as mirrors, walls, floors, window coverings, upholstery, televisions, and computers.

CLEANING RESTROOMS

We will start with cleaning restrooms The fact is that at least percent of the public s complaints about buildings concern the upkeep of restrooms. According to industry professionals, there is an increase in public awareness of what one can acquire from dirty restrooms. Because of this, owners, operators, manufacturers, distributors and suppliers are all working hard to come up with systems and processes to make cleaning easier, safer, faster and better.

Restroom Deep Cleaning

Indeed, relatively recent innovations in restroom cleaning range from ergonomically designed toilet-bowl brushes and environmentally safe citrus-based cleansers to color-code and even touch-free cleaning systems.

Combined with old-fashioned common sense and attention to detail, the new cleaning improvements make it easier and safer than ever to leave a restroom spotless.
Because the definition of ‘clean is very subjective and varies from one environment to another, it is important to determine what is required in terms of cleanliness. One definition of clean is “free from dirt or impurities

With the exception of critical care areas, such as those found in some health care facilities or food service environments there are few, if any, broadly established cleaning standards.

Toilet Cleaning Today

A workable cleaning schedule is important. Most restrooms are cleaned once a day and sometimes monitored throughout the day. Restrooms with high traffic volume, such as those

in airports, restaurants and other establishments may need attention hourly. According to experts, managers and operators who thoroughly assess the overall use of each restroom in their facility will have far fewer restroom complaints.

Those who devise cleaning schedules that accommodate the need for regular cleaning and maintenance, as well as incidental and as-needed cleaning will not hear any complaints.

Top Five Restroom Complaints
Once the cleaning basics have been established – how clean and how often – cleaning professionals still face every restroom s “Top Five These are the five typical restroom complaints and the most common cleaning challenges that workers face. They are:

1) Cross-contamination hazards
Soap and towel dispensers that don t work
3) Unsightly garbage
4) Soiled or stained surfaces
5) Persistent odors

CROSS-CONTAMINATION

There are a number of ways to prevent the spread of germs when cleaning a restroom. Experts say, first kill the germs by using disinfectant solutions properly. In order to achieve disinfection, it is important to carefully follow label directions on the cleaner container. More often than not, the directions will include specifics on how the cleaner is to be applied, as well as the length of time that it should remain on surfaces in order to achieve the required disinfection levels.

Other recommendations include using a color-coded system when cleaning. With a system like this, tools that are one color can be used for cleaning toilets, while a different color can be reserved for intense work.

This type of system will make sure that management as well as the cleaning staff doesn t use any of these tools outside the restroom.

SOAP AND TOWEL DISPENSERS THAT DON T WORK

This is a case where back-ups make sense.
Managers may want to consider offering patrons both hand towel machines and hand blow

dryers. This is an alternative solution if one or the other is out of order. Frequent service, repair, and replacement of machines also help eliminate this common complaint.

UNSIGHTLY GARBAGE

Regardless of whether a restroom is disinfected properly, unsightly garbage can make it appear unsanitary. Studies show that people often use a paper towel on door handles when leaving restrooms If a garbage receptacle isn t near the door they often drop the towel on the floor.

Analyzing traffic and these types of use patterns will help determine whether alternate placement or additional receptacles are needed.

SOILED OR STAINED SURFACES

An obvious first step in cleaning would be removal of visible soiled surfaces.

The nature of the surface and the soil will affect which tools and cleansers to use. For instance, degreasers might be just the solution for some of the surface stains found in fastfood restaurant facilities.

Industry manufacturers advise that users proceed with caution when using various cleansers. There are many very aggressive cleaners which can remove soil from surfaces, but will also harm finishes.

Surface damage only makes maintaining cleanliness and appearance that much more difficult in the future. Thus, selection of the mildest, yet effective cleaners is the best approach to balance these factors.

PERSISTENT ODORS

When dealing with this common complaint, building managers are advised to look down – at the grout or the floor drain.
Often times, odor-causing bacteria can be found in grout lines where mops may not reach. If this is the case, it may be helpful to re-evaluate the products used to do this cleaning. Bacteria must be killed to remove odor. Other times the best thing to do is to look up, because light fixtures and even ceilings can harbor bacteria or mildew spores. It is important

to note that thorough ventilation can reduce odors in high humidity areas such as restrooms. Make sure all air vents are cleaned.

Managers dealing with a lot of in and out restroom traffic, such as those found in schools and airports should carefully assess regular cleaning schedules to make sure these problems are addressed.

INNOVATIONS

When it comes to cleaning restrooms, manufacturers found that a thorough assessment of cleaning procedures is what led to some of the best innovations.

After spending many years evaluating restroom cleaning and the various procedures called for, manufacturers found two overall problems.

First, there was a very high turnover among employees and training was an issue within janitorial departments.

Second, many janitorial departments rarely updated the tools they used for cleaning, many of which were not ergonomically designed.

In response, the cleaning supply industry soon introduced various ergonomically designed tools. These were designed to reduce back pain through the use of longer handles, which also kept a worker s face away from the toilet bowl containing chemicals and fumes Manufacturers have commented that the use of these types of products will not only make cleaning easier and safer for workers, they will also result in worker retention.

Many of the improvements offered by manufacturers, suppliers, trainers and others in the industry have had a similar value-added impact on restroom cleaning.
Microfiber mop heads and cloths adhere to dirt more efficiently and are easier to lift than traditional “spaghetti mops because they weigh less

Why use microfiber supplies?
Microfiber cleaning cloths provide a non-toxic and chemical free cleaning solution. They are outstanding for allergy and asthma sufferers, as well as anyone with chemical sensitivities. They also provide a healthier cleaning solution because microfiber cleaning supplies can be used without cleaning agents, soap, or detergents. In addition they are gentle on furniture, mirrors, windows, and porcelain as the fiber is fine and it does not leave scratches, mist or

marks.

Microfiber mop heads and cloths are also more environmentally friendly because they use less water they re washable and reduce the amount of trash left at the end of the cleaning day.

Environmentally friendly green cleaning is a trend that has grown stronger in recent years. Many manufacturers have introduced tools that are designed specifically for recycling whenever green cleaning tools wear out. Instead of replacing the entire tool when a part breaks, many manufacturers provide replacement parts.

In addition, many workers use squeegees and water to clean restroom mirrors and windows. The benefit is that departments will use fewer chemicals and will not find trash bins filled with paper towels as a result of cleaning.

Cleaning chemicals should also be considered in green cleaning. There are many manufacturers that provide cleaning products certified with Green Seal.
These new innovations make it easier for companies to accept green cleaning into their programs.

WHAT DOES CLEANING GREEN ENTAIL?

First, a definition Green Cleaning is cleaning to protect health without harming the environment. Basic principles of Green Care are listed below.

Focus on entryways inside and out. An important goal in cleaning green is to trap and remove dirt and pollutants before they enter the building and to frequently clean the entrances and entryway mats.

Minimize particles and chemicals in the air by mechanically capturing dust and dirt, using course spray for chemicals and applying the cleaner to the cloth rather than spraying the surface to be cleaned.

Use chemical management systems for accurate product dilution. Train employees to use chemicals properly to minimize waste and maximize cleaning efficiency, an important element of cleaning green.

You should empty vacuum bags at the end of shifts or when half full for cleaner and more

efficient operating.

Ensure proper vacuuming, extraction, rinsing and drying. Carpets can be a host for moisture problems and mold growth. Green cleaning means minimizing these problems.
Focus on preventative measures. Janitorial staff washes their hands and keeps equipment clean and well maintained.

Focus on touch-points. These are door handles, bright work and other areas where people come in contact with the facility or its fixtures. Focusing here makes cleaning green easier. Apply disinfectant in restrooms properly and make sure the chemical has proper dwell time so that soil is thoroughly removed using less product. Use labels on chemical cleaners for proper use and review the Material Safety Data Sheets.

Promote safety and prevent cross-contamination. Safer products and proper use and storage of chemicals help create a safer environment. As discussed earlier, color-coded tools ensure that pollutants don t get carried from one area such as a restroom to another room.

Whenever possible use Green Cleaning Chemicals and Products Green Seal s Standard for Industrial and Institutional Cleaners (GS-37) certified chemicals for general purpose, washroom, glass, and carpet cleaning.

Use hand soaps that do not contain antimicrobial agents except where required by law or regulations for example healthcare or food preparation.

Microfiber dusting cloths and flat mops to collect dust and dirt pick up dust with minimal water and chemical use. These out-perform traditional dusting and mopping materials and can often be used to remove soils without the need for chemical compounds. Micro-fiber materials can be washed and reused to minimize paper towel waste.

Use of Effective Janitorial Equipment
One example of effective janitorial equipment that is environmentally friendly is the highspeed burnisher with dust control attachments that captures fine particles.

Carpet extractors and automatic floor scrubbers that reduce water consumption are also effective janitorial equipment.

Green cleaning includes the use of “Green Paper products These paper products are rated

for recycled content in janitorial paper products bleached without the use of chlorine or its derivatives. In addition, paper products dispensed from large rolls to minimize packaging and waste are used in Green cleaning. Folded paper towels are discouraged.

“Hands-free paper towel dispensers that reduce the potential for cross-contamination and high-capacity dispensers that promote waste-reduction by controlling towel usage are on the list of “Green Paper products

For all the innovations in the industry, the need for common sense and attention to detail is as great as ever. Training employees properly is a task that experts say should always be at the top of a building manager s “to do list Industry professionals emphasize that it is important to have the proper tools when cleaning, but it may be even more important to have the proper training.

Attention to Detail
Just look at a restroom, any restroom. The entire area may be clean and sparkling, but what about the dirt build-up around stall posts or behind toilets or baseboards. Everything must be cleaned properly or the restroom isn t clean

When cleaning toilets, one of the most important parts is the underside of the lip of the toilet. This is where urine and feces can be splashed and lime, calcium and rust stains can build up That s where bacteria and germs can form quite easily causing a filthy toilet Cleaning the underside of the toilet is extremely important.
Dusting a restroom is also a critical part of your job. Dust, bacteria and germs can settle in vents, on tops of overhead ledges and, of course, on vents.

Cleaning and Sanitizing
Remember there is a difference between cleaning and sanitizing. Cleaning is washing or wiping a surface Cleaning removes dirt dust and debris but it doesn t kill bacteria

Sanitizing kills bacteria.
There are two ways to kill bacteria.

1.One is to use high temperature water, similar to very hot water used in a dishwasher. Hot water sanitizes the dishes and kills bacteria That s not logical for restrooms but you can use an approved sanitizer after cleaning to kill bacteria. Steam cleaners are commercially available.

2.Another way is cleaning and sanitizing. Cleaning and sanitizing is required in making surfaces free of bacteria. Remember that cleaning and sanitizing are two different systems and both are required when servicing restrooms and other areas.
Some sanitizers are called disinfectants and some products combine cleaning and disinfecting ingredients into one product. These combined products work well only on surfaces that are already relatively clean. For dirtier surfaces it is important to clean first and then apply a separate disinfectant.

For the disinfectant or sanitizer to be effective, it must remain in place for at least 10 minutes.

Deep cleaning of restrooms needs to be done at least weekly. However, a deep cleaning may also be required when cleaning a restroom for the first time, or when you encounter a particularly dirty situation. High traffic restrooms may need a deep cleaning once a day even if routine cleaning is done more frequently.

Most deep cleaning can be done with regular chemicals by mixing with less water so that they are more effective. In addition, it may be necessary to spend more time removing soils using brushes and scrub pads.

Steps to Cleaning a Restroom
Don t allow your restroom to become the source of customer or employee complaints Adhere to the following guidelines to insure a cleaner, healthier restroom environment.

GET READY TO CLEAN.
When you are preparing to clean a bathroom, first make list of duties and cleaning supplies that will be required for each job. You should make certain the supply closet is clean and contains the proper supplies and equipment. An example list of cleaning supplies is provided below.

1.Disposable Latex Non-Medical Gloves these gloves come in large, medium, and small sizes.
2.Safety Goggles or Safety Glasses
3.Toilet Bowl Swab
4.Microfiber Mop System
5.High Density Trash Liners 32 Gal.
6.General Purpose Cloth
  Extendible Lamb s wool Duster

8.Glass Cleaner Windex® is a common commercially available glass cleaner
9.Cleaner/Disinfectant Lysol® Brand Disinfectant All purpose Cleaner with Bleach and Antibacterial Scrubbing Bubbles® Bathroom Cleaner are common Cleaner/Disinfectants. There are other commercially available Cleaner/Disinfectants for professional cleaning services.
10.Kleenex® Cottonelle Toilet Tissue
11.Health Guards Regular Toilet Seat Cover Refill
Figure 40 Items for cleaning the bathroom
12.Sanitary Napkins or Tampons
13.Paper Towels
14.Hand Soap
"Wet Floor signs

DISINFECT TOILETS, SINKS AND SURFACES

Before disinfecting toilets, sinks and surfaces make sure you are wearing the proper safety items such as gloves and protective eyewear. Be sure to review the MSDS for each chemical that you use. Spray all fixtures with the correct chemicals to allow time to "soak in Wipe clean.

RESTOCK EXPENDABLE SUPPLIES

When you are restocking expendable supplies, always make sure you fill the dispenser with the correct size paper or soap product. Be sure to secure the dispenser after it has been filled.

EMPTY, CLEAN AND RE-LINE WASTE RECEPTACLES

The next job will be to empty, clean and re-line waste receptacles. You should make sure all litter is picked up prior to emptying the receptacles. Use the correct size liners and taper the excess liners by tying on one corner.

SWEEP OR DUST MOP FLOORS

Depending on the floor surface, you will either sweep or dust mop the floor.

CLEAN SINK AND COUNTERS

The next job will be to clean the sink and counters. First, remove all debris from counters. Start at the backsplash of the counter and work towards the drain. Be sure to dry all surfaces.

CLEAN MIRRORS

To clean the mirrors, start in one corner and work from right to left. Use circular cleaning motions for best results. Inspect for streaks and smudges.

SPOT CLEAN WALLS, PARTITIONS, BRIGHT WORK

Spot cleaning is the next job. Using the proper chemicals spot clean all vertical surfaces starting at the bottom and working your way up. Clean all bright work. Bathrooms don't just need to be clean, they need to shine. All that white porcelain, bright work and tile work demands weekly, if not daily attention.

Cleaning Toilets
WHAT YOU NEED:
1. Goggles or glasses.
2. Toilet brush.
3. Gloves.
4. Cleanser for inside of bowl.
5. Cleanser for outside of the toilet.
6. Paper towels or cloths.

REMOVE EVERYTHING FROM AROUND THE TOILET.

Cleaning the toilet is a messy job, and there's always the chance of splashing cleanser or toilet water outside of the actual toilet. Prevent extra cleanup by removing all excess items from around the toilet. Don't forget to remove anything on top of the tank to prevent dropping items into the bowl during cleaning.

FLUSH AND ADD CLEANING SOLUTION.

Flush the toilet with the lid down to prevent splashing or spraying. Add your choice of powdered, liquid, or gel cleanser to the bowl. Try to apply the cleaner as close to the toilet rim as possible to prevent diluted cleanser.

CLEAN THE EXTERIOR OF THE TOILET.

While the cleansing solution soaks into the toilet grime in the bowl, clean the outside of the toilet. Start at the top to prevent dripping on already clean surfaces.

Spray the tank, handle, and tank edges with cleaner and wipe down.
Next do the outside lid of the toilet.
Finally wipe down the entire bowl. Start with the sides and front before cleaning the bottom edges of the toilet where it meets the floor.

CLEAN THE TOILET SEAT.

The toilet seat should never be neglected. It is the part of the toilet that comes into actual contact with people, and it needs to be cleaned thoroughly. Raise the seat. Spray the seat, inside lid and the rim of the toilet with cleanser.

Wipe down the lid, seat, and hinges at the back of the toilet seat. Some toilets have hinges that will pop open to allow better access for cleaning.

CLEAN THE INSIDE OF THE TOILET BOWL.

Begin cleaning the bowl from the top down. Always begin scrubbing under the rim first. Look under the rim to get all the stains and grime scrubbed away.

Even though there are many commercial products available, Lime-A-Way® is a commercial product that is a concentrated blend of mild organic and mineral acids formulated to remove calcium and other hard water mineral deposits from under the rim of toilets. It has a pleasant fragrance and is easy to use. It removes rust, calcium and lime build up from toilets and it effectively cleans even the toughest hard water stains.
Next scrub the bowl. Finally scrub the hole at the bottom of the toilet.
Always flush the toilet with the lid down.

WIPE UP ANY DRIPS OR SPILLS.
Wipe up any drips of cleanser or water that may have occurred.
Put away tools and trash. Replace the items removed at the beginning of the cleaning process.

TIPS FOR CLEANING TOILETS

1. Wear eye protection when cleaning a toilet. It prevents splatters of toilet water and cleaner. You may also want to use gloves to prevent contact with your hands.
2. Flush the toilet with the seat lid down to prevent splattering and splashing.
3. Do not use sponges when you scrub a toilet. Sponges are a great way to breed bacteria, and there are already enough in bathroom. Paper towels are great options because they are thrown away. If you use reusable cloths or microfiber cloths, wash them immediately in their own load on hot water with bleach.

In summary, to properly clean a toilet you should use the appropriate germicide to clean the seat cover top and bottom. Then lift seat cover and clean underside and top of toilet seat, under side and bowl rim, and finally clean the handle and exposed plumbing. Flush toilet with seat down and leave the seat up to indicate you have cleaned commode.

Cleaning Urinals
Some cleaning tools and materials for cleaning urinals are listed below.
1.Bowl swab
2.Trigger sprayer
3.Clean cloths
4.Gloves and goggles
5.Toilet bowl cleaner
6.Cleaner disinfectant, liquid or foam aerosol
In addition to toilets, urinals need to be cleaned, disinfected and deodorized. Disinfecting the urinal reduces the growth and spread of bacteria.

PROCEDURES FOR CLEANING A URINAL

Remember to put on gloves and goggles, and then clean the inside of the urinal.
First, apply 1 to 2 ounces of bowl cleaner evenly onto the bowl swab. Then swab the entire inside surface, under the rim, and where the water outlets are located.
Next, flush urinal and rinse bowl swab thoroughly. Set bowl swab aside, placing it into a carrying container.

Clean and disinfect the flush handle and all the chrome around the urinal. Wipe it dry.
Next, clean the outside of the urinal by spraying with a cleaner disinfectant. Pay special attention to the underside of the outside of the urinal. Wipe with a clean cloth.
Use a new cloth to start the next urinal. Toss used cloth to be laundered.

Mopping Restroom Floors
Cleaning Tools and Materials needed for mopping restroom floors.
1.Pump up sprayer and one bucket with wringer or Two buckets with wringers
2.Wet mop
3.Broom and dust pan
"Wet floor signs
5.Gloves and goggles
6.Cleaner/Disinfectant
7.Cleaning Procedures:
The bathroom floor is mopped to clean and disinfect it and to eliminate odors and bacteria.

PROCEDURE FOR MOPPING A RESTROOM FLOOR

First, put on gloves and personal protection equipment. Remove all movable obstacles from the floor.
Sweep floor and pick up pile with dust pan.
Position the mop bucket or buckets outside door.
Place "Wet floor sign at the entrance

Use either the spray down, mop up method or the two bucket method to get cleaner disinfectant on the floor.
Apply product on floor, starting in the farthest corner.
Work moving backwards towards the door.
Be sure to get disinfectant around toilets, under urinals and under sinks.
Allow to stand amount of time recommended by manufacturer s directions
Dip wet mop into clean water rinse. Wring out dry.
Start at the farthest corner and pick up disinfectant solution that is on the floor.
Dip mop in rinse water frequently. Continue until all disinfectant solution has been picked up.

CLEAN UP AFTER MOPPING

Always clean up after mopping the restroom floor Most facilities have a janitor s closet with a deep well sink and cabinets for supplies. Use this sink to empty the bucket or buckets and sprayer should. And then, you should rinse the mop. All of the tools and materials should be stored properly.

REMOVE CAUTION SIGN AND INSPECT WORK
Review all of the jobs that you just completed. Make sure all dispensers are full, mirrors are streak free, and all fixtures are clean.

Cleaning a Laundry
Cleaning Tools and Materials needed are listed below
1. Vacuum with hospital grade filter, dusting tool
2. Deck brush
3. Mop bucket with wringer
4. Clean cloths
5. Wet/dry vacuum
6. Pump up sprayer
7. Trigger sprayer
8. Clean bucket for rinse water
9. Gloves and goggles
10. Cleaner disinfectant
Laundry rooms must be cleaned to prevent possibility of cross contamination. The laundry is a central location for linen that gets redistributed throughout the facility.

Procedure for Cleaning the Laundry Room

DAILY PROCEDURES
Daily procedures for cleaning the laundry room will include
First put on gloves and goggles.
Next, you should the empty waste receptacles. Remember to tie the liner and dispose of the waste properly. And then, spray the waste receptacles with disinfectant from trigger sprayer, inside and out and wipe them dry with a clean cloth.
Damp dust with a cleaner disinfectant sprayed on a cloth. Rinse used cloth in clear water, reapply disinfectant to continue. All sills and ledges, outsides of wash and drying machines and loading doors should be cleaned. Tables for folding linens should also be cleaned. Vacuum floor surface to remove all lint.
Using a deck brush and water from the mop bucket, remove any accumulations of soap on the floor surface. The last job is to damp mop floor with a cleaner disinfectant starting at the back of the room and mopping to the door Remember to place the “Wet Floor sign at the door
Pick up solution with a wet dry vacuum.

WEEKLY PROCEDURES
Wash walls completely. To wash the walls fill the pump up sprayer with diluted cleaner

disinfectant. And then, spray walls from bottom up. Next, wipe walls dry.
Clean any or all overhead pipes with vacuum dusting tool.
Wash all linen carts. Use trigger sprayer and spray all surfaces with cleaner disinfectant. Let the solution set for a few minutes and then wipe dry.

PERIODIC CLEANING PROCEDURES
The linen storage cupboards should be emptied and cleaned with a cleaner disinfectant.
Washing Walls
Cleaning Tools and Materials needed for washing walls and wall partitions are listed below.
1.Trigger sprayer
2.Clean bucket
3.Clean cloths
4.Gloves and goggles
5.Cleaner disinfectant
6.Cleaning Procedures:

Walls and Wall Partitions are washed because dirty walls are unsanitary. Dirt acts as a breeding ground for bacteria. In addition, dirty walls make the room appear dull.

PROCEDURE FOR WASHING WALLS AND PARTITIONS

Put on gloves and personal protection equipment.
Using a trigger sprayer filled with diluted cleaner disinfectant, spray solution on walls, starting from the bottom and working your way up.
Wipe walls clean from the top down using a clean cloth.
Rinse cloth frequently in clear water rinse.
Thoroughly clean the underside of the partitions. This area becomes dirty from urine splash and needs daily attention.

Window Washing
Cleaning Tools and Materials needed for washing windows.
1.Window squeegee
2.Clean cloths
3.Window tool and bucket or Trigger sprayer
4.Window cleaner
5.Gloves and goggles
6.Cleaning Procedures:
You should pay particular attention to cleaning windows. Clean windows add to the overall

impression of cleanliness. More light comes in clean windows, improving the outlook of those inside the building. Windows need to be cleaned more often in colder weather.

Remember, condensation and temperature fluctuations encourage streaking and dust accumulation on windows. In addition, oils in exhaust and cooking deposit on the glass surfaces in colder weather.

PROCEDURE FOR WASHING A WINDOW

Put on gloves and goggles. Open drapes and raise venetian blinds or shades.
Next you should clear window sill of obstructions. Clean window sills inside and out using glass cleaner and a clean cloth.
Cover window with window cleaner solution using a trigger sprayer or window tool.

USING A SQUEEGEE

Remove solution and dirt from window using a squeegee. Move the squeegee from side to side or in a figure eight motion, or move it from top to bottom of the glass. Wipe off squeegee with clean cloth after each stroke.

After using the squeegee, wipe the glass dry with a clean cloth. When finished, wipe off window sills with a clean cloth. Clean window frames with window cleaner and a clean cloth. When complete, close drapes and put blinds or shades in place.
Clean and return tools and materials to storage area.

Dusting
Prevent dust by using two entrance mats at each entrance. One just outside the door and one just inside the door will reduce the amount of dust, dirt, and debris that enters your facility.

Check and maintain your air filters to make sure they are functioning properly. Air filters will last between 1-3 months, but should be changed as they become clogged with dirt and debris.

By keeping windows closed, you'll prevent dust and debris from blowing into your home. Double check your window and door weather-stripping to make sure it is still functioning properly.

There are many dusting products on the market, but each one has its own set of pros and cons. Use the right dusting tool for your jobs. Microfiber cloth dusting supplies is a favorite. If you use a furniture oil or polish, be sure to follow the directions and don't overuse the product. Overuse or improper use can lead to a buildup on your furniture or clouding of the wood surfaces.

Dust from top to bottom to prevent going over surfaces more than once. Sometimes you may need to wet dust after you dry dust. Always dry dust first. Be careful about allowing even a small amount of water on wood surfaces.

CARE FOR FLOORS

CARE FOR WOOD FLOORS
Regular cleaning keeps wood floors and furniture looking their best. All you need is a good vacuum or microfiber dust mop, a soft cloth, and Murphy Oil Soap. It's easy!
Vacuum your floors and dust furniture daily. Gritty dust can scratch wood surfaces. For effective vacuuming, use a Windsor with Sensor technology. It will automatically adjust to your floor type

And for effective floor cleaning, use the microfiber mop system for both dry dusting and wet mopping. Mop up spills right away to avoid stains.

Cleaning wood floors regularly with Murphy Oil Soap Original Formula is easy. Dilute Murphy s in a bucket according to directions. Use a microfiber wet mop.

Wipe up any excess water with a soft, dry cloth or dry dust mop.
Murphy s isn t just for wood flooring and furniture It also safely cleans laminate flooring and many other surfaces.

CLEANING MARBLE FLOORS

Marble is often used for floors in commercial office buildings and hotels in lobbies in entry ways, halls, and lobbies. Janitors are required to maintain these floor materials.
Marble is generally polished, and unless sealed it is porous and easily stained. Marble is also able to be etched by acids. Marble may be stone, but it stains easily, so you need to wipe anything off that is spilled on it immediately, as you would on a wood surface.
Regular cleaning includes washing marble surface with lukewarm water and wipe dry with a clean cloth. Wiping marble surface with a damp chamois is suggested as it will not leave

streaks.

Unsealed Marble that has become dull can have a shine brought back to it using a commercial marble cleaner and polish. For badly damaged marble surfaces, if it's scratched or etched by excessive wear, you will most likely need to have it professionally polished. Marble professionals have the right equipment for the job and know how to use their tools properly.

There are different types of stains that can affect marble. Organic stains, such as tea or coffee. These stains will need a poultice soaked with 20% peroxide and a few drops of ammonia.

Stains that are oil based, such as the oils from butter, lotions need attention right when the spill occurs. You can do this by spreading the surface with ordinary household corn starch. Let it stand for a few hours, Scrub with a stiff brush and hot sudsy water. Or wipe with a dampened cloth of ammonia.

A commercial rust remover can be used to remove rust stains from an item such as a metal lamp on the surface or metal container. Acid stains, from citrus fruits juices and carbonated beverages should be wiped up immediately; they can etch and dull the surface. If stains seem to be impossible to remove, your Marble professional will be able to help remove them and bring the beauty back to your surface.

CLEANING LINOLEUM AND VINYL FLOORS

Proper care of your linoleum or vinyl floor prevents damage, extends its life and keeps it looking like new for years. You should always vacuum or dust hard floor surfaces before mopping.

Linoleum floors generally require only warm water for cleaning. Most detergents won't rinse clean leaving behind a sticky residue. That residue becomes a magnet, attracting dirt off the bottom of shoes. It builds up, deteriorating the sealant and leaving you with the hard job of stripping and waxing.

If you find your floor requires a cleanser, use Ivory® Liquid dish soap or equivalent. Fill your bucket with suds, mop away then rinse. Ivory rinses clean so the sticky buildup never causes problems. Other detergents can be too harsh for the floor so stick to Ivory or an equivalent. Mix dish soap in a spray bottle of water as an all-purpose cleaner. It's

inexpensive and quite a good cleaner.

Some linoleum floors have grooves so deep you can sink a submarine. Grab a nylon bristle brush other brushes might scratch the floor. Then, fill your bucket or sink with warm water add a good squirt or two of the dish soap and scrub the floor; and then rinse. Your floor needs this deep cleaning only twice a year.

What to do about black heel marks. Not a pretty sight. Spray a little WD-40® on a towel; lightly rub and they disappear without scrubbing. Rinse thoroughly with sudsy water or the floor might be slick.

Carpet Care
Maintaining carpet through regular vacuuming, deep cleaning, and stain removal has many benefits:

Extend the life of the carpet as ground in soil particles weaken carpet fibers
Provide a fresh clean look to a room
Making a room smell better
Helping allergy and asthma sufferers by removing germs and dust, thus better Indoor Air Quality

VACUUMING

Dirt and grit damage carpet by rubbing against the fibers. Regular vacuuming prevents the deep abrasion that ruins carpet. Remember to change the disposable bags often. Loose threads should be cut off with a scissors.

DEEP CLEANING

Carpet should be deep cleaned with hot water extraction or steam cleaning every 12 to 24 months. Steam cleaning involves spraying a high pressure solution of water and detergent onto the carpet and vacuuming the dirty solution out.

SPOT REMOVAL

It is very important that all stains get prompt attention since stains can be better cleaned right after they happen. Follow these steps when removing a stain.
Remove excess wet stains by blotting with a clean absorbent cloth (use a wet/dry vacuum

for large stains) and dry stains by scraping with a dull edge. Always blot or sponge stains, scrubbing can spread stains and damage carpet fibers.

Apply cleaning solution to a clean absorbent cloth or paper towel. Do not soak the carpet. Working from the edges of the stain to prevent spreading, blot until no more stain is absorbed. If necessary, use your fingertips to work the solution to the base of the stain. Wait 3 minutes for the solution to work.

Apply clean water to another cloth or paper towel. Blot to remove any residue.
Carpet fibers may later absorb deep stains. More cleaning may be necessary.
Allow carpet to dry, vacuum or brush carpet to restore its texture.

Blind Cleaning
When it's time to clean your blinds and shades, even your best friend is hard to find. But there are some simple and effective ways to clean blinds and shades with minimal effort.

ALUMINUM MINI-BLINDS

Use ordinary soft, clean dust cloths, chemically treated dust cloths, vacuum cleaner brush attachments, or other available ordinary household aids. The paint surface of the slats is quite smooth and dust is easily brushed off if done at regular intervals.

To vacuum, use the brush dust head attachment and tilt the slats first up, then down but not entirely exposed to reach the entire top and bottom surfaces.

To dust, use a soft clean cloth or chemically treated dust cloth and tilt the slats as above.

To wash, use a damp cloth or sponge and mild detergent. Use warm or cold water - NOT hot water. Tilt the slats as above. Protect the floor or sill from excess water. The blind can also be taken down, placed in a bath tub of mild soapy water, then rinsed clean, wiped dry, or allowed to dry completely in the open air.

WOOD BLINDS

Care must be taken when cleaning real wood blinds. Washing the blind is NOT recommended. Although the wood is sealed, water or even excessive dampness may cause warping or discoloration of the slats.

Since the surface of the slats is smooth, dust may be easily brushed off at regular intervals using a clean soft dust cloth or a vacuum cleaner brush attachment. Clean them as described above.

FABRIC PLEATED SHADES

Most of the cellular shades, like the Hunter Douglas Duette shade, are anti-static, and they require very little cleaning. A light sweep with your vacuum cleaner brush attachment is all that is needed to keep them dust free. For a more thorough cleaning, the entire shade assembly may be gently wiped with a soft damp cloth using lukewarm (not hot) water.

Take special care when handling opaque blackout shades to avoid creasing, and do not immerse them in water. For tough stains, spot clean with a mild detergent. Some shades, like the Graber CrystalPleat® have a "soft hand" fabric.

Be very careful when trying to clean these types of shades as they tend to "pill". When a fabric pills it becomes covered in small balls of matted fiber because of rubbing.

Computer Rooms
How to clean computer rooms
Things you will need:
1. Air duster
Figure 56 An example of a commercially available air duster
2. Microfiber duster
3. Vacuum cleaner
4. Cotton towel

The flooring beneath our computer desks needs to be cleaned to ensure our computers stay in top working order. Dirt and dust particles building up on the floor below your computer can affect the health of your computer. Clean floors will diminish the risks of fouled circuitry. Regular cleaning of your computer room floors will ensure that your equipment will operate efficiently.

Make sure your computer is turned off before you start. Be careful not to unplug or loosen any plugs. Spray the cords underneath your desk with an air duster.

Get off as much loose dirt and dust particles from the computer cords as possible.
And then, run a microfiber dry duster over any loose cords on the computer room floor.

Remove dust from any outlets and the underside of cords.
Use a hose attachment with an angled edge on your vacuum to remove the dirt from your computer floor. Lift up the cords to get underneath. Do not use the vacuum's sweeper brush on the cords.

Immerse your cotton towel in warm water and wring it out. With the barely wet towel, work under your computer desk to remove any last speck of dust particles from beneath your desk. Do not put the wet rag on the computer's cord.

Dust under computer desks every week. On a monthly basis, follow the entire computer floor cleaning routine.

UPHOLSTERY CLEANING

Upholstered furniture can be very expensive. If you have a sofa, chair, loveseat, or some other type of upholstered furniture that is in good condition but just dirty, these upholstery cleaning tips will save money and time.

The key with upholstered furniture is choosing the appropriate type of cleaning method. For example, an antique chair that is hand embroidered would require a different cleaning technique than a sofa that was store bought.

GETTING THE UPHOLSTERY STAINS OUT

Maintaining clean furniture is part of having a facility where people enjoy working or visiting. With furniture, upholstery is just one aspect but an important one. Think about all the times people have eaten on the sofa, dropping bits of food or drink that leave stains. Then you have the dirty feet, dirty clothing, and just everyday wear and tear that can leave upholstery looking dirty and drab. Getting those stains out does not have to be painful.

The most important thing to remember when cleaning upholstery is to consider the fabric. If you are unsure, you can check with the manufacturer s information Then before you start in cleaning a large stain, we recommend you work first on an inconspicuous area to ensure no discoloration or damage is done. With that done, the following are a few of the more common stains found on upholstery and methods for removing them.

OILY CHEESE STAINS

Cheese is another food product that is seen spilled on upholstery. Again, things like nachos are a favorite snack food but they leave stains. For cheese, mix one teaspoon of mild, ph-balanced detergent with one cup of warm water. With a clean, white towel, blot at the cheese stain. Then mix one tablespoon of regular ammonia with one-half cup of water, again blotting the stain. Finally, blot the stain with clean water to remove any detergent or ammonia and let the area dry.

INK STAINS

Clients or employees may sit down with a pen in their pocket and before you know it, a stain is left. Ballpoint pens, especially blue, are common stain makers. Ink stains can be removed. The key is to be patient and persistent, as ink stains can be stubborn. Just make sure you only blot. Rubbing could cause the ink stain worsen. You have a number of options when removing ink stains.

- Spray hairspray onto a clean, white towel and then dab at the stain, followed by blotting with a clean, dry towel
- Treat a clean, white towel with isopropyl rubbing alcohol. Again, blot the ink stain, followed by a dry towel
- Again, with a clean, white towel, apply nail polish remover or acetone. Blot the ink stain from the outside edges toward the center
- Using a clean, white towel, use spirits of turpentine, blotting as with the other treatment options

Commercial products that work well on ink stains include Carbona or Afta; these are extra strength bio-enzyme cleaners that are formulated to get out tough stains. They come with a builtin applicator brush. With both, you would use a clean, white towel, dabbing the affected area.

COFFEE STAINS

Sipping coffee on an upholstered chair or sofa is everyday occurrence. To get rid of a coffee stain, mix one teaspoon of a mild, ph-balanced detergent with one cup of warm water, then blot from the outside in. Follow this with blotting the stain with a mixture of one-third cup white vinegar with two-thirds cup water. When finished, use a clean, white towel to absorb any excess, allow the area to dry.

VACUUM UPHOLSTERY

Upholstery cleaning tips are important since dust settles onto fabric more than hard surfaces. Therefore, regular cleaning to keep your upholstery looking and smelling clean is essential. In fact, we recommend you clean your upholstery furniture once every two months. Typically, you can use your regular vacuum cleaner with the appropriate attachment to keep it clean. Just keeping the dust off will help furniture last much longer.

Carpet Cleaning
Strive to clean your carpet as soon as you notice any spills or spots on you carpet s surface This action alone can save lots of time and damage, as well.
Before cleaning any surface areas, use a small portion of your cleaning products over a small and hidden area to avoid damage or discoloring of the carpet.

Proper care of your floor prevents damage, extends its life and keeps it looking new for years. How do you properly care for your flooring?

Vacuum carpet regularly, and do not use liquid carpet shampoos to clean them. The shampoo can t be completely rinsed out leaving a sticky residue That residue acts like a big magnet pulling the dirt from the bottom of your shoes. Use dry carpet cleaners instead. Stores selling vacuum cleaners carry them.

Getting out old shampoo becomes the trick. Rent a shampoo machine that cleans with water. You should mix 1 cup vinegar per 2 ½ gallons of water and clean according to directions on the vacuum cleaner. Go back over the carpet with warm water only. The vinegar pulls out the old shampoo cleaning the carpet as well. It may take a time or two, but your carpets will be soft and free from grime. The hot water reactivates the shampoo already in the carpet providing the needed cleansing action.

Stains in carpet can be the difficult to remove. Never rub a stain, just blot. Rubbing breaks down the fibers and spreads the stain. Remove most food stains with shaving cream. Spray on and resist the temptation to rub it in then let it set 15 minutes. Rinse with a vinegar and water solution.

Club soda generally removes red wine stains. Remove red dye stains found in drink mixes, Popsicles, dog and cat food with a 30/70 solution of peroxide to water. Remember peroxide is bleach so test an inconspicuous spot first for color fastness. Apply the mixture, wait 30 minutes then remove as much moisture as possible and rinse with a vinegar/ water solution. If the stain

remains add a bit more peroxide to the mixture and retreat Brake cleaner also does a good quick job of removing most food stains.
Dab a little on a clean cloth and gently blot the stain. Rinse with soap and water. Brake cleaner contains the same chemical professional dry cleaners use to clean stains in clothing. Do not pour brake cleaner directly into the carpet. It could dissolve the adhesive holding the fibers in the carpet.

Oops someone s dog had an accident on the carpet and the stain and smell refuse all attempts at removal. First try an enzyme product. Pour on enough to saturate to the pad and treat an area twice as large as the stain. Urine hits the pad and spreads. Let it set a couple of hours.

Enzyme products are available at commercial janitor supply stores, Pet stores, RV or marine stores. They are used in the holding tanks to dissolve solid material.

If the enzyme product does not remove all the stain or odor, baking soda and peroxide remain your best chance for success. Mix a 30/70 solution of peroxide to water adding 1/2 teaspoon of baking soda per cup of mixture. It bubbles and fizzles, but not before removing the stain and smell. Always test a spot first for colorfastness. Peroxide is bleach and may discolor the carpet. Blot up what you can with an old towel and rinse well with 1/3-cup vinegar per quart of water.

Oil, grease, magic marker and ink can also be the difficult to remove. Most janitorial companies or WalMart carry a product called De-Solv-it® Cleaner. WD-40® or Orange Clean Degreaser® all work wonders removing these stubborn stains.

Rubbing alcohol removes ink. Blot on allow to set 30 minutes and blot to remove. Rinse with sudsy water. Magic marker is generally permanent and you may not be able to remove it.
If you find bubble gum stuck to carpet, freeze it with ice cubes and chip off what you can with the blunt side of a kitchen knife. De-Solv-it® Cleaner removes the rest.

Wax on carpet can also be frozen with ice and chipped off. Wax needs heat for removal. Some newer carpets are quite sensitive to heat and scorch easily. So test an out of the way spot first. You can also use a hair dryer set to the hottest setting. Set your iron to a low to medium heat. The less heat you use, the less chance of scorching your carpet. Take a white paper towel or paper bag with no writing on it as the dye may transfer to the carpet, and then put the towel down on top of the wax. Then iron the towel for no longer than 2 seconds. Move the towel and redo if necessary. Generally once is enough.

Drapery Cleaning

Drapes are notorious for quietly accumulating dirt and absorbing odors, contributing to a room full of grime. In some cases it can aggravate asthma and breathing conditions.

Cleaning the curtains can be a tedious, time-consuming task. To clean drapes, you must haul down the drapes, wash, and re-hang them. Before you start there are some factors you should consider.

Curtain fabric is rarely pre-shrunk like clothing. There's a risk that the fabric will shrink as it is washed and dried, which results in gaps and shortages when the drapes are re-hung.

Heavy fabrics can lose shape when washed turning all those carefully placed creases and pleats into just a memory.

Rarely color-safe, drapery fabric can fade and lose color after a cycle through the washing machine and dryer.

Your company might consider having the drapery cleaning job done professionally; if one is available in your area.

Water can stain certain fabrics such as silk and alter the texture of others, changing the way the curtains hang and fall at the window If you choose to rely on professional curtain cleaners, you may hire two types of cleaning companies. The first will remove the drapes to clean them; expect them be returned within three to five days. The second will use a method to clean the drapes while they remain hanging at the windows.

Companies that promise quick, easy service use one of two processes to do so:

1. The dry cleaning method is accomplished by spraying dry cleaning chemicals onto the drapes and vacuuming off the residue and dirt. Though convenient, keep in mind that the cleaning solvents can be extremely flammable, may linger in your facility and should not be inhaled.
2. The steam-cleaning method is when the cleaners use a controlled attachment to run a steam machine over the drapes, steaming away dirt and odors. This process does not work on watersensitive fabrics such as silk where there is a risk of water damage.

It can be tempting to bring your drapes into local dry cleaners, but keep in mind that dry cleaning yards and yards of fabric can be costly. And since the chemicals used by commercial dry cleaners are designed to clean clothing, the results are never guaranteed when used to clean curtains.

Television Cleaning

TOOLS AND MATERIALS NEEDED

1.Trigger sprayer
2.Clean cloth
3.Gloves and goggles
4.Cleaner disinfectant
In a hospital setting, a television is cleaned and disinfected to reduce the spread of infections that originate in patient contact equipment.
For general public use, televisions are cleaned and kept dust free to increase its life.

PROCEDURE FOR CLEANING A TELEVISION

Put on your gloves and goggles.
Fill trigger sprayer with diluted cleaner disinfectant solution following manufacturer s directions.
Turn off the television. Never clean the television while it is turned on. If the patient/resident is watching it at the time, ask if you may turn it off for cleaning.
Spray disinfectant solution onto clean cloth. Never spray the disinfectant solution directly on the television!
Wipe the front and side vertical surfaces and the top and bottom of the television. Never wipe the back of the unit with a wet cloth!

Chapter 7: Food Service

CLEANING THE KITCHEN FOR THE JANITOR

Kitchen and food service safety is an important topic. Kitchens and food service areas are cleaned by janitors. They must know how to safely clean these areas. They must understand their responsibilities and how they differ from kitchen staff. This chapter covers such topics as slips and falls, cuts, responsibilities for safety, use of wiping cloths, spills, blocking exits, and storage of cleaners.

Slips and Falls

Any spill, especially water spills in the kitchen or food service area should be mopped, and then wiped dry with a dry rag or towel.

When grease, mayonnaise, salad dressing or other items containing oil are involved, after you clean the spill, use an abrasive powder such as a powder cleaner. This removes the oil, under the surface of the floor This is particularly critical on tile and marble floors If you don t use the abrasive powder, the floor will remain very slippery.

When cleaning up broken glass, never use your fingers to pick up the glass. Use a small broom and dustpan.

You should use caution signs in the area to alert others. If you see something on the floor that doesn t belong there pick it up Always wear approved safety resistant safety footwear in the kitchen. When you see water on the floor or some other hazard, clean it up!

About Cuts

Quite a few injuries occur from people opening boxes with box cutters. Box cutters are often called finger cutters. That's right, finger cutters. Devices such as this are designed to cut. They cut cardboard skin fingers hands arms legs…that s their purpose to cut When using cutters, you must keep your free hand out of the cutting path of the blade.

Responsibilities

Employers have the primary responsibility for protecting the safety and health of their workers by providing them with proper equipment that is working properly, personal protective equipment, and a safe working environment. Employees are responsible for following safe work practices. Basically your safety is your responsibility.

Use of Wiping Cloths
Kitchen staff knows to use separate wiping cloths for cleaning surfaces that come into contact with food from cloths used for equipment, prep tables, or cutting boards.
Janitors and custodians are responsible for general cleaning in kitchens and food service areas. Cloths used for floors, walls, countertops can never be used for items that come in contact with food.

Each type of wiping cloth should be stored in its own separate labeled or color coded container containing sanitizing solution. There are at least two types of sanitizing solutions that may be used. One is a bleach solution with a 50-100 parts per million (ppm) of sodium hypochlorite and the other is a quaternary ammonia solution at 200-300 ppm ammonia. Never mix bleach and ammonia!

Spills on the Floor
Spills on the floor are a workplace hazard that must be cleaned up immediately. Janitors or custodians are usually the first to be called when a spill occurs.
Coworkers should be advised about the spill verbally or with a “Wet Floor sign to prevent anyone from accidentally walking through the spill.

It is important to identify the nature of the spill. This will aid in determining how to proceed with clean up. A bucket and mop should be used to apply the correct cleaning solution. Directions for proper use on the cleaning solution container should be followed and any remaining moisture should be cleaned up.

Post warning signs or cones should be used to divert floor traffic until the clean-up site is dry.

Cleaning supplies should be put away properly.

STORING CLEANERS

Cleansers and other non-food items are ALWAYS stored separately from foods. Separate shelves, separate cupboards, sometimes even separate rooms.

Chemicals used by janitors are NEVER stored in food containers, nor are foods to be stored in chemical containers.

Chemicals should be kept in their own original packaging or in other break-resistant, clearly labeled containers.

When using chemicals, follow the handling instructions contained in Material Safety Data Sheets or MSDSs that are available in your workplace.

Chemicals should be kept away from food handling areas. If chemicals come into contact with food, throw the food away.

You should always store chemicals below and away from food and utensils and the farther, the better.

Chapter 8: Storing and Handling Garbage

This chapter covers storing and handling garbage.
Never store garbage in your facility, move it promptly to a waste container outside. This is especially important if you are collecting garbage in a food handling area. Make sure that doors and external windows keep out pests, such as flies and rats.

Careful storage of waste is also important to avoid attracting pests. You should:
Not allow food or other waste to gather in food areas
Keep the storage area clean
Arrange for garbage to be removed regularly.

When you move garbage; wash your hands. Don't wait for garbage to pile up, keep it moving and make regular 'garbage runs' out to the refuse container.

Place garbage in sturdy leak-proof plastic or metal containers with tight-fitting lids.
The containers should be lined with clear plastic bags or with wet-strength paper.
Clean and sanitize garbage containers frequently to prevent odor and keep from attracting insects and other pests.
After any kind of garbage duty you must wash your hands.

WASH YOUR HANDS

Washing your hands is simple, right? But are you sure you are doing it the right way? Here are a few tips for washing your hands.

Wet hands with warm water
Apply a generous amount of soap and lather hands well
Rub hands together for 20 seconds or the amount of time it takes to sing Happy Birthday; paying special attention to the areas between fingers and under nails.

Rinse hands thoroughly with warm water
Dry hands with a disposable towel
Use the disposable towel to turn off the faucet and open the door, if in a public place.

Chapter 9: The End

We have discussed procedures and safety in the Janitorial and Custodial Industry. No matter what occupation you have, remember that there are responsibilities associated with your job.

We have covered many procedures and safety topics. Ideally safety is freedom from danger. As we stated earlier, every topic for the Janitor and Custodian cannot be covered in this one manual. Some of the topics that are covered include protection from the risk of harm or injury, achieving a clean, sanitary environment, procedures for cleaning, safety devices, and responsibilities.

Technology is moving ahead, changes are being made everywhere you go and everyone is busy. Business today is a fast paced no-nonsense environment where productivity and efficiency mean everything.

Each person has the responsibility for safety, not only for yourself and the safety of your coworkers but also for facility occupants.

Janitorial 5 Star Services

Item: **BLD2121632P1:BLD2121632P1:BLD2121632P1:Janitorial Services - Large Facilities Group 2 - Agreement No. 3**

Attachments

Agreement 3 Proposal.pdf

Agreement 3 Pricing Sheet.xlsx

Attachments.pdf

Employee and Safety Training Manual.pdf

JANITORIAL
5 STAR SERVICES LLC

"Allow us to give you a Star Cleaning"

1961 NE 25th Ave

Pompano Beach, FL 33062

954-702-2053

954-552-4571

Solicitation BLD2121632P1

Agreement No. 3

Large Facilities Group 2 (5 Locations)

Janitorial Services – County Facilities

May 26, 2021

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Ability of Professional Personnel:

Describe the qualifications and relevant experience of the Project Manager and all key staff that are intended to be assigned to this project. Include resumes for the Project Manager and all key staff described Include the qualifications and relevant experience of all subconsultants key staff to be assigned to this project.

Kristen Olbel

Kristen Olbel is the Chief Executive Officer of Janitorial 5 Star Services. She oversees all operations within the company and works closely with all project managers to guarantee optimal results on each contract. Kristen develops and cultivates a positive working relationship with each contract coordinator prior to contract initiation. She designs, fosters, and deploys strategies for generating resources and revenue for the company.

EDUCATION

Bachelor of Arts (Sociology/Criminal Justice & Psychology) University of Dubuque -Dubuque, IA

WORK HISTORY

Janitorial 5 Star Services (Chief of Operation) (20 Years Experience in the Field)
Fort Lauderdale Police Department (Police Officer) (13 Years Experience in the Field)

Mikelange Olbel

Mikelange “Mike Olbel is the Chief Operations Officer of Janitorial Star Services He develops strategic plans to advance the company s mission and objectives to promote revenue profitability and growth as an organization He oversees all operations to ensure all contracts are executed with effectiveness, quality, service, and cost-effective management of resources.

EDUCATION

Masters of Science (Business Administration, Public Administration & Psychology) Iowa State – Ames, IA
Bachelor of Arts (Criminal Justice & Sociology, Minor in Psychology) University of Dubuque -Dubuque, IA

WORK HISTORY

Janitorial 5 Star Services (Chief of Operation) (20 Years Experience in the Field
Team Saving Our Youth Inc Chief Executive Officer Years Experience in the Field)
Community Based Connections, Inc. (Executive Director) (5 Years Experience in the Field)

Lakesha Houston

Lakesha Houston currently oversees all janitorial Broward County contracts to include the Broward County School District. She is experienced in operations and management with over 15 years of experience. She oversees and is responsible for inventory, equipment maintenance, routine and special project scheduling, and quality control.

EDUCATION

High School Diploma — Hallandale High School - Hallandale Beach, FL
Certification – Hack License

WORK HISTORY

Project Manager, Janitorial 5 Star Services
Oct 2020 – Present

Supervisor/Operator, First Transit
June 2017-Oct 2020

Customer Service Representative/Receptionist, Amsg & Associates
June 2014-Dec 2016

Customer Service Representative/Team Lead, Convey Health
Feb 2012-June 2014

Administrative Assistant, Renee s Learning
Jan 2005-Jan 2012

Kenny Bellinger

Kenny Bellinger currently oversees all post-construction janitorial contracts. He is experienced in operations and management with over 30 years of experience. He oversees and is responsible for inventory, equipment maintenance, routine and special project scheduling, and quality control. Kenny coordinates all projects with facility managers prior to initiation.

EDUCATION

Bachelor of Science (Physical Education) — Florida Memorial College – Miami, FL
High School Diploma — Miami Killian Senior High School - Miami, FL

WORK HISTORY

Project Manager, Janitorial 5 Star Services

Dec 2020 – Present

Checking Agent/Directional Staff, Inter-Cruises Shoreline
Dec 2018 – Oct 2020

Janitor/Project Crew, Red Coat Janitorial Service
Jan 2019 – Dec 2019

Shuttle Operator, Vamp Enterprises Supreme Limousine Service
Oct 2017 – July 2018

Mail Courier Hall s Courier Mail Service
Aug 2015 – Nov 2016

Head Basketball Coach, American Basketball Association
Nov 2015 – April 2016

Compliance Officer, Florida Memorial University
2014-2015

Head Basketball Coach, Florida Memorial University
2003-2015

Interim Head Basketball Coach, Florida Memorial College
2003

Assistant Basketball Coach, Florida Memorial College
Dormitory Counselor, Florida Memorial College
1999-2003

Physical Education/Adaptive Teacher, Norwood/Highland Oaks/Hibiscus Elementary Schools
1996-1999

Assistant Basketball Coach, South Broward Senior High School
1998-1999

Assistant Basketball Coach, Miami Norland Senior High School
1995-1998

Assistant Basketball Coach, Edison Senior High School
1986-1989

Recreational Therapist/Human Services Worker II/Behavioral Program Specialist
Landmark Learning Center
1986-1996

Matthew Lawrence

Matthew Lawrence is the Quality Control Manager of Janitorial 5 Star Services. He develops and oversees the implementation of quality control to improve the efficiency of the cleaning process and the overall company. He customizes the quality control projects for each contract to ensure direct, specific attention to each contract/facility.

EDUCATION

Level of Service/Case Management Inventory (LS/CMI) – Ai Alma Institute 2017
Miami-Dade Reentry Task Force - Member 2012
TABE Test – Certified Administrator - Florida Department of Education 2011
Bachelor in Business Management & Marketing - Florida Atlantic University 2007
Florida Workforce Professional - Tier 1 - Dynamic Work Institute 2005

WORK HISTORY

Quality Control Manager, Janitorial 5 Star Services
May 2021 – Present

Workforce Developer/Employment Specialist, OIC of South Florida
02/2012 – Present

Staffing Coordinator, SFN Group
April 2006 – Nov 2010

Case Manager/Employment Specialist/Trainer, South Florida Workforce/Jobs
Aug 2001 – Feb 2006

Matthew Gibson

Matthew Gibson is an Assistant Manager for Janitorial 5 Star Services. He assists the Project Manager with routine cleaning and special projects. He assists with inventory, equipment maintenance, and quality control. Matthew is responsible for training new employees and continuing education for all employees.

EDUCATION

High School Diploma — St. Thomas Aquinas High School – Fort Lauderdale, FL

WORK HISTORY

Assistant Manager/Site Supervisor, Janitorial 5 Star Services
Oct 2020 – Present

Flagger/Safety Operations, AWP

Oct 2020- Feb 2021

Courier, FedEx
April 2018 – Dec 2019

Courier/Supervisor, DHL
Nov 2011 – July 2019

Delivery/Supervisor, Meals on Wheels
March 2015 – June 2018

Disaster Relief, Big Foot Express Hurricane Relief
Fed 2008 – March 2015

Marie Rosier

Marie Rosier is the Chief Financial Officer of Janitorial 5 Star Services. She provides accurate and timely financial reporting to support the daily operations. She improves productivity and decreases risk and liability within the company by budgeting and forecasting projections.

Lorenzo Mills

Lorenzo Mills is a project supervisor for Janitorial 5 Star Services. He manages the pressure washing projects and contracts. He oversees and is responsible for inventory, equipment maintenance, routine and special project scheduling, and quality control. Lorenzo coordinates all projects with facility managers prior to initiation.

Hudson Vilfrard

Hudson Vilfrard is a project supervisor for Janitorial 5 Star Services. He manages the floor cleaning projects and contracts. He oversees and is responsible for inventory, equipment maintenance, routine and special project scheduling, and quality control. Hudson coordinates all projects with facility managers prior to initiation.

1.1 Company Profile

Janitorial Star Services was founded in by Kristen and Mikelange “Mike Olbel This family owned company is located in Pompano Beach, FL and built on 20 years of experience. We provide services to Palm Beach, Broward, and Dade Counties.

We always strive to provide the highest quality cleaning service, and we take pride in maintaining high standards with all our staff. Our services range from the following: New Construction Cleaning, Post-Construction Cleaning, Banks, Churches, Schools, Health Clinics, Pressure Cleaning, Lawn Maintenance, and Commercial Buildings. Janitorial 5 Star Services hires locally through churches, schools, local organizations and returning veterans.

KRISTEN L. OLBEL, BS

Pompano Beach, Florida 33062
(954) 702-2053
Janitorial5starservices@gmail.com

SUMMARY OF QUALIFICATIONS

Accomplished and energetic current business owner and operator with a solid history of achievement in the service industry. Motivated leader with strong organizational and prioritization abilities. Areas of expertise include extreme efficiency and organization, multi-tasking, and quality control with % client satisfaction I ve served as the owner and operator of a cleaning business for the last five years. My strong organizational and multi-tasking skills, as well as superior time and resource management capabilities are:

Strategic Vision
Operations Management
Community & Municipal Relations
Quality Assurance
Contract Management
Strategic Partnerships
Outcomes Measurement
Start-up Capacity Building
Program/Contract Monitoring
Finance, Budgeting and Cost Management

PROFESSIONAL EXPERIENCES

01/2017 – Present CEO, Janitorial 5 Star Services

We have owned & operated our own commercial and residential cleaning business for over 5 years now which includes cleaning and maintenance labor tasks, business management, multi-tasking, client communication and satisfaction, employee management, scheduling, billing etc. **Key accomplishments include:**

- Managed business accounts by networking and communicating with crucial account decision-makers to review service delivery and explore opportunities to develop new business.
- Created culture focused on customer service and satisfaction, resulting in improved customer loyalty and retention.

- Increased revenue and reduced risk by enforcing company policies and improving operations.
- Evaluate and manage employee performance and establish employee training and development plans that align with organization development philosophy.
- Transformed struggling business into an industry leader by restructuring organization and implementing business plan to penetrate new markets.
- Identified areas for expansion by analyzing market, consumer trends, and competition
- Represented the company to the media and trade organizations to support business operations.
- Led management team in all aspects of business development including consumer research, competitive research, and emerging opportunities.

07/2014 –Present **Police Officer, City of Fort Lauderdale**

Protects citizens by preventing crime, enforcing laws, apprehending suspects, and monitoring traffic.
Prevents crime by explaining and enforcing applicable federal, state, and local laws and ordinances; teaching preventive, protective, and defensive tactics; mediating disputes; patrolling assigned area; responding to notices of disturbances; conducting searches; observing suspicious activities; and detaining suspects. **Key accomplishments include:**

- Apprehends suspects by responding to complaints and calls for help, observing violations, and making arrests.
- Conducts criminal investigations by gathering evidence, interviewing victims and witnesses, and interrogating suspects.
- Documents observations and actions by radioing information and completing reports.
- Reports observations and actions by testifying in court.
- Fulfills court orders by serving warrants and commitments.
- Maintains safe traffic conditions by monitoring and directing traffic, enforcing laws and ordinances, investigating accidents, providing escort, and reporting unsafe streets and facilities.
- Minimizes personal injury by rescuing and reviving victims and radioing for medical assistance.
- Maintains operations by following department policies and procedures and recommending changes.
- Ensures operation of equipment by practicing responsible use, completing preventive maintenance requirements, following manufacturer s instructions troubleshooting malfunctions notifying supervisor of needed repairs and evaluating new equipment and techniques.

06/2013 – 07/2014 **Police Officer, Town of Palm Beach**

Protects citizens by preventing crime, enforcing laws, apprehending suspects, and monitoring traffic.
Prevents crime by explaining and enforcing applicable federal, state, and local laws and ordinances; teaching preventive, protective, and defensive tactics; mediating disputes; patrolling assigned area; responding to notices of disturbances; conducting searches; observing suspicious activities; and detaining suspects. **Key accomplishments include:**

- Maintains professional and technical knowledge by studying applicable federal, state, and local laws and ordinances; attending educational workshops; reviewing professional publications; practicing skills; and participating in professional societies.
- Apprehends suspects by responding to complaints and calls for help, observing violations, and making arrests.
- Conducts criminal investigations by gathering evidence, interviewing victims and witnesses, and interrogating suspects.
- Documents observations and actions by radioing information and completing reports.
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- Minimizes personal injury by rescuing and reviving victims and radioing for medical assistance.

- Maintains operations by following department policies and procedures and recommending changes.

09/2008 – 06/2013 Police Officer, City of Dubuque

Protects citizens by preventing crime, enforcing laws, apprehending suspects, and monitoring traffic.
Prevents crime by explaining and enforcing applicable federal, state, and local laws and ordinances; teaching preventive, protective, and defensive tactics; mediating disputes; patrolling assigned area; responding to notices of disturbances; conducting searches; observing suspicious activities; and detaining suspects. **Key accomplishments include:**

- Maintains professional and technical knowledge by studying applicable federal, state, and local laws and ordinances; attending educational workshops; reviewing professional publications; practicing skills; and participating in professional societies.
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- Reports observations and actions by testifying in court.
- Fulfills court orders by serving warrants and commitments.
- Maintains safe traffic conditions by monitoring and directing traffic, enforcing laws and ordinances, investigating accidents, providing escort, and reporting unsafe streets and facilities.
- Minimizes personal injury by rescuing and reviving victims and radioing for medical assistance.
- Maintains operations by following department policies and procedures and recommending changes.

09/2000 – 05/2008 Forman, Swift Transition Inc.

Responsible for overseeing daily operations at a worksite to ensure the completion of projects in a safe and efficient manner. Their duties include hiring Construction Workers and trade professionals to perform specific tasks, monitoring budgeting expenses for Workers, supplies or tools and reviewing laws and regulations to maintain a safe work environment.
Key accomplishments include:

- Coordinating daily tasks according to priorities and plans, making changes when necessary due to weather, supply, delivery and personnel
- Delegating individual responsibilities and projects to crew members and contractors
- Recruiting, hiring, training, managing and mentoring employees and contractors
- Providing adequate resources and staffing to meet project schedules, laws, regulations, best practices and safety needs
- Emphasizing safe use of tools, machinery and equipment while providing training on safety gear, helmets and procedures
- Developing and managing project budgets and quality standards for all sites
- Resolving conflicts or miscommunications quickly and amicably
- Regularly reporting project status to supervisors, site engineers and other officials

EDUCATION

University of Dubuque, Dubuque, IA
Bachelors of Arts, Cum Laude, 5/2008

MIKELANGE (MIKE) OLBEL, MS

Pompano Beach, Florida 33062
Janitorial5starservices@gmail.com

SUMMARY OF QUALIFICATIONS

Highly qualified Executive Manager and entrepreneur with several years of experience in organizational leadership and human services administration. Result oriented and multi-talented leader with proven ability to **engage and satisfy customers** (including persons served, funders, constituent groups, and community partners), **leverage community resources**, **convene large groups of stakeholders** to address a common cause, and **work well with a group of volunteer governance board members**. Exceptional leadership and management strengths in:

- Strategic Vision
- Operations Management
- Resource Development
- Quality Assurance
- Human Resource Development
- Grants Writing
- Contract Management
- Community & Municipal Relations
- Strategic Partnerships
- Executive Coaching
- Outcomes Measurement
- Start-up Capacity Building
- Program/Contract Monitoring
- Finance, Budgeting and Cost Management

PROFESSIONAL EXPERIENCES

01/2017 – Present **COO, Janitorial 5 Start Services**

We have owned & operated our own commercial and residential cleaning business for over 5 years now which includes cleaning and maintenance labor tasks, business management, multi-tasking, client communication and satisfaction, employee management, scheduling, billing etc. **Key accomplishments include:**

- Identified and corrected deficiencies with forward-thinking approaches to address organization-wide and department-level problems.
- Supervised Office Manager and Administrative Staff, ensuring that all operating units received adequate support for operations.
- Monitored operations for cost-effectiveness, quality, and productivity, using quantitative data.
- Launched employee outreach programs that fostered productive and proactive work environment.
- Maintained quality and precision by developing culture of stability and strong performance.
- Reviewed systems in place to manage internal controls of all financial activities and contributed strategic planning.
- Led the company to successful product launch and developed initial product roadmap and go-to-market strategy.
- Spearheaded development, implementation, and management of an effective human resources program.

01/2014 – Present **CEO, Community Based Connections, Inc.**

Recruited to turn around the organization s financial and operations performance driving growth to achieve long-term sustainability. Charted an innovative direction in partnership with the Board, senior staff and key funding partners. Manage P&L and

all core functions: operations, human resources, training and development, finance, technology systems, services and programs, fundraising, grant writing, marketing and public relations. Human services organization specializing in early childhood education, juvenile delinquency intervention and prevention, family strengthening, and community development services. **Key accomplishments include:**

- Eliminated agency $60,000 deficit with-in (1) first year.
- Increase agency budget by 80% within two (2) years.
- Decrease agency turnover rate by 97%.
- Evaluate and manager employee performance and establish employee training and development plans that align with organization development philosophy.
- Develop and implement donor base outreach and fundraising.
- Manage and direct the organization toward its primary objectives, based on contractual obligations and under the leadership of the Board of Directors, by performing leadership and high-level management duties personally or through subordinate managers.
- Secured grants afterschool program that s actively working with school leadership parents and child care center directors to enhance the academic and behavior performance of students in grades K-12.
- Grew organization s annual budget from to million in three years
- Developed framework for Juvenile Prevention Initiative that is establishes a continuum of resources to enhance the positive behavior performance of at-risk children and family in Broward County School.
- Establish strategic partnerships with numerous community based organizations, religious partnership, funding entities (i.e. Department of Juvenile Justice and Children Service Council), and community leaders to collaboratively address key community issues.
- Provide visionary leadership, personnel management, and professional development.
- Fiscal management; staff management and development; and volunteer development
- Assisted in creating and renewing policies for Eliminating Schoolhouse to Jailhouse pipeline through efforts of Circuit 17 Juvenile Justice Advisory Board as a Board Member.
- Secured $120,000 in emergency funding for community COVID-19 Resiliency Funds to support Broward County residents food assistance, mortgage assistance, rent assistance, FPL assistance and utilities assistance.

08/2012 – 01/2014 Founder/CEO, Team Saving Our Youth, Inc.

Founder and Chief Executive Officer for 501c(3) human services organization specializing in early childhood education, juvenile delinquency prevention, family strengthening, and community development services. **Key accomplishments include:**

- Manage and direct the organization toward its primary objectives, based on contractual obligations and under the leadership of the Board of Directors, by performing leadership and high level management duties personally or through subordinate managers.
- Secured a $250,000 grant for the Project SOY, Life Line and Transitional Transformation programs which all three programs is actively working with school leadership, parents, and child care center directors to enhance the academic and behavior performance of students in grades K-12.
- Grew organization s annual budget from to in years
- Developed framework for Project SOY Initiative that is establishes a continuum of resources to enhance the positive behavior performance of at-risk children and family in Broward County School.
- Establish strategic partnerships with numerous community based organizations, funding entities (i.e. Department of Juvenile Justice and Children Service Council), and community leaders to collaboratively address key community issues.
- Provide visionary leadership, personnel management, and professional development.
- Assisted in creating and renewing policies for Eliminating Schoolhouse to Jailhouse pipeline.
- Works closely with management and employees to improve work relationships, build morale, and increase.
- Lead, mentor and guide development of talent within the team, which includes succession and development planning, performance management, and recognition.
- Provide active and engaged performance management and promotion of professional development.

01/2011 – 01/2012 Youth Educator, OIC of South Florida, Inc.

Responsible for planning and facilitating grant awarded of $5 million dollars (over a period of 5 years). Evaluating educators and program outcome; marketing organizational federal grant program to possible partners; represented corporation in strategic community programs, community boards, governmental institutions and other organizations that advance the image and visibility of the corporation. Key accomplishments:

- Serves as an interface when needed for senior leadership with strategic community programs, business and community leaders.
- Providing group intervention for adults and at-risk youth ages 13-19; delivering the implementation of program's evaluation instruments, maintain statistics.
- Organized community activities and programs in order to develop and maintain linkages to other community-based organizations, faith-based organization and schools.
- Seeks and develops partnerships with local organizations, and develops new business strategies and relationships that enhance market share and overall performance of organization.
- Supports marketing objectives, plans, and strategies; provides guidance to various marketing efforts, and provides leadership to ensure that individual programs support the overall mission, goals, and objectives of the organization.
- Three years of Planning and Teaching Reducing the Risk curriculum at Coral Glades High School.
- Evaluating educators and program outcome.
- Marketing organizational federal grant program to possible partners.
- Represents organization in strategic community programs, community boards, governmental institutions and other organizations that advance the image and visibility of the organization.
- Serves as an interface when needed for senior leadership with strategic community programs, business and community leaders.
- Delivering the implementation of program's evaluation instruments, maintain statistics, and produce monthly reports on program activities.
- Responsible for evaluating and updating the health education curriculum for use in community-based organizations presentations.
- Over exceed grant numbers three years straight.

08/2012 – 05/2013 Adjunct Professor (Business Leadership), South Florida Bible College

Providing classroom instruction and support to undergraduate students but not limited to: Developed lesson plans and assign projects; developed business department structure; developed program curriculum; facilitated 26 weeks class session on Leadership Development; implemented policy and procedures and implemented and facilitated workshops for employees.

10/2007 – 09/2009 Youth Case Worker, Hillcrest Family Services.

Provided approximately 2 years of direct service and progressive leadership service to this nonprofit human services organization specializing in providing school readiness/early academic success assistance, community based behavioral health, family strengthening, juvenile delinquency prevention, and foster care services to troubled children and families. **Key accomplishments include**:

- Provided proven ability to establish and maintain a therapeutic environment for twelve adolescents diagnosed as exhibiting anti-social behavior demonstrated skills in implementing and coordinating each individual s treatment plan as dictated by head psychiatrist.
- Implemented and coordinated each individual s treatment plans as dictated by head psychiatrist with % completion
- Debriefing University Officials on classified information and providing positive elucidation to handle matter. Assessing client s needs and developed services plans conducted group therapeutic intervention for clients to ensure support system and non-violence conflict operations; arranged and transport clients to daily recreation facilities and providing the highest level of security.
- Provided 100% daily case-log for head psychiatrist in charge and daily intervention notes of client s behavioral provide new employees with on the job training and administer individual s intervention with clients and providing program supervisor report of intervention.
- Assisted clients with self-confidence through intervention for school performance and life expectancy. Provided specialized services that may include detainment, interstate compact, post placement supervision and relative/non-relative caregiver home studies; and arranged and provided quality improvement process.

EDUCATION

Iowa State University, Ames, IA
Master of Science*, Magnum Cum Laude, 5/2010*
Interdisciplinary Graduate Studies: Business Administration, Public Administration & Psychology
Concentration: *Business Management, Public Relations, Public Policies, Human Resources, Business Leadership*
Creative Component (Thesis): Attitudes Towards Hiring Immigrants Among Iowa Small Business Owners and Managers

University of Dubuque*,* Dubuque, IA
Bachelors of Arts, Cum Laude, 5/2008
Major: Sociology & Criminal Justices; Minor: Psychology
Concentration: Social Perspective, Criminology, Attitudes & Behaviors.

BOARD/COUNCIL APPOINTMENTS

- Florida Restorative Justice Association
- Circuit 17th Juvenile Justice Advisory Board
- Housing Authority of Pompano Beach (Commissioner)
- Hopewell Missionary Baptist Church Scholarship Board Member;
- Fathers, Men and Boys Committee Co-Chair Broward County Children s Strategic Planning Council
- Advisory Council Member: Project Bridge for Eckerd

Media & News Journal Appearance

- Future First: Restorative Justice (BECON TV Network)
- New Haitian Generation (BECON TV Network)
- The Westside Gazette
- Hot 105 FM Radio Station: HIV and AIDS Bowling Awareness (2013)
- Des Moines Register "Haitian students at ISU feel devastated hope for good news Iowa
  By: Danny Valentine (Staff Writer)
- Iowa KCCI 8 News Network, Iowa (2010)
- Iowa State Daily Newspaper "Haitian students organize aid efforts in the face of disaster awaiting word from families friends Iowa (2010) By: Tessa Callender & Kyle Peterson (Daily Staff Writers)
- Sun-Sentinel Newspaper "Tri-county Pipeline Florida By: Pat Lammer (Staff Writer)

COMMUNITY AWARDS/RECOGNITIONS

- 2011 Award for Collective Youth Impact (2019)
- 2014 Grant Award Recipient for New Day: Civil Citation & Diversion, Fort Lauderdale, Florida (2014– 2017)
- 2014 Grant Award Recipient for Juvenile Prevention & Diversion Fort Lauderdale, Florida (2014– 2017)
- Excellence in Education Award for Over Exceed Grant Numbers, Fort Lauderdale, Florida(2011– 2012)
- Raised $30,000 in effort with Red Cross for the Haiti Earthquake (2010)
- Student Judicial Board, University of Dubuque, Iowa (2007– 2008)
- Iowa Intercollegiate Academic Scholar, University of Dubuque (2006 –2007)
- Benjamin Franklin Leadership Award, Multicultural Center, University of Dubuque, Iowa (2006 – 2007)
- Wendt Character Scholarship, University of Dubuque, Dubuque, Iowa (2005 – 2007)
- Horatio Alger Scholarship Recipient, Horatio Alger Scholarship, Miami, Florida (2004 – 2007)

2. Total Number of Current Employees
   a. Full Time: 19
   b. Part Time: 40
3. Total Number of Supervisory Employees
   a. Full Time: 3

b. Part Time: 5

4. Total Number of Custodial Workers
   a. Full Time: 16
   b. Part Time: 35
5. Temporary Workers
   All staff are employed with the company.
6. Provide Health Benefits
   Upon being awarded the contract, all employees will be paid per the living wage agreement and provided the opportunity to obtain health benefits.
7. Require criminal background check

   Janitorial 5 Star Services understands security is paramount and thus it is treated as such. All employees undergo a full criminal background. Prior to commencing the contract all employees will meet badging and security standards set forth for each location.

   a. Describe when this occurs and which job categories applies to.

      The background check is completed as part of the hiring process and applies to all positions.

1.2 Company Experience/Reference

Submit references with following info and describe prime vendor s experience on projects similar nature, scope, and duration along with satisfactory completion both on time and within budget.

Janitorial 5 Star Services acted as the prime contractor on the below listed contracts. Please see corresponding attachments for information.

Reference 1 (see attachment A for reference)

Broward County School District

We perform custodial cleaning on a contractual and emergency basis within the Broward County Schools. We perform electrostatic disinfecting to Broward County schools and administrative sites. The schools and administrative sites vary in square footage and height of buildings. All work has been performed within budget and on time. We are the Prime contractor for this contract.

a. Name and location of facility: see list below
b. Size of facility area cleaned (sf): see list below
c. Number of stories (height of building): see list below

d. Total number of worker/supervisors assigned to facility: see list below
e. Total number of facility users, ie. Employees, clients,: see list below
f. Start date and end date of contract: Oct 2020 to present
g. Annual dollar value of contract:
h. Identify operational hours of contract (24 hours a day, 7 days a week, 52 weeks a year): operational hours are 24 hours / 7 days / 52 weeks
i. Identify level of employee background/security checks: state/local through Broward County School District
j. Identify if adhered to green building maintenance standards: yes

Site Name/Type	Size	Site Address
Royal Palm Elementary School	128,943 sf	1951 NW 56th Ave Lauderhill, FL 33313
Plantation High School	343,064 sf	6901 NW 16th St, Plantation, FL 33313
Nova Eisenhower Elementary	97,989 sf	6501 SW 39th St, Davie, FL 33314
South Plantation High School	351,376 sf	1300 SW 54th Ave Plantation, FL
Silver Shore Elementary	109,372 sf	1601 SW 160th Ave Miramar, FL
Thurgood Marshall Elementary	104,460 sf	800 NW 13th St Fort Lauderdale, FL
Bethune Elementary	143,054 sf	2400 Meade St Hollywood, FL 33020
Central Park Elementary	132,169 sf	777 N Nob Hill Rd Plantation, FL
Walter C. Young Middle School	224,196 sf	901 NW 129th Ave Pembroke Pines, FL
Gator Run Elementary	145,398 sf	1101 Glades Pkwy, Weston, FL 33327
Ramblewood Elementary	103,248 sf	8950 Shadowwood Blvd Coral Springs
Pines Lakes Elementary	119,644 sf	10300 Johnson St Pembroke Pines, FL
Coconut Creek Elementary	90,150 sf	500 NW 45th Ave Coconut Creek, FL 33066
Driftwood Elementary	89,165 sf	2700 NW 69th Ave Hollywood, FL 33024
Collins Elementary	56,163 sf	1050 NW 2nd St Dania Beach, FL 33004

Tradewind Elementary	154,166 sf	5400 Johnson Rd Coconut Creek, FL
Rock Island Elementary	95,818 sf	2350 NW 19th St Fort Lauderdale, FL 33311
Maplewood Elementary	101,237 sf	9850 Ramblewood Dr Coral Springs, FL 33071
Endeavour Primary Elementary	57,426 sf	2701 NW 56th Ave Lauderhill, FL
Davie Elementary	94,208 sf	7025 SW 39th St Davie, FL
Meadowbrook Elementary	111,487 sf	2300 SW 46th Ave Fort Lauderdale, FL
Parkway Middle School	289,576 sf	3600 NW 5th Ct, Fort Lauderdale, FL 33311
Silver Lakes Elementary	111,322 sf	2300 SW 173rd Ave Miramar, FL
Palm Cove Elementary	129,311 sf	11601 Washington St Pembroke Pines, FL
Morrow Elementary	91,474 sf	408 SW 76th Ter North Lauderdale, FL
Park Springs Elementary	135,976 sf	5800 NW 66th Ter Coral Springs, FL 33067
Falcon Cove Elementary		4251 Bonaventure Blvd Weston, FL
Manatee Bay Elementary	144,855 sf	19200 Manatee Isles Dr Weston, FL
West Broward High School	357761 sf	500 NW 209th Ave, Pembroke Pines, FL 33029
Pembroke Lakes Elementary	101,646 sf	11251 Taft St Pembroke Pines, FL
Sanders Park Elementary	88,070 sf	800 NW 16th St Pompano Beach, FL 33060
Plantation Park Elementary	76,645 sf	875 SW 54th Ave Plantation FL, 33317
Stirling Elementary	105,533 sf	5500 Stirling Rd Hollywood, FL
Sheridan Park Elementary	115,742 sf	2310 N 70th Ter Hollywood, FL 33068
Everglades Elementary	148,886 sf	2900 Bonaventure Blvd Westin, FL 33311
Dillard Elementary	118,096 sf	2330 NW 12th Ct Fort Lauderdale, FL
Coral Glades High School	301,401 sf	2700 Sportsplex Dr Coral Springs, FL 33065

Fort Lauderdale High School	314,212 sf	1600 NE 4th Ave Fort Lauderdale, FL 33305
Heron Heights Elementary	125,033 sf	11010 Nob Hill Rd Parkland, FL 33076
New Renassiance Middle School	194,973 sf	10701 Miramar Blvd Miramar, FL 33025
McNab Elementary	91969 sf	1350 SE 9th Ave Pompano Beach, FL 33309
Pasadena Lakes Elementary	98,791 sf	8801 Pasadena Blvd Pembroke Pines, FL 33024
Coral Springs High School	346,405 sf	7201 W Sample Rd Coral Springs, FL
Eagle Ridge Elementary	129,983 sf	11500 West View Dr Coral Springs, FL 33076
Quest Center	73,003 sf	6401 Charleston St, Hollywood, FL 33024
Whispering Pines Center	64,049 sf	3609 S Douglas Rd, Miramar, FL 33025
Cross Creek Center	64,013 sf	1010 NW 31st Ave, Pompano Beach, FL 33069
Bright Horizon Center	78,123 sf	3901 NE 1st Terrace, Pompano Beach, FL 33064
Wingate Oaks Center	71,639 sf	1211 NW 33rd Terrace, Fort Lauderdale, FL
Hollywood Park Elementary	80,690 sf	901 N. 69TH Way, Hollywood, FL 33024
West Hollywood Elementay	106,422 sf	6301 Hollywood Blvd, Hollywood, FL 33024
Stirling Elementary	105,533 sf	5500 Stirling Rd, Hollywood, FL 33021
Henry D. Perry Education Center	175,901 sf	3400 Wildcat Way, Miramar, FL 33023
Perry Annabel C. Middle	104,198 sf	6850 SW 34th St., Miramar, FL 33023
Broward Estates Elementary	97,633 sf	441 NW 35th Ave Fort Lauderdale, FL 33311
Martin Luther King Elementary	110,051 sf	591 NW 31st Ave Fort Lauderdale, FL 33311
Larkdale Elementary	78,579 sf	3250 NW 12th Pl Fort Lauderdale, FL 33311
Royal Palm Elementary	128,943 sf	1951 NW 56th Ave Lauderhill, FL 33313

Westwood Heights Elementary	122,314 sf	2861 SW 9th St Fort Lauderdale, FL 33312
Riverland Elementary	105,242 sf	2600 SW 11th Ct Fort Lauderdale, FL 33312
Stephen Foster Elementary	82,499 sf	3471 SW 22nd St Fort Lauderdale, FL 33312
Sheridan Hills Elementary	82,939 sf	5001 Thomas St, Hollywood, FL 33021
Boulevard Heights Elementary	120,614 sf	7201 Johnson St, Hollywood, FL 33024
Pembroke Pines Elementary	105,740 sf	6700 SW 9th St Pembroke Pines, FL 33023
Sunshine Elementary	105,987 sf	7737 La Salle Blvd Miramar, FL 3323
Fairway Elementary	126,678 sf	7850 Fairway Blvd, Miramar, FL 33023
Miramar Elementary	124,613 sf	6831 SW 26th St. Miramar, FL 33023
Pioneer Annex	88,890 sf	5400 SW 90TH AVE COOPER CITY, FL 33328
South Area Bus Complex	18,154 sf	900 S UNIVERSITY DR Pembroke Pines, FL 33024
South Area Maintenance	12,384 sf	1295 N. 21st AVE HOLLYWOOD, FL 33020
Sheridan Technical College		5400 West Sheridan St Hollywood, FL 33021
Sheridan Technical College West Campus		20251 Stirling Rd Pembroke Pines, FL 33332
Sheridan Technical College Bus Lot	35,988 sf	20251 Stirling Rd Pembroke Pines, FL 33332
Talent Development HRD	15,991 sf	3521 DAVIE Rd DAVIE, FL 33314
WEST CENTRAL BUS COMPOUND	39,650 sf	2500 COLLEGE AVE DAVIE, FL 33314
BECON Administration	35,342 sf	6600 SW NOVA Dr DAVIE, FL 33314
McFatter Technical College and High School	255,908 sf	6500 Nova Dr. Davie, FL 33317
Broward Fire Academy		2600 SW 71st Ter Davie, FL 33314
TITLE I (Special Programs Office)	14,405 sf	701 NW 31 AVE FORT LAUDERDALE, FL 33311
Central Area Maintenance		1560 NW 34th Ter Fort Lauderdale, FL 33311

Atlantic Technical College- Arthur Ashe, Jr. Campus		1701 NW 23rd Ave Fort Lauderdale, FL 33311
Rock Island Administrative Site	77,692 sf	2301 NW 26th St Fort Lauderdale, FL 33311
Atlantic Technical College		4700 Coconut Creek Pkwy Coconut Creek, FL 33063
Kathleen C. Wright Administrative Complex	288,348 sf	600 SE 3RD AVE FORT LAUDERALE, FL 33301
Pineridge Education Center	59,456 sf	1251 SW 42nd Ave Fort Lauderdale, FL
Twin Lakes Annex	28,232 sf	4140 NW 10TH AVE OAKLAND PARK, FL 33009
Twin Lakes Warehouse, Maintenance, and Transportation	267,860 sf	3810 NW 10TH AVE OAKLAND PARK, FL 33009
Central Transit		3897 NW 10th Ave Oakland Park, FL 33009
Crystal Lake Middle School	170,584 sf	3551 NE 3rd Ave Pompano Beach, FL 33064
North Area Bus Garage	7,549 sf	2600 NW 18 TER POMPANO BEACH, FL 33060
North Area Bus Complex	17,735 sf	1751 NW 22ND AVE POMPANO BEACH, FL 33060
North Area Portable Annex Training Center	13,222 sf	2251 NW 18TH ST POMPANO BEACH, FL 33060
Cypress Run Education Center	60,474 sf	2800 NW 30th Ave Pompano Beach, FL 33069
North Area Maintenance	66,718 sf	6501 NW 15 AVE FORT LAUDERDALE, FL 33009
Twin Lakes Administrative	40,809 sf	4199 NW 10TH AVE OAKLAND PARK, FL 33009
TSSC Annex	49,103 sf	7770 W OAKLAND PARK BLVD SUNRISE, FL 33351
Technology and Support Service	147,736 sf	7720 W OAKLAND PARK BLVD SUNRISE, FL 33351
Sheridan Technical High School		3775 SW 16th St Fort Lauderdale, FL 33312
Lanier James Education Center	59,082 sf	1050 NW 7th Ct Hallandale Beach, FL 33009
Pompano Administrative Center	32,690 sf	610 NE 13th Ave Pompano Beach, FL 33060

Reference 2 (see attachment B for reference)

BMD Management

We perform daily office cleaning to this facility. It is a two story office building. All work has been performed within budget and on time. We are the Prime contractor for this contract.

a. Name and location of facility: 555 Twelve
b. Size of facility area cleaned (sf): 48,231 sf
c. Number of stories (height of building): 2 stories
d. Total number of worker/supervisors assigned to facility: 4
e. Total number of facility users, ie. Employees, clients: 70 users
f. Start date and end date of contract: 7/1/2017 to present
g. Annual dollar value of contract: $50,000
h. Identify operational hours of contract (24 hours a day, 7 days a week, 52 weeks a year): operational hours are 12 hours /5 days /52 weeks
i. Identify level of employee background/security checks: local/ state check
j. Identify if adhered to green building maintenance standards: yes

Reference 3 (see attachment C for reference)

City of Pompano Beach

We perform daily pressure cleaning service to the city pier. Our service includes trash pick up, daily spot cleaning, and monthly cleaning of entire pier and canopies. All work has been performed within budget and on time. We are the Prime contractor for this contract.

a. Name and location of facility: Pompano Beach Pier (Fisher Family Pier)
b. Size of facility area cleaned: 16,000 sf
c. Number of stories (height of building): pier
d. Total number of worker/supervisors assigned to facility: 2
e. Total number of facility users, ie. Employees, clients: 100 users
f. Start date and end date of contract: 05/2020 to present
g. Annual dollar value of contract: $75,000
h. Identify operational hours of contract (24 hours a day, 7 days a week, 52 weeks a year): Operational hours are 24 hours/7 days /52 weeks
i. Identify level of employee background/security checks: local/state check
j. Identify if adhered to green building maintenance standards: yes

1.3 Experience of Key Personnel

Describe the experience of key personnel (including prime vendor and their subcontractors relevant to providing timely, high quality janitorial service in an environmentally friendly manner to multiple high-profile facilities.

1. List key personnel of the proposed maintenance team, including supervisors, and primary project manager for each agreement of locations listed on the price sheets. Describe the key personnel s relevant experience and the role they will play for each agreement of locations, including the following info: project superintendent, site supervisor, full time service crews.

   Key personnel:

   Project Superintendent

   Kristen Olbel will be the Project Superintendent. Kristen is currently the CEO of Janitorial 5 Star Services and oversees operations. She has over 20 years of experience in the industry providing a vast knowledge to ensure all specifications are met per the customer s specifications. Kristen will meet with Broward County representatives and building managers on a routine basis to guarantee customer satisfaction.

   Project Manager

   Lakesha Houston currently oversees all janitorial Broward County contracts to include the Broward County School District. She is experienced in operations and management with over 15 years of experience. She oversees and is responsible for inventory, equipment maintenance, routine and special project scheduling, and quality control.

   Site Supervisor

   Kenny Bellinger is currently the project manager over post construction contracts for Janitorial 5 Star Services. Kenny is responsible for all labor, supervision, equipment, and quality control. He will provide site supervision on this agreement.

   Matthew Gibson is currently a site supervisor for Janitorial 5 Star Services. He is responsible for site supervision, equipment, and quality control. Matthew will provide site supervision on this agreement.

   Full Service Crews

Janitorial 5 Star Services currently employees over 50 employees. We will staff this agreement with currently employed personnel to provide them the first opportunity. If additional personnel are required, we will hire personnel from the community where the contract site is located. This will allow for a quicker emergency response if required and to meet our company goal of hiring within the community where service is provided.

2. Provide a brief resume of employees who will furnish professional and technical support expertise for each agreement of locations listed on the price sheets. Include: functions in the company, title and number of years of service with company, years of experience in the maintenance of comparably complex facilities and systems.

   See section 1 (Ability of Professional Personnel) for resumes and list of employees.

2 Location

Janitorial 5 Star Services is both a **Local Business** and a **Locally Based Business** as each term is defined by Section 1-74, Broward County Code of Ordinances. Janitorial 5 Star Services is located in Pompano Beach, FL and possesses a Business Tax Receipt with the City of Pompano Beach and Broward County (see attachment D & E).

3 Project Approach

Describe the prime vendor s approach for each agreement of locations vendor is proposing. Include how prime will use subcontractors for each agreement.

Janitorial 5 Star Services is CBE/SBE certified with Broward County. We will be functioning as the Prime Vendor for all agreements. See attachment F & G for certificates. Janitorial 5 Star Services is bidding on all agreements (1-14). See section 1.1 under Company Profile for employee information and number of employees.

3.1 Project approach for each agreement of locations prime vendor is proposing.

a. Describe how you intend to meet or exceed quality standards. Discuss adequacy of weekly service hours proposed to meet the quality specifications described in the RFP.

At Janitorial 5 Star Services we pride ourselves in being able to provide quality and effective service for our clients. We understand that cleanliness isn t just about what is seen, but it goes beyond that. So just like our attitude towards cleaning, we utilize many programs and services to deliver seamless service that isn t seen on the surface. Our personnel will work side by side with the building managers to guarantee standards are met at every level.

We utilize various technology and programs to provide accurate record keeping and scheduling. This will guarantee our staff meets and keeps the required inspection dates which will keep your operations uninterrupted. Our quality control program is designed to keep you, the client, informed so rest assured our real time approach will not leave you wondering about daily or periodic tasks. With these programs and approaches we will not only meet the expectations, but exceed the standards set forth in this RFP.

b. Discuss any exceptions you suggest to minimum proposed service hours.

At Janitorial 5 Star Services we understand time is valuable, but quality will not be sacrificed. We will routinely analyze the current service hours, tasks, and frequency to determine if changes are required or practicable. Based on those findings the appropriate changes will be executed. At Janitorial 5 Star Services our promise to you is quality. It will always remain a constant priority and that expectation will not change. Should any exceptions to the minimum proposed service hours arise we will fully cooperate with Broward County.

c. Describe how you propose to meet minimum work tasks and interface with normal building activities.

Our combined team of managers and supervisors will develop a task specific plan that will be based on the time expected, facility, crew, and equipment required. This task specific plan will then be scheduled in conjunction with the feedback of the building manager. This communication will provide more accurate scheduling and reduce any interference with normal building activities.

Our goal is to provide a service that is unified and conscience of your needs. We believe that your satisfaction is paramount at every level of our contract with you and that starts at the planning stage.

d. Describe how you will maintain public areas, specifically providing high quality floor surfaces.

Janitorial 5 Star Services recognizes the appearance of public or common areas is crucial to your business and daily operations. The appearance of your building creates a mood and message not only to the public you serve, but your staff as well. Our scheduling programs coupled with our training program leaves no room for error. Our staff is more than prepared to keep all areas of your facilities in tip top shape. We provide continuing education and daily/weekly team meetings to keep all employees knowledgeable about their responsibilities. And what is knowledge without the proper equipment? We provide equipment that is appropriate for the task at hand and made with quality to all employees to guarantee the task is completed in a timely and efficient manner.

Our teams are trained in the proper floor cleaning procedures and will follow all requirements set forth in the RFP. Upon award of this contract, all surfaces will be evaluated and assessed to develop the correct and appropriate approach. A schedule will then be created to maintain quality flooring.

3.2 Describe how prime vendor will manage and organize work for each agreement of locations vendor is proposing.

a. State number of crews working for each agreement identified.
   i. Describe how you will schedule basic janitorial service for each facility.
   ii. List the individual building teams that will be working for that agreement per building(s): management, supervisory, maintenance crews.

Janitorial 5 Star Services will deploy the following personnel for each agreement:

a. General Manager
b. Administrative Assistant
c. Project Manager
d. Assistant Project Manager
e. Site Supervisor
f. Porter/Cleaner
g. Project Crew

The agreement will be managed and organized through the use of computer programs. All daily and periodic work will be coordinated and executed through a generated schedule of tasks. In addition, we will continuously monitor and reevaluate to ensure the best strategies are being utilized.

As stated previously, our managers and supervisors will be in constant communication with the building manager and Broward County representatives to provide a well-executed plan. In keeping in constant communication, we can adjust or modify items as required.

b. Describe how you will schedule basic janitorial service for each facility while coordinating with periodic project and annual work task.
   i. Describe crew organization to perform basic and project work.

Janitorial 5 Star Services utilizes computer programs and RFP specifications to determine the appropriate number of employees per a task. With the use of computer programming, we are able to accurately schedule the appropriate number of employees and allocate accordingly. All routine daily work is then coordinated along project work to provide optimal results. Facilities that have additional specifications or requirements will be identified upon execution of the contract and resources will be distributed accordingly.

Our project crews are broken into teams of 3 to 4 employees depending on the task and equipment required. All project crews are managed by a project manager.

Daily/routine work is completed with teams of 3 or 5 employees. The size of the building and level of cleaning are considered prior to scheduling employees. All work will be divided according to light tasks, vacuum and furniture, restrooms, and hard floors.

1. Light Tasks: dust horizontal surfaces; empty and reline trash; spot clean (walls, doors, windows etc).
2. Vacuum and Furniture: pick up trash; spot vacuum low traffic areas; vacuum all high traffic areas; reposition furniture after vacuuming or in office/conference rooms; turn off lights were applicable and secure doors/buildings.
3. Restrooms: refill all dispensers and paper products; empty and reline trash; clean and disinfect all toilets, partitions, counters, sinks, mirrors, fixtures; sweep and mop all hard floors.
4. Hard Floors: dust mop/sweep; spot mop stains; empty and reline trash; pick up trash; and spot mop.

c. Describe and present an example of your reporting system used to compare actual performance to your schedule for regular service.

Our Quality Control Managers develop and implement a routine schedule to monitor and stay ahead of any areas of deficiency. All scheduled visits are monitored and recorded via computer programs. All evaluations are recorded on a performance evaluation form (paper and/or digital) which documents the immediate needs to be addressed. If any inconsistencies are noted they are immediately relayed to the site supervisors for immediate attention. See attachment H & I for Quality Control forms.

d. Describe your capabilities to respond to emergency or disaster situations including of specialized equipment required for de-watering or moisture removal tasks or other special cleaning services.

Janitorial 5 Star Services understands there are situations that arise that cannot be planned for. We have developed a disaster/emergency response plan that utilizes a quick response from our on-call staff and specialized equipment. Our response plan is designed to immediately identify priority areas and limit or extinguish potential damage. Our employees are trained in disaster relief efforts such as smoke and fire remediation, water remediation, and mold remediation. We are confident with our disaster and emergency response plan you will see minimal disruption in services.

3.3 Describe your quality control program for each agreement of locations prime vendor is proposing:

a. Describe how you intend to provide a startup orientation program to bring facilities into compliance with quality standards.

Janitorial 5 Star Services will conduct a meeting prior to the contract starting to recruit the current staff members. We recognize the importance of experience and the current staff members have exactly that. In addition, our employees are properly trained to perform the tasks required so upon execution of this contract they will seamlessly step in. They are trained to identify any deficiencies and quickly correct them as required. In conjunction with our project crews, all sites/locations will be brought to standards specified in the RFP.

Our project managers and site supervisors will work closely with the building managers to identify any current issues with quality standards. A level of high importance will be placed on those issues to ensure standards are met quickly and without delay. We will also begin to identify the equipment and product needs of each location. These items will be purchased and made ready to provide a seamless transition.

We will always be in constant contact with building managers to guarantee this transition period is smooth and frankly unnoticeable to your staff and the people you serve. Our goal is to work hand in hand with you so our process and operations work simultaneously with yours.

b. Discuss your inspection procedures including any technical aids used to monitor performance standards.

As discussed above, our Quality Control Program is designed to stay ahead of any areas of deficiency. We use both digital and written forms to monitor and document deficiencies. All project managers and site supervisors are briefed on all RFP requirements and standards prior to commencement of the contract. Daily and weekly meetings will be conducted to discuss trending deficiencies to identify whether it stems from such issues as training, personnel, or equipment.

c. Describe how prime vendor will achieve the services and quality standards described in the attached Exhibit 1- specifications.

Janitorial 5 Star Services will achieve the services and quality standards described in the attached Exhibit 1 specifications by the following:

1. Implemented Quality Control Program
2. Maintaining proper equipment and well-trained employees
3. Maintaining constant communication with building managers
4. Quick response to service issues or deficiencies
5. Maintaining proper safety measures
6. Utilizing computer programs to schedule daily and periodic tasks

All items listed have been described above.

d. Describe and provide a sample of your reporting system used to compare actual performance to your schedule for regular services.

Janitorial 5 Star Services utilizes both digital and written forms to document performance. All evaluations and inspections are cross referenced to ensure RFP standards are being met or exceeded. See attachment H & I for quality control documents.

e. Describe the activities that can most easily be implemented to maximize opportunities to promote green building cleaning practices.

At Janitorial 5 Star Services we strive to promote and implement green cleaning practices at all facilities/contracts. We understand that our impact on the environment is lasting and we will minimize that impact.

Our project managers and site supervisors will meet with building managers to determine what is currently being implemented at the location, such as recycling, automated lights, or refillable water fountains. We will then merge our own green practices to ensure there is no interruption. We will continue to evaluate new methods, chemical products, or paper products to maximize our green cleaning efforts.

3.4 Company Equipment

a. List current inventory of heavy equipment

We currently have pressure washers, floor machines, carpet extractors, wet/dry vacuums, and backpack vacuums. We have great relationships with our vendors if additional equipment is required whether for emergency or maintenance needs.

b. Provide the response time for mobilization for each piece of equipment.

Mobilization of each piece of equipment is determined based on the location and size of the equipment. We strive to make equipment readily available with a response time of no longer than 24 hours.

c. List the current inventory of machinery for floor care that will be utilized to perform the requirements.

See section 3.4 (a) for list.

d. Describe how vendor will ensure all required equipment is maintained in quality working condition.

We regularly inspect all equipment to guarantee they are working properly. Preventative maintenance is the first step to keeping all equipment functioning properly, and it ensures there is no interruption in service. Additional equipment is readily available should it be required.

e. List office equipment and computer programs that vendor currently possesses in order to deliver electronic communications and reports to county staff.
I.e. computer, fax, scanner, printer, photocopier, adobe acrobat, Microsoft, outlook, excel etc.

Janitorial 5 Star Services currently uses all listed office equipment and computer programs. All employees are provided smart phones to communicate through these programs.

3.5 Company training

a. Provide Safety Training Manual

See attachment J.

b. Employee Training Manual

See attachment J.

c. Describe the training currently in place to assure on-site staff will be pro-active and aware during each shift with regards to notification and documentation of suspicious behavior, abandoned belongings, running water, potential slip and fall conditions, ajar doors.

Janitorial 5 Star Services provides training and retraining on all the listed subjects. We believe repetition is key when making something second nature, and that is exactly how we train our employees to recognize these items. Our managers and supervisors are constantly on the look out for ways to make your facilities safer not only for us, but for your staff and clients too. We regularly meet with

employees regarding safe practices during performance of tasks and security measures within the facilities.

d. Describe training of vendor s supervisors and cleaners in green building cleaning procedures as required for this contract.

All supervisors and cleaners will be trained in the green cleaning procedures of this RFP.

4 Workload of the Firm

List all completed and active projects that vendor has managed within the past five years. In addition, list all projected projects that vendor will be working on in the near future. Projected projects will be defined as a projects that vendor worked on concurrently. Describe vendor s approach in managing projects Were there or will there be any challenges for any of the listed projects? If so describe how vendor dealt or will deal with the projects challenges.

There are no known challenges on any past awarded projects. There are no anticipated challenges on any awarded projects. The experience of all employees coupled with our quality control measures has aided in our positive relationship with our clients. See list below for all projects.

- BMD Management, office cleaning
- Pride Construction, office cleaning & post construction cleaning
- Whiting & Turner, office cleaning & pressure washing
- OIC of South Florida, office cleaning & electrostatic disinfecting
- Commercial Relocation Group, office cleaning
- Alexander Rebb Property Management, lawn maintenance
- Strategic Properties, lawn maintenance
- Brookstone Construction, post construction cleaning & window cleaning
- Camp Live Oak, site cleaning & disinfecting
- Broward County Chemical & Supplies, supply orders
- City of Pompano Beach, office cleaning & pressure washing
- Innovative Healthcare Business Solutions, office cleaning
- Global Construction Services, post construction cleaning
- Unitarian Universalist Church, office cleaning

- Broward County School District, site cleaning in conjunction with custodial staff, post construction cleaning, & electrostatic disinfecting

5 Pricing

See attached pricing sheet

Janitorial Services - Price Sheets - Large Facilities - Group 2 - Agreement 3 (CI

ITEM NO.	FACILITY LOCATION	Annual Frequency	Annual Process	Year 1 Unit Price	Year 1 Annual	Ye Unit Price
1	**West Government Center Annex**	12	Basic Cleaning	$22,000.00	$ 264,000.00	$22,000.00
	One N. University Drive	12	Restrooms	$ 1,500.00	$ 18,000.00	$ 1,500.00
	PLANTATION, FL 33324	12	Floors	$ 2,800.00	$ 33,600.00	$ 2,800.00
		41,837	Pressure Cleaning (SQ. FT.)	$ 0.05	$ 2,091.85	$ 0.05
		1	Windows	$ 1,400.00	$ 1,400.00	$ 1,400.00
		1	Air Quality	$ 2,900.00	$ 2,900.00	$ 2,900.00
		12	Cleaning Supplies	$ 400.00	$ 4,800.00	$ 400.00
		12	Paper Products	$ 660.00	$ 7,920.00	$ 660.00
		41,827	Carpet Cleaning - Deep (SQ. FT.)	$ 0.13	$ 5,437.51	$ 0.13
		41,827	Electrostatic Disinfection (SQ. FT.)	$ 0.03	$ 1,254.81	$ 0.03
			Total		$ 341,404.17	
2	**West Regional Courthouse**	12	Basic Cleaning	$ 5,500.00	$ 66,000.00	$ 5,500.00
	100 N. Pine Island Road	12	Restrooms	$ 200.00	$ 2,400.00	$ 200.00
	Plantation, FL	12	Floors	$ 650.00	$ 7,800.00	$ 650.00
		13,842	Pressure Cleaning (SQ. FT.)	$ 0.05	$ 692.10	$ 0.05
		1	Windows	$ 700.00	$ 700.00	$ 700.00
		1	Air Quality	$ 800.00	$ 800.00	$ 800.00
		12	Cleaning Supplies	$ 140.00	$ 1,680.00	$ 140.00
		12	Paper Products	$ 400.00	$ 4,800.00	$ 400.00
		13,842	Carpet Cleaning - Deep (SQ. FT.)	$ 0.13	$ 1,799.46	$ 0.13
		13,842	Electrostatic Disinfection (SQ. FT.)	$ 0.03	$ 415.26	$ 0.03
			Total		$ 87,086.82	
3	**FACILITIES MAINTENANCE DISTRICT O**	12	Basic Cleaning	$ 800.00	$ 9,600.00	$ 800.00
	200 N. PINE ISLAND ROAD	12	Restrooms	$ 20.00	$ 240.00	$ 20.00
	PLANTATION, FL	12	Floors	$ 10.00	$ 120.00	$ 10.00
		868	Pressure Cleaning (SQ. FT.)	$ 0.05	$ 43.40	$ 0.05
		1	Windows	$ 30.00	$ 30.00	$ 30.00

		1	Air Quality	$ -	$ -	$ -
		12	Cleaning Supplies	$ 10.00	$ 120.00	$ 10.00
		12	Paper Products	$ 10.00	$ 120.00	$ 10.00
		868	Carpet Cleaning - Deep (SQ. FT.)	$ 0.13	$ 112.84	$ 0.13
		868	Electrostatic Disinfection (SQ. FT.)	$ 0.03	$ 26.04	$ 0.03
			Total		$ 10,412.28	
4	**EMERGENCY OPERATIONS CENTER**	12	Basic Cleaning	$ 9,965.00	$ 119,580.00	$ 9,965.00
	8601 BROWARD BLVD	12	Restrooms	$ 600.00	$ 7,200.00	$ 600.00
	PLANTATION, FL 33324	12	Floors	$ 770.00	$ 9,240.00	$ 770.00
		14,000	Pressure Cleaning (SQ. FT.)	$ 0.05	$ 700.00	$ 0.05
		1	Windows	$ 1,350.00	$ 1,350.00	$ 1,350.00
		1	Air Quality	$ 2,600.00	$ 2,600.00	$ 2,600.00
		12	Cleaning Supplies	$ 250.00	$ 3,000.00	$ 250.00
		12	Paper Products	$ 320.00	$ 3,840.00	$ 320.00
		14,000	Carpet Cleaning - Deep (SQ. FT.)	$ 0.13	$ 1,820.00	$ 0.13
		14,000	Electrostatic Disinfection (SQ. FT.)	$ 0.03	$ 420.00	$ 0.03
			Total		$ 149,750.00	
					Year 1	**Ye**
5	**WEST REGIONAL MASS TRANSIT**	12	Basic Cleaning	$ 75.00	$ 900.00	$ 75.00
	100 N Pine Island Road	12	Restrooms	$ 12.00	$ 144.00	$ 12.00
	Plantation, FL	12	Floors	$ 15.00	$ 180.00	$ 15.00
		140	Pressure Cleaning (SQ. FT.)	$ 0.05	$ 7.00	$ 0.05
		1	Windows	$ 5.00	$ 5.00	$ 5.00
		1	Air Quality	$ -	$ -	$ -
		12	Cleaning Supplies	$ 10.00	$ 120.00	$ 10.00
		12	Paper Products	$ 230.00	$ 2,760.00	$ 230.00
		140	Carpet Cleaning - Deep (SQ. FT.)	$ 0.13	$ 18.20	$ 0.13
		140	Electrostatic Disinfection (SQ. FT.)	$ 0.03	$ 4.20	$ 0.03
			Total		$ 4,138.40	
			ɔtal (1) - Summary, all sites		$ 592,791.67	

		Year 1		Ye
		Per Hour	Annual	Per Hour
Additional Labor:				
Project Supervisor	50 hrs.	$ 30.00	$ 1,500.00	$ 32.00
Site Supervisor	50 hrs.	$ 22.75	$ 1,137.50	$ 22.75
Full Time Service Crew	50hrs	$ 19.50	$ 975.00	$ 21.00
Part Time Service Crew	50 hrs.	$ 19.50	$ 975.00	$ 21.00
Porter Day/Night	50 hrs.	$ 18.50	$ 925.00	$ 18.50
Emergency Services Labor:				
Project Supervisor	50 hrs.	$ 32.00	$ 1,600.00	$ 32.00
Site Supervisor	50 hrs.	$ 28.00	$ 1,400.00	$ 28.00
Full Time Service Crew	50 hrs.	$ 25.00	$ 1,250.00	$ 25.00
Part Time Service Crew	50 hrs.	$ 25.00	$ 1,250.00	$ 25.00
Porter Day/Night	50 hrs.	$ 22.00	$ 1,100.00	$ 22.00
"Pass thru" (Services/Materials)			$ 1,000.00	
	Total (2)		$ 13,112.50	

Grand Total - Whole Group
(Total 1 + Total 2) $605,904.17

REGARDLESS OF THE NUMBER OF HOURS WORKED,

YES	X	**Agree to the above stat**
NO		**Disagree to the above s**

NAME OF COMPANY: **Janitorial 5 Star Services LLC**

AUTHORIZED PERSON NAME: **Kristen Olbel**

AUTHORIZED SIGNATURE: *Kristen Olbel*

By signing this proposal sheet, your firm is agreeing to the terms and conditions of the invitatic

All buildings listed in the group must be priced for this proposal sheet to be determined re

AUTHORIZED PERSON TITLE: **CEO** **DATE:**

THIS SHEET MUST BE SIGNED AND MUST NOT BE ALTERED OR REVI

BE Reserve)	
ar 2	
Annual	*Two Year Total*
$ 264,000.00	$ 528,000.00
$ 18,000.00	$ 36,000.00
$ 33,600.00	$ 67,200.00
$ 2,091.85	$ 4,183.70
$ 1,400.00	$ 2,800.00
$ 2,900.00	$ 5,800.00
$ 4,800.00	$ 9,600.00
$ 7,920.00	$ 15,840.00
$ 5,437.51	$ 10,875.02
$ 1,254.81	$ 2,509.62
$ 341,404.17	$ 682,808.34

$ 66,000.00	$ 132,000.00
$ 2,400.00	$ 4,800.00
$ 7,800.00	$ 15,600.00
$ 692.10	$ 1,384.20
$ 700.00	$ 1,400.00
$ 800.00	$ 1,600.00
$ 1,680.00	$ 3,360.00
$ 4,800.00	$ 9,600.00
$ 1,799.46	$ 3,598.92
$ 415.26	$ 830.52
$ 87,086.82	$ 174,173.64

$ 9,600.00	$ 19,200.00
$ 240.00	$ 480.00
$ 120.00	$ 240.00
$ 43.40	$ 86.80
$ 30.00	$ 60.00

$ -	$ -
$ 120.00	$ 240.00
$ 120.00	$ 240.00
$ 112.84	$ 225.68
$ 26.04	$ 52.08
$ 10,412.28	$ 20,824.56

$ 119,580.00	$ 239,160.00
$ 7,200.00	$ 14,400.00
$ 9,240.00	$ 18,480.00
$ 700.00	$ 1,400.00
$ 1,350.00	$ 2,700.00
$ 2,600.00	$ 5,200.00
$ 3,000.00	$ 6,000.00
$ 3,840.00	$ 7,680.00
$ 1,820.00	$ 3,640.00
$ 420.00	$ 840.00
$ 149,750.00	$ 299,500.00

ar 2

$ 900.00	$ 1,800.00
$ 144.00	$ 288.00
$ 180.00	$ 360.00
$ 7.00	$ 14.00
$ 5.00	$ 10.00
$ -	$ -
$ 120.00	$ 240.00
$ 2,760.00	$ 5,520.00
$ 18.20	$ 36.40
$ 4.20	$ 8.40
$ 4,138.40	$ 8,276.80
$ 592,791.67	$1,185,583.34

ar 2	
Annual	2 years
$ 1,600.00	$ 3,100.00
$ 1,137.50	$ 2,275.00
$ 1,050.00	$ 2,025.00
$ 1,050.00	$ 2,025.00
$ 925.00	$ 1,850.00
$ 1,600.00	$ 3,200.00
$ 1,400.00	$ 2,800.00
$ 1,250.00	$ 2,500.00
$ 1,250.00	$ 2,500.00
$ 1,100.00	$ 2,200.00
$ 1,000.00	$ 2,000.00
$ 13,362.50	$ 26,475.00

$606,154.17	$1,212,058.34

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5/25/2021

SED.

Attachment - A Vendor Reference Verification Broward County School Board

BROWARD COUNTY FLORIDA

Vendor Reference Verification Form

Broward County Solicitation No. and Title:

RFP No. BLD2121632P1, Janitorial Services -County Facilities

Reference for: Janitorial 5 Star Services LLC

Organization/Firm Name providing reference:

Broward County School District

Contact Name: Ben Osborne Reference date: 05/10/2021

Contact Email: benjamin.osborne@browardschools.com Contact Phone: 954-931-5625

Name of Referenced Project: Janitorial services, emergency services, electrostatic disinfecting

Contract No.	Date Services Provided:	Project Amount:
	09/01/2020 to 05/10/2021	$ 366,166.00

Vendor's role in Project: ☑ Prime Vendor ☐ Subconsultant/Subcontractor

Would you use this vendor again? ☑ Yes ☐ No

Description of services provided by Vendor:
Electrostatic disinfecting, janitorial services, emergency response for janitorial needs

Please rate your experience with the referenced Vendor:	Needs Improvement	Satisfactory	Excellent	Not Applicable
1. Vendor's Quality of Service				
a. Responsive	☐	☐	☑	☐
b. Accuracy	☐	☑	☐	☐
c. Deliverables	☐	☑	☐	☐
2. Vendor's Organization:				
a. Staff expertise	☐	☐	☑	☐
b. Professionalism	☐	☐	☑	☐
c. Turnover	☐	☐	☐	☑
3. Timeliness of:				
a. Project	☐	☑	☐	☐
b. Deliverables	☐	☑	☐	☐
4. Project completed within budget	☐	☑	☐	☐
5. Cooperation with:				
a. Your Firm	☐	☐	☑	☐
b. Subcontractor(s)/Subconsultant(s)	☐	☑	☐	☐
c. Regulatory Agency(ies)	☐	☑	☐	☐

Additional Comments: (provide on additional sheet if needed)

THIS SECTION FOR COUNTY USE ONLY

Verified via: ____EMAIL ____VERBAL Verified by: _____ Division: _____ Date: _____

All information provided to Broward County is subject to verification. Vendor acknowledges that inaccurate, untruthful, or incorrect statements made in support of this response may be used by the County as a basis for rejection, rescission of the award, or termination of the contract and may also serve as the basis for debarment of Vendor pursuant to Section 21.119 of the Broward County Procurement Code.

Attachment - B

Vendor Reference Verification

BMD Management

Attachment B

BROWARD COUNTY FLORIDA

Vendor Reference Verification Form

Broward County Solicitation No. and Title:

RFP No. BLD2121632P1, Janitorial Services -County Facilities

Reference for: Janitorial 5 Star Services LLC

Organization/Firm Name providing reference:

BMD Management

Contact Name: Barbara Preston Reference date: 05/10/2021

Contact Email: bpreston@bmdfl.com Contact Phone: 954-784-3031

Name of Referenced Project: 555 SW 12th Ave Pompano Beach, FL

Contract No.	Date Services Provided:	Project Amount:
	10/01/2017 to 05/10/2021	$ 40,000.00

Vendor's role in Project: ☑ Prime Vendor ☐ Subconsultant/Subcontractor

Would you use this vendor again? ☑ Yes ☐ No

Description of services provided by Vendor:

Janitorial services provided 5 days a week.

Please rate your experience with the referenced Vendor:	**Needs Improvement**	**Satisfactory**	**Excellent**	**Not Applicable**
1. Vendor's Quality of Service				
a. Responsive	☐	☐	☑	☐
b. Accuracy	☐	☐	☑	☐
c. Deliverables	☐	☐	☐	☑
2. Vendor's Organization:				
a. Staff expertise	☐	☐	☑	☐
b. Professionalism	☐	☐	☑	☐
c. Turnover	☐	☐	☐	☐
3. Timeliness of:				
a. Project	☐	☐	☑	☐
b. Deliverables	☐	☐	☑	☐
4. Project completed within budget	☐	☐	☑	☐
5. Cooperation with:				
a. Your Firm	☐	☐	☑	☐
b. Subcontractor(s)/Subconsultant(s)	☐	☐	☐	☑
c. Regulatory Agency(ies)	☐	☐	☐	☑

Additional Comments: (provide on additional sheet if needed)

THIS SECTION FOR COUNTY USE ONLY

Verified via: ____EMAIL ____VERBAL Verified by: _____ Division: _____ Date: _____

All information provided to Broward County is subject to verification. Vendor acknowledges that inaccurate, untruthful, or incorrect statements made in support of this response may be used by the County as a basis for rejection, rescission of the award, or termination of the contract and may also serve as the basis for debarment of Vendor pursuant to Section 21.119 of the Broward County Procurement Code.

Attachment - C
Vendor Reference Verification
City of Pompano Beach

Attachment C

BROWARD COUNTY FLORIDA

Vendor Reference Verification Form

Broward County Solicitation No. and Title:

RFP No. BLD2121632P1, Janitorial Services -County Facilities

Reference for: Janitorial 5 Star Services LLC

Organization/Firm Name providing reference:

City of Pompano Beach

Contact Name: Kate Belcher Reference date: 05/10/2021

Contact Email: Kate.Belcher@copbfl.com Contact Phone: 954-786-4575

Name of Referenced Project: Pressure cleaning city pier

Contract No. Date Services Provided: 05/01/2020 to 05/10/2021 Project Amount: $ 70,000.00

Vendor's role in Project: ☑ Prime Vendor ☐ Subconsultant/Subcontractor

Would you use this vendor again? ☐ Yes ☐ No

Description of services provided by Vendor:

Daily maintenance of pier by pressure cleaning and trash pickup. Monthly full pier cleaning by pressure cleaning.

Please rate your experience with the referenced Vendor:	Needs Improvement	Satisfactory	Excellent	Not Applicable
1. Vendor's Quality of Service				
a. Responsive	☐	☐	☐ x	☐
b. Accuracy	☐	☐	☐ x	☐
c. Deliverables	☐	☐	☐ x	☐
2. Vendor's Organization:				
a. Staff expertise	☐	☐	☐ x	☐
b. Professionalism	☐	☐	☐ x	☐
c. Turnover	☐	☐	☐ x	☐
3. Timeliness of:				
a. Project	☐	☐	☐ x	☐
b. Deliverables	☐	☐	☐ x	☐
4. Project completed within budget	☐	☐	☐ x	☐
5. Cooperation with:				
a. Your Firm	☐	☐	☐ x	☐
b. Subcontractor(s)/Subconsultant(s)	☐	☐	☐ x	☐
c. Regulatory Agency(ies)	☐	☐	☐ x	☐

Additional Comments: (provide on additional sheet if needed)

THIS SECTION FOR COUNTY USE ONLY

Verified via: ____EMAIL ____VERBAL Verified by: _____ Division: _____ Date: _____

All information provided to Broward County is subject to verification. Vendor acknowledges that inaccurate, untruthful, or incorrect statements made in support of this response may be used by the County as a basis for rejection, rescission of the award, or termination of the contract and may also serve as the basis for debarment of Vendor pursuant to Section 21.119 of the Broward County Procurement Code.

Attachment - D

Broward County Local Business Tax Receipt

Attachment D

BROWARD COUNTY LOCAL BUSINESS TAX RECEIPT

115 S. Andrews Ave., Rm. A-100, Ft. Lauderdale, FL 33301-1895 – 954-831-4000

VALID OCTOBER 1, 2020 THROUGH SEPTEMBER 30, 2021

DBA:
Business Name: JANITORIAL 5 STAR SERVICES

Receipt #: 325-288281
Business Type: CLEANING/JANITORIAL (JANITORIAL)

Owner Name: KRISTEN OLBEL
Business Location: 1961 NE 25 AVE
POMPANO BEACH
Business Phone: 954-702-2053

Business Opened: 01/03/2018
State/County/Cert/Reg:
Exemption Code:

Rooms	Seats	Employees	Machines	Professionals
		1		

For Vending Business Only — Number of Machines: — Vending Type:

Tax Amount	Transfer Fee	NSF Fee	Penalty	Prior Years	Collection Cost	Total Paid
33.00	0.00	0.00	0.00	0.00	0.00	33.00

THIS RECEIPT MUST BE POSTED CONSPICUOUSLY IN YOUR PLACE OF BUSINESS

THIS BECOMES A TAX RECEIPT

WHEN VALIDATED

This tax is levied for the privilege of doing business within Broward County and is non-regulatory in nature. You must meet all County and/or Municipality planning and zoning requirements. This Business Tax Receipt must be transferred when the business is sold, business name has changed or you have moved the business location. This receipt does not indicate that the business is legal or that it is in compliance with State or local laws and regulations.

Mailing Address:

KRISTEN OLBEL
1961 NE 25 AVE
POMPANO BEACH, FL 33062

Receipt #05A-19-00009355
Paid 07/15/2020 33.00

2020 - 2021

BROWARD COUNTY LOCAL BUSINESS TAX RECEIPT

Attachment - E
City of Pompano Beach
Business Tax Receipt

pompano beach
Florida's Warmest Welcome

CITY OF POMPANO BEACH
BUSINESS TAX RECEIPT
FISCAL YEAR: 2020 - 2021

Business Tax Receipt Valid from: October 1, 2020 through September 30, 2021

4466624
JANITORIAL 5 STAR SERVICES LLC
OLBEL, KRISTEN - H/O
1961 NE 25 AVENUE
POMPANO BEACH FL 33062

9/21/2020

THIS IS NOT A BILL

THIS IS YOUR BUSINESS TAX RECEIPT. PLEASE POST IN A CONSPICUOUS PLACE AT THE BUSINESS LOCATION.

BUSINESS OWNER: JANITORIAL 5 STAR SERVICES LLC
BUSINESS LOCATION: 1961 NE 25 AV POMPANO BEACH FL

RECEIPT NO:	CLASSIFICATION
21-00095288	JANITORIAL OR WINDOW CLEANING

NOTICE: A NEW APPLICATON MUST BE FILED IF THE BUSINESS NAME, OWNERSHIP OR ADDRESS IS CHANGED. THE ISSUANCE OF A BUSINESS TAX RECEIPT SHALL NOT BE DEEMED A WAIVER OF ANY PROVISION OF THE CITY CODE NOR SHALL THE ISSUANCE OF A BUSINESS TAX RECEIPT BE CONSTRUED TO BE A JUDGEMENT OF THE CITY AS TO THE COMPETENCE OF THE APPLICANT TO TRANSACT BUSINESS. **THIS DOCUMENT CANNOT BE ALTERED.**

BUSINESS TAX RECEIPTS EXPIRE SEPTEMBER 30TH OF EACH YEAR

Attachment – F

CBE Certification

Attachment F

BLD2121632P1

p. 460

Broward County Board of County Commissioners

BROWARD COUNTY FLORIDA

Office of Economic and Small Business Development

Governmental Center Annex
115 S. Andrews Avenue, Room A680 • Fort Lauderdale, Florida 33301 • 954-357-6400 • FAX 954-357-5674 • TTY 954-357-5664

This Certificate is Awarded to:

JANITORIAL 5 STAR SERVICES LLC

As set forth in the Broward County Business Opportunity Act of 2012, the certification requirements have been met for:

County Business Enterprise
Small Business Enterprise
Anniversary Date: January 31st

Authorized Representative

The Office of Economic and Small Business Development must be notified within 30 days of any material changes in the business which may affect ownership and control. Failure to do so may result in the revocation of this certificate and/or imposition of other sanctions.

A Service of the Broward County Board of County Commissioners
www.broward.org/smallbusiness

BidSync

5/26/2021

Attachment – G

SBE Certification

Attachment G

BLD2121632P1

p. 462

Supplier Diversity Outreach Program

THIS CERTIFICATE IS AWARDED TO

Janitorial 5 Star Services, LLC

FOR HAVING SUCCESSFULLY MET THE PRESCRIBED STANDARDS SET FORTH BY THE SUPPLIER DIVERSITY OUTREACH PROGRAM OF THE SCHOOL BOARD OF BROWARD COUNTY, FLORIDA FOR

CERTIFICATION

Small Business Enterprise (SBE)

Non-Minority

ON THIS DAY: September 9, 2019

Jasmine M. Jones
Manager, Supplier Diversity Outreach Program

CERTIFICATION #: WS1850692419

Expiration Date: September 8, 2021

Broward County Board of County Commissioners

BidSync

5/26/2021

Attachment – H
Quality Inspection Form

Attachment F1

JANITORIAL 5 STAR SERVICES LLC

Quality Inspection Form

Date: _____

Location (name/building # etc): _____

Previous inspection date/result: _____

Next Inspection date: _____

Facility contact/signature: _____

Rating used 1-5 (1 = needs more frequent inspection, 5 = standard inspection time)

Facility Area	Common Name (AKA)	Number of Issues Noted	Rating
1. Lobby/Entrance			
2. Common areas (public/service areas)			
3. Employee work areas			
4. Administrative/Private Offices			
5. Employee use areas			
6. Support/Service areas			
7. Specialty areas			
8. Restrooms			
9. Carpet Flooring			
10. Hard Flooring			
11. Administrative Duties			

Attachment – I

Quality Control Inspection

JANITORIAL 5 STAR SERVICES LLC

Quality Control Inspection

Date/time: _____

Location (facility/building): _____

Inspector: _____

Area	Item for Inspection	Satisfactory	Unsatisfactory	Comments
1. Entrance	Free of Debris			
	Trash container, empty/clean liner			
	Ash containers clean			
	Exterior furniture clean			
	Walk-off mat clean			
2. Common areas & Lobby	Trash container, empty/clean liner			
	Carpets vacuum/spot cleaned			
	Hard floors dust/wet mopped			
	Hard floors—shine			
	Entrance doors/glass clean			
	Corners/Edges clean			
	Low dusting			
	High Dusting			
	HVAC vents clean			
	Drinking fountain clean			
3. Admin areas	Trash container, empty/clean liner			
	Carpets vacuum/spot cleaned			
	Hard floors dust/wet mopped			
	Hard floors—shine			
	Entrance doors/glass clean			
	Corners/Edges clean			
	Low dusting			
	High Dusting			
	HVAC vents clean			
	Furniture dust/spot free			
	Telephones clean/sanitized			

4. Kitchen areas	Trash container, empty/clean liner	_____	_____	_____
	Hard floors dust/wet mopped	_____	_____	_____
	Corners/Edges clean	_____	_____	_____
	Drains clean	_____	_____	_____
	Walls clean	_____	_____	_____
	HVAC vents clean	_____	_____	_____
5. Dining & Break areas	Trash container, empty/clean liner	_____	_____	_____
	Hard floors dust/wet mopped	_____	_____	_____
	Hard floors—shine	_____	_____	_____
	Corners/Edges clean	_____	_____	_____
	Tables/chairs clean	_____	_____	_____
	Walls clean	_____	_____	_____
	Serving areas clean	_____	_____	_____
	HVAC vents clean	_____	_____	_____
6. Restrooms	Trash container, empty/clean liner	_____	_____	_____
	Corners/Edges clean	_____	_____	_____
	Floor clean	_____	_____	_____
	Walls/partitions clean	_____	_____	_____
	Mirrors clean	_____	_____	_____
	Sinks/counters clean	_____	_____	_____
	Toilets/urinals clean	_____	_____	_____
	Showers clean	_____	_____	_____
	Soap/liquids filled	_____	_____	_____
	Paper towels filled	_____	_____	_____
	Toilet paper filled	_____	_____	_____
	Toilet seat/feminine products filled	_____	_____	_____
	HVAC vents clean	_____	_____	_____
	Floor drain clean	_____	_____	_____
7. Janitor closet	Area clean/orderly	_____	_____	_____
	Mop sink clean	_____	_____	_____
	Equipment clean/orderly	_____	_____	_____
	Chemicals orderly/labeled	_____	_____	_____
	Proper signs clean/visible	_____	_____	_____
	MSDS	_____	_____	_____
8. Employee Uniform clean/orderly		_____	_____	_____
	Badge/keys (if applicable)	_____	_____	_____

Number of items inspected: _____
Number of items Satisfactory: _____
Number of items Unsatisfactory: _____

WAGES RATES

Janitorial Services

Facilities Management Division

JANITORIAL SERVICES – FACILIITES MANAGEMENT DIVISION
FACILITIES LOCATIONS

WAGE RATES
(FOR LIVING WAGE RATE INFORMATIONAL PURPOSES ONLY EFFECTIVE JANUARY 1, 2021 THRU DECEMBER 31, 2021)

The hourly rate within this attachment shall be in accordance with Broward County Living Wage Ordinance (Sections 26-100 through 26-105 of Article VII, Chapter 26, Broward County Code of Ordinances), as amended, annually adjusted per Living Wage Ordinance.

The completed form should be submitted with the solicitation response prior to the solicitation closing date. If not included with the solicitation response, the proposer is required to provide within three business days of County's request. Vendor may be deemed non-responsible for failure to fully comply within stated timeframes.

The hourly rate must be entered for all personnel positions in accordance with Special Instructions to Vendors, Section J.2. If additional personnel positions are proposed to perform the work, provide information in the applicable sections of this form.

The hourly rate shall be the raw (unburdened) labor rates exclusive of taxes, insurance, overhead, profit, etc.

NOTE: This form is for informational purposes only and will not be used for final evaluation and scoring for Price.

PERSONNEL POSITIONS (Insert below for each position the minimum unburdened hourly rate)

DESCRIPTION	UNIT	(HOURLY RATE (UNBURDENED)
Project Manager or Equivalent	Hour	$ 30.00
Assistant Project Manager or Equivalent	Hour	$ 22.75
Quality Control Manager or Equivalent	Hour	$ 22.75
Shift Supervisor or Equivalent	Hour	$ 22.75
Team Leader/Supervisor or Equivalent	Hour	$ 19.50
Janitorial Worker or Equivalent	Hour	$ 17.05
	Hour	$
	Hour	$

Vendor Name JANITORIAL 5 STAR SERVICES LLC

JANITORIAL SERVICES – FACILITIES MANAGEMENT DIVISION
FACILITIES LOCATIONS

WAGE RATES
(FOR LIVING WAGE RATE INFORMATIONAL PURPOSES ONLY EFFECTIVE JANUARY 1, 2022 THRU DECEMBER 31, 2022)

The hourly rate within this attachment shall be in accordance with Broward County Living Wage Ordinance (Sections 26-100 through 26-105 of Article VII, Chapter 26, Broward County Code of Ordinances), as amended, annually adjusted per Living Wage Ordinance.

The completed form should be submitted with the solicitation response prior to the solicitation closing date. If not included with the solicitation response, the proposer is required to provide within three business days of County's request. Vendor may be deemed non-responsible for failure to fully comply within stated timeframes.

The hourly rate must be entered for all personnel positions in accordance with Special Instructions to Vendors, Section J.2. If additional personnel positions are proposed to perform the work, provide information in the applicable sections of this form.

The hourly rate shall be the raw (unburdened) labor rates exclusive of taxes, insurance, overhead, profit, etc.

NOTE: This form is for informational purposes only and will not be used for final evaluation and scoring for Price.

PERSONNEL POSITIONS (Insert below for each position the minimum unburdened hourly rate)

DESCRIPTION	UNIT	(HOURLY RATE (UNBURDENED)
Project Manager or Equivalent	Hour	$ 30.00
Assistant Project Manager or Equivalent	Hour	$ 22.75
Quality Control Manager or Equivalent	Hour	$ 22.75
Shift Supervisor or Equivalent	Hour	$ 22.75
Team Leader/Supervisor or Equivalent	Hour	$ 19.50
Janitorial Worker or Equivalent	Hour	$ 17.05
	Hour	$
	Hour	$

Vendor Name JANITORIAL 5 STAR SERVICES LLC

JANITORIAL SERVICES – FACILITIES MANAMGEMENT DIVISION
FACILITIES LOCATIONS

WAGE RATES
(FOR LIVING WAGE RATE INFORMATIONAL PURPOSES ONLY EFFECTIVE JANUARY 1, 2023 THRU DECEMBER 31, 2023)

The hourly rate within this attachment shall be in accordance with Broward County Living Wage Ordinance (Sections 26-100 through 26-105 of Article VII, Chapter 26, Broward County Code of Ordinances), as amended, annually adjusted per Living Wage Ordinance.

The completed form should be submitted with the solicitation response prior to the solicitation closing date. If not included with the solicitation response, the proposer is required to provide within three business days of County's request. Vendor may be deemed non-responsible for failure to fully comply within stated timeframes.

The hourly rate must be entered for all personnel positions in accordance with Special Instructions to Vendors, Section J.2. If additional personnel positions are proposed to perform the work, provide information in the applicable sections of this form.

The hourly rate shall be the raw (unburdened) labor rates exclusive of taxes, insurance, overhead, profit, etc.

NOTE: This form is for informational purposes only and will not be used for final evaluation and scoring for Price.

PERSONNEL POSITIONS (Insert below for each position the minimum unburdened hourly rate)

DESCRIPTION	UNIT	(HOURLY RATE UNBURDENED)
Project Manager or Equivalent	Hour	$ 30.00
Assistant Project Manager or Equivalent	Hour	$ 22.75
Quality Control Manager or Equivalent	Hour	$ 22.75
Shift Supervisor or Equivalent	Hour	$ 22.75
Team Leader/Supervisor or Equivalent	Hour	$ 19.50
Janitorial Worker or Equivalent	Hour	$ 17.05
_____	Hour	$ _____
_____	Hour	$ _____

Vendor Name JANITORIAL 5 STAR SERVICES LLC

2021 Florida Limited Liability Company Annual Report

2021 FLORIDA LIMITED LIABILITY COMPANY ANNUAL REPORT

Broward County Board of County Commissioners

FILED
Jan 27, 2021
Secretary of State
3489649676CC

DOCUMENT# L17000159119

Entity Name: JANITORIAL 5 STAR SERVICES LLC

Current Principal Place of Business:

1961 NE 25TH AVE
POMPANO BEACH, FL 33062

Current Mailing Address:

1961 NE 25TH AVE
POMPANO BEACH, FL 33062 US

FEI Number: 82-2282100

Certificate of Status Desired: No

Name and Address of Current Registered Agent:

OLBEL, KRISTEN
1961 NE 25TH AVE
POMPANO BEACH, FL 33062 US

The above named entity submits this statement for the purpose of changing its registered office or registered agent, or both, in the State of Florida.

SIGNATURE:

Electronic Signature of Registered Agent — Date

Authorized Person(s) Detail :

Title	CEO
Name	OLBEL, KRISTEN
Address	1961 NE 25TH AVE
City-State-Zip:	POMPANO BEACH FL 33062

Title	COO
Name	OLBEL, MIKELANGE
Address	1961 NE 25TH AVE
City-State-Zip:	POMPANO BEACH FL 33062

I hereby certify that the information indicated on this report or supplemental report is true and accurate and that my electronic signature shall have the same legal effect as if made under oath; that I am a managing member or manager of the limited liability company or the receiver or trustee empowered to execute this report as required by Chapter 605, Florida Statutes; and that my name appears above, or on an attachment with all other like empowered.

SIGNATURE: KRISTEN LYNNE OLBEL CEO 01/27/2021

Electronic Signature of Signing Authorized Person(s) Detail — Date

Living Wage Ordinance Compliance Affidavit Form

LIVING WAGE ORDINANCE COMPLIANCE AFFIDAVIT
FORM

The completed and signed form should be returned with the Vendor's submittal. If not provided with submittal, the Vendor must submit within three business days of County's request. Vendor may be deemed non-responsivefor failure to fully comply within stated timeframes. Vendor should scan and upload the completed, signed form(s) in BidSync.

Covered Employer: Janitorial 5 Star Services LLC

Address: 1961 NE 25th Ave Pompano Beach, FL 33062

Local Contact: Kristen Olbel | E-Mail Address: janitorial5starservices@gmail

Address: 1961 NE 25th Ave Pompano Beach, FL 33062

Contract #

Amount:

Using Agency Janitorial 5 Star Services LLC

Served: Solicitation No. and Title: BLD2121632P1 Janitorial Services - County Facilities

By signing below I hereby certify that the covered employees listed below: (please check one)

A. ☐ Receive a minimum pay of $ ____ per hour and are provided health benefits valued at $ ____ per hour.

B. ☒ Receive a minimum pay of $ 17.05 per hour and are not provided health benefits.

Provide names of hourly employees and their job classifications providing covered services for the above referenced contract:

Name	Job Class	A or B	Name	Job Class	A or B
Lakesha Hanson	Supervisor	B			
Kenny Bellinger	Supervisor	B			

(Attach Additional sheets in the format above, if needed)

I, Kristen Olbel (Print Name) attest that of Janitorial 5 Star Services (Company) hereby

(1) I have the authority to sign this notarized compliance affidavit, (2) the following information is true, complete and correct and (3) the Vendor certifies that it shall:

a) Pay all employees working on this contract/project, who are covered by the Living Wage Ordinance, as amended, in accordance with wage rates and provisions of the Living Wage Ordinance;

b) Provide the applicable living wage statement regarding wage rates with the employee's first paycheck or direct deposit receipt as required by the Living Wage Ordinance, as amended; and

c) (IF APPLICABLE) If health care benefits are provided under "A" above, the health care benefit meets the standard health benefit plan as described in Section 627.6699 (12)(b)(4), Florida Statutes, as amended. As a principal officer of the covered employer, the undersigned affirms that the referenced Florida Statute has been reviewed and the covered employer's health plan meets all the elements required by the statute, as amended.

Signature Kristen Olbel Title CEO

SWORN TO AND SUBSCRIBED BEFORE ME this 12 day of May,

20 21

STATE OF Fl

COUNTY OF Broward

RENETTE VEDRINE NOTARY PUBLIC STATE OF FLORIDA My Comm. Expires July 22, 2023 No. GG 357147

Public)

My commission expires: 7/22/23

(SEAL)Notary Public (Sign name of Notary

Personally Known ☐ or Produced Identification ☒ Type of Identification Produced: DL

LETTER OF INTENT

BROWARD COUNTY
FLORIDA
OFFICE OF ECONOMIC AND
SMALL BUSINESS DEVELOPMENT

LETTER OF INTENT

BETWEEN BIDDER/OFFEROR AND COUNTY BUSINESS ENTERPRISE (CBE) FIRM/SUPPLIER

This form is to be completed and signed for each CBE firm. If the PRIME is a CBE firm, please indicate the percentage performing with your own forces.

Solicitation No.: BLD2121632P1

Project Title: Janitorial Services - County Facilities

Bidder/Offeror Name: Janitorial 5 Star Services LLC

Address: 1961 NE 25th Ave City: Pompano Beach State: FL Zip: 33062

Authorized Representative: Kristen Olbel Phone: 954-702-2053

CBE Firm/Supplier Name: _____

Address: _____ City: _____ State: ____ Zip: _____

Authorized Representative: _____ Phone: _____

A. This is a letter of intent between the bidder/offeror on this project and a CBE firm for the CBE to perform work on this project.

B. By signing below, the bidder/offeror is committing to utilize the above-named CBE to perform the work described below.

C. By signing below, the above-named CBE is committing to perform the work described below.

D. By signing below, the bidder/offeror and CBE affirm that if the CBE subcontracts any of the work described below, it may only subcontract that work to another CBE.

Work to be performed by CBE Firm

Description	NAICS[1]	CBE Contract Amount[2]	CBE Percentage of Total Project Value
Janitorial Services (Agreement 1-14)	561720		100.00 %
			%
			%

AFFIRMATION: I hereby affirm that the information above is true and correct.

CBE Firm/Supplier Authorized Representative

Signature: _____ Title: _____ Date: _____

Bidder/Offeror Authorized Representative

Signature: Kristen Olbel Title: CEO Date: 05/25/2021

[1] Visit Census.gov and select NAICS to search and identify the correct codes. Match type of work with NAICS code as closely as possible.

[2] To be provided only when the solicitation requires that bidder/offeror include a dollar amount in its bid/offer.

In the event the bidder/offeror does not receive award of the prime contract, any and all representations in this Letter of Intent and Affirmation shall be null and void.

Rev.: June 2018

Compliance Form No. 004

OSHA Certification

5/26/2021

Certificate of Completion

360training.com

This Certifies That

Kristen Olbel

is awarded this certificate for

OSHA 30 Hour Outreach Training Program - General Industry

Credit Hours: 30.00

Completion Date: 05/10/2019

Curtis Chambers, Trainer C 26-0106073 and G 26-0079775

"As an OSHA authorized trainer, I verify that I have conducted this OSHA outreach training class in accordance with OSHA Outreach Training Program requirements. I will document this class to my authorizing OSHA training organization. Upon successful review of my documentation, I will provide each student their completion card within 90 days of the end of the class."

6801 N Capital of Texas Hwy, Bldg I, Suite 250 ♦ Austin, TX 78731 ♦ 877.881.2235 ♦ www.360training.com

BidSync

Broward County Board of County Commissioners

BLD2121032P1

P. 479

Certificate of Insurance

BLD2121632P1

CERTIFICATE OF LIABILITY INSURANCE

DATE (MM/DD/YYYY): 05/12/2021

THIS CERTIFICATE IS ISSUED AS A MATTER OF INFORMATION ONLY AND CONFERS NO RIGHTS UPON THE CERTIFICATE HOLDER. THIS CERTIFICATE DOES NOT AFFIRMATIVELY OR NEGATIVELY AMEND, EXTEND OR ALTER THE COVERAGE AFFORDED BY THE POLICIES BELOW. THIS CERTIFICATE OF INSURANCE DOES NOT CONSTITUTE A CONTRACT BETWEEN THE ISSUING INSURER(S), AUTHORIZED REPRESENTATIVE OR PRODUCER, AND THE CERTIFICATE HOLDER.

IMPORTANT: If the certificate holder is an ADDITIONAL INSURED, the policy(ies) must have ADDITIONAL INSURED provisions or be endorsed. If SUBROGATION IS WAIVED, subject to the terms and conditions of the policy, certain policies may require an endorsement. A statement on this certificate does not confer rights to the certificate holder in lieu of such endorsement(s).

PRODUCER	CONTACT NAME: Martha Julius
Mckinley Financial Services 2890 W State Road 84, Suite 119 Fort Lauderdale FL 33312	PHONE (A/C, No, Ext): (954) 938-2685 FAX (A/C, No): (954) 938-2695 E-MAIL ADDRESS: mjulius@mckinleyinsurance.com

INSURED	INSURER(S) AFFORDING COVERAGE	NAIC #
Janitorial 5 Star Services, LLC 1961 NE 25th Ave Pompano Beach FL 33062	INSURER A: ASCENDANT UNDERWRITERS	
	INSURER B: NORMANDY HARBOR INSURANCE COMPANY	
	INSURER C: WESTERN SURETY	
	INSURER D:	
	INSURER E:	
	INSURER F:	

COVERAGES **CERTIFICATE NUMBER:** **REVISION NUMBER:**

THIS IS TO CERTIFY THAT THE POLICIES OF INSURANCE LISTED BELOW HAVE BEEN ISSUED TO THE INSURED NAMED ABOVE FOR THE POLICY PERIOD INDICATED. NOTWITHSTANDING ANY REQUIREMENT, TERM OR CONDITION OF ANY CONTRACT OR OTHER DOCUMENT WITH RESPECT TO WHICH THIS CERTIFICATE MAY BE ISSUED OR MAY PERTAIN, THE INSURANCE AFFORDED BY THE POLICIES DESCRIBED HEREIN IS SUBJECT TO ALL THE TERMS, EXCLUSIONS AND CONDITIONS OF SUCH POLICIES. LIMITS SHOWN MAY HAVE BEEN REDUCED BY PAID CLAIMS.

INSR LTR	TYPE OF INSURANCE	ADDL INSD	SUBR WVD	POLICY NUMBER	POLICY EFF (MM/DD/YYYY)	POLICY EXP (MM/DD/YYYY)	LIMITS	
A	X COMMERCIAL GENERAL LIABILITY CLAIMS-MADE X OCCUR GEN'L AGGREGATE LIMIT APPLIES PER: POLICY PRO-JECT LOC OTHER:	N	N	GL67203-0	09/26/2020	09/26/2021	EACH OCCURRENCE DAMAGE TO RENTED PREMISES (Ea occurrence) MED EXP (Any one person) PERSONAL & ADV INJURY GENERAL AGGREGATE PRODUCTS - COMP/OP AGG	$ 1,000,000 $ 50,000 $ 100,000 $ 1,000,000 $ 2,000,000 $ 1,000,000
	AUTOMOBILE LIABILITY ANY AUTO OWNED AUTOS ONLY HIRED AUTOS ONLY SCHEDULED AUTOS NON-OWNED AUTOS ONLY	N	N	02418855-0	07/24/2020	07/24/2021	COMBINED SINGLE LIMIT (Ea accident) BODILY INJURY (Per person) BODILY INJURY (Per accident) PROPERTY DAMAGE (Per accident)	$ $ 10,000 $ 20,000 $ 10,000
	UMBRELLA LIAB OCCUR EXCESS LIAB CLAIMS-MADE DED RETENTION $						EACH OCCURRENCE AGGREGATE	$ $
B	WORKERS COMPENSATION AND EMPLOYERS' LIABILITY ANY PROPRIETOR/PARTNER/EXECUTIVE OFFICER/MEMBER EXCLUDED? (Mandatory in NH) Y / N: Y If yes, describe under DESCRIPTION OF OPERATIONS below	N / A	JN	NHFL0113342019 01/	01/03/2021	01/03/2022	PER STATUTE OTH-ER E.L. EACH ACCIDENT E.L. DISEASE - EA EMPLOYEE E.L. DISEASE - POLICY LIMIT	$ $ 100,000 $ 100,000 $ 500,000
C	Bond	N	N	C28456	04/13/2020	04/13/2021	LIMITS	50,000

DESCRIPTION OF OPERATIONS / LOCATIONS / VEHICLES (ACORD 101, Additional Remarks Schedule, may be attached if more space is required)

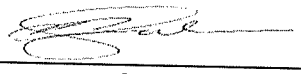
CERTIFICATE HOLDER

To Whom it may Concern

CANCELLATION

SHOULD ANY OF THE ABOVE DESCRIBED POLICIES BE CANCELLED BEFORE THE EXPIRATION DATE THEREOF, NOTICE WILL BE DELIVERED IN ACCORDANCE WITH THE POLICY PROVISIONS.

AUTHORIZED REPRESENTATIVE



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JANITORIAL
5 STAR SERVICES LLC

"Allow us to give you a Star Cleaning"

Employee and Safety Training Manual

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Definition of Terms

Cleaning--Cleaning is removing obvious dirt, debris, and other materials from a surface.

Etiquette Etiquette refers to rules of acceptable behavior. In other words, etiquette by definition refers to the “rules and conventions governing correct or polite behavior in society in general or in a specific social or professional group or situation

Green Cleaning--Green Cleaning is cleaning to protect health without harming the environment.

Falls—

Lockout/Tagout--"Lockout/Tagout (LOTO)" refers to specific practices and procedures to safeguard employees from the unexpected energization or startup of machinery and equipment, or the release of hazardous energy during service or maintenance activities. A lockout/tagout program requires the identification and implementation of practices and procedures necessary to shut down and lockout/tagout machines and equipment. The program requires that certain employees receive training in the lockout tagout procedures and that periodic inspections be conducted to maintain and enhance it.

Safety Safety as it applies to this manual is relative freedom from danger, risk, or threat of harm, injury, or loss to personnel and/or property, whether caused deliberately or by accident.

Sanitizing--Sanitizing or disinfecting is the actual killing of the microorganisms through heat or chemicals.

Security Security as it applies to this manual is prevention of and protection against assault, damage, fire, fraud, invasion of privacy, theft, unlawful entry, and other such occurrences caused by deliberate action.

Slips--A slip occurs when there is too little traction or friction between the shoe and walking surface. You slip when you lose your footing or

grip on a slippery surface.

Trips and Falls A trip is a fall or stumble caused by catching your foot on something. Tripping and falling accidents occur when your foot comes in contact with an object, or drops unexpectedly throwing you offbalance. A fall is when someone or something moves downward to a lower position by the force of gravity.

Universal Precautions--Universal precautions refers to the practice, in medicine, of avoiding contact with patients' bodily fluids, by means of the wearing of nonporous articles such as medical gloves, goggles, and face shields.

Chapter 1: Introduction

WHAT IS THE CUSTODIAL OR JANITORIAL INDUSTRY?

A janitor or custodian is a person who takes care of a building,
such as a school, office building, hospital, or apartment. Janitors are responsible primarily for cleaning, and often though not always some maintenance and security duties. Similar to the custodian or janitor is the building superintendent. Generally a superintendent has more maintenance and managerial duties.

Janitors and custodians may be required to receive training and licensing in various fields, such as Hazmat, CPR, or Boiler Operations, depending on the employer and the specific nature of the job.

A custodian may be considered to be different from a janitor. In some settings janitors are called housekeepers or housekeeping staff and in other settings they are referred to as maintenance or maintenance staff. Institutions have come up with a number of alternative job titles.

PURPOSE OF THIS MANUAL

The purpose of this manual is to acquaint you with cleaning techniques and safety in the Janitorial and Custodial industry. Some typical cleaning jobs may include the following tasks.
Cleaning bathrooms
Sinks
Toilets
Urinals
Cleaning floors
Cleaning carpeting
Cleaning stainless steel and other special surfaces
Clearing tables in lunch room
Emptying trash and recycling bin
Stripping and waxing floors

No matter what job you have as a Janitor or Custodian there are responsibilities associated with your job. One of these responsibilities is safety, safety for you and the safety of your coworkers and guests or patients in your facilities. Over the many years, safety has evolved

into a very high profile responsibility. Depending on where you live and work, safety laws and regulations are becoming more stringent and demanding.

Ideally safety is freedom from danger. Of course, every safety topic for the Janitor or Custodian cannot be covered in this one manual. However we will be discussing many safety topics including protection from the risk of harm or injury, safety devices, and responsibilities.

Topics including general information and new employee orientation will be covered. There are sections on accident prevention, bloodborne pathogens, electrical safety, lockout and tagout, safe lifting, and of course cleaning techniques.

Chapter 2: General Safety Rules for Everyone

The Janitors and Custodians may consist of many groups of employees. As indicated by the different job titles mentioned, jobs in this industry are many and diversified. There are general safety rules that apply to everyone. Some of these rules are discussed here. Horseplay is always prohibited…so don t even think about it

PERSONAL

Personal Hygiene
Hygiene refers to the set of practices associated with the preservation of health and healthy living. Hygiene is a concept related to medicine, as well as to personal and professional care practices related to most aspects of living, although it is most often associated with cleanliness and preventative measures. In medicine, hygiene practices are employed to reduce the incidence and spreading of disease.

Cleanliness requires a daily bath and a change to clean underclothing. Use a deodorant to prevent body odor. If you are a guy, shave daily. Give teeth and hair proper care, everyday. Keep fingernails short and clean. If you are a gal, use cosmetics in moderation. Refrain from the use of heavy scents.

In order to control cross-contamination, hands should be washed after performing cleaning duties. Before continuing on to the next area, wash your hands. Also, wash before meals and after going to the restroom.

Massage hand cleaner around the fingers, knuckles, and hands. Scrub fingernails with a brush. Keep your hands lower than your elbows when washing. Wash vigorously for two minutes. The tap water should be running during the entire process. Use medicated hand moisturizer when skin becomes dry or chapped.

To protect yourself you should use the proper Personal Protective Equipment or the acronym PPE for each cleaning task you perform.

Report to Work Rested
A first step to safety is to report to work rested, alert, and ready to perform your job. Fatigue may affect your ability to work safely. It may also impair your ability to treat your colleagues with the hospitality consistent with your training.

Wear Appropriate Clothing
Next, you should always wear appropriate clothing for your job. Follow your company's dress code. This includes wearing proper footwear for the job.

If you will be working equipment and machinery, don't wear rings and jewelry that can get caught in the moving parts.

Keep long hair tied back or under a hat. This will avoid having your hair getting caught in machines. Clothing should fit properly allowing room for movement without being so loose it could get caught in machinery moving parts.

Report Accidents
Most companies provide necessary first aid and medical treatment for injuries. If you are injured on the job, report the accident to your supervisor immediately, so that proper medical treatment can be provided.

First aid or professional medical treatment will be given as necessary; however, you must report all accidents and injuries when they occur, even if your injury does not require medical treatment.

PERSONAL PROTECTIVE EQUIPMENT

What is personal protective equipment or the acronym PPE and how does it affect you?
Personal protective equipment is equipment that has been designed to protect you from potential injuries. When required for certain job assignments, personal protective equipment will be issued to you It s your responsibility to wear it

Personal protective equipment could include safety glasses when your eyes are exposed to potential injury, gloves to protect your hands, hard hats for head protection, hearing protection for high noise areas, face shields to protect your face, respirators, specialized shoes…all these and more are considered personal protective equipment

Wearing personal protective equipment is important to protect you from injury or illness while performing your job. Some of the personal protective equipment you need may include:

Eye Protection
You should choose the proper type of eye protection for the hazard. For example, safety glasses are not appropriate when working with chemicals that may splash in your face or

eyes. Goggles and a face shield would be the best choice when working with chemicals.
Skin Protection

You should wear the right protective gloves for the hazard or chemicals. Some products can melt or go through the glove. Also protect your skin by wearing a protective apron or smock. If your clothing is soaked with chemicals, change them immediately to prevent prolonged skin contact.

Hearing Protection
Hearing protection may also be required if you work in a noisy area or with noisy equipment such as vacuums and other tools.

Respiratory Protection
Respiratory protection may be required depending on the job and chemical products being used. You must be trained before using a respirator. Discuss the need for this protection with your supervisor.

ELECTRICAL SAFETY

Electrical safety is another important safety consideration. Naturally, everyone has been exposed to electricity and how dangerous it can be if it's misused.

Generally, in the workplace you should always inspect electrical cables, cords, and plugs for frays, cracks, cuts, or defects before you use them. If the electrical tools or equipment you use do not say “Double Insulated on the manufacturer s tag then they must be grounded with a 3-prong plug and a grounded cable. This provides some degree of protection from electrical shock in case of a malfunction or short in the tool. Figure 1 shows a three prong plug and receptacle.

What this means is there must be a third prong on the plug. The third wire goes to ground. In case of a short or malfunction, the electricity will flow though this third wire to ground and not through the person holding the malfunctioning tool or equipment. Of course, if the ground wire is not properly connected to the system or the third prong is missing from the plug, then there is no electrical shock prevention.

Always check and test your equipment for safety before you use it.
Never allow an outlet to be overloaded.

Don t overload circuits by plugging in more than the allowed number of electrical power outlets.

The use of octopus plugs, as shown here, makes a dangerous situation that could cause a fire. Electrical hazards can be caused by faulty electrical tools and equipment, appliances and wiring, electrical outlets, switch panels and electric transformers.
Remember to unplug any electrical appliance before you clean it. Working around water and electricity is dangerous.

Make sure that any electrical or other types of cords do not create tripping hazards. Of course, never clean electrical equipment with flammable or toxic solvents and never use flammables near electrical tools. The sparks from the inside of a machine or tool can cause an explosion.

CONTROL OF HAZARDOUS ENERGY/ LOCKOUT TAGOUT

What is Lockout/Tagout or LOTO?
"Lockout/Tagout or LOTO" refers to specific practices and procedures to safeguard employees from the unexpected energization or startup of machinery and equipment, or the release of hazardous energy during service or maintenance activities. A lockout/tagout program requires the identification and implementation of practices and procedures necessary to shut down and lockout/tagout machines and equipment. The program requires that certain employees receive training in the lockout tagout procedures and that periodic inspections be conducted to maintain and enhance it.

Lockout is the practice of using keyed or combination security devices or “locks to prevent the unwanted activation of mechanical or electrical equipment. Tagout is the practice of using tags in conjunction with locks to increase the visibility and awareness that equipment is not to be energized or activated until such devices are removed. A tagout device is usually a non-reusable type, attachable by hand, self-locking, and non-releasable with a minimum unlocking strength of no less than 50 pounds.

Authorized and Affected Employees for LOTO
Now, before we go much further, let's discuss two categories of employees requiring knowledge and training in lockout tagout procedures The first category is “Authorized Employees These are maintenance personnel who actually use lockout and tagout procedures while they are repairing or maintaining equipment. The second category is “Affected Employees This describes any employee who uses or works around equipment and machinery that may be locked out or tagged out. You need to be able to recognize tags

used by your employer for LOTO It s recommended that virtually all employees be in the “Affected Employee category

What are Hazardous Energy Sources?
Let's begin with some basics, as you'll need these to understand the program. What are hazardous energy sources?

Electricity is used to provide power to a wide variety of machines and equipment. Locking out of electricity prevents electrical equipment from accidental release of electricity during maintenance or repair. The main problem here is locking out electricity does not guarantee that other energy sources won't be released. There may be a steam valve that requires locking out as well or hydraulic, vacuum, or pneumatic pressure, mechanical motion, springs, thermal energy such as steam or heat, or extremely low temperature liquids or gases.

Releases of chemicals or chemical reactions are other energy sources that must be controlled, dissipated, or shut off. Locking out of electricity may not provide adequate protection during maintenance and repair. Each machine or piece of equipment must be inspected by trained employees to determine adequate lockout procedures for all potential hazardous energy sources. Your organization must have these energy sources identified and listed in the written lockout/tagout policy and procedures.

The first step in all lockout/tagout procedures is to identify the potential energy sources that will require control by lockout or tagout. In general, there are 6 types of energy sources that may be encountered. As we discussed earlier, electrical energy is the first type of energy source for consideration. In addition there is mechanical energy, hydraulic energy, pneumatic energy, thermal energy and chemical energy.

Mechanical energy can present a danger from moving parts such as rotating fans, shafts, gears, grinding wheels, moving packer blades, panels, conveyors, and more. Hydraulic systems that work using fluid under pressure are candidates for LOTO procedures. An example of pneumatic energy is air pressure stored on Air Brake Systems. Pneumatic pressure may also be present in air accessories and control systems. Thermal energy is heat, heat from fluids such as coolant and lubricating oils and from hot machinery such as engines, exhaust systems, electric motors, and gear cases are sources of potential thermal energy. Finally, potential energy can be released by chemicals when they react with one another, or react with air and/or water.

Now, that we have identified potential energy sources; we have to determine which switch, valve or other isolating device will be operated to isolate these energy sources. Whenever working on equipment in a manner which any potential energy source could be encountered, the appropriate procedures must be followed to isolate or disable the applicable hazards.

Employee Training for LOTO
Employees or any other authorized and affected employees who may be reasonably expected to use the equipment or procedures for LOTO must receive annual LOTO training from the appropriate training staff. Training requirements are outlined under Code of the Federal Register 29 CFR 1910.147 Section (c)(7) (i),(ii), and (iii). These training programs are designed to provide you with a good understanding of lockout/tagout procedures.

Record Keeping for LOTO
Inspection records and training records will be kept by your employer. Training records will be maintained by employer and they will include an outline of topics covered. In addition, a sign in sheet of attendees will be included with training records. Inspection records will also be kept.

Inspection Methods for LOTO
OSHA requires that a LOTO Program be reviewed once a year and that periodic inspections of the procedures are made to ensure that they are being followed correctly. Inspections may be done in the shops in your physical plant. These shops may include auto, central plant, controls, electric, plumbing, and refrigeration. Inspections are designed to include cataloging the general types of hazardous energy and equipment applicable to each area.

Some inspections may involve questions only; some may include demonstrations; and others may occur during actual LOTO activities. General questions that may be asked include:
1. Who are the authorized employees, i.e. those using LOTO)?
2. Who are the affected employees, i.e. who are employees that could be exposed to LOTO hazards?
3. Are procedures for energy control in place?
4. What equipment is subject to LOTO?
5. Do specific written procedures exist, i.e. written procedures for de-energizing and reenergizing equipment?
6. Where are your locks/tags?
   What if an “Authorized Employee is not available to remove the lock
8. What inspection records exist for your Department?

9. Do you know what training records exist?

Who is Responsible?
Each individual must accept the responsibility to know the rules and to follow your organization's policies and procedures exactly. The primary purpose of any LOTO program is accident prevention. It is designed to safeguard you and those around you. Safety is always a team effort and LOTO is no different. The rules are very important and if you're not sure about a particular procedure don t be afraid to ask questions Ask your supervisor Don't take chances! Failure to properly lockout and tagout when necessary can lead to potentially serious injury.

To make sure the machine doesn't start accidentally, all hazardous energy must be locked out Hazardous energy could be electricity springs under tension gravity…where heavy parts could fall down, liquids, or steam under pressure or other hazardous energy sources. Some common lockout/tagout equipment is shown in Figure 3. The figure illustrates locks with keys and tags.

Even if you don't work in these areas or you're not a mechanic or machine operator, it's important that you know about these tags and locks.

Never Remove LOTO
Never remove any of these tags or locks, unless you're the person who placed them there. Don't attempt to start any machine that has a lock or tag on it. Lockout and tagout procedures save lives.

EMERGENCY ACTIONS

In case of fire, exit the building by appropriate exits. Remain calm and report to your designated area so your supervisor can account for you. It's important to know if anyone is left inside the building or if anyone is missing.

In case of earthquake or a tornado, it's best not to go outside. Falling electrical lines, broken glass, or other dangerous conditions could exist outside your building. Experts recommend that you get under a sturdy desk or other heavy object and Duck, Cover, and Hold.
Duck under a heavy object for safety.
Cover your head with your hands.
Hold that position until it's safe to move.

In cases of emergency you should know elements of your company s emergency plan and be prepared to follow them.
Remain calm and use your good judgment and your training to protect yourself and others.

HOUSEKEEPING FOR EVERYONE

In this case housekeeping means that you should check your work area for materials, cords, cables, or other items that can cause slips, trips, or falls.
Housekeeping is checking your equipment to make sure grease or oil doesn't leak on floors, causing potential slips and falls.
Your housekeeping duties include checking closets in your work area for trash, debris, or other potential hazardous conditions. Then address the issue.
Housekeeping is also taking the time to make sure your entire work area, regardless of your job description, is neat, clean, and organized; including putting tools or utensils where they belong when you've finished using them.
Housekeeping is picking up paper trash or debris when you see it…even if it s not in your department.
Housekeeping is your responsibility, no matter where you work.

SLIPS, TRIPS AND FALLS

Slips, trips, and falls are a major cause of workplace injuries. Believe it or not accidents happen. Fall injuries can happen when a janitor simply steps off of a loading dock. Or perhaps, a truck driver breaks his ankle when jumping down from the cab of his truck.

Causes of Slips, Trips, and Falls
Slips happen when there is too little friction or traction between footwear and the walking surface. It is easy to slip on a wet or oily surface.

Slips and falls happen. Jumping from any elevated surface is hazardous. You can fall from ladders, stairs, or curbs. Slippery floors, debris, or uneven surfaces will potentially cause you to trip or slip and fall. The study of slip, trip, and fall accidents and injury statistics help us to understand where we went wrong. We use information from these studies and statistics to determine how to prevent future accidents.

Is there a magic bullet New floor surfaces “slip resistant shoes--what is the answer? We believe the answer is education, greater awareness, and maintaining a good safety attitude. We all must accept responsibility for working and acting safely.

We just can t run the risk of you your coworkers building occupants vendors or clients slipping and falling. First, we are going to review some of the ways people trip and fall. Next, we will review basic prevention techniques.

When your foot strikes an object causing you to lose your balance, you trip and then you stumble or fall. Slips, trips, and fall injuries are caused by hazardous conditions. Hazardous conditions may include an obstructed view or poor lighting.

Clutter left in isles, trash left on the floor, and protruding chair legs contribute to hazardous conditions. These conditions will certainly lead to accidents if left unattended. Uneven steps, uncovered cables, and open bottom desk drawers also provide circumstances that may lead to trips and falls. Wrinkled carpeting or rolled corners on rubber mats provide another set of hazardous conditions.

Prevention Techniques
Both slips and trips result from some a kind of unintended or unexpected change in the contact between your feet and your walking surface. Good housekeeping is the first and the most important level of prevention for these accidents.

All spills should be cleaned up immediately, especially those in isles and walkways.
Spills and wet areas should be marked with orange cones or “Wet Floor signs
Debris should be mopped or swept from floors, immediately.

Obstacles such as stocking carts, crates, and empty boxes should be removed from walkways. Walkways and isles should be kept free of clutter.

Runners, rubber mats, rugs, and carpets that do not lay flat should always be secured to walking surfaces.

File cabinet and storage drawers should always be left closed.
Remember that wires and cables are potential tripping hazards.

Lighting is important. Be sure to keep work areas and walkways well lit by replacing burned out light bulbs and faulty switches Replacing burned out light bulbs is often part of a janitor s job.

All drains must have drain covers that are secured to the floor.

Clean Up!

Cleaning supplies are often dropped and spilled on the floor It s not good enough just to wipe them up you have to actually clean the surface Let s say someone knocks a bottle of marble cleaner off the shelf and onto the floor. The bottle hits the floor and goes crash! Wax goes everywhere. We now have a hazardous condition. By definition this is certainly a slip, trip and fall hazard.

First you must mark the hazard with a sign or an orange cone.

Next you pick up the container and as much of the wax as possible using a broom and dustpan.

A dustpan is a cleaning utensil commonly used in combination with a brush or broom. Industrial and commercial establishments may provide you with a hinged dustpan on the end of a stick to prevent you from constantly stooping to use it. Handheld dustpans may be used with either a full-size broom or with a smaller whisk broom or brush sometimes called a duster.

Water spills should be mopped, and then wiped dry with a dry rag or towel.

Safety awareness is the key to safety.
You will find that there are many hazards occurring in your working environment on a daily basis. Spilled water ice cubes broken glass and food on the floor…all of these things pose special hazards. Of course, you should immediately clean spills or pick up items on the floor or stairs. The only thing that's going to prevent an accident is for you to be aware of potential hazards and pay attention to your walking surfaces.

If you see something on the floor that doesn t belong there pick it up It s that simple Remember, watch where you walk. Be aware of your surroundings. Always wear approved slip resistant footwear at work. When you see water on the floor or some other hazard, clean it up!

To properly clean up a spill that contains oils, you must first wipe it up and then put some abrasive powder on the contaminated surface. Rub the area to remove any remaining oils. Then clean the floor surface with soap and water, rinse it, and make sure the floor surface is not slick.

Without good housekeeping practices, any other preventive measures will never be fully effective.

Footwear

Footwear is important! Footwear is personal protective equipment where floors may be oily, wet or if workers spend considerable time outdoors. In these circumstances, fall accident prevention should focus on selecting proper footwear. Ordinary tennis shoes are popular, but in wet and slippery environments, they can contribute to accidents and injuries. There is compelling evidence that using slip-resistant footwear reduces accidents.

Effectiveness of slip resistant footwear depends on more than just the footwear design. It is also affected by its use, environmental conditions, and the type of floor surface and finish that is in your working environment.

Behaviors that Lead to Falls

In addition to wearing the wrong footwear, there are behaviors which can lead to slips, trips, and falls. For example, a behavior that can cause a hazardous condition is simply walking too fast or running. Other behaviors that may lead to falls include activities such as not watching where you are going; carrying cleaning buckets and supplies which obstruct your view; wearing sunglasses in low-light areas; failure to use handrails, and allowing yourself to be distracted. These and other behaviors, caused by lack of knowledge, impatience, or bad habits can lead to serious accidents. You can eliminate many slips, trips and fall accidents by simply paying attention and watching where you re going

Warehouse Vehicles

You should never hitch a ride on a forklift pallet jack or in the bed of a truck while you re working. Death or serious injury is a potential result of extra riders falling from these vehicles. The safe way is "NO RIDERS".

Vehicles and the “Three Point System

Janitors and custodians are often moved from one location to another. When getting in and out of vehicles, always practice the "Three-Point System." This is particularly important if you are getting in or out of a truck. This system can significantly reduce the chances of injury through a slip or fall while entering or exiting a vehicle. The Three-Point System means that three of your four limbs are in contact with the vehicle or the ground at all times, either one hand and two feet, or two hands and one foot. In other words, only one limb is in motion at any one time. When getting out of a truck, step down backward.

It is never safe to ride in the back of a truck--if you must, when getting off the bed, step down backward, never "jump" or "fall" down forward.

Stairwells

Stairwells should be well lit with sturdy handrails on both sides. When you are walking down a stairwell, you should always have one free hand. This will allow you to use the handrail. All the steps must be kept free of grease, oil, and obstacles. Obstacles can increase the probability that you or others will have an accident. You should always avoid carrying heavy or bulky objects up or down stairs. Objects that obscure your vision and/or require the use of both hands are a source of hazards. You should carry smaller, lighter loads and make more trips, or obtain help from a coworker. Use an elevator if one is available.

Ladders

Ladders are often used by janitors and custodians. Appropriate ladders should be used when performing jobs such as changing light bulbs, cleaning wall surfaces that are above arms reach, and storing supplies on top shelves. The "Three-Point System" should also be practiced when you use a ladder. This system can significantly reduce the chances of injuring yourself through a slip or fall while climbing ladders. As discussed earlier, the “Three-Point System means that three of your four limbs are in contact with the ladder at all times, either one hand and two feet, or two hands and one foot. Only one limb should be in motion at any one time.

Ladders cause a great number of injuries. Make-shift ladders, chairs, boxes, and barrels should never be used as substitutes for a ladder. The risk of injury is far too great.
The area around the top and bottom of ladder must be kept clear.
Never use a ladder for any purpose other than the one for which it was designed.
Self-supporting step ladders and non-self-supporting extension portable ladders must be able to support at least four times the maximum intended load, except extra-heavy-duty metal or plastic ladders, which must be able to sustain 3.3 times the maximum intended load.

Step Ladders

Figure 8 Example of what not to do. Never stand on the top two steps of a step ladder
Of course we all know to never stand on the top two steps of a step ladder That s just too dangerous and it causes an unsafe shift in the center of gravity of the step ladder.

Don t lean past the rails of the ladder as this also creates instability We call this the belt buckle rule Don t lean past your belt buckle for safety.

When climbing up or down a ladder, always face the ladder.
Naturally don t use a metal ladder when doing electrical work There is a great risk of electrocution or getting a shock that could throw you off the ladder.
Foldout or stepladders must have a metal spreader or locking device to hold the front and back sections in an open position when in use. See the figure above.

Extension Ladders
There are 3 basic requirements for extension ladder setup.
First, the top of the ladder must extend 3 feet or 3 rungs above the point of contact to the structure.

Secondly, it must be setup at the precise angle of 75.5 degrees to provide the proper angle for climbing. The old four to one ratio makes this difficult to achieve, but the correct angle is important An “extension ladder angle verification device is recommended to achieve this angle with accuracy.

Did you know? The most common reason extension ladder accidents occur is due to ladders set up at an improper angle! Several studies show that when workers attempt to set up a ladder at 75.5 degrees without a measurement device, resulting angles varied as much as 9 degrees.

There are commercially available Ladder Angle Verification Devices that are factory set at the OSHA required 75.5-degree angle for correct ladder set up. These devices are simple to use and easily attached to any ladder.

Lets face it without a verification device how do you know that your angle is correct
Ladders are to be kept free of oil, grease, wet paint, and other slipping hazards.
Do not stand above the highest “safe standing level: prescribed by the ladder s manufacturer.

Do not extend the center of your body s torso past either side rail of the ladder In other words don t overreach

Face the ladder while ascending and descending.
Don t carry tools in hand use a tool belt
Wear proper footwear.

FIRE PREVENTION

Good housekeeping is the first step in fire prevention. If you have poor housekeeping, you don't have good fire prevention.

The second step in fire prevention is to know where fire extinguishers are located and how to use them. Fire extinguishers are often marked with a sign as shown in Figure 3. These signs are usually at eye level.

If you don't know how to use the extinguishers at your location, learn how before a fire happens. It's not as easy as it looks because in case of fire, everyone is under pressure and it is easy to panic.

As a review of the use of extinguishers, the first rule is: Life Safety Is Paramount. This means that unless it s safe to do don t try to play the hero Don t try to extinguish a fire that could be hazardous for you or others. Remember, your life is more important than property. The figure below shows a typical fire extinguisher. Fire extinguishers are equipped with a gauge such as the one shown; the needle should be in the green zone - not too high and not too low. There is a nozzle at the end of a hose for aiming. Each extinguisher has a pin to prevent accidental discharging.

However, if extinguishing the fire can be done safely, extinguish it. Use a fire extinguisher. Use the key word PASS, as described below, to remember the proper procedures for extinguishing a fire. First, stand about 8 to 10 feet away from the fire. You don't want to be close to the fire because the pressure of the extinguishing agent may spread the fire. Stay at least 8 to 10 feet away.

The PASS Acronym
P A S S is an acronym that can be used as a quick reference for the operation of a fire extinguisher.
P is for Pull. First you pull the Pin at the top of the extinguisher. The pin releases a locking mechanism and will allow you to discharge the extinguisher.
A is for Aim. Next you aim at the base of the fire, not the flames. This is important-in order to put out the fire, you must extinguish the fuel.
S is for Squeeze. And next you squeeze the lever slowly. This will release the extinguishing agent in the extinguisher. If the handle is released, the discharge will stop.
S is for Sweep. Finally you sweep from side to side using a sweeping motion. Chase the fire into a corner. You must move the fire extinguisher back and forth until the fire is completely out.

It is often a good idea to aim the nozzle in a neutral direction away from anything, and then lightly squeeze the handle. This will give you a feel for your particular extinguisher.
Be sure to operate the extinguisher from a safe distance, several feet away, and then move towards the fire once it starts to diminish. Since different fire extinguishers have distinct recommendations for operating distances, be sure to know the instructions on your fire extinguisher. These instructions should be reviewed the first time you familiarize yourself with your facility. Remember to aim at the base of the fire, and not the flames. Chase the fire into a corner if possible, away from any concentration of flammable materials with a sweeping, herding motion.

A typical fire extinguisher contains 10 seconds of extinguishing power. This could be less if it has already been partially discharged. Always read the instructions that come with the fire extinguisher beforehand and become familiarized with its parts. It is highly recommended that you get hands-on training.
Once the fire is out don t walk away Watch the area for a few minutes in case the fire reignites.

The Fire Triangle
The triangle illustrates the rule that in order to ignite and burn, a fire requires three elements: heat, fuel, and an oxidizing agent, usually oxygen. The fire is prevented or extinguished by removing any one of the three. A fire naturally occurs when the elements are combined in the right mixture. A graphic depiction of the fire triangle is given in the figure below.

The Fire Tetrahedron
It has largely been replaced in the industry by the fire tetrahedron. The removal of heat explains fire suppression in a majority of cases. However, the suppression effect of Halon, which is a stable halocarbon used to put out fires, cannot be explained completely. It can partly be explained by what is called chemical inhibition. That means that it reacts chemically to reduce the concentration of radicals in the flame. These radicals are essential in the chemical reactions. This has led to development of the fire tetrahedron with the bottom representing the sustaining of chemical reactions. This is illustrated in the next figure.

Combustion is a chemical reaction that feeds a fire more heat and allows it to continue. When the fire involves burning metals like lithium, magnesium, or titanium, it becomes even more important to consider the energy release. The metals react faster with water than with oxygen and thereby more energy is released. Putting water on such a fire results in the fire getting hotter or even exploding because the metals react with water in an exothermic

reaction. Some metals also burn in carbon dioxide. Therefore, inert agents for example dry sand must be used to break the chain reaction of metallic combustion.
The take home message here is that you must know what kind of fire you are dealing with to know how to distinguish it. If you are not certain, leave it to the professionals.

CAUSES OF ACCIDENTS AND INJURIES

What causes accidents and injuries? Actually, statistics have been maintained by a number of organizations and insurance companies over the years. With millions and millions of accidents and injuries, it's fairly easy to determine the different accident types, causes, and other information. Accidents are investigated to determine what happened, so precautions and safety standards can be implemented to prevent the same type of accident from being repeated.

That's one reason we have so many safety rules and regulations. If people keep falling off ladders, it could reveal that ladders are unsafe to use. Upon investigation of ladder accidents, professionals can determine how the ladder was used and what actually caused the accident.

In most cases it wasn't the ladder that was unsafe. It was the person using it in an unsafe manner. In fact, this is true of most accidents. You'd be surprised to learn that many ladder accidents and injuries are the result of unsafe acts of people.
That's right, unsafe acts of people.

Not equipment, not floors, not ladders, not machines, but people. How can that be?
People don't try to have accidents and they don't try to injure themselves. We're not saying that physical hazards never cause or contribute to an accident because they do. However, many accidents and injuries are caused by the acts of people…people taking short cuts not following proper procedures, ignoring safety rules, and just not paying attention. Or not being trained in safety procedures.

We should always consider possible risks before starting any job and consider how our actions might affect the safety of ourselves and others.

Safety is everyone s responsibility regardless of where you work Your company has provided you with training and equipment to perform your job safety but safety is really up to you. You need to follow company policies and procedures on every job, every day If you do that you ll be doing your part in helping to reduce accidents and injuries in the workplace.

SAFE LIFTING AND BACK INJURY PREVENTION

Safe Lifting
You ve probably heard it a million times bend your legs not your back The reason you ve heard it so much is back injuries are painful and debilitating and a serious back injury can prevent you from earning a living or enjoying your leisure time. Nobody wants a back injury.

What can you do to help reduce your risk?

Never bend your back when lifting. Never bend over and reach to lift anything. Your back is a complex and sensitive structure made up of vertebrae, discs and nerves. The discs are made of a soft jelly-like substance that acts like shock absorbers between the vertebrae. Bending over and lifting puts pressure on these sensitive discs and greatly increases the likelihood of an injury.

Never twist while lifting. This too can damage your back. You may twist and lift every day and you haven t experienced an injury or back problem yet If you continue to twist and lift, sooner or later, you will have a back injury. Instead of twisting, lift the item safely, pivot your feet then set the item down It doesn t take any more time and it could save your back
If an item is too heavy to lift on your own ask a co-worker to help you Don t try to lift it yourself. You ve been trained and taught proper lifting procedures
Whatever you lift, keep it close to your body.

The figure shown above is an illustration of proper lifting technique. You should lower your body by bending your knees keeping your back perpendicular to the floor. You should keep the object as close to your body as possible and then use your leg muscles to lift the object. But it s your responsibility to lift safely Nobody can do it for you it s your decision Make the right choice, the safe choice.

Tips to Prevent Back Pain
Back pain is a fact of life. Many of us have suffered back pain and we know that it's something to avoid. Most doctors don't agree upon what treatment for back pain is best. However, they all agree exercise and diet will greatly reduce your chances of back pain or injury. Since we're not doctors, you should get medical advice on diet and exercise that's best for you.

Proper work practices will make a difference.

As described in the previous section, there are some safe lifting techniques you can use to reduce the potential of injuries and back pain.
Don t lift heavy objects Get mechanical assistance Use hand trucks and folding carts as illustrated in the figure below.

When lifting avoid bending and twisting always use your leg muscles to lift.
Have lumbar support and armrests where you sit.
Change positions frequently.

Safety is a job requirement, but more importantly, safety is a moral obligation to yourself, the company, co-workers, and your family. One accident is simply one too many.

Exits
It is important to know where exits are located and to make sure they re not blocked Safety awareness will eliminate the vast majority of injuries.

Chapter 3: CLEANING

THREE T S OF CLEANING

In order to think through the proper steps in cleaning anything, you must first identify the problem, and then select the proper cleaning products and tools to do the job. Having done this, it is important to understand how to properly use these cleaning products and tools. This is an essential element of a successful cleaning job. It is important to know how and why certain procedures and products work and why some do not.

In order to increase the cleaning efficiency of any cleaning chemical, one can utilize what is known as "The Three T's of Cleaning".

The first "T" is for Time. If a cleaning compound stays on a surface longer, the cleaning efficiency of the product is enhanced. This fact explains why a foaming product is better than a pure liquid on vertical surfaces. A pure liquid runs down the vertical surface. The foam tends to remain longer on the surface; thus increasing the cleaning efficiency.

The second "T" is for Temperature. When hot water is used in a carpet extractor, or when hot water is combined with high pressure washing, or "steam cleaning", the product performs better.

The third "T" is for Turbulence or Agitation. Ever wonder why a black or brown stripping pad is used with a stripper to remove floor finish? The Brown Stripping Pad is constructed of polyester fibers in a semi open texture nonwoven fabrication. Abrasive particles are distributed throughout and adhered to the pad with a sturdy adhesive. This turbulence speeds the removal of floor finish.

Have you ever washed your car using a rag or sponge? You were adding turbulence which

makes the car get cleaner faster. When hand washing is accomplished, the three "T's" are put to work, and many other cleaning procedures employ the three "T's" of cleaning.

CHEMICALS USED FOR CLEANING AND THE MSDS

Chemicals are a vital part of any cleaning operation Without them we couldn t clean But with them, we need to take precautions. If you follow precautions, the chemicals you work with are safe. But you may need to wear personal protective equipment such as gloves in order to ensure your safety.

How do you know what kind of protection is required for each chemical?
The answer is the Material Safety Data Sheets or MSDS. The MSDS contains all the information you need to know about any chemical you work with such as ingredients, hazards, First Aid, personal protective equipment and more If you re unsure about a chemical ask your supervisor for the MSDS. You can never be too safe or too informed about the chemicals that you use.

Material Safety Data Sheet--MSDS
The Material Safety Data Sheet, commonly called the MSDS, is a component of your University s Chemical Hygiene Plan and Hazard Communication Program The MSDS contains information provided by the chemical manufacturer and is maintained by the University to inform students and staff of the possible hazards associated with chemicals being used in their laboratory or work area. It is a critical part of any laboratory safety program. The goal of the MSDS is to provide you with a summarized, multi-source resource that informs you of certain basic but necessary pieces of information regarding the substance or chemical you are about to use.

The MSDS informs you about the material s physical properties and related health effects personnel protective equipment necessary to protect the you, first aid treatment necessary in the event of an exposure, how to respond to accidents, and the planning that may be necessary in order to safely handle a spill.

The MSDS may vary in style and content, but all contain certain required sections. State and Federal law requires that all manufacturers and distributors of chemical products provide the end user with a manufacturer specific MSDS. One method of accessing is through electronic databases. Many employers keep a notebook with MSDSs for the particular cleaning supplies that you will be using in your job.

What is a Material Safety Data Sheet?
The MSDS is a widely used system for cataloging information on chemicals, chemical compounds, and chemical mixtures. MSDS information may include instructions for the safe use and potential hazards associated with a particular material or product. MSDS can be found anywhere chemicals are being used.

There is also a duty to properly label substances on the basis of physico-chemical, health and/or environmental risk. Labels can include hazard symbols such as the European Union standard black diagonal cross on an orange background, used to denote a harmful substance.

The goal of the MSDS is to provide the user with a summarized, multi-source resource that informs the user of certain basic but necessary pieces of information regarding the substance they are about to use The MSDS informs the user about the material s physical properties and related health effects, personnel protective equipment necessary to protect the user, first aid treatment necessary in the event of an exposure, how to respond to accidents, and the planning that may be necessary in order to safely handle a spill.

Each company can design its own MSDS form, and the sections may be in different order. But, the basic kinds of information on any MSDS will be the same. This is an example of the first page of an MSDS.

Chemical Name
For example, there is always a section that lists the identity of the substance or the chemical name on the label, date the MSDS was prepared, the name and address of the manufacturer, and usually a phone number for emergencies and more information.
Hazardous Ingredients/Chemical Identity

The section on hazardous ingredients and chemical identity includes names of substances in the chemical that might be dangerous, and safe exposure limits such as Permissible Exposure Limit or PEL as set by OSHA or the Threshold Value Limit or TVL. This section also lists common names for the chemical.

Physical Characteristics
The section on physical characteristics describes many physical qualities of the chemical, and lets you know what is usual or safe. For example, it may state how the chemical looks and smells; boiling and melting temperatures--this is important in case a chemical might become a gas you could breathe; evaporation rate; how easily the chemical dissolves; and

how heavy it is--this tells you if it will sink, float, or dissolve in water.

Fire and Explosion Data
The section with fire and explosion data provides information on the lowest temperature when the chemical could catch fire or flash point. It also contains flammability data that lets you know if it's flammable; if it catches fire below 100 degrees Fahrenheit; is combustible; or, if it catches fire above 100 degrees Fahrenheit. In addition, this section lists the best way to put out a fire involving that chemical.

Reactivity
The section on reactivity describes what happens if this chemical comes in contact with air, water, or other chemicals. It also describes conditions, like heat, or materials that can cause the chemical to react by burning, exploding, or releasing dangerous vapors. The chemical is called "incompatible" or "unstable" with these conditions or substances. For example, sodium metal is unstable when it comes in contact with water. It explodes!

Health Hazards
The section on health hazards lists ways the chemical might enter your body, like splashing on your skin or being breathed in as vapor. It will also list possible symptoms of overexposure. This section will provide information about how overexposure might make existing medical conditions worse, and it describes emergency first aid procedures.

Usage, Handling, and Storage
The section on usage, handling and storage describes how to clean up an accidental spill, leak, or release. This part will include any special procedures that might be required for clean-up. It will provide you with information on how to handle, store and dispose of chemicals safety. Remember, if there is an accident, you must notify your laboratory instructor or professor immediately. You may take care of it yourself only if you are trained to do so and are wearing the proper personal protective equipment.

Special Protection and Precautions
This section explains special Personal Protective Equipment to use when working with a chemical. It also describes requirements for special procedures, extra health or safety information, signs that should be posted, and other information not covered in other sections.

It is wise to study MSDSs for any chemicals you will work with in your job. MSDSs for a many commercial substances are not primarily intended for use by the general consumer.

Material safety data sheets focus on the hazards of working with the material in an occupational setting. For example, an MSDS for a cleaning solution is not highly pertinent to someone who uses a can of the cleaner once a year, but they are extremely important to someone who works with a cleaner or a chemical in a confined space for 40 hours a week.
You may work in many different departments throughout your facility…housekeeping offices the kitchen, and others. Employees in each of these departments use different chemicals in the performance of their job responsibilities.

You need to be aware of what chemicals are on what items before you use them. Some chemicals when mixed together can be quite deadly Let s give you an example A kitchen employee may have used ammonia on a rag to clean something in the kitchen That s perfectly okay as long as there was proper ventilation. Ammonia on its own is perfectly safe when used properly. But if you take the ammonia soaked rag and use it with detergent containing bleach you have just created a very hazardous condition.

Ammonia and bleach, when mixed together, form a deadly combination called chloramine gas. Chloramine gas can kill you. Never mix bleach and ammonia.

Stain removers and certain detergents can also be a hazard That is why it s vital to your safety and the safety of those around you to always read the chemical label and the MSDS sheet for each chemical that you use and always wear the required personal protective equipment. You can t afford not to

VENTILATION
Most of today s new office buildings and workplaces are highly insulated and practically air tight. While this is great as far as cost effective energy bills go, the down side to tightly insulated buildings is poor indoor air quality. As windows and doors are typically kept shut throughout the day, moisture, and stale air that can carry contaminants and pathogens. The air circulates inside and gives rise to various problems including mold and mildew, health problems, ruined furniture, and peeling paint. The quality of indoor air can be achieved through mechanical ventilation.

An excellent way to ventilate thoroughly, efficiently, and cheaply is to use exhaust fans.
What Are Exhaust Fans?
An exhaust fan is a mechanical ventilation device that helps to draw out stale and impure air from a room or building and bring in fresh air, thereby improving the quality of indoor air.

Exhaust fans

are typically ducted to the exteriors, through which bad indoor air can effectively be removed from your work space. Any volatile cleaning supplies will also be vented.
There is a lot of heat and humidity in the bathrooms and laundry rooms and without proper ventilation, mold and mildew can accumulate. Ventilation also keeps the heat down and makes your facility a more comfortable place to work.

Use spray bottles instead of aerosols for applying chemicals if another means is not possible, and make sure you have proper ventilation when using chemicals. When in a commercial building, make sure ventilation systems are turned on. Inadequate ventilation allows chemical byproducts to be absorbed into porous items such as ceiling tiles and wallboard.

What to do when there is no exhaust fan
If you are cleaning a restroom with no exhaust system prop the door open Place a “Cleaning in Progress sign in the doorway

Whenever possible, use mechanical means rather than chemical means for cleaning. For example, use a microfiber cloth instead of a chemical-based dust control product. Also use a microfiber cloth instead of a feather duster, which causes dust to become airborne.

REPORT HAZARDOUS CONDITIONS

We couldn t possibly cover every safety hazard you may encounter on the job That s why it s up to you to pay attention to safety and do your part to reduce accidents and injuries. You work in the facility every day and no one knows your job better than you.

The training you ve received should help you perform your job in a safe manner But it s really up to you. Obey all posted warning signs. Read and follow all instructions on chemical labels and MSDS sheets. Lift safely. You should always report hazardous conditions to your supervisor, so they can be corrected.

But most of all; use your common sense and good judgment and make yourself personally responsible for a safe and accident free workplace. Take pride in your job and in safety. Nobody can do it for you.

Chapter 4: CLEANING IN THE HEALTH CARE INDUSTRY

Sanitation and good housekeeping can both be defined as the practice of rendering the hospital free from agents injurious to health. Microbiology, the study of microscopic living, plantlike organisms, including bacteria, viruses, yeasts and molds is the biological science on which sanitation is based. There are many communicable diseases known to man. Each one of these diseases or infections is caused by a specific organism. Organisms enter the body through the respiratory tract, digestive tract or through breaks in the skin and multiply, causing tissue injury and body reaction. As the organisms multiply many are shed by the infected person and may be spread to others, thus beginning the cycle again.

BACTERIA

Bacteria are one of the more common microorganisms. Bacteria generally reproduce and multiply by simple division. Each cell reaches maximum size and divides into two parts. The two parts then grow to full size and each divides again. This cycle is repeated again and again. Food and environmental conditions such as moisture, temperature, light, and degree of alkalinity influence the rate of bacterial growth. Presence or absence of oxygen is also an important factor, because some bacteria require the presence of oxygen for growth and others require the absence of oxygen.

VIRUSES

Viruses are much smaller than bacteria and they are very often too small to retain in filters. Viruses are considered by some to be living organisms, by others to be complex protein molecules that are capable of growth and multiplication only in living cells. Because of their size, they can remain suspended for long periods of time or they can be transplanted from place to place through the hospital's air conditioning system.

INFECTION CONTROL

You know about infection, bacteria, and viruses, but how do you control these potential health hazards? Control of infection caused by these bacterial and viral organisms depends on breaking what can be called the chain of infection. This chain consists of the reservoir or source of infection, which might be bacteria laden dust, the means of transmission of the infection such as air and finally, the host. The object of infection control is to eliminate reservoirs and to block the means of transmission.

Pathogenic organisms can be transmitted from the reservoir of infection to the new host in four different ways:

1.The first of these is contact, which includes direct contact such as kissing and indirect contact, which means organisms are passed from their reservoir to some object or substance and then to the host.

2.The second type of transmission is sneezing or coughing, which involves droplets.

3.The third type is droplet nuclei, which are the small residue of evaporated droplets that carry pathogenic organisms. These droplet nuclei remain suspended in the air for long periods of time.

4.The fourth type is dust that has become contaminated, which is present on floors, in clothing, and in bedding and when stirred up by normal activities, moves from place to place.

The first step in infection control is to understand the difference between cleaning and sanitizing.

Cleaning is removing obvious dirt, debris, and other materials from a surface. Sanitizing or disinfecting is the actual killing of the microorganisms through heat or chemicals. Disinfectants are very helpful in infection control. There are specific housekeeping procedures essential in controlling the spread of infection.

Top priority should be given to the cleaning of horizontal surfaces, but also give proper attention to the cleaning of walls and other vertical surfaces. Harmful bacteria, which may be introduced into surroundings in a variety of ways, are often airborne for only a short distance. Then they become attached to both vertical and horizontal surfaces, but especially to floors.

Use wet-cleaning methods such as damp wiping, damp mopping, and wet mopping wherever possible. Ordinary dry dusting methods may serve only to redistribute bacteria-laden dust. The use of properly filtered or built in vacuum cleaners is acceptable for dusting and sweeping operations. Add effective germicides or other pathogen killing chemicals to wet cleaning solutions. Don't mix germicides and detergents because the two ingredients may neutralize each other if the appropriate chemicals are not used. If you want to use a combination of germicide and detergent they should be purchased premixed.

Although, the germicide has some value on the floor itself, its real value is in the reduction of bacterial levels in the mop bucket. Unless checked, bacteria multiply rapidly in the warm, moist environment of mop water and may actually contaminate a floor being cleaned.
Fresh damp wiping cloths, treated dust cloths, and clean wet mops should be used to clean surfaces.

The used wet mops and cleaning cloths must be laundered every day. They should not be left soiled or wet in a work closet overnight. Clean the equipment and storage closet every day. Separate cleaning equipment should be maintained for newborn nursery, postpartum, isolation nursery, delivery suite, operating suite, and the emergency department. Use plastic film or waxed paper bags for the disposal of infected materials.

THE LAUNDRY

Contaminated linens should be handled in accordance with approved techniques. Handling of linen is a crucial phase in infection control because soiled linen is a source of microbial contamination. Processing of soiled linen begins when the linen is removed from the patient, bed, stretcher, physician, nurse, examining table, or operating table.

Laundering removes pathogens by dilution, acidity, and alkalinity in the washing process and by application of extremely high heat of 345 degrees Fahrenheit or more in the ironing process. There are a variety of linen handling, processing, and disposing procedures, each unique to individual hospitals. Be sure to follow your hospital's policies and procedures because this is extremely important in infection control Be sure you ve had the proper training and if you re not sure about something, ask your supervisor.

ODOR CONTROL

Odor control is part of infection control. Odor problems arise as a result of poor sanitation in toilet areas, utility rooms and work closets. Deodorizer blocks or sprays that attempt to mask the odors are a mark of poor housekeeping. The most effective way to deodorize these areas is with fresh air, removal of the causes, and frequent cleaning with a detergent-disinfectant solution. Garbage collection areas and soiled linen storage areas may be sites where bad odors arise. Frequent removal of garbage, cleansing of garbage cans, and use of tight lids and the use of waxed paper or plastic liners in garbage cans will help to keep odors to a minimum. Good ventilation is extremely helpful also.

WASTE

Waste constitutes a problem and can be classified into three types:

Non combustible such as glass tin, casts, and other materials
Combustible such as wet tissue bone garbage flowers or dry combustible such as paper crates, cartons, and trash
Chemicals such as acids flammables and solvents

All waste except chemicals can be further classified as infectious or non-infectious. Cartons and boxes are classified as combustible dry waste, but a gift box discarded by a patient in isolation becomes combustible dry infectious waste. The best advice is to follow your hospitals waste handling and disposing procedures.

INSECT AND RODENT CONTROL

Insect and rodent control is very important in infection control as these pests do carry bacteria and other harmful microorganisms; therefore, each individual should take care in their daily work habits, cleanliness, and assisting the hospital in insect and rodent control program.

SUMMARY

Infection control is critical in hospitals due to a wide variety of potential hazards. Follow your hospital's policies and procedures, be aware of the hazards, and do your part in making your hospital as safe and infection free as possible. Employees and patients deserve no less.

BLOODBORNE PATHOGENS

Okay, let's talk about some of the risks and hazards associated with bloodborne pathogens and ways to avoid them. The first place to start is with training.

Under no circumstances should anyone be allowed to work with bloodborne pathogens in any form without full and complete training. Although you may have a special certification or other external training, your employer is responsible for providing you with thorough, sitespecific training and continued instruction in programs and procedures.

Written standard operating procedures or SOPs must form the basis of your ongoing bloodborne pathogen training program.

Training

If you are likely to be in contact with blood borne pathogens, you will have a program designed to provide a good understanding of bloodborne pathogens, common modes of their transmission, methods of prevention, and other pertinent information.
Bloodborne Pathogen training is required if you can reasonably anticipate facing contact with blood and/or other potentially infectious materials as part of your job duties. All Health Care facilities such as a hospital require bloodborne pathogens training and exposure plans, but there are a wide range of other individuals who may come in contact with blood or potentially infectious materials. These individuals may include industrial nurses, first aid providers, emergency first responders, police, and staff.

Pathogens

The pathogens of primary concern are the human immunodeficiency virus (HIV), hepatitis B virus (HBV), and hepatitis C virus (HCV). You are urged to take advantage of available engineering controls and work practices to prevent exposure to blood and other body fluids.

BLOODBORNE DISEASES

Bloodborne pathogens are microorganisms such as viruses or bacteria that are carried in blood and can cause disease in people. There are many different bloodborne pathogens including malaria, syphilis, and brucellosis, but Hepatitis B or HBV and the Human Immunodeficiency Virus or HIV are the two diseases specifically addressed by the OSHA Bloodborne Pathogen Standard. We are going to provide you with information about hepatitis C; this is a bloodborne pathogen that has no cure.

Hepatitis B

In the United States, approximately 300,000 people are infected with Hepatitis B or HBV annually. Of these cases, small percentages are fatal. "Hepatitis" means "inflammation of the liver," and, as its name implies, Hepatitis B is a virus that infects the liver. While there are several different types of Hepatitis, Hepatitis B is transmitted primarily through "blood to blood" contact. Hepatitis B initially causes inflammation of the liver, but it can lead to more serious conditions such as cirrhosis and liver cancer.

There is no "cure" or specific treatment for HBV, but many people who contract the disease will develop antibodies, which help them get over the infection and protect them from getting it again. The Hepatitis B virus is very durable, and it can survive in dried blood for up to seven days.

HUMAN IMMUNODEFICIENCY VIRUS

AIDS, or acquired immune deficiency syndrome, is caused by a virus called the human immunodeficiency virus, or HIV. Once a person has been infected with HIV, it may be many years before AIDS actually develops. HIV attacks the body's immune system, weakening it so that it cannot fight other deadly diseases. AIDS is a fatal disease, and while treatment for it is improving, there is no known cure.

It is good to know that, the HIV virus is very fragile and will not survive very long outside of the human body. It is primarily of concern to employees providing first aid or medical care in situations involving fresh blood or other potentially infectious materials. Because it is such a devastating disease, all precautions must be taken to avoid exposure.

HEPATITIS C

Hepatitis C is a blood-borne infection caused by an RNA virus, hepatitis C virus (HCV). This virus causes damage to the liver that may result in chronic infection and disease. HCV is unrelated to any of the other known hepatitis viruses (A, B, D and E), and infection is identified by the detection of antibodies to the virus in the blood.
There is no known cure for Hepatitis C.

Risk for exposure
Healthcare personnel are at risk for occupational exposure to bloodborne pathogens, including hepatitis B virus (HBV), hepatitis C virus (HCV), and human immunodeficiency virus (HIV). Exposures occur through needlesticks or cuts from other sharp instruments contaminated with an infected patient's blood or through contact of the eye, nose, mouth, or skin with a patient's blood. Most exposures do not result in infection.

Your employer should have in place a system for reporting exposures in order to quickly evaluate the risk of infection, inform you about treatments available to help prevent infection, monitor you for side effects of treatments, and determine if infection occurs.
How can occupational exposures be prevented?

Many occupational exposures can be prevented. Needle sticks and other cuts can be prevented by using safe techniques. Using appropriate barriers such as gloves, eye and face protection, or gowns when contact with blood is expected can prevent many exposures to the eyes, nose, mouth, or skin.

MODES OF TRANSMISSION

Bloodborne pathogens such as HBV, HCV and HIV can be transmitted through contact with infected human blood and other potentially infectious body fluids. These body fluids include semen, vaginal secretions, cerebrospinal fluid, synovial fluid, pleural fluid, peritoneal fluid, and amniotic fluid.

It is important to know the ways exposure and transmission are most likely to occur in your particular situation, whether it is providing first aid to an individual in an emergency, handling blood samples in the laboratory, or cleaning up blood from a hallway.

Bloodborne pathogens are most commonly transmitted through sexual contact, sharing of hypodermic needles, from mothers to their babies at or before birth, accidental puncture from contaminated needles, broken glass, or other sharps, contact between broken or damaged skin and infected body fluids, contact between mucous membranes and infected body fluids.

Accidental puncture from contaminated needles and other sharps can result in transmission of bloodborne pathogens. Anytime there is blood-to-blood contact with infected blood or body fluids, there is a slight potential for transmission.

Unbroken skin forms an impervious barrier against bloodborne pathogens. Infected blood can enter your system through open sores, cuts, abrasions, acne, and any sort of damaged or broken skin such as sunburn or blisters.

Bloodborne pathogens may also be transmitted through the mucous membranes of the eyes, nose, or mouth.

As an example, a splash of contaminated blood to your eye, nose, or mouth could result in transmission.

PPE, WORK PRACTICES and ENGINEERING CONTROLS

It is extremely important to use personal protective equipment and work practice controls to protect yourself from bloodborne pathogens. "Universal Precautions", also known as “Standard Precautions is the name used to describe a prevention strategy in which all blood and potentially infectious materials are treated as if they are, in fact, infectious, regardless of the perceived status of the source individual.

In other words, whether or not you think the blood or body fluid is infected with bloodborne pathogens, you treat it as if it is. Appropriate use of Personal Protective Equipment (PPE) is required by engineering and work practice controls. Where occupational exposure remains after standard engineering and work practice controls are implemented, personal protective equipment shall be used.

Impermeable gloves must be worn when hand contact with blood or mucous membranes is possible. Gloves must also be worn when Other Potentially Infectious Material or OPIM is possible. Gloves must be worn when non intact skin is anticipated, when performing vascular access procedures, or when handling contaminated items or surfaces.

You must be able to wash your hands after contact with blood or other potentially infectious materials. OSHA requires that employees wash their hands and any other skin with soap and water or flush mucous membranes with water as soon as feasible after contact with blood or other potentially infectious materials.

Protective clothing must be removed before leaving the room, and disposed of in an appropriately designated area or container for storage, washing, decontamination or disposal. Probably the first thing to do in any situation where you may be exposed to bloodborne pathogens is to ensure you are wearing the appropriate personal protective equipment (PPE). For example, you may have noticed that emergency medical personnel, doctors, nurses, dentists, dental assistants, and other health care professionals always wear latex or protective gloves.

Rules to follow

There are some simple rules to follow. When coming in contact with blood borne pathogens, you should always wear personal protective equipment. You should replace PPE that is torn or punctured. You should remove PPE before leaving the work area. If you work in an area with routine exposure to blood or potentially infectious materials, the necessary PPE should be readily accessible. Contaminated PPE should be placed in appropriately labeled bags or containers until it is disposed of, decontaminated, or laundered.

Gloves

Gloves should be made of nitrile a rubber used especially in latex-free gloves; neoprene rubber, or other water impervious materials. If glove material is thin or flimsy, double gloving can provide an additional layer of protection. You should always inspect your gloves for tears or punctures before putting them on. If a glove is damaged, don't use it!

When taking contaminated gloves off, do so carefully. Make sure you don't touch the outside of the gloves with any bare skin, and be sure to dispose of them in a proper container so that no one else will come in contact with them.

REMOVE YOUR GLOVES BEFORE DOING ANY OTHER WORK.

Goggles
Anytime there is a risk of splashing or vaporization of contaminated fluids, goggles and/or other eye protection should be used to protect your eyes. Splashing could occur while cleaning up a spill, during laboratory procedures, or while providing first aid or medical assistance.

Face Shields
Face shields may be worn in addition to goggles to provide additional face protection. A face shield will protect against splashes to the nose and mouth.

Aprons
Aprons may be worn to protect your clothing and to keep blood or other contaminated fluids from soaking through to your skin.

Wearing gloves, gowns, masks, and eye protection can significantly reduce health risks. The new OSHA standard covering bloodborne disease requires that you have appropriate personal protective equipment (PPE) and clothing available.

If you follow safe operating procedures and wear proper personal protective equipment the possibility of contracting a bloodborne disease is greatly reduced.

SELECTING PERSONAL PROTECTIVE EQUIPMENT

Janitors and housekeepers working in health care facilities must use personal protective equipment such as gloves. Single use gloves cannot be washed or decontaminated for reuse. Utility gloves may be decontaminated if they have not been compromised. If you are allergic to standard gloves, you must be provided hypoallergenic gloves or similar alternatives.

You should wear eye and mouth protection such as goggles and masks, glasses with solid side shields, and masks or chin-length face shields when splashes, sprays, splatters, or

droplets of potentially infectious materials pose a hazard through the eyes, nose or mouth. More extensive coverings such as gowns, aprons, surgical caps and hoods, and shoe covers or boots are needed when gross contamination is expected.

OTHER PROTECTIVE PRACTICES

If an your skin or mucous membranes come into contact with blood, you are to wash with soap and water and flush eyes with water as soon as feasible. In addition, you must wash your hands immediately or as soon as feasible after removing gloves. If soap and water are not immediately available, your employer may provide other hand washing measures such as moist towelettes. You still must wash with soap and water as soon as possible.
You must refrain from eating, drinking, smoking, applying cosmetics or lip balm, and handling contact lenses in areas where they may be exposed to blood or other potentially infectious materials.

Normal clothing that becomes contaminated with blood should be removed as soon as possible because fluids can seep through the cloth to come into contact with skin. Remember to use universal precautions and treat all blood or potentially infectious body fluids as if they are contaminated. Avoid contact whenever possible, and whenever it's not, wear personal protective equipment. If you find yourself in a situation where you have to come in contact with blood or other body fluids and you don't have any standard personal protective equipment handy, you can improvise. Use a towel, plastic bag, or some other barrier to help avoid direct contact.

Hygiene Practices
Hand washing is one of the most important and easiest practices used to prevent transmission of bloodborne pathogens. Hands or other exposed skin should be thoroughly washed as soon as possible following an exposure incident. Use soft, antibacterial soap, if possible. Avoid harsh, abrasive soaps, as these may open fragile scabs or other sores. Hands should also be washed immediately or as soon as feasible after removal of gloves or other personal protective equipment.

Because hand washing is so important, you should familiarize yourself with the location of the hand washing facilities nearest to you. Laboratory sinks, public restrooms, janitor closets, and so forth may be used for hand washing if they are normally supplied with soap. If you are working in an area without access to such facilities, you may use an antiseptic cleanser in conjunction either with a clean cloth or paper towels or you may use antiseptic towelettes. If these alternative methods are used, hands should be washed with soap and

running water as soon as possible.

Decontamination
Decontamination should be accomplished by using a solution of 5.25% sodium hypochlorite or household bleach diluted between 1:10 and 1:100 with water. The standard recommendation is to use at least a quarter cup of bleach per one gallon of water. Decontamination can also be accomplished by using Lysol or some other EPA-registered tuberculocidal disinfectant. Check the label of all disinfectants to make sure they meet this requirement.

If you are cleaning up a spill of blood, you can carefully cover the spill with paper towels or rags, then gently pour the 10% solution of bleach over the towels or rags, and leave it for at least 10 minutes.

If you are decontaminating equipment or other objects such as scalpels, microscope slides, broken glass, saw blades, tweezers, mechanical equipment upon which someone has been cut, first aid boxes, or other contaminated equipment, you should leave the disinfectant in place for at least 10 minutes before continuing the cleaning process.

Of course, any materials you use to clean up a spill of blood or potentially infectious materials must be decontaminated immediately, as well. This would include mops, sponges, re-usable gloves, buckets, and pails.

For large blood spills, you should generally contact custodial staff for cleanup. They are trained to do this and use disinfectant to decontaminate the area. However, if you are trained to do so, you can cleanup blood spills if the above procedures are followed.

Sterilization
Sterilization can be achieved using a number of techniques such as heat, irradiation; filtration; and chemical sterilization. In the microbiology laboratory, the most widely used sterilizers are autoclaves. Autoclaves eradicate micro-organisms by use of pressurized steam to cause thermal stress. To achieve a sufficient kill rate, it is necessary to raise the temperature such that even the most thermo-tolerant micro-organisms are inactivated.

Sharps
Needles and broken glass must be disposed of in sharps containers. Improperly disposed needles can cause injury.

Needles
Needles should never be recapped.
Needles should be moved only by using a mechanical device or tool such as forceps, pliers, or broom and dustpan.
Never break or shear needles.
Needles shall be disposed of in labeled sharps containers only.

Sharps containers shall be closable, puncture-resistant, leak-proof on sides and bottom, and must be labeled or color-coded.

When sharps containers are being moved from the area of use, the containers should be closed immediately before removal or replacement to prevent spillage or protrusion of contents during handling or transport.

Broken Glassware
Broken glassware that has been visibly contaminated with blood must be sterilized with an approved disinfectant solution before it is disturbed or cleaned up.

Other Sharps
There are safety dangers associated with accidental breakage of glass capillary tubes. These tubes are used for collection of blood in a variety of health care settings, including hospitals; ambulatory care facilities, physicians' offices, blood donation facilities, and blood testing centers.

Accidental breakage of the tubes has been reported when the tubes are inserted into putty for sealing and during centrifugation.

Blood can spatter, potentially exposing personnel to bloodborne pathogens. The broken glass fragments also can injure the user, resulting in exposure to blood. Breakage during use may result in a penetrating wound and blood inoculation to the user.

To reduce the risk, OSHA recommends that users consider blood collection devices less prone to accidental breakage and readily available, including capillary tubes that are not made of glass, glass capillary tubes wrapped in puncture-resistant film, products that use a method of sealing that does not require pushing one end of the tube into putty to form a plug, or products that allow the blood to be measured without centrifugation.

Signs, Labels, and Color Coding

Warning labels need to be affixed to containers of regulated waste, refrigerators and freezers containing blood or other potentially infectious material; and other containers used to store, transport, or ship blood or other potentially infectious materials.

These labels are fluorescent orange, red, or orange-red. Bags used to dispose of regulated waste must be red or orange red, and they, too, must have the biohazard symbol readily visible upon them. Regulated waste should be double-bagged to guard against the possibility of leakage if the first bag is punctured. Labels should display the universal biohazard symbol.

Emergency Procedures
In an emergency situation involving blood or potentially infectious materials, you should always use Universal Precautions and try to minimize your exposure by wearing gloves, splash goggles, pocket mouth-to-mouth resuscitation masks, and other barrier devices.

If you are exposed
If you are exposed, however, you should wash the exposed area, report the exposure, fill out a report form, and request testing.

1.Wash the exposed area thoroughly with soap and running water. Use non-abrasive, antibacterial soap if possible. If blood is splashed in the eye or mucous membrane, flush the affected area with running water for at least 15 minutes.
2.Report the exposure to your supervisor or instructor as soon as possible.
3.Fill out an exposure report form. This form will be kept in your personnel file so that you can document workplace exposure to hazardous substances. This form can be obtained from your Safety Department.
4.You may also request blood testing or the Hepatitis B vaccination if you have not already received it.

Hepatitis B Vaccinations
Employees who have routine exposure to bloodborne pathogens, such as doctors, nurses, first aid responders, and similar occupations, must be offered the Hepatitis B vaccine series at no cost to themselves. The employees have a right to refuse the vaccination but will need to complete a form documenting their decision not to accept the vaccination.

Record Keeping
Medical records are to be retained for each employee with occupational exposure of bloodborne pathogens for the duration of employment plus 30 years. These records must be

confidential and must include name and social security number; hepatitis B vaccination status, and results of any examinations, medical testing and follow-up procedures; a copy of the healthcare professional's written opinion; and a copy of information provided to the healthcare professional.

Training records must be maintained for three years and must include dates, contents of the training program or a summary, trainer's name and qualifications, names and job titles of all persons attending the sessions.

Medical and Training Records
The Bloodborne Pathogens Standard requires both medical and training records be maintained. For at least the duration of employment plus 30 years, and must be kept confidential not disclosed without written permission of employee, except by law and separate from other personnel records.

Chapter 5: CLEANING PROCEDURES AND TIPS

CLEANING PRINCIPLES

Cleaning can be a rewording and sometimes fun! It helps to know the basic cleaning principles. First look at what it is you want to clean Do you know where the dirt came from If not don t worry. I will give you some ideas on how to find out It s also important to know the different cleaners and when to use them.

Let s get familiar with some basic cleaners
Abrasives work like sandpaper and physically remove dirt. They come in powders, liquids and tools like brushes, sponges and pads.

Acid is the opposite of alkaline and can be used to remove rust stains, water deposits and even clean clogged pipes. Depending on its pH level the lower from 7 the more powerful. 7 being neutral and anything higher is considered a Alkaline. Some acids include lemon juice, (citric acid) vinegar, (acetic acid) and hydrochloric acid.

Alkaline can be used to remove heavy oil and grease, wash windows. Clean coffee and tea stains and dissolve grease. Alkaline include banking soda, ammonia, TSP, acronym for TriSodium Phosphate, and lye.

Bleaches used to bleach out a discoloration by removing or adding oxygen. Bleaches are also used to disinfect because of their ability to kill germs safely. Bleach types include oxygen bleach which adds oxygen, reducing bleach which removes oxygen, and peroxide.

Detergents have the ability to lower surface tension and of deflocculating soil and dirt clumps and keeping them in suspension, so they can be washed away. Detergents are typically considered to be both water and oil soluble, which serves as an emulsifying agent. Detergents are used to clean both soil and grease. Detergents include laundry cleaners or synthetic detergents and soap.

Solvents are capable of dissolving another substance to form a uniformly dispersed mixture. They are chemically capable of dissolving oily and greasy soils and stain and speed up drying time because they evaporate faster than water. The types of solvents are water miscible or wet solvents like alcohol and butyl cello solve, and water immiscible or dry solvents like OMS, acronym for odorless mineral spirits and kerosene.

Enzymes are microorganisms engineered to break down protein and oil into their basic components. Enzymes are sensitive to pH changes and chemical reactions.
Now you have the knowledge of what the basic cleaners do. So now we need to identify the problem.

Some grime you might already know.
Some might be more complicated.
Food might automatically be considered a protein; some foods like juices and condiments contain dye.

Urine is a protein but it s also very acidic and may require a combination of enzyme and alkaline to completely remove it.

The pH Scale
In chemistry, pH is a quantitative scale for measuring the acidity or alkalinity of liquid solutions. The scale runs from the number 0 to 14. The number 7 on the pH scale is neutral, not acid or base. The number 0 on the pH scale is a strong acid. The number 14 is a strong alkali. In the cleaning industry the word “alkali is used to denote base So the pH scale runs from 0 acid to 14 alkali.

On the pH scale each full number increase represents a tenfold increase of the acidity or alkalinity of the solution. It is a geometric progression by the number 10. So pH of 1 is 10 times more powerful than pH of 2. The pH of 3 is 100 times more powerful than pH of 4.
The numbers on the scale denote the “strength characteristics of the solution not the “quantity or dilution of the solution. Whether you have a drum of lye or a table-spoon of lye they both have the same strength characteristics pH.

COLOR CODING OF CLEANING SUPPLIES

Why Color Coding is Important?
Color coding cleaning supplies improves training and communication. It is an intuitive visual coding system, removing language and literacy barriers when training a diverse workforce in proper cleaning processes. Color coding also provides supervisors with quick visual indicators for monitoring employee activity to prevent tool or chemical misuse.
Examples of the Use of Color Coding of Supplies in Cleaning:
Red: High bacteria areas for example restrooms with toilets and urinals.

Red cleaning supplies are used in areas of the restroom that have higher bacteria

concentrations, where sanitation is a priority. Particularly toilets and urinals should have a high priority.

Yellow: Specialty cleaning for gymnasiums and laboratories.

Use for sinks and general restroom cleaning, to prevent cross contamination from toilet and urinal areas. May also be used for specialty cleaning activities such as gymnasiums, laboratories and floor-care projects.

Green: Foodservice areas for example cafeterias and kitchens.

Green cleaning supplies should be used in areas that come into contact with food, including kitchens, cafeterias and employee break rooms. Or for example, a separate color could be used for food preparation areas for an added degree of safety. For example, in food preparation areas, one color, for example a light lime green, could be used for raw meats and another color for preparation of fruits, vegetables, and lettuces, for example a deep woods green.

Blue: General use for example offices, hallways and classrooms.

Blue is used for general cleaning in offices, entrances, hallways and reception areas.

Color Coding Prevents the Misuse of Chemicals
The use of color coding for cleaning supplies prevents the misuse of chemicals and reduces the transfer of harmful substances by separating potentially hazardous cleaning chemicals into their appropriate areas. For example, mopping solutions can be coded for a specific floor to avoid the use of caustic chemicals that may permanently damage the surface.

Simplifies Supply Management
By keeping cleaning tools in their proper areas, color coding allows custodial departments to keep better track of their equipment and supplies. Productivity increases when employees no longer have to search for misplaced tools or proper cleaning equipment.

Improves Efficiency
Color coding enhances the professional appearance of employees and increases their efficiency by making it easy to organize the cleaning process.

Of course every facility is unique. The colors discussed here are just the common colors used in color coding. Additional colors may be used for specific applications, such as color

coding types of chemicals for use with specific flooring materials or counter tops.

In addition, color tape or decals can be applied to your existing or off the shelf cleaning supplies. This gives you the ability to easily change cleaning applications and reassign supplies to different areas or functions as required. For example, color coded decals can be used to change supplies from the general use blue coding to the bathroom red coding.

It is never recommended to reassign any red labeled cleaning supply. Certainly if any red coded supplies are reassigned to any other areas, the supplies must be thoroughly decontaminated, cleaned, and sanitized by disinfection or sterilizing. It would make good sense to dispose of the red supplies and purchase new ones instead of risking cross contamination.

The next figure shows a series of colored and white brushes used in cleaning. Color coded decals or tape can be placed on the handles of the white brushes to achieve color coding.

Chapter 6: Cleaning Office Buildings

As mentioned above there are many different areas in office buildings, hospitals, and schools that require cleaning. Office buildings have restrooms with toilets, urinals, trash cans, and sinks to be cleaned. They also have restaurants, cafeterias, and kitchens that are food service areas. In addition, office areas have entry ways, hallways, and classrooms that must be cleaned. And finally there are specialized areas such as gymnasiums and laboratories that must be cleaned. In this chapter we will address cleaning the areas mentioned above; as well as mirrors, walls, floors, window coverings, upholstery, televisions, and computers.

CLEANING RESTROOMS

We will start with cleaning restrooms The fact is that at least percent of the public s complaints about buildings concern the upkeep of restrooms. According to industry professionals, there is an increase in public awareness of what one can acquire from dirty restrooms. Because of this, owners, operators, manufacturers, distributors and suppliers are all working hard to come up with systems and processes to make cleaning easier, safer, faster and better.

Restroom Deep Cleaning

Indeed, relatively recent innovations in restroom cleaning range from ergonomically designed toilet-bowl brushes and environmentally safe citrus-based cleansers to color-code and even touch-free cleaning systems.

Combined with old-fashioned common sense and attention to detail, the new cleaning improvements make it easier and safer than ever to leave a restroom spotless.
Because the definition of ‘clean is very subjective and varies from one environment to another, it is important to determine what is required in terms of cleanliness. One definition of clean is “free from dirt or impurities

With the exception of critical care areas, such as those found in some health care facilities or food service environments there are few, if any, broadly established cleaning standards.

Toilet Cleaning Today

A workable cleaning schedule is important. Most restrooms are cleaned once a day and sometimes monitored throughout the day. Restrooms with high traffic volume, such as those

in airports, restaurants and other establishments may need attention hourly. According to experts, managers and operators who thoroughly assess the overall use of each restroom in their facility will have far fewer restroom complaints.

Those who devise cleaning schedules that accommodate the need for regular cleaning and maintenance, as well as incidental and as-needed cleaning will not hear any complaints.

Top Five Restroom Complaints
Once the cleaning basics have been established – how clean and how often – cleaning professionals still face every restroom s “Top Five These are the five typical restroom complaints and the most common cleaning challenges that workers face. They are:

1) Cross-contamination hazards
Soap and towel dispensers that don t work
3) Unsightly garbage
4) Soiled or stained surfaces
5) Persistent odors

CROSS-CONTAMINATION

There are a number of ways to prevent the spread of germs when cleaning a restroom. Experts say, first kill the germs by using disinfectant solutions properly. In order to achieve disinfection, it is important to carefully follow label directions on the cleaner container. More often than not, the directions will include specifics on how the cleaner is to be applied, as well as the length of time that it should remain on surfaces in order to achieve the required disinfection levels.

Other recommendations include using a color-coded system when cleaning. With a system like this, tools that are one color can be used for cleaning toilets, while a different color can be reserved for intense work.

This type of system will make sure that management as well as the cleaning staff doesn t use any of these tools outside the restroom.

SOAP AND TOWEL DISPENSERS THAT DON T WORK

This is a case where back-ups make sense.
Managers may want to consider offering patrons both hand towel machines and hand blow

dryers. This is an alternative solution if one or the other is out of order. Frequent service, repair, and replacement of machines also help eliminate this common complaint.

UNSIGHTLY GARBAGE

Regardless of whether a restroom is disinfected properly, unsightly garbage can make it appear unsanitary. Studies show that people often use a paper towel on door handles when leaving restrooms If a garbage receptacle isn t near the door they often drop the towel on the floor.

Analyzing traffic and these types of use patterns will help determine whether alternate placement or additional receptacles are needed.

SOILED OR STAINED SURFACES

An obvious first step in cleaning would be removal of visible soiled surfaces.

The nature of the surface and the soil will affect which tools and cleansers to use. For instance, degreasers might be just the solution for some of the surface stains found in fastfood restaurant facilities.

Industry manufacturers advise that users proceed with caution when using various cleansers. There are many very aggressive cleaners which can remove soil from surfaces, but will also harm finishes.

Surface damage only makes maintaining cleanliness and appearance that much more difficult in the future. Thus, selection of the mildest, yet effective cleaners is the best approach to balance these factors.

PERSISTENT ODORS

When dealing with this common complaint, building managers are advised to look down – at the grout or the floor drain.
Often times, odor-causing bacteria can be found in grout lines where mops may not reach. If this is the case, it may be helpful to re-evaluate the products used to do this cleaning. Bacteria must be killed to remove odor. Other times the best thing to do is to look up, because light fixtures and even ceilings can harbor bacteria or mildew spores. It is important

to note that thorough ventilation can reduce odors in high humidity areas such as restrooms. Make sure all air vents are cleaned.

Managers dealing with a lot of in and out restroom traffic, such as those found in schools and airports should carefully assess regular cleaning schedules to make sure these problems are addressed.

INNOVATIONS

When it comes to cleaning restrooms, manufacturers found that a thorough assessment of cleaning procedures is what led to some of the best innovations.

After spending many years evaluating restroom cleaning and the various procedures called for, manufacturers found two overall problems.

First, there was a very high turnover among employees and training was an issue within janitorial departments.

Second, many janitorial departments rarely updated the tools they used for cleaning, many of which were not ergonomically designed.

In response, the cleaning supply industry soon introduced various ergonomically designed tools. These were designed to reduce back pain through the use of longer handles, which also kept a worker s face away from the toilet bowl containing chemicals and fumes Manufacturers have commented that the use of these types of products will not only make cleaning easier and safer for workers, they will also result in worker retention.

Many of the improvements offered by manufacturers, suppliers, trainers and others in the industry have had a similar value-added impact on restroom cleaning.
Microfiber mop heads and cloths adhere to dirt more efficiently and are easier to lift than traditional “spaghetti mops because they weigh less

Why use microfiber supplies?
Microfiber cleaning cloths provide a non-toxic and chemical free cleaning solution. They are outstanding for allergy and asthma sufferers, as well as anyone with chemical sensitivities. They also provide a healthier cleaning solution because microfiber cleaning supplies can be used without cleaning agents, soap, or detergents. In addition they are gentle on furniture, mirrors, windows, and porcelain as the fiber is fine and it does not leave scratches, mist or

marks.

Microfiber mop heads and cloths are also more environmentally friendly because they use less water they re washable and reduce the amount of trash left at the end of the cleaning day.

Environmentally friendly green cleaning is a trend that has grown stronger in recent years. Many manufacturers have introduced tools that are designed specifically for recycling whenever green cleaning tools wear out. Instead of replacing the entire tool when a part breaks, many manufacturers provide replacement parts.

In addition, many workers use squeegees and water to clean restroom mirrors and windows. The benefit is that departments will use fewer chemicals and will not find trash bins filled with paper towels as a result of cleaning.

Cleaning chemicals should also be considered in green cleaning. There are many manufacturers that provide cleaning products certified with Green Seal.
These new innovations make it easier for companies to accept green cleaning into their programs.

WHAT DOES CLEANING GREEN ENTAIL?

First, a definition Green Cleaning is cleaning to protect health without harming the environment. Basic principles of Green Care are listed below.

Focus on entryways inside and out. An important goal in cleaning green is to trap and remove dirt and pollutants before they enter the building and to frequently clean the entrances and entryway mats.

Minimize particles and chemicals in the air by mechanically capturing dust and dirt, using course spray for chemicals and applying the cleaner to the cloth rather than spraying the surface to be cleaned.

Use chemical management systems for accurate product dilution. Train employees to use chemicals properly to minimize waste and maximize cleaning efficiency, an important element of cleaning green.

You should empty vacuum bags at the end of shifts or when half full for cleaner and more

efficient operating.

Ensure proper vacuuming, extraction, rinsing and drying. Carpets can be a host for moisture problems and mold growth. Green cleaning means minimizing these problems.
Focus on preventative measures. Janitorial staff washes their hands and keeps equipment clean and well maintained.

Focus on touch-points. These are door handles, bright work and other areas where people come in contact with the facility or its fixtures. Focusing here makes cleaning green easier. Apply disinfectant in restrooms properly and make sure the chemical has proper dwell time so that soil is thoroughly removed using less product. Use labels on chemical cleaners for proper use and review the Material Safety Data Sheets.

Promote safety and prevent cross-contamination. Safer products and proper use and storage of chemicals help create a safer environment. As discussed earlier, color-coded tools ensure that pollutants don t get carried from one area such as a restroom to another room.

Whenever possible use Green Cleaning Chemicals and Products Green Seal s Standard for Industrial and Institutional Cleaners (GS-37) certified chemicals for general purpose, washroom, glass, and carpet cleaning.

Use hand soaps that do not contain antimicrobial agents except where required by law or regulations for example healthcare or food preparation.

Microfiber dusting cloths and flat mops to collect dust and dirt pick up dust with minimal water and chemical use. These out-perform traditional dusting and mopping materials and can often be used to remove soils without the need for chemical compounds. Micro-fiber materials can be washed and reused to minimize paper towel waste.

Use of Effective Janitorial Equipment
One example of effective janitorial equipment that is environmentally friendly is the highspeed burnisher with dust control attachments that captures fine particles.

Carpet extractors and automatic floor scrubbers that reduce water consumption are also effective janitorial equipment.

Green cleaning includes the use of “Green Paper products These paper products are rated

for recycled content in janitorial paper products bleached without the use of chlorine or its derivatives. In addition, paper products dispensed from large rolls to minimize packaging and waste are used in Green cleaning. Folded paper towels are discouraged.

“Hands-free paper towel dispensers that reduce the potential for cross-contamination and high-capacity dispensers that promote waste-reduction by controlling towel usage are on the list of “Green Paper products

For all the innovations in the industry, the need for common sense and attention to detail is as great as ever. Training employees properly is a task that experts say should always be at the top of a building manager s “to do list Industry professionals emphasize that it is important to have the proper tools when cleaning, but it may be even more important to have the proper training.

Attention to Detail
Just look at a restroom, any restroom. The entire area may be clean and sparkling, but what about the dirt build-up around stall posts or behind toilets or baseboards. Everything must be cleaned properly or the restroom isn t clean

When cleaning toilets, one of the most important parts is the underside of the lip of the toilet. This is where urine and feces can be splashed and lime, calcium and rust stains can build up That s where bacteria and germs can form quite easily causing a filthy toilet Cleaning the underside of the toilet is extremely important.
Dusting a restroom is also a critical part of your job. Dust, bacteria and germs can settle in vents, on tops of overhead ledges and, of course, on vents.

Cleaning and Sanitizing
Remember there is a difference between cleaning and sanitizing. Cleaning is washing or wiping a surface Cleaning removes dirt dust and debris but it doesn t kill bacteria

Sanitizing kills bacteria.
There are two ways to kill bacteria.

1.One is to use high temperature water, similar to very hot water used in a dishwasher. Hot water sanitizes the dishes and kills bacteria That s not logical for restrooms but you can use an approved sanitizer after cleaning to kill bacteria. Steam cleaners are commercially available.

2.Another way is cleaning and sanitizing. Cleaning and sanitizing is required in making surfaces free of bacteria. Remember that cleaning and sanitizing are two different systems and both are required when servicing restrooms and other areas.
Some sanitizers are called disinfectants and some products combine cleaning and disinfecting ingredients into one product. These combined products work well only on surfaces that are already relatively clean. For dirtier surfaces it is important to clean first and then apply a separate disinfectant.

For the disinfectant or sanitizer to be effective, it must remain in place for at least 10 minutes.

Deep cleaning of restrooms needs to be done at least weekly. However, a deep cleaning may also be required when cleaning a restroom for the first time, or when you encounter a particularly dirty situation. High traffic restrooms may need a deep cleaning once a day even if routine cleaning is done more frequently.

Most deep cleaning can be done with regular chemicals by mixing with less water so that they are more effective. In addition, it may be necessary to spend more time removing soils using brushes and scrub pads.

Steps to Cleaning a Restroom
Don t allow your restroom to become the source of customer or employee complaints Adhere to the following guidelines to insure a cleaner, healthier restroom environment.

GET READY TO CLEAN.
When you are preparing to clean a bathroom, first make list of duties and cleaning supplies that will be required for each job. You should make certain the supply closet is clean and contains the proper supplies and equipment. An example list of cleaning supplies is provided below.

1.Disposable Latex Non-Medical Gloves these gloves come in large, medium, and small sizes.
2.Safety Goggles or Safety Glasses
3.Toilet Bowl Swab
4.Microfiber Mop System
5.High Density Trash Liners 32 Gal.
6.General Purpose Cloth
  Extendible Lamb s wool Duster

8.Glass Cleaner Windex® is a common commercially available glass cleaner
9.Cleaner/Disinfectant Lysol® Brand Disinfectant All purpose Cleaner with Bleach and Antibacterial Scrubbing Bubbles® Bathroom Cleaner are common Cleaner/Disinfectants. There are other commercially available Cleaner/Disinfectants for professional cleaning services.
10.Kleenex® Cottonelle Toilet Tissue
11.Health Guards Regular Toilet Seat Cover Refill
Figure 40 Items for cleaning the bathroom
12.Sanitary Napkins or Tampons
13.Paper Towels
14.Hand Soap
"Wet Floor signs

DISINFECT TOILETS, SINKS AND SURFACES

Before disinfecting toilets, sinks and surfaces make sure you are wearing the proper safety items such as gloves and protective eyewear. Be sure to review the MSDS for each chemical that you use. Spray all fixtures with the correct chemicals to allow time to "soak in Wipe clean.

RESTOCK EXPENDABLE SUPPLIES

When you are restocking expendable supplies, always make sure you fill the dispenser with the correct size paper or soap product. Be sure to secure the dispenser after it has been filled.

EMPTY, CLEAN AND RE-LINE WASTE RECEPTACLES

The next job will be to empty, clean and re-line waste receptacles. You should make sure all litter is picked up prior to emptying the receptacles. Use the correct size liners and taper the excess liners by tying on one corner.

SWEEP OR DUST MOP FLOORS

Depending on the floor surface, you will either sweep or dust mop the floor.

CLEAN SINK AND COUNTERS

The next job will be to clean the sink and counters. First, remove all debris from counters. Start at the backsplash of the counter and work towards the drain. Be sure to dry all surfaces.

CLEAN MIRRORS

To clean the mirrors, start in one corner and work from right to left. Use circular cleaning motions for best results. Inspect for streaks and smudges.

SPOT CLEAN WALLS, PARTITIONS, BRIGHT WORK

Spot cleaning is the next job. Using the proper chemicals spot clean all vertical surfaces starting at the bottom and working your way up. Clean all bright work. Bathrooms don't just need to be clean, they need to shine. All that white porcelain, bright work and tile work demands weekly, if not daily attention.

Cleaning Toilets
WHAT YOU NEED:
1. Goggles or glasses.
2. Toilet brush.
3. Gloves.
4. Cleanser for inside of bowl.
5. Cleanser for outside of the toilet.
6. Paper towels or cloths.

REMOVE EVERYTHING FROM AROUND THE TOILET.

Cleaning the toilet is a messy job, and there's always the chance of splashing cleanser or toilet water outside of the actual toilet. Prevent extra cleanup by removing all excess items from around the toilet. Don't forget to remove anything on top of the tank to prevent dropping items into the bowl during cleaning.

FLUSH AND ADD CLEANING SOLUTION.

Flush the toilet with the lid down to prevent splashing or spraying. Add your choice of powdered, liquid, or gel cleanser to the bowl. Try to apply the cleaner as close to the toilet rim as possible to prevent diluted cleanser.

CLEAN THE EXTERIOR OF THE TOILET.

While the cleansing solution soaks into the toilet grime in the bowl, clean the outside of the toilet. Start at the top to prevent dripping on already clean surfaces.

Spray the tank, handle, and tank edges with cleaner and wipe down.
Next do the outside lid of the toilet.
Finally wipe down the entire bowl. Start with the sides and front before cleaning the bottom edges of the toilet where it meets the floor.

CLEAN THE TOILET SEAT.

The toilet seat should never be neglected. It is the part of the toilet that comes into actual contact with people, and it needs to be cleaned thoroughly. Raise the seat. Spray the seat, inside lid and the rim of the toilet with cleanser.

Wipe down the lid, seat, and hinges at the back of the toilet seat. Some toilets have hinges that will pop open to allow better access for cleaning.

CLEAN THE INSIDE OF THE TOILET BOWL.

Begin cleaning the bowl from the top down. Always begin scrubbing under the rim first. Look under the rim to get all the stains and grime scrubbed away.

Even though there are many commercial products available, Lime-A-Way® is a commercial product that is a concentrated blend of mild organic and mineral acids formulated to remove calcium and other hard water mineral deposits from under the rim of toilets. It has a pleasant fragrance and is easy to use. It removes rust, calcium and lime build up from toilets and it effectively cleans even the toughest hard water stains.
Next scrub the bowl. Finally scrub the hole at the bottom of the toilet.
Always flush the toilet with the lid down.

WIPE UP ANY DRIPS OR SPILLS.
Wipe up any drips of cleanser or water that may have occurred.
Put away tools and trash. Replace the items removed at the beginning of the cleaning process.

TIPS FOR CLEANING TOILETS

1. Wear eye protection when cleaning a toilet. It prevents splatters of toilet water and cleaner. You may also want to use gloves to prevent contact with your hands.
2. Flush the toilet with the seat lid down to prevent splattering and splashing.
3. Do not use sponges when you scrub a toilet. Sponges are a great way to breed bacteria, and there are already enough in bathroom. Paper towels are great options because they are thrown away. If you use reusable cloths or microfiber cloths, wash them immediately in their own load on hot water with bleach.

In summary, to properly clean a toilet you should use the appropriate germicide to clean the seat cover top and bottom. Then lift seat cover and clean underside and top of toilet seat, under side and bowl rim, and finally clean the handle and exposed plumbing. Flush toilet with seat down and leave the seat up to indicate you have cleaned commode.

Cleaning Urinals
Some cleaning tools and materials for cleaning urinals are listed below.
1.Bowl swab
2.Trigger sprayer
3.Clean cloths
4.Gloves and goggles
5.Toilet bowl cleaner
6.Cleaner disinfectant, liquid or foam aerosol
In addition to toilets, urinals need to be cleaned, disinfected and deodorized. Disinfecting the urinal reduces the growth and spread of bacteria.

PROCEDURES FOR CLEANING A URINAL

Remember to put on gloves and goggles, and then clean the inside of the urinal.
First, apply 1 to 2 ounces of bowl cleaner evenly onto the bowl swab. Then swab the entire inside surface, under the rim, and where the water outlets are located.
Next, flush urinal and rinse bowl swab thoroughly. Set bowl swab aside, placing it into a carrying container.

Clean and disinfect the flush handle and all the chrome around the urinal. Wipe it dry.
Next, clean the outside of the urinal by spraying with a cleaner disinfectant. Pay special attention to the underside of the outside of the urinal. Wipe with a clean cloth.
Use a new cloth to start the next urinal. Toss used cloth to be laundered.

Mopping Restroom Floors
Cleaning Tools and Materials needed for mopping restroom floors.
1.Pump up sprayer and one bucket with wringer or Two buckets with wringers
2.Wet mop
3.Broom and dust pan
"Wet floor signs
5.Gloves and goggles
6.Cleaner/Disinfectant
7.Cleaning Procedures:
The bathroom floor is mopped to clean and disinfect it and to eliminate odors and bacteria.

PROCEDURE FOR MOPPING A RESTROOM FLOOR

First, put on gloves and personal protection equipment. Remove all movable obstacles from the floor.
Sweep floor and pick up pile with dust pan.
Position the mop bucket or buckets outside door.
Place "Wet floor sign at the entrance

Use either the spray down, mop up method or the two bucket method to get cleaner disinfectant on the floor.
Apply product on floor, starting in the farthest corner.
Work moving backwards towards the door.
Be sure to get disinfectant around toilets, under urinals and under sinks.
Allow to stand amount of time recommended by manufacturer s directions
Dip wet mop into clean water rinse. Wring out dry.
Start at the farthest corner and pick up disinfectant solution that is on the floor.
Dip mop in rinse water frequently. Continue until all disinfectant solution has been picked up.

CLEAN UP AFTER MOPPING

Always clean up after mopping the restroom floor Most facilities have a janitor s closet with a deep well sink and cabinets for supplies. Use this sink to empty the bucket or buckets and sprayer should. And then, you should rinse the mop. All of the tools and materials should be stored properly.

REMOVE CAUTION SIGN AND INSPECT WORK
Review all of the jobs that you just completed. Make sure all dispensers are full, mirrors are streak free, and all fixtures are clean.

Cleaning a Laundry
Cleaning Tools and Materials needed are listed below
1. Vacuum with hospital grade filter, dusting tool
2. Deck brush
3. Mop bucket with wringer
4. Clean cloths
5. Wet/dry vacuum
6. Pump up sprayer
7. Trigger sprayer
8. Clean bucket for rinse water
9. Gloves and goggles
10. Cleaner disinfectant
Laundry rooms must be cleaned to prevent possibility of cross contamination. The laundry is a central location for linen that gets redistributed throughout the facility.

Procedure for Cleaning the Laundry Room

DAILY PROCEDURES
Daily procedures for cleaning the laundry room will include
First put on gloves and goggles.
Next, you should the empty waste receptacles. Remember to tie the liner and dispose of the waste properly. And then, spray the waste receptacles with disinfectant from trigger sprayer, inside and out and wipe them dry with a clean cloth.
Damp dust with a cleaner disinfectant sprayed on a cloth. Rinse used cloth in clear water, reapply disinfectant to continue. All sills and ledges, outsides of wash and drying machines and loading doors should be cleaned. Tables for folding linens should also be cleaned. Vacuum floor surface to remove all lint.
Using a deck brush and water from the mop bucket, remove any accumulations of soap on the floor surface. The last job is to damp mop floor with a cleaner disinfectant starting at the back of the room and mopping to the door Remember to place the “Wet Floor sign at the door
Pick up solution with a wet dry vacuum.

WEEKLY PROCEDURES
Wash walls completely. To wash the walls fill the pump up sprayer with diluted cleaner

disinfectant. And then, spray walls from bottom up. Next, wipe walls dry.
Clean any or all overhead pipes with vacuum dusting tool.
Wash all linen carts. Use trigger sprayer and spray all surfaces with cleaner disinfectant. Let the solution set for a few minutes and then wipe dry.

PERIODIC CLEANING PROCEDURES
The linen storage cupboards should be emptied and cleaned with a cleaner disinfectant.
Washing Walls
Cleaning Tools and Materials needed for washing walls and wall partitions are listed below.
1.Trigger sprayer
2.Clean bucket
3.Clean cloths
4.Gloves and goggles
5.Cleaner disinfectant
6.Cleaning Procedures:

Walls and Wall Partitions are washed because dirty walls are unsanitary. Dirt acts as a breeding ground for bacteria. In addition, dirty walls make the room appear dull.

PROCEDURE FOR WASHING WALLS AND PARTITIONS

Put on gloves and personal protection equipment.
Using a trigger sprayer filled with diluted cleaner disinfectant, spray solution on walls, starting from the bottom and working your way up.
Wipe walls clean from the top down using a clean cloth.
Rinse cloth frequently in clear water rinse.
Thoroughly clean the underside of the partitions. This area becomes dirty from urine splash and needs daily attention.

Window Washing
Cleaning Tools and Materials needed for washing windows.
1.Window squeegee
2.Clean cloths
3.Window tool and bucket or Trigger sprayer
4.Window cleaner
5.Gloves and goggles
6.Cleaning Procedures:
You should pay particular attention to cleaning windows. Clean windows add to the overall

impression of cleanliness. More light comes in clean windows, improving the outlook of those inside the building. Windows need to be cleaned more often in colder weather.

Remember, condensation and temperature fluctuations encourage streaking and dust accumulation on windows. In addition, oils in exhaust and cooking deposit on the glass surfaces in colder weather.

PROCEDURE FOR WASHING A WINDOW

Put on gloves and goggles. Open drapes and raise venetian blinds or shades.
Next you should clear window sill of obstructions. Clean window sills inside and out using glass cleaner and a clean cloth.
Cover window with window cleaner solution using a trigger sprayer or window tool.

USING A SQUEEGEE

Remove solution and dirt from window using a squeegee. Move the squeegee from side to side or in a figure eight motion, or move it from top to bottom of the glass. Wipe off squeegee with clean cloth after each stroke.

After using the squeegee, wipe the glass dry with a clean cloth. When finished, wipe off window sills with a clean cloth. Clean window frames with window cleaner and a clean cloth. When complete, close drapes and put blinds or shades in place.
Clean and return tools and materials to storage area.

Dusting
Prevent dust by using two entrance mats at each entrance. One just outside the door and one just inside the door will reduce the amount of dust, dirt, and debris that enters your facility.

Check and maintain your air filters to make sure they are functioning properly. Air filters will last between 1-3 months, but should be changed as they become clogged with dirt and debris.

By keeping windows closed, you'll prevent dust and debris from blowing into your home. Double check your window and door weather-stripping to make sure it is still functioning properly.

There are many dusting products on the market, but each one has its own set of pros and cons. Use the right dusting tool for your jobs. Microfiber cloth dusting supplies is a favorite. If you use a furniture oil or polish, be sure to follow the directions and don't overuse the product. Overuse or improper use can lead to a buildup on your furniture or clouding of the wood surfaces.

Dust from top to bottom to prevent going over surfaces more than once. Sometimes you may need to wet dust after you dry dust. Always dry dust first. Be careful about allowing even a small amount of water on wood surfaces.

CARE FOR FLOORS

CARE FOR WOOD FLOORS
Regular cleaning keeps wood floors and furniture looking their best. All you need is a good vacuum or microfiber dust mop, a soft cloth, and Murphy Oil Soap. It's easy!
Vacuum your floors and dust furniture daily. Gritty dust can scratch wood surfaces. For effective vacuuming, use a Windsor with Sensor technology. It will automatically adjust to your floor type

And for effective floor cleaning, use the microfiber mop system for both dry dusting and wet mopping. Mop up spills right away to avoid stains.

Cleaning wood floors regularly with Murphy Oil Soap Original Formula is easy. Dilute Murphy s in a bucket according to directions. Use a microfiber wet mop.

Wipe up any excess water with a soft, dry cloth or dry dust mop.
Murphy s isn t just for wood flooring and furniture It also safely cleans laminate flooring and many other surfaces.

CLEANING MARBLE FLOORS

Marble is often used for floors in commercial office buildings and hotels in lobbies in entry ways, halls, and lobbies. Janitors are required to maintain these floor materials.
Marble is generally polished, and unless sealed it is porous and easily stained. Marble is also able to be etched by acids. Marble may be stone, but it stains easily, so you need to wipe anything off that is spilled on it immediately, as you would on a wood surface.
Regular cleaning includes washing marble surface with lukewarm water and wipe dry with a clean cloth. Wiping marble surface with a damp chamois is suggested as it will not leave

streaks.

Unsealed Marble that has become dull can have a shine brought back to it using a commercial marble cleaner and polish. For badly damaged marble surfaces, if it's scratched or etched by excessive wear, you will most likely need to have it professionally polished. Marble professionals have the right equipment for the job and know how to use their tools properly.

There are different types of stains that can affect marble. Organic stains, such as tea or coffee. These stains will need a poultice soaked with 20% peroxide and a few drops of ammonia.

Stains that are oil based, such as the oils from butter, lotions need attention right when the spill occurs. You can do this by spreading the surface with ordinary household corn starch. Let it stand for a few hours, Scrub with a stiff brush and hot sudsy water. Or wipe with a dampened cloth of ammonia.

A commercial rust remover can be used to remove rust stains from an item such as a metal lamp on the surface or metal container. Acid stains, from citrus fruits juices and carbonated beverages should be wiped up immediately; they can etch and dull the surface. If stains seem to be impossible to remove, your Marble professional will be able to help remove them and bring the beauty back to your surface.

CLEANING LINOLEUM AND VINYL FLOORS

Proper care of your linoleum or vinyl floor prevents damage, extends its life and keeps it looking like new for years. You should always vacuum or dust hard floor surfaces before mopping.

Linoleum floors generally require only warm water for cleaning. Most detergents won't rinse clean leaving behind a sticky residue. That residue becomes a magnet, attracting dirt off the bottom of shoes. It builds up, deteriorating the sealant and leaving you with the hard job of stripping and waxing.

If you find your floor requires a cleanser, use Ivory® Liquid dish soap or equivalent. Fill your bucket with suds, mop away then rinse. Ivory rinses clean so the sticky buildup never causes problems. Other detergents can be too harsh for the floor so stick to Ivory or an equivalent. Mix dish soap in a spray bottle of water as an all-purpose cleaner. It's

inexpensive and quite a good cleaner.

Some linoleum floors have grooves so deep you can sink a submarine. Grab a nylon bristle brush other brushes might scratch the floor. Then, fill your bucket or sink with warm water add a good squirt or two of the dish soap and scrub the floor; and then rinse. Your floor needs this deep cleaning only twice a year.

What to do about black heel marks. Not a pretty sight. Spray a little WD-40® on a towel; lightly rub and they disappear without scrubbing. Rinse thoroughly with sudsy water or the floor might be slick.

Carpet Care
Maintaining carpet through regular vacuuming, deep cleaning, and stain removal has many benefits:

Extend the life of the carpet as ground in soil particles weaken carpet fibers
Provide a fresh clean look to a room
Making a room smell better
Helping allergy and asthma sufferers by removing germs and dust, thus better Indoor Air Quality

VACUUMING

Dirt and grit damage carpet by rubbing against the fibers. Regular vacuuming prevents the deep abrasion that ruins carpet. Remember to change the disposable bags often. Loose threads should be cut off with a scissors.

DEEP CLEANING

Carpet should be deep cleaned with hot water extraction or steam cleaning every 12 to 24 months. Steam cleaning involves spraying a high pressure solution of water and detergent onto the carpet and vacuuming the dirty solution out.

SPOT REMOVAL

It is very important that all stains get prompt attention since stains can be better cleaned right after they happen. Follow these steps when removing a stain.
Remove excess wet stains by blotting with a clean absorbent cloth (use a wet/dry vacuum

for large stains) and dry stains by scraping with a dull edge. Always blot or sponge stains, scrubbing can spread stains and damage carpet fibers.

Apply cleaning solution to a clean absorbent cloth or paper towel. Do not soak the carpet. Working from the edges of the stain to prevent spreading, blot until no more stain is absorbed. If necessary, use your fingertips to work the solution to the base of the stain. Wait 3 minutes for the solution to work.

Apply clean water to another cloth or paper towel. Blot to remove any residue.
Carpet fibers may later absorb deep stains. More cleaning may be necessary.
Allow carpet to dry, vacuum or brush carpet to restore its texture.

Blind Cleaning
When it's time to clean your blinds and shades, even your best friend is hard to find. But there are some simple and effective ways to clean blinds and shades with minimal effort.

ALUMINUM MINI-BLINDS

Use ordinary soft, clean dust cloths, chemically treated dust cloths, vacuum cleaner brush attachments, or other available ordinary household aids. The paint surface of the slats is quite smooth and dust is easily brushed off if done at regular intervals.

To vacuum, use the brush dust head attachment and tilt the slats first up, then down but not entirely exposed to reach the entire top and bottom surfaces.

To dust, use a soft clean cloth or chemically treated dust cloth and tilt the slats as above.

To wash, use a damp cloth or sponge and mild detergent. Use warm or cold water - NOT hot water. Tilt the slats as above. Protect the floor or sill from excess water. The blind can also be taken down, placed in a bath tub of mild soapy water, then rinsed clean, wiped dry, or allowed to dry completely in the open air.

WOOD BLINDS

Care must be taken when cleaning real wood blinds. Washing the blind is NOT recommended. Although the wood is sealed, water or even excessive dampness may cause warping or discoloration of the slats.

Since the surface of the slats is smooth, dust may be easily brushed off at regular intervals using a clean soft dust cloth or a vacuum cleaner brush attachment. Clean them as described above.

FABRIC PLEATED SHADES

Most of the cellular shades, like the Hunter Douglas Duette shade, are anti-static, and they require very little cleaning. A light sweep with your vacuum cleaner brush attachment is all that is needed to keep them dust free. For a more thorough cleaning, the entire shade assembly may be gently wiped with a soft damp cloth using lukewarm (not hot) water.

Take special care when handling opaque blackout shades to avoid creasing, and do not immerse them in water. For tough stains, spot clean with a mild detergent. Some shades, like the Graber CrystalPleat® have a "soft hand" fabric.

Be very careful when trying to clean these types of shades as they tend to "pill". When a fabric pills it becomes covered in small balls of matted fiber because of rubbing.

Computer Rooms
How to clean computer rooms
Things you will need:
1. Air duster
Figure 56 An example of a commercially available air duster
2. Microfiber duster
3. Vacuum cleaner
4. Cotton towel

The flooring beneath our computer desks needs to be cleaned to ensure our computers stay in top working order. Dirt and dust particles building up on the floor below your computer can affect the health of your computer. Clean floors will diminish the risks of fouled circuitry. Regular cleaning of your computer room floors will ensure that your equipment will operate efficiently.

Make sure your computer is turned off before you start. Be careful not to unplug or loosen any plugs. Spray the cords underneath your desk with an air duster.

Get off as much loose dirt and dust particles from the computer cords as possible.
And then, run a microfiber dry duster over any loose cords on the computer room floor.

Remove dust from any outlets and the underside of cords.
Use a hose attachment with an angled edge on your vacuum to remove the dirt from your computer floor. Lift up the cords to get underneath. Do not use the vacuum's sweeper brush on the cords.

Immerse your cotton towel in warm water and wring it out. With the barely wet towel, work under your computer desk to remove any last speck of dust particles from beneath your desk. Do not put the wet rag on the computer's cord.

Dust under computer desks every week. On a monthly basis, follow the entire computer floor cleaning routine.

UPHOLSTERY CLEANING

Upholstered furniture can be very expensive. If you have a sofa, chair, loveseat, or some other type of upholstered furniture that is in good condition but just dirty, these upholstery cleaning tips will save money and time.

The key with upholstered furniture is choosing the appropriate type of cleaning method. For example, an antique chair that is hand embroidered would require a different cleaning technique than a sofa that was store bought.

GETTING THE UPHOLSTERY STAINS OUT

Maintaining clean furniture is part of having a facility where people enjoy working or visiting. With furniture, upholstery is just one aspect but an important one. Think about all the times people have eaten on the sofa, dropping bits of food or drink that leave stains. Then you have the dirty feet, dirty clothing, and just everyday wear and tear that can leave upholstery looking dirty and drab. Getting those stains out does not have to be painful.

The most important thing to remember when cleaning upholstery is to consider the fabric. If you are unsure, you can check with the manufacturer s information Then before you start in cleaning a large stain, we recommend you work first on an inconspicuous area to ensure no discoloration or damage is done. With that done, the following are a few of the more common stains found on upholstery and methods for removing them.

OILY CHEESE STAINS

Cheese is another food product that is seen spilled on upholstery. Again, things like nachos are a favorite snack food but they leave stains. For cheese, mix one teaspoon of mild, ph-balanced detergent with one cup of warm water. With a clean, white towel, blot at the cheese stain. Then mix one tablespoon of regular ammonia with one-half cup of water, again blotting the stain. Finally, blot the stain with clean water to remove any detergent or ammonia and let the area dry.

INK STAINS

Clients or employees may sit down with a pen in their pocket and before you know it, a stain is left. Ballpoint pens, especially blue, are common stain makers. Ink stains can be removed. The key is to be patient and persistent, as ink stains can be stubborn. Just make sure you only blot. Rubbing could cause the ink stain worsen. You have a number of options when removing ink stains.

- Spray hairspray onto a clean, white towel and then dab at the stain, followed by blotting with a clean, dry towel
- Treat a clean, white towel with isopropyl rubbing alcohol. Again, blot the ink stain, followed by a dry towel
- Again, with a clean, white towel, apply nail polish remover or acetone. Blot the ink stain from the outside edges toward the center
- Using a clean, white towel, use spirits of turpentine, blotting as with the other treatment options

Commercial products that work well on ink stains include Carbona or Afta; these are extra strength bio-enzyme cleaners that are formulated to get out tough stains. They come with a builtin applicator brush. With both, you would use a clean, white towel, dabbing the affected area.

COFFEE STAINS

Sipping coffee on an upholstered chair or sofa is everyday occurrence. To get rid of a coffee stain, mix one teaspoon of a mild, ph-balanced detergent with one cup of warm water, then blot from the outside in. Follow this with blotting the stain with a mixture of one-third cup white vinegar with two-thirds cup water. When finished, use a clean, white towel to absorb any excess, allow the area to dry.

VACUUM UPHOLSTERY

Upholstery cleaning tips are important since dust settles onto fabric more than hard surfaces. Therefore, regular cleaning to keep your upholstery looking and smelling clean is essential. In fact, we recommend you clean your upholstery furniture once every two months. Typically, you can use your regular vacuum cleaner with the appropriate attachment to keep it clean. Just keeping the dust off will help furniture last much longer.

Carpet Cleaning
Strive to clean your carpet as soon as you notice any spills or spots on you carpet s surface This action alone can save lots of time and damage, as well.
Before cleaning any surface areas, use a small portion of your cleaning products over a small and hidden area to avoid damage or discoloring of the carpet.

Proper care of your floor prevents damage, extends its life and keeps it looking new for years. How do you properly care for your flooring?

Vacuum carpet regularly, and do not use liquid carpet shampoos to clean them. The shampoo can t be completely rinsed out leaving a sticky residue That residue acts like a big magnet pulling the dirt from the bottom of your shoes. Use dry carpet cleaners instead. Stores selling vacuum cleaners carry them.

Getting out old shampoo becomes the trick. Rent a shampoo machine that cleans with water. You should mix 1 cup vinegar per 2 ½ gallons of water and clean according to directions on the vacuum cleaner. Go back over the carpet with warm water only. The vinegar pulls out the old shampoo cleaning the carpet as well. It may take a time or two, but your carpets will be soft and free from grime. The hot water reactivates the shampoo already in the carpet providing the needed cleansing action.

Stains in carpet can be the difficult to remove. Never rub a stain, just blot. Rubbing breaks down the fibers and spreads the stain. Remove most food stains with shaving cream. Spray on and resist the temptation to rub it in then let it set 15 minutes. Rinse with a vinegar and water solution.

Club soda generally removes red wine stains. Remove red dye stains found in drink mixes, Popsicles, dog and cat food with a 30/70 solution of peroxide to water. Remember peroxide is bleach so test an inconspicuous spot first for color fastness. Apply the mixture, wait 30 minutes then remove as much moisture as possible and rinse with a vinegar/ water solution. If the stain

remains add a bit more peroxide to the mixture and retreat Brake cleaner also does a good quick job of removing most food stains.
Dab a little on a clean cloth and gently blot the stain. Rinse with soap and water. Brake cleaner contains the same chemical professional dry cleaners use to clean stains in clothing. Do not pour brake cleaner directly into the carpet. It could dissolve the adhesive holding the fibers in the carpet.

Oops someone s dog had an accident on the carpet and the stain and smell refuse all attempts at removal. First try an enzyme product. Pour on enough to saturate to the pad and treat an area twice as large as the stain. Urine hits the pad and spreads. Let it set a couple of hours.

Enzyme products are available at commercial janitor supply stores, Pet stores, RV or marine stores. They are used in the holding tanks to dissolve solid material.

If the enzyme product does not remove all the stain or odor, baking soda and peroxide remain your best chance for success. Mix a 30/70 solution of peroxide to water adding 1/2 teaspoon of baking soda per cup of mixture. It bubbles and fizzles, but not before removing the stain and smell. Always test a spot first for colorfastness. Peroxide is bleach and may discolor the carpet. Blot up what you can with an old towel and rinse well with 1/3-cup vinegar per quart of water.

Oil, grease, magic marker and ink can also be the difficult to remove. Most janitorial companies or WalMart carry a product called De-Solv-it® Cleaner. WD-40® or Orange Clean Degreaser® all work wonders removing these stubborn stains.

Rubbing alcohol removes ink. Blot on allow to set 30 minutes and blot to remove. Rinse with sudsy water. Magic marker is generally permanent and you may not be able to remove it.
If you find bubble gum stuck to carpet, freeze it with ice cubes and chip off what you can with the blunt side of a kitchen knife. De-Solv-it® Cleaner removes the rest.

Wax on carpet can also be frozen with ice and chipped off. Wax needs heat for removal. Some newer carpets are quite sensitive to heat and scorch easily. So test an out of the way spot first. You can also use a hair dryer set to the hottest setting. Set your iron to a low to medium heat. The less heat you use, the less chance of scorching your carpet. Take a white paper towel or paper bag with no writing on it as the dye may transfer to the carpet, and then put the towel down on top of the wax. Then iron the towel for no longer than 2 seconds. Move the towel and redo if necessary. Generally once is enough.

Drapery Cleaning

Drapes are notorious for quietly accumulating dirt and absorbing odors, contributing to a room full of grime. In some cases it can aggravate asthma and breathing conditions.

Cleaning the curtains can be a tedious, time-consuming task. To clean drapes, you must haul down the drapes, wash, and re-hang them. Before you start there are some factors you should consider.

Curtain fabric is rarely pre-shrunk like clothing. There's a risk that the fabric will shrink as it is washed and dried, which results in gaps and shortages when the drapes are re-hung.

Heavy fabrics can lose shape when washed turning all those carefully placed creases and pleats into just a memory.

Rarely color-safe, drapery fabric can fade and lose color after a cycle through the washing machine and dryer.

Your company might consider having the drapery cleaning job done professionally; if one is available in your area.

Water can stain certain fabrics such as silk and alter the texture of others, changing the way the curtains hang and fall at the window If you choose to rely on professional curtain cleaners, you may hire two types of cleaning companies. The first will remove the drapes to clean them; expect them be returned within three to five days. The second will use a method to clean the drapes while they remain hanging at the windows.

Companies that promise quick, easy service use one of two processes to do so:

1. The dry cleaning method is accomplished by spraying dry cleaning chemicals onto the drapes and vacuuming off the residue and dirt. Though convenient, keep in mind that the cleaning solvents can be extremely flammable, may linger in your facility and should not be inhaled.
2. The steam-cleaning method is when the cleaners use a controlled attachment to run a steam machine over the drapes, steaming away dirt and odors. This process does not work on watersensitive fabrics such as silk where there is a risk of water damage.

It can be tempting to bring your drapes into local dry cleaners, but keep in mind that dry cleaning yards and yards of fabric can be costly. And since the chemicals used by commercial dry cleaners are designed to clean clothing, the results are never guaranteed when used to clean curtains.

Television Cleaning

TOOLS AND MATERIALS NEEDED

1.Trigger sprayer
2.Clean cloth
3.Gloves and goggles
4.Cleaner disinfectant
In a hospital setting, a television is cleaned and disinfected to reduce the spread of infections that originate in patient contact equipment.
For general public use, televisions are cleaned and kept dust free to increase its life.

PROCEDURE FOR CLEANING A TELEVISION

Put on your gloves and goggles.
Fill trigger sprayer with diluted cleaner disinfectant solution following manufacturer s directions.
Turn off the television. Never clean the television while it is turned on. If the patient/resident is watching it at the time, ask if you may turn it off for cleaning.
Spray disinfectant solution onto clean cloth. Never spray the disinfectant solution directly on the television!
Wipe the front and side vertical surfaces and the top and bottom of the television. Never wipe the back of the unit with a wet cloth!

Chapter 7: Food Service

CLEANING THE KITCHEN FOR THE JANITOR

Kitchen and food service safety is an important topic. Kitchens and food service areas are cleaned by janitors. They must know how to safely clean these areas. They must understand their responsibilities and how they differ from kitchen staff. This chapter covers such topics as slips and falls, cuts, responsibilities for safety, use of wiping cloths, spills, blocking exits, and storage of cleaners.

Slips and Falls

Any spill, especially water spills in the kitchen or food service area should be mopped, and then wiped dry with a dry rag or towel.

When grease, mayonnaise, salad dressing or other items containing oil are involved, after you clean the spill, use an abrasive powder such as a powder cleaner. This removes the oil, under the surface of the floor This is particularly critical on tile and marble floors If you don t use the abrasive powder, the floor will remain very slippery.

When cleaning up broken glass, never use your fingers to pick up the glass. Use a small broom and dustpan.

You should use caution signs in the area to alert others. If you see something on the floor that doesn t belong there pick it up Always wear approved safety resistant safety footwear in the kitchen. When you see water on the floor or some other hazard, clean it up!

About Cuts

Quite a few injuries occur from people opening boxes with box cutters. Box cutters are often called finger cutters. That's right, finger cutters. Devices such as this are designed to cut. They cut cardboard skin fingers hands arms legs…that s their purpose to cut When using cutters, you must keep your free hand out of the cutting path of the blade.

Responsibilities

Employers have the primary responsibility for protecting the safety and health of their workers by providing them with proper equipment that is working properly, personal protective equipment, and a safe working environment. Employees are responsible for following safe work practices. Basically your safety is your responsibility.

Use of Wiping Cloths
Kitchen staff knows to use separate wiping cloths for cleaning surfaces that come into contact with food from cloths used for equipment, prep tables, or cutting boards.
Janitors and custodians are responsible for general cleaning in kitchens and food service areas. Cloths used for floors, walls, countertops can never be used for items that come in contact with food.

Each type of wiping cloth should be stored in its own separate labeled or color coded container containing sanitizing solution. There are at least two types of sanitizing solutions that may be used. One is a bleach solution with a 50-100 parts per million (ppm) of sodium hypochlorite and the other is a quaternary ammonia solution at 200-300 ppm ammonia. Never mix bleach and ammonia!

Spills on the Floor
Spills on the floor are a workplace hazard that must be cleaned up immediately. Janitors or custodians are usually the first to be called when a spill occurs.
Coworkers should be advised about the spill verbally or with a “Wet Floor sign to prevent anyone from accidentally walking through the spill.

It is important to identify the nature of the spill. This will aid in determining how to proceed with clean up. A bucket and mop should be used to apply the correct cleaning solution. Directions for proper use on the cleaning solution container should be followed and any remaining moisture should be cleaned up.

Post warning signs or cones should be used to divert floor traffic until the clean-up site is dry.

Cleaning supplies should be put away properly.

STORING CLEANERS

Cleansers and other non-food items are ALWAYS stored separately from foods. Separate shelves, separate cupboards, sometimes even separate rooms.

Chemicals used by janitors are NEVER stored in food containers, nor are foods to be stored in chemical containers.

Chemicals should be kept in their own original packaging or in other break-resistant, clearly labeled containers.

When using chemicals, follow the handling instructions contained in Material Safety Data Sheets or MSDSs that are available in your workplace.

Chemicals should be kept away from food handling areas. If chemicals come into contact with food, throw the food away.

You should always store chemicals below and away from food and utensils and the farther, the better.

Chapter 8: Storing and Handling Garbage

This chapter covers storing and handling garbage.
Never store garbage in your facility, move it promptly to a waste container outside. This is especially important if you are collecting garbage in a food handling area. Make sure that doors and external windows keep out pests, such as flies and rats.

Careful storage of waste is also important to avoid attracting pests. You should:
Not allow food or other waste to gather in food areas
Keep the storage area clean
Arrange for garbage to be removed regularly.

When you move garbage; wash your hands. Don't wait for garbage to pile up, keep it moving and make regular 'garbage runs' out to the refuse container.

Place garbage in sturdy leak-proof plastic or metal containers with tight-fitting lids.
The containers should be lined with clear plastic bags or with wet-strength paper.
Clean and sanitize garbage containers frequently to prevent odor and keep from attracting insects and other pests.
After any kind of garbage duty you must wash your hands.

WASH YOUR HANDS

Washing your hands is simple, right? But are you sure you are doing it the right way? Here are a few tips for washing your hands.

Wet hands with warm water
Apply a generous amount of soap and lather hands well
Rub hands together for 20 seconds or the amount of time it takes to sing Happy Birthday; paying special attention to the areas between fingers and under nails.

Rinse hands thoroughly with warm water
Dry hands with a disposable towel
Use the disposable towel to turn off the faucet and open the door, if in a public place.

Chapter 9: The End

We have discussed procedures and safety in the Janitorial and Custodial Industry. No matter what occupation you have, remember that there are responsibilities associated with your job.

We have covered many procedures and safety topics. Ideally safety is freedom from danger. As we stated earlier, every topic for the Janitor and Custodian cannot be covered in this one manual. Some of the topics that are covered include protection from the risk of harm or injury, achieving a clean, sanitary environment, procedures for cleaning, safety devices, and responsibilities.

Technology is moving ahead, changes are being made everywhere you go and everyone is busy. Business today is a fast paced no-nonsense environment where productivity and efficiency mean everything.

Each person has the responsibility for safety, not only for yourself and the safety of your coworkers but also for facility occupants.

Janitorial 5 Star Services

Item: **BLD2121632P1:BLD2121632P1:BLD2121632P1:BLD2121632P1:Janitorial Services - Large Facilities Group 3 - Agreement No. 4**

Attachments

Agreement 4 Proposal.pdf

Agreement 4 Pricing Sheet.xlsx

Attachments.pdf

Employee and Safety Training Manual.pdf

JANITORIAL
5 STAR SERVICES LLC

"Allow us to give you a Star Cleaning"

1961 NE 25th Ave

Pompano Beach, FL 33062

954-702-2053

954-552-4571

Solicitation BLD2121632P1

Agreement No. 4

Large Facilities Group 3 (5 Locations)

Janitorial Services – County Facilities

May 26, 2021

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Ability of Professional Personnel:

Describe the qualifications and relevant experience of the Project Manager and all key staff that are intended to be assigned to this project. Include resumes for the Project Manager and all key staff described Include the qualifications and relevant experience of all subconsultants key staff to be assigned to this project.

Kristen Olbel

Kristen Olbel is the Chief Executive Officer of Janitorial 5 Star Services. She oversees all operations within the company and works closely with all project managers to guarantee optimal results on each contract. Kristen develops and cultivates a positive working relationship with each contract coordinator prior to contract initiation. She designs, fosters, and deploys strategies for generating resources and revenue for the company.

EDUCATION

Bachelor of Arts (Sociology/Criminal Justice & Psychology) University of Dubuque -Dubuque, IA

WORK HISTORY

Janitorial 5 Star Services (Chief of Operation) (20 Years Experience in the Field)
Fort Lauderdale Police Department (Police Officer) (13 Years Experience in the Field)

Mikelange Olbel

Mikelange “Mike Olbel is the Chief Operations Officer of Janitorial Star Services He develops strategic plans to advance the company s mission and objectives to promote revenue profitability and growth as an organization He oversees all operations to ensure all contracts are executed with effectiveness, quality, service, and cost-effective management of resources.

EDUCATION

Masters of Science (Business Administration, Public Administration & Psychology) Iowa State – Ames, IA
Bachelor of Arts (Criminal Justice & Sociology, Minor in Psychology) University of Dubuque -Dubuque, IA

WORK HISTORY

Janitorial 5 Star Services (Chief of Operation) (20 Years Experience in the Field
Team Saving Our Youth Inc Chief Executive Officer Years Experience in the Field)
Community Based Connections, Inc. (Executive Director) (5 Years Experience in the Field)

Lakesha Houston

Lakesha Houston currently oversees all janitorial Broward County contracts to include the Broward County School District. She is experienced in operations and management with over 15 years of experience. She oversees and is responsible for inventory, equipment maintenance, routine and special project scheduling, and quality control.

EDUCATION

High School Diploma — Hallandale High School - Hallandale Beach, FL
Certification – Hack License

WORK HISTORY

Project Manager, Janitorial 5 Star Services
Oct 2020 – Present

Supervisor/Operator, First Transit
June 2017-Oct 2020

Customer Service Representative/Receptionist, Amsg & Associates
June 2014-Dec 2016

Customer Service Representative/Team Lead, Convey Health
Feb 2012-June 2014

Administrative Assistant, Renee s Learning
Jan 2005-Jan 2012

Kenny Bellinger

Kenny Bellinger currently oversees all post-construction janitorial contracts. He is experienced in operations and management with over 30 years of experience. He oversees and is responsible for inventory, equipment maintenance, routine and special project scheduling, and quality control. Kenny coordinates all projects with facility managers prior to initiation.

EDUCATION

Bachelor of Science (Physical Education) — Florida Memorial College – Miami, FL
High School Diploma — Miami Killian Senior High School - Miami, FL

WORK HISTORY

Project Manager, Janitorial 5 Star Services

Dec 2020 – Present

Checking Agent/Directional Staff, Inter-Cruises Shoreline
Dec 2018 – Oct 2020

Janitor/Project Crew, Red Coat Janitorial Service
Jan 2019 – Dec 2019

Shuttle Operator, Vamp Enterprises Supreme Limousine Service
Oct 2017 – July 2018

Mail Courier Hall s Courier Mail Service
Aug 2015 – Nov 2016

Head Basketball Coach, American Basketball Association
Nov 2015 – April 2016

Compliance Officer, Florida Memorial University
2014-2015

Head Basketball Coach, Florida Memorial University
2003-2015

Interim Head Basketball Coach, Florida Memorial College
2003

Assistant Basketball Coach, Florida Memorial College
Dormitory Counselor, Florida Memorial College
1999-2003

Physical Education/Adaptive Teacher, Norwood/Highland Oaks/Hibiscus Elementary Schools
1996-1999

Assistant Basketball Coach, South Broward Senior High School
1998-1999

Assistant Basketball Coach, Miami Norland Senior High School
1995-1998

Assistant Basketball Coach, Edison Senior High School
1986-1989

Recreational Therapist/Human Services Worker II/Behavioral Program Specialist
Landmark Learning Center
1986-1996

Matthew Lawrence

Matthew Lawrence is the Quality Control Manager of Janitorial 5 Star Services. He develops and oversees the implementation of quality control to improve the efficiency of the cleaning process and the overall company. He customizes the quality control projects for each contract to ensure direct, specific attention to each contract/facility.

EDUCATION

Level of Service/Case Management Inventory (LS/CMI) – Ai Alma Institute 2017
Miami-Dade Reentry Task Force - Member 2012
TABE Test – Certified Administrator - Florida Department of Education 2011
Bachelor in Business Management & Marketing - Florida Atlantic University 2007
Florida Workforce Professional - Tier 1 - Dynamic Work Institute 2005

WORK HISTORY

Quality Control Manager, Janitorial 5 Star Services
May 2021 – Present

Workforce Developer/Employment Specialist, OIC of South Florida
02/2012 – Present

Staffing Coordinator, SFN Group
April 2006 – Nov 2010

Case Manager/Employment Specialist/Trainer, South Florida Workforce/Jobs
Aug 2001 – Feb 2006

Matthew Gibson

Matthew Gibson is an Assistant Manager for Janitorial 5 Star Services. He assists the Project Manager with routine cleaning and special projects. He assists with inventory, equipment maintenance, and quality control. Matthew is responsible for training new employees and continuing education for all employees.

EDUCATION

High School Diploma — St. Thomas Aquinas High School – Fort Lauderdale, FL

WORK HISTORY

Assistant Manager/Site Supervisor, Janitorial 5 Star Services
Oct 2020 – Present

Flagger/Safety Operations, AWP

Oct 2020- Feb 2021

Courier, FedEx
April 2018 – Dec 2019

Courier/Supervisor, DHL
Nov 2011 – July 2019

Delivery/Supervisor, Meals on Wheels
March 2015 – June 2018

Disaster Relief, Big Foot Express Hurricane Relief
Fed 2008 – March 2015

Marie Rosier

Marie Rosier is the Chief Financial Officer of Janitorial 5 Star Services. She provides accurate and timely financial reporting to support the daily operations. She improves productivity and decreases risk and liability within the company by budgeting and forecasting projections.

Lorenzo Mills

Lorenzo Mills is a project supervisor for Janitorial 5 Star Services. He manages the pressure washing projects and contracts. He oversees and is responsible for inventory, equipment maintenance, routine and special project scheduling, and quality control. Lorenzo coordinates all projects with facility managers prior to initiation.

Hudson Vilfrard

Hudson Vilfrard is a project supervisor for Janitorial 5 Star Services. He manages the floor cleaning projects and contracts. He oversees and is responsible for inventory, equipment maintenance, routine and special project scheduling, and quality control. Hudson coordinates all projects with facility managers prior to initiation.

1.1 Company Profile

Janitorial Star Services was founded in by Kristen and Mikelange “Mike Olbel This family owned company is located in Pompano Beach, FL and built on 20 years of experience. We provide services to Palm Beach, Broward, and Dade Counties.

We always strive to provide the highest quality cleaning service, and we take pride in maintaining high standards with all our staff. Our services range from the following: New Construction Cleaning, Post-Construction Cleaning, Banks, Churches, Schools, Health Clinics, Pressure Cleaning, Lawn Maintenance, and Commercial Buildings. Janitorial 5 Star Services hires locally through churches, schools, local organizations and returning veterans.

KRISTEN L. OLBEL, BS

Pompano Beach, Florida 33062
(954) 702-2053
Janitorial5starservices@gmail.com

SUMMARY OF QUALIFICATIONS

Accomplished and energetic current business owner and operator with a solid history of achievement in the service industry. Motivated leader with strong organizational and prioritization abilities. Areas of expertise include extreme efficiency and organization, multi-tasking, and quality control with % client satisfaction I ve served as the owner and operator of a cleaning business for the last five years. My strong organizational and multi-tasking skills, as well as superior time and resource management capabilities are:

Strategic Vision
Operations Management
Community & Municipal Relations
Quality Assurance
Contract Management
Strategic Partnerships
Outcomes Measurement
Start-up Capacity Building
Program/Contract Monitoring
Finance, Budgeting and Cost Management

PROFESSIONAL EXPERIENCES

01/2017 – Present CEO, Janitorial 5 Star Services

We have owned & operated our own commercial and residential cleaning business for over 5 years now which includes cleaning and maintenance labor tasks, business management, multi-tasking, client communication and satisfaction, employee management, scheduling, billing etc. **Key accomplishments include:**

- Managed business accounts by networking and communicating with crucial account decision-makers to review service delivery and explore opportunities to develop new business.
- Created culture focused on customer service and satisfaction, resulting in improved customer loyalty and retention.

- Increased revenue and reduced risk by enforcing company policies and improving operations.
- Evaluate and manage employee performance and establish employee training and development plans that align with organization development philosophy.
- Transformed struggling business into an industry leader by restructuring organization and implementing business plan to penetrate new markets.
- Identified areas for expansion by analyzing market, consumer trends, and competition
- Represented the company to the media and trade organizations to support business operations.
- Led management team in all aspects of business development including consumer research, competitive research, and emerging opportunities.

07/2014 –Present **Police Officer, City of Fort Lauderdale**

Protects citizens by preventing crime, enforcing laws, apprehending suspects, and monitoring traffic.
Prevents crime by explaining and enforcing applicable federal, state, and local laws and ordinances; teaching preventive, protective, and defensive tactics; mediating disputes; patrolling assigned area; responding to notices of disturbances; conducting searches; observing suspicious activities; and detaining suspects. **Key accomplishments include:**

- Apprehends suspects by responding to complaints and calls for help, observing violations, and making arrests.
- Conducts criminal investigations by gathering evidence, interviewing victims and witnesses, and interrogating suspects.
- Documents observations and actions by radioing information and completing reports.
- Reports observations and actions by testifying in court.
- Fulfills court orders by serving warrants and commitments.
- Maintains safe traffic conditions by monitoring and directing traffic, enforcing laws and ordinances, investigating accidents, providing escort, and reporting unsafe streets and facilities.
- Minimizes personal injury by rescuing and reviving victims and radioing for medical assistance.
- Maintains operations by following department policies and procedures and recommending changes.
- Ensures operation of equipment by practicing responsible use, completing preventive maintenance requirements, following manufacturer s instructions troubleshooting malfunctions notifying supervisor of needed repairs and evaluating new equipment and techniques.

06/2013 – 07/2014 **Police Officer, Town of Palm Beach**

Protects citizens by preventing crime, enforcing laws, apprehending suspects, and monitoring traffic.
Prevents crime by explaining and enforcing applicable federal, state, and local laws and ordinances; teaching preventive, protective, and defensive tactics; mediating disputes; patrolling assigned area; responding to notices of disturbances; conducting searches; observing suspicious activities; and detaining suspects. **Key accomplishments include:**

- Maintains professional and technical knowledge by studying applicable federal, state, and local laws and ordinances; attending educational workshops; reviewing professional publications; practicing skills; and participating in professional societies.
- Apprehends suspects by responding to complaints and calls for help, observing violations, and making arrests.
- Conducts criminal investigations by gathering evidence, interviewing victims and witnesses, and interrogating suspects.
- Documents observations and actions by radioing information and completing reports.
- Reports observations and actions by testifying in court.
- Fulfills court orders by serving warrants and commitments.
- Maintains safe traffic conditions by monitoring and directing traffic, enforcing laws and ordinances, investigating accidents, providing escort, and reporting unsafe streets and facilities.
- Minimizes personal injury by rescuing and reviving victims and radioing for medical assistance.

- Maintains operations by following department policies and procedures and recommending changes.

09/2008 – 06/2013 Police Officer, City of Dubuque

Protects citizens by preventing crime, enforcing laws, apprehending suspects, and monitoring traffic.
Prevents crime by explaining and enforcing applicable federal, state, and local laws and ordinances; teaching preventive, protective, and defensive tactics; mediating disputes; patrolling assigned area; responding to notices of disturbances; conducting searches; observing suspicious activities; and detaining suspects. **Key accomplishments include:**

- Maintains professional and technical knowledge by studying applicable federal, state, and local laws and ordinances; attending educational workshops; reviewing professional publications; practicing skills; and participating in professional societies.
- Apprehends suspects by responding to complaints and calls for help, observing violations, and making arrests.
- Conducts criminal investigations by gathering evidence, interviewing victims and witnesses, and interrogating suspects.
- Documents observations and actions by radioing information and completing reports.
- Reports observations and actions by testifying in court.
- Fulfills court orders by serving warrants and commitments.
- Maintains safe traffic conditions by monitoring and directing traffic, enforcing laws and ordinances, investigating accidents, providing escort, and reporting unsafe streets and facilities.
- Minimizes personal injury by rescuing and reviving victims and radioing for medical assistance.
- Maintains operations by following department policies and procedures and recommending changes.

09/2000 – 05/2008 Forman, Swift Transition Inc.

Responsible for overseeing daily operations at a worksite to ensure the completion of projects in a safe and efficient manner. Their duties include hiring Construction Workers and trade professionals to perform specific tasks, monitoring budgeting expenses for Workers, supplies or tools and reviewing laws and regulations to maintain a safe work environment.
Key accomplishments include:

- Coordinating daily tasks according to priorities and plans, making changes when necessary due to weather, supply, delivery and personnel
- Delegating individual responsibilities and projects to crew members and contractors
- Recruiting, hiring, training, managing and mentoring employees and contractors
- Providing adequate resources and staffing to meet project schedules, laws, regulations, best practices and safety needs
- Emphasizing safe use of tools, machinery and equipment while providing training on safety gear, helmets and procedures
- Developing and managing project budgets and quality standards for all sites
- Resolving conflicts or miscommunications quickly and amicably
- Regularly reporting project status to supervisors, site engineers and other officials

EDUCATION

University of Dubuque, Dubuque, IA
Bachelors of Arts, Cum Laude, 5/2008

MIKELANGE (MIKE) OLBEL, MS

Pompano Beach, Florida 33062
Janitorial5starservices@gmail.com

SUMMARY OF QUALIFICATIONS

Highly qualified Executive Manager and entrepreneur with several years of experience in organizational leadership and human services administration. Result oriented and multi-talented leader with proven ability to **engage and satisfy customers** (including persons served, funders, constituent groups, and community partners), **leverage community resources**, **convene large groups of stakeholders** to address a common cause, and **work well with a group of volunteer governance board members**. Exceptional leadership and management strengths in:

- Strategic Vision
- Operations Management
- Resource Development
- Quality Assurance
- Human Resource Development
- Grants Writing
- Contract Management
- Community & Municipal Relations
- Strategic Partnerships
- Executive Coaching
- Outcomes Measurement
- Start-up Capacity Building
- Program/Contract Monitoring
- Finance, Budgeting and Cost Management

PROFESSIONAL EXPERIENCES

01/2017 – Present **COO, Janitorial 5 Start Services**

We have owned & operated our own commercial and residential cleaning business for over 5 years now which includes cleaning and maintenance labor tasks, business management, multi-tasking, client communication and satisfaction, employee management, scheduling, billing etc. **Key accomplishments include:**

- Identified and corrected deficiencies with forward-thinking approaches to address organization-wide and department-level problems.
- Supervised Office Manager and Administrative Staff, ensuring that all operating units received adequate support for operations.
- Monitored operations for cost-effectiveness, quality, and productivity, using quantitative data.
- Launched employee outreach programs that fostered productive and proactive work environment.
- Maintained quality and precision by developing culture of stability and strong performance.
- Reviewed systems in place to manage internal controls of all financial activities and contributed strategic planning.
- Led the company to successful product launch and developed initial product roadmap and go-to-market strategy.
- Spearheaded development, implementation, and management of an effective human resources program.

01/2014 – Present **CEO, Community Based Connections, Inc.**

Recruited to turn around the organization s financial and operations performance driving growth to achieve long-term sustainability. Charted an innovative direction in partnership with the Board, senior staff and key funding partners. Manage P&L and

all core functions: operations, human resources, training and development, finance, technology systems, services and programs, fundraising, grant writing, marketing and public relations. Human services organization specializing in early childhood education, juvenile delinquency intervention and prevention, family strengthening, and community development services. **Key accomplishments include:**

- Eliminated agency $60,000 deficit with-in (1) first year.
- Increase agency budget by 80% within two (2) years.
- Decrease agency turnover rate by 97%.
- Evaluate and manager employee performance and establish employee training and development plans that align with organization development philosophy.
- Develop and implement donor base outreach and fundraising.
- Manage and direct the organization toward its primary objectives, based on contractual obligations and under the leadership of the Board of Directors, by performing leadership and high-level management duties personally or through subordinate managers.
- Secured grants afterschool program that s actively working with school leadership parents and child care center directors to enhance the academic and behavior performance of students in grades K-12.
- Grew organization s annual budget from to million in three years
- Developed framework for Juvenile Prevention Initiative that is establishes a continuum of resources to enhance the positive behavior performance of at-risk children and family in Broward County School.
- Establish strategic partnerships with numerous community based organizations, religious partnership, funding entities (i.e. Department of Juvenile Justice and Children Service Council), and community leaders to collaboratively address key community issues.
- Provide visionary leadership, personnel management, and professional development.
- Fiscal management; staff management and development; and volunteer development
- Assisted in creating and renewing policies for Eliminating Schoolhouse to Jailhouse pipeline through efforts of Circuit 17 Juvenile Justice Advisory Board as a Board Member.
- Secured $120,000 in emergency funding for community COVID-19 Resiliency Funds to support Broward County residents food assistance, mortgage assistance, rent assistance, FPL assistance and utilities assistance.

08/2012 – 01/2014 Founder/CEO, Team Saving Our Youth, Inc.

Founder and Chief Executive Officer for 501c(3) human services organization specializing in early childhood education, juvenile delinquency prevention, family strengthening, and community development services. **Key accomplishments include:**

- Manage and direct the organization toward its primary objectives, based on contractual obligations and under the leadership of the Board of Directors, by performing leadership and high level management duties personally or through subordinate managers.
- Secured a $250,000 grant for the Project SOY, Life Line and Transitional Transformation programs which all three programs is actively working with school leadership, parents, and child care center directors to enhance the academic and behavior performance of students in grades K-12.
- Grew organization s annual budget from to in years
- Developed framework for Project SOY Initiative that is establishes a continuum of resources to enhance the positive behavior performance of at-risk children and family in Broward County School.
- Establish strategic partnerships with numerous community based organizations, funding entities (i.e. Department of Juvenile Justice and Children Service Council), and community leaders to collaboratively address key community issues.
- Provide visionary leadership, personnel management, and professional development.
- Assisted in creating and renewing policies for Eliminating Schoolhouse to Jailhouse pipeline.
- Works closely with management and employees to improve work relationships, build morale, and increase.
- Lead, mentor and guide development of talent within the team, which includes succession and development planning, performance management, and recognition.
- Provide active and engaged performance management and promotion of professional development.

01/2011 – 01/2012 Youth Educator, OIC of South Florida, Inc.

Responsible for planning and facilitating grant awarded of $5 million dollars (over a period of 5 years). Evaluating educators and program outcome; marketing organizational federal grant program to possible partners; represented corporation in strategic community programs, community boards, governmental institutions and other organizations that advance the image and visibility of the corporation. Key accomplishments:

- Serves as an interface when needed for senior leadership with strategic community programs, business and community leaders.
- Providing group intervention for adults and at-risk youth ages 13-19; delivering the implementation of program's evaluation instruments, maintain statistics.
- Organized community activities and programs in order to develop and maintain linkages to other community-based organizations, faith-based organization and schools.
- Seeks and develops partnerships with local organizations, and develops new business strategies and relationships that enhance market share and overall performance of organization.
- Supports marketing objectives, plans, and strategies; provides guidance to various marketing efforts, and provides leadership to ensure that individual programs support the overall mission, goals, and objectives of the organization.
- Three years of Planning and Teaching Reducing the Risk curriculum at Coral Glades High School.
- Evaluating educators and program outcome.
- Marketing organizational federal grant program to possible partners.
- Represents organization in strategic community programs, community boards, governmental institutions and other organizations that advance the image and visibility of the organization.
- Serves as an interface when needed for senior leadership with strategic community programs, business and community leaders.
- Delivering the implementation of program's evaluation instruments, maintain statistics, and produce monthly reports on program activities.
- Responsible for evaluating and updating the health education curriculum for use in community-based organizations presentations.
- Over exceed grant numbers three years straight.

08/2012 – 05/2013 Adjunct Professor (Business Leadership), South Florida Bible College

Providing classroom instruction and support to undergraduate students but not limited to: Developed lesson plans and assign projects; developed business department structure; developed program curriculum; facilitated 26 weeks class session on Leadership Development; implemented policy and procedures and implemented and facilitated workshops for employees.

10/2007 – 09/2009 Youth Case Worker, Hillcrest Family Services.

Provided approximately 2 years of direct service and progressive leadership service to this nonprofit human services organization specializing in providing school readiness/early academic success assistance, community based behavioral health, family strengthening, juvenile delinquency prevention, and foster care services to troubled children and families. **Key accomplishments include**:

- Provided proven ability to establish and maintain a therapeutic environment for twelve adolescents diagnosed as exhibiting anti-social behavior demonstrated skills in implementing and coordinating each individual s treatment plan as dictated by head psychiatrist.
- Implemented and coordinated each individual s treatment plans as dictated by head psychiatrist with % completion
- Debriefing University Officials on classified information and providing positive elucidation to handle matter. Assessing client s needs and developed services plans conducted group therapeutic intervention for clients to ensure support system and non-violence conflict operations; arranged and transport clients to daily recreation facilities and providing the highest level of security.
- Provided 100% daily case-log for head psychiatrist in charge and daily intervention notes of client s behavioral provide new employees with on the job training and administer individual s intervention with clients and providing program supervisor report of intervention.
- Assisted clients with self-confidence through intervention for school performance and life expectancy. Provided specialized services that may include detainment, interstate compact, post placement supervision and relative/non-relative caregiver home studies; and arranged and provided quality improvement process.

EDUCATION

Iowa State University, Ames, IA
Master of Science*, Magnum Cum Laude, 5/2010*
Interdisciplinary Graduate Studies: Business Administration, Public Administration & Psychology
Concentration: *Business Management, Public Relations, Public Policies, Human Resources, Business Leadership*
Creative Component (Thesis): Attitudes Towards Hiring Immigrants Among Iowa Small Business Owners and Managers

University of Dubuque*,* Dubuque, IA
Bachelors of Arts, Cum Laude, 5/2008
Major: Sociology & Criminal Justices; Minor: Psychology
Concentration: Social Perspective, Criminology, Attitudes & Behaviors.

BOARD/COUNCIL APPOINTMENTS

- Florida Restorative Justice Association
- Circuit 17th Juvenile Justice Advisory Board
- Housing Authority of Pompano Beach (Commissioner)
- Hopewell Missionary Baptist Church Scholarship Board Member;
- Fathers, Men and Boys Committee Co-Chair Broward County Children s Strategic Planning Council
- Advisory Council Member: Project Bridge for Eckerd

Media & News Journal Appearance

- Future First: Restorative Justice (BECON TV Network)
- New Haitian Generation (BECON TV Network)
- The Westside Gazette
- Hot 105 FM Radio Station: HIV and AIDS Bowling Awareness (2013)
- Des Moines Register "Haitian students at ISU feel devastated hope for good news Iowa
  By: Danny Valentine (Staff Writer)
- Iowa KCCI 8 News Network, Iowa (2010)
- Iowa State Daily Newspaper "Haitian students organize aid efforts in the face of disaster awaiting word from families friends Iowa (2010) By: Tessa Callender & Kyle Peterson (Daily Staff Writers)
- Sun-Sentinel Newspaper "Tri-county Pipeline Florida By: Pat Lammer (Staff Writer)

COMMUNITY AWARDS/RECOGNITIONS

- 2011 Award for Collective Youth Impact (2019)
- 2014 Grant Award Recipient for New Day: Civil Citation & Diversion, Fort Lauderdale, Florida (2014– 2017)
- 2014 Grant Award Recipient for Juvenile Prevention & Diversion Fort Lauderdale, Florida (2014– 2017)
- Excellence in Education Award for Over Exceed Grant Numbers, Fort Lauderdale, Florida(2011– 2012)
- Raised $30,000 in effort with Red Cross for the Haiti Earthquake (2010)
- Student Judicial Board, University of Dubuque, Iowa (2007– 2008)
- Iowa Intercollegiate Academic Scholar, University of Dubuque (2006 –2007)
- Benjamin Franklin Leadership Award, Multicultural Center, University of Dubuque, Iowa (2006 – 2007)
- Wendt Character Scholarship, University of Dubuque, Dubuque, Iowa (2005 – 2007)
- Horatio Alger Scholarship Recipient, Horatio Alger Scholarship, Miami, Florida (2004 – 2007)

2. Total Number of Current Employees
   a. Full Time: 19
   b. Part Time: 40
3. Total Number of Supervisory Employees
   a. Full Time: 3

b. Part Time: 5

4. Total Number of Custodial Workers
   a. Full Time: 16
   b. Part Time: 35
5. Temporary Workers
   All staff are employed with the company.
6. Provide Health Benefits
   Upon being awarded the contract, all employees will be paid per the living wage agreement and provided the opportunity to obtain health benefits.
7. Require criminal background check

   Janitorial 5 Star Services understands security is paramount and thus it is treated as such. All employees undergo a full criminal background. Prior to commencing the contract all employees will meet badging and security standards set forth for each location.

   a. Describe when this occurs and which job categories applies to.

      The background check is completed as part of the hiring process and applies to all positions.

1.2 Company Experience/Reference

Submit references with following info and describe prime vendor s experience on projects similar nature, scope, and duration along with satisfactory completion both on time and within budget.

Janitorial 5 Star Services acted as the prime contractor on the below listed contracts. Please see corresponding attachments for information.

Reference 1 (see attachment A for reference)

Broward County School District

We perform custodial cleaning on a contractual and emergency basis within the Broward County Schools. We perform electrostatic disinfecting to Broward County schools and administrative sites. The schools and administrative sites vary in square footage and height of buildings. All work has been performed within budget and on time. We are the Prime contractor for this contract.

a. Name and location of facility: see list below
b. Size of facility area cleaned (sf): see list below
c. Number of stories (height of building): see list below

d. Total number of worker/supervisors assigned to facility: see list below
e. Total number of facility users, ie. Employees, clients,: see list below
f. Start date and end date of contract: Oct 2020 to present
g. Annual dollar value of contract:
h. Identify operational hours of contract (24 hours a day, 7 days a week, 52 weeks a year): operational hours are 24 hours / 7 days / 52 weeks
i. Identify level of employee background/security checks: state/local through Broward County School District
j. Identify if adhered to green building maintenance standards: yes

Site Name/Type	Size	Site Address
Royal Palm Elementary School	128,943 sf	1951 NW 56th Ave Lauderhill, FL 33313
Plantation High School	343,064 sf	6901 NW 16th St, Plantation, FL 33313
Nova Eisenhower Elementary	97,989 sf	6501 SW 39th St, Davie, FL 33314
South Plantation High School	351,376 sf	1300 SW 54th Ave Plantation, FL
Silver Shore Elementary	109,372 sf	1601 SW 160th Ave Miramar, FL
Thurgood Marshall Elementary	104,460 sf	800 NW 13th St Fort Lauderdale, FL
Bethune Elementary	143,054 sf	2400 Meade St Hollywood, FL 33020
Central Park Elementary	132,169 sf	777 N Nob Hill Rd Plantation, FL
Walter C. Young Middle School	224,196 sf	901 NW 129th Ave Pembroke Pines, FL
Gator Run Elementary	145,398 sf	1101 Glades Pkwy, Weston, FL 33327
Ramblewood Elementary	103,248 sf	8950 Shadowwood Blvd Coral Springs
Pines Lakes Elementary	119,644 sf	10300 Johnson St Pembroke Pines, FL
Coconut Creek Elementary	90,150 sf	500 NW 45th Ave Coconut Creek, FL 33066
Driftwood Elementary	89,165 sf	2700 NW 69th Ave Hollywood, FL 33024
Collins Elementary	56,163 sf	1050 NW 2nd St Dania Beach, FL 33004

Tradewind Elementary	154,166 sf	5400 Johnson Rd Coconut Creek, FL
Rock Island Elementary	95,818 sf	2350 NW 19th St Fort Lauderdale, FL 33311
Maplewood Elementary	101,237 sf	9850 Ramblewood Dr Coral Springs, FL 33071
Endeavour Primary Elementary	57,426 sf	2701 NW 56th Ave Lauderhill, FL
Davie Elementary	94,208 sf	7025 SW 39th St Davie, FL
Meadowbrook Elementary	111,487 sf	2300 SW 46th Ave Fort Lauderdale, FL
Parkway Middle School	289,576 sf	3600 NW 5th Ct, Fort Lauderdale, FL 33311
Silver Lakes Elementary	111,322 sf	2300 SW 173rd Ave Miramar, FL
Palm Cove Elementary	129,311 sf	11601 Washington St Pembroke Pines, FL
Morrow Elementary	91,474 sf	408 SW 76th Ter North Lauderdale, FL
Park Springs Elementary	135,976 sf	5800 NW 66th Ter Coral Springs, FL 33067
Falcon Cove Elementary		4251 Bonaventure Blvd Weston, FL
Manatee Bay Elementary	144,855 sf	19200 Manatee Isles Dr Weston, FL
West Broward High School	357761 sf	500 NW 209th Ave, Pembroke Pines, FL 33029
Pembroke Lakes Elementary	101,646 sf	11251 Taft St Pembroke Pines, FL
Sanders Park Elementary	88,070 sf	800 NW 16th St Pompano Beach, FL 33060
Plantation Park Elementary	76,645 sf	875 SW 54th Ave Plantation FL, 33317
Stirling Elementary	105,533 sf	5500 Stirling Rd Hollywood, FL
Sheridan Park Elementary	115,742 sf	2310 N 70th Ter Hollywood, FL 33068
Everglades Elementary	148,886 sf	2900 Bonaventure Blvd Westin, FL 33311
Dillard Elementary	118,096 sf	2330 NW 12th Ct Fort Lauderdale, FL
Coral Glades High School	301,401 sf	2700 Sportsplex Dr Coral Springs, FL 33065

Fort Lauderdale High School	314,212 sf	1600 NE 4th Ave Fort Lauderdale, FL 33305
Heron Heights Elementary	125,033 sf	11010 Nob Hill Rd Parkland, FL 33076
New Renassiance Middle School	194,973 sf	10701 Miramar Blvd Miramar, FL 33025
McNab Elementary	91969 sf	1350 SE 9th Ave Pompano Beach, FL 33309
Pasadena Lakes Elementary	98,791 sf	8801 Pasadena Blvd Pembroke Pines, FL 33024
Coral Springs High School	346,405 sf	7201 W Sample Rd Coral Springs, FL
Eagle Ridge Elementary	129,983 sf	11500 West View Dr Coral Springs, FL 33076
Quest Center	73,003 sf	6401 Charleston St, Hollywood, FL 33024
Whispering Pines Center	64,049 sf	3609 S Douglas Rd, Miramar, FL 33025
Cross Creek Center	64,013 sf	1010 NW 31st Ave, Pompano Beach, FL 33069
Bright Horizon Center	78,123 sf	3901 NE 1st Terrace, Pompano Beach, FL 33064
Wingate Oaks Center	71,639 sf	1211 NW 33rd Terrace, Fort Lauderdale, FL
Hollywood Park Elementary	80,690 sf	901 N. 69TH Way, Hollywood, FL 33024
West Hollywood Elementay	106,422 sf	6301 Hollywood Blvd, Hollywood, FL 33024
Stirling Elementary	105,533 sf	5500 Stirling Rd, Hollywood, FL 33021
Henry D. Perry Education Center	175,901 sf	3400 Wildcat Way, Miramar, FL 33023
Perry Annabel C. Middle	104,198 sf	6850 SW 34th St., Miramar, FL 33023
Broward Estates Elementary	97,633 sf	441 NW 35th Ave Fort Lauderdale, FL 33311
Martin Luther King Elementary	110,051 sf	591 NW 31st Ave Fort Lauderdale, FL 33311
Larkdale Elementary	78,579 sf	3250 NW 12th Pl Fort Lauderdale, FL 33311
Royal Palm Elementary	128,943 sf	1951 NW 56th Ave Lauderhill, FL 33313

Westwood Heights Elementary	122,314 sf	2861 SW 9th St Fort Lauderdale, FL 33312
Riverland Elementary	105,242 sf	2600 SW 11th Ct Fort Lauderdale, FL 33312
Stephen Foster Elementary	82,499 sf	3471 SW 22nd St Fort Lauderdale, FL 33312
Sheridan Hills Elementary	82,939 sf	5001 Thomas St, Hollywood, FL 33021
Boulevard Heights Elementary	120,614 sf	7201 Johnson St, Hollywood, FL 33024
Pembroke Pines Elementary	105,740 sf	6700 SW 9th St Pembroke Pines, FL 33023
Sunshine Elementary	105,987 sf	7737 La Salle Blvd Miramar, FL 3323
Fairway Elementary	126,678 sf	7850 Fairway Blvd, Miramar, FL 33023
Miramar Elementary	124,613 sf	6831 SW 26th St. Miramar, FL 33023
Pioneer Annex	88,890 sf	5400 SW 90TH AVE COOPER CITY, FL 33328
South Area Bus Complex	18,154 sf	900 S UNIVERSITY DR Pembroke Pines, FL 33024
South Area Maintenance	12,384 sf	1295 N. 21st AVE HOLLYWOOD, FL 33020
Sheridan Technical College		5400 West Sheridan St Hollywood, FL 33021
Sheridan Technical College West Campus		20251 Stirling Rd Pembroke Pines, FL 33332
Sheridan Technical College Bus Lot	35,988 sf	20251 Stirling Rd Pembroke Pines, FL 33332
Talent Development HRD	15,991 sf	3521 DAVIE Rd DAVIE, FL 33314
WEST CENTRAL BUS COMPOUND	39,650 sf	2500 COLLEGE AVE DAVIE, FL 33314
BECON Administration	35,342 sf	6600 SW NOVA Dr DAVIE, FL 33314
McFatter Technical College and High School	255,908 sf	6500 Nova Dr. Davie, FL 33317
Broward Fire Academy		2600 SW 71st Ter Davie, FL 33314
TITLE I (Special Programs Office)	14,405 sf	701 NW 31 AVE FORT LAUDERDALE, FL 33311
Central Area Maintenance		1560 NW 34th Ter Fort Lauderdale, FL 33311

Atlantic Technical College- Arthur Ashe, Jr. Campus		1701 NW 23rd Ave Fort Lauderdale, FL 33311
Rock Island Administrative Site	77,692 sf	2301 NW 26th St Fort Lauderdale, FL 33311
Atlantic Technical College		4700 Coconut Creek Pkwy Coconut Creek, FL 33063
Kathleen C. Wright Administrative Complex	288,348 sf	600 SE 3RD AVE FORT LAUDERALE, FL 33301
Pineridge Education Center	59,456 sf	1251 SW 42nd Ave Fort Lauderdale, FL
Twin Lakes Annex	28,232 sf	4140 NW 10TH AVE OAKLAND PARK, FL 33009
Twin Lakes Warehouse, Maintenance, and Transportation	267,860 sf	3810 NW 10TH AVE OAKLAND PARK, FL 33009
Central Transit		3897 NW 10th Ave Oakland Park, FL 33009
Crystal Lake Middle School	170,584 sf	3551 NE 3rd Ave Pompano Beach, FL 33064
North Area Bus Garage	7,549 sf	2600 NW 18 TER POMPANO BEACH, FL 33060
North Area Bus Complex	17,735 sf	1751 NW 22ND AVE POMPANO BEACH, FL 33060
North Area Portable Annex Training Center	13,222 sf	2251 NW 18TH ST POMPANO BEACH, FL 33060
Cypress Run Education Center	60,474 sf	2800 NW 30th Ave Pompano Beach, FL 33069
North Area Maintenance	66,718 sf	6501 NW 15 AVE FORT LAUDERDALE, FL 33009
Twin Lakes Administrative	40,809 sf	4199 NW 10TH AVE OAKLAND PARK, FL 33009
TSSC Annex	49,103 sf	7770 W OAKLAND PARK BLVD SUNRISE, FL 33351
Technology and Support Service	147,736 sf	7720 W OAKLAND PARK BLVD SUNRISE, FL 33351
Sheridan Technical High School		3775 SW 16th St Fort Lauderdale, FL 33312
Lanier James Education Center	59,082 sf	1050 NW 7th Ct Hallandale Beach, FL 33009
Pompano Administrative Center	32,690 sf	610 NE 13th Ave Pompano Beach, FL 33060

Reference 2 (see attachment B for reference)

BMD Management

We perform daily office cleaning to this facility. It is a two story office building. All work has been performed within budget and on time. We are the Prime contractor for this contract.

a. Name and location of facility: 555 Twelve
b. Size of facility area cleaned (sf): 48,231 sf
c. Number of stories (height of building): 2 stories
d. Total number of worker/supervisors assigned to facility: 4
e. Total number of facility users, ie. Employees, clients: 70 users
f. Start date and end date of contract: 7/1/2017 to present
g. Annual dollar value of contract: $50,000
h. Identify operational hours of contract (24 hours a day, 7 days a week, 52 weeks a year): operational hours are 12 hours /5 days /52 weeks
i. Identify level of employee background/security checks: local/ state check
j. Identify if adhered to green building maintenance standards: yes

Reference 3 (see attachment C for reference)

City of Pompano Beach

We perform daily pressure cleaning service to the city pier. Our service includes trash pick up, daily spot cleaning, and monthly cleaning of entire pier and canopies. All work has been performed within budget and on time. We are the Prime contractor for this contract.

a. Name and location of facility: Pompano Beach Pier (Fisher Family Pier)
b. Size of facility area cleaned: 16,000 sf
c. Number of stories (height of building): pier
d. Total number of worker/supervisors assigned to facility: 2
e. Total number of facility users, ie. Employees, clients: 100 users
f. Start date and end date of contract: 05/2020 to present
g. Annual dollar value of contract: $75,000
h. Identify operational hours of contract (24 hours a day, 7 days a week, 52 weeks a year): Operational hours are 24 hours/7 days /52 weeks
i. Identify level of employee background/security checks: local/state check
j. Identify if adhered to green building maintenance standards: yes

1.3 Experience of Key Personnel

Describe the experience of key personnel (including prime vendor and their subcontractors relevant to providing timely, high quality janitorial service in an environmentally friendly manner to multiple high-profile facilities.

1. List key personnel of the proposed maintenance team, including supervisors, and primary project manager for each agreement of locations listed on the price sheets. Describe the key personnel s relevant experience and the role they will play for each agreement of locations, including the following info: project superintendent, site supervisor, full time service crews.

   Key personnel:

   Project Superintendent

   Kristen Olbel will be the Project Superintendent. Kristen is currently the CEO of Janitorial 5 Star Services and oversees operations. She has over 20 years of experience in the industry providing a vast knowledge to ensure all specifications are met per the customer s specifications. Kristen will meet with Broward County representatives and building managers on a routine basis to guarantee customer satisfaction.

   Project Manager

   Lakesha Houston currently oversees all janitorial Broward County contracts to include the Broward County School District. She is experienced in operations and management with over 15 years of experience. She oversees and is responsible for inventory, equipment maintenance, routine and special project scheduling, and quality control.

   Site Supervisor

   Kenny Bellinger is currently the project manager over post construction contracts for Janitorial 5 Star Services. Kenny is responsible for all labor, supervision, equipment, and quality control. He will provide site supervision on this agreement.

   Matthew Gibson is currently a site supervisor for Janitorial 5 Star Services. He is responsible for site supervision, equipment, and quality control. Matthew will provide site supervision on this agreement.

   Full Service Crews

Janitorial 5 Star Services currently employees over 50 employees. We will staff this agreement with currently employed personnel to provide them the first opportunity. If additional personnel are required, we will hire personnel from the community where the contract site is located. This will allow for a quicker emergency response if required and to meet our company goal of hiring within the community where service is provided.

2. Provide a brief resume of employees who will furnish professional and technical support expertise for each agreement of locations listed on the price sheets. Include: functions in the company, title and number of years of service with company, years of experience in the maintenance of comparably complex facilities and systems.

   See section 1 (Ability of Professional Personnel) for resumes and list of employees.

2 Location

Janitorial 5 Star Services is both a **Local Business** and a **Locally Based Business** as each term is defined by Section 1-74, Broward County Code of Ordinances. Janitorial 5 Star Services is located in Pompano Beach, FL and possesses a Business Tax Receipt with the City of Pompano Beach and Broward County (see attachment D & E).

3 Project Approach

Describe the prime vendor s approach for each agreement of locations vendor is proposing. Include how prime will use subcontractors for each agreement.

Janitorial 5 Star Services is CBE/SBE certified with Broward County. We will be functioning as the Prime Vendor for all agreements. See attachment F & G for certificates. Janitorial 5 Star Services is bidding on all agreements (1-14). See section 1.1 under Company Profile for employee information and number of employees.

3.1 Project approach for each agreement of locations prime vendor is proposing.

a. Describe how you intend to meet or exceed quality standards. Discuss adequacy of weekly service hours proposed to meet the quality specifications described in the RFP.

At Janitorial 5 Star Services we pride ourselves in being able to provide quality and effective service for our clients. We understand that cleanliness isn t just about what is seen, but it goes beyond that. So just like our attitude towards cleaning, we utilize many programs and services to deliver seamless service that isn t seen on the surface. Our personnel will work side by side with the building managers to guarantee standards are met at every level.

We utilize various technology and programs to provide accurate record keeping and scheduling. This will guarantee our staff meets and keeps the required inspection dates which will keep your operations uninterrupted. Our quality control program is designed to keep you, the client, informed so rest assured our real time approach will not leave you wondering about daily or periodic tasks. With these programs and approaches we will not only meet the expectations, but exceed the standards set forth in this RFP.

b. Discuss any exceptions you suggest to minimum proposed service hours.

At Janitorial 5 Star Services we understand time is valuable, but quality will not be sacrificed. We will routinely analyze the current service hours, tasks, and frequency to determine if changes are required or practicable. Based on those findings the appropriate changes will be executed. At Janitorial 5 Star Services our promise to you is quality. It will always remain a constant priority and that expectation will not change. Should any exceptions to the minimum proposed service hours arise we will fully cooperate with Broward County.

c. Describe how you propose to meet minimum work tasks and interface with normal building activities.

Our combined team of managers and supervisors will develop a task specific plan that will be based on the time expected, facility, crew, and equipment required. This task specific plan will then be scheduled in conjunction with the feedback of the building manager. This communication will provide more accurate scheduling and reduce any interference with normal building activities.

Our goal is to provide a service that is unified and conscience of your needs. We believe that your satisfaction is paramount at every level of our contract with you and that starts at the planning stage.

d. Describe how you will maintain public areas, specifically providing high quality floor surfaces.

Janitorial 5 Star Services recognizes the appearance of public or common areas is crucial to your business and daily operations. The appearance of your building creates a mood and message not only to the public you serve, but your staff as well. Our scheduling programs coupled with our training program leaves no room for error. Our staff is more than prepared to keep all areas of your facilities in tip top shape. We provide continuing education and daily/weekly team meetings to keep all employees knowledgeable about their responsibilities. And what is knowledge without the proper equipment? We provide equipment that is appropriate for the task at hand and made with quality to all employees to guarantee the task is completed in a timely and efficient manner.

Our teams are trained in the proper floor cleaning procedures and will follow all requirements set forth in the RFP. Upon award of this contract, all surfaces will be evaluated and assessed to develop the correct and appropriate approach. A schedule will then be created to maintain quality flooring.

3.2 Describe how prime vendor will manage and organize work for each agreement of locations vendor is proposing.

a. State number of crews working for each agreement identified.
   i. Describe how you will schedule basic janitorial service for each facility.
   ii. List the individual building teams that will be working for that agreement per building(s): management, supervisory, maintenance crews.

Janitorial 5 Star Services will deploy the following personnel for each agreement:

a. General Manager
b. Administrative Assistant
c. Project Manager
d. Assistant Project Manager
e. Site Supervisor
f. Porter/Cleaner
g. Project Crew

The agreement will be managed and organized through the use of computer programs. All daily and periodic work will be coordinated and executed through a generated schedule of tasks. In addition, we will continuously monitor and reevaluate to ensure the best strategies are being utilized.

As stated previously, our managers and supervisors will be in constant communication with the building manager and Broward County representatives to provide a well-executed plan. In keeping in constant communication, we can adjust or modify items as required.

b. Describe how you will schedule basic janitorial service for each facility while coordinating with periodic project and annual work task.
   i. Describe crew organization to perform basic and project work.

Janitorial 5 Star Services utilizes computer programs and RFP specifications to determine the appropriate number of employees per a task. With the use of computer programming, we are able to accurately schedule the appropriate number of employees and allocate accordingly. All routine daily work is then coordinated along project work to provide optimal results. Facilities that have additional specifications or requirements will be identified upon execution of the contract and resources will be distributed accordingly.

Our project crews are broken into teams of 3 to 4 employees depending on the task and equipment required. All project crews are managed by a project manager.

Daily/routine work is completed with teams of 3 or 5 employees. The size of the building and level of cleaning are considered prior to scheduling employees. All work will be divided according to light tasks, vacuum and furniture, restrooms, and hard floors.

1. Light Tasks: dust horizontal surfaces; empty and reline trash; spot clean (walls, doors, windows etc).
2. Vacuum and Furniture: pick up trash; spot vacuum low traffic areas; vacuum all high traffic areas; reposition furniture after vacuuming or in office/conference rooms; turn off lights were applicable and secure doors/buildings.
3. Restrooms: refill all dispensers and paper products; empty and reline trash; clean and disinfect all toilets, partitions, counters, sinks, mirrors, fixtures; sweep and mop all hard floors.
4. Hard Floors: dust mop/sweep; spot mop stains; empty and reline trash; pick up trash; and spot mop.

c. Describe and present an example of your reporting system used to compare actual performance to your schedule for regular service.

Our Quality Control Managers develop and implement a routine schedule to monitor and stay ahead of any areas of deficiency. All scheduled visits are monitored and recorded via computer programs. All evaluations are recorded on a performance evaluation form (paper and/or digital) which documents the immediate needs to be addressed. If any inconsistencies are noted they are immediately relayed to the site supervisors for immediate attention. See attachment H & I for Quality Control forms.

d. Describe your capabilities to respond to emergency or disaster situations including of specialized equipment required for de-watering or moisture removal tasks or other special cleaning services.

Janitorial 5 Star Services understands there are situations that arise that cannot be planned for. We have developed a disaster/emergency response plan that utilizes a quick response from our on-call staff and specialized equipment. Our response plan is designed to immediately identify priority areas and limit or extinguish potential damage. Our employees are trained in disaster relief efforts such as smoke and fire remediation, water remediation, and mold remediation. We are confident with our disaster and emergency response plan you will see minimal disruption in services.

3.3 Describe your quality control program for each agreement of locations prime vendor is proposing:

a. Describe how you intend to provide a startup orientation program to bring facilities into compliance with quality standards.

Janitorial 5 Star Services will conduct a meeting prior to the contract starting to recruit the current staff members. We recognize the importance of experience and the current staff members have exactly that. In addition, our employees are properly trained to perform the tasks required so upon execution of this contract they will seamlessly step in. They are trained to identify any deficiencies and quickly correct them as required. In conjunction with our project crews, all sites/locations will be brought to standards specified in the RFP.

Our project managers and site supervisors will work closely with the building managers to identify any current issues with quality standards. A level of high importance will be placed on those issues to ensure standards are met quickly and without delay. We will also begin to identify the equipment and product needs of each location. These items will be purchased and made ready to provide a seamless transition.

We will always be in constant contact with building managers to guarantee this transition period is smooth and frankly unnoticeable to your staff and the people you serve. Our goal is to work hand in hand with you so our process and operations work simultaneously with yours.

b. Discuss your inspection procedures including any technical aids used to monitor performance standards.

As discussed above, our Quality Control Program is designed to stay ahead of any areas of deficiency. We use both digital and written forms to monitor and document deficiencies. All project managers and site supervisors are briefed on all RFP requirements and standards prior to commencement of the contract. Daily and weekly meetings will be conducted to discuss trending deficiencies to identify whether it stems from such issues as training, personnel, or equipment.

c. Describe how prime vendor will achieve the services and quality standards described in the attached Exhibit 1- specifications.

Janitorial 5 Star Services will achieve the services and quality standards described in the attached Exhibit 1 specifications by the following:

1. Implemented Quality Control Program
2. Maintaining proper equipment and well-trained employees
3. Maintaining constant communication with building managers
4. Quick response to service issues or deficiencies
5. Maintaining proper safety measures
6. Utilizing computer programs to schedule daily and periodic tasks

All items listed have been described above.

d. Describe and provide a sample of your reporting system used to compare actual performance to your schedule for regular services.

Janitorial 5 Star Services utilizes both digital and written forms to document performance. All evaluations and inspections are cross referenced to ensure RFP standards are being met or exceeded. See attachment H & I for quality control documents.

e. Describe the activities that can most easily be implemented to maximize opportunities to promote green building cleaning practices.

At Janitorial 5 Star Services we strive to promote and implement green cleaning practices at all facilities/contracts. We understand that our impact on the environment is lasting and we will minimize that impact.

Our project managers and site supervisors will meet with building managers to determine what is currently being implemented at the location, such as recycling, automated lights, or refillable water fountains. We will then merge our own green practices to ensure there is no interruption. We will continue to evaluate new methods, chemical products, or paper products to maximize our green cleaning efforts.

3.4 Company Equipment

a. List current inventory of heavy equipment

We currently have pressure washers, floor machines, carpet extractors, wet/dry vacuums, and backpack vacuums. We have great relationships with our vendors if additional equipment is required whether for emergency or maintenance needs.

b. Provide the response time for mobilization for each piece of equipment.

Mobilization of each piece of equipment is determined based on the location and size of the equipment. We strive to make equipment readily available with a response time of no longer than 24 hours.

c. List the current inventory of machinery for floor care that will be utilized to perform the requirements.

See section 3.4 (a) for list.

d. Describe how vendor will ensure all required equipment is maintained in quality working condition.

We regularly inspect all equipment to guarantee they are working properly. Preventative maintenance is the first step to keeping all equipment functioning properly, and it ensures there is no interruption in service. Additional equipment is readily available should it be required.

e. List office equipment and computer programs that vendor currently possesses in order to deliver electronic communications and reports to county staff.
I.e. computer, fax, scanner, printer, photocopier, adobe acrobat, Microsoft, outlook, excel etc.

Janitorial 5 Star Services currently uses all listed office equipment and computer programs. All employees are provided smart phones to communicate through these programs.

3.5 Company training

a. Provide Safety Training Manual

See attachment J.

b. Employee Training Manual

See attachment J.

c. Describe the training currently in place to assure on-site staff will be pro-active and aware during each shift with regards to notification and documentation of suspicious behavior, abandoned belongings, running water, potential slip and fall conditions, ajar doors.

Janitorial 5 Star Services provides training and retraining on all the listed subjects. We believe repetition is key when making something second nature, and that is exactly how we train our employees to recognize these items. Our managers and supervisors are constantly on the look out for ways to make your facilities safer not only for us, but for your staff and clients too. We regularly meet with

employees regarding safe practices during performance of tasks and security measures within the facilities.

d. Describe training of vendor s supervisors and cleaners in green building cleaning procedures as required for this contract.

All supervisors and cleaners will be trained in the green cleaning procedures of this RFP.

4 Workload of the Firm

List all completed and active projects that vendor has managed within the past five years. In addition, list all projected projects that vendor will be working on in the near future. Projected projects will be defined as a projects that vendor worked on concurrently. Describe vendor s approach in managing projects Were there or will there be any challenges for any of the listed projects? If so describe how vendor dealt or will deal with the projects challenges.

There are no known challenges on any past awarded projects. There are no anticipated challenges on any awarded projects. The experience of all employees coupled with our quality control measures has aided in our positive relationship with our clients. See list below for all projects.

- BMD Management, office cleaning
- Pride Construction, office cleaning & post construction cleaning
- Whiting & Turner, office cleaning & pressure washing
- OIC of South Florida, office cleaning & electrostatic disinfecting
- Commercial Relocation Group, office cleaning
- Alexander Rebb Property Management, lawn maintenance
- Strategic Properties, lawn maintenance
- Brookstone Construction, post construction cleaning & window cleaning
- Camp Live Oak, site cleaning & disinfecting
- Broward County Chemical & Supplies, supply orders
- City of Pompano Beach, office cleaning & pressure washing
- Innovative Healthcare Business Solutions, office cleaning
- Global Construction Services, post construction cleaning
- Unitarian Universalist Church, office cleaning

- Broward County School District, site cleaning in conjunction with custodial staff, post construction cleaning, & electrostatic disinfecting

5 Pricing

See attached pricing sheet

itorial Services - Price Sheets - Large Facilities - Group 3 - Agreer

ITEM NO.	FACILITY LOCATION	Annual Frequency	Annual Process	Year 1 Unit Price	Year 1 Annual	Ye Unit Price
1	**PUBLIC SAFETY BUILDING**	12	Basic Cleaning	$34,500.00	$ 414,000.00	$34,500.00
	2601 W. BROWARD BLVD.	12	Restrooms	$ 3,800.00	$ 45,600.00	$ 3,800.00
	FT. LAUDERDALE, FL 33311	12	Floors	$ 4,000.00	$ 48,000.00	$ 4,000.00
		51,400	Pressure Cleaning (SQ. FT.)	$ 0.05	$ 2,570.00	$ 0.05
		1	Windows	$ 3,200.00	$ 3,200.00	$ 3,200.00
		1	Air Quality	$ 2,700.00	$ 2,700.00	$ 2,700.00
		12	Cleaning Supplies	$ 1,500.00	$ 18,000.00	$ 1,500.00
		12	Paper Products	$ 5,500.00	$ 66,000.00	$ 5,500.00
		51,400	Carpet Cleaning - Deep (SQ. FT.)	$ 0.13	$ 6,682.00	$ 0.13
		51,400	Electrostatic Disinfection (SQ. FT.)	$ 0.03	$ 1,542.00	$ 0.03
			Total		$ 608,294.00	
2	**B.S.O. DISTRICT STATION #5**	12	Basic Cleaning	$ 2,100.00	$ 25,200.00	$ 2,100.00
	2601 W. BROWARD BLVD.	12	Restrooms	$ 280.00	$ 3,360.00	$ 280.00
	FT. LAUDERDALE, FL 33311	12	Floors	$ 510.00	$ 6,120.00	$ 510.00
		24,000	Pressure Cleaning (SQ. FT.)	$ 0.05	$ 1,200.00	$ 0.05
		1	Windows	$ 220.00	$ 220.00	$ 220.00
		1	Air Quality	$ 200.00	$ 200.00	$ 200.00
		12	Cleaning Supplies	$ 140.00	$ 1,680.00	$ 140.00
		12	Paper Products	$ 110.00	$ 1,320.00	$ 110.00
		24,000	Carpet Cleaning - Deep (SQ. FT.)	$ 0.13	$ 3,120.00	$ 0.13
		24,000	Electrostatic Disinfection (SQ. FT.)	$ 0.03	$ 720.00	$ 0.03
			Total		$ 43,140.00	
3	**BSO UNIFORM SERVICE CENTER**	12	Basic Cleaning	$ 500.00	$ 6,000.00	$ 500.00
	143 NW 25 TERRACE	12	Restrooms	$ 90.00	$ 1,080.00	$ 90.00
	FT. LAUDERDALE, FL 33311	12	Floors	$ 150.00	$ 1,800.00	$ 150.00
		6,800	Pressure Cleaning (SQ. FT.)	$ 0.05	$ 340.00	$ 0.05
		1	Windows	$ 190.00	$ 190.00	$ 190.00

		1	Air Quality	$ 170.00	$ 170.00	$ 170.00
		12	Cleaning Supplies	$ 70.00	$ 840.00	$ 70.00
		12	Paper Products	$ 260.00	$ 3,120.00	$ 260.00
		6,800	Carpet Cleaning - Deep (SQ. FT.)	$ 0.13	$ 884.00	$ 0.13
		6,800	Electrostatic Disinfection (SQ. FT.)	$ 0.03	$ 204.00	$ 0.03
			Total		$ 14,628.00	
4	**BSO DEFENSIVE TACTICS BUILDING** 2601 W BROWARD BLVD. FORT LAUDERDALE, FL 33311	12	Basic Cleaning	$ 530.00	$ 6,360.00	$ 530.00
		12	Restrooms	$ 100.00	$ 1,200.00	$ 100.00
		12	Floors	$ 180.00	$ 2,160.00	$ 180.00
		8,000	Pressure Cleaning (SQ. FT.)	$ 0.05	$ 400.00	$ 0.05
		1	Windows	$ 220.00	$ 220.00	$ 220.00
		1	Air Quality	$ 200.00	$ 200.00	$ 200.00
		12	Cleaning Supplies	$ 90.00	$ 1,080.00	$ 90.00
		12	Paper Products	$ 25.00	$ 300.00	$ 25.00
		8,000	Carpet Cleaning - Deep (SQ. FT.)	$ 0.13	$ 1,040.00	$ 0.13
		8,000	Electrostatic Disinfection (SQ. FT.)	$ 0.03	$ 240.00	$ 0.03
			Total		$ 13,200.00	
5	**BSO TECHNOLOGY SERVICE CENTER** 2601 W. BROWARD BLVD. FT. LAUDERDALE, FL 33311	12	Basic Cleaning	$ 530.00	$ 6,360.00	$ 530.00
		12	Restrooms	$ 100.00	$ 1,200.00	$ 100.00
		12	Floors	$ 180.00	$ 2,160.00	$ 180.00
		8,000	Pressure Cleaning (SQ. FT.)	$ 0.05	$ 400.00	$ 0.05
		1	Windows	$ 220.00	$ 220.00	$ 220.00
		1	Air Quality	$ 200.00	$ 200.00	$ 200.00
		12	Cleaning Supplies	$ 90.00	$ 1,080.00	$ 90.00
		12	Paper Products	$ 80.00	$ 960.00	$ 80.00
		8,000	Carpet Cleaning - Deep (SQ. FT.)	$ 0.13	$ 1,040.00	$ 0.13
		8,000	Electrostatic Disinfection (SQ. FT.)	$ 0.03	$ 240.00	$ 0.03
			Total		$ 13,860.00	

al (1) - Summary, all sites			$ 693,122.00	
		Year 1		**Ye**
		Per Hour	**Annual**	**Per Hour**
Additional Labor:				
Project Supervisor	50 hrs.	$ 30.00	$ 1,500.00	$ 32.00
Site Supervisor	50 hrs.	$ 22.75	$ 1,137.50	$ 22.75
Full Time Service Crew	50 hrs.	$ 19.50	$ 975.00	$ 21.00
Part Time Service Crew	50 hrs.	$ 19.50	$ 975.00	$ 21.00
Porter Day/Night	50 hrs.	$ 18.50	$ 925.00	$ 18.50
Emergency Services Labor:				
Project Supervisor	50 hrs.	$ 32.00	$ 1,600.00	$ 32.00
Site Supervisor	50 hrs.	$ 28.00	$ 1,400.00	$ 28.00
Full Time Service Crew	50 hrs.	$ 25.00	$ 1,250.00	$ 25.00
Part Time Service Crew	50 hrs.	$ 25.00	$ 1,250.00	$ 25.00
Porter Day/Night	50 hrs.	$ 22.00	$ 1,100.00	$ 22.00
"Pass thru" (Services/Materials)			$ 1,000.00	
	Total (2)		$ 13,112.50	

Grand Total - Whole Group
(Total 1 + Total 2)

$ 706,234.50

REGARDLESS OF THE NUMBER OF HOURS WORKED,

YES	X	**Agree to the above state**
NO		**Disagree to the above st**

NAME OF COMPANY: **Janitorial 5 Star Services LLC**

AUTHORIZED PERSON NAME: **Kristen Olbel**

AUTHORIZED SIGNATURE: *Kristen Olbel*

By signing this proposal sheet, your firm is agreeing to the terms and conditions of the invita

All buildings listed in the group must be priced for this proposal sheet to be determined

AUTHORIZED PERSON TITLE: **CEO** **DATE:**

THIS SHEET MUST BE SIGNED AND MUST NOT BE ALTERED OR RE

ment 4 (CBE Rese	
ear 2	
Annual	*Two Year Total*
$ 414,000.00	$ 828,000.00
$ 45,600.00	$ 91,200.00
$ 48,000.00	$ 96,000.00
$ 2,570.00	$ 5,140.00
$ 3,200.00	$ 6,400.00
$ 2,700.00	$ 5,400.00
$ 18,000.00	$ 36,000.00
$ 66,000.00	$ 132,000.00
$ 6,682.00	$ 13,364.00
$ 1,542.00	$ 3,084.00
$ 608,294.00	$ 1,216,588.00
$ 25,200.00	$ 50,400.00
$ 3,360.00	$ 6,720.00
$ 6,120.00	$ 12,240.00
$ 1,200.00	$ 2,400.00
$ 220.00	$ 440.00
$ 200.00	$ 400.00
$ 1,680.00	$ 3,360.00
$ 1,320.00	$ 2,640.00
$ 3,120.00	$ 6,240.00
$ 720.00	$ 1,440.00
$ 43,140.00	$ 86,280.00
$ 6,000.00	$ 12,000.00
$ 1,080.00	$ 2,160.00
$ 1,800.00	$ 3,600.00
$ 340.00	$ 680.00
$ 190.00	$ 380.00

$ 170.00	$ 340.00
$ 840.00	$ 1,680.00
$ 3,120.00	$ 6,240.00
$ 884.00	$ 1,768.00
$ 204.00	$ 408.00
$ 14,628.00	$ 29,256.00

$ 6,360.00	$ 12,720.00
$ 1,200.00	$ 2,400.00
$ 2,160.00	$ 4,320.00
$ 400.00	$ 800.00
$ 220.00	$ 440.00
$ 200.00	$ 400.00
$ 1,080.00	$ 2,160.00
$ 300.00	$ 600.00
$ 1,040.00	$ 2,080.00
$ 240.00	$ 480.00
$ 13,200.00	$ 26,400.00

$ 6,360.00	$ 12,720.00
$ 1,200.00	$ 2,400.00
$ 2,160.00	$ 4,320.00
$ 400.00	$ 800.00
$ 220.00	$ 440.00
$ 200.00	$ 400.00
$ 1,080.00	$ 2,160.00
$ 960.00	$ 1,920.00
$ 1,040.00	$ 2,080.00
$ 240.00	$ 480.00
$ 13,860.00	$ 27,720.00

$ 693,122.00	$ 1,386,244.00

ear 2

Annual	2 years
$ 1,600.00	$ 3,100.00
$ 1,137.50	$ 2,275.00
$ 1,050.00	$ 2,025.00
$ 1,050.00	$ 2,025.00
$ 925.00	$ 1,850.00
$ 1,600.00	$ 3,200.00
$ 1,400.00	$ 2,800.00
$ 1,250.00	$ 2,500.00
$ 1,250.00	$ 2,500.00
$ 1,100.00	$ 2,200.00
$ 1,000.00	$ 2,000.00
$ 13,362.50	$ 26,475.00

$ 706,484.50	$ 1,412,719.00

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5/25/2021

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Attachment - A Vendor Reference Verification Broward County School Board

BROWARD COUNTY FLORIDA

Vendor Reference Verification Form

Broward County Solicitation No. and Title:

RFP No. BLD2121632P1, Janitorial Services -County Facilities

Reference for: Janitorial 5 Star Services LLC

Organization/Firm Name providing reference:

Broward County School District

Contact Name: Ben Osborne Reference date: 05/10/2021

Contact Email: benjamin.osborne@browardschools.com Contact Phone: 954-931-5625

Name of Referenced Project: Janitorial services, emergency services, electrostatic disinfecting

Contract No.	Date Services Provided:	Project Amount:
	09/01/2020 to 05/10/2021	$ 366,166.00

Vendor's role in Project: ☑ Prime Vendor ☐ Subconsultant/Subcontractor

Would you use this vendor again? ☑ Yes ☐ No

Description of services provided by Vendor:
Electrostatic disinfecting, janitorial services, emergency response for janitorial needs

Please rate your experience with the referenced Vendor:	Needs Improvement	Satisfactory	Excellent	Not Applicable
1. Vendor's Quality of Service				
a. Responsive	☐	☐	☑	☐
b. Accuracy	☐	☑	☐	☐
c. Deliverables	☐	☑	☐	☐
2. Vendor's Organization:				
a. Staff expertise	☐	☐	☑	☐
b. Professionalism	☐	☐	☑	☐
c. Turnover	☐	☐	☐	☑
3. Timeliness of:				
a. Project	☐	☑	☐	☐
b. Deliverables	☐	☑	☐	☐
4. Project completed within budget	☐	☑	☐	☐
5. Cooperation with:				
a. Your Firm	☐	☐	☑	☐
b. Subcontractor(s)/Subconsultant(s)	☐	☑	☐	☐
c. Regulatory Agency(ies)	☐	☑	☐	☐

Additional Comments: (provide on additional sheet if needed)

THIS SECTION FOR COUNTY USE ONLY

Verified via: ____EMAIL ____VERBAL Verified by: _____ Division: _____ Date: _____

All information provided to Broward County is subject to verification. Vendor acknowledges that inaccurate, untruthful, or incorrect statements made in support of this response may be used by the County as a basis for rejection, rescission of the award, or termination of the contract and may also serve as the basis for debarment of Vendor pursuant to Section 21.119 of the Broward County Procurement Code.

Attachment - B

Vendor Reference Verification

BMD Management

Attachment B

BROWARD COUNTY FLORIDA

Vendor Reference Verification Form

Broward County Solicitation No. and Title:

RFP No. BLD2121632P1, Janitorial Services -County Facilities

Reference for: Janitorial 5 Star Services LLC

Organization/Firm Name providing reference:

BMD Management

Contact Name: Barbara Preston Reference date: 05/10/2021

Contact Email: bpreston@bmdfl.com Contact Phone: 954-784-3031

Name of Referenced Project: 555 SW 12th Ave Pompano Beach, FL

Contract No.	Date Services Provided:	Project Amount:
	10/01/2017 to 05/10/2021	$ 40,000.00

Vendor's role in Project: ☑ Prime Vendor ☐ Subconsultant/Subcontractor

Would you use this vendor again? ☑ Yes ☐ No

Description of services provided by Vendor:

Janitorial services provided 5 days a week.

Please rate your experience with the referenced Vendor:	**Needs Improvement**	**Satisfactory**	**Excellent**	**Not Applicable**
1. Vendor's Quality of Service				
a. Responsive	☐	☐	☑	☐
b. Accuracy	☐	☐	☑	☐
c. Deliverables	☐	☐	☐	☑
2. Vendor's Organization:				
a. Staff expertise	☐	☐	☑	☐
b. Professionalism	☐	☐	☑	☐
c. Turnover	☐	☐	☐	☐
3. Timeliness of:				
a. Project	☐	☐	☑	☐
b. Deliverables	☐	☐	☑	☐
4. Project completed within budget	☐	☐	☑	☐
5. Cooperation with:				
a. Your Firm	☐	☐	☑	☐
b. Subcontractor(s)/Subconsultant(s)	☐	☐	☐	☑
c. Regulatory Agency(ies)	☐	☐	☐	☑

Additional Comments: (provide on additional sheet if needed)

THIS SECTION FOR COUNTY USE ONLY

Verified via: ____EMAIL ____VERBAL Verified by: _____ Division: _____ Date: _____

All information provided to Broward County is subject to verification. Vendor acknowledges that inaccurate, untruthful, or incorrect statements made in support of this response may be used by the County as a basis for rejection, rescission of the award, or termination of the contract and may also serve as the basis for debarment of Vendor pursuant to Section 21.119 of the Broward County Procurement Code.

Attachment - C
Vendor Reference Verification
City of Pompano Beach

Attachment C

BROWARD COUNTY FLORIDA

Vendor Reference Verification Form

Broward County Solicitation No. and Title:

RFP No. BLD2121632P1, Janitorial Services -County Facilities

Reference for: Janitorial 5 Star Services LLC

Organization/Firm Name providing reference:

City of Pompano Beach

Contact Name: Kate Belcher Reference date: 05/10/2021

Contact Email: Kate.Belcher@copbfl.com Contact Phone: 954-786-4575

Name of Referenced Project: Pressure cleaning city pier

Contract No. Date Services Provided: 05/01/2020 to 05/10/2021 Project Amount: $ 70,000.00

Vendor's role in Project: ☑ Prime Vendor ☐ Subconsultant/Subcontractor

Would you use this vendor again? ☐ Yes ☐ No

Description of services provided by Vendor:

Daily maintenance of pier by pressure cleaning and trash pickup. Monthly full pier cleaning by pressure cleaning.

Please rate your experience with the referenced Vendor:	**Needs Improvement**	**Satisfactory**	**Excellent**	**Not Applicable**
1. Vendor's Quality of Service				
a. Responsive	☐	☐	☐ x	☐
b. Accuracy	☐	☐	☐ x	☐
c. Deliverables	☐	☐	☐ x	☐
2. Vendor's Organization:				
a. Staff expertise	☐	☐	☐ x	☐
b. Professionalism	☐	☐	☐ x	☐
c. Turnover	☐	☐	☐ x	☐
3. Timeliness of:				
a. Project	☐	☐	☐ x	☐
b. Deliverables	☐	☐	☐ x	☐
4. Project completed within budget	☐	☐	☐ x	☐
5. Cooperation with:				
a. Your Firm	☐	☐	☐ x	☐
b. Subcontractor(s)/Subconsultant(s)	☐	☐	☐ x	☐
c. Regulatory Agency(ies)	☐	☐	☐ x	☐

Additional Comments: (provide on additional sheet if needed)

THIS SECTION FOR COUNTY USE ONLY

Verified via: ____EMAIL ____VERBAL Verified by: _____ Division: _____ Date: _____

All information provided to Broward County is subject to verification. Vendor acknowledges that inaccurate, untruthful, or incorrect statements made in support of this response may be used by the County as a basis for rejection, rescission of the award, or termination of the contract and may also serve as the basis for debarment of Vendor pursuant to Section 21.119 of the Broward County Procurement Code.

Attachment - D

Broward County Local Business Tax Receipt

Attachment D

BROWARD COUNTY LOCAL BUSINESS TAX RECEIPT

115 S. Andrews Ave., Rm. A-100, Ft. Lauderdale, FL 33301-1895 – 954-831-4000

VALID OCTOBER 1, 2020 THROUGH SEPTEMBER 30, 2021

DBA:
Business Name: JANITORIAL 5 STAR SERVICES

Receipt #: 325-288281
Business Type: CLEANING/JANITORIAL (JANITORIAL)

Owner Name: KRISTEN OLBEL
Business Location: 1961 NE 25 AVE
POMPANO BEACH
Business Phone: 954-702-2053

Business Opened: 01/03/2018
State/County/Cert/Reg:
Exemption Code:

Rooms	Seats	Employees	Machines	Professionals
		1		

For Vending Business Only — Number of Machines: — Vending Type:

Tax Amount	Transfer Fee	NSF Fee	Penalty	Prior Years	Collection Cost	Total Paid
33.00	0.00	0.00	0.00	0.00	0.00	33.00

THIS RECEIPT MUST BE POSTED CONSPICUOUSLY IN YOUR PLACE OF BUSINESS

THIS BECOMES A TAX RECEIPT

WHEN VALIDATED

This tax is levied for the privilege of doing business within Broward County and is non-regulatory in nature. You must meet all County and/or Municipality planning and zoning requirements. This Business Tax Receipt must be transferred when the business is sold, business name has changed or you have moved the business location. This receipt does not indicate that the business is legal or that it is in compliance with State or local laws and regulations.

Mailing Address:

KRISTEN OLBEL
1961 NE 25 AVE
POMPANO BEACH, FL 33062

Receipt #05A-19-00009355
Paid 07/15/2020 33.00

2020 - 2021

BROWARD COUNTY LOCAL BUSINESS TAX RECEIPT

Attachment - E
City of Pompano Beach
Business Tax Receipt

pompano beach
Florida's Warmest Welcome

CITY OF POMPANO BEACH
BUSINESS TAX RECEIPT
FISCAL YEAR: 2020 - 2021

Business Tax Receipt Valid from: October 1, 2020 through September 30, 2021

4466624 9/21/2020
JANITORIAL 5 STAR SERVICES LLC
OLBEL, KRISTEN - H/O
1961 NE 25 AVENUE
POMPANO BEACH FL 33062

THIS IS NOT A BILL

THIS IS YOUR BUSINESS TAX RECEIPT. PLEASE POST IN A CONSPICUOUS PLACE AT THE BUSINESS LOCATION.

BUSINESS OWNER: JANITORIAL 5 STAR SERVICES LLC
BUSINESS LOCATION: 1961 NE 25 AV POMPANO BEACH FL

RECEIPT NO:	CLASSIFICATION
21-00095288	JANITORIAL OR WINDOW CLEANING

NOTICE: A NEW APPLICATON MUST BE FILED IF THE BUSINESS NAME, OWNERSHIP OR ADDRESS IS CHANGED. THE ISSUANCE OF A BUSINESS TAX RECEIPT SHALL NOT BE DEEMED A WAIVER OF ANY PROVISION OF THE CITY CODE NOR SHALL THE ISSUANCE OF A BUSINESS TAX RECEIPT BE CONSTRUED TO BE A JUDGEMENT OF THE CITY AS TO THE COMPETENCE OF THE APPLICANT TO TRANSACT BUSINESS. **THIS DOCUMENT CANNOT BE ALTERED.**

BUSINESS TAX RECEIPTS EXPIRE SEPTEMBER 30TH OF EACH YEAR

Attachment – F

CBE Certification

Attachment F

BLD2121632P1

p. 653

Broward County Board of County Commissioners

BidSync

5/26/2021

BROWARD COUNTY
FLORIDA

Office of Economic and Small Business Development

Governmental Center Annex
115 S. Andrews Avenue, Room A680 • Fort Lauderdale, Florida 33301 • 954-357-6400 • FAX 954-357-5674 • TTY 954-357-5664

This Certificate is Awarded to:

JANITORIAL 5 STAR SERVICES LLC

As set forth in the Broward County Business Opportunity Act of 2012, the certification requirements have been met for:

County Business Enterprise
Small Business Enterprise
Anniversary Date: January 31st

Authorized Representative

The Office of Economic and Small Business Development must be notified within 30 days of any material changes in the business which may affect ownership and control. Failure to do so may result in the revocation of this certificate and/or imposition of other sanctions.

A Service of the Broward County Board of County Commissioners
www.broward.org/smallbusiness

Attachment – G

SBE Certification

Attachment G

BLD2121632P1

p. 0&6

Supplier Diversity Outreach Program

THIS CERTIFICATE IS AWARDED TO

Janitorial 5 Star Services, LLC

FOR HAVING SUCCESSFULLY MET THE PRESCRIBED STANDARDS SET FORTH BY THE SUPPLIER DIVERSITY OUTREACH PROGRAM OF THE SCHOOL BOARD OF BROWARD COUNTY, FLORIDA FOR

CERTIFICATION

Small Business Enterprise (SBE)

Non-Minority

ON THIS DAY: September 9, 2019

Jasmine M. Jones
Manager, Supplier Diversity Outreach Program

CERTIFICATION #: WS1850692419

Expiration Date: September 8, 2021

Broward County Board of Commissioners

BidSync

5/26/2021

Attachment – H
Quality Inspection Form

Attachment F1

JANITORIAL 5 STAR SERVICES LLC

Quality Inspection Form

Date: _____

Location (name/building # etc): _____

Previous inspection date/result: _____

Next Inspection date: _____

Facility contact/signature: _____

Rating used 1-5 (1 = needs more frequent inspection, 5 = standard inspection time)

Facility Area	Common Name (AKA)	Number of Issues Noted	Rating
1. Lobby/Entrance			
2. Common areas (public/service areas)			
3. Employee work areas			
4. Administrative/Private Offices			
5. Employee use areas			
6. Support/Service areas			
7. Specialty areas			
8. Restrooms			
9. Carpet Flooring			
10. Hard Flooring			
11. Administrative Duties			

Attachment – I

Quality Control Inspection

JANITORIAL 5 STAR SERVICES LLC

Quality Control Inspection

Date/time: _____

Location (facility/building): _____

Inspector: _____

Area	Item for Inspection	Satisfactory	Unsatisfactory	Comments
1. Entrance	Free of Debris			
	Trash container, empty/clean liner			
	Ash containers clean			
	Exterior furniture clean			
	Walk-off mat clean			
2. Common areas & Lobby	Trash container, empty/clean liner			
	Carpets vacuum/spot cleaned			
	Hard floors dust/wet mopped			
	Hard floors—shine			
	Entrance doors/glass clean			
	Corners/Edges clean			
	Low dusting			
	High Dusting			
	HVAC vents clean			
	Drinking fountain clean			
3. Admin areas	Trash container, empty/clean liner			
	Carpets vacuum/spot cleaned			
	Hard floors dust/wet mopped			
	Hard floors—shine			
	Entrance doors/glass clean			
	Corners/Edges clean			
	Low dusting			
	High Dusting			
	HVAC vents clean			
	Furniture dust/spot free			
	Telephones clean/sanitized			

4. Kitchen areas	Trash container, empty/clean liner			
	Hard floors dust/wet mopped			
	Corners/Edges clean			
	Drains clean			
	Walls clean			
	HVAC vents clean			
5. Dining & Break areas	Trash container, empty/clean liner			
	Hard floors dust/wet mopped			
	Hard floors—shine			
	Corners/Edges clean			
	Tables/chairs clean			
	Walls clean			
	Serving areas clean			
	HVAC vents clean			
6. Restrooms	Trash container, empty/clean liner			
	Corners/Edges clean			
	Floor clean			
	Walls/partitions clean			
	Mirrors clean			
	Sinks/counters clean			
	Toilets/urinals clean			
	Showers clean			
	Soap/liquids filled			
	Paper towels filled			
	Toilet paper filled			
	Toilet seat/feminine products filled			
	HVAC vents clean			
	Floor drain clean			
7. Janitor closet	Area clean/orderly			
	Mop sink clean			
	Equipment clean/orderly			
	Chemicals orderly/labeled			
	Proper signs clean/visible			
	MSDS			
8. Employee Uniform clean/orderly				
	Badge/keys (if applicable)			

Number of items inspected: _____

Number of items Satisfactory: _____

Number of items Unsatisfactory: _____

WAGES RATES

Janitorial Services

Facilities Management Division

JANITORIAL SERVICES – FACILIITES MANAGEMENT DIVISION
FACILITIES LOCATIONS

WAGE RATES
(FOR LIVING WAGE RATE INFORMATIONAL PURPOSES ONLY EFFECTIVE JANUARY 1, 2021 THRU DECEMBER 31, 2021)

The hourly rate within this attachment shall be in accordance with Broward County Living Wage Ordinance (Sections 26-100 through 26-105 of Article VII, Chapter 26, Broward County Code of Ordinances), as amended, annually adjusted per Living Wage Ordinance.

The completed form should be submitted with the solicitation response prior to the solicitation closing date. If not included with the solicitation response, the proposer is required to provide within three business days of County's request. Vendor may be deemed non-responsible for failure to fully comply within stated timeframes.

The hourly rate must be entered for all personnel positions in accordance with Special Instructions to Vendors, Section J.2. If additional personnel positions are proposed to perform the work, provide information in the applicable sections of this form.

The hourly rate shall be the raw (unburdened) labor rates exclusive of taxes, insurance, overhead, profit, etc.

NOTE: This form is for informational purposes only and will not be used for final evaluation and scoring for Price.

PERSONNEL POSITIONS (Insert below for each position the minimum unburdened hourly rate)

DESCRIPTION	UNIT	(HOURLY RATE (UNBURDENED)
Project Manager or Equivalent	Hour	$ 30.00
Assistant Project Manager or Equivalent	Hour	$ 22.75
Quality Control Manager or Equivalent	Hour	$ 22.75
Shift Supervisor or Equivalent	Hour	$ 22.75
Team Leader/Supervisor or Equivalent	Hour	$ 19.50
Janitorial Worker or Equivalent	Hour	$ 17.05
	Hour	$
	Hour	$

Vendor Name JANITORIAL 5 STAR SERVICES LLC

JANITORIAL SERVICES – FACILITIES MANAGEMENT DIVISION
FACILITIES LOCATIONS

WAGE RATES
(FOR LIVING WAGE RATE INFORMATIONAL PURPOSES ONLY EFFECTIVE JANUARY 1, 2022 THRU DECEMBER 31, 2022)

The hourly rate within this attachment shall be in accordance with Broward County Living Wage Ordinance (Sections 26-100 through 26-105 of Article VII, Chapter 26, Broward County Code of Ordinances), as amended, annually adjusted per Living Wage Ordinance.

The completed form should be submitted with the solicitation response prior to the solicitation closing date. If not included with the solicitation response, the proposer is required to provide within three business days of County's request. Vendor may be deemed non-responsible for failure to fully comply within stated timeframes.

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Quality Control Manager or Equivalent	Hour	$ 22.75
Shift Supervisor or Equivalent	Hour	$ 22.75
Team Leader/Supervisor or Equivalent	Hour	$ 19.50
Janitorial Worker or Equivalent	Hour	$ 17.05
	Hour	$
	Hour	$

Vendor Name JANITORIAL 5 STAR SERVICES LLC

JANITORIAL SERVICES – FACILITIES MANAMGEMENT DIVISION
FACILITIES LOCATIONS

WAGE RATES
(FOR LIVING WAGE RATE INFORMATIONAL PURPOSES ONLY EFFECTIVE JANUARY 1, 2023 THRU DECEMBER 31, 2023)

The hourly rate within this attachment shall be in accordance with Broward County Living Wage Ordinance (Sections 26-100 through 26-105 of Article VII, Chapter 26, Broward County Code of Ordinances), as amended, annually adjusted per Living Wage Ordinance.

The completed form should be submitted with the solicitation response prior to the solicitation closing date. If not included with the solicitation response, the proposer is required to provide within three business days of County's request. Vendor may be deemed non-responsible for failure to fully comply within stated timeframes.

The hourly rate must be entered for all personnel positions in accordance with Special Instructions to Vendors, Section J.2. If additional personnel positions are proposed to perform the work, provide information in the applicable sections of this form.

The hourly rate shall be the raw (unburdened) labor rates exclusive of taxes, insurance, overhead, profit, etc.

NOTE: This form is for informational purposes only and will not be used for final evaluation and scoring for Price.

PERSONNEL POSITIONS (Insert below for each position the minimum unburdened hourly rate)

DESCRIPTION	UNIT	(HOURLY RATE UNBURDENED)
Project Manager or Equivalent	Hour	$ 30.00
Assistant Project Manager or Equivalent	Hour	$ 22.75
Quality Control Manager or Equivalent	Hour	$ 22.75
Shift Supervisor or Equivalent	Hour	$ 22.75
Team Leader/Supervisor or Equivalent	Hour	$ 19.50
Janitorial Worker or Equivalent	Hour	$ 17.05
_____	Hour	$ _____
_____	Hour	$ _____

Vendor Name JANITORIAL 5 STAR SERVICES LLC

2021 Florida Limited Liability Company Annual Report

2021 FLORIDA LIMITED LIABILITY COMPANY ANNUAL REPORT

Broward County Board of
County Commissioners

FILED
Jan 27, 2021
Secretary of State
3489649676CC

DOCUMENT# L17000159119

Entity Name: JANITORIAL 5 STAR SERVICES LLC

Current Principal Place of Business:

1961 NE 25TH AVE
POMPANO BEACH, FL 33062

Current Mailing Address:

1961 NE 25TH AVE
POMPANO BEACH, FL 33062 US

FEI Number: 82-2282100

Certificate of Status Desired: No

Name and Address of Current Registered Agent:

OLBEL, KRISTEN
1961 NE 25TH AVE
POMPANO BEACH, FL 33062 US

The above named entity submits this statement for the purpose of changing its registered office or registered agent, or both, in the State of Florida.

SIGNATURE:

Electronic Signature of Registered Agent — Date

Authorized Person(s) Detail :

Title	CEO
Name	OLBEL, KRISTEN
Address	1961 NE 25TH AVE
City-State-Zip:	POMPANO BEACH FL 33062

Title	COO
Name	OLBEL, MIKELANGE
Address	1961 NE 25TH AVE
City-State-Zip:	POMPANO BEACH FL 33062

I hereby certify that the information indicated on this report or supplemental report is true and accurate and that my electronic signature shall have the same legal effect as if made under oath; that I am a managing member or manager of the limited liability company or the receiver or trustee empowered to execute this report as required by Chapter 605, Florida Statutes; and that my name appears above, or on an attachment with all other like empowered.

SIGNATURE: KRISTEN LYNNE OLBEL CEO 01/27/2021

Electronic Signature of Signing Authorized Person(s) Detail — Date

Living Wage Ordinance Compliance Affidavit Form

LIVING WAGE ORDINANCE COMPLIANCE AFFIDAVIT
FORM

The completed and signed form should be returned with the Vendor's submittal. If not provided with submittal, the Vendor must submit within three business days of County's request. Vendor may be deemed non-responsivefor failure to fully comply within stated timeframes. Vendor should scan and upload the completed, signed form(s) in BidSync.

Covered Employer: Janitorial 5 Star Services LLC

Address: 1961 NE 25th Ave Pompano Beach, FL 33062

Local Contact: Kristen Olbel | E-Mail Address: janitorial5starservices@gmail

Address: 1961 NE 25th Ave Pompano Beach, FL 33062

Contract #

Amount:

Using Agency Janitorial 5 Star Services LLC

Served: Solicitation No. and Title: BLD2121632P1 Janitorial Services - County Facilities

By signing below I hereby certify that the covered employees listed below: (please check one)

A. ☐ Receive a minimum pay of $ _____ per hour and are provided health benefits valued at $ _____ per hour.

B. ☒ Receive a minimum pay of $ 17.05 per hour and are not provided health benefits.

Provide names of hourly employees and their job classifications providing covered services for the above referenced contract:

Name	Job Class	A or B	Name	Job Class	A or B
Lakesha Hanson	Supervisor	B			
Kenny Bellinger	Supervisor	B			

(Attach Additional sheets in the format above, if needed)

I, Kristen Olbel (Print Name) attest that of Janitorial 5 Star Services (Company) hereby

(1) I have the authority to sign this notarized compliance affidavit, (2) the following information is true, complete and correct and (3) the Vendor certifies that it shall:

a) Pay all employees working on this contract/project, who are covered by the Living Wage Ordinance, as amended, in accordance with wage rates and provisions of the Living Wage Ordinance;

b) Provide the applicable living wage statement regarding wage rates with the employee's first paycheck or direct deposit receipt as required by the Living Wage Ordinance, as amended; and

c) (IF APPLICABLE) If health care benefits are provided under "A" above, the health care benefit meets the standard health benefit plan as described in Section 627.6699 (12)(b)(4), Florida Statutes, as amended. As a principal officer of the covered employer, the undersigned affirms that the referenced Florida Statute has been reviewed and the covered employer's health plan meets all the elements required by the statute, as amended.

Signature Kristen Olbel Title CEO

SWORN TO AND SUBSCRIBED BEFORE ME this 12 day of May, 20 21

STATE OF Fl

COUNTY OF Broward

RENETTE VEDRINE NOTARY PUBLIC STATE OF FLORIDA My Comm. Expires July 22, 2023 No. GG 357147

Notary Public (Sign name of Notary Public)

My commission expires: 7/22/23 (SEAL)

Personally Known ☐ or Produced Identification ☒ Type of Identification Produced: DL

LETTER OF INTENT

BROWARD COUNTY
FLORIDA
OFFICE OF ECONOMIC AND
SMALL BUSINESS DEVELOPMENT

LETTER OF INTENT

BETWEEN BIDDER/OFFEROR AND COUNTY BUSINESS ENTERPRISE (CBE) FIRM/SUPPLIER

This form is to be completed and signed for each CBE firm. If the PRIME is a CBE firm, please indicate the percentage performing with your own forces.

Solicitation No.: BLD2121632P1

Project Title: Janitorial Services - County Facilities

Bidder/Offeror Name: Janitorial 5 Star Services LLC

Address: 1961 NE 25th Ave City: Pompano Beach State: FL Zip: 33062

Authorized Representative: Kristen Olbel Phone: 954-702-2053

CBE Firm/Supplier Name: _____

Address: _____ City: _____ State: ____ Zip: _____

Authorized Representative: _____ Phone: _____

A. This is a letter of intent between the bidder/offeror on this project and a CBE firm for the CBE to perform work on this project.

B. By signing below, the bidder/offeror is committing to utilize the above-named CBE to perform the work described below.

C. By signing below, the above-named CBE is committing to perform the work described below.

D. By signing below, the bidder/offeror and CBE affirm that if the CBE subcontracts any of the work described below, it may only subcontract that work to another CBE.

Work to be performed by CBE Firm

Description	NAICS[1]	CBE Contract Amount[2]	CBE Percentage of Total Project Value
Janitorial Services (Agreement 1-14)	561720		100.00 %
			%
			%

AFFIRMATION: I hereby affirm that the information above is true and correct.

CBE Firm/Supplier Authorized Representative

Signature: _____ Title: _____ Date: _____

Bidder/Offeror Authorized Representative

Signature: Kristen Olbel Title: CEO Date: 05/25/2021

[1] Visit Census.gov and select NAICS to search and identify the correct codes. Match type of work with NAICS code as closely as possible.

[2] To be provided only when the solicitation requires that bidder/offeror include a dollar amount in its bid/offer.

In the event the bidder/offeror does not receive award of the prime contract, any and all representations in this Letter of Intent and Affirmation shall be null and void.

Rev.: June 2018

Compliance Form No. 004

OSHA Certification

5/26/2021

Certificate of Completion

360training.com

This Certifies That

Kristen Olbel

is awarded this certificate for

OSHA 30 Hour Outreach Training Program - General Industry

Credit Hours: 30.00

Completion Date: 05/10/2019

Curtis Chambers, Trainer C 26-0106073 and G 26-0079775

"As an OSHA authorized trainer, I verify that I have conducted this OSHA outreach training class in accordance with OSHA Outreach Training Program requirements. I will document this class to my authorizing OSHA training organization. Upon successful review of my documentation, I will provide each student their completion card within 90 days of the end of the class."

6801 N Capital of Texas Hwy, Bldg I, Suite 250 ♦ Austin, TX 78731 ♦ 877.881.2235 ♦ www.360training.com

BrdSyRc

Broward County Board of County Commissioners

BLD2121032P1

D: 672

Certificate of Insurance

CERTIFICATE OF LIABILITY INSURANCE

DATE (MM/DD/YYYY): 05/12/2021

THIS CERTIFICATE IS ISSUED AS A MATTER OF INFORMATION ONLY AND CONFERS NO RIGHTS UPON THE CERTIFICATE HOLDER. THIS CERTIFICATE DOES NOT AFFIRMATIVELY OR NEGATIVELY AMEND, EXTEND OR ALTER THE COVERAGE AFFORDED BY THE POLICIES BELOW. THIS CERTIFICATE OF INSURANCE DOES NOT CONSTITUTE A CONTRACT BETWEEN THE ISSUING INSURER(S), AUTHORIZED REPRESENTATIVE OR PRODUCER, AND THE CERTIFICATE HOLDER.

IMPORTANT: If the certificate holder is an ADDITIONAL INSURED, the policy(ies) must have ADDITIONAL INSURED provisions or be endorsed. If SUBROGATION IS WAIVED, subject to the terms and conditions of the policy, certain policies may require an endorsement. A statement on this certificate does not confer rights to the certificate holder in lieu of such endorsement(s).

PRODUCER	CONTACT NAME: Martha Julius
Mckinley Financial Services 2890 W State Road 84, Suite 119 Fort Lauderdale FL 33312	PHONE (A/C, No, Ext): (954) 938-2685 FAX (A/C, No): (954) 938-2695 E-MAIL ADDRESS: mjulius@mckinleyinsurance.com

INSURED	INSURER(S) AFFORDING COVERAGE	NAIC #
Janitorial 5 Star Services, LLC 1961 NE 25th Ave Pompano Beach FL 33062	INSURER A: ASCENDANT UNDERWRITERS	
	INSURER B: NORMANDY HARBOR INSURANCE COMPANY	
	INSURER C: WESTERN SURETY	
	INSURER D:	
	INSURER E:	
	INSURER F:	

COVERAGES **CERTIFICATE NUMBER:** **REVISION NUMBER:**

THIS IS TO CERTIFY THAT THE POLICIES OF INSURANCE LISTED BELOW HAVE BEEN ISSUED TO THE INSURED NAMED ABOVE FOR THE POLICY PERIOD INDICATED. NOTWITHSTANDING ANY REQUIREMENT, TERM OR CONDITION OF ANY CONTRACT OR OTHER DOCUMENT WITH RESPECT TO WHICH THIS CERTIFICATE MAY BE ISSUED OR MAY PERTAIN, THE INSURANCE AFFORDED BY THE POLICIES DESCRIBED HEREIN IS SUBJECT TO ALL THE TERMS, EXCLUSIONS AND CONDITIONS OF SUCH POLICIES. LIMITS SHOWN MAY HAVE BEEN REDUCED BY PAID CLAIMS.

INSR LTR	TYPE OF INSURANCE	ADDL INSD	SUBR WVD	POLICY NUMBER	POLICY EFF (MM/DD/YYYY)	POLICY EXP (MM/DD/YYYY)	LIMITS	
A	X COMMERCIAL GENERAL LIABILITY CLAIMS-MADE X OCCUR GEN'L AGGREGATE LIMIT APPLIES PER: POLICY PRO-JECT LOC OTHER:	N	N	GL67203-0	09/26/2020	09/26/2021	EACH OCCURRENCE DAMAGE TO RENTED PREMISES (Ea occurrence) MED EXP (Any one person) PERSONAL & ADV INJURY GENERAL AGGREGATE PRODUCTS - COMP/OP AGG	$ 1,000,000 $ 50,000 $ 100,000 $ 1,000,000 $ 2,000,000 $ 1,000,000
	AUTOMOBILE LIABILITY ANY AUTO OWNED AUTOS ONLY HIRED AUTOS ONLY SCHEDULED AUTOS NON-OWNED AUTOS ONLY	N	N	02418855-0	07/24/2020	07/24/2021	COMBINED SINGLE LIMIT (Ea accident) BODILY INJURY (Per person) BODILY INJURY (Per accident) PROPERTY DAMAGE (Per accident)	$ $ 10,000 $ 20,000 $ 10,000
	UMBRELLA LIAB OCCUR EXCESS LIAB CLAIMS-MADE DED RETENTION $						EACH OCCURRENCE AGGREGATE	$ $
B	WORKERS COMPENSATION AND EMPLOYERS' LIABILITY ANY PROPRIETOR/PARTNER/EXECUTIVE OFFICER/MEMBER EXCLUDED? (Mandatory in NH) Y / N: Y If yes, describe under DESCRIPTION OF OPERATIONS below	N / A	JN	NHFL0113342019 01/	01/03/2021	01/03/2022	PER STATUTE OTH-ER E.L. EACH ACCIDENT E.L. DISEASE - EA EMPLOYEE E.L. DISEASE - POLICY LIMIT	$ $ 100,000 $ 100,000 $ 500,000
C	Bond	N	N	C28456	04/13/2020	04/13/2021	LIMITS	50,000

DESCRIPTION OF OPERATIONS / LOCATIONS / VEHICLES (ACORD 101, Additional Remarks Schedule, may be attached if more space is required)

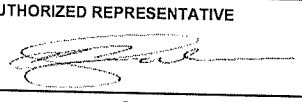
CERTIFICATE HOLDER

To Whom it may Concern

CANCELLATION

SHOULD ANY OF THE ABOVE DESCRIBED POLICIES BE CANCELLED BEFORE THE EXPIRATION DATE THEREOF, NOTICE WILL BE DELIVERED IN ACCORDANCE WITH THE POLICY PROVISIONS.

AUTHORIZED REPRESENTATIVE



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The ACORD name and logo are registered marks of ACORD

JANITORIAL
5 STAR SERVICES LLC

"Allow us to give you a Star Cleaning"

Employee and Safety Training Manual

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Definition of Terms

Cleaning--Cleaning is removing obvious dirt, debris, and other materials from a surface.

Etiquette Etiquette refers to rules of acceptable behavior. In other words, etiquette by definition refers to the “rules and conventions governing correct or polite behavior in society in general or in a specific social or professional group or situation

Green Cleaning--Green Cleaning is cleaning to protect health without harming the environment.

Falls—

Lockout/Tagout--"Lockout/Tagout (LOTO)" refers to specific practices and procedures to safeguard employees from the unexpected energization or startup of machinery and equipment, or the release of hazardous energy during service or maintenance activities. A lockout/tagout program requires the identification and implementation of practices and procedures necessary to shut down and lockout/tagout machines and equipment. The program requires that certain employees receive training in the lockout tagout procedures and that periodic inspections be conducted to maintain and enhance it.

Safety Safety as it applies to this manual is relative freedom from danger, risk, or threat of harm, injury, or loss to personnel and/or property, whether caused deliberately or by accident.

Sanitizing--Sanitizing or disinfecting is the actual killing of the microorganisms through heat or chemicals.

Security Security as it applies to this manual is prevention of and protection against assault, damage, fire, fraud, invasion of privacy, theft, unlawful entry, and other such occurrences caused by deliberate action.

Slips--A slip occurs when there is too little traction or friction between the shoe and walking surface. You slip when you lose your footing or

grip on a slippery surface.

Trips and Falls A trip is a fall or stumble caused by catching your foot on something. Tripping and falling accidents occur when your foot comes in contact with an object, or drops unexpectedly throwing you offbalance. A fall is when someone or something moves downward to a lower position by the force of gravity.

Universal Precautions--Universal precautions refers to the practice, in medicine, of avoiding contact with patients' bodily fluids, by means of the wearing of nonporous articles such as medical gloves, goggles, and face shields.

Chapter 1: Introduction

WHAT IS THE CUSTODIAL OR JANITORIAL INDUSTRY?

A janitor or custodian is a person who takes care of a building,
such as a school, office building, hospital, or apartment. Janitors are responsible primarily for cleaning, and often though not always some maintenance and security duties. Similar to the custodian or janitor is the building superintendent. Generally a superintendent has more maintenance and managerial duties.

Janitors and custodians may be required to receive training and licensing in various fields, such as Hazmat, CPR, or Boiler Operations, depending on the employer and the specific nature of the job.

A custodian may be considered to be different from a janitor. In some settings janitors are called housekeepers or housekeeping staff and in other settings they are referred to as maintenance or maintenance staff. Institutions have come up with a number of alternative job titles.

PURPOSE OF THIS MANUAL

The purpose of this manual is to acquaint you with cleaning techniques and safety in the Janitorial and Custodial industry. Some typical cleaning jobs may include the following tasks.
Cleaning bathrooms
Sinks
Toilets
Urinals
Cleaning floors
Cleaning carpeting
Cleaning stainless steel and other special surfaces
Clearing tables in lunch room
Emptying trash and recycling bin
Stripping and waxing floors

No matter what job you have as a Janitor or Custodian there are responsibilities associated with your job. One of these responsibilities is safety, safety for you and the safety of your coworkers and guests or patients in your facilities. Over the many years, safety has evolved

into a very high profile responsibility. Depending on where you live and work, safety laws and regulations are becoming more stringent and demanding.

Ideally safety is freedom from danger. Of course, every safety topic for the Janitor or Custodian cannot be covered in this one manual. However we will be discussing many safety topics including protection from the risk of harm or injury, safety devices, and responsibilities.

Topics including general information and new employee orientation will be covered. There are sections on accident prevention, bloodborne pathogens, electrical safety, lockout and tagout, safe lifting, and of course cleaning techniques.

Chapter 2: General Safety Rules for Everyone

The Janitors and Custodians may consist of many groups of employees. As indicated by the different job titles mentioned, jobs in this industry are many and diversified. There are general safety rules that apply to everyone. Some of these rules are discussed here. Horseplay is always prohibited…so don t even think about it

PERSONAL

Personal Hygiene

Hygiene refers to the set of practices associated with the preservation of health and healthy living. Hygiene is a concept related to medicine, as well as to personal and professional care practices related to most aspects of living, although it is most often associated with cleanliness and preventative measures. In medicine, hygiene practices are employed to reduce the incidence and spreading of disease.

Cleanliness requires a daily bath and a change to clean underclothing. Use a deodorant to prevent body odor. If you are a guy, shave daily. Give teeth and hair proper care, everyday. Keep fingernails short and clean. If you are a gal, use cosmetics in moderation. Refrain from the use of heavy scents.

In order to control cross-contamination, hands should be washed after performing cleaning duties. Before continuing on to the next area, wash your hands. Also, wash before meals and after going to the restroom.

Massage hand cleaner around the fingers, knuckles, and hands. Scrub fingernails with a brush. Keep your hands lower than your elbows when washing. Wash vigorously for two minutes. The tap water should be running during the entire process. Use medicated hand moisturizer when skin becomes dry or chapped.

To protect yourself you should use the proper Personal Protective Equipment or the acronym PPE for each cleaning task you perform.

Report to Work Rested

A first step to safety is to report to work rested, alert, and ready to perform your job. Fatigue may affect your ability to work safely. It may also impair your ability to treat your colleagues with the hospitality consistent with your training.

Wear Appropriate Clothing
Next, you should always wear appropriate clothing for your job. Follow your company's dress code. This includes wearing proper footwear for the job.

If you will be working equipment and machinery, don't wear rings and jewelry that can get caught in the moving parts.

Keep long hair tied back or under a hat. This will avoid having your hair getting caught in machines. Clothing should fit properly allowing room for movement without being so loose it could get caught in machinery moving parts.

Report Accidents
Most companies provide necessary first aid and medical treatment for injuries. If you are injured on the job, report the accident to your supervisor immediately, so that proper medical treatment can be provided.

First aid or professional medical treatment will be given as necessary; however, you must report all accidents and injuries when they occur, even if your injury does not require medical treatment.

PERSONAL PROTECTIVE EQUIPMENT

What is personal protective equipment or the acronym PPE and how does it affect you?
Personal protective equipment is equipment that has been designed to protect you from potential injuries. When required for certain job assignments, personal protective equipment will be issued to you It s your responsibility to wear it

Personal protective equipment could include safety glasses when your eyes are exposed to potential injury, gloves to protect your hands, hard hats for head protection, hearing protection for high noise areas, face shields to protect your face, respirators, specialized shoes…all these and more are considered personal protective equipment

Wearing personal protective equipment is important to protect you from injury or illness while performing your job. Some of the personal protective equipment you need may include:

Eye Protection
You should choose the proper type of eye protection for the hazard. For example, safety glasses are not appropriate when working with chemicals that may splash in your face or

eyes. Goggles and a face shield would be the best choice when working with chemicals.
Skin Protection

You should wear the right protective gloves for the hazard or chemicals. Some products can melt or go through the glove. Also protect your skin by wearing a protective apron or smock. If your clothing is soaked with chemicals, change them immediately to prevent prolonged skin contact.

Hearing Protection
Hearing protection may also be required if you work in a noisy area or with noisy equipment such as vacuums and other tools.

Respiratory Protection
Respiratory protection may be required depending on the job and chemical products being used. You must be trained before using a respirator. Discuss the need for this protection with your supervisor.

ELECTRICAL SAFETY

Electrical safety is another important safety consideration. Naturally, everyone has been exposed to electricity and how dangerous it can be if it's misused.

Generally, in the workplace you should always inspect electrical cables, cords, and plugs for frays, cracks, cuts, or defects before you use them. If the electrical tools or equipment you use do not say “Double Insulated on the manufacturer s tag then they must be grounded with a 3-prong plug and a grounded cable. This provides some degree of protection from electrical shock in case of a malfunction or short in the tool. Figure 1 shows a three prong plug and receptacle.

What this means is there must be a third prong on the plug. The third wire goes to ground. In case of a short or malfunction, the electricity will flow though this third wire to ground and not through the person holding the malfunctioning tool or equipment. Of course, if the ground wire is not properly connected to the system or the third prong is missing from the plug, then there is no electrical shock prevention.

Always check and test your equipment for safety before you use it.
Never allow an outlet to be overloaded.

Don t overload circuits by plugging in more than the allowed number of electrical power outlets.

The use of octopus plugs, as shown here, makes a dangerous situation that could cause a fire. Electrical hazards can be caused by faulty electrical tools and equipment, appliances and wiring, electrical outlets, switch panels and electric transformers.
Remember to unplug any electrical appliance before you clean it. Working around water and electricity is dangerous.

Make sure that any electrical or other types of cords do not create tripping hazards. Of course, never clean electrical equipment with flammable or toxic solvents and never use flammables near electrical tools. The sparks from the inside of a machine or tool can cause an explosion.

CONTROL OF HAZARDOUS ENERGY/ LOCKOUT TAGOUT

What is Lockout/Tagout or LOTO?
"Lockout/Tagout or LOTO" refers to specific practices and procedures to safeguard employees from the unexpected energization or startup of machinery and equipment, or the release of hazardous energy during service or maintenance activities. A lockout/tagout program requires the identification and implementation of practices and procedures necessary to shut down and lockout/tagout machines and equipment. The program requires that certain employees receive training in the lockout tagout procedures and that periodic inspections be conducted to maintain and enhance it.

Lockout is the practice of using keyed or combination security devices or “locks to prevent the unwanted activation of mechanical or electrical equipment. Tagout is the practice of using tags in conjunction with locks to increase the visibility and awareness that equipment is not to be energized or activated until such devices are removed. A tagout device is usually a non-reusable type, attachable by hand, self-locking, and non-releasable with a minimum unlocking strength of no less than 50 pounds.

Authorized and Affected Employees for LOTO
Now, before we go much further, let's discuss two categories of employees requiring knowledge and training in lockout tagout procedures The first category is “Authorized Employees These are maintenance personnel who actually use lockout and tagout procedures while they are repairing or maintaining equipment. The second category is “Affected Employees This describes any employee who uses or works around equipment and machinery that may be locked out or tagged out. You need to be able to recognize tags

used by your employer for LOTO It s recommended that virtually all employees be in the “Affected Employee category

What are Hazardous Energy Sources?
Let's begin with some basics, as you'll need these to understand the program. What are hazardous energy sources?

Electricity is used to provide power to a wide variety of machines and equipment. Locking out of electricity prevents electrical equipment from accidental release of electricity during maintenance or repair. The main problem here is locking out electricity does not guarantee that other energy sources won't be released. There may be a steam valve that requires locking out as well or hydraulic, vacuum, or pneumatic pressure, mechanical motion, springs, thermal energy such as steam or heat, or extremely low temperature liquids or gases.

Releases of chemicals or chemical reactions are other energy sources that must be controlled, dissipated, or shut off. Locking out of electricity may not provide adequate protection during maintenance and repair. Each machine or piece of equipment must be inspected by trained employees to determine adequate lockout procedures for all potential hazardous energy sources. Your organization must have these energy sources identified and listed in the written lockout/tagout policy and procedures.

The first step in all lockout/tagout procedures is to identify the potential energy sources that will require control by lockout or tagout. In general, there are 6 types of energy sources that may be encountered. As we discussed earlier, electrical energy is the first type of energy source for consideration. In addition there is mechanical energy, hydraulic energy, pneumatic energy, thermal energy and chemical energy.

Mechanical energy can present a danger from moving parts such as rotating fans, shafts, gears, grinding wheels, moving packer blades, panels, conveyors, and more. Hydraulic systems that work using fluid under pressure are candidates for LOTO procedures. An example of pneumatic energy is air pressure stored on Air Brake Systems. Pneumatic pressure may also be present in air accessories and control systems. Thermal energy is heat, heat from fluids such as coolant and lubricating oils and from hot machinery such as engines, exhaust systems, electric motors, and gear cases are sources of potential thermal energy. Finally, potential energy can be released by chemicals when they react with one another, or react with air and/or water.

Now, that we have identified potential energy sources; we have to determine which switch, valve or other isolating device will be operated to isolate these energy sources. Whenever working on equipment in a manner which any potential energy source could be encountered, the appropriate procedures must be followed to isolate or disable the applicable hazards.

Employee Training for LOTO
Employees or any other authorized and affected employees who may be reasonably expected to use the equipment or procedures for LOTO must receive annual LOTO training from the appropriate training staff. Training requirements are outlined under Code of the Federal Register 29 CFR 1910.147 Section (c)(7) (i),(ii), and (iii). These training programs are designed to provide you with a good understanding of lockout/tagout procedures.

Record Keeping for LOTO
Inspection records and training records will be kept by your employer. Training records will be maintained by employer and they will include an outline of topics covered. In addition, a sign in sheet of attendees will be included with training records. Inspection records will also be kept.

Inspection Methods for LOTO
OSHA requires that a LOTO Program be reviewed once a year and that periodic inspections of the procedures are made to ensure that they are being followed correctly. Inspections may be done in the shops in your physical plant. These shops may include auto, central plant, controls, electric, plumbing, and refrigeration. Inspections are designed to include cataloging the general types of hazardous energy and equipment applicable to each area.

Some inspections may involve questions only; some may include demonstrations; and others may occur during actual LOTO activities. General questions that may be asked include:
1. Who are the authorized employees, i.e. those using LOTO)?
2. Who are the affected employees, i.e. who are employees that could be exposed to LOTO hazards?
3. Are procedures for energy control in place?
4. What equipment is subject to LOTO?
5. Do specific written procedures exist, i.e. written procedures for de-energizing and reenergizing equipment?
6. Where are your locks/tags?
   What if an “Authorized Employee is not available to remove the lock
8. What inspection records exist for your Department?

9. Do you know what training records exist?

Who is Responsible?
Each individual must accept the responsibility to know the rules and to follow your organization's policies and procedures exactly. The primary purpose of any LOTO program is accident prevention. It is designed to safeguard you and those around you. Safety is always a team effort and LOTO is no different. The rules are very important and if you're not sure about a particular procedure don t be afraid to ask questions Ask your supervisor Don't take chances! Failure to properly lockout and tagout when necessary can lead to potentially serious injury.

To make sure the machine doesn't start accidentally, all hazardous energy must be locked out Hazardous energy could be electricity springs under tension gravity…where heavy parts could fall down, liquids, or steam under pressure or other hazardous energy sources. Some common lockout/tagout equipment is shown in Figure 3. The figure illustrates locks with keys and tags.

Even if you don't work in these areas or you're not a mechanic or machine operator, it's important that you know about these tags and locks.

Never Remove LOTO
Never remove any of these tags or locks, unless you're the person who placed them there. Don't attempt to start any machine that has a lock or tag on it. Lockout and tagout procedures save lives.

EMERGENCY ACTIONS

In case of fire, exit the building by appropriate exits. Remain calm and report to your designated area so your supervisor can account for you. It's important to know if anyone is left inside the building or if anyone is missing.

In case of earthquake or a tornado, it's best not to go outside. Falling electrical lines, broken glass, or other dangerous conditions could exist outside your building. Experts recommend that you get under a sturdy desk or other heavy object and Duck, Cover, and Hold.
Duck under a heavy object for safety.
Cover your head with your hands.
Hold that position until it's safe to move.

In cases of emergency you should know elements of your company s emergency plan and be prepared to follow them.
Remain calm and use your good judgment and your training to protect yourself and others.

HOUSEKEEPING FOR EVERYONE

In this case housekeeping means that you should check your work area for materials, cords, cables, or other items that can cause slips, trips, or falls.
Housekeeping is checking your equipment to make sure grease or oil doesn't leak on floors, causing potential slips and falls.
Your housekeeping duties include checking closets in your work area for trash, debris, or other potential hazardous conditions. Then address the issue.
Housekeeping is also taking the time to make sure your entire work area, regardless of your job description, is neat, clean, and organized; including putting tools or utensils where they belong when you've finished using them.
Housekeeping is picking up paper trash or debris when you see it…even if it s not in your department.
Housekeeping is your responsibility, no matter where you work.

SLIPS, TRIPS AND FALLS

Slips, trips, and falls are a major cause of workplace injuries. Believe it or not accidents happen. Fall injuries can happen when a janitor simply steps off of a loading dock. Or perhaps, a truck driver breaks his ankle when jumping down from the cab of his truck.

Causes of Slips, Trips, and Falls
Slips happen when there is too little friction or traction between footwear and the walking surface. It is easy to slip on a wet or oily surface.

Slips and falls happen. Jumping from any elevated surface is hazardous. You can fall from ladders, stairs, or curbs. Slippery floors, debris, or uneven surfaces will potentially cause you to trip or slip and fall. The study of slip, trip, and fall accidents and injury statistics help us to understand where we went wrong. We use information from these studies and statistics to determine how to prevent future accidents.

Is there a magic bullet New floor surfaces “slip resistant shoes--what is the answer? We believe the answer is education, greater awareness, and maintaining a good safety attitude. We all must accept responsibility for working and acting safely.

We just can t run the risk of you your coworkers building occupants vendors or clients slipping and falling. First, we are going to review some of the ways people trip and fall. Next, we will review basic prevention techniques.

When your foot strikes an object causing you to lose your balance, you trip and then you stumble or fall. Slips, trips, and fall injuries are caused by hazardous conditions. Hazardous conditions may include an obstructed view or poor lighting.

Clutter left in isles, trash left on the floor, and protruding chair legs contribute to hazardous conditions. These conditions will certainly lead to accidents if left unattended. Uneven steps, uncovered cables, and open bottom desk drawers also provide circumstances that may lead to trips and falls. Wrinkled carpeting or rolled corners on rubber mats provide another set of hazardous conditions.

Prevention Techniques
Both slips and trips result from some a kind of unintended or unexpected change in the contact between your feet and your walking surface. Good housekeeping is the first and the most important level of prevention for these accidents.

All spills should be cleaned up immediately, especially those in isles and walkways.
Spills and wet areas should be marked with orange cones or “Wet Floor signs
Debris should be mopped or swept from floors, immediately.

Obstacles such as stocking carts, crates, and empty boxes should be removed from walkways. Walkways and isles should be kept free of clutter.

Runners, rubber mats, rugs, and carpets that do not lay flat should always be secured to walking surfaces.

File cabinet and storage drawers should always be left closed.
Remember that wires and cables are potential tripping hazards.

Lighting is important. Be sure to keep work areas and walkways well lit by replacing burned out light bulbs and faulty switches Replacing burned out light bulbs is often part of a janitor s job.

All drains must have drain covers that are secured to the floor.

Clean Up!

Cleaning supplies are often dropped and spilled on the floor It s not good enough just to wipe them up you have to actually clean the surface Let s say someone knocks a bottle of marble cleaner off the shelf and onto the floor. The bottle hits the floor and goes crash! Wax goes everywhere. We now have a hazardous condition. By definition this is certainly a slip, trip and fall hazard.

First you must mark the hazard with a sign or an orange cone.

Next you pick up the container and as much of the wax as possible using a broom and dustpan.

A dustpan is a cleaning utensil commonly used in combination with a brush or broom. Industrial and commercial establishments may provide you with a hinged dustpan on the end of a stick to prevent you from constantly stooping to use it. Handheld dustpans may be used with either a full-size broom or with a smaller whisk broom or brush sometimes called a duster.

Water spills should be mopped, and then wiped dry with a dry rag or towel.

Safety awareness is the key to safety.
You will find that there are many hazards occurring in your working environment on a daily basis. Spilled water ice cubes broken glass and food on the floor…all of these things pose special hazards. Of course, you should immediately clean spills or pick up items on the floor or stairs. The only thing that's going to prevent an accident is for you to be aware of potential hazards and pay attention to your walking surfaces.

If you see something on the floor that doesn t belong there pick it up It s that simple Remember, watch where you walk. Be aware of your surroundings. Always wear approved slip resistant footwear at work. When you see water on the floor or some other hazard, clean it up!

To properly clean up a spill that contains oils, you must first wipe it up and then put some abrasive powder on the contaminated surface. Rub the area to remove any remaining oils. Then clean the floor surface with soap and water, rinse it, and make sure the floor surface is not slick.

Without good housekeeping practices, any other preventive measures will never be fully effective.

Footwear

Footwear is important! Footwear is personal protective equipment where floors may be oily, wet or if workers spend considerable time outdoors. In these circumstances, fall accident prevention should focus on selecting proper footwear. Ordinary tennis shoes are popular, but in wet and slippery environments, they can contribute to accidents and injuries. There is compelling evidence that using slip-resistant footwear reduces accidents.

Effectiveness of slip resistant footwear depends on more than just the footwear design. It is also affected by its use, environmental conditions, and the type of floor surface and finish that is in your working environment.

Behaviors that Lead to Falls

In addition to wearing the wrong footwear, there are behaviors which can lead to slips, trips, and falls. For example, a behavior that can cause a hazardous condition is simply walking too fast or running. Other behaviors that may lead to falls include activities such as not watching where you are going; carrying cleaning buckets and supplies which obstruct your view; wearing sunglasses in low-light areas; failure to use handrails, and allowing yourself to be distracted. These and other behaviors, caused by lack of knowledge, impatience, or bad habits can lead to serious accidents. You can eliminate many slips, trips and fall accidents by simply paying attention and watching where you re going

Warehouse Vehicles

You should never hitch a ride on a forklift pallet jack or in the bed of a truck while you re working. Death or serious injury is a potential result of extra riders falling from these vehicles. The safe way is "NO RIDERS".

Vehicles and the “Three Point System

Janitors and custodians are often moved from one location to another. When getting in and out of vehicles, always practice the "Three-Point System." This is particularly important if you are getting in or out of a truck. This system can significantly reduce the chances of injury through a slip or fall while entering or exiting a vehicle. The Three-Point System means that three of your four limbs are in contact with the vehicle or the ground at all times, either one hand and two feet, or two hands and one foot. In other words, only one limb is in motion at any one time. When getting out of a truck, step down backward.

It is never safe to ride in the back of a truck--if you must, when getting off the bed, step down backward, never "jump" or "fall" down forward.

Stairwells

Stairwells should be well lit with sturdy handrails on both sides. When you are walking down a stairwell, you should always have one free hand. This will allow you to use the handrail. All the steps must be kept free of grease, oil, and obstacles. Obstacles can increase the probability that you or others will have an accident. You should always avoid carrying heavy or bulky objects up or down stairs. Objects that obscure your vision and/or require the use of both hands are a source of hazards. You should carry smaller, lighter loads and make more trips, or obtain help from a coworker. Use an elevator if one is available.

Ladders

Ladders are often used by janitors and custodians. Appropriate ladders should be used when performing jobs such as changing light bulbs, cleaning wall surfaces that are above arms reach, and storing supplies on top shelves. The "Three-Point System" should also be practiced when you use a ladder. This system can significantly reduce the chances of injuring yourself through a slip or fall while climbing ladders. As discussed earlier, the “Three-Point System means that three of your four limbs are in contact with the ladder at all times, either one hand and two feet, or two hands and one foot. Only one limb should be in motion at any one time.

Ladders cause a great number of injuries. Make-shift ladders, chairs, boxes, and barrels should never be used as substitutes for a ladder. The risk of injury is far too great.
The area around the top and bottom of ladder must be kept clear.
Never use a ladder for any purpose other than the one for which it was designed.
Self-supporting step ladders and non-self-supporting extension portable ladders must be able to support at least four times the maximum intended load, except extra-heavy-duty metal or plastic ladders, which must be able to sustain 3.3 times the maximum intended load.

Step Ladders

Figure 8 Example of what not to do. Never stand on the top two steps of a step ladder
Of course we all know to never stand on the top two steps of a step ladder That s just too dangerous and it causes an unsafe shift in the center of gravity of the step ladder.

Don t lean past the rails of the ladder as this also creates instability We call this the belt buckle rule Don t lean past your belt buckle for safety.

When climbing up or down a ladder, always face the ladder.
Naturally don t use a metal ladder when doing electrical work There is a great risk of electrocution or getting a shock that could throw you off the ladder.
Foldout or stepladders must have a metal spreader or locking device to hold the front and back sections in an open position when in use. See the figure above.

Extension Ladders
There are 3 basic requirements for extension ladder setup.
First, the top of the ladder must extend 3 feet or 3 rungs above the point of contact to the structure.

Secondly, it must be setup at the precise angle of 75.5 degrees to provide the proper angle for climbing. The old four to one ratio makes this difficult to achieve, but the correct angle is important An “extension ladder angle verification device is recommended to achieve this angle with accuracy.

Did you know? The most common reason extension ladder accidents occur is due to ladders set up at an improper angle! Several studies show that when workers attempt to set up a ladder at 75.5 degrees without a measurement device, resulting angles varied as much as 9 degrees.

There are commercially available Ladder Angle Verification Devices that are factory set at the OSHA required 75.5-degree angle for correct ladder set up. These devices are simple to use and easily attached to any ladder.

Lets face it without a verification device how do you know that your angle is correct
Ladders are to be kept free of oil, grease, wet paint, and other slipping hazards.
Do not stand above the highest “safe standing level: prescribed by the ladder s manufacturer.

Do not extend the center of your body s torso past either side rail of the ladder In other words don t overreach

Face the ladder while ascending and descending.
Don t carry tools in hand use a tool belt
Wear proper footwear.

FIRE PREVENTION

Good housekeeping is the first step in fire prevention. If you have poor housekeeping, you don't have good fire prevention.

The second step in fire prevention is to know where fire extinguishers are located and how to use them. Fire extinguishers are often marked with a sign as shown in Figure 3. These signs are usually at eye level.

If you don't know how to use the extinguishers at your location, learn how before a fire happens. It's not as easy as it looks because in case of fire, everyone is under pressure and it is easy to panic.

As a review of the use of extinguishers, the first rule is: Life Safety Is Paramount. This means that unless it s safe to do don t try to play the hero Don t try to extinguish a fire that could be hazardous for you or others. Remember, your life is more important than property. The figure below shows a typical fire extinguisher. Fire extinguishers are equipped with a gauge such as the one shown; the needle should be in the green zone - not too high and not too low. There is a nozzle at the end of a hose for aiming. Each extinguisher has a pin to prevent accidental discharging.

However, if extinguishing the fire can be done safely, extinguish it. Use a fire extinguisher. Use the key word PASS, as described below, to remember the proper procedures for extinguishing a fire. First, stand about 8 to 10 feet away from the fire. You don't want to be close to the fire because the pressure of the extinguishing agent may spread the fire. Stay at least 8 to 10 feet away.

The PASS Acronym
P A S S is an acronym that can be used as a quick reference for the operation of a fire extinguisher.
P is for Pull. First you pull the Pin at the top of the extinguisher. The pin releases a locking mechanism and will allow you to discharge the extinguisher.
A is for Aim. Next you aim at the base of the fire, not the flames. This is important-in order to put out the fire, you must extinguish the fuel.
S is for Squeeze. And next you squeeze the lever slowly. This will release the extinguishing agent in the extinguisher. If the handle is released, the discharge will stop.
S is for Sweep. Finally you sweep from side to side using a sweeping motion. Chase the fire into a corner. You must move the fire extinguisher back and forth until the fire is completely out.

It is often a good idea to aim the nozzle in a neutral direction away from anything, and then lightly squeeze the handle. This will give you a feel for your particular extinguisher.
Be sure to operate the extinguisher from a safe distance, several feet away, and then move towards the fire once it starts to diminish. Since different fire extinguishers have distinct recommendations for operating distances, be sure to know the instructions on your fire extinguisher. These instructions should be reviewed the first time you familiarize yourself with your facility. Remember to aim at the base of the fire, and not the flames. Chase the fire into a corner if possible, away from any concentration of flammable materials with a sweeping, herding motion.

A typical fire extinguisher contains 10 seconds of extinguishing power. This could be less if it has already been partially discharged. Always read the instructions that come with the fire extinguisher beforehand and become familiarized with its parts. It is highly recommended that you get hands-on training.
Once the fire is out don t walk away Watch the area for a few minutes in case the fire reignites.

The Fire Triangle
The triangle illustrates the rule that in order to ignite and burn, a fire requires three elements: heat, fuel, and an oxidizing agent, usually oxygen. The fire is prevented or extinguished by removing any one of the three. A fire naturally occurs when the elements are combined in the right mixture. A graphic depiction of the fire triangle is given in the figure below.

The Fire Tetrahedron
It has largely been replaced in the industry by the fire tetrahedron. The removal of heat explains fire suppression in a majority of cases. However, the suppression effect of Halon, which is a stable halocarbon used to put out fires, cannot be explained completely. It can partly be explained by what is called chemical inhibition. That means that it reacts chemically to reduce the concentration of radicals in the flame. These radicals are essential in the chemical reactions. This has led to development of the fire tetrahedron with the bottom representing the sustaining of chemical reactions. This is illustrated in the next figure.

Combustion is a chemical reaction that feeds a fire more heat and allows it to continue. When the fire involves burning metals like lithium, magnesium, or titanium, it becomes even more important to consider the energy release. The metals react faster with water than with oxygen and thereby more energy is released. Putting water on such a fire results in the fire getting hotter or even exploding because the metals react with water in an exothermic

reaction. Some metals also burn in carbon dioxide. Therefore, inert agents for example dry sand must be used to break the chain reaction of metallic combustion.
The take home message here is that you must know what kind of fire you are dealing with to know how to distinguish it. If you are not certain, leave it to the professionals.

CAUSES OF ACCIDENTS AND INJURIES

What causes accidents and injuries? Actually, statistics have been maintained by a number of organizations and insurance companies over the years. With millions and millions of accidents and injuries, it's fairly easy to determine the different accident types, causes, and other information. Accidents are investigated to determine what happened, so precautions and safety standards can be implemented to prevent the same type of accident from being repeated.

That's one reason we have so many safety rules and regulations. If people keep falling off ladders, it could reveal that ladders are unsafe to use. Upon investigation of ladder accidents, professionals can determine how the ladder was used and what actually caused the accident.

In most cases it wasn't the ladder that was unsafe. It was the person using it in an unsafe manner. In fact, this is true of most accidents. You'd be surprised to learn that many ladder accidents and injuries are the result of unsafe acts of people.
That's right, unsafe acts of people.

Not equipment, not floors, not ladders, not machines, but people. How can that be?
People don't try to have accidents and they don't try to injure themselves. We're not saying that physical hazards never cause or contribute to an accident because they do. However, many accidents and injuries are caused by the acts of people…people taking short cuts not following proper procedures, ignoring safety rules, and just not paying attention. Or not being trained in safety procedures.

We should always consider possible risks before starting any job and consider how our actions might affect the safety of ourselves and others.

Safety is everyone s responsibility regardless of where you work Your company has provided you with training and equipment to perform your job safety but safety is really up to you. You need to follow company policies and procedures on every job, every day If you do that you ll be doing your part in helping to reduce accidents and injuries in the workplace.

SAFE LIFTING AND BACK INJURY PREVENTION

Safe Lifting

You ve probably heard it a million times bend your legs not your back The reason you ve heard it so much is back injuries are painful and debilitating and a serious back injury can prevent you from earning a living or enjoying your leisure time. Nobody wants a back injury.

What can you do to help reduce your risk?

Never bend your back when lifting. Never bend over and reach to lift anything. Your back is a complex and sensitive structure made up of vertebrae, discs and nerves. The discs are made of a soft jelly-like substance that acts like shock absorbers between the vertebrae. Bending over and lifting puts pressure on these sensitive discs and greatly increases the likelihood of an injury.

Never twist while lifting. This too can damage your back. You may twist and lift every day and you haven t experienced an injury or back problem yet If you continue to twist and lift, sooner or later, you will have a back injury. Instead of twisting, lift the item safely, pivot your feet then set the item down It doesn t take any more time and it could save your back
If an item is too heavy to lift on your own ask a co-worker to help you Don t try to lift it yourself. You ve been trained and taught proper lifting procedures
Whatever you lift, keep it close to your body.

The figure shown above is an illustration of proper lifting technique. You should lower your body by bending your knees keeping your back perpendicular to the floor. You should keep the object as close to your body as possible and then use your leg muscles to lift the object. But it s your responsibility to lift safely Nobody can do it for you it s your decision Make the right choice, the safe choice.

Tips to Prevent Back Pain

Back pain is a fact of life. Many of us have suffered back pain and we know that it's something to avoid. Most doctors don't agree upon what treatment for back pain is best. However, they all agree exercise and diet will greatly reduce your chances of back pain or injury. Since we're not doctors, you should get medical advice on diet and exercise that's best for you.

Proper work practices will make a difference.

As described in the previous section, there are some safe lifting techniques you can use to reduce the potential of injuries and back pain.
Don t lift heavy objects Get mechanical assistance Use hand trucks and folding carts as illustrated in the figure below.

When lifting avoid bending and twisting always use your leg muscles to lift.
Have lumbar support and armrests where you sit.
Change positions frequently.

Safety is a job requirement, but more importantly, safety is a moral obligation to yourself, the company, co-workers, and your family. One accident is simply one too many.

Exits
It is important to know where exits are located and to make sure they re not blocked Safety awareness will eliminate the vast majority of injuries.

Chapter 3: CLEANING

THREE T S OF CLEANING

In order to think through the proper steps in cleaning anything, you must first identify the problem, and then select the proper cleaning products and tools to do the job. Having done this, it is important to understand how to properly use these cleaning products and tools. This is an essential element of a successful cleaning job. It is important to know how and why certain procedures and products work and why some do not.

In order to increase the cleaning efficiency of any cleaning chemical, one can utilize what is known as "The Three T's of Cleaning".

The first "T" is for Time. If a cleaning compound stays on a surface longer, the cleaning efficiency of the product is enhanced. This fact explains why a foaming product is better than a pure liquid on vertical surfaces. A pure liquid runs down the vertical surface. The foam tends to remain longer on the surface; thus increasing the cleaning efficiency.

The second "T" is for Temperature. When hot water is used in a carpet extractor, or when hot water is combined with high pressure washing, or "steam cleaning", the product performs better.

The third "T" is for Turbulence or Agitation. Ever wonder why a black or brown stripping pad is used with a stripper to remove floor finish? The Brown Stripping Pad is constructed of polyester fibers in a semi open texture nonwoven fabrication. Abrasive particles are distributed throughout and adhered to the pad with a sturdy adhesive. This turbulence speeds the removal of floor finish.

Have you ever washed your car using a rag or sponge? You were adding turbulence which

makes the car get cleaner faster. When hand washing is accomplished, the three "T's" are put to work, and many other cleaning procedures employ the three "T's" of cleaning.

CHEMICALS USED FOR CLEANING AND THE MSDS

Chemicals are a vital part of any cleaning operation Without them we couldn t clean But with them, we need to take precautions. If you follow precautions, the chemicals you work with are safe. But you may need to wear personal protective equipment such as gloves in order to ensure your safety.

How do you know what kind of protection is required for each chemical?
The answer is the Material Safety Data Sheets or MSDS. The MSDS contains all the information you need to know about any chemical you work with such as ingredients, hazards, First Aid, personal protective equipment and more If you re unsure about a chemical ask your supervisor for the MSDS. You can never be too safe or too informed about the chemicals that you use.

Material Safety Data Sheet--MSDS
The Material Safety Data Sheet, commonly called the MSDS, is a component of your University s Chemical Hygiene Plan and Hazard Communication Program The MSDS contains information provided by the chemical manufacturer and is maintained by the University to inform students and staff of the possible hazards associated with chemicals being used in their laboratory or work area. It is a critical part of any laboratory safety program. The goal of the MSDS is to provide you with a summarized, multi-source resource that informs you of certain basic but necessary pieces of information regarding the substance or chemical you are about to use.

The MSDS informs you about the material s physical properties and related health effects personnel protective equipment necessary to protect the you, first aid treatment necessary in the event of an exposure, how to respond to accidents, and the planning that may be necessary in order to safely handle a spill.

The MSDS may vary in style and content, but all contain certain required sections. State and Federal law requires that all manufacturers and distributors of chemical products provide the end user with a manufacturer specific MSDS. One method of accessing is through electronic databases. Many employers keep a notebook with MSDSs for the particular cleaning supplies that you will be using in your job.

What is a Material Safety Data Sheet?
The MSDS is a widely used system for cataloging information on chemicals, chemical compounds, and chemical mixtures. MSDS information may include instructions for the safe use and potential hazards associated with a particular material or product. MSDS can be found anywhere chemicals are being used.

There is also a duty to properly label substances on the basis of physico-chemical, health and/or environmental risk. Labels can include hazard symbols such as the European Union standard black diagonal cross on an orange background, used to denote a harmful substance.

The goal of the MSDS is to provide the user with a summarized, multi-source resource that informs the user of certain basic but necessary pieces of information regarding the substance they are about to use The MSDS informs the user about the material s physical properties and related health effects, personnel protective equipment necessary to protect the user, first aid treatment necessary in the event of an exposure, how to respond to accidents, and the planning that may be necessary in order to safely handle a spill.

Each company can design its own MSDS form, and the sections may be in different order. But, the basic kinds of information on any MSDS will be the same. This is an example of the first page of an MSDS.

Chemical Name
For example, there is always a section that lists the identity of the substance or the chemical name on the label, date the MSDS was prepared, the name and address of the manufacturer, and usually a phone number for emergencies and more information.
Hazardous Ingredients/Chemical Identity

The section on hazardous ingredients and chemical identity includes names of substances in the chemical that might be dangerous, and safe exposure limits such as Permissible Exposure Limit or PEL as set by OSHA or the Threshold Value Limit or TVL. This section also lists common names for the chemical.

Physical Characteristics
The section on physical characteristics describes many physical qualities of the chemical, and lets you know what is usual or safe. For example, it may state how the chemical looks and smells; boiling and melting temperatures--this is important in case a chemical might become a gas you could breathe; evaporation rate; how easily the chemical dissolves; and

how heavy it is--this tells you if it will sink, float, or dissolve in water.

Fire and Explosion Data
The section with fire and explosion data provides information on the lowest temperature when the chemical could catch fire or flash point. It also contains flammability data that lets you know if it's flammable; if it catches fire below 100 degrees Fahrenheit; is combustible; or, if it catches fire above 100 degrees Fahrenheit. In addition, this section lists the best way to put out a fire involving that chemical.

Reactivity
The section on reactivity describes what happens if this chemical comes in contact with air, water, or other chemicals. It also describes conditions, like heat, or materials that can cause the chemical to react by burning, exploding, or releasing dangerous vapors. The chemical is called "incompatible" or "unstable" with these conditions or substances. For example, sodium metal is unstable when it comes in contact with water. It explodes!

Health Hazards
The section on health hazards lists ways the chemical might enter your body, like splashing on your skin or being breathed in as vapor. It will also list possible symptoms of overexposure. This section will provide information about how overexposure might make existing medical conditions worse, and it describes emergency first aid procedures.

Usage, Handling, and Storage
The section on usage, handling and storage describes how to clean up an accidental spill, leak, or release. This part will include any special procedures that might be required for clean-up. It will provide you with information on how to handle, store and dispose of chemicals safety. Remember, if there is an accident, you must notify your laboratory instructor or professor immediately. You may take care of it yourself only if you are trained to do so and are wearing the proper personal protective equipment.

Special Protection and Precautions
This section explains special Personal Protective Equipment to use when working with a chemical. It also describes requirements for special procedures, extra health or safety information, signs that should be posted, and other information not covered in other sections.

It is wise to study MSDSs for any chemicals you will work with in your job. MSDSs for a many commercial substances are not primarily intended for use by the general consumer.

Material safety data sheets focus on the hazards of working with the material in an occupational setting. For example, an MSDS for a cleaning solution is not highly pertinent to someone who uses a can of the cleaner once a year, but they are extremely important to someone who works with a cleaner or a chemical in a confined space for 40 hours a week.
You may work in many different departments throughout your facility…housekeeping offices the kitchen, and others. Employees in each of these departments use different chemicals in the performance of their job responsibilities.

You need to be aware of what chemicals are on what items before you use them. Some chemicals when mixed together can be quite deadly Let s give you an example A kitchen employee may have used ammonia on a rag to clean something in the kitchen That s perfectly okay as long as there was proper ventilation. Ammonia on its own is perfectly safe when used properly. But if you take the ammonia soaked rag and use it with detergent containing bleach you have just created a very hazardous condition.

Ammonia and bleach, when mixed together, form a deadly combination called chloramine gas. Chloramine gas can kill you. Never mix bleach and ammonia.

Stain removers and certain detergents can also be a hazard That is why it s vital to your safety and the safety of those around you to always read the chemical label and the MSDS sheet for each chemical that you use and always wear the required personal protective equipment. You can t afford not to

VENTILATION
Most of today s new office buildings and workplaces are highly insulated and practically air tight. While this is great as far as cost effective energy bills go, the down side to tightly insulated buildings is poor indoor air quality. As windows and doors are typically kept shut throughout the day, moisture, and stale air that can carry contaminants and pathogens. The air circulates inside and gives rise to various problems including mold and mildew, health problems, ruined furniture, and peeling paint. The quality of indoor air can be achieved through mechanical ventilation.

An excellent way to ventilate thoroughly, efficiently, and cheaply is to use exhaust fans.
What Are Exhaust Fans?
An exhaust fan is a mechanical ventilation device that helps to draw out stale and impure air from a room or building and bring in fresh air, thereby improving the quality of indoor air.

Exhaust fans

are typically ducted to the exteriors, through which bad indoor air can effectively be removed from your work space. Any volatile cleaning supplies will also be vented.
There is a lot of heat and humidity in the bathrooms and laundry rooms and without proper ventilation, mold and mildew can accumulate. Ventilation also keeps the heat down and makes your facility a more comfortable place to work.

Use spray bottles instead of aerosols for applying chemicals if another means is not possible, and make sure you have proper ventilation when using chemicals. When in a commercial building, make sure ventilation systems are turned on. Inadequate ventilation allows chemical byproducts to be absorbed into porous items such as ceiling tiles and wallboard.

What to do when there is no exhaust fan
If you are cleaning a restroom with no exhaust system prop the door open Place a “Cleaning in Progress sign in the doorway

Whenever possible, use mechanical means rather than chemical means for cleaning. For example, use a microfiber cloth instead of a chemical-based dust control product. Also use a microfiber cloth instead of a feather duster, which causes dust to become airborne.

REPORT HAZARDOUS CONDITIONS

We couldn t possibly cover every safety hazard you may encounter on the job That s why it s up to you to pay attention to safety and do your part to reduce accidents and injuries. You work in the facility every day and no one knows your job better than you.

The training you ve received should help you perform your job in a safe manner But it s really up to you. Obey all posted warning signs. Read and follow all instructions on chemical labels and MSDS sheets. Lift safely. You should always report hazardous conditions to your supervisor, so they can be corrected.

But most of all; use your common sense and good judgment and make yourself personally responsible for a safe and accident free workplace. Take pride in your job and in safety. Nobody can do it for you.

Chapter 4: CLEANING IN THE HEALTH CARE INDUSTRY

Sanitation and good housekeeping can both be defined as the practice of rendering the hospital free from agents injurious to health. Microbiology, the study of microscopic living, plantlike organisms, including bacteria, viruses, yeasts and molds is the biological science on which sanitation is based. There are many communicable diseases known to man. Each one of these diseases or infections is caused by a specific organism. Organisms enter the body through the respiratory tract, digestive tract or through breaks in the skin and multiply, causing tissue injury and body reaction. As the organisms multiply many are shed by the infected person and may be spread to others, thus beginning the cycle again.

BACTERIA

Bacteria are one of the more common microorganisms. Bacteria generally reproduce and multiply by simple division. Each cell reaches maximum size and divides into two parts. The two parts then grow to full size and each divides again. This cycle is repeated again and again. Food and environmental conditions such as moisture, temperature, light, and degree of alkalinity influence the rate of bacterial growth. Presence or absence of oxygen is also an important factor, because some bacteria require the presence of oxygen for growth and others require the absence of oxygen.

VIRUSES

Viruses are much smaller than bacteria and they are very often too small to retain in filters. Viruses are considered by some to be living organisms, by others to be complex protein molecules that are capable of growth and multiplication only in living cells. Because of their size, they can remain suspended for long periods of time or they can be transplanted from place to place through the hospital's air conditioning system.

INFECTION CONTROL

You know about infection, bacteria, and viruses, but how do you control these potential health hazards? Control of infection caused by these bacterial and viral organisms depends on breaking what can be called the chain of infection. This chain consists of the reservoir or source of infection, which might be bacteria laden dust, the means of transmission of the infection such as air and finally, the host. The object of infection control is to eliminate reservoirs and to block the means of transmission.

Pathogenic organisms can be transmitted from the reservoir of infection to the new host in four different ways:

1.The first of these is contact, which includes direct contact such as kissing and indirect contact, which means organisms are passed from their reservoir to some object or substance and then to the host.

2.The second type of transmission is sneezing or coughing, which involves droplets.

3.The third type is droplet nuclei, which are the small residue of evaporated droplets that carry pathogenic organisms. These droplet nuclei remain suspended in the air for long periods of time.

4.The fourth type is dust that has become contaminated, which is present on floors, in clothing, and in bedding and when stirred up by normal activities, moves from place to place.

The first step in infection control is to understand the difference between cleaning and sanitizing.

Cleaning is removing obvious dirt, debris, and other materials from a surface. Sanitizing or disinfecting is the actual killing of the microorganisms through heat or chemicals. Disinfectants are very helpful in infection control. There are specific housekeeping procedures essential in controlling the spread of infection.

Top priority should be given to the cleaning of horizontal surfaces, but also give proper attention to the cleaning of walls and other vertical surfaces. Harmful bacteria, which may be introduced into surroundings in a variety of ways, are often airborne for only a short distance. Then they become attached to both vertical and horizontal surfaces, but especially to floors.

Use wet-cleaning methods such as damp wiping, damp mopping, and wet mopping wherever possible. Ordinary dry dusting methods may serve only to redistribute bacteria-laden dust. The use of properly filtered or built in vacuum cleaners is acceptable for dusting and sweeping operations. Add effective germicides or other pathogen killing chemicals to wet cleaning solutions. Don't mix germicides and detergents because the two ingredients may neutralize each other if the appropriate chemicals are not used. If you want to use a combination of germicide and detergent they should be purchased premixed.

Although, the germicide has some value on the floor itself, its real value is in the reduction of bacterial levels in the mop bucket. Unless checked, bacteria multiply rapidly in the warm, moist environment of mop water and may actually contaminate a floor being cleaned.
Fresh damp wiping cloths, treated dust cloths, and clean wet mops should be used to clean surfaces.

The used wet mops and cleaning cloths must be laundered every day. They should not be left soiled or wet in a work closet overnight. Clean the equipment and storage closet every day. Separate cleaning equipment should be maintained for newborn nursery, postpartum, isolation nursery, delivery suite, operating suite, and the emergency department. Use plastic film or waxed paper bags for the disposal of infected materials.

THE LAUNDRY

Contaminated linens should be handled in accordance with approved techniques. Handling of linen is a crucial phase in infection control because soiled linen is a source of microbial contamination. Processing of soiled linen begins when the linen is removed from the patient, bed, stretcher, physician, nurse, examining table, or operating table.

Laundering removes pathogens by dilution, acidity, and alkalinity in the washing process and by application of extremely high heat of 345 degrees Fahrenheit or more in the ironing process. There are a variety of linen handling, processing, and disposing procedures, each unique to individual hospitals. Be sure to follow your hospital's policies and procedures because this is extremely important in infection control Be sure you ve had the proper training and if you re not sure about something, ask your supervisor.

ODOR CONTROL

Odor control is part of infection control. Odor problems arise as a result of poor sanitation in toilet areas, utility rooms and work closets. Deodorizer blocks or sprays that attempt to mask the odors are a mark of poor housekeeping. The most effective way to deodorize these areas is with fresh air, removal of the causes, and frequent cleaning with a detergent-disinfectant solution. Garbage collection areas and soiled linen storage areas may be sites where bad odors arise. Frequent removal of garbage, cleansing of garbage cans, and use of tight lids and the use of waxed paper or plastic liners in garbage cans will help to keep odors to a minimum. Good ventilation is extremely helpful also.

WASTE

Waste constitutes a problem and can be classified into three types:

Non combustible such as glass tin, casts, and other materials
Combustible such as wet tissue bone garbage flowers or dry combustible such as paper crates, cartons, and trash
Chemicals such as acids flammables and solvents

All waste except chemicals can be further classified as infectious or non-infectious. Cartons and boxes are classified as combustible dry waste, but a gift box discarded by a patient in isolation becomes combustible dry infectious waste. The best advice is to follow your hospitals waste handling and disposing procedures.

INSECT AND RODENT CONTROL

Insect and rodent control is very important in infection control as these pests do carry bacteria and other harmful microorganisms; therefore, each individual should take care in their daily work habits, cleanliness, and assisting the hospital in insect and rodent control program.

SUMMARY

Infection control is critical in hospitals due to a wide variety of potential hazards. Follow your hospital's policies and procedures, be aware of the hazards, and do your part in making your hospital as safe and infection free as possible. Employees and patients deserve no less.

BLOODBORNE PATHOGENS

Okay, let's talk about some of the risks and hazards associated with bloodborne pathogens and ways to avoid them. The first place to start is with training.

Under no circumstances should anyone be allowed to work with bloodborne pathogens in any form without full and complete training. Although you may have a special certification or other external training, your employer is responsible for providing you with thorough, sitespecific training and continued instruction in programs and procedures.

Written standard operating procedures or SOPs must form the basis of your ongoing bloodborne pathogen training program.

Training

If you are likely to be in contact with blood borne pathogens, you will have a program designed to provide a good understanding of bloodborne pathogens, common modes of their transmission, methods of prevention, and other pertinent information.
Bloodborne Pathogen training is required if you can reasonably anticipate facing contact with blood and/or other potentially infectious materials as part of your job duties. All Health Care facilities such as a hospital require bloodborne pathogens training and exposure plans, but there are a wide range of other individuals who may come in contact with blood or potentially infectious materials. These individuals may include industrial nurses, first aid providers, emergency first responders, police, and staff.

Pathogens

The pathogens of primary concern are the human immunodeficiency virus (HIV), hepatitis B virus (HBV), and hepatitis C virus (HCV). You are urged to take advantage of available engineering controls and work practices to prevent exposure to blood and other body fluids.

BLOODBORNE DISEASES

Bloodborne pathogens are microorganisms such as viruses or bacteria that are carried in blood and can cause disease in people. There are many different bloodborne pathogens including malaria, syphilis, and brucellosis, but Hepatitis B or HBV and the Human Immunodeficiency Virus or HIV are the two diseases specifically addressed by the OSHA Bloodborne Pathogen Standard. We are going to provide you with information about hepatitis C; this is a bloodborne pathogen that has no cure.

Hepatitis B

In the United States, approximately 300,000 people are infected with Hepatitis B or HBV annually. Of these cases, small percentages are fatal. "Hepatitis" means "inflammation of the liver," and, as its name implies, Hepatitis B is a virus that infects the liver. While there are several different types of Hepatitis, Hepatitis B is transmitted primarily through "blood to blood" contact. Hepatitis B initially causes inflammation of the liver, but it can lead to more serious conditions such as cirrhosis and liver cancer.

There is no "cure" or specific treatment for HBV, but many people who contract the disease will develop antibodies, which help them get over the infection and protect them from getting it again. The Hepatitis B virus is very durable, and it can survive in dried blood for up to seven days.

HUMAN IMMUNODEFICIENCY VIRUS

AIDS, or acquired immune deficiency syndrome, is caused by a virus called the human immunodeficiency virus, or HIV. Once a person has been infected with HIV, it may be many years before AIDS actually develops. HIV attacks the body's immune system, weakening it so that it cannot fight other deadly diseases. AIDS is a fatal disease, and while treatment for it is improving, there is no known cure.

It is good to know that, the HIV virus is very fragile and will not survive very long outside of the human body. It is primarily of concern to employees providing first aid or medical care in situations involving fresh blood or other potentially infectious materials. Because it is such a devastating disease, all precautions must be taken to avoid exposure.

HEPATITIS C

Hepatitis C is a blood-borne infection caused by an RNA virus, hepatitis C virus (HCV). This virus causes damage to the liver that may result in chronic infection and disease. HCV is unrelated to any of the other known hepatitis viruses (A, B, D and E), and infection is identified by the detection of antibodies to the virus in the blood.
There is no known cure for Hepatitis C.

Risk for exposure
Healthcare personnel are at risk for occupational exposure to bloodborne pathogens, including hepatitis B virus (HBV), hepatitis C virus (HCV), and human immunodeficiency virus (HIV). Exposures occur through needlesticks or cuts from other sharp instruments contaminated with an infected patient's blood or through contact of the eye, nose, mouth, or skin with a patient's blood. Most exposures do not result in infection.

Your employer should have in place a system for reporting exposures in order to quickly evaluate the risk of infection, inform you about treatments available to help prevent infection, monitor you for side effects of treatments, and determine if infection occurs.
How can occupational exposures be prevented?

Many occupational exposures can be prevented. Needle sticks and other cuts can be prevented by using safe techniques. Using appropriate barriers such as gloves, eye and face protection, or gowns when contact with blood is expected can prevent many exposures to the eyes, nose, mouth, or skin.

MODES OF TRANSMISSION

Bloodborne pathogens such as HBV, HCV and HIV can be transmitted through contact with infected human blood and other potentially infectious body fluids. These body fluids include semen, vaginal secretions, cerebrospinal fluid, synovial fluid, pleural fluid, peritoneal fluid, and amniotic fluid.

It is important to know the ways exposure and transmission are most likely to occur in your particular situation, whether it is providing first aid to an individual in an emergency, handling blood samples in the laboratory, or cleaning up blood from a hallway.

Bloodborne pathogens are most commonly transmitted through sexual contact, sharing of hypodermic needles, from mothers to their babies at or before birth, accidental puncture from contaminated needles, broken glass, or other sharps, contact between broken or damaged skin and infected body fluids, contact between mucous membranes and infected body fluids.

Accidental puncture from contaminated needles and other sharps can result in transmission of bloodborne pathogens. Anytime there is blood-to-blood contact with infected blood or body fluids, there is a slight potential for transmission.

Unbroken skin forms an impervious barrier against bloodborne pathogens. Infected blood can enter your system through open sores, cuts, abrasions, acne, and any sort of damaged or broken skin such as sunburn or blisters.

Bloodborne pathogens may also be transmitted through the mucous membranes of the eyes, nose, or mouth.

As an example, a splash of contaminated blood to your eye, nose, or mouth could result in transmission.

PPE, WORK PRACTICES and ENGINEERING CONTROLS

It is extremely important to use personal protective equipment and work practice controls to protect yourself from bloodborne pathogens. "Universal Precautions", also known as “Standard Precautions is the name used to describe a prevention strategy in which all blood and potentially infectious materials are treated as if they are, in fact, infectious, regardless of the perceived status of the source individual.

In other words, whether or not you think the blood or body fluid is infected with bloodborne pathogens, you treat it as if it is. Appropriate use of Personal Protective Equipment (PPE) is required by engineering and work practice controls. Where occupational exposure remains after standard engineering and work practice controls are implemented, personal protective equipment shall be used.

Impermeable gloves must be worn when hand contact with blood or mucous membranes is possible. Gloves must also be worn when Other Potentially Infectious Material or OPIM is possible. Gloves must be worn when non intact skin is anticipated, when performing vascular access procedures, or when handling contaminated items or surfaces.

You must be able to wash your hands after contact with blood or other potentially infectious materials. OSHA requires that employees wash their hands and any other skin with soap and water or flush mucous membranes with water as soon as feasible after contact with blood or other potentially infectious materials.

Protective clothing must be removed before leaving the room, and disposed of in an appropriately designated area or container for storage, washing, decontamination or disposal. Probably the first thing to do in any situation where you may be exposed to bloodborne pathogens is to ensure you are wearing the appropriate personal protective equipment (PPE). For example, you may have noticed that emergency medical personnel, doctors, nurses, dentists, dental assistants, and other health care professionals always wear latex or protective gloves.

Rules to follow

There are some simple rules to follow. When coming in contact with blood borne pathogens, you should always wear personal protective equipment. You should replace PPE that is torn or punctured. You should remove PPE before leaving the work area. If you work in an area with routine exposure to blood or potentially infectious materials, the necessary PPE should be readily accessible. Contaminated PPE should be placed in appropriately labeled bags or containers until it is disposed of, decontaminated, or laundered.

Gloves

Gloves should be made of nitrile a rubber used especially in latex-free gloves; neoprene rubber, or other water impervious materials. If glove material is thin or flimsy, double gloving can provide an additional layer of protection. You should always inspect your gloves for tears or punctures before putting them on. If a glove is damaged, don't use it!

When taking contaminated gloves off, do so carefully. Make sure you don't touch the outside of the gloves with any bare skin, and be sure to dispose of them in a proper container so that no one else will come in contact with them.

REMOVE YOUR GLOVES BEFORE DOING ANY OTHER WORK.

Goggles
Anytime there is a risk of splashing or vaporization of contaminated fluids, goggles and/or other eye protection should be used to protect your eyes. Splashing could occur while cleaning up a spill, during laboratory procedures, or while providing first aid or medical assistance.

Face Shields
Face shields may be worn in addition to goggles to provide additional face protection. A face shield will protect against splashes to the nose and mouth.

Aprons
Aprons may be worn to protect your clothing and to keep blood or other contaminated fluids from soaking through to your skin.

Wearing gloves, gowns, masks, and eye protection can significantly reduce health risks. The new OSHA standard covering bloodborne disease requires that you have appropriate personal protective equipment (PPE) and clothing available.

If you follow safe operating procedures and wear proper personal protective equipment the possibility of contracting a bloodborne disease is greatly reduced.

SELECTING PERSONAL PROTECTIVE EQUIPMENT

Janitors and housekeepers working in health care facilities must use personal protective equipment such as gloves. Single use gloves cannot be washed or decontaminated for reuse. Utility gloves may be decontaminated if they have not been compromised. If you are allergic to standard gloves, you must be provided hypoallergenic gloves or similar alternatives.

You should wear eye and mouth protection such as goggles and masks, glasses with solid side shields, and masks or chin-length face shields when splashes, sprays, splatters, or

droplets of potentially infectious materials pose a hazard through the eyes, nose or mouth. More extensive coverings such as gowns, aprons, surgical caps and hoods, and shoe covers or boots are needed when gross contamination is expected.

OTHER PROTECTIVE PRACTICES

If an your skin or mucous membranes come into contact with blood, you are to wash with soap and water and flush eyes with water as soon as feasible. In addition, you must wash your hands immediately or as soon as feasible after removing gloves. If soap and water are not immediately available, your employer may provide other hand washing measures such as moist towelettes. You still must wash with soap and water as soon as possible.
You must refrain from eating, drinking, smoking, applying cosmetics or lip balm, and handling contact lenses in areas where they may be exposed to blood or other potentially infectious materials.

Normal clothing that becomes contaminated with blood should be removed as soon as possible because fluids can seep through the cloth to come into contact with skin. Remember to use universal precautions and treat all blood or potentially infectious body fluids as if they are contaminated. Avoid contact whenever possible, and whenever it's not, wear personal protective equipment. If you find yourself in a situation where you have to come in contact with blood or other body fluids and you don't have any standard personal protective equipment handy, you can improvise. Use a towel, plastic bag, or some other barrier to help avoid direct contact.

Hygiene Practices
Hand washing is one of the most important and easiest practices used to prevent transmission of bloodborne pathogens. Hands or other exposed skin should be thoroughly washed as soon as possible following an exposure incident. Use soft, antibacterial soap, if possible. Avoid harsh, abrasive soaps, as these may open fragile scabs or other sores. Hands should also be washed immediately or as soon as feasible after removal of gloves or other personal protective equipment.

Because hand washing is so important, you should familiarize yourself with the location of the hand washing facilities nearest to you. Laboratory sinks, public restrooms, janitor closets, and so forth may be used for hand washing if they are normally supplied with soap. If you are working in an area without access to such facilities, you may use an antiseptic cleanser in conjunction either with a clean cloth or paper towels or you may use antiseptic towelettes. If these alternative methods are used, hands should be washed with soap and

running water as soon as possible.

Decontamination
Decontamination should be accomplished by using a solution of 5.25% sodium hypochlorite or household bleach diluted between 1:10 and 1:100 with water. The standard recommendation is to use at least a quarter cup of bleach per one gallon of water. Decontamination can also be accomplished by using Lysol or some other EPA-registered tuberculocidal disinfectant. Check the label of all disinfectants to make sure they meet this requirement.

If you are cleaning up a spill of blood, you can carefully cover the spill with paper towels or rags, then gently pour the 10% solution of bleach over the towels or rags, and leave it for at least 10 minutes.

If you are decontaminating equipment or other objects such as scalpels, microscope slides, broken glass, saw blades, tweezers, mechanical equipment upon which someone has been cut, first aid boxes, or other contaminated equipment, you should leave the disinfectant in place for at least 10 minutes before continuing the cleaning process.

Of course, any materials you use to clean up a spill of blood or potentially infectious materials must be decontaminated immediately, as well. This would include mops, sponges, re-usable gloves, buckets, and pails.

For large blood spills, you should generally contact custodial staff for cleanup. They are trained to do this and use disinfectant to decontaminate the area. However, if you are trained to do so, you can cleanup blood spills if the above procedures are followed.

Sterilization
Sterilization can be achieved using a number of techniques such as heat, irradiation; filtration; and chemical sterilization. In the microbiology laboratory, the most widely used sterilizers are autoclaves. Autoclaves eradicate micro-organisms by use of pressurized steam to cause thermal stress. To achieve a sufficient kill rate, it is necessary to raise the temperature such that even the most thermo-tolerant micro-organisms are inactivated.

Sharps
Needles and broken glass must be disposed of in sharps containers. Improperly disposed needles can cause injury.

Needles
Needles should never be recapped.
Needles should be moved only by using a mechanical device or tool such as forceps, pliers, or broom and dustpan.
Never break or shear needles.
Needles shall be disposed of in labeled sharps containers only.

Sharps containers shall be closable, puncture-resistant, leak-proof on sides and bottom, and must be labeled or color-coded.

When sharps containers are being moved from the area of use, the containers should be closed immediately before removal or replacement to prevent spillage or protrusion of contents during handling or transport.

Broken Glassware
Broken glassware that has been visibly contaminated with blood must be sterilized with an approved disinfectant solution before it is disturbed or cleaned up.

Other Sharps
There are safety dangers associated with accidental breakage of glass capillary tubes. These tubes are used for collection of blood in a variety of health care settings, including hospitals; ambulatory care facilities, physicians' offices, blood donation facilities, and blood testing centers.

Accidental breakage of the tubes has been reported when the tubes are inserted into putty for sealing and during centrifugation.

Blood can spatter, potentially exposing personnel to bloodborne pathogens. The broken glass fragments also can injure the user, resulting in exposure to blood. Breakage during use may result in a penetrating wound and blood inoculation to the user.

To reduce the risk, OSHA recommends that users consider blood collection devices less prone to accidental breakage and readily available, including capillary tubes that are not made of glass, glass capillary tubes wrapped in puncture-resistant film, products that use a method of sealing that does not require pushing one end of the tube into putty to form a plug, or products that allow the blood to be measured without centrifugation.

Signs, Labels, and Color Coding

Warning labels need to be affixed to containers of regulated waste, refrigerators and freezers containing blood or other potentially infectious material; and other containers used to store, transport, or ship blood or other potentially infectious materials.

These labels are fluorescent orange, red, or orange-red. Bags used to dispose of regulated waste must be red or orange red, and they, too, must have the biohazard symbol readily visible upon them. Regulated waste should be double-bagged to guard against the possibility of leakage if the first bag is punctured. Labels should display the universal biohazard symbol.

Emergency Procedures
In an emergency situation involving blood or potentially infectious materials, you should always use Universal Precautions and try to minimize your exposure by wearing gloves, splash goggles, pocket mouth-to-mouth resuscitation masks, and other barrier devices.

If you are exposed
If you are exposed, however, you should wash the exposed area, report the exposure, fill out a report form, and request testing.

1.Wash the exposed area thoroughly with soap and running water. Use non-abrasive, antibacterial soap if possible. If blood is splashed in the eye or mucous membrane, flush the affected area with running water for at least 15 minutes.
2.Report the exposure to your supervisor or instructor as soon as possible.
3.Fill out an exposure report form. This form will be kept in your personnel file so that you can document workplace exposure to hazardous substances. This form can be obtained from your Safety Department.
4.You may also request blood testing or the Hepatitis B vaccination if you have not already received it.

Hepatitis B Vaccinations
Employees who have routine exposure to bloodborne pathogens, such as doctors, nurses, first aid responders, and similar occupations, must be offered the Hepatitis B vaccine series at no cost to themselves. The employees have a right to refuse the vaccination but will need to complete a form documenting their decision not to accept the vaccination.

Record Keeping
Medical records are to be retained for each employee with occupational exposure of bloodborne pathogens for the duration of employment plus 30 years. These records must be

confidential and must include name and social security number; hepatitis B vaccination status, and results of any examinations, medical testing and follow-up procedures; a copy of the healthcare professional's written opinion; and a copy of information provided to the healthcare professional.

Training records must be maintained for three years and must include dates, contents of the training program or a summary, trainer's name and qualifications, names and job titles of all persons attending the sessions.

Medical and Training Records
The Bloodborne Pathogens Standard requires both medical and training records be maintained. For at least the duration of employment plus 30 years, and must be kept confidential not disclosed without written permission of employee, except by law and separate from other personnel records.

Chapter 5: CLEANING PROCEDURES AND TIPS

CLEANING PRINCIPLES

Cleaning can be a rewording and sometimes fun! It helps to know the basic cleaning principles. First look at what it is you want to clean Do you know where the dirt came from If not don t worry. I will give you some ideas on how to find out It s also important to know the different cleaners and when to use them.

Let s get familiar with some basic cleaners
Abrasives work like sandpaper and physically remove dirt. They come in powders, liquids and tools like brushes, sponges and pads.

Acid is the opposite of alkaline and can be used to remove rust stains, water deposits and even clean clogged pipes. Depending on its pH level the lower from 7 the more powerful. 7 being neutral and anything higher is considered a Alkaline. Some acids include lemon juice, (citric acid) vinegar, (acetic acid) and hydrochloric acid.

Alkaline can be used to remove heavy oil and grease, wash windows. Clean coffee and tea stains and dissolve grease. Alkaline include banking soda, ammonia, TSP, acronym for TriSodium Phosphate, and lye.

Bleaches used to bleach out a discoloration by removing or adding oxygen. Bleaches are also used to disinfect because of their ability to kill germs safely. Bleach types include oxygen bleach which adds oxygen, reducing bleach which removes oxygen, and peroxide.

Detergents have the ability to lower surface tension and of deflocculating soil and dirt clumps and keeping them in suspension, so they can be washed away. Detergents are typically considered to be both water and oil soluble, which serves as an emulsifying agent. Detergents are used to clean both soil and grease. Detergents include laundry cleaners or synthetic detergents and soap.

Solvents are capable of dissolving another substance to form a uniformly dispersed mixture. They are chemically capable of dissolving oily and greasy soils and stain and speed up drying time because they evaporate faster than water. The types of solvents are water miscible or wet solvents like alcohol and butyl cello solve, and water immiscible or dry solvents like OMS, acronym for odorless mineral spirits and kerosene.

Enzymes are microorganisms engineered to break down protein and oil into their basic components. Enzymes are sensitive to pH changes and chemical reactions.
Now you have the knowledge of what the basic cleaners do. So now we need to identify the problem.

Some grime you might already know.
Some might be more complicated.
Food might automatically be considered a protein; some foods like juices and condiments contain dye.

Urine is a protein but it s also very acidic and may require a combination of enzyme and alkaline to completely remove it.

The pH Scale
In chemistry, pH is a quantitative scale for measuring the acidity or alkalinity of liquid solutions. The scale runs from the number 0 to 14. The number 7 on the pH scale is neutral, not acid or base. The number 0 on the pH scale is a strong acid. The number 14 is a strong alkali. In the cleaning industry the word “alkali is used to denote base So the pH scale runs from 0 acid to 14 alkali.

On the pH scale each full number increase represents a tenfold increase of the acidity or alkalinity of the solution. It is a geometric progression by the number 10. So pH of 1 is 10 times more powerful than pH of 2. The pH of 3 is 100 times more powerful than pH of 4.
The numbers on the scale denote the “strength characteristics of the solution not the “quantity or dilution of the solution. Whether you have a drum of lye or a table-spoon of lye they both have the same strength characteristics pH.

COLOR CODING OF CLEANING SUPPLIES

Why Color Coding is Important?
Color coding cleaning supplies improves training and communication. It is an intuitive visual coding system, removing language and literacy barriers when training a diverse workforce in proper cleaning processes. Color coding also provides supervisors with quick visual indicators for monitoring employee activity to prevent tool or chemical misuse.
Examples of the Use of Color Coding of Supplies in Cleaning:
Red: High bacteria areas for example restrooms with toilets and urinals.

Red cleaning supplies are used in areas of the restroom that have higher bacteria

concentrations, where sanitation is a priority. Particularly toilets and urinals should have a high priority.

Yellow: Specialty cleaning for gymnasiums and laboratories.

Use for sinks and general restroom cleaning, to prevent cross contamination from toilet and urinal areas. May also be used for specialty cleaning activities such as gymnasiums, laboratories and floor-care projects.

Green: Foodservice areas for example cafeterias and kitchens.

Green cleaning supplies should be used in areas that come into contact with food, including kitchens, cafeterias and employee break rooms. Or for example, a separate color could be used for food preparation areas for an added degree of safety. For example, in food preparation areas, one color, for example a light lime green, could be used for raw meats and another color for preparation of fruits, vegetables, and lettuces, for example a deep woods green.

Blue: General use for example offices, hallways and classrooms.

Blue is used for general cleaning in offices, entrances, hallways and reception areas.

Color Coding Prevents the Misuse of Chemicals
The use of color coding for cleaning supplies prevents the misuse of chemicals and reduces the transfer of harmful substances by separating potentially hazardous cleaning chemicals into their appropriate areas. For example, mopping solutions can be coded for a specific floor to avoid the use of caustic chemicals that may permanently damage the surface.

Simplifies Supply Management
By keeping cleaning tools in their proper areas, color coding allows custodial departments to keep better track of their equipment and supplies. Productivity increases when employees no longer have to search for misplaced tools or proper cleaning equipment.

Improves Efficiency
Color coding enhances the professional appearance of employees and increases their efficiency by making it easy to organize the cleaning process.

Of course every facility is unique. The colors discussed here are just the common colors used in color coding. Additional colors may be used for specific applications, such as color

coding types of chemicals for use with specific flooring materials or counter tops.

In addition, color tape or decals can be applied to your existing or off the shelf cleaning supplies. This gives you the ability to easily change cleaning applications and reassign supplies to different areas or functions as required. For example, color coded decals can be used to change supplies from the general use blue coding to the bathroom red coding.

It is never recommended to reassign any red labeled cleaning supply. Certainly if any red coded supplies are reassigned to any other areas, the supplies must be thoroughly decontaminated, cleaned, and sanitized by disinfection or sterilizing. It would make good sense to dispose of the red supplies and purchase new ones instead of risking cross contamination.

The next figure shows a series of colored and white brushes used in cleaning. Color coded decals or tape can be placed on the handles of the white brushes to achieve color coding.

Chapter 6: Cleaning Office Buildings

As mentioned above there are many different areas in office buildings, hospitals, and schools that require cleaning. Office buildings have restrooms with toilets, urinals, trash cans, and sinks to be cleaned. They also have restaurants, cafeterias, and kitchens that are food service areas. In addition, office areas have entry ways, hallways, and classrooms that must be cleaned. And finally there are specialized areas such as gymnasiums and laboratories that must be cleaned. In this chapter we will address cleaning the areas mentioned above; as well as mirrors, walls, floors, window coverings, upholstery, televisions, and computers.

CLEANING RESTROOMS

We will start with cleaning restrooms The fact is that at least percent of the public s complaints about buildings concern the upkeep of restrooms. According to industry professionals, there is an increase in public awareness of what one can acquire from dirty restrooms. Because of this, owners, operators, manufacturers, distributors and suppliers are all working hard to come up with systems and processes to make cleaning easier, safer, faster and better.

Restroom Deep Cleaning

Indeed, relatively recent innovations in restroom cleaning range from ergonomically designed toilet-bowl brushes and environmentally safe citrus-based cleansers to color-code and even touch-free cleaning systems.

Combined with old-fashioned common sense and attention to detail, the new cleaning improvements make it easier and safer than ever to leave a restroom spotless.
Because the definition of ‘clean is very subjective and varies from one environment to another, it is important to determine what is required in terms of cleanliness. One definition of clean is “free from dirt or impurities

With the exception of critical care areas, such as those found in some health care facilities or food service environments there are few, if any, broadly established cleaning standards.

Toilet Cleaning Today

A workable cleaning schedule is important. Most restrooms are cleaned once a day and sometimes monitored throughout the day. Restrooms with high traffic volume, such as those

in airports, restaurants and other establishments may need attention hourly. According to experts, managers and operators who thoroughly assess the overall use of each restroom in their facility will have far fewer restroom complaints.

Those who devise cleaning schedules that accommodate the need for regular cleaning and maintenance, as well as incidental and as-needed cleaning will not hear any complaints.

Top Five Restroom Complaints
Once the cleaning basics have been established – how clean and how often – cleaning professionals still face every restroom s “Top Five These are the five typical restroom complaints and the most common cleaning challenges that workers face. They are:

1) Cross-contamination hazards
Soap and towel dispensers that don t work
3) Unsightly garbage
4) Soiled or stained surfaces
5) Persistent odors

CROSS-CONTAMINATION

There are a number of ways to prevent the spread of germs when cleaning a restroom. Experts say, first kill the germs by using disinfectant solutions properly. In order to achieve disinfection, it is important to carefully follow label directions on the cleaner container. More often than not, the directions will include specifics on how the cleaner is to be applied, as well as the length of time that it should remain on surfaces in order to achieve the required disinfection levels.

Other recommendations include using a color-coded system when cleaning. With a system like this, tools that are one color can be used for cleaning toilets, while a different color can be reserved for intense work.

This type of system will make sure that management as well as the cleaning staff doesn t use any of these tools outside the restroom.

SOAP AND TOWEL DISPENSERS THAT DON T WORK

This is a case where back-ups make sense.
Managers may want to consider offering patrons both hand towel machines and hand blow

dryers. This is an alternative solution if one or the other is out of order. Frequent service, repair, and replacement of machines also help eliminate this common complaint.

UNSIGHTLY GARBAGE

Regardless of whether a restroom is disinfected properly, unsightly garbage can make it appear unsanitary. Studies show that people often use a paper towel on door handles when leaving restrooms If a garbage receptacle isn t near the door they often drop the towel on the floor.

Analyzing traffic and these types of use patterns will help determine whether alternate placement or additional receptacles are needed.

SOILED OR STAINED SURFACES

An obvious first step in cleaning would be removal of visible soiled surfaces.

The nature of the surface and the soil will affect which tools and cleansers to use. For instance, degreasers might be just the solution for some of the surface stains found in fastfood restaurant facilities.

Industry manufacturers advise that users proceed with caution when using various cleansers. There are many very aggressive cleaners which can remove soil from surfaces, but will also harm finishes.

Surface damage only makes maintaining cleanliness and appearance that much more difficult in the future. Thus, selection of the mildest, yet effective cleaners is the best approach to balance these factors.

PERSISTENT ODORS

When dealing with this common complaint, building managers are advised to look down – at the grout or the floor drain.
Often times, odor-causing bacteria can be found in grout lines where mops may not reach. If this is the case, it may be helpful to re-evaluate the products used to do this cleaning. Bacteria must be killed to remove odor. Other times the best thing to do is to look up, because light fixtures and even ceilings can harbor bacteria or mildew spores. It is important

to note that thorough ventilation can reduce odors in high humidity areas such as restrooms. Make sure all air vents are cleaned.

Managers dealing with a lot of in and out restroom traffic, such as those found in schools and airports should carefully assess regular cleaning schedules to make sure these problems are addressed.

INNOVATIONS

When it comes to cleaning restrooms, manufacturers found that a thorough assessment of cleaning procedures is what led to some of the best innovations.

After spending many years evaluating restroom cleaning and the various procedures called for, manufacturers found two overall problems.

First, there was a very high turnover among employees and training was an issue within janitorial departments.

Second, many janitorial departments rarely updated the tools they used for cleaning, many of which were not ergonomically designed.

In response, the cleaning supply industry soon introduced various ergonomically designed tools. These were designed to reduce back pain through the use of longer handles, which also kept a worker s face away from the toilet bowl containing chemicals and fumes Manufacturers have commented that the use of these types of products will not only make cleaning easier and safer for workers, they will also result in worker retention.

Many of the improvements offered by manufacturers, suppliers, trainers and others in the industry have had a similar value-added impact on restroom cleaning.
Microfiber mop heads and cloths adhere to dirt more efficiently and are easier to lift than traditional “spaghetti mops because they weigh less

Why use microfiber supplies?
Microfiber cleaning cloths provide a non-toxic and chemical free cleaning solution. They are outstanding for allergy and asthma sufferers, as well as anyone with chemical sensitivities. They also provide a healthier cleaning solution because microfiber cleaning supplies can be used without cleaning agents, soap, or detergents. In addition they are gentle on furniture, mirrors, windows, and porcelain as the fiber is fine and it does not leave scratches, mist or

marks.

Microfiber mop heads and cloths are also more environmentally friendly because they use less water they re washable and reduce the amount of trash left at the end of the cleaning day.

Environmentally friendly green cleaning is a trend that has grown stronger in recent years. Many manufacturers have introduced tools that are designed specifically for recycling whenever green cleaning tools wear out. Instead of replacing the entire tool when a part breaks, many manufacturers provide replacement parts.

In addition, many workers use squeegees and water to clean restroom mirrors and windows. The benefit is that departments will use fewer chemicals and will not find trash bins filled with paper towels as a result of cleaning.

Cleaning chemicals should also be considered in green cleaning. There are many manufacturers that provide cleaning products certified with Green Seal.
These new innovations make it easier for companies to accept green cleaning into their programs.

WHAT DOES CLEANING GREEN ENTAIL?

First, a definition Green Cleaning is cleaning to protect health without harming the environment. Basic principles of Green Care are listed below.

Focus on entryways inside and out. An important goal in cleaning green is to trap and remove dirt and pollutants before they enter the building and to frequently clean the entrances and entryway mats.

Minimize particles and chemicals in the air by mechanically capturing dust and dirt, using course spray for chemicals and applying the cleaner to the cloth rather than spraying the surface to be cleaned.

Use chemical management systems for accurate product dilution. Train employees to use chemicals properly to minimize waste and maximize cleaning efficiency, an important element of cleaning green.

You should empty vacuum bags at the end of shifts or when half full for cleaner and more

efficient operating.

Ensure proper vacuuming, extraction, rinsing and drying. Carpets can be a host for moisture problems and mold growth. Green cleaning means minimizing these problems.
Focus on preventative measures. Janitorial staff washes their hands and keeps equipment clean and well maintained.

Focus on touch-points. These are door handles, bright work and other areas where people come in contact with the facility or its fixtures. Focusing here makes cleaning green easier. Apply disinfectant in restrooms properly and make sure the chemical has proper dwell time so that soil is thoroughly removed using less product. Use labels on chemical cleaners for proper use and review the Material Safety Data Sheets.

Promote safety and prevent cross-contamination. Safer products and proper use and storage of chemicals help create a safer environment. As discussed earlier, color-coded tools ensure that pollutants don t get carried from one area such as a restroom to another room.

Whenever possible use Green Cleaning Chemicals and Products Green Seal s Standard for Industrial and Institutional Cleaners (GS-37) certified chemicals for general purpose, washroom, glass, and carpet cleaning.

Use hand soaps that do not contain antimicrobial agents except where required by law or regulations for example healthcare or food preparation.

Microfiber dusting cloths and flat mops to collect dust and dirt pick up dust with minimal water and chemical use. These out-perform traditional dusting and mopping materials and can often be used to remove soils without the need for chemical compounds. Micro-fiber materials can be washed and reused to minimize paper towel waste.

Use of Effective Janitorial Equipment
One example of effective janitorial equipment that is environmentally friendly is the highspeed burnisher with dust control attachments that captures fine particles.

Carpet extractors and automatic floor scrubbers that reduce water consumption are also effective janitorial equipment.

Green cleaning includes the use of “Green Paper products These paper products are rated

for recycled content in janitorial paper products bleached without the use of chlorine or its derivatives. In addition, paper products dispensed from large rolls to minimize packaging and waste are used in Green cleaning. Folded paper towels are discouraged.

“Hands-free paper towel dispensers that reduce the potential for cross-contamination and high-capacity dispensers that promote waste-reduction by controlling towel usage are on the list of “Green Paper products

For all the innovations in the industry, the need for common sense and attention to detail is as great as ever. Training employees properly is a task that experts say should always be at the top of a building manager s “to do list Industry professionals emphasize that it is important to have the proper tools when cleaning, but it may be even more important to have the proper training.

Attention to Detail
Just look at a restroom, any restroom. The entire area may be clean and sparkling, but what about the dirt build-up around stall posts or behind toilets or baseboards. Everything must be cleaned properly or the restroom isn t clean

When cleaning toilets, one of the most important parts is the underside of the lip of the toilet. This is where urine and feces can be splashed and lime, calcium and rust stains can build up That s where bacteria and germs can form quite easily causing a filthy toilet Cleaning the underside of the toilet is extremely important.
Dusting a restroom is also a critical part of your job. Dust, bacteria and germs can settle in vents, on tops of overhead ledges and, of course, on vents.

Cleaning and Sanitizing
Remember there is a difference between cleaning and sanitizing. Cleaning is washing or wiping a surface Cleaning removes dirt dust and debris but it doesn t kill bacteria

Sanitizing kills bacteria.
There are two ways to kill bacteria.

1.One is to use high temperature water, similar to very hot water used in a dishwasher. Hot water sanitizes the dishes and kills bacteria That s not logical for restrooms but you can use an approved sanitizer after cleaning to kill bacteria. Steam cleaners are commercially available.

2.Another way is cleaning and sanitizing. Cleaning and sanitizing is required in making surfaces free of bacteria. Remember that cleaning and sanitizing are two different systems and both are required when servicing restrooms and other areas.
Some sanitizers are called disinfectants and some products combine cleaning and disinfecting ingredients into one product. These combined products work well only on surfaces that are already relatively clean. For dirtier surfaces it is important to clean first and then apply a separate disinfectant.

For the disinfectant or sanitizer to be effective, it must remain in place for at least 10 minutes.

Deep cleaning of restrooms needs to be done at least weekly. However, a deep cleaning may also be required when cleaning a restroom for the first time, or when you encounter a particularly dirty situation. High traffic restrooms may need a deep cleaning once a day even if routine cleaning is done more frequently.

Most deep cleaning can be done with regular chemicals by mixing with less water so that they are more effective. In addition, it may be necessary to spend more time removing soils using brushes and scrub pads.

Steps to Cleaning a Restroom
Don t allow your restroom to become the source of customer or employee complaints Adhere to the following guidelines to insure a cleaner, healthier restroom environment.

GET READY TO CLEAN.
When you are preparing to clean a bathroom, first make list of duties and cleaning supplies that will be required for each job. You should make certain the supply closet is clean and contains the proper supplies and equipment. An example list of cleaning supplies is provided below.

1.Disposable Latex Non-Medical Gloves these gloves come in large, medium, and small sizes.
2.Safety Goggles or Safety Glasses
3.Toilet Bowl Swab
4.Microfiber Mop System
5.High Density Trash Liners 32 Gal.
6.General Purpose Cloth
  Extendible Lamb s wool Duster

8.Glass Cleaner Windex® is a common commercially available glass cleaner
9.Cleaner/Disinfectant Lysol® Brand Disinfectant All purpose Cleaner with Bleach and Antibacterial Scrubbing Bubbles® Bathroom Cleaner are common Cleaner/Disinfectants. There are other commercially available Cleaner/Disinfectants for professional cleaning services.
10.Kleenex® Cottonelle Toilet Tissue
11.Health Guards Regular Toilet Seat Cover Refill
Figure 40 Items for cleaning the bathroom
12.Sanitary Napkins or Tampons
13.Paper Towels
14.Hand Soap
"Wet Floor signs

DISINFECT TOILETS, SINKS AND SURFACES

Before disinfecting toilets, sinks and surfaces make sure you are wearing the proper safety items such as gloves and protective eyewear. Be sure to review the MSDS for each chemical that you use. Spray all fixtures with the correct chemicals to allow time to "soak in Wipe clean.

RESTOCK EXPENDABLE SUPPLIES

When you are restocking expendable supplies, always make sure you fill the dispenser with the correct size paper or soap product. Be sure to secure the dispenser after it has been filled.

EMPTY, CLEAN AND RE-LINE WASTE RECEPTACLES

The next job will be to empty, clean and re-line waste receptacles. You should make sure all litter is picked up prior to emptying the receptacles. Use the correct size liners and taper the excess liners by tying on one corner.

SWEEP OR DUST MOP FLOORS

Depending on the floor surface, you will either sweep or dust mop the floor.

CLEAN SINK AND COUNTERS

The next job will be to clean the sink and counters. First, remove all debris from counters. Start at the backsplash of the counter and work towards the drain. Be sure to dry all surfaces.

CLEAN MIRRORS

To clean the mirrors, start in one corner and work from right to left. Use circular cleaning motions for best results. Inspect for streaks and smudges.

SPOT CLEAN WALLS, PARTITIONS, BRIGHT WORK

Spot cleaning is the next job. Using the proper chemicals spot clean all vertical surfaces starting at the bottom and working your way up. Clean all bright work. Bathrooms don't just need to be clean, they need to shine. All that white porcelain, bright work and tile work demands weekly, if not daily attention.

Cleaning Toilets
WHAT YOU NEED:
1. Goggles or glasses.
2. Toilet brush.
3. Gloves.
4. Cleanser for inside of bowl.
5. Cleanser for outside of the toilet.
6. Paper towels or cloths.

REMOVE EVERYTHING FROM AROUND THE TOILET.

Cleaning the toilet is a messy job, and there's always the chance of splashing cleanser or toilet water outside of the actual toilet. Prevent extra cleanup by removing all excess items from around the toilet. Don't forget to remove anything on top of the tank to prevent dropping items into the bowl during cleaning.

FLUSH AND ADD CLEANING SOLUTION.

Flush the toilet with the lid down to prevent splashing or spraying. Add your choice of powdered, liquid, or gel cleanser to the bowl. Try to apply the cleaner as close to the toilet rim as possible to prevent diluted cleanser.

CLEAN THE EXTERIOR OF THE TOILET.

While the cleansing solution soaks into the toilet grime in the bowl, clean the outside of the toilet. Start at the top to prevent dripping on already clean surfaces.

Spray the tank, handle, and tank edges with cleaner and wipe down.
Next do the outside lid of the toilet.
Finally wipe down the entire bowl. Start with the sides and front before cleaning the bottom edges of the toilet where it meets the floor.

CLEAN THE TOILET SEAT.

The toilet seat should never be neglected. It is the part of the toilet that comes into actual contact with people, and it needs to be cleaned thoroughly. Raise the seat. Spray the seat, inside lid and the rim of the toilet with cleanser.

Wipe down the lid, seat, and hinges at the back of the toilet seat. Some toilets have hinges that will pop open to allow better access for cleaning.

CLEAN THE INSIDE OF THE TOILET BOWL.

Begin cleaning the bowl from the top down. Always begin scrubbing under the rim first. Look under the rim to get all the stains and grime scrubbed away.

Even though there are many commercial products available, Lime-A-Way® is a commercial product that is a concentrated blend of mild organic and mineral acids formulated to remove calcium and other hard water mineral deposits from under the rim of toilets. It has a pleasant fragrance and is easy to use. It removes rust, calcium and lime build up from toilets and it effectively cleans even the toughest hard water stains.
Next scrub the bowl. Finally scrub the hole at the bottom of the toilet.
Always flush the toilet with the lid down.

WIPE UP ANY DRIPS OR SPILLS.
Wipe up any drips of cleanser or water that may have occurred.
Put away tools and trash. Replace the items removed at the beginning of the cleaning process.

TIPS FOR CLEANING TOILETS

1. Wear eye protection when cleaning a toilet. It prevents splatters of toilet water and cleaner. You may also want to use gloves to prevent contact with your hands.
2. Flush the toilet with the seat lid down to prevent splattering and splashing.
3. Do not use sponges when you scrub a toilet. Sponges are a great way to breed bacteria, and there are already enough in bathroom. Paper towels are great options because they are thrown away. If you use reusable cloths or microfiber cloths, wash them immediately in their own load on hot water with bleach.

In summary, to properly clean a toilet you should use the appropriate germicide to clean the seat cover top and bottom. Then lift seat cover and clean underside and top of toilet seat, under side and bowl rim, and finally clean the handle and exposed plumbing. Flush toilet with seat down and leave the seat up to indicate you have cleaned commode.

Cleaning Urinals
Some cleaning tools and materials for cleaning urinals are listed below.
1.Bowl swab
2.Trigger sprayer
3.Clean cloths
4.Gloves and goggles
5.Toilet bowl cleaner
6.Cleaner disinfectant, liquid or foam aerosol
In addition to toilets, urinals need to be cleaned, disinfected and deodorized. Disinfecting the urinal reduces the growth and spread of bacteria.

PROCEDURES FOR CLEANING A URINAL

Remember to put on gloves and goggles, and then clean the inside of the urinal.
First, apply 1 to 2 ounces of bowl cleaner evenly onto the bowl swab. Then swab the entire inside surface, under the rim, and where the water outlets are located.
Next, flush urinal and rinse bowl swab thoroughly. Set bowl swab aside, placing it into a carrying container.

Clean and disinfect the flush handle and all the chrome around the urinal. Wipe it dry.
Next, clean the outside of the urinal by spraying with a cleaner disinfectant. Pay special attention to the underside of the outside of the urinal. Wipe with a clean cloth.
Use a new cloth to start the next urinal. Toss used cloth to be laundered.

Mopping Restroom Floors
Cleaning Tools and Materials needed for mopping restroom floors.
1.Pump up sprayer and one bucket with wringer or Two buckets with wringers
2.Wet mop
3.Broom and dust pan
"Wet floor signs
5.Gloves and goggles
6.Cleaner/Disinfectant
7.Cleaning Procedures:
The bathroom floor is mopped to clean and disinfect it and to eliminate odors and bacteria.

PROCEDURE FOR MOPPING A RESTROOM FLOOR

First, put on gloves and personal protection equipment. Remove all movable obstacles from the floor.
Sweep floor and pick up pile with dust pan.
Position the mop bucket or buckets outside door.
Place "Wet floor sign at the entrance

Use either the spray down, mop up method or the two bucket method to get cleaner disinfectant on the floor.
Apply product on floor, starting in the farthest corner.
Work moving backwards towards the door.
Be sure to get disinfectant around toilets, under urinals and under sinks.
Allow to stand amount of time recommended by manufacturer s directions
Dip wet mop into clean water rinse. Wring out dry.
Start at the farthest corner and pick up disinfectant solution that is on the floor.
Dip mop in rinse water frequently. Continue until all disinfectant solution has been picked up.

CLEAN UP AFTER MOPPING

Always clean up after mopping the restroom floor Most facilities have a janitor s closet with a deep well sink and cabinets for supplies. Use this sink to empty the bucket or buckets and sprayer should. And then, you should rinse the mop. All of the tools and materials should be stored properly.

REMOVE CAUTION SIGN AND INSPECT WORK
Review all of the jobs that you just completed. Make sure all dispensers are full, mirrors are streak free, and all fixtures are clean.

Cleaning a Laundry
Cleaning Tools and Materials needed are listed below
1. Vacuum with hospital grade filter, dusting tool
2. Deck brush
3. Mop bucket with wringer
4. Clean cloths
5. Wet/dry vacuum
6. Pump up sprayer
7. Trigger sprayer
8. Clean bucket for rinse water
9. Gloves and goggles
10. Cleaner disinfectant
Laundry rooms must be cleaned to prevent possibility of cross contamination. The laundry is a central location for linen that gets redistributed throughout the facility.

Procedure for Cleaning the Laundry Room

DAILY PROCEDURES
Daily procedures for cleaning the laundry room will include
First put on gloves and goggles.
Next, you should the empty waste receptacles. Remember to tie the liner and dispose of the waste properly. And then, spray the waste receptacles with disinfectant from trigger sprayer, inside and out and wipe them dry with a clean cloth.
Damp dust with a cleaner disinfectant sprayed on a cloth. Rinse used cloth in clear water, reapply disinfectant to continue. All sills and ledges, outsides of wash and drying machines and loading doors should be cleaned. Tables for folding linens should also be cleaned. Vacuum floor surface to remove all lint.
Using a deck brush and water from the mop bucket, remove any accumulations of soap on the floor surface. The last job is to damp mop floor with a cleaner disinfectant starting at the back of the room and mopping to the door Remember to place the “Wet Floor sign at the door
Pick up solution with a wet dry vacuum.

WEEKLY PROCEDURES
Wash walls completely. To wash the walls fill the pump up sprayer with diluted cleaner

disinfectant. And then, spray walls from bottom up. Next, wipe walls dry.
Clean any or all overhead pipes with vacuum dusting tool.
Wash all linen carts. Use trigger sprayer and spray all surfaces with cleaner disinfectant. Let the solution set for a few minutes and then wipe dry.

PERIODIC CLEANING PROCEDURES
The linen storage cupboards should be emptied and cleaned with a cleaner disinfectant.
Washing Walls
Cleaning Tools and Materials needed for washing walls and wall partitions are listed below.
1.Trigger sprayer
2.Clean bucket
3.Clean cloths
4.Gloves and goggles
5.Cleaner disinfectant
6.Cleaning Procedures:

Walls and Wall Partitions are washed because dirty walls are unsanitary. Dirt acts as a breeding ground for bacteria. In addition, dirty walls make the room appear dull.

PROCEDURE FOR WASHING WALLS AND PARTITIONS

Put on gloves and personal protection equipment.
Using a trigger sprayer filled with diluted cleaner disinfectant, spray solution on walls, starting from the bottom and working your way up.
Wipe walls clean from the top down using a clean cloth.
Rinse cloth frequently in clear water rinse.
Thoroughly clean the underside of the partitions. This area becomes dirty from urine splash and needs daily attention.

Window Washing
Cleaning Tools and Materials needed for washing windows.
1.Window squeegee
2.Clean cloths
3.Window tool and bucket or Trigger sprayer
4.Window cleaner
5.Gloves and goggles
6.Cleaning Procedures:
You should pay particular attention to cleaning windows. Clean windows add to the overall

impression of cleanliness. More light comes in clean windows, improving the outlook of those inside the building. Windows need to be cleaned more often in colder weather.

Remember, condensation and temperature fluctuations encourage streaking and dust accumulation on windows. In addition, oils in exhaust and cooking deposit on the glass surfaces in colder weather.

PROCEDURE FOR WASHING A WINDOW

Put on gloves and goggles. Open drapes and raise venetian blinds or shades.
Next you should clear window sill of obstructions. Clean window sills inside and out using glass cleaner and a clean cloth.
Cover window with window cleaner solution using a trigger sprayer or window tool.

USING A SQUEEGEE

Remove solution and dirt from window using a squeegee. Move the squeegee from side to side or in a figure eight motion, or move it from top to bottom of the glass. Wipe off squeegee with clean cloth after each stroke.

After using the squeegee, wipe the glass dry with a clean cloth. When finished, wipe off window sills with a clean cloth. Clean window frames with window cleaner and a clean cloth. When complete, close drapes and put blinds or shades in place.
Clean and return tools and materials to storage area.

Dusting
Prevent dust by using two entrance mats at each entrance. One just outside the door and one just inside the door will reduce the amount of dust, dirt, and debris that enters your facility.

Check and maintain your air filters to make sure they are functioning properly. Air filters will last between 1-3 months, but should be changed as they become clogged with dirt and debris.

By keeping windows closed, you'll prevent dust and debris from blowing into your home. Double check your window and door weather-stripping to make sure it is still functioning properly.

There are many dusting products on the market, but each one has its own set of pros and cons. Use the right dusting tool for your jobs. Microfiber cloth dusting supplies is a favorite. If you use a furniture oil or polish, be sure to follow the directions and don't overuse the product. Overuse or improper use can lead to a buildup on your furniture or clouding of the wood surfaces.

Dust from top to bottom to prevent going over surfaces more than once. Sometimes you may need to wet dust after you dry dust. Always dry dust first. Be careful about allowing even a small amount of water on wood surfaces.

CARE FOR FLOORS

CARE FOR WOOD FLOORS
Regular cleaning keeps wood floors and furniture looking their best. All you need is a good vacuum or microfiber dust mop, a soft cloth, and Murphy Oil Soap. It's easy!
Vacuum your floors and dust furniture daily. Gritty dust can scratch wood surfaces. For effective vacuuming, use a Windsor with Sensor technology. It will automatically adjust to your floor type

And for effective floor cleaning, use the microfiber mop system for both dry dusting and wet mopping. Mop up spills right away to avoid stains.

Cleaning wood floors regularly with Murphy Oil Soap Original Formula is easy. Dilute Murphy s in a bucket according to directions. Use a microfiber wet mop.

Wipe up any excess water with a soft, dry cloth or dry dust mop.
Murphy s isn t just for wood flooring and furniture It also safely cleans laminate flooring and many other surfaces.

CLEANING MARBLE FLOORS

Marble is often used for floors in commercial office buildings and hotels in lobbies in entry ways, halls, and lobbies. Janitors are required to maintain these floor materials.
Marble is generally polished, and unless sealed it is porous and easily stained. Marble is also able to be etched by acids. Marble may be stone, but it stains easily, so you need to wipe anything off that is spilled on it immediately, as you would on a wood surface.
Regular cleaning includes washing marble surface with lukewarm water and wipe dry with a clean cloth. Wiping marble surface with a damp chamois is suggested as it will not leave

streaks.

Unsealed Marble that has become dull can have a shine brought back to it using a commercial marble cleaner and polish. For badly damaged marble surfaces, if it's scratched or etched by excessive wear, you will most likely need to have it professionally polished. Marble professionals have the right equipment for the job and know how to use their tools properly.

There are different types of stains that can affect marble. Organic stains, such as tea or coffee. These stains will need a poultice soaked with 20% peroxide and a few drops of ammonia.

Stains that are oil based, such as the oils from butter, lotions need attention right when the spill occurs. You can do this by spreading the surface with ordinary household corn starch. Let it stand for a few hours, Scrub with a stiff brush and hot sudsy water. Or wipe with a dampened cloth of ammonia.

A commercial rust remover can be used to remove rust stains from an item such as a metal lamp on the surface or metal container. Acid stains, from citrus fruits juices and carbonated beverages should be wiped up immediately; they can etch and dull the surface. If stains seem to be impossible to remove, your Marble professional will be able to help remove them and bring the beauty back to your surface.

CLEANING LINOLEUM AND VINYL FLOORS

Proper care of your linoleum or vinyl floor prevents damage, extends its life and keeps it looking like new for years. You should always vacuum or dust hard floor surfaces before mopping.

Linoleum floors generally require only warm water for cleaning. Most detergents won't rinse clean leaving behind a sticky residue. That residue becomes a magnet, attracting dirt off the bottom of shoes. It builds up, deteriorating the sealant and leaving you with the hard job of stripping and waxing.

If you find your floor requires a cleanser, use Ivory® Liquid dish soap or equivalent. Fill your bucket with suds, mop away then rinse. Ivory rinses clean so the sticky buildup never causes problems. Other detergents can be too harsh for the floor so stick to Ivory or an equivalent. Mix dish soap in a spray bottle of water as an all-purpose cleaner. It's

inexpensive and quite a good cleaner.

Some linoleum floors have grooves so deep you can sink a submarine. Grab a nylon bristle brush other brushes might scratch the floor. Then, fill your bucket or sink with warm water add a good squirt or two of the dish soap and scrub the floor; and then rinse. Your floor needs this deep cleaning only twice a year.

What to do about black heel marks. Not a pretty sight. Spray a little WD-40® on a towel; lightly rub and they disappear without scrubbing. Rinse thoroughly with sudsy water or the floor might be slick.

Carpet Care
Maintaining carpet through regular vacuuming, deep cleaning, and stain removal has many benefits:

- Extend the life of the carpet as ground in soil particles weaken carpet fibers
- Provide a fresh clean look to a room
- Making a room smell better
- Helping allergy and asthma sufferers by removing germs and dust, thus better Indoor Air Quality

VACUUMING

Dirt and grit damage carpet by rubbing against the fibers. Regular vacuuming prevents the deep abrasion that ruins carpet. Remember to change the disposable bags often. Loose threads should be cut off with a scissors.

DEEP CLEANING

Carpet should be deep cleaned with hot water extraction or steam cleaning every 12 to 24 months. Steam cleaning involves spraying a high pressure solution of water and detergent onto the carpet and vacuuming the dirty solution out.

SPOT REMOVAL

It is very important that all stains get prompt attention since stains can be better cleaned right after they happen. Follow these steps when removing a stain.
Remove excess wet stains by blotting with a clean absorbent cloth (use a wet/dry vacuum

for large stains) and dry stains by scraping with a dull edge. Always blot or sponge stains, scrubbing can spread stains and damage carpet fibers.

Apply cleaning solution to a clean absorbent cloth or paper towel. Do not soak the carpet. Working from the edges of the stain to prevent spreading, blot until no more stain is absorbed. If necessary, use your fingertips to work the solution to the base of the stain. Wait 3 minutes for the solution to work.

Apply clean water to another cloth or paper towel. Blot to remove any residue.
Carpet fibers may later absorb deep stains. More cleaning may be necessary.
Allow carpet to dry, vacuum or brush carpet to restore its texture.

Blind Cleaning
When it's time to clean your blinds and shades, even your best friend is hard to find. But there are some simple and effective ways to clean blinds and shades with minimal effort.

ALUMINUM MINI-BLINDS

Use ordinary soft, clean dust cloths, chemically treated dust cloths, vacuum cleaner brush attachments, or other available ordinary household aids. The paint surface of the slats is quite smooth and dust is easily brushed off if done at regular intervals.

To vacuum, use the brush dust head attachment and tilt the slats first up, then down but not entirely exposed to reach the entire top and bottom surfaces.

To dust, use a soft clean cloth or chemically treated dust cloth and tilt the slats as above.

To wash, use a damp cloth or sponge and mild detergent. Use warm or cold water - NOT hot water. Tilt the slats as above. Protect the floor or sill from excess water. The blind can also be taken down, placed in a bath tub of mild soapy water, then rinsed clean, wiped dry, or allowed to dry completely in the open air.

WOOD BLINDS

Care must be taken when cleaning real wood blinds. Washing the blind is NOT recommended. Although the wood is sealed, water or even excessive dampness may cause warping or discoloration of the slats.

Since the surface of the slats is smooth, dust may be easily brushed off at regular intervals using a clean soft dust cloth or a vacuum cleaner brush attachment. Clean them as described above.

FABRIC PLEATED SHADES

Most of the cellular shades, like the Hunter Douglas Duette shade, are anti-static, and they require very little cleaning. A light sweep with your vacuum cleaner brush attachment is all that is needed to keep them dust free. For a more thorough cleaning, the entire shade assembly may be gently wiped with a soft damp cloth using lukewarm (not hot) water.

Take special care when handling opaque blackout shades to avoid creasing, and do not immerse them in water. For tough stains, spot clean with a mild detergent. Some shades, like the Graber CrystalPleat® have a "soft hand" fabric.

Be very careful when trying to clean these types of shades as they tend to "pill". When a fabric pills it becomes covered in small balls of matted fiber because of rubbing.

Computer Rooms
How to clean computer rooms
Things you will need:
1. Air duster
Figure 56 An example of a commercially available air duster
2. Microfiber duster
3. Vacuum cleaner
4. Cotton towel

The flooring beneath our computer desks needs to be cleaned to ensure our computers stay in top working order. Dirt and dust particles building up on the floor below your computer can affect the health of your computer. Clean floors will diminish the risks of fouled circuitry. Regular cleaning of your computer room floors will ensure that your equipment will operate efficiently.

Make sure your computer is turned off before you start. Be careful not to unplug or loosen any plugs. Spray the cords underneath your desk with an air duster.

Get off as much loose dirt and dust particles from the computer cords as possible.
And then, run a microfiber dry duster over any loose cords on the computer room floor.

Remove dust from any outlets and the underside of cords.
Use a hose attachment with an angled edge on your vacuum to remove the dirt from your computer floor. Lift up the cords to get underneath. Do not use the vacuum's sweeper brush on the cords.

Immerse your cotton towel in warm water and wring it out. With the barely wet towel, work under your computer desk to remove any last speck of dust particles from beneath your desk. Do not put the wet rag on the computer's cord.

Dust under computer desks every week. On a monthly basis, follow the entire computer floor cleaning routine.

UPHOLSTERY CLEANING

Upholstered furniture can be very expensive. If you have a sofa, chair, loveseat, or some other type of upholstered furniture that is in good condition but just dirty, these upholstery cleaning tips will save money and time.

The key with upholstered furniture is choosing the appropriate type of cleaning method. For example, an antique chair that is hand embroidered would require a different cleaning technique than a sofa that was store bought.

GETTING THE UPHOLSTERY STAINS OUT

Maintaining clean furniture is part of having a facility where people enjoy working or visiting. With furniture, upholstery is just one aspect but an important one. Think about all the times people have eaten on the sofa, dropping bits of food or drink that leave stains. Then you have the dirty feet, dirty clothing, and just everyday wear and tear that can leave upholstery looking dirty and drab. Getting those stains out does not have to be painful.

The most important thing to remember when cleaning upholstery is to consider the fabric. If you are unsure, you can check with the manufacturer s information Then before you start in cleaning a large stain, we recommend you work first on an inconspicuous area to ensure no discoloration or damage is done. With that done, the following are a few of the more common stains found on upholstery and methods for removing them.

OILY CHEESE STAINS

Cheese is another food product that is seen spilled on upholstery. Again, things like nachos are a favorite snack food but they leave stains. For cheese, mix one teaspoon of mild, ph-balanced detergent with one cup of warm water. With a clean, white towel, blot at the cheese stain. Then mix one tablespoon of regular ammonia with one-half cup of water, again blotting the stain. Finally, blot the stain with clean water to remove any detergent or ammonia and let the area dry.

INK STAINS

Clients or employees may sit down with a pen in their pocket and before you know it, a stain is left. Ballpoint pens, especially blue, are common stain makers. Ink stains can be removed. The key is to be patient and persistent, as ink stains can be stubborn. Just make sure you only blot. Rubbing could cause the ink stain worsen. You have a number of options when removing ink stains.

- Spray hairspray onto a clean, white towel and then dab at the stain, followed by blotting with a clean, dry towel
- Treat a clean, white towel with isopropyl rubbing alcohol. Again, blot the ink stain, followed by a dry towel
- Again, with a clean, white towel, apply nail polish remover or acetone. Blot the ink stain from the outside edges toward the center
- Using a clean, white towel, use spirits of turpentine, blotting as with the other treatment options

Commercial products that work well on ink stains include Carbona or Afta; these are extra strength bio-enzyme cleaners that are formulated to get out tough stains. They come with a builtin applicator brush. With both, you would use a clean, white towel, dabbing the affected area.

COFFEE STAINS

Sipping coffee on an upholstered chair or sofa is everyday occurrence. To get rid of a coffee stain, mix one teaspoon of a mild, ph-balanced detergent with one cup of warm water, then blot from the outside in. Follow this with blotting the stain with a mixture of one-third cup white vinegar with two-thirds cup water. When finished, use a clean, white towel to absorb any excess, allow the area to dry.

VACUUM UPHOLSTERY

Upholstery cleaning tips are important since dust settles onto fabric more than hard surfaces. Therefore, regular cleaning to keep your upholstery looking and smelling clean is essential. In fact, we recommend you clean your upholstery furniture once every two months. Typically, you can use your regular vacuum cleaner with the appropriate attachment to keep it clean. Just keeping the dust off will help furniture last much longer.

Carpet Cleaning
Strive to clean your carpet as soon as you notice any spills or spots on you carpet s surface This action alone can save lots of time and damage, as well.
Before cleaning any surface areas, use a small portion of your cleaning products over a small and hidden area to avoid damage or discoloring of the carpet.

Proper care of your floor prevents damage, extends its life and keeps it looking new for years. How do you properly care for your flooring?

Vacuum carpet regularly, and do not use liquid carpet shampoos to clean them. The shampoo can t be completely rinsed out leaving a sticky residue That residue acts like a big magnet pulling the dirt from the bottom of your shoes. Use dry carpet cleaners instead. Stores selling vacuum cleaners carry them.

Getting out old shampoo becomes the trick. Rent a shampoo machine that cleans with water. You should mix 1 cup vinegar per 2 ½ gallons of water and clean according to directions on the vacuum cleaner. Go back over the carpet with warm water only. The vinegar pulls out the old shampoo cleaning the carpet as well. It may take a time or two, but your carpets will be soft and free from grime. The hot water reactivates the shampoo already in the carpet providing the needed cleansing action.

Stains in carpet can be the difficult to remove. Never rub a stain, just blot. Rubbing breaks down the fibers and spreads the stain. Remove most food stains with shaving cream. Spray on and resist the temptation to rub it in then let it set 15 minutes. Rinse with a vinegar and water solution.

Club soda generally removes red wine stains. Remove red dye stains found in drink mixes, Popsicles, dog and cat food with a 30/70 solution of peroxide to water. Remember peroxide is bleach so test an inconspicuous spot first for color fastness. Apply the mixture, wait 30 minutes then remove as much moisture as possible and rinse with a vinegar/ water solution. If the stain

remains add a bit more peroxide to the mixture and retreat Brake cleaner also does a good quick job of removing most food stains.
Dab a little on a clean cloth and gently blot the stain. Rinse with soap and water. Brake cleaner contains the same chemical professional dry cleaners use to clean stains in clothing. Do not pour brake cleaner directly into the carpet. It could dissolve the adhesive holding the fibers in the carpet.

Oops someone s dog had an accident on the carpet and the stain and smell refuse all attempts at removal. First try an enzyme product. Pour on enough to saturate to the pad and treat an area twice as large as the stain. Urine hits the pad and spreads. Let it set a couple of hours.

Enzyme products are available at commercial janitor supply stores, Pet stores, RV or marine stores. They are used in the holding tanks to dissolve solid material.

If the enzyme product does not remove all the stain or odor, baking soda and peroxide remain your best chance for success. Mix a 30/70 solution of peroxide to water adding 1/2 teaspoon of baking soda per cup of mixture. It bubbles and fizzles, but not before removing the stain and smell. Always test a spot first for colorfastness. Peroxide is bleach and may discolor the carpet. Blot up what you can with an old towel and rinse well with 1/3-cup vinegar per quart of water.

Oil, grease, magic marker and ink can also be the difficult to remove. Most janitorial companies or WalMart carry a product called De-Solv-it® Cleaner. WD-40® or Orange Clean Degreaser® all work wonders removing these stubborn stains.

Rubbing alcohol removes ink. Blot on allow to set 30 minutes and blot to remove. Rinse with sudsy water. Magic marker is generally permanent and you may not be able to remove it.
If you find bubble gum stuck to carpet, freeze it with ice cubes and chip off what you can with the blunt side of a kitchen knife. De-Solv-it® Cleaner removes the rest.

Wax on carpet can also be frozen with ice and chipped off. Wax needs heat for removal. Some newer carpets are quite sensitive to heat and scorch easily. So test an out of the way spot first. You can also use a hair dryer set to the hottest setting. Set your iron to a low to medium heat. The less heat you use, the less chance of scorching your carpet. Take a white paper towel or paper bag with no writing on it as the dye may transfer to the carpet, and then put the towel down on top of the wax. Then iron the towel for no longer than 2 seconds. Move the towel and redo if necessary. Generally once is enough.

Drapery Cleaning

Drapes are notorious for quietly accumulating dirt and absorbing odors, contributing to a room full of grime. In some cases it can aggravate asthma and breathing conditions.
Cleaning the curtains can be a tedious, time-consuming task. To clean drapes, you must haul down the drapes, wash, and re-hang them. Before you start there are some factors you should consider.

Curtain fabric is rarely pre-shrunk like clothing. There's a risk that the fabric will shrink as it is washed and dried, which results in gaps and shortages when the drapes are re-hung.

Heavy fabrics can lose shape when washed turning all those carefully placed creases and pleats into just a memory.

Rarely color-safe, drapery fabric can fade and lose color after a cycle through the washing machine and dryer.

Your company might consider having the drapery cleaning job done professionally; if one is available in your area.

Water can stain certain fabrics such as silk and alter the texture of others, changing the way the curtains hang and fall at the window If you choose to rely on professional curtain cleaners, you may hire two types of cleaning companies. The first will remove the drapes to clean them; expect them be returned within three to five days. The second will use a method to clean the drapes while they remain hanging at the windows.

Companies that promise quick, easy service use one of two processes to do so:
1. The dry cleaning method is accomplished by spraying dry cleaning chemicals onto the drapes and vacuuming off the residue and dirt. Though convenient, keep in mind that the cleaning solvents can be extremely flammable, may linger in your facility and should not be inhaled.
2. The steam-cleaning method is when the cleaners use a controlled attachment to run a steam machine over the drapes, steaming away dirt and odors. This process does not work on watersensitive fabrics such as silk where there is a risk of water damage.

It can be tempting to bring your drapes into local dry cleaners, but keep in mind that dry cleaning yards and yards of fabric can be costly. And since the chemicals used by commercial dry cleaners are designed to clean clothing, the results are never guaranteed when used to clean curtains.

Television Cleaning

TOOLS AND MATERIALS NEEDED

1.Trigger sprayer
2.Clean cloth
3.Gloves and goggles
4.Cleaner disinfectant
In a hospital setting, a television is cleaned and disinfected to reduce the spread of infections that originate in patient contact equipment.
For general public use, televisions are cleaned and kept dust free to increase its life.

PROCEDURE FOR CLEANING A TELEVISION

Put on your gloves and goggles.
Fill trigger sprayer with diluted cleaner disinfectant solution following manufacturer s directions.
Turn off the television. Never clean the television while it is turned on. If the patient/resident is watching it at the time, ask if you may turn it off for cleaning.
Spray disinfectant solution onto clean cloth. Never spray the disinfectant solution directly on the television!
Wipe the front and side vertical surfaces and the top and bottom of the television. Never wipe the back of the unit with a wet cloth!

Chapter 7: Food Service

CLEANING THE KITCHEN FOR THE JANITOR

Kitchen and food service safety is an important topic. Kitchens and food service areas are cleaned by janitors. They must know how to safely clean these areas. They must understand their responsibilities and how they differ from kitchen staff. This chapter covers such topics as slips and falls, cuts, responsibilities for safety, use of wiping cloths, spills, blocking exits, and storage of cleaners.

Slips and Falls

Any spill, especially water spills in the kitchen or food service area should be mopped, and then wiped dry with a dry rag or towel.

When grease, mayonnaise, salad dressing or other items containing oil are involved, after you clean the spill, use an abrasive powder such as a powder cleaner. This removes the oil, under the surface of the floor This is particularly critical on tile and marble floors If you don t use the abrasive powder, the floor will remain very slippery.

When cleaning up broken glass, never use your fingers to pick up the glass. Use a small broom and dustpan.

You should use caution signs in the area to alert others. If you see something on the floor that doesn t belong there pick it up Always wear approved safety resistant safety footwear in the kitchen. When you see water on the floor or some other hazard, clean it up!

About Cuts

Quite a few injuries occur from people opening boxes with box cutters. Box cutters are often called finger cutters. That's right, finger cutters. Devices such as this are designed to cut. They cut cardboard skin fingers hands arms legs…that s their purpose to cut When using cutters, you must keep your free hand out of the cutting path of the blade.

Responsibilities

Employers have the primary responsibility for protecting the safety and health of their workers by providing them with proper equipment that is working properly, personal protective equipment, and a safe working environment. Employees are responsible for following safe work practices. Basically your safety is your responsibility.

Use of Wiping Cloths
Kitchen staff knows to use separate wiping cloths for cleaning surfaces that come into contact with food from cloths used for equipment, prep tables, or cutting boards.
Janitors and custodians are responsible for general cleaning in kitchens and food service areas. Cloths used for floors, walls, countertops can never be used for items that come in contact with food.

Each type of wiping cloth should be stored in its own separate labeled or color coded container containing sanitizing solution. There are at least two types of sanitizing solutions that may be used. One is a bleach solution with a 50-100 parts per million (ppm) of sodium hypochlorite and the other is a quaternary ammonia solution at 200-300 ppm ammonia. Never mix bleach and ammonia!

Spills on the Floor
Spills on the floor are a workplace hazard that must be cleaned up immediately. Janitors or custodians are usually the first to be called when a spill occurs.
Coworkers should be advised about the spill verbally or with a “Wet Floor sign to prevent anyone from accidentally walking through the spill.

It is important to identify the nature of the spill. This will aid in determining how to proceed with clean up. A bucket and mop should be used to apply the correct cleaning solution. Directions for proper use on the cleaning solution container should be followed and any remaining moisture should be cleaned up.

Post warning signs or cones should be used to divert floor traffic until the clean-up site is dry.

Cleaning supplies should be put away properly.

STORING CLEANERS

Cleansers and other non-food items are ALWAYS stored separately from foods. Separate shelves, separate cupboards, sometimes even separate rooms.

Chemicals used by janitors are NEVER stored in food containers, nor are foods to be stored in chemical containers.

Chemicals should be kept in their own original packaging or in other break-resistant, clearly labeled containers.

When using chemicals, follow the handling instructions contained in Material Safety Data Sheets or MSDSs that are available in your workplace.

Chemicals should be kept away from food handling areas. If chemicals come into contact with food, throw the food away.

You should always store chemicals below and away from food and utensils and the farther, the better.

Chapter 8: Storing and Handling Garbage

This chapter covers storing and handling garbage.
Never store garbage in your facility, move it promptly to a waste container outside. This is especially important if you are collecting garbage in a food handling area. Make sure that doors and external windows keep out pests, such as flies and rats.

Careful storage of waste is also important to avoid attracting pests. You should:
Not allow food or other waste to gather in food areas
Keep the storage area clean
Arrange for garbage to be removed regularly.

When you move garbage; wash your hands. Don't wait for garbage to pile up, keep it moving and make regular 'garbage runs' out to the refuse container.

Place garbage in sturdy leak-proof plastic or metal containers with tight-fitting lids.
The containers should be lined with clear plastic bags or with wet-strength paper.
Clean and sanitize garbage containers frequently to prevent odor and keep from attracting insects and other pests.
After any kind of garbage duty you must wash your hands.

WASH YOUR HANDS

Washing your hands is simple, right? But are you sure you are doing it the right way? Here are a few tips for washing your hands.

Wet hands with warm water
Apply a generous amount of soap and lather hands well
Rub hands together for 20 seconds or the amount of time it takes to sing Happy Birthday; paying special attention to the areas between fingers and under nails.

Rinse hands thoroughly with warm water
Dry hands with a disposable towel
Use the disposable towel to turn off the faucet and open the door, if in a public place.

Chapter 9: The End

We have discussed procedures and safety in the Janitorial and Custodial Industry. No matter what occupation you have, remember that there are responsibilities associated with your job.

We have covered many procedures and safety topics. Ideally safety is freedom from danger. As we stated earlier, every topic for the Janitor and Custodian cannot be covered in this one manual. Some of the topics that are covered include protection from the risk of harm or injury, achieving a clean, sanitary environment, procedures for cleaning, safety devices, and responsibilities.

Technology is moving ahead, changes are being made everywhere you go and everyone is busy. Business today is a fast paced no-nonsense environment where productivity and efficiency mean everything.

Each person has the responsibility for safety, not only for yourself and the safety of your coworkers but also for facility occupants.

Janitorial 5 Star Services

Item: **BLD2121632P1:BLD2121632P1:BLD2121632P1:BLD2121632P1:BLD2121632P1:Janitorial Services - Large Facilities Group 4 - Agreement No. 5**

Attachments

Agreement 5 Proposal.pdf

Agreement 5 Pricing Sheet.xlsx

Attachments.pdf

Employee and Safety Training Manual.pdf

JANITORIAL
5 STAR SERVICES LLC

"Allow us to give you a 5 Star Cleaning"

1961 NE 25th Ave

Pompano Beach, FL 33062

954-702-2053

954-552-4571

Solicitation BLD2121632P1

Agreement No. 5

Large Facilities Group 4 (4 Locations)

Janitorial Services – County Facilities

May 26, 2021

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Ability of Professional Personnel:

Describe the qualifications and relevant experience of the Project Manager and all key staff that are intended to be assigned to this project. Include resumes for the Project Manager and all key staff described. Include the qualifications and relevant experience of all subconsultants' key staff to be assigned to this project.

Kristen Olbel

Kristen Olbel is the Chief Executive Officer of Janitorial 5 Star Services. She oversees all operations within the company and works closely with all project managers to guarantee optimal results on each contract. Kristen develops and cultivates a positive working relationship with each contract coordinator prior to contract initiation. She designs, fosters, and deploys strategies for generating resources and revenue for the company.

EDUCATION

Bachelor of Arts (Sociology/Criminal Justice & Psychology) University of Dubuque -Dubuque, IA

WORK HISTORY

Janitorial 5 Star Services (Chief of Operation) (20 Years' Experience in the Field)
Fort Lauderdale Police Department (Police Officer) (13 Years' Experience in the Field)

Mikelange Olbel

Mikelange "Mike" Olbel is the Chief Operations Officer of Janitorial 5 Star Services. He develops strategic plans to advance the company's mission and objectives to promote revenue, profitability, and growth as an organization. He oversees all operations to ensure all contracts are executed with effectiveness, quality, service, and cost-effective management of resources.

EDUCATION

Masters of Science (Business Administration, Public Administration & Psychology) Iowa State – Ames, IA
Bachelor of Arts (Criminal Justice & Sociology, Minor in Psychology) University of Dubuque -Dubuque, IA

WORK HISTORY

Janitorial 5 Star Services (Chief of Operation) (20 Years' Experience in the Field)
Team Saving Our Youth, Inc. (Chief Executive Officer) (6 Years' Experience in the Field)
Community Based Connections, Inc. (Executive Director) (5 Years' Experience in the Field)

Lakesha Houston

Lakesha Houston currently oversees all janitorial Broward County contracts to include the Broward County School District. She is experienced in operations and management with over 15 years of experience. She oversees and is responsible for inventory, equipment maintenance, routine and special project scheduling, and quality control.

EDUCATION

High School Diploma — Hallandale High School - Hallandale Beach, FL
Certification – Hack License

WORK HISTORY

Project Manager, Janitorial 5 Star Services
Oct 2020 – Present

Supervisor/Operator, First Transit
June 2017-Oct 2020

Customer Service Representative/Receptionist, Amsg & Associates
June 2014-Dec 2016

Customer Service Representative/Team Lead, Convey Health
Feb 2012-June 2014

Administrative Assistant, Renee's Learning
Jan 2005-Jan 2012

Kenny Bellinger

Kenny Bellinger currently oversees all post-construction janitorial contracts. He is experienced in operations and management with over 30 years of experience. He oversees and is responsible for inventory, equipment maintenance, routine and special project scheduling, and quality control. Kenny coordinates all projects with facility managers prior to initiation.

EDUCATION

Bachelor of Science (Physical Education) — Florida Memorial College – Miami, FL
High School Diploma — Miami Killian Senior High School - Miami, FL

WORK HISTORY

Project Manager, Janitorial 5 Star Services

Dec 2020 – Present

Checking Agent/Directional Staff, Inter-Cruises Shoreline
Dec 2018 – Oct 2020

Janitor/Project Crew, Red Coat Janitorial Service
Jan 2019 – Dec 2019

Shuttle Operator, Vamp Enterprises Supreme Limousine Service
Oct 2017 – July 2018

Mail Courier, Hall's Courier Mail Service
Aug 2015 – Nov 2016

Head Basketball Coach, American Basketball Association
Nov 2015 – April 2016

Compliance Officer, Florida Memorial University
2014-2015

Head Basketball Coach, Florida Memorial University
2003-2015

Interim Head Basketball Coach, Florida Memorial College
2003

Assistant Basketball Coach, Florida Memorial College
Dormitory Counselor, Florida Memorial College
1999-2003

Physical Education/Adaptive Teacher, Norwood/Highland Oaks/Hibiscus Elementary Schools
1996-1999

Assistant Basketball Coach, South Broward Senior High School
1998-1999

Assistant Basketball Coach, Miami Norland Senior High School
1995-1998

Assistant Basketball Coach, Edison Senior High School
1986-1989

Recreational Therapist/Human Services Worker II/Behavioral Program Specialist
Landmark Learning Center
1986-1996

Matthew Lawrence

Matthew Lawrence is the Quality Control Manager of Janitorial 5 Star Services. He develops and oversees the implementation of quality control to improve the efficiency of the cleaning process and the overall company. He customizes the quality control projects for each contract to ensure direct, specific attention to each contract/facility.

EDUCATION

Level of Service/Case Management Inventory (LS/CMI) – Ai Alma Institute 2017
Miami-Dade Reentry Task Force - Member 2012
TABE Test – Certified Administrator - Florida Department of Education 2011
Bachelor in Business Management & Marketing - Florida Atlantic University 2007
Florida Workforce Professional - Tier 1 - Dynamic Work Institute 2005

WORK HISTORY

Quality Control Manager, Janitorial 5 Star Services
May 2021 – Present

Workforce Developer/Employment Specialist, OIC of South Florida
02/2012 – Present

Staffing Coordinator, SFN Group
April 2006 – Nov 2010

Case Manager/Employment Specialist/Trainer, South Florida Workforce/Jobs
Aug 2001 – Feb 2006

Matthew Gibson

Matthew Gibson is an Assistant Manager for Janitorial 5 Star Services. He assists the Project Manager with routine cleaning and special projects. He assists with inventory, equipment maintenance, and quality control. Matthew is responsible for training new employees and continuing education for all employees.

EDUCATION

High School Diploma — St. Thomas Aquinas High School – Fort Lauderdale, FL

WORK HISTORY

Assistant Manager/Site Supervisor, Janitorial 5 Star Services
Oct 2020 – Present

Flagger/Safety Operations, AWP

Oct 2020- Feb 2021

Courier, FedEx
April 2018 – Dec 2019

Courier/Supervisor, DHL
Nov 2011 – July 2019

Delivery/Supervisor, Meals on Wheels
March 2015 – June 2018

Disaster Relief, Big Foot Express Hurricane Relief
Fed 2008 – March 2015

Marie Rosier

Marie Rosier is the Chief Financial Officer of Janitorial 5 Star Services. She provides accurate and timely financial reporting to support the daily operations. She improves productivity and decreases risk and liability within the company by budgeting and forecasting projections.

Lorenzo Mills

Lorenzo Mills is a project supervisor for Janitorial 5 Star Services. He manages the pressure washing projects and contracts. He oversees and is responsible for inventory, equipment maintenance, routine and special project scheduling, and quality control. Lorenzo coordinates all projects with facility managers prior to initiation.

Hudson Vilfrard

Hudson Vilfrard is a project supervisor for Janitorial 5 Star Services. He manages the floor cleaning projects and contracts. He oversees and is responsible for inventory, equipment maintenance, routine and special project scheduling, and quality control. Hudson coordinates all projects with facility managers prior to initiation.

1.1 Company Profile

Janitorial 5 Star Services was founded in 2017 by Kristen and Mikelange “Mike” Olbel. This family owned company is located in Pompano Beach, FL and built on 20 years of experience. We provide services to Palm Beach, Broward, and Dade Counties.

We always strive to provide the highest quality cleaning service, and we take pride in maintaining high standards with all our staff. Our services range from the following: New Construction Cleaning, Post-Construction Cleaning, Banks, Churches, Schools, Health Clinics, Pressure Cleaning, Lawn Maintenance, and Commercial Buildings. Janitorial 5 Star Services hires locally through churches, schools, local organizations and returning veterans.

KRISTEN L. OLBEL, BS

Pompano Beach, Florida 33062
(954) 702-2053
Janitorial5starservices@gmail.com

SUMMARY OF QUALIFICATIONS

Accomplished and energetic current business owner and operator with a solid history of achievement in the service industry. Motivated leader with strong organizational and prioritization abilities. Areas of expertise include extreme efficiency and organization, multi-tasking, and quality control with 100% client satisfaction. I’ve served as the owner and operator of a cleaning business for the last five years. My strong organizational and multi-tasking skills, as well as superior time and resource management capabilities are:

- Strategic Vision
- Operations Management
- Community & Municipal Relations
- Quality Assurance
- Contract Management
- Strategic Partnerships
- Outcomes Measurement
- Start-up Capacity Building
- Program/Contract Monitoring
- Finance, Budgeting and Cost Management

PROFESSIONAL EXPERIENCES

01/2017 – Present CEO, Janitorial 5 Star Services

We have owned & operated our own commercial and residential cleaning business for over 5 years now which includes cleaning and maintenance labor tasks, business management, multi-tasking, client communication and satisfaction, employee management, scheduling, billing etc. **Key accomplishments include:**

- Managed business accounts by networking and communicating with crucial account decision-makers to review service delivery and explore opportunities to develop new business.
- Created culture focused on customer service and satisfaction, resulting in improved customer loyalty and retention.

- Increased revenue and reduced risk by enforcing company policies and improving operations.
- Evaluate and manage employee performance and establish employee training and development plans that align with organization development philosophy.
- Transformed struggling business into an industry leader by restructuring organization and implementing business plan to penetrate new markets.
- Identified areas for expansion by analyzing market, consumer trends, and competition
- Represented the company to the media and trade organizations to support business operations.
- Led management team in all aspects of business development including consumer research, competitive research, and emerging opportunities.

07/2014 –Present **Police Officer, City of Fort Lauderdale**

Protects citizens by preventing crime, enforcing laws, apprehending suspects, and monitoring traffic.
Prevents crime by explaining and enforcing applicable federal, state, and local laws and ordinances; teaching preventive, protective, and defensive tactics; mediating disputes; patrolling assigned area; responding to notices of disturbances; conducting searches; observing suspicious activities; and detaining suspects. **Key accomplishments include:**

- Apprehends suspects by responding to complaints and calls for help, observing violations, and making arrests.
- Conducts criminal investigations by gathering evidence, interviewing victims and witnesses, and interrogating suspects.
- Documents observations and actions by radioing information and completing reports.
- Reports observations and actions by testifying in court.
- Fulfills court orders by serving warrants and commitments.
- Maintains safe traffic conditions by monitoring and directing traffic, enforcing laws and ordinances, investigating accidents, providing escort, and reporting unsafe streets and facilities.
- Minimizes personal injury by rescuing and reviving victims and radioing for medical assistance.
- Maintains operations by following department policies and procedures and recommending changes.
- Ensures operation of equipment by practicing responsible use, completing preventive maintenance requirements, following manufacturer's instructions, troubleshooting malfunctions, notifying supervisor of needed repairs, and evaluating new equipment and techniques.

06/2013 – 07/2014 **Police Officer, Town of Palm Beach**

Protects citizens by preventing crime, enforcing laws, apprehending suspects, and monitoring traffic.
Prevents crime by explaining and enforcing applicable federal, state, and local laws and ordinances; teaching preventive, protective, and defensive tactics; mediating disputes; patrolling assigned area; responding to notices of disturbances; conducting searches; observing suspicious activities; and detaining suspects. **Key accomplishments include:**

- Maintains professional and technical knowledge by studying applicable federal, state, and local laws and ordinances; attending educational workshops; reviewing professional publications; practicing skills; and participating in professional societies.
- Apprehends suspects by responding to complaints and calls for help, observing violations, and making arrests.
- Conducts criminal investigations by gathering evidence, interviewing victims and witnesses, and interrogating suspects.
- Documents observations and actions by radioing information and completing reports.
- Reports observations and actions by testifying in court.
- Fulfills court orders by serving warrants and commitments.
- Maintains safe traffic conditions by monitoring and directing traffic, enforcing laws and ordinances, investigating accidents, providing escort, and reporting unsafe streets and facilities.
- Minimizes personal injury by rescuing and reviving victims and radioing for medical assistance.

- Maintains operations by following department policies and procedures and recommending changes.

09/2008 – 06/2013 Police Officer, City of Dubuque

Protects citizens by preventing crime, enforcing laws, apprehending suspects, and monitoring traffic.
Prevents crime by explaining and enforcing applicable federal, state, and local laws and ordinances; teaching preventive, protective, and defensive tactics; mediating disputes; patrolling assigned area; responding to notices of disturbances; conducting searches; observing suspicious activities; and detaining suspects. **Key accomplishments include:**

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- Fulfills court orders by serving warrants and commitments.
- Maintains safe traffic conditions by monitoring and directing traffic, enforcing laws and ordinances, investigating accidents, providing escort, and reporting unsafe streets and facilities.
- Minimizes personal injury by rescuing and reviving victims and radioing for medical assistance.
- Maintains operations by following department policies and procedures and recommending changes.

09/2000 – 05/2008 Forman, Swift Transition Inc.

Responsible for overseeing daily operations at a worksite to ensure the completion of projects in a safe and efficient manner. Their duties include hiring Construction Workers and trade professionals to perform specific tasks, monitoring budgeting expenses for Workers, supplies or tools and reviewing laws and regulations to maintain a safe work environment.
Key accomplishments include:

- Coordinating daily tasks according to priorities and plans, making changes when necessary due to weather, supply, delivery and personnel
- Delegating individual responsibilities and projects to crew members and contractors
- Recruiting, hiring, training, managing and mentoring employees and contractors
- Providing adequate resources and staffing to meet project schedules, laws, regulations, best practices and safety needs
- Emphasizing safe use of tools, machinery and equipment while providing training on safety gear, helmets and procedures
- Developing and managing project budgets and quality standards for all sites
- Resolving conflicts or miscommunications quickly and amicably
- Regularly reporting project status to supervisors, site engineers and other officials

EDUCATION

University of Dubuque, Dubuque, IA
Bachelors of Arts, Cum Laude, 5/2008

MIKELANGE (MIKE) OLBEL, MS

Pompano Beach, Florida 33062
Janitorial5starservices@gmail.com

SUMMARY OF QUALIFICATIONS

Highly qualified Executive Manager and entrepreneur with several years of experience in organizational leadership and human services administration. Result oriented and multi-talented leader with proven ability to **engage and satisfy customers** (including persons served, funders, constituent groups, and community partners), **leverage community resources**, **convene large groups of stakeholders** to address a common cause, and **work well with a group of volunteer governance board members**. Exceptional leadership and management strengths in:

- Strategic Vision
- Operations Management
- Resource Development
- Quality Assurance
- Human Resource Development
- Grants Writing
- Contract Management
- Community & Municipal Relations
- Strategic Partnerships
- Executive Coaching
- Outcomes Measurement
- Start-up Capacity Building
- Program/Contract Monitoring
- Finance, Budgeting and Cost Management

PROFESSIONAL EXPERIENCES

01/2017 – Present **COO, Janitorial 5 Start Services**

We have owned & operated our own commercial and residential cleaning business for over 5 years now which includes cleaning and maintenance labor tasks, business management, multi-tasking, client communication and satisfaction, employee management, scheduling, billing etc. **Key accomplishments include:**

- Identified and corrected deficiencies with forward-thinking approaches to address organization-wide and department-level problems.
- Supervised Office Manager and Administrative Staff, ensuring that all operating units received adequate support for operations.
- Monitored operations for cost-effectiveness, quality, and productivity, using quantitative data.
- Launched employee outreach programs that fostered productive and proactive work environment.
- Maintained quality and precision by developing culture of stability and strong performance.
- Reviewed systems in place to manage internal controls of all financial activities and contributed strategic planning.
- Led the company to successful product launch and developed initial product roadmap and go-to-market strategy.
- Spearheaded development, implementation, and management of an effective human resources program.

01/2014 – Present **CEO, Community Based Connections, Inc.**

Recruited to turn around the organization's financial and operations performance, driving growth to achieve long-term sustainability. Charted an innovative direction in partnership with the Board, senior staff and key funding partners. Manage P&L and

all core functions: operations, human resources, training and development, finance, technology systems, services and programs, fundraising, grant writing, marketing and public relations. Human services organization specializing in early childhood education, juvenile delinquency intervention and prevention, family strengthening, and community development services. **Key accomplishments include:**

- Eliminated agency $60,000 deficit with-in (1) first year.
- Increase agency budget by 80% within two (2) years.
- Decrease agency turnover rate by 97%.
- Evaluate and manager employee performance and establish employee training and development plans that align with organization development philosophy.
- Develop and implement donor base outreach and fundraising.
- Manage and direct the organization toward its primary objectives, based on contractual obligations and under the leadership of the Board of Directors, by performing leadership and high-level management duties personally or through subordinate managers.
- Secured grants afterschool program that's actively working with school leadership, parents, and child care center directors to enhance the academic and behavior performance of students in grades K-12.
- Grew organization's annual budget from $250,00 to $1 million in three (3) years.
- Developed framework for Juvenile Prevention Initiative that is establishes a continuum of resources to enhance the positive behavior performance of at-risk children and family in Broward County School.
- Establish strategic partnerships with numerous community based organizations, religious partnership, funding entities (i.e. Department of Juvenile Justice and Children Service Council), and community leaders to collaboratively address key community issues.
- Provide visionary leadership, personnel management, and professional development.
- Fiscal management; staff management and development; and volunteer development
- Assisted in creating and renewing policies for Eliminating Schoolhouse to Jailhouse pipeline through efforts of Circuit 17 Juvenile Justice Advisory Board as a Board Member.
- Secured $120,000 in emergency funding for community COVID-19 Resiliency Funds to support Broward County residents food assistance, mortgage assistance, rent assistance, FPL assistance and utilities assistance.

08/2012 – 01/2014 Founder/CEO, Team Saving Our Youth, Inc.

Founder and Chief Executive Officer for 501c(3) human services organization specializing in early childhood education, juvenile delinquency prevention, family strengthening, and community development services. **Key accomplishments include:**

- Manage and direct the organization toward its primary objectives, based on contractual obligations and under the leadership of the Board of Directors, by performing leadership and high level management duties personally or through subordinate managers.
- Secured a $250,000 grant for the Project SOY, Life Line and Transitional Transformation programs which all three programs is actively working with school leadership, parents, and child care center directors to enhance the academic and behavior performance of students in grades K-12.
- Grew organization's annual budget from $0 to $250,000 in 1 years.
- Developed framework for Project SOY Initiative that is establishes a continuum of resources to enhance the positive behavior performance of at-risk children and family in Broward County School.
- Establish strategic partnerships with numerous community based organizations, funding entities (i.e. Department of Juvenile Justice and Children Service Council), and community leaders to collaboratively address key community issues.
- Provide visionary leadership, personnel management, and professional development.
- Assisted in creating and renewing policies for Eliminating Schoolhouse to Jailhouse pipeline.
- Works closely with management and employees to improve work relationships, build morale, and increase.
- Lead, mentor and guide development of talent within the team, which includes succession and development planning, performance management, and recognition.
- Provide active and engaged performance management and promotion of professional development.

01/2011 – 01/2012 Youth Educator, OIC of South Florida, Inc.

Responsible for planning and facilitating grant awarded of $5 million dollars (over a period of 5 years). Evaluating educators and program outcome; marketing organizational federal grant program to possible partners; represented corporation in strategic community programs, community boards, governmental institutions and other organizations that advance the image and visibility of the corporation. Key accomplishments:

- Serves as an interface when needed for senior leadership with strategic community programs, business and community leaders.
- Providing group intervention for adults and at-risk youth ages 13-19; delivering the implementation of program's evaluation instruments, maintain statistics.
- Organized community activities and programs in order to develop and maintain linkages to other community-based organizations, faith-based organization and schools.
- Seeks and develops partnerships with local organizations, and develops new business strategies and relationships that enhance market share and overall performance of organization.
- Supports marketing objectives, plans, and strategies; provides guidance to various marketing efforts, and provides leadership to ensure that individual programs support the overall mission, goals, and objectives of the organization.
- Three years of Planning and Teaching Reducing the Risk curriculum at Coral Glades High School.
- Evaluating educators and program outcome.
- Marketing organizational federal grant program to possible partners.
- Represents organization in strategic community programs, community boards, governmental institutions and other organizations that advance the image and visibility of the organization.
- Serves as an interface when needed for senior leadership with strategic community programs, business and community leaders.
- Delivering the implementation of program's evaluation instruments, maintain statistics, and produce monthly reports on program activities.
- Responsible for evaluating and updating the health education curriculum for use in community-based organizations presentations.
- Over exceed grant numbers three years straight.

08/2012 – 05/2013 Adjunct Professor (Business Leadership), South Florida Bible College

Providing classroom instruction and support to undergraduate students but not limited to: Developed lesson plans and assign projects; developed business department structure; developed program curriculum; facilitated 26 weeks class session on Leadership Development; implemented policy and procedures and implemented and facilitated workshops for employees.

10/2007 – 09/2009 Youth Case Worker, Hillcrest Family Services.

Provided approximately 2 years of direct service and progressive leadership service to this nonprofit human services organization specializing in providing school readiness/early academic success assistance, community based behavioral health, family strengthening, juvenile delinquency prevention, and foster care services to troubled children and families. **Key accomplishments include**:

- Provided proven ability to establish and maintain a therapeutic environment for twelve adolescents diagnosed as exhibiting anti-social behavior; demonstrated skills in implementing and coordinating each individual’s treatment plan as dictated by head psychiatrist.
- Implemented and coordinated each individual’s treatment plans as dictated by head psychiatrist with 100% completion.
- Debriefing University Officials on classified information and providing positive elucidation to handle matter. Assessing client’s needs and developed services plans; conducted group therapeutic intervention for clients to ensure support system and non-violence conflict operations; arranged and transport clients to daily recreation facilities and providing the highest level of security.
- Provided 100% daily case-log for head psychiatrist in charge and daily intervention notes of client’s behavioral; provide new employees with on the job training; and administer individual’s intervention with clients and providing program supervisor report of intervention.
- Assisted clients with self-confidence through intervention for school performance and life expectancy. Provided specialized services that may include detainment, interstate compact, post placement supervision and relative/non-relative caregiver home studies; and arranged and provided quality improvement process.

EDUCATION

Iowa State University, Ames, IA
Master of Science*, Magnum Cum Laude, 5/2010*
Interdisciplinary Graduate Studies: Business Administration, Public Administration & Psychology
Concentration: *Business Management, Public Relations, Public Policies, Human Resources, Business Leadership*
Creative Component (Thesis): Attitudes Towards Hiring Immigrants Among Iowa Small Business Owners and Managers

University of Dubuque*,* Dubuque, IA
Bachelors of Arts, Cum Laude, 5/2008
Major: Sociology & Criminal Justices; Minor: Psychology
Concentration: Social Perspective, Criminology, Attitudes & Behaviors.

BOARD/COUNCIL APPOINTMENTS

- Florida Restorative Justice Association
- Circuit 17th Juvenile Justice Advisory Board
- Housing Authority of Pompano Beach (Commissioner)
- Hopewell Missionary Baptist Church Scholarship Board Member;
- Fathers, Men and Boys Committee Co-Chair (Broward County Children's Strategic Planning Council)
- Advisory Council Member: Project Bridge for Eckerd

Media & News Journal Appearance

- Future First: Restorative Justice (BECON TV Network)
- New Haitian Generation (BECON TV Network)
- The Westside Gazette
- Hot 105 FM Radio Station: HIV and AIDS Bowling Awareness (2013)
- Des Moines Register "Haitian students at ISU feel devastated, hope for good news", Iowa (2010) By: Danny Valentine (Staff Writer)
- Iowa KCCI 8 News Network, Iowa (2010)
- Iowa State Daily Newspaper "Haitian students organize aid efforts in the face of disaster, awaiting word from families, friends", Iowa (2010) By: Tessa Callender & Kyle Peterson (Daily Staff Writers)
- Sun-Sentinel Newspaper "Tri-county Pipeline", Florida (2005) By: Pat Lammer (Staff Writer)

COMMUNITY AWARDS/RECOGNITIONS

- 2011 Award for Collective Youth Impact (2019)
- 2014 Grant Award Recipient for New Day: Civil Citation & Diversion, Fort Lauderdale, Florida (2014– 2017)
- 2014 Grant Award Recipient for Juvenile Prevention & Diversion Fort Lauderdale, Florida (2014– 2017)
- Excellence in Education Award for Over Exceed Grant Numbers, Fort Lauderdale, Florida(2011– 2012)
- Raised $30,000 in effort with Red Cross for the Haiti Earthquake (2010)
- Student Judicial Board, University of Dubuque, Iowa (2007– 2008)
- Iowa Intercollegiate Academic Scholar, University of Dubuque (2006 –2007)
- Benjamin Franklin Leadership Award, Multicultural Center, University of Dubuque, Iowa (2006 – 2007)
- Wendt Character Scholarship, University of Dubuque, Dubuque, Iowa (2005 – 2007)
- Horatio Alger Scholarship Recipient, Horatio Alger Scholarship, Miami, Florida (2004 – 2007)

2. Total Number of Current Employees
    a. Full Time: 19
    b. Part Time: 40
3. Total Number of Supervisory Employees
    a. Full Time: 3

b. Part Time: 5

4. Total Number of Custodial Workers
   a. Full Time: 16
   b. Part Time: 35
5. Temporary Workers
   All staff are employed with the company.
6. Provide Health Benefits
   Upon being awarded the contract, all employees will be paid per the living wage agreement and provided the opportunity to obtain health benefits.
7. Require criminal background check

   Janitorial 5 Star Services understands security is paramount and thus it is treated as such. All employees undergo a full criminal background. Prior to commencing the contract all employees will meet badging and security standards set forth for each location.

   a. Describe when this occurs and which job categories applies to.

      The background check is completed as part of the hiring process and applies to all positions.

1.2 Company Experience/Reference

Submit 3 references with following info and describe prime vendor's experience on projects similar nature, scope, and duration along with satisfactory completion both on time and within budget.

Janitorial 5 Star Services acted as the prime contractor on the below listed contracts. Please see corresponding attachments for information.

Reference 1 (see attachment A for reference)

Broward County School District

We perform custodial cleaning on a contractual and emergency basis within the Broward County Schools. We perform electrostatic disinfecting to Broward County schools and administrative sites. The schools and administrative sites vary in square footage and height of buildings. All work has been performed within budget and on time. We are the Prime contractor for this contract.

a. Name and location of facility: see list below
b. Size of facility area cleaned (sf): see list below
c. Number of stories (height of building): see list below

d. Total number of worker/supervisors assigned to facility: see list below
e. Total number of facility users, ie. Employees, clients,: see list below
f. Start date and end date of contract: Oct 2020 to present
g. Annual dollar value of contract:
h. Identify operational hours of contract (24 hours a day, 7 days a week, 52 weeks a year): operational hours are 24 hours / 7 days / 52 weeks
i. Identify level of employee background/security checks: state/local through Broward County School District
j. Identify if adhered to green building maintenance standards: yes

Site Name/Type	Size	Site Address
Royal Palm Elementary School	128,943 sf	1951 NW 56th Ave Lauderhill, FL 33313
Plantation High School	343,064 sf	6901 NW 16th St, Plantation, FL 33313
Nova Eisenhower Elementary	97,989 sf	6501 SW 39th St, Davie, FL 33314
South Plantation High School	351,376 sf	1300 SW 54th Ave Plantation, FL
Silver Shore Elementary	109,372 sf	1601 SW 160th Ave Miramar, FL
Thurgood Marshall Elementary	104,460 sf	800 NW 13th St Fort Lauderdale, FL
Bethune Elementary	143,054 sf	2400 Meade St Hollywood, FL 33020
Central Park Elementary	132,169 sf	777 N Nob Hill Rd Plantation, FL
Walter C. Young Middle School	224,196 sf	901 NW 129th Ave Pembroke Pines, FL
Gator Run Elementary	145,398 sf	1101 Glades Pkwy, Weston, FL 33327
Ramblewood Elementary	103,248 sf	8950 Shadowwood Blvd Coral Springs
Pines Lakes Elementary	119,644 sf	10300 Johnson St Pembroke Pines, FL
Coconut Creek Elementary	90,150 sf	500 NW 45th Ave Coconut Creek, FL 33066
Driftwood Elementary	89,165 sf	2700 NW 69th Ave Hollywood, FL 33024
Collins Elementary	56,163 sf	1050 NW 2nd St Dania Beach, FL 33004

Tradewind Elementary	154,166 sf	5400 Johnson Rd Coconut Creek, FL
Rock Island Elementary	95,818 sf	2350 NW 19th St Fort Lauderdale, FL 33311
Maplewood Elementary	101,237 sf	9850 Ramblewood Dr Coral Springs, FL 33071
Endeavour Primary Elementary	57,426 sf	2701 NW 56th Ave Lauderhill, FL
Davie Elementary	94,208 sf	7025 SW 39th St Davie, FL
Meadowbrook Elementary	111,487 sf	2300 SW 46th Ave Fort Lauderdale, FL
Parkway Middle School	289,576 sf	3600 NW 5th Ct, Fort Lauderdale, FL 33311
Silver Lakes Elementary	111,322 sf	2300 SW 173rd Ave Miramar, FL
Palm Cove Elementary	129,311 sf	11601 Washington St Pembroke Pines, FL
Morrow Elementary	91,474 sf	408 SW 76th Ter North Lauderdale, FL
Park Springs Elementary	135,976 sf	5800 NW 66th Ter Coral Springs, FL 33067
Falcon Cove Elementary		4251 Bonaventure Blvd Weston, FL
Manatee Bay Elementary	144,855 sf	19200 Manatee Isles Dr Weston, FL
West Broward High School	357761 sf	500 NW 209th Ave, Pembroke Pines, FL 33029
Pembroke Lakes Elementary	101,646 sf	11251 Taft St Pembroke Pines, FL
Sanders Park Elementary	88,070 sf	800 NW 16th St Pompano Beach, FL 33060
Plantation Park Elementary	76,645 sf	875 SW 54th Ave Plantation FL, 33317
Stirling Elementary	105,533 sf	5500 Stirling Rd Hollywood, FL
Sheridan Park Elementary	115,742 sf	2310 N 70th Ter Hollywood, FL 33068
Everglades Elementary	148,886 sf	2900 Bonaventure Blvd Westin, FL 33311
Dillard Elementary	118,096 sf	2330 NW 12th Ct Fort Lauderdale, FL
Coral Glades High School	301,401 sf	2700 Sportsplex Dr Coral Springs, FL 33065

Fort Lauderdale High School	314,212 sf	1600 NE 4th Ave Fort Lauderdale, FL 33305
Heron Heights Elementary	125,033 sf	11010 Nob Hill Rd Parkland, FL 33076
New Renassiance Middle School	194,973 sf	10701 Miramar Blvd Miramar, FL 33025
McNab Elementary	91969 sf	1350 SE 9th Ave Pompano Beach, FL 33309
Pasadena Lakes Elementary	98,791 sf	8801 Pasadena Blvd Pembroke Pines, FL 33024
Coral Springs High School	346,405 sf	7201 W Sample Rd Coral Springs, FL
Eagle Ridge Elementary	129,983 sf	11500 West View Dr Coral Springs, FL 33076
Quest Center	73,003 sf	6401 Charleston St, Hollywood, FL 33024
Whispering Pines Center	64,049 sf	3609 S Douglas Rd, Miramar, FL 33025
Cross Creek Center	64,013 sf	1010 NW 31st Ave, Pompano Beach, FL 33069
Bright Horizon Center	78,123 sf	3901 NE 1st Terrace, Pompano Beach, FL 33064
Wingate Oaks Center	71,639 sf	1211 NW 33rd Terrace, Fort Lauderdale, FL
Hollywood Park Elementary	80,690 sf	901 N. 69TH Way, Hollywood, FL 33024
West Hollywood Elementay	106,422 sf	6301 Hollywood Blvd, Hollywood, FL 33024
Stirling Elementary	105,533 sf	5500 Stirling Rd, Hollywood, FL 33021
Henry D. Perry Education Center	175,901 sf	3400 Wildcat Way, Miramar, FL 33023
Perry Annabel C. Middle	104,198 sf	6850 SW 34th St., Miramar, FL 33023
Broward Estates Elementary	97,633 sf	441 NW 35th Ave Fort Lauderdale, FL 33311
Martin Luther King Elementary	110,051 sf	591 NW 31st Ave Fort Lauderdale, FL 33311
Larkdale Elementary	78,579 sf	3250 NW 12th Pl Fort Lauderdale, FL 33311
Royal Palm Elementary	128,943 sf	1951 NW 56th Ave Lauderhill, FL 33313

Westwood Heights Elementary	122,314 sf	2861 SW 9th St Fort Lauderdale, FL 33312
Riverland Elementary	105,242 sf	2600 SW 11th Ct Fort Lauderdale, FL 33312
Stephen Foster Elementary	82,499 sf	3471 SW 22nd St Fort Lauderdale, FL 33312
Sheridan Hills Elementary	82,939 sf	5001 Thomas St, Hollywood, FL 33021
Boulevard Heights Elementary	120,614 sf	7201 Johnson St, Hollywood, FL 33024
Pembroke Pines Elementary	105,740 sf	6700 SW 9th St Pembroke Pines, FL 33023
Sunshine Elementary	105,987 sf	7737 La Salle Blvd Miramar, FL 3323
Fairway Elementary	126,678 sf	7850 Fairway Blvd, Miramar, FL 33023
Miramar Elementary	124,613 sf	6831 SW 26th St. Miramar, FL 33023
Pioneer Annex	88,890 sf	5400 SW 90TH AVE COOPER CITY, FL 33328
South Area Bus Complex	18,154 sf	900 S UNIVERSITY DR Pembroke Pines, FL 33024
South Area Maintenance	12,384 sf	1295 N. 21st AVE HOLLYWOOD, FL 33020
Sheridan Technical College		5400 West Sheridan St Hollywood, FL 33021
Sheridan Technical College West Campus		20251 Stirling Rd Pembroke Pines, FL 33332
Sheridan Technical College Bus Lot	35,988 sf	20251 Stirling Rd Pembroke Pines, FL 33332
Talent Development HRD	15,991 sf	3521 DAVIE Rd DAVIE, FL 33314
WEST CENTRAL BUS COMPOUND	39,650 sf	2500 COLLEGE AVE DAVIE, FL 33314
BECON Administration	35,342 sf	6600 SW NOVA Dr DAVIE, FL 33314
McFatter Technical College and High School	255,908 sf	6500 Nova Dr. Davie, FL 33317
Broward Fire Academy		2600 SW 71st Ter Davie, FL 33314
TITLE I (Special Programs Office)	14,405 sf	701 NW 31 AVE FORT LAUDERDALE, FL 33311
Central Area Maintenance		1560 NW 34th Ter Fort Lauderdale, FL 33311

Atlantic Technical College- Arthur Ashe, Jr. Campus		1701 NW 23rd Ave Fort Lauderdale, FL 33311
Rock Island Administrative Site	77,692 sf	2301 NW 26th St Fort Lauderdale, FL 33311
Atlantic Technical College		4700 Coconut Creek Pkwy Coconut Creek, FL 33063
Kathleen C. Wright Administrative Complex	288,348 sf	600 SE 3RD AVE FORT LAUDERALE, FL 33301
Pineridge Education Center	59,456 sf	1251 SW 42nd Ave Fort Lauderdale, FL
Twin Lakes Annex	28,232 sf	4140 NW 10TH AVE OAKLAND PARK, FL 33009
Twin Lakes Warehouse, Maintenance, and Transportation	267,860 sf	3810 NW 10TH AVE OAKLAND PARK, FL 33009
Central Transit		3897 NW 10th Ave Oakland Park, FL 33009
Crystal Lake Middle School	170,584 sf	3551 NE 3rd Ave Pompano Beach, FL 33064
North Area Bus Garage	7,549 sf	2600 NW 18 TER POMPANO BEACH, FL 33060
North Area Bus Complex	17,735 sf	1751 NW 22ND AVE POMPANO BEACH, FL 33060
North Area Portable Annex Training Center	13,222 sf	2251 NW 18TH ST POMPANO BEACH, FL 33060
Cypress Run Education Center	60,474 sf	2800 NW 30th Ave Pompano Beach, FL 33069
North Area Maintenance	66,718 sf	6501 NW 15 AVE FORT LAUDERDALE, FL 33009
Twin Lakes Administrative	40,809 sf	4199 NW 10TH AVE OAKLAND PARK, FL 33009
TSSC Annex	49,103 sf	7770 W OAKLAND PARK BLVD SUNRISE, FL 33351
Technology and Support Service	147,736 sf	7720 W OAKLAND PARK BLVD SUNRISE, FL 33351
Sheridan Technical High School		3775 SW 16th St Fort Lauderdale, FL 33312
Lanier James Education Center	59,082 sf	1050 NW 7th Ct Hallandale Beach, FL 33009
Pompano Administrative Center	32,690 sf	610 NE 13th Ave Pompano Beach, FL 33060

Reference 2 (see attachment B for reference)

BMD Management

We perform daily office cleaning to this facility. It is a two story office building. All work has been performed within budget and on time. We are the Prime contractor for this contract.

a. Name and location of facility: 555 Twelve
b. Size of facility area cleaned (sf): 48,231 sf
c. Number of stories (height of building): 2 stories
d. Total number of worker/supervisors assigned to facility: 4
e. Total number of facility users, ie. Employees, clients: 70 users
f. Start date and end date of contract: 7/1/2017 to present
g. Annual dollar value of contract: $50,000
h. Identify operational hours of contract (24 hours a day, 7 days a week, 52 weeks a year): operational hours are 12 hours /5 days /52 weeks
i. Identify level of employee background/security checks: local/ state check
j. Identify if adhered to green building maintenance standards: yes

Reference 3 (see attachment C for reference)

City of Pompano Beach

We perform daily pressure cleaning service to the city pier. Our service includes trash pick up, daily spot cleaning, and monthly cleaning of entire pier and canopies. All work has been performed within budget and on time. We are the Prime contractor for this contract.

a. Name and location of facility: Pompano Beach Pier (Fisher Family Pier)
b. Size of facility area cleaned: 16,000 sf
c. Number of stories (height of building): pier
d. Total number of worker/supervisors assigned to facility: 2
e. Total number of facility users, ie. Employees, clients: 100 users
f. Start date and end date of contract: 05/2020 to present
g. Annual dollar value of contract: $75,000
h. Identify operational hours of contract (24 hours a day, 7 days a week, 52 weeks a year): Operational hours are 24 hours/7 days /52 weeks
i. Identify level of employee background/security checks: local/state check
j. Identify if adhered to green building maintenance standards: yes

1.3 Experience of Key Personnel

Describe the experience of key personnel (including prime vendor and their subcontractors relevant to providing timely, high quality janitorial service in an environmentally friendly manner to multiple high-profile facilities.

1. List key personnel of the proposed maintenance team, including supervisors, and primary project manager for each agreement of locations listed on the price sheets. Describe the key personnel's relevant experience and the role they will play for each agreement of locations, including the following info: project superintendent, site supervisor, full time service crews.

   Key personnel:

   Project Superintendent

   Kristen Olbel will be the Project Superintendent. Kristen is currently the CEO of Janitorial 5 Star Services and oversees operations. She has over 20 years of experience in the industry providing a vast knowledge to ensure all specifications are met per the customer's specifications. Kristen will meet with Broward County representatives and building managers on a routine basis to guarantee customer satisfaction.

   Project Manager

   Lakesha Houston currently oversees all janitorial Broward County contracts to include the Broward County School District. She is experienced in operations and management with over 15 years of experience. She oversees and is responsible for inventory, equipment maintenance, routine and special project scheduling, and quality control.

   Site Supervisor

   Kenny Bellinger is currently the project manager over post construction contracts for Janitorial 5 Star Services. Kenny is responsible for all labor, supervision, equipment, and quality control. He will provide site supervision on this agreement.

   Matthew Gibson is currently a site supervisor for Janitorial 5 Star Services. He is responsible for site supervision, equipment, and quality control. Matthew will provide site supervision on this agreement.

   Full Service Crews

Janitorial 5 Star Services currently employees over 50 employees. We will staff this agreement with currently employed personnel to provide them the first opportunity. If additional personnel are required, we will hire personnel from the community where the contract site is located. This will allow for a quicker emergency response if required and to meet our company goal of hiring within the community where service is provided.

2. Provide a brief resume of employees who will furnish professional and technical support expertise for each agreement of locations listed on the price sheets. Include: functions in the company, title and number of years of service with company, years of experience in the maintenance of comparably complex facilities and systems.

   See section 1 (Ability of Professional Personnel) for resumes and list of employees.

2 Location

Janitorial 5 Star Services is both a **Local Business** and a **Locally Based Business** as each term is defined by Section 1-74, Broward County Code of Ordinances. Janitorial 5 Star Services is located in Pompano Beach, FL and possesses a Business Tax Receipt with the City of Pompano Beach and Broward County (see attachment D & E).

3 Project Approach

Describe the prime vendor's approach for each agreement of locations vendor is proposing. Include how prime will use subcontractors for each agreement.

Janitorial 5 Star Services is CBE/SBE certified with Broward County. We will be functioning as the Prime Vendor for all agreements. See attachment F & G for certificates. Janitorial 5 Star Services is bidding on all agreements (1-14). See section 1.1 under Company Profile for employee information and number of employees.

3.1 Project approach for each agreement of locations prime vendor is proposing.

a. Describe how you intend to meet or exceed quality standards. Discuss adequacy of weekly service hours proposed to meet the quality specifications described in the RFP.

At Janitorial 5 Star Services we pride ourselves in being able to provide quality and effective service for our clients. We understand that cleanliness isn't just about what is seen, but it goes beyond that. So just like our attitude towards cleaning, we utilize many programs and services to deliver seamless service that isn't seen on the surface. Our personnel will work side by side with the building managers to guarantee standards are met at every level.

We utilize various technology and programs to provide accurate record keeping and scheduling. This will guarantee our staff meets and keeps the required inspection dates which will keep your operations uninterrupted. Our quality control program is designed to keep you, the client, informed so rest assured our real time approach will not leave you wondering about daily or periodic tasks. With these programs and approaches we will not only meet the expectations, but exceed the standards set forth in this RFP.

b. Discuss any exceptions you suggest to minimum proposed service hours.

At Janitorial 5 Star Services we understand time is valuable, but quality will not be sacrificed. We will routinely analyze the current service hours, tasks, and frequency to determine if changes are required or practicable. Based on those findings the appropriate changes will be executed. At Janitorial 5 Star Services our promise to you is quality. It will always remain a constant priority and that expectation will not change. Should any exceptions to the minimum proposed service hours arise we will fully cooperate with Broward County.

c. Describe how you propose to meet minimum work tasks and interface with normal building activities.

Our combined team of managers and supervisors will develop a task specific plan that will be based on the time expected, facility, crew, and equipment required. This task specific plan will then be scheduled in conjunction with the feedback of the building manager. This communication will provide more accurate scheduling and reduce any interference with normal building activities.

Our goal is to provide a service that is unified and conscience of your needs. We believe that your satisfaction is paramount at every level of our contract with you and that starts at the planning stage.

d. Describe how you will maintain public areas, specifically providing high quality floor surfaces.

Janitorial 5 Star Services recognizes the appearance of public or common areas is crucial to your business and daily operations. The appearance of your building creates a mood and message not only to the public you serve, but your staff as well. Our scheduling programs coupled with our training program leaves no room for error. Our staff is more than prepared to keep all areas of your facilities in tip top shape. We provide continuing education and daily/weekly team meetings to keep all employees knowledgeable about their responsibilities. And what is knowledge without the proper equipment? We provide equipment that is appropriate for the task at hand and made with quality to all employees to guarantee the task is completed in a timely and efficient manner.

Our teams are trained in the proper floor cleaning procedures and will follow all requirements set forth in the RFP. Upon award of this contract, all surfaces will be evaluated and assessed to develop the correct and appropriate approach. A schedule will then be created to maintain quality flooring.

3.2 Describe how prime vendor will manage and organize work for each agreement of locations vendor is proposing.

a. State number of crews working for each agreement identified.
   i. Describe how you will schedule basic janitorial service for each facility.
   ii. List the individual building teams that will be working for that agreement per building(s): management, supervisory, maintenance crews.

Janitorial 5 Star Services will deploy the following personnel for each agreement:

a. General Manager
b. Administrative Assistant
c. Project Manager
d. Assistant Project Manager
e. Site Supervisor
f. Porter/Cleaner
g. Project Crew

The agreement will be managed and organized through the use of computer programs. All daily and periodic work will be coordinated and executed through a generated schedule of tasks. In addition, we will continuously monitor and reevaluate to ensure the best strategies are being utilized.

As stated previously, our managers and supervisors will be in constant communication with the building manager and Broward County representatives to provide a well-executed plan. In keeping in constant communication, we can adjust or modify items as required.

b. Describe how you will schedule basic janitorial service for each facility while coordinating with periodic project and annual work task.
   i. Describe crew organization to perform basic and project work.

Janitorial 5 Star Services utilizes computer programs and RFP specifications to determine the appropriate number of employees per a task. With the use of computer programming, we are able to accurately schedule the appropriate number of employees and allocate accordingly. All routine daily work is then coordinated along project work to provide optimal results. Facilities that have additional specifications or requirements will be identified upon execution of the contract and resources will be distributed accordingly.

Our project crews are broken into teams of 3 to 4 employees depending on the task and equipment required. All project crews are managed by a project manager.

Daily/routine work is completed with teams of 3 or 5 employees. The size of the building and level of cleaning are considered prior to scheduling employees. All work will be divided according to light tasks, vacuum and furniture, restrooms, and hard floors.

1. Light Tasks: dust horizontal surfaces; empty and reline trash; spot clean (walls, doors, windows etc).
2. Vacuum and Furniture: pick up trash; spot vacuum low traffic areas; vacuum all high traffic areas; reposition furniture after vacuuming or in office/conference rooms; turn off lights were applicable and secure doors/buildings.
3. Restrooms: refill all dispensers and paper products; empty and reline trash; clean and disinfect all toilets, partitions, counters, sinks, mirrors, fixtures; sweep and mop all hard floors.
4. Hard Floors: dust mop/sweep; spot mop stains; empty and reline trash; pick up trash; and spot mop.

c. Describe and present an example of your reporting system used to compare actual performance to your schedule for regular service.

Our Quality Control Managers develop and implement a routine schedule to monitor and stay ahead of any areas of deficiency. All scheduled visits are monitored and recorded via computer programs. All evaluations are recorded on a performance evaluation form (paper and/or digital) which documents the immediate needs to be addressed. If any inconsistencies are noted they are immediately relayed to the site supervisors for immediate attention. See attachment H & I for Quality Control forms.

d. Describe your capabilities to respond to emergency or disaster situations including of specialized equipment required for de-watering or moisture removal tasks or other special cleaning services.

Janitorial 5 Star Services understands there are situations that arise that cannot be planned for. We have developed a disaster/emergency response plan that utilizes a quick response from our on-call staff and specialized equipment. Our response plan is designed to immediately identify priority areas and limit or extinguish potential damage. Our employees are trained in disaster relief efforts such as smoke and fire remediation, water remediation, and mold remediation. We are confident with our disaster and emergency response plan you will see minimal disruption in services.

3.3 Describe your quality control program for each agreement of locations prime vendor is proposing:

a. Describe how you intend to provide a startup orientation program to bring facilities into compliance with quality standards.

Janitorial 5 Star Services will conduct a meeting prior to the contract starting to recruit the current staff members. We recognize the importance of experience and the current staff members have exactly that. In addition, our employees are properly trained to perform the tasks required so upon execution of this contract they will seamlessly step in. They are trained to identify any deficiencies and quickly correct them as required. In conjunction with our project crews, all sites/locations will be brought to standards specified in the RFP.

Our project managers and site supervisors will work closely with the building managers to identify any current issues with quality standards. A level of high importance will be placed on those issues to ensure standards are met quickly and without delay. We will also begin to identify the equipment and product needs of each location. These items will be purchased and made ready to provide a seamless transition.

We will always be in constant contact with building managers to guarantee this transition period is smooth and frankly unnoticeable to your staff and the people you serve. Our goal is to work hand in hand with you so our process and operations work simultaneously with yours.

b. Discuss your inspection procedures including any technical aids used to monitor performance standards.

As discussed above, our Quality Control Program is designed to stay ahead of any areas of deficiency. We use both digital and written forms to monitor and document deficiencies. All project managers and site supervisors are briefed on all RFP requirements and standards prior to commencement of the contract. Daily and weekly meetings will be conducted to discuss trending deficiencies to identify whether it stems from such issues as training, personnel, or equipment.

c. Describe how prime vendor will achieve the services and quality standards described in the attached Exhibit 1- specifications.

Janitorial 5 Star Services will achieve the services and quality standards described in the attached Exhibit 1 specifications by the following:

1. Implemented Quality Control Program
2. Maintaining proper equipment and well-trained employees
3. Maintaining constant communication with building managers
4. Quick response to service issues or deficiencies
5. Maintaining proper safety measures
6. Utilizing computer programs to schedule daily and periodic tasks

All items listed have been described above.

d. Describe and provide a sample of your reporting system used to compare actual performance to your schedule for regular services.

Janitorial 5 Star Services utilizes both digital and written forms to document performance. All evaluations and inspections are cross referenced to ensure RFP standards are being met or exceeded. See attachment H & I for quality control documents.

e. Describe the activities that can most easily be implemented to maximize opportunities to promote green building cleaning practices.

At Janitorial 5 Star Services we strive to promote and implement green cleaning practices at all facilities/contracts. We understand that our impact on the environment is lasting and we will minimize that impact.

Our project managers and site supervisors will meet with building managers to determine what is currently being implemented at the location, such as recycling, automated lights, or refillable water fountains. We will then merge our own green practices to ensure there is no interruption. We will continue to evaluate new methods, chemical products, or paper products to maximize our green cleaning efforts.

3.4 Company Equipment

a. List current inventory of heavy equipment

We currently have pressure washers, floor machines, carpet extractors, wet/dry vacuums, and backpack vacuums. We have great relationships with our vendors if additional equipment is required whether for emergency or maintenance needs.

b. Provide the response time for mobilization for each piece of equipment.

Mobilization of each piece of equipment is determined based on the location and size of the equipment. We strive to make equipment readily available with a response time of no longer than 24 hours.

c. List the current inventory of machinery for floor care that will be utilized to perform the requirements.

See section 3.4 (a) for list.

d. Describe how vendor will ensure all required equipment is maintained in quality working condition.

We regularly inspect all equipment to guarantee they are working properly. Preventative maintenance is the first step to keeping all equipment functioning properly, and it ensures there is no interruption in service. Additional equipment is readily available should it be required.

e. List office equipment and computer programs that vendor currently possesses in order to deliver electronic communications and reports to county staff.
I.e. computer, fax, scanner, printer, photocopier, adobe acrobat, Microsoft, outlook, excel etc.

Janitorial 5 Star Services currently uses all listed office equipment and computer programs. All employees are provided smart phones to communicate through these programs.

3.5 Company training

a. Provide Safety Training Manual

See attachment J.

b. Employee Training Manual

See attachment J.

c. Describe the training currently in place to assure on-site staff will be pro-active and aware during each shift with regards to notification and documentation of suspicious behavior, abandoned belongings, running water, potential slip and fall conditions, ajar doors.

Janitorial 5 Star Services provides training and retraining on all the listed subjects. We believe repetition is key when making something second nature, and that is exactly how we train our employees to recognize these items. Our managers and supervisors are constantly on the look out for ways to make your facilities safer not only for us, but for your staff and clients too. We regularly meet with

employees regarding safe practices during performance of tasks and security measures within the facilities.

d. Describe training of vendor's supervisors and cleaners in green building cleaning procedures as required for this contract.

All supervisors and cleaners will be trained in the green cleaning procedures of this RFP.

4 Workload of the Firm

List all completed and active projects that vendor has managed within the past five years. In addition, list all projected projects that vendor will be working on in the near future. Projected projects will be defined as a projects that vendor worked on concurrently. Describe vendor's approach in managing projects. Were there or will there be any challenges for any of the listed projects? If so describe how vendor dealt or will deal with the projects challenges.

There are no known challenges on any past awarded projects. There are no anticipated challenges on any awarded projects. The experience of all employees coupled with our quality control measures has aided in our positive relationship with our clients. See list below for all projects.

- BMD Management, office cleaning
- Pride Construction, office cleaning & post construction cleaning
- Whiting & Turner, office cleaning & pressure washing
- OIC of South Florida, office cleaning & electrostatic disinfecting
- Commercial Relocation Group, office cleaning
- Alexander Rebb Property Management, lawn maintenance
- Strategic Properties, lawn maintenance
- Brookstone Construction, post construction cleaning & window cleaning
- Camp Live Oak, site cleaning & disinfecting
- Broward County Chemical & Supplies, supply orders
- City of Pompano Beach, office cleaning & pressure washing
- Innovative Healthcare Business Solutions, office cleaning
- Global Construction Services, post construction cleaning
- Unitarian Universalist Church, office cleaning

- Broward County School District, site cleaning in conjunction with custodial staff, post construction cleaning, & electrostatic disinfecting

5 Pricing

See attached pricing sheet

Janitorial Services - Price Sheets - Large Facilities - Group

ITEM NO.	FACILITY LOCATION	Annual Frequency	Annual Process	Year 1 Unit Price	Year 1 Annual	Ye Unit Price
1	**MASS TRANSIT NORTH**	12	Basic Cleaning	$ 1,000.00	$ 12,000.00	$ 1,000.00
	3201 Copans Rd.	12	Restrooms	$ 120.00	$ 1,440.00	$ 120.00
	POMPANO BEACH, FL	12	Floors	$ 105.00	$ 1,260.00	$ 105.00
		Hourly	Porter (450 per month)	$ 18.50	$ 99,900.00	$ 18.50
		17,500	Pressure Cleaning (SQ. FT.)	$ 0.05	$ 875.00	$ 0.05
		1	Windows	$ 100.00	$ 100.00	$ 100.00
		1	Air Quality	$ 50.00	$ 50.00	$ 50.00
		12	Cleaning Supplies	$ 60.00	$ 720.00	$ 60.00
		12	Paper Products	$ 100.00	$ 1,200.00	$ 100.00
		17,500	Carpet Cleaning - Deep (SQ. FT.)	$ 0.13	$ 2,275.00	$ 0.13
		17,500	Electrostatic Disinfection (SQ. FT.)	$ 0.03	$ 525.00	$ 0.03
			Total		$ 120,345.00	
2	**MASS TRANSIT SOUTH**	12	Basic Cleaning	$ 2,400.00	$ 28,800.00	$ 2,400.00
	5440 Ravenswood Rd.	12	Restrooms	$ 150.00	$ 1,800.00	$ 150.00
	FT. LAUDERDALE, FL	12	Floors	$ 190.00	$ 2,280.00	$ 190.00
		Hourly	Porter (450 per month)	$ 18.50	$ 99,900.00	$ 18.50
		10,450	Pressure Cleaning (SQ. FT.)	$ 0.05	$ 522.50	$ 0.05
		1	Windows	$ 330.00	$ 330.00	$ 330.00
		1	Air Quality	$ 500.00	$ 500.00	$ 500.00
		12	Cleaning Supplies	$ 70.00	$ 840.00	$ 70.00
		12	Paper Products	$ 100.00	$ 1,200.00	$ 100.00
		10,450	Carpet Cleaning - Deep (SQ. FT.)	$ 0.13	$ 1,358.50	$ 0.13
		10,450	Electrostatic Disinfection (SQ. FT.)	$ 0.03	$ 313.50	$ 0.03
			Total		$ 137,844.50	
3	**MASS TRANSIT**	12	Basic Cleaning	$ 480.00	$ 5,760.00	$ 480.00
	Lauderhill Mass Trans.	12	Restrooms	$ 30.00	$ 360.00	$ 30.00
	1359 NW 40th Avenue	12	Floors	$ 35.00	$ 420.00	$ 35.00

	Lauderhill, FL. 33310	Hourly	Porter (1095 per month)	$ 18.50	$ 243,090.00	$ 18.50
		2,953	Pressure Cleaning (SQ. FT.)	$ 0.05	$ 147.65	$ 0.05
		1	Windows	$ 65.00	$ 65.00	$ 65.00
		1	Air Quality	$ 240.00	$ 240.00	$ 240.00
		12	Cleaning Supplies	$ 14.00	$ 168.00	$ 14.00
		12	Paper Products	$ 140.00	$ 1,680.00	$ 140.00
		2,953	Carpet Cleaning - Deep (SQ. FT.)	$ 0.13	$ 383.89	$ 0.13
		2,953	Electrostatic Disinfection (SQ. FT.)	$ 0.03	$ 88.59	$ 0.03
			Total		$ 252,403.13	
4	**MASS TRANSIT**	12	Basic Cleaning	$ 230.00	$ 2,760.00	$ 230.00
	LAUDERHILL MASS TRANS.	12	Restrooms	$ 30.00	$ 360.00	$ 30.00
	4221 NW 12th Street	12	Floors	$ 30.00	$ 360.00	$ 30.00
	Lauderhill, FL	1,260	Pressure Cleaning (SQ. FT.)	$ 0.05	$ 63.00	$ 0.05
		1	Windows	$ 30.00	$ 30.00	$ 30.00
		1	Air Quality	$ -	$ -	$ -
		12	Cleaning Supplies	$ 10.00	$ 120.00	$ 10.00
		12	Paper Products	$ 25.00	$ 300.00	$ 25.00
		1,260	Carpet Cleaning - Deep (SQ. FT.)	$ 0.13	$ 163.80	$ 0.13
		1,260	Electrostatic Disinfection (SQ. FT.)	$ 0.03	$ 37.80	$ 0.03
			Total		$ 4,194.60	

Total (1) - Summary, all sites			$ 514,787.23	
		Per Hour	**Annual**	**Per Hour**
Additional Labor:				
Project Supervisor	50 hrs.	$ 30.00	$ 1,500.00	$ 32.00
Site Supervisor	50 hrs.	$ 22.75	$ 1,137.50	$ 22.75
Full Time Service Crew	50 hrs.	$ 19.50	$ 975.00	$ 21.00
Part Time Service Crew	50 hrs.	$ 19.50	$ 975.00	$ 21.00
Porter Day/Night	50 hrs.	$ 18.50	$ 925.00	$ 18.50
Emergency Services Labor:				
Project Supervisor	50 hrs.	$ 32.00	$ 1,600.00	$ 32.00
Site Supervisor	50 hrs.	$ 28.00	$ 1,400.00	$ 28.00
Full Time Service Crew	50 hrs.	$ 25.00	$ 1,250.00	$ 25.00

Part Time Service Crew	50 hrs.	$ 25.00	$ 1,250.00	$ 25.00
Porter Day/Night	50 hrs.	$ 22.00	$ 1,100.00	$ 22.00
"Pass thru" (Services/Materials)			$ 1,000.00	
	Total (2)		$ 13,112.50	

Grand Total - Whole Group	$ 527,899.73
(Total 1 + Total 2)	

REGARDLESS OF THE NUMBER OF HOURS WORKED,

YES	X	**Agree to the above state**
NO		**Disagree to the above st**

NAME OF COMPANY: **Janitorial 5 Star Services LLC**

AUTHORIZED PERSON NAME: **Kristen Olbel**

AUTHORIZED SIGNATURE: *Kristen Olbel*

By signing this proposal sheet, your firm is agreeing to the terms and conditions of the i

All buildings listed in the group must be priced for this proposal sheet to be determ

AUTHORIZED PERSON TITLE: **CEO** **DATE:**

THIS SHEET MUST BE SIGNED AND MUST NOT BE ALTERED OR

) 4 - Agreement 5	
ear 2	
Annual	*Two Year Total*
$ 12,000.00	$ 24,000.00
$ 1,440.00	$ 2,880.00
$ 1,260.00	$ 2,520.00
$ 99,900.00	$ 199,800.00
$ 875.00	$ 1,750.00
$ 100.00	$ 200.00
$ 50.00	$ 100.00
$ 720.00	$ 1,440.00
$ 1,200.00	$ 2,400.00
$ 2,275.00	$ 4,550.00
$ 525.00	$ 1,050.00
$ 120,345.00	$ 240,690.00
$ 28,800.00	$ 57,600.00
$ 1,800.00	$ 3,600.00
$ 2,280.00	$ 4,560.00
$ 99,900.00	$ 199,800.00
$ 522.50	$ 1,045.00
$ 330.00	$ 660.00
$ 500.00	$ 1,000.00
$ 840.00	$ 1,680.00
$ 1,200.00	$ 2,400.00
$ 1,358.50	$ 2,717.00
$ 313.50	$ 627.00
$ 137,844.50	$ 275,689.00
$ 5,760.00	$ 11,520.00
$ 360.00	$ 720.00
$ 420.00	$ 840.00

$ 243,090.00	$ 486,180.00
$ 147.65	$ 295.30
$ 65.00	$ 130.00
$ 240.00	$ 480.00
$ 168.00	$ 336.00
$ 1,680.00	$ 3,360.00
$ 383.89	$ 767.78
$ 88.59	$ 177.18
$ 252,403.13	$ 504,806.26
$ 2,760.00	$ 5,520.00
$ 360.00	$ 720.00
$ 360.00	$ 720.00
$ 63.00	$ 126.00
$ 30.00	$ 60.00
$ -	$ -
$ 120.00	$ 240.00
$ 300.00	$ 600.00
$ 163.80	$ 327.60
$ 37.80	$ 75.60
$ 4,194.60	$ 8,389.20

$ 514,787.23	$ 1,029,574.46
Annual	**2 years**
$ 1,600.00	$ 3,100.00
$ 1,137.50	$ 2,275.00
$ 1,050.00	$ 2,025.00
$ 1,050.00	$ 2,025.00
$ 925.00	$ 1,850.00
$ 1,600.00	$ 3,200.00
$ 1,400.00	$ 2,800.00
$ 1,250.00	$ 2,500.00

$ 1,250.00	$ 2,500.00
$ 1,100.00	$ 2,200.00
$ 1,000.00	$ 2,000.00
$ 13,362.50	$ 26,475.00

$ 528,149.73	$ 1,056,049.46

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nvitation for proposal.

ıined responsive.

5/25/2021

REVISED.

Attachment - A Vendor Reference Verification Broward County School Board

BROWARD COUNTY FLORIDA

Vendor Reference Verification Form

Broward County Solicitation No. and Title:

RFP No. BLD2121632P1, Janitorial Services -County Facilities

Reference for: Janitorial 5 Star Services LLC

Organization/Firm Name providing reference:

Broward County School District

Contact Name: Ben Osborne Reference date: 05/10/2021

Contact Email: benjamin.osborne@browardschools.com Contact Phone: 954-931-5625

Name of Referenced Project: Janitorial services, emergency services, electrostatic disinfecting

Contract No.	Date Services Provided:	Project Amount:
	09/01/2020 to 05/10/2021	$ 366,166.00

Vendor's role in Project: ☑ Prime Vendor ☐ Subconsultant/Subcontractor

Would you use this vendor again? ☑ Yes ☐ No

Description of services provided by Vendor:
Electrostatic disinfecting, janitorial services, emergency response for janitorial needs

Please rate your experience with the referenced Vendor:	Needs Improvement	Satisfactory	Excellent	Not Applicable
1. Vendor's Quality of Service				
a. Responsive	☐	☐	☑	☐
b. Accuracy	☐	☑	☐	☐
c. Deliverables	☐	☑	☐	☐
2. Vendor's Organization:				
a. Staff expertise	☐	☐	☑	☐
b. Professionalism	☐	☐	☑	☐
c. Turnover	☐	☐	☐	☑
3. Timeliness of:				
a. Project	☐	☑	☐	☐
b. Deliverables	☐	☑	☐	☐
4. Project completed within budget	☐	☑	☐	☐
5. Cooperation with:				
a. Your Firm	☐	☐	☑	☐
b. Subcontractor(s)/Subconsultant(s)	☐	☑	☐	☐
c. Regulatory Agency(ies)	☐	☑	☐	☐

Additional Comments: (provide on additional sheet if needed)

THIS SECTION FOR COUNTY USE ONLY

Verified via: ____EMAIL ____VERBAL Verified by: _____ Division: _____ Date: _____

All information provided to Broward County is subject to verification. Vendor acknowledges that inaccurate, untruthful, or incorrect statements made in support of this response may be used by the County as a basis for rejection, rescission of the award, or termination of the contract and may also serve as the basis for debarment of Vendor pursuant to Section 21.119 of the Broward County Procurement Code.

Attachment - B

Vendor Reference Verification

BMD Management

Attachment B

BROWARD COUNTY FLORIDA

Vendor Reference Verification Form

Broward County Solicitation No. and Title:

RFP No. BLD2121632P1, Janitorial Services -County Facilities

Reference for: Janitorial 5 Star Services LLC

Organization/Firm Name providing reference:

BMD Management

Contact Name: Barbara Preston Reference date: 05/10/2021

Contact Email: bpreston@bmdfl.com Contact Phone: 954-784-3031

Name of Referenced Project: 555 SW 12th Ave Pompano Beach, FL

Contract No.	Date Services Provided:	Project Amount:
	10/01/2017 to 05/10/2021	$ 40,000.00

Vendor's role in Project: ☑ Prime Vendor ☐ Subconsultant/Subcontractor

Would you use this vendor again? ☑ Yes ☐ No

Description of services provided by Vendor:

Janitorial services provided 5 days a week.

Please rate your experience with the referenced Vendor:	**Needs Improvement**	**Satisfactory**	**Excellent**	**Not Applicable**
1. Vendor's Quality of Service				
a. Responsive	☐	☐	☑	☐
b. Accuracy	☐	☐	☑	☐
c. Deliverables	☐	☐	☐	☑
2. Vendor's Organization:				
a. Staff expertise	☐	☐	☑	☐
b. Professionalism	☐	☐	☑	☐
c. Turnover	☐	☐	☐	☐
3. Timeliness of:				
a. Project	☐	☐	☑	☐
b. Deliverables	☐	☐	☑	☐
4. Project completed within budget	☐	☐	☑	☐
5. Cooperation with:				
a. Your Firm	☐	☐	☑	☐
b. Subcontractor(s)/Subconsultant(s)	☐	☐	☐	☑
c. Regulatory Agency(ies)	☐	☐	☐	☑

Additional Comments: (provide on additional sheet if needed)

THIS SECTION FOR COUNTY USE ONLY

Verified via: ____EMAIL ____VERBAL Verified by: _____ Division: _____ Date: _____

All information provided to Broward County is subject to verification. Vendor acknowledges that inaccurate, untruthful, or incorrect statements made in support of this response may be used by the County as a basis for rejection, rescission of the award, or termination of the contract and may also serve as the basis for debarment of Vendor pursuant to Section 21.119 of the Broward County Procurement Code.

Attachment - C
Vendor Reference Verification
City of Pompano Beach

Attachment C

BROWARD COUNTY FLORIDA

Vendor Reference Verification Form

Broward County Solicitation No. and Title:

RFP No. BLD2121632P1, Janitorial Services -County Facilities

Reference for: Janitorial 5 Star Services LLC

Organization/Firm Name providing reference:

City of Pompano Beach

Contact Name: Kate Belcher Reference date: 05/10/2021

Contact Email: Kate.Belcher@copbfl.com Contact Phone: 954-786-4575

Name of Referenced Project: Pressure cleaning city pier

Contract No. Date Services Provided: 05/01/2020 to 05/10/2021 Project Amount: $ 70,000.00

Vendor's role in Project: ☑ Prime Vendor ☐ Subconsultant/Subcontractor

Would you use this vendor again? ☐ Yes ☐ No

Description of services provided by Vendor:

Daily maintenance of pier by pressure cleaning and trash pickup. Monthly full pier cleaning by pressure cleaning.

Please rate your experience with the referenced Vendor:	**Needs Improvement**	**Satisfactory**	**Excellent**	**Not Applicable**
1. Vendor's Quality of Service				
a. Responsive	☐	☐	☐ x	☐
b. Accuracy	☐	☐	☐ x	☐
c. Deliverables	☐	☐	☐ x	☐
2. Vendor's Organization:				
a. Staff expertise	☐	☐	☐ x	☐
b. Professionalism	☐	☐	☐ x	☐
c. Turnover	☐	☐	☐ x	☐
3. Timeliness of:				
a. Project	☐	☐	☐ x	☐
b. Deliverables	☐	☐	☐ x	☐
4. Project completed within budget	☐	☐	☐ x	☐
5. Cooperation with:				
a. Your Firm	☐	☐	☐ x	☐
b. Subcontractor(s)/Subconsultant(s)	☐	☐	☐ x	☐
c. Regulatory Agency(ies)	☐	☐	☐ x	☐

Additional Comments: (provide on additional sheet if needed)

THIS SECTION FOR COUNTY USE ONLY

Verified via: ____EMAIL ____VERBAL Verified by: _____ Division: _____ Date: _____

All information provided to Broward County is subject to verification. Vendor acknowledges that inaccurate, untruthful, or incorrect statements made in support of this response may be used by the County as a basis for rejection, rescission of the award, or termination of the contract and may also serve as the basis for debarment of Vendor pursuant to Section 21.119 of the Broward County Procurement Code.

Attachment - D

Broward County Local Business Tax Receipt

Attachment D

BROWARD COUNTY LOCAL BUSINESS TAX RECEIPT

115 S. Andrews Ave., Rm. A-100, Ft. Lauderdale, FL 33301-1895 – 954-831-4000

VALID OCTOBER 1, 2020 THROUGH SEPTEMBER 30, 2021

DBA:
Business Name: JANITORIAL 5 STAR SERVICES

Receipt #: 325-288281
Business Type: CLEANING/JANITORIAL (JANITORIAL)

Owner Name: KRISTEN OLBEL
Business Location: 1961 NE 25 AVE
POMPANO BEACH
Business Phone: 954-702-2053

Business Opened: 01/03/2018
State/County/Cert/Reg:
Exemption Code:

Rooms	Seats	Employees	Machines	Professionals
		1		

For Vending Business Only — Number of Machines: — Vending Type:

Tax Amount	Transfer Fee	NSF Fee	Penalty	Prior Years	Collection Cost	Total Paid
33.00	0.00	0.00	0.00	0.00	0.00	33.00

THIS RECEIPT MUST BE POSTED CONSPICUOUSLY IN YOUR PLACE OF BUSINESS

THIS BECOMES A TAX RECEIPT

WHEN VALIDATED

This tax is levied for the privilege of doing business within Broward County and is non-regulatory in nature. You must meet all County and/or Municipality planning and zoning requirements. This Business Tax Receipt must be transferred when the business is sold, business name has changed or you have moved the business location. This receipt does not indicate that the business is legal or that it is in compliance with State or local laws and regulations.

Mailing Address:

KRISTEN OLBEL
1961 NE 25 AVE
POMPANO BEACH, FL 33062

Receipt #05A-19-00009355
Paid 07/15/2020 33.00

2020 - 2021

BROWARD COUNTY LOCAL BUSINESS TAX RECEIPT

Attachment - E
City of Pompano Beach
Business Tax Receipt

pompano beach
Florida's Warmest Welcome

CITY OF POMPANO BEACH
BUSINESS TAX RECEIPT
FISCAL YEAR: 2020 - 2021

Business Tax Receipt Valid from: October 1, 2020 through September 30, 2021

4466624 9/21/2020
JANITORIAL 5 STAR SERVICES LLC
OLBEL, KRISTEN - H/O
1961 NE 25 AVENUE
POMPANO BEACH FL 33062

THIS IS NOT A BILL

THIS IS YOUR BUSINESS TAX RECEIPT. PLEASE POST IN A CONSPICUOUS PLACE AT THE BUSINESS LOCATION.

BUSINESS OWNER: JANITORIAL 5 STAR SERVICES LLC
BUSINESS LOCATION: 1961 NE 25 AV POMPANO BEACH FL

RECEIPT NO:	CLASSIFICATION
21-00095288	JANITORIAL OR WINDOW CLEANING

NOTICE: A NEW APPLICATON MUST BE FILED IF THE BUSINESS NAME, OWNERSHIP OR ADDRESS IS CHANGED. THE ISSUANCE OF A BUSINESS TAX RECEIPT SHALL NOT BE DEEMED A WAIVER OF ANY PROVISION OF THE CITY CODE NOR SHALL THE ISSUANCE OF A BUSINESS TAX RECEIPT BE CONSTRUED TO BE A JUDGEMENT OF THE CITY AS TO THE COMPETENCE OF THE APPLICANT TO TRANSACT BUSINESS. **THIS DOCUMENT CANNOT BE ALTERED.**

BUSINESS TAX RECEIPTS EXPIRE SEPTEMBER 30TH OF EACH YEAR

Attachment – F

CBE Certification

Attachment F

BLD2121632P1

p. 846

Broward County Board of County Commissioners

BidSync

5/26/2021

BROWARD COUNTY
FLORIDA

Office of Economic and Small Business Development

Governmental Center Annex
115 S. Andrews Avenue, Room A680 • Fort Lauderdale, Florida 33301 • 954-357-6400 • FAX 954-357-5674 • TTY 954-357-5664

This Certificate is Awarded to:

JANITORIAL 5 STAR SERVICES LLC

As set forth in the Broward County Business Opportunity Act of 2012, the certification requirements have been met for:

County Business Enterprise
Small Business Enterprise
Anniversary Date: January 31st

Authorized Representative

The Office of Economic and Small Business Development must be notified within 30 days of any material changes in the business which may affect ownership and control. Failure to do so may result in the revocation of this certificate and/or imposition of other sanctions.

A Service of the Broward County Board of County Commissioners
www.broward.org/smallbusiness

Attachment – G

SBE Certification

Attachment G

BLD2121632P1

p. 348

Supplier Diversity Outreach Program

THIS CERTIFICATE IS AWARDED TO

Janitorial 5 Star Services, LLC

FOR HAVING SUCCESSFULLY MET THE PRESCRIBED STANDARDS SET FORTH BY THE SUPPLIER DIVERSITY OUTREACH PROGRAM OF THE SCHOOL BOARD OF BROWARD COUNTY, FLORIDA FOR

CERTIFICATION

Small Business Enterprise (SBE)

Non-Minority

ON THIS DAY: September 9, 2019

Jasmine M. Jones
Manager, Supplier Diversity Outreach Program

CERTIFICATION #: WS1850692419

Expiration Date: September 8, 2021

Broward County Board of County Commissioners

BidSync

5/26/2021

Attachment – H
Quality Inspection Form

Attachment F1

JANITORIAL 5 STAR SERVICES LLC

Quality Inspection Form

Date: _____

Location (name/building # etc): _____

Previous inspection date/result: _____

Next Inspection date: _____

Facility contact/signature: _____

Rating used 1-5 (1 = needs more frequent inspection, 5 = standard inspection time)

Facility Area	Common Name (AKA)	Number of Issues Noted	Rating
1. Lobby/Entrance			
2. Common areas (public/service areas)			
3. Employee work areas			
4. Administrative/Private Offices			
5. Employee use areas			
6. Support/Service areas			
7. Specialty areas			
8. Restrooms			
9. Carpet Flooring			
10. Hard Flooring			
11. Administrative Duties			

Attachment – I

Quality Control Inspection

JANITORIAL 5 STAR SERVICES LLC

Quality Control Inspection

Date/time: _____

Location (facility/building): _____

Inspector: _____

Area	Item for Inspection	Satisfactory	Unsatisfactory	Comments
1. Entrance	Free of Debris			
	Trash container, empty/clean liner			
	Ash containers clean			
	Exterior furniture clean			
	Walk-off mat clean			
2. Common areas & Lobby	Trash container, empty/clean liner			
	Carpets vacuum/spot cleaned			
	Hard floors dust/wet mopped			
	Hard floors—shine			
	Entrance doors/glass clean			
	Corners/Edges clean			
	Low dusting			
	High Dusting			
	HVAC vents clean			
	Drinking fountain clean			
3. Admin areas	Trash container, empty/clean liner			
	Carpets vacuum/spot cleaned			
	Hard floors dust/wet mopped			
	Hard floors—shine			
	Entrance doors/glass clean			
	Corners/Edges clean			
	Low dusting			
	High Dusting			
	HVAC vents clean			
	Furniture dust/spot free			
	Telephones clean/sanitized			

4. Kitchen areas	Trash container, empty/clean liner	_____	_____	_____
	Hard floors dust/wet mopped	_____	_____	_____
	Corners/Edges clean	_____	_____	_____
	Drains clean	_____	_____	_____
	Walls clean	_____	_____	_____
	HVAC vents clean	_____	_____	_____
5. Dining & Break areas	Trash container, empty/clean liner	_____	_____	_____
	Hard floors dust/wet mopped	_____	_____	_____
	Hard floors—shine	_____	_____	_____
	Corners/Edges clean	_____	_____	_____
	Tables/chairs clean	_____	_____	_____
	Walls clean	_____	_____	_____
	Serving areas clean	_____	_____	_____
	HVAC vents clean	_____	_____	_____
6. Restrooms	Trash container, empty/clean liner	_____	_____	_____
	Corners/Edges clean	_____	_____	_____
	Floor clean	_____	_____	_____
	Walls/partitions clean	_____	_____	_____
	Mirrors clean	_____	_____	_____
	Sinks/counters clean	_____	_____	_____
	Toilets/urinals clean	_____	_____	_____
	Showers clean	_____	_____	_____
	Soap/liquids filled	_____	_____	_____
	Paper towels filled	_____	_____	_____
	Toilet paper filled	_____	_____	_____
	Toilet seat/feminine products filled	_____	_____	_____
	HVAC vents clean	_____	_____	_____
	Floor drain clean	_____	_____	_____
7. Janitor closet	Area clean/orderly	_____	_____	_____
	Mop sink clean	_____	_____	_____
	Equipment clean/orderly	_____	_____	_____
	Chemicals orderly/labeled	_____	_____	_____
	Proper signs clean/visible	_____	_____	_____
	MSDS	_____	_____	_____
8. Employee Uniform clean/orderly		_____	_____	_____
	Badge/keys (if applicable)	_____	_____	_____

Number of items inspected: _____
Number of items Satisfactory: _____
Number of items Unsatisfactory: _____

WAGES RATES

Janitorial Services

Facilities Management Division

JANITORIAL SERVICES – FACILIITES MANAGEMENT DIVISION
FACILITIES LOCATIONS

WAGE RATES
(FOR LIVING WAGE RATE INFORMATIONAL PURPOSES ONLY EFFECTIVE JANUARY 1, 2021 THRU DECEMBER 31, 2021)

The hourly rate within this attachment shall be in accordance with Broward County Living Wage Ordinance (Sections 26-100 through 26-105 of Article VII, Chapter 26, Broward County Code of Ordinances), as amended, annually adjusted per Living Wage Ordinance.

The completed form should be submitted with the solicitation response prior to the solicitation closing date. If not included with the solicitation response, the proposer is required to provide within three business days of County's request. Vendor may be deemed non-responsible for failure to fully comply within stated timeframes.

The hourly rate must be entered for all personnel positions in accordance with Special Instructions to Vendors, Section J.2. If additional personnel positions are proposed to perform the work, provide information in the applicable sections of this form.

The hourly rate shall be the raw (unburdened) labor rates exclusive of taxes, insurance, overhead, profit, etc.

NOTE: This form is for informational purposes only and will not be used for final evaluation and scoring for Price.

PERSONNEL POSITIONS (Insert below for each position the minimum unburdened hourly rate)

DESCRIPTION	UNIT	(HOURLY RATE (UNBURDENED)
Project Manager or Equivalent	Hour	$ 30.00
Assistant Project Manager or Equivalent	Hour	$ 22.75
Quality Control Manager or Equivalent	Hour	$ 22.75
Shift Supervisor or Equivalent	Hour	$ 22.75
Team Leader/Supervisor or Equivalent	Hour	$ 19.50
Janitorial Worker or Equivalent	Hour	$ 17.05
	Hour	$
	Hour	$

Vendor Name JANITORIAL 5 STAR SERVICES LLC

JANITORIAL SERVICES – FACILITIES MANAGEMENT DIVISION
FACILITIES LOCATIONS

WAGE RATES
(FOR LIVING WAGE RATE INFORMATIONAL PURPOSES ONLY EFFECTIVE JANUARY 1, 2022 THRU DECEMBER 31, 2022)

The hourly rate within this attachment shall be in accordance with Broward County Living Wage Ordinance (Sections 26-100 through 26-105 of Article VII, Chapter 26, Broward County Code of Ordinances), as amended, annually adjusted per Living Wage Ordinance.

The completed form should be submitted with the solicitation response prior to the solicitation closing date. If not included with the solicitation response, the proposer is required to provide within three business days of County's request. Vendor may be deemed non-responsible for failure to fully comply within stated timeframes.

The hourly rate must be entered for all personnel positions in accordance with Special Instructions to Vendors, Section J.2. If additional personnel positions are proposed to perform the work, provide information in the applicable sections of this form.

The hourly rate shall be the raw (unburdened) labor rates exclusive of taxes, insurance, overhead, profit, etc.

NOTE: This form is for informational purposes only and will not be used for final evaluation and scoring for Price.

PERSONNEL POSITIONS (Insert below for each position the minimum unburdened hourly rate)

DESCRIPTION	UNIT	(HOURLY RATE (UNBURDENED)
Project Manager or Equivalent	Hour	$ 30.00
Assistant Project Manager or Equivalent	Hour	$ 22.75
Quality Control Manager or Equivalent	Hour	$ 22.75
Shift Supervisor or Equivalent	Hour	$ 22.75
Team Leader/Supervisor or Equivalent	Hour	$ 19.50
Janitorial Worker or Equivalent	Hour	$ 17.05
	Hour	$
	Hour	$

Vendor Name JANITORIAL 5 STAR SERVICES LLC

JANITORIAL SERVICES – FACILITIES MANAMGEMENT DIVISION
FACILITIES LOCATIONS

WAGE RATES
(FOR LIVING WAGE RATE INFORMATIONAL PURPOSES ONLY EFFECTIVE JANUARY 1, 2023 THRU DECEMBER 31, 2023)

The hourly rate within this attachment shall be in accordance with Broward County Living Wage Ordinance (Sections 26-100 through 26-105 of Article VII, Chapter 26, Broward County Code of Ordinances), as amended, annually adjusted per Living Wage Ordinance.

The completed form should be submitted with the solicitation response prior to the solicitation closing date. If not included with the solicitation response, the proposer is required to provide within three business days of County's request. Vendor may be deemed non-responsible for failure to fully comply within stated timeframes.

The hourly rate must be entered for all personnel positions in accordance with Special Instructions to Vendors, Section J.2. If additional personnel positions are proposed to perform the work, provide information in the applicable sections of this form.

The hourly rate shall be the raw (unburdened) labor rates exclusive of taxes, insurance, overhead, profit, etc.

NOTE: This form is for informational purposes only and will not be used for final evaluation and scoring for Price.

PERSONNEL POSITIONS (Insert below for each position the minimum unburdened hourly rate)

DESCRIPTION	UNIT	(HOURLY RATE UNBURDENED)
Project Manager or Equivalent	Hour	$ 30.00
Assistant Project Manager or Equivalent	Hour	$ 22.75
Quality Control Manager or Equivalent	Hour	$ 22.75
Shift Supervisor or Equivalent	Hour	$ 22.75
Team Leader/Supervisor or Equivalent	Hour	$ 19.50
Janitorial Worker or Equivalent	Hour	$ 17.05
_____	Hour	$ _____
_____	Hour	$ _____

Vendor Name JANITORIAL 5 STAR SERVICES LLC

2021 Florida Limited Liability Company Annual Report

2021 FLORIDA LIMITED LIABILITY COMPANY ANNUAL REPORT

Broward County Board of County Commissioners

FILED
Jan 27, 2021
Secretary of State
3489649676CC

DOCUMENT# L17000159119

Entity Name: JANITORIAL 5 STAR SERVICES LLC

Current Principal Place of Business:

1961 NE 25TH AVE
POMPANO BEACH, FL 33062

Current Mailing Address:

1961 NE 25TH AVE
POMPANO BEACH, FL 33062 US

FEI Number: 82-2282100

Certificate of Status Desired: No

Name and Address of Current Registered Agent:

OLBEL, KRISTEN
1961 NE 25TH AVE
POMPANO BEACH, FL 33062 US

The above named entity submits this statement for the purpose of changing its registered office or registered agent, or both, in the State of Florida.

SIGNATURE:

Electronic Signature of Registered Agent — Date

Authorized Person(s) Detail :

Title	CEO
Name	OLBEL, KRISTEN
Address	1961 NE 25TH AVE
City-State-Zip:	POMPANO BEACH FL 33062

Title	COO
Name	OLBEL, MIKELANGE
Address	1961 NE 25TH AVE
City-State-Zip:	POMPANO BEACH FL 33062

I hereby certify that the information indicated on this report or supplemental report is true and accurate and that my electronic signature shall have the same legal effect as if made under oath; that I am a managing member or manager of the limited liability company or the receiver or trustee empowered to execute this report as required by Chapter 605, Florida Statutes; and that my name appears above, or on an attachment with all other like empowered.

SIGNATURE: KRISTEN LYNNE OLBEL CEO 01/27/2021

Electronic Signature of Signing Authorized Person(s) Detail — Date

Living Wage Ordinance Compliance Affidavit Form

LIVING WAGE ORDINANCE COMPLIANCE AFFIDAVIT
FORM

The completed and signed form should be returned with the Vendor's submittal. If not provided with submittal, the Vendor must submit within three business days of County's request. Vendor may be deemed non-responsivefor failure to fully comply within stated timeframes. Vendor should scan and upload the completed, signed form(s) in BidSync.

Covered Employer: Janitorial 5 Star Services LLC

Address: 1961 NE 25th Ave Pompano Beach, FL 33062

Local Contact: Kristen Olbel | E-Mail Address: janitorial5starservices@gmail

Address: 1961 NE 25th Ave Pompano Beach, FL 33062

Contract #

Amount:

Using Agency Janitorial 5 Star Services LLC

Served: Solicitation No. and Title: BLD2121632P1 Janitorial Services - County Facilities

By signing below I hereby certify that the covered employees listed below: (please check one)

A. ☐ Receive a minimum pay of $ _____ per hour and are provided health benefits valued at $ _____ per hour.

B. ☒ Receive a minimum pay of $ 17.05 per hour and are not provided health benefits.

Provide names of hourly employees and their job classifications providing covered services for the above referenced contract:

Name	Job Class	A or B	Name	Job Class	A or B
Lakesha Hanson	Supervisor	B			
Kenny Bellinger	Supervisor	B			

(Attach Additional sheets in the format above, if needed)

I, Kristen Olbel (Print Name) attest that of Janitorial 5 Star Services (Company) hereby

(1) I have the authority to sign this notarized compliance affidavit, (2) the following information is true, complete and correct and (3) the Vendor certifies that it shall:

a) Pay all employees working on this contract/project, who are covered by the Living Wage Ordinance, as amended, in accordance with wage rates and provisions of the Living Wage Ordinance;

b) Provide the applicable living wage statement regarding wage rates with the employee's first paycheck or direct deposit receipt as required by the Living Wage Ordinance, as amended; and

c) (IF APPLICABLE) If health care benefits are provided under "A" above, the health care benefit meets the standard health benefit plan as described in Section 627.6699 (12)(b)(4), Florida Statutes, as amended. As a principal officer of the covered employer, the undersigned affirms that the referenced Florida Statute has been reviewed and the covered employer's health plan meets all the elements required by the statute, as amended.

Signature Kristen Olbel Title CEO

SWORN TO AND SUBSCRIBED BEFORE ME this 12 day of May, 20 21

STATE OF Fl

COUNTY OF Broward

RENETTE VEDRINE NOTARY PUBLIC STATE OF FLORIDA My Comm. Expires July 22, 2023 No. GG 357147

Notary Public (Sign name of Notary Public) (SEAL) My commission expires: 7/22/23

Personally Known ☐ or Produced Identification ☒ Type of Identification Produced: DL

LETTER OF INTENT

BROWARD COUNTY
FLORIDA
OFFICE OF ECONOMIC AND
SMALL BUSINESS DEVELOPMENT

LETTER OF INTENT

BETWEEN BIDDER/OFFEROR AND COUNTY BUSINESS ENTERPRISE (CBE) FIRM/SUPPLIER

This form is to be completed and signed for each CBE firm. If the PRIME is a CBE firm, please indicate the percentage performing with your own forces.

Solicitation No.: BLD2121632P1

Project Title: Janitorial Services - County Facilities

Bidder/Offeror Name: Janitorial 5 Star Services LLC

Address: 1961 NE 25th Ave City: Pompano Beach State: FL Zip: 33062

Authorized Representative: Kristen Olbel Phone: 954-702-2053

CBE Firm/Supplier Name: _____

Address: _____ City: _____ State: ____ Zip: _____

Authorized Representative: _____ Phone: _____

A. This is a letter of intent between the bidder/offeror on this project and a CBE firm for the CBE to perform work on this project.

B. By signing below, the bidder/offeror is committing to utilize the above-named CBE to perform the work described below.

C. By signing below, the above-named CBE is committing to perform the work described below.

D. By signing below, the bidder/offeror and CBE affirm that if the CBE subcontracts any of the work described below, it may only subcontract that work to another CBE.

Work to be performed by CBE Firm

Description	NAICS[1]	CBE Contract Amount[2]	CBE Percentage of Total Project Value
Janitorial Services (Agreement 1-14)	561720		100.00 %
			%
			%

AFFIRMATION: I hereby affirm that the information above is true and correct.

CBE Firm/Supplier Authorized Representative

Signature: _____ Title: _____ Date: _____

Bidder/Offeror Authorized Representative

Signature: Kristen Olbel Title: CEO Date: 05/25/2021

[1] Visit Census.gov and select NAICS to search and identify the correct codes. Match type of work with NAICS code as closely as possible.

[2] To be provided only when the solicitation requires that bidder/offeror include a dollar amount in its bid/offer.

In the event the bidder/offeror does not receive award of the prime contract, any and all representations in this Letter of Intent and Affirmation shall be null and void.

Rev.: June 2018

Compliance Form No. 004

OSHA Certification

5/26/2021

Certificate of Completion

360training.com

This Certifies That

Kristen Olbel

is awarded this certificate for

OSHA 30 Hour Outreach Training Program - General Industry

Credit Hours: 30.00

Completion Date: 05/10/2019

Curtis Chambers, Trainer C 26-0106073 and G 26-0079775

"As an OSHA authorized trainer, I verify that I have conducted this OSHA outreach training class in accordance with OSHA Outreach Training Program requirements. I will document this class to my authorizing OSHA training organization. Upon successful review of my documentation, I will provide each student their completion card within 90 days of the end of the class."

6801 N Capital of Texas Hwy, Bldg I, Suite 250 ♦ Austin, TX 78731 ♦ 877.881.2235 ♦ www.360training.com

BrdSyRc

Broward County Board of County Commissioners

BLD2121032P1

P. 865

Certificate of Insurance

BLD2121632P1

CERTIFICATE OF LIABILITY INSURANCE

DATE (MM/DD/YYYY): 05/12/2021

THIS CERTIFICATE IS ISSUED AS A MATTER OF INFORMATION ONLY AND CONFERS NO RIGHTS UPON THE CERTIFICATE HOLDER. THIS CERTIFICATE DOES NOT AFFIRMATIVELY OR NEGATIVELY AMEND, EXTEND OR ALTER THE COVERAGE AFFORDED BY THE POLICIES BELOW. THIS CERTIFICATE OF INSURANCE DOES NOT CONSTITUTE A CONTRACT BETWEEN THE ISSUING INSURER(S), AUTHORIZED REPRESENTATIVE OR PRODUCER, AND THE CERTIFICATE HOLDER.

IMPORTANT: If the certificate holder is an ADDITIONAL INSURED, the policy(ies) must have ADDITIONAL INSURED provisions or be endorsed. If SUBROGATION IS WAIVED, subject to the terms and conditions of the policy, certain policies may require an endorsement. A statement on this certificate does not confer rights to the certificate holder in lieu of such endorsement(s).

PRODUCER	CONTACT NAME: Martha Julius
Mckinley Financial Services 2890 W State Road 84, Suite 119 Fort Lauderdale FL 33312	PHONE (A/C, No, Ext): (954) 938-2685 FAX (A/C, No): (954) 938-2695 E-MAIL ADDRESS: mjulius@mckinleyinsurance.com

INSURED	INSURER(S) AFFORDING COVERAGE	NAIC #
Janitorial 5 Star Services, LLC 1961 NE 25th Ave Pompano Beach FL 33062	INSURER A: ASCENDANT UNDERWRITERS	
	INSURER B: NORMANDY HARBOR INSURANCE COMPANY	
	INSURER C: WESTERN SURETY	
	INSURER D:	
	INSURER E:	
	INSURER F:	

COVERAGES **CERTIFICATE NUMBER:** **REVISION NUMBER:**

THIS IS TO CERTIFY THAT THE POLICIES OF INSURANCE LISTED BELOW HAVE BEEN ISSUED TO THE INSURED NAMED ABOVE FOR THE POLICY PERIOD INDICATED. NOTWITHSTANDING ANY REQUIREMENT, TERM OR CONDITION OF ANY CONTRACT OR OTHER DOCUMENT WITH RESPECT TO WHICH THIS CERTIFICATE MAY BE ISSUED OR MAY PERTAIN, THE INSURANCE AFFORDED BY THE POLICIES DESCRIBED HEREIN IS SUBJECT TO ALL THE TERMS, EXCLUSIONS AND CONDITIONS OF SUCH POLICIES. LIMITS SHOWN MAY HAVE BEEN REDUCED BY PAID CLAIMS.

INSR LTR	TYPE OF INSURANCE	ADDL INSD	SUBR WVD	POLICY NUMBER	POLICY EFF (MM/DD/YYYY)	POLICY EXP (MM/DD/YYYY)	LIMITS	
A	X COMMERCIAL GENERAL LIABILITY CLAIMS-MADE X OCCUR GEN'L AGGREGATE LIMIT APPLIES PER: POLICY PRO-JECT LOC OTHER:	N	N	GL67203-0	09/26/2020	09/26/2021	EACH OCCURRENCE DAMAGE TO RENTED PREMISES (Ea occurrence) MED EXP (Any one person) PERSONAL & ADV INJURY GENERAL AGGREGATE PRODUCTS - COMP/OP AGG	$ 1,000,000 $ 50,000 $ 100,000 $ 1,000,000 $ 2,000,000 $ 1,000,000
	AUTOMOBILE LIABILITY ANY AUTO OWNED AUTOS ONLY HIRED AUTOS ONLY SCHEDULED AUTOS NON-OWNED AUTOS ONLY	N	N	02418855-0	07/24/2020	07/24/2021	COMBINED SINGLE LIMIT (Ea accident) BODILY INJURY (Per person) BODILY INJURY (Per accident) PROPERTY DAMAGE (Per accident)	$ $ 10,000 $ 20,000 $ 10,000
	UMBRELLA LIAB OCCUR EXCESS LIAB CLAIMS-MADE DED RETENTION $						EACH OCCURRENCE AGGREGATE	$ $
B	WORKERS COMPENSATION AND EMPLOYERS' LIABILITY ANY PROPRIETOR/PARTNER/EXECUTIVE OFFICER/MEMBER EXCLUDED? (Mandatory in NH) Y / N: Y If yes, describe under DESCRIPTION OF OPERATIONS below	N / A	JN	NHFL0113342019 01/	01/03/2021	01/03/2022	PER STATUTE OTH-ER E.L. EACH ACCIDENT E.L. DISEASE - EA EMPLOYEE E.L. DISEASE - POLICY LIMIT	$ $ 100,000 $ 100,000 $ 500,000
C	Bond	N	N	C28456	04/13/2020	04/13/2021	LIMITS	50,000

DESCRIPTION OF OPERATIONS / LOCATIONS / VEHICLES (ACORD 101, Additional Remarks Schedule, may be attached if more space is required)

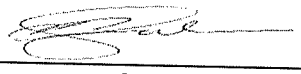
CERTIFICATE HOLDER

To Whom it may Concern

CANCELLATION

SHOULD ANY OF THE ABOVE DESCRIBED POLICIES BE CANCELLED BEFORE THE EXPIRATION DATE THEREOF, NOTICE WILL BE DELIVERED IN ACCORDANCE WITH THE POLICY PROVISIONS.

AUTHORIZED REPRESENTATIVE



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JANITORIAL
5 STAR SERVICES LLC

"Allow us to give you a Star Cleaning"

Employee and Safety Training Manual

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Definition of Terms

Cleaning--Cleaning is removing obvious dirt, debris, and other materials from a surface.

Etiquette Etiquette refers to rules of acceptable behavior. In other words, etiquette by definition refers to the “rules and conventions governing correct or polite behavior in society in general or in a specific social or professional group or situation

Green Cleaning--Green Cleaning is cleaning to protect health without harming the environment.

Falls—

Lockout/Tagout--"Lockout/Tagout (LOTO)" refers to specific practices and procedures to safeguard employees from the unexpected energization or startup of machinery and equipment, or the release of hazardous energy during service or maintenance activities. A lockout/tagout program requires the identification and implementation of practices and procedures necessary to shut down and lockout/tagout machines and equipment. The program requires that certain employees receive training in the lockout tagout procedures and that periodic inspections be conducted to maintain and enhance it.

Safety Safety as it applies to this manual is relative freedom from danger, risk, or threat of harm, injury, or loss to personnel and/or property, whether caused deliberately or by accident.

Sanitizing--Sanitizing or disinfecting is the actual killing of the microorganisms through heat or chemicals.

Security Security as it applies to this manual is prevention of and protection against assault, damage, fire, fraud, invasion of privacy, theft, unlawful entry, and other such occurrences caused by deliberate action.

Slips--A slip occurs when there is too little traction or friction between the shoe and walking surface. You slip when you lose your footing or

grip on a slippery surface.

Trips and Falls A trip is a fall or stumble caused by catching your foot on something. Tripping and falling accidents occur when your foot comes in contact with an object, or drops unexpectedly throwing you offbalance. A fall is when someone or something moves downward to a lower position by the force of gravity.

Universal Precautions--Universal precautions refers to the practice, in medicine, of avoiding contact with patients' bodily fluids, by means of the wearing of nonporous articles such as medical gloves, goggles, and face shields.

Chapter 1: Introduction

WHAT IS THE CUSTODIAL OR JANITORIAL INDUSTRY?

A janitor or custodian is a person who takes care of a building,
such as a school, office building, hospital, or apartment. Janitors are responsible primarily for cleaning, and often though not always some maintenance and security duties. Similar to the custodian or janitor is the building superintendent. Generally a superintendent has more maintenance and managerial duties.

Janitors and custodians may be required to receive training and licensing in various fields, such as Hazmat, CPR, or Boiler Operations, depending on the employer and the specific nature of the job.

A custodian may be considered to be different from a janitor. In some settings janitors are called housekeepers or housekeeping staff and in other settings they are referred to as maintenance or maintenance staff. Institutions have come up with a number of alternative job titles.

PURPOSE OF THIS MANUAL

The purpose of this manual is to acquaint you with cleaning techniques and safety in the Janitorial and Custodial industry. Some typical cleaning jobs may include the following tasks.
Cleaning bathrooms
Sinks
Toilets
Urinals
Cleaning floors
Cleaning carpeting
Cleaning stainless steel and other special surfaces
Clearing tables in lunch room
Emptying trash and recycling bin
Stripping and waxing floors

No matter what job you have as a Janitor or Custodian there are responsibilities associated with your job. One of these responsibilities is safety, safety for you and the safety of your coworkers and guests or patients in your facilities. Over the many years, safety has evolved

into a very high profile responsibility. Depending on where you live and work, safety laws and regulations are becoming more stringent and demanding.

Ideally safety is freedom from danger. Of course, every safety topic for the Janitor or Custodian cannot be covered in this one manual. However we will be discussing many safety topics including protection from the risk of harm or injury, safety devices, and responsibilities.

Topics including general information and new employee orientation will be covered. There are sections on accident prevention, bloodborne pathogens, electrical safety, lockout and tagout, safe lifting, and of course cleaning techniques.

Chapter 2: General Safety Rules for Everyone

The Janitors and Custodians may consist of many groups of employees. As indicated by the different job titles mentioned, jobs in this industry are many and diversified. There are general safety rules that apply to everyone. Some of these rules are discussed here. Horseplay is always prohibited…so don t even think about it

PERSONAL

Personal Hygiene
Hygiene refers to the set of practices associated with the preservation of health and healthy living. Hygiene is a concept related to medicine, as well as to personal and professional care practices related to most aspects of living, although it is most often associated with cleanliness and preventative measures. In medicine, hygiene practices are employed to reduce the incidence and spreading of disease.

Cleanliness requires a daily bath and a change to clean underclothing. Use a deodorant to prevent body odor. If you are a guy, shave daily. Give teeth and hair proper care, everyday. Keep fingernails short and clean. If you are a gal, use cosmetics in moderation. Refrain from the use of heavy scents.

In order to control cross-contamination, hands should be washed after performing cleaning duties. Before continuing on to the next area, wash your hands. Also, wash before meals and after going to the restroom.

Massage hand cleaner around the fingers, knuckles, and hands. Scrub fingernails with a brush. Keep your hands lower than your elbows when washing. Wash vigorously for two minutes. The tap water should be running during the entire process. Use medicated hand moisturizer when skin becomes dry or chapped.

To protect yourself you should use the proper Personal Protective Equipment or the acronym PPE for each cleaning task you perform.

Report to Work Rested
A first step to safety is to report to work rested, alert, and ready to perform your job. Fatigue may affect your ability to work safely. It may also impair your ability to treat your colleagues with the hospitality consistent with your training.

Wear Appropriate Clothing
Next, you should always wear appropriate clothing for your job. Follow your company's dress code. This includes wearing proper footwear for the job.

If you will be working equipment and machinery, don't wear rings and jewelry that can get caught in the moving parts.

Keep long hair tied back or under a hat. This will avoid having your hair getting caught in machines. Clothing should fit properly allowing room for movement without being so loose it could get caught in machinery moving parts.

Report Accidents
Most companies provide necessary first aid and medical treatment for injuries. If you are injured on the job, report the accident to your supervisor immediately, so that proper medical treatment can be provided.

First aid or professional medical treatment will be given as necessary; however, you must report all accidents and injuries when they occur, even if your injury does not require medical treatment.

PERSONAL PROTECTIVE EQUIPMENT

What is personal protective equipment or the acronym PPE and how does it affect you?
Personal protective equipment is equipment that has been designed to protect you from potential injuries. When required for certain job assignments, personal protective equipment will be issued to you It s your responsibility to wear it

Personal protective equipment could include safety glasses when your eyes are exposed to potential injury, gloves to protect your hands, hard hats for head protection, hearing protection for high noise areas, face shields to protect your face, respirators, specialized shoes…all these and more are considered personal protective equipment

Wearing personal protective equipment is important to protect you from injury or illness while performing your job. Some of the personal protective equipment you need may include:

Eye Protection
You should choose the proper type of eye protection for the hazard. For example, safety glasses are not appropriate when working with chemicals that may splash in your face or

eyes. Goggles and a face shield would be the best choice when working with chemicals.
Skin Protection

You should wear the right protective gloves for the hazard or chemicals. Some products can melt or go through the glove. Also protect your skin by wearing a protective apron or smock. If your clothing is soaked with chemicals, change them immediately to prevent prolonged skin contact.

Hearing Protection
Hearing protection may also be required if you work in a noisy area or with noisy equipment such as vacuums and other tools.

Respiratory Protection
Respiratory protection may be required depending on the job and chemical products being used. You must be trained before using a respirator. Discuss the need for this protection with your supervisor.

ELECTRICAL SAFETY

Electrical safety is another important safety consideration. Naturally, everyone has been exposed to electricity and how dangerous it can be if it's misused.

Generally, in the workplace you should always inspect electrical cables, cords, and plugs for frays, cracks, cuts, or defects before you use them. If the electrical tools or equipment you use do not say “Double Insulated on the manufacturer s tag then they must be grounded with a 3-prong plug and a grounded cable. This provides some degree of protection from electrical shock in case of a malfunction or short in the tool. Figure 1 shows a three prong plug and receptacle.

What this means is there must be a third prong on the plug. The third wire goes to ground. In case of a short or malfunction, the electricity will flow though this third wire to ground and not through the person holding the malfunctioning tool or equipment. Of course, if the ground wire is not properly connected to the system or the third prong is missing from the plug, then there is no electrical shock prevention.

Always check and test your equipment for safety before you use it.
Never allow an outlet to be overloaded.

Don t overload circuits by plugging in more than the allowed number of electrical power outlets.

The use of octopus plugs, as shown here, makes a dangerous situation that could cause a fire. Electrical hazards can be caused by faulty electrical tools and equipment, appliances and wiring, electrical outlets, switch panels and electric transformers.
Remember to unplug any electrical appliance before you clean it. Working around water and electricity is dangerous.

Make sure that any electrical or other types of cords do not create tripping hazards. Of course, never clean electrical equipment with flammable or toxic solvents and never use flammables near electrical tools. The sparks from the inside of a machine or tool can cause an explosion.

CONTROL OF HAZARDOUS ENERGY/ LOCKOUT TAGOUT

What is Lockout/Tagout or LOTO?
"Lockout/Tagout or LOTO" refers to specific practices and procedures to safeguard employees from the unexpected energization or startup of machinery and equipment, or the release of hazardous energy during service or maintenance activities. A lockout/tagout program requires the identification and implementation of practices and procedures necessary to shut down and lockout/tagout machines and equipment. The program requires that certain employees receive training in the lockout tagout procedures and that periodic inspections be conducted to maintain and enhance it.

Lockout is the practice of using keyed or combination security devices or “locks to prevent the unwanted activation of mechanical or electrical equipment. Tagout is the practice of using tags in conjunction with locks to increase the visibility and awareness that equipment is not to be energized or activated until such devices are removed. A tagout device is usually a non-reusable type, attachable by hand, self-locking, and non-releasable with a minimum unlocking strength of no less than 50 pounds.

Authorized and Affected Employees for LOTO
Now, before we go much further, let's discuss two categories of employees requiring knowledge and training in lockout tagout procedures The first category is “Authorized Employees These are maintenance personnel who actually use lockout and tagout procedures while they are repairing or maintaining equipment. The second category is “Affected Employees This describes any employee who uses or works around equipment and machinery that may be locked out or tagged out. You need to be able to recognize tags

used by your employer for LOTO It s recommended that virtually all employees be in the “Affected Employee category

What are Hazardous Energy Sources?
Let's begin with some basics, as you'll need these to understand the program. What are hazardous energy sources?

Electricity is used to provide power to a wide variety of machines and equipment. Locking out of electricity prevents electrical equipment from accidental release of electricity during maintenance or repair. The main problem here is locking out electricity does not guarantee that other energy sources won't be released. There may be a steam valve that requires locking out as well or hydraulic, vacuum, or pneumatic pressure, mechanical motion, springs, thermal energy such as steam or heat, or extremely low temperature liquids or gases.

Releases of chemicals or chemical reactions are other energy sources that must be controlled, dissipated, or shut off. Locking out of electricity may not provide adequate protection during maintenance and repair. Each machine or piece of equipment must be inspected by trained employees to determine adequate lockout procedures for all potential hazardous energy sources. Your organization must have these energy sources identified and listed in the written lockout/tagout policy and procedures.

The first step in all lockout/tagout procedures is to identify the potential energy sources that will require control by lockout or tagout. In general, there are 6 types of energy sources that may be encountered. As we discussed earlier, electrical energy is the first type of energy source for consideration. In addition there is mechanical energy, hydraulic energy, pneumatic energy, thermal energy and chemical energy.

Mechanical energy can present a danger from moving parts such as rotating fans, shafts, gears, grinding wheels, moving packer blades, panels, conveyors, and more. Hydraulic systems that work using fluid under pressure are candidates for LOTO procedures. An example of pneumatic energy is air pressure stored on Air Brake Systems. Pneumatic pressure may also be present in air accessories and control systems. Thermal energy is heat, heat from fluids such as coolant and lubricating oils and from hot machinery such as engines, exhaust systems, electric motors, and gear cases are sources of potential thermal energy. Finally, potential energy can be released by chemicals when they react with one another, or react with air and/or water.

Now, that we have identified potential energy sources; we have to determine which switch, valve or other isolating device will be operated to isolate these energy sources. Whenever working on equipment in a manner which any potential energy source could be encountered, the appropriate procedures must be followed to isolate or disable the applicable hazards.

Employee Training for LOTO
Employees or any other authorized and affected employees who may be reasonably expected to use the equipment or procedures for LOTO must receive annual LOTO training from the appropriate training staff. Training requirements are outlined under Code of the Federal Register 29 CFR 1910.147 Section (c)(7) (i),(ii), and (iii). These training programs are designed to provide you with a good understanding of lockout/tagout procedures.

Record Keeping for LOTO
Inspection records and training records will be kept by your employer. Training records will be maintained by employer and they will include an outline of topics covered. In addition, a sign in sheet of attendees will be included with training records. Inspection records will also be kept.

Inspection Methods for LOTO
OSHA requires that a LOTO Program be reviewed once a year and that periodic inspections of the procedures are made to ensure that they are being followed correctly. Inspections may be done in the shops in your physical plant. These shops may include auto, central plant, controls, electric, plumbing, and refrigeration. Inspections are designed to include cataloging the general types of hazardous energy and equipment applicable to each area.

Some inspections may involve questions only; some may include demonstrations; and others may occur during actual LOTO activities. General questions that may be asked include:
1. Who are the authorized employees, i.e. those using LOTO)?
2. Who are the affected employees, i.e. who are employees that could be exposed to LOTO hazards?
3. Are procedures for energy control in place?
4. What equipment is subject to LOTO?
5. Do specific written procedures exist, i.e. written procedures for de-energizing and reenergizing equipment?
6. Where are your locks/tags?
   What if an “Authorized Employee is not available to remove the lock
8. What inspection records exist for your Department?

9. Do you know what training records exist?

Who is Responsible?
Each individual must accept the responsibility to know the rules and to follow your organization's policies and procedures exactly. The primary purpose of any LOTO program is accident prevention. It is designed to safeguard you and those around you. Safety is always a team effort and LOTO is no different. The rules are very important and if you're not sure about a particular procedure don t be afraid to ask questions Ask your supervisor Don't take chances! Failure to properly lockout and tagout when necessary can lead to potentially serious injury.

To make sure the machine doesn't start accidentally, all hazardous energy must be locked out Hazardous energy could be electricity springs under tension gravity…where heavy parts could fall down, liquids, or steam under pressure or other hazardous energy sources. Some common lockout/tagout equipment is shown in Figure 3. The figure illustrates locks with keys and tags.

Even if you don't work in these areas or you're not a mechanic or machine operator, it's important that you know about these tags and locks.

Never Remove LOTO
Never remove any of these tags or locks, unless you're the person who placed them there. Don't attempt to start any machine that has a lock or tag on it. Lockout and tagout procedures save lives.

EMERGENCY ACTIONS

In case of fire, exit the building by appropriate exits. Remain calm and report to your designated area so your supervisor can account for you. It's important to know if anyone is left inside the building or if anyone is missing.

In case of earthquake or a tornado, it's best not to go outside. Falling electrical lines, broken glass, or other dangerous conditions could exist outside your building. Experts recommend that you get under a sturdy desk or other heavy object and Duck, Cover, and Hold.
Duck under a heavy object for safety.
Cover your head with your hands.
Hold that position until it's safe to move.

In cases of emergency you should know elements of your company s emergency plan and be prepared to follow them.
Remain calm and use your good judgment and your training to protect yourself and others.

HOUSEKEEPING FOR EVERYONE

In this case housekeeping means that you should check your work area for materials, cords, cables, or other items that can cause slips, trips, or falls.
Housekeeping is checking your equipment to make sure grease or oil doesn't leak on floors, causing potential slips and falls.
Your housekeeping duties include checking closets in your work area for trash, debris, or other potential hazardous conditions. Then address the issue.
Housekeeping is also taking the time to make sure your entire work area, regardless of your job description, is neat, clean, and organized; including putting tools or utensils where they belong when you've finished using them.
Housekeeping is picking up paper trash or debris when you see it…even if it s not in your department.
Housekeeping is your responsibility, no matter where you work.

SLIPS, TRIPS AND FALLS

Slips, trips, and falls are a major cause of workplace injuries. Believe it or not accidents happen. Fall injuries can happen when a janitor simply steps off of a loading dock. Or perhaps, a truck driver breaks his ankle when jumping down from the cab of his truck.

Causes of Slips, Trips, and Falls
Slips happen when there is too little friction or traction between footwear and the walking surface. It is easy to slip on a wet or oily surface.

Slips and falls happen. Jumping from any elevated surface is hazardous. You can fall from ladders, stairs, or curbs. Slippery floors, debris, or uneven surfaces will potentially cause you to trip or slip and fall. The study of slip, trip, and fall accidents and injury statistics help us to understand where we went wrong. We use information from these studies and statistics to determine how to prevent future accidents.

Is there a magic bullet New floor surfaces “slip resistant shoes--what is the answer? We believe the answer is education, greater awareness, and maintaining a good safety attitude. We all must accept responsibility for working and acting safely.

We just can t run the risk of you your coworkers building occupants vendors or clients slipping and falling. First, we are going to review some of the ways people trip and fall. Next, we will review basic prevention techniques.

When your foot strikes an object causing you to lose your balance, you trip and then you stumble or fall. Slips, trips, and fall injuries are caused by hazardous conditions. Hazardous conditions may include an obstructed view or poor lighting.

Clutter left in isles, trash left on the floor, and protruding chair legs contribute to hazardous conditions. These conditions will certainly lead to accidents if left unattended. Uneven steps, uncovered cables, and open bottom desk drawers also provide circumstances that may lead to trips and falls. Wrinkled carpeting or rolled corners on rubber mats provide another set of hazardous conditions.

Prevention Techniques
Both slips and trips result from some a kind of unintended or unexpected change in the contact between your feet and your walking surface. Good housekeeping is the first and the most important level of prevention for these accidents.

All spills should be cleaned up immediately, especially those in isles and walkways.
Spills and wet areas should be marked with orange cones or “Wet Floor signs
Debris should be mopped or swept from floors, immediately.

Obstacles such as stocking carts, crates, and empty boxes should be removed from walkways. Walkways and isles should be kept free of clutter.

Runners, rubber mats, rugs, and carpets that do not lay flat should always be secured to walking surfaces.

File cabinet and storage drawers should always be left closed.
Remember that wires and cables are potential tripping hazards.

Lighting is important. Be sure to keep work areas and walkways well lit by replacing burned out light bulbs and faulty switches Replacing burned out light bulbs is often part of a janitor s job.

All drains must have drain covers that are secured to the floor.

Clean Up!

Cleaning supplies are often dropped and spilled on the floor It s not good enough just to wipe them up you have to actually clean the surface Let s say someone knocks a bottle of marble cleaner off the shelf and onto the floor. The bottle hits the floor and goes crash! Wax goes everywhere. We now have a hazardous condition. By definition this is certainly a slip, trip and fall hazard.

First you must mark the hazard with a sign or an orange cone.

Next you pick up the container and as much of the wax as possible using a broom and dustpan.

A dustpan is a cleaning utensil commonly used in combination with a brush or broom. Industrial and commercial establishments may provide you with a hinged dustpan on the end of a stick to prevent you from constantly stooping to use it. Handheld dustpans may be used with either a full-size broom or with a smaller whisk broom or brush sometimes called a duster.

Water spills should be mopped, and then wiped dry with a dry rag or towel.

Safety awareness is the key to safety.
You will find that there are many hazards occurring in your working environment on a daily basis. Spilled water ice cubes broken glass and food on the floor…all of these things pose special hazards. Of course, you should immediately clean spills or pick up items on the floor or stairs. The only thing that's going to prevent an accident is for you to be aware of potential hazards and pay attention to your walking surfaces.

If you see something on the floor that doesn t belong there pick it up It s that simple Remember, watch where you walk. Be aware of your surroundings. Always wear approved slip resistant footwear at work. When you see water on the floor or some other hazard, clean it up!

To properly clean up a spill that contains oils, you must first wipe it up and then put some abrasive powder on the contaminated surface. Rub the area to remove any remaining oils. Then clean the floor surface with soap and water, rinse it, and make sure the floor surface is not slick.

Without good housekeeping practices, any other preventive measures will never be fully effective.

Footwear

Footwear is important! Footwear is personal protective equipment where floors may be oily, wet or if workers spend considerable time outdoors. In these circumstances, fall accident prevention should focus on selecting proper footwear. Ordinary tennis shoes are popular, but in wet and slippery environments, they can contribute to accidents and injuries. There is compelling evidence that using slip-resistant footwear reduces accidents.

Effectiveness of slip resistant footwear depends on more than just the footwear design. It is also affected by its use, environmental conditions, and the type of floor surface and finish that is in your working environment.

Behaviors that Lead to Falls

In addition to wearing the wrong footwear, there are behaviors which can lead to slips, trips, and falls. For example, a behavior that can cause a hazardous condition is simply walking too fast or running. Other behaviors that may lead to falls include activities such as not watching where you are going; carrying cleaning buckets and supplies which obstruct your view; wearing sunglasses in low-light areas; failure to use handrails, and allowing yourself to be distracted. These and other behaviors, caused by lack of knowledge, impatience, or bad habits can lead to serious accidents. You can eliminate many slips, trips and fall accidents by simply paying attention and watching where you re going

Warehouse Vehicles

You should never hitch a ride on a forklift pallet jack or in the bed of a truck while you re working. Death or serious injury is a potential result of extra riders falling from these vehicles. The safe way is "NO RIDERS".

Vehicles and the “Three Point System

Janitors and custodians are often moved from one location to another. When getting in and out of vehicles, always practice the "Three-Point System." This is particularly important if you are getting in or out of a truck. This system can significantly reduce the chances of injury through a slip or fall while entering or exiting a vehicle. The Three-Point System means that three of your four limbs are in contact with the vehicle or the ground at all times, either one hand and two feet, or two hands and one foot. In other words, only one limb is in motion at any one time. When getting out of a truck, step down backward.

It is never safe to ride in the back of a truck--if you must, when getting off the bed, step down backward, never "jump" or "fall" down forward.

Stairwells

Stairwells should be well lit with sturdy handrails on both sides. When you are walking down a stairwell, you should always have one free hand. This will allow you to use the handrail. All the steps must be kept free of grease, oil, and obstacles. Obstacles can increase the probability that you or others will have an accident. You should always avoid carrying heavy or bulky objects up or down stairs. Objects that obscure your vision and/or require the use of both hands are a source of hazards. You should carry smaller, lighter loads and make more trips, or obtain help from a coworker. Use an elevator if one is available.

Ladders

Ladders are often used by janitors and custodians. Appropriate ladders should be used when performing jobs such as changing light bulbs, cleaning wall surfaces that are above arms reach, and storing supplies on top shelves. The "Three-Point System" should also be practiced when you use a ladder. This system can significantly reduce the chances of injuring yourself through a slip or fall while climbing ladders. As discussed earlier, the “Three-Point System means that three of your four limbs are in contact with the ladder at all times, either one hand and two feet, or two hands and one foot. Only one limb should be in motion at any one time.

Ladders cause a great number of injuries. Make-shift ladders, chairs, boxes, and barrels should never be used as substitutes for a ladder. The risk of injury is far too great.
The area around the top and bottom of ladder must be kept clear.
Never use a ladder for any purpose other than the one for which it was designed.
Self-supporting step ladders and non-self-supporting extension portable ladders must be able to support at least four times the maximum intended load, except extra-heavy-duty metal or plastic ladders, which must be able to sustain 3.3 times the maximum intended load.

Step Ladders

Figure 8 Example of what not to do. Never stand on the top two steps of a step ladder
Of course we all know to never stand on the top two steps of a step ladder That s just too dangerous and it causes an unsafe shift in the center of gravity of the step ladder.

Don t lean past the rails of the ladder as this also creates instability We call this the belt buckle rule Don t lean past your belt buckle for safety.

When climbing up or down a ladder, always face the ladder.
Naturally don t use a metal ladder when doing electrical work There is a great risk of electrocution or getting a shock that could throw you off the ladder.
Foldout or stepladders must have a metal spreader or locking device to hold the front and back sections in an open position when in use. See the figure above.

Extension Ladders
There are 3 basic requirements for extension ladder setup.
First, the top of the ladder must extend 3 feet or 3 rungs above the point of contact to the structure.

Secondly, it must be setup at the precise angle of 75.5 degrees to provide the proper angle for climbing. The old four to one ratio makes this difficult to achieve, but the correct angle is important An “extension ladder angle verification device is recommended to achieve this angle with accuracy.

Did you know? The most common reason extension ladder accidents occur is due to ladders set up at an improper angle! Several studies show that when workers attempt to set up a ladder at 75.5 degrees without a measurement device, resulting angles varied as much as 9 degrees.

There are commercially available Ladder Angle Verification Devices that are factory set at the OSHA required 75.5-degree angle for correct ladder set up. These devices are simple to use and easily attached to any ladder.

Lets face it without a verification device how do you know that your angle is correct
Ladders are to be kept free of oil, grease, wet paint, and other slipping hazards.
Do not stand above the highest “safe standing level: prescribed by the ladder s manufacturer.

Do not extend the center of your body s torso past either side rail of the ladder In other words don t overreach

Face the ladder while ascending and descending.
Don t carry tools in hand use a tool belt
Wear proper footwear.

FIRE PREVENTION

Good housekeeping is the first step in fire prevention. If you have poor housekeeping, you don't have good fire prevention.

The second step in fire prevention is to know where fire extinguishers are located and how to use them. Fire extinguishers are often marked with a sign as shown in Figure 3. These signs are usually at eye level.

If you don't know how to use the extinguishers at your location, learn how before a fire happens. It's not as easy as it looks because in case of fire, everyone is under pressure and it is easy to panic.

As a review of the use of extinguishers, the first rule is: Life Safety Is Paramount. This means that unless it s safe to do don t try to play the hero Don t try to extinguish a fire that could be hazardous for you or others. Remember, your life is more important than property. The figure below shows a typical fire extinguisher. Fire extinguishers are equipped with a gauge such as the one shown; the needle should be in the green zone - not too high and not too low. There is a nozzle at the end of a hose for aiming. Each extinguisher has a pin to prevent accidental discharging.

However, if extinguishing the fire can be done safely, extinguish it. Use a fire extinguisher. Use the key word PASS, as described below, to remember the proper procedures for extinguishing a fire. First, stand about 8 to 10 feet away from the fire. You don't want to be close to the fire because the pressure of the extinguishing agent may spread the fire. Stay at least 8 to 10 feet away.

The PASS Acronym
P A S S is an acronym that can be used as a quick reference for the operation of a fire extinguisher.
P is for Pull. First you pull the Pin at the top of the extinguisher. The pin releases a locking mechanism and will allow you to discharge the extinguisher.
A is for Aim. Next you aim at the base of the fire, not the flames. This is important-in order to put out the fire, you must extinguish the fuel.
S is for Squeeze. And next you squeeze the lever slowly. This will release the extinguishing agent in the extinguisher. If the handle is released, the discharge will stop.
S is for Sweep. Finally you sweep from side to side using a sweeping motion. Chase the fire into a corner. You must move the fire extinguisher back and forth until the fire is completely out.

It is often a good idea to aim the nozzle in a neutral direction away from anything, and then lightly squeeze the handle. This will give you a feel for your particular extinguisher.
Be sure to operate the extinguisher from a safe distance, several feet away, and then move towards the fire once it starts to diminish. Since different fire extinguishers have distinct recommendations for operating distances, be sure to know the instructions on your fire extinguisher. These instructions should be reviewed the first time you familiarize yourself with your facility. Remember to aim at the base of the fire, and not the flames. Chase the fire into a corner if possible, away from any concentration of flammable materials with a sweeping, herding motion.

A typical fire extinguisher contains 10 seconds of extinguishing power. This could be less if it has already been partially discharged. Always read the instructions that come with the fire extinguisher beforehand and become familiarized with its parts. It is highly recommended that you get hands-on training.
Once the fire is out don t walk away Watch the area for a few minutes in case the fire reignites.

The Fire Triangle
The triangle illustrates the rule that in order to ignite and burn, a fire requires three elements: heat, fuel, and an oxidizing agent, usually oxygen. The fire is prevented or extinguished by removing any one of the three. A fire naturally occurs when the elements are combined in the right mixture. A graphic depiction of the fire triangle is given in the figure below.

The Fire Tetrahedron
It has largely been replaced in the industry by the fire tetrahedron. The removal of heat explains fire suppression in a majority of cases. However, the suppression effect of Halon, which is a stable halocarbon used to put out fires, cannot be explained completely. It can partly be explained by what is called chemical inhibition. That means that it reacts chemically to reduce the concentration of radicals in the flame. These radicals are essential in the chemical reactions. This has led to development of the fire tetrahedron with the bottom representing the sustaining of chemical reactions. This is illustrated in the next figure.

Combustion is a chemical reaction that feeds a fire more heat and allows it to continue. When the fire involves burning metals like lithium, magnesium, or titanium, it becomes even more important to consider the energy release. The metals react faster with water than with oxygen and thereby more energy is released. Putting water on such a fire results in the fire getting hotter or even exploding because the metals react with water in an exothermic

reaction. Some metals also burn in carbon dioxide. Therefore, inert agents for example dry sand must be used to break the chain reaction of metallic combustion.
The take home message here is that you must know what kind of fire you are dealing with to know how to distinguish it. If you are not certain, leave it to the professionals.

CAUSES OF ACCIDENTS AND INJURIES

What causes accidents and injuries? Actually, statistics have been maintained by a number of organizations and insurance companies over the years. With millions and millions of accidents and injuries, it's fairly easy to determine the different accident types, causes, and other information. Accidents are investigated to determine what happened, so precautions and safety standards can be implemented to prevent the same type of accident from being repeated.

That's one reason we have so many safety rules and regulations. If people keep falling off ladders, it could reveal that ladders are unsafe to use. Upon investigation of ladder accidents, professionals can determine how the ladder was used and what actually caused the accident.

In most cases it wasn't the ladder that was unsafe. It was the person using it in an unsafe manner. In fact, this is true of most accidents. You'd be surprised to learn that many ladder accidents and injuries are the result of unsafe acts of people.
That's right, unsafe acts of people.

Not equipment, not floors, not ladders, not machines, but people. How can that be?
People don't try to have accidents and they don't try to injure themselves. We're not saying that physical hazards never cause or contribute to an accident because they do. However, many accidents and injuries are caused by the acts of people…people taking short cuts not following proper procedures, ignoring safety rules, and just not paying attention. Or not being trained in safety procedures.

We should always consider possible risks before starting any job and consider how our actions might affect the safety of ourselves and others.

Safety is everyone s responsibility regardless of where you work Your company has provided you with training and equipment to perform your job safety but safety is really up to you. You need to follow company policies and procedures on every job, every day If you do that you ll be doing your part in helping to reduce accidents and injuries in the workplace.

SAFE LIFTING AND BACK INJURY PREVENTION

Safe Lifting
You ve probably heard it a million times bend your legs not your back The reason you ve heard it so much is back injuries are painful and debilitating and a serious back injury can prevent you from earning a living or enjoying your leisure time. Nobody wants a back injury.

What can you do to help reduce your risk?

Never bend your back when lifting. Never bend over and reach to lift anything. Your back is a complex and sensitive structure made up of vertebrae, discs and nerves. The discs are made of a soft jelly-like substance that acts like shock absorbers between the vertebrae. Bending over and lifting puts pressure on these sensitive discs and greatly increases the likelihood of an injury.

Never twist while lifting. This too can damage your back. You may twist and lift every day and you haven t experienced an injury or back problem yet If you continue to twist and lift, sooner or later, you will have a back injury. Instead of twisting, lift the item safely, pivot your feet then set the item down It doesn t take any more time and it could save your back
If an item is too heavy to lift on your own ask a co-worker to help you Don t try to lift it yourself. You ve been trained and taught proper lifting procedures
Whatever you lift, keep it close to your body.

The figure shown above is an illustration of proper lifting technique. You should lower your body by bending your knees keeping your back perpendicular to the floor. You should keep the object as close to your body as possible and then use your leg muscles to lift the object. But it s your responsibility to lift safely Nobody can do it for you it s your decision Make the right choice, the safe choice.

Tips to Prevent Back Pain
Back pain is a fact of life. Many of us have suffered back pain and we know that it's something to avoid. Most doctors don't agree upon what treatment for back pain is best. However, they all agree exercise and diet will greatly reduce your chances of back pain or injury. Since we're not doctors, you should get medical advice on diet and exercise that's best for you.

Proper work practices will make a difference.

As described in the previous section, there are some safe lifting techniques you can use to reduce the potential of injuries and back pain.
Don t lift heavy objects Get mechanical assistance Use hand trucks and folding carts as illustrated in the figure below.

When lifting avoid bending and twisting always use your leg muscles to lift.
Have lumbar support and armrests where you sit.
Change positions frequently.

Safety is a job requirement, but more importantly, safety is a moral obligation to yourself, the company, co-workers, and your family. One accident is simply one too many.

Exits
It is important to know where exits are located and to make sure they re not blocked Safety awareness will eliminate the vast majority of injuries.

Chapter 3: CLEANING

THREE T S OF CLEANING

In order to think through the proper steps in cleaning anything, you must first identify the problem, and then select the proper cleaning products and tools to do the job. Having done this, it is important to understand how to properly use these cleaning products and tools. This is an essential element of a successful cleaning job. It is important to know how and why certain procedures and products work and why some do not.

In order to increase the cleaning efficiency of any cleaning chemical, one can utilize what is known as "The Three T's of Cleaning".

The first "T" is for Time. If a cleaning compound stays on a surface longer, the cleaning efficiency of the product is enhanced. This fact explains why a foaming product is better than a pure liquid on vertical surfaces. A pure liquid runs down the vertical surface. The foam tends to remain longer on the surface; thus increasing the cleaning efficiency.

The second "T" is for Temperature. When hot water is used in a carpet extractor, or when hot water is combined with high pressure washing, or "steam cleaning", the product performs better.

The third "T" is for Turbulence or Agitation. Ever wonder why a black or brown stripping pad is used with a stripper to remove floor finish? The Brown Stripping Pad is constructed of polyester fibers in a semi open texture nonwoven fabrication. Abrasive particles are distributed throughout and adhered to the pad with a sturdy adhesive. This turbulence speeds the removal of floor finish.

Have you ever washed your car using a rag or sponge? You were adding turbulence which

makes the car get cleaner faster. When hand washing is accomplished, the three "T's" are put to work, and many other cleaning procedures employ the three "T's" of cleaning.

CHEMICALS USED FOR CLEANING AND THE MSDS

Chemicals are a vital part of any cleaning operation Without them we couldn t clean But with them, we need to take precautions. If you follow precautions, the chemicals you work with are safe. But you may need to wear personal protective equipment such as gloves in order to ensure your safety.

How do you know what kind of protection is required for each chemical?
The answer is the Material Safety Data Sheets or MSDS. The MSDS contains all the information you need to know about any chemical you work with such as ingredients, hazards, First Aid, personal protective equipment and more If you re unsure about a chemical ask your supervisor for the MSDS. You can never be too safe or too informed about the chemicals that you use.

Material Safety Data Sheet--MSDS
The Material Safety Data Sheet, commonly called the MSDS, is a component of your University s Chemical Hygiene Plan and Hazard Communication Program The MSDS contains information provided by the chemical manufacturer and is maintained by the University to inform students and staff of the possible hazards associated with chemicals being used in their laboratory or work area. It is a critical part of any laboratory safety program. The goal of the MSDS is to provide you with a summarized, multi-source resource that informs you of certain basic but necessary pieces of information regarding the substance or chemical you are about to use.

The MSDS informs you about the material s physical properties and related health effects personnel protective equipment necessary to protect the you, first aid treatment necessary in the event of an exposure, how to respond to accidents, and the planning that may be necessary in order to safely handle a spill.

The MSDS may vary in style and content, but all contain certain required sections. State and Federal law requires that all manufacturers and distributors of chemical products provide the end user with a manufacturer specific MSDS. One method of accessing is through electronic databases. Many employers keep a notebook with MSDSs for the particular cleaning supplies that you will be using in your job.

What is a Material Safety Data Sheet?
The MSDS is a widely used system for cataloging information on chemicals, chemical compounds, and chemical mixtures. MSDS information may include instructions for the safe use and potential hazards associated with a particular material or product. MSDS can be found anywhere chemicals are being used.

There is also a duty to properly label substances on the basis of physico-chemical, health and/or environmental risk. Labels can include hazard symbols such as the European Union standard black diagonal cross on an orange background, used to denote a harmful substance.

The goal of the MSDS is to provide the user with a summarized, multi-source resource that informs the user of certain basic but necessary pieces of information regarding the substance they are about to use The MSDS informs the user about the material s physical properties and related health effects, personnel protective equipment necessary to protect the user, first aid treatment necessary in the event of an exposure, how to respond to accidents, and the planning that may be necessary in order to safely handle a spill.

Each company can design its own MSDS form, and the sections may be in different order. But, the basic kinds of information on any MSDS will be the same. This is an example of the first page of an MSDS.

Chemical Name
For example, there is always a section that lists the identity of the substance or the chemical name on the label, date the MSDS was prepared, the name and address of the manufacturer, and usually a phone number for emergencies and more information.
Hazardous Ingredients/Chemical Identity

The section on hazardous ingredients and chemical identity includes names of substances in the chemical that might be dangerous, and safe exposure limits such as Permissible Exposure Limit or PEL as set by OSHA or the Threshold Value Limit or TVL. This section also lists common names for the chemical.

Physical Characteristics
The section on physical characteristics describes many physical qualities of the chemical, and lets you know what is usual or safe. For example, it may state how the chemical looks and smells; boiling and melting temperatures--this is important in case a chemical might become a gas you could breathe; evaporation rate; how easily the chemical dissolves; and

how heavy it is--this tells you if it will sink, float, or dissolve in water.

Fire and Explosion Data
The section with fire and explosion data provides information on the lowest temperature when the chemical could catch fire or flash point. It also contains flammability data that lets you know if it's flammable; if it catches fire below 100 degrees Fahrenheit; is combustible; or, if it catches fire above 100 degrees Fahrenheit. In addition, this section lists the best way to put out a fire involving that chemical.

Reactivity
The section on reactivity describes what happens if this chemical comes in contact with air, water, or other chemicals. It also describes conditions, like heat, or materials that can cause the chemical to react by burning, exploding, or releasing dangerous vapors. The chemical is called "incompatible" or "unstable" with these conditions or substances. For example, sodium metal is unstable when it comes in contact with water. It explodes!

Health Hazards
The section on health hazards lists ways the chemical might enter your body, like splashing on your skin or being breathed in as vapor. It will also list possible symptoms of overexposure. This section will provide information about how overexposure might make existing medical conditions worse, and it describes emergency first aid procedures.

Usage, Handling, and Storage
The section on usage, handling and storage describes how to clean up an accidental spill, leak, or release. This part will include any special procedures that might be required for clean-up. It will provide you with information on how to handle, store and dispose of chemicals safety. Remember, if there is an accident, you must notify your laboratory instructor or professor immediately. You may take care of it yourself only if you are trained to do so and are wearing the proper personal protective equipment.

Special Protection and Precautions
This section explains special Personal Protective Equipment to use when working with a chemical. It also describes requirements for special procedures, extra health or safety information, signs that should be posted, and other information not covered in other sections.

It is wise to study MSDSs for any chemicals you will work with in your job. MSDSs for a many commercial substances are not primarily intended for use by the general consumer.

Material safety data sheets focus on the hazards of working with the material in an occupational setting. For example, an MSDS for a cleaning solution is not highly pertinent to someone who uses a can of the cleaner once a year, but they are extremely important to someone who works with a cleaner or a chemical in a confined space for 40 hours a week.
You may work in many different departments throughout your facility…housekeeping offices the kitchen, and others. Employees in each of these departments use different chemicals in the performance of their job responsibilities.

You need to be aware of what chemicals are on what items before you use them. Some chemicals when mixed together can be quite deadly Let s give you an example A kitchen employee may have used ammonia on a rag to clean something in the kitchen That s perfectly okay as long as there was proper ventilation. Ammonia on its own is perfectly safe when used properly. But if you take the ammonia soaked rag and use it with detergent containing bleach you have just created a very hazardous condition.

Ammonia and bleach, when mixed together, form a deadly combination called chloramine gas. Chloramine gas can kill you. Never mix bleach and ammonia.

Stain removers and certain detergents can also be a hazard That is why it s vital to your safety and the safety of those around you to always read the chemical label and the MSDS sheet for each chemical that you use and always wear the required personal protective equipment. You can t afford not to

VENTILATION
Most of today s new office buildings and workplaces are highly insulated and practically air tight. While this is great as far as cost effective energy bills go, the down side to tightly insulated buildings is poor indoor air quality. As windows and doors are typically kept shut throughout the day, moisture, and stale air that can carry contaminants and pathogens. The air circulates inside and gives rise to various problems including mold and mildew, health problems, ruined furniture, and peeling paint. The quality of indoor air can be achieved through mechanical ventilation.

An excellent way to ventilate thoroughly, efficiently, and cheaply is to use exhaust fans.
What Are Exhaust Fans?
An exhaust fan is a mechanical ventilation device that helps to draw out stale and impure air from a room or building and bring in fresh air, thereby improving the quality of indoor air.

Exhaust fans

are typically ducted to the exteriors, through which bad indoor air can effectively be removed from your work space. Any volatile cleaning supplies will also be vented.
There is a lot of heat and humidity in the bathrooms and laundry rooms and without proper ventilation, mold and mildew can accumulate. Ventilation also keeps the heat down and makes your facility a more comfortable place to work.

Use spray bottles instead of aerosols for applying chemicals if another means is not possible, and make sure you have proper ventilation when using chemicals. When in a commercial building, make sure ventilation systems are turned on. Inadequate ventilation allows chemical byproducts to be absorbed into porous items such as ceiling tiles and wallboard.

What to do when there is no exhaust fan
If you are cleaning a restroom with no exhaust system prop the door open Place a “Cleaning in Progress sign in the doorway

Whenever possible, use mechanical means rather than chemical means for cleaning. For example, use a microfiber cloth instead of a chemical-based dust control product. Also use a microfiber cloth instead of a feather duster, which causes dust to become airborne.

REPORT HAZARDOUS CONDITIONS

We couldn t possibly cover every safety hazard you may encounter on the job That s why it s up to you to pay attention to safety and do your part to reduce accidents and injuries. You work in the facility every day and no one knows your job better than you.

The training you ve received should help you perform your job in a safe manner But it s really up to you. Obey all posted warning signs. Read and follow all instructions on chemical labels and MSDS sheets. Lift safely. You should always report hazardous conditions to your supervisor, so they can be corrected.

But most of all; use your common sense and good judgment and make yourself personally responsible for a safe and accident free workplace. Take pride in your job and in safety. Nobody can do it for you.

Chapter 4: CLEANING IN THE HEALTH CARE INDUSTRY

Sanitation and good housekeeping can both be defined as the practice of rendering the hospital free from agents injurious to health. Microbiology, the study of microscopic living, plantlike organisms, including bacteria, viruses, yeasts and molds is the biological science on which sanitation is based. There are many communicable diseases known to man. Each one of these diseases or infections is caused by a specific organism. Organisms enter the body through the respiratory tract, digestive tract or through breaks in the skin and multiply, causing tissue injury and body reaction. As the organisms multiply many are shed by the infected person and may be spread to others, thus beginning the cycle again.

BACTERIA

Bacteria are one of the more common microorganisms. Bacteria generally reproduce and multiply by simple division. Each cell reaches maximum size and divides into two parts. The two parts then grow to full size and each divides again. This cycle is repeated again and again. Food and environmental conditions such as moisture, temperature, light, and degree of alkalinity influence the rate of bacterial growth. Presence or absence of oxygen is also an important factor, because some bacteria require the presence of oxygen for growth and others require the absence of oxygen.

VIRUSES

Viruses are much smaller than bacteria and they are very often too small to retain in filters. Viruses are considered by some to be living organisms, by others to be complex protein molecules that are capable of growth and multiplication only in living cells. Because of their size, they can remain suspended for long periods of time or they can be transplanted from place to place through the hospital's air conditioning system.

INFECTION CONTROL

You know about infection, bacteria, and viruses, but how do you control these potential health hazards? Control of infection caused by these bacterial and viral organisms depends on breaking what can be called the chain of infection. This chain consists of the reservoir or source of infection, which might be bacteria laden dust, the means of transmission of the infection such as air and finally, the host. The object of infection control is to eliminate reservoirs and to block the means of transmission.

Pathogenic organisms can be transmitted from the reservoir of infection to the new host in four different ways:

1.The first of these is contact, which includes direct contact such as kissing and indirect contact, which means organisms are passed from their reservoir to some object or substance and then to the host.

2.The second type of transmission is sneezing or coughing, which involves droplets.

3.The third type is droplet nuclei, which are the small residue of evaporated droplets that carry pathogenic organisms. These droplet nuclei remain suspended in the air for long periods of time.

4.The fourth type is dust that has become contaminated, which is present on floors, in clothing, and in bedding and when stirred up by normal activities, moves from place to place.

The first step in infection control is to understand the difference between cleaning and sanitizing.

Cleaning is removing obvious dirt, debris, and other materials from a surface. Sanitizing or disinfecting is the actual killing of the microorganisms through heat or chemicals. Disinfectants are very helpful in infection control. There are specific housekeeping procedures essential in controlling the spread of infection.

Top priority should be given to the cleaning of horizontal surfaces, but also give proper attention to the cleaning of walls and other vertical surfaces. Harmful bacteria, which may be introduced into surroundings in a variety of ways, are often airborne for only a short distance. Then they become attached to both vertical and horizontal surfaces, but especially to floors.

Use wet-cleaning methods such as damp wiping, damp mopping, and wet mopping wherever possible. Ordinary dry dusting methods may serve only to redistribute bacteria-laden dust. The use of properly filtered or built in vacuum cleaners is acceptable for dusting and sweeping operations. Add effective germicides or other pathogen killing chemicals to wet cleaning solutions. Don't mix germicides and detergents because the two ingredients may neutralize each other if the appropriate chemicals are not used. If you want to use a combination of germicide and detergent they should be purchased premixed.

Although, the germicide has some value on the floor itself, its real value is in the reduction of bacterial levels in the mop bucket. Unless checked, bacteria multiply rapidly in the warm, moist environment of mop water and may actually contaminate a floor being cleaned.
Fresh damp wiping cloths, treated dust cloths, and clean wet mops should be used to clean surfaces.

The used wet mops and cleaning cloths must be laundered every day. They should not be left soiled or wet in a work closet overnight. Clean the equipment and storage closet every day. Separate cleaning equipment should be maintained for newborn nursery, postpartum, isolation nursery, delivery suite, operating suite, and the emergency department. Use plastic film or waxed paper bags for the disposal of infected materials.

THE LAUNDRY

Contaminated linens should be handled in accordance with approved techniques. Handling of linen is a crucial phase in infection control because soiled linen is a source of microbial contamination. Processing of soiled linen begins when the linen is removed from the patient, bed, stretcher, physician, nurse, examining table, or operating table.

Laundering removes pathogens by dilution, acidity, and alkalinity in the washing process and by application of extremely high heat of 345 degrees Fahrenheit or more in the ironing process. There are a variety of linen handling, processing, and disposing procedures, each unique to individual hospitals. Be sure to follow your hospital's policies and procedures because this is extremely important in infection control Be sure you ve had the proper training and if you re not sure about something, ask your supervisor.

ODOR CONTROL

Odor control is part of infection control. Odor problems arise as a result of poor sanitation in toilet areas, utility rooms and work closets. Deodorizer blocks or sprays that attempt to mask the odors are a mark of poor housekeeping. The most effective way to deodorize these areas is with fresh air, removal of the causes, and frequent cleaning with a detergent-disinfectant solution. Garbage collection areas and soiled linen storage areas may be sites where bad odors arise. Frequent removal of garbage, cleansing of garbage cans, and use of tight lids and the use of waxed paper or plastic liners in garbage cans will help to keep odors to a minimum. Good ventilation is extremely helpful also.

WASTE

Waste constitutes a problem and can be classified into three types:

Non combustible such as glass tin, casts, and other materials
Combustible such as wet tissue bone garbage flowers or dry combustible such as paper crates, cartons, and trash
Chemicals such as acids flammables and solvents

All waste except chemicals can be further classified as infectious or non-infectious. Cartons and boxes are classified as combustible dry waste, but a gift box discarded by a patient in isolation becomes combustible dry infectious waste. The best advice is to follow your hospitals waste handling and disposing procedures.

INSECT AND RODENT CONTROL

Insect and rodent control is very important in infection control as these pests do carry bacteria and other harmful microorganisms; therefore, each individual should take care in their daily work habits, cleanliness, and assisting the hospital in insect and rodent control program.

SUMMARY

Infection control is critical in hospitals due to a wide variety of potential hazards. Follow your hospital's policies and procedures, be aware of the hazards, and do your part in making your hospital as safe and infection free as possible. Employees and patients deserve no less.

BLOODBORNE PATHOGENS

Okay, let's talk about some of the risks and hazards associated with bloodborne pathogens and ways to avoid them. The first place to start is with training.

Under no circumstances should anyone be allowed to work with bloodborne pathogens in any form without full and complete training. Although you may have a special certification or other external training, your employer is responsible for providing you with thorough, sitespecific training and continued instruction in programs and procedures.

Written standard operating procedures or SOPs must form the basis of your ongoing bloodborne pathogen training program.

Training

If you are likely to be in contact with blood borne pathogens, you will have a program designed to provide a good understanding of bloodborne pathogens, common modes of their transmission, methods of prevention, and other pertinent information.
Bloodborne Pathogen training is required if you can reasonably anticipate facing contact with blood and/or other potentially infectious materials as part of your job duties. All Health Care facilities such as a hospital require bloodborne pathogens training and exposure plans, but there are a wide range of other individuals who may come in contact with blood or potentially infectious materials. These individuals may include industrial nurses, first aid providers, emergency first responders, police, and staff.

Pathogens

The pathogens of primary concern are the human immunodeficiency virus (HIV), hepatitis B virus (HBV), and hepatitis C virus (HCV). You are urged to take advantage of available engineering controls and work practices to prevent exposure to blood and other body fluids.

BLOODBORNE DISEASES

Bloodborne pathogens are microorganisms such as viruses or bacteria that are carried in blood and can cause disease in people. There are many different bloodborne pathogens including malaria, syphilis, and brucellosis, but Hepatitis B or HBV and the Human Immunodeficiency Virus or HIV are the two diseases specifically addressed by the OSHA Bloodborne Pathogen Standard. We are going to provide you with information about hepatitis C; this is a bloodborne pathogen that has no cure.

Hepatitis B

In the United States, approximately 300,000 people are infected with Hepatitis B or HBV annually. Of these cases, small percentages are fatal. "Hepatitis" means "inflammation of the liver," and, as its name implies, Hepatitis B is a virus that infects the liver. While there are several different types of Hepatitis, Hepatitis B is transmitted primarily through "blood to blood" contact. Hepatitis B initially causes inflammation of the liver, but it can lead to more serious conditions such as cirrhosis and liver cancer.

There is no "cure" or specific treatment for HBV, but many people who contract the disease will develop antibodies, which help them get over the infection and protect them from getting it again. The Hepatitis B virus is very durable, and it can survive in dried blood for up to seven days.

HUMAN IMMUNODEFICIENCY VIRUS

AIDS, or acquired immune deficiency syndrome, is caused by a virus called the human immunodeficiency virus, or HIV. Once a person has been infected with HIV, it may be many years before AIDS actually develops. HIV attacks the body's immune system, weakening it so that it cannot fight other deadly diseases. AIDS is a fatal disease, and while treatment for it is improving, there is no known cure.

It is good to know that, the HIV virus is very fragile and will not survive very long outside of the human body. It is primarily of concern to employees providing first aid or medical care in situations involving fresh blood or other potentially infectious materials. Because it is such a devastating disease, all precautions must be taken to avoid exposure.

HEPATITIS C

Hepatitis C is a blood-borne infection caused by an RNA virus, hepatitis C virus (HCV). This virus causes damage to the liver that may result in chronic infection and disease. HCV is unrelated to any of the other known hepatitis viruses (A, B, D and E), and infection is identified by the detection of antibodies to the virus in the blood.
There is no known cure for Hepatitis C.

Risk for exposure
Healthcare personnel are at risk for occupational exposure to bloodborne pathogens, including hepatitis B virus (HBV), hepatitis C virus (HCV), and human immunodeficiency virus (HIV). Exposures occur through needlesticks or cuts from other sharp instruments contaminated with an infected patient's blood or through contact of the eye, nose, mouth, or skin with a patient's blood. Most exposures do not result in infection.

Your employer should have in place a system for reporting exposures in order to quickly evaluate the risk of infection, inform you about treatments available to help prevent infection, monitor you for side effects of treatments, and determine if infection occurs.
How can occupational exposures be prevented?

Many occupational exposures can be prevented. Needle sticks and other cuts can be prevented by using safe techniques. Using appropriate barriers such as gloves, eye and face protection, or gowns when contact with blood is expected can prevent many exposures to the eyes, nose, mouth, or skin.

MODES OF TRANSMISSION

Bloodborne pathogens such as HBV, HCV and HIV can be transmitted through contact with infected human blood and other potentially infectious body fluids. These body fluids include semen, vaginal secretions, cerebrospinal fluid, synovial fluid, pleural fluid, peritoneal fluid, and amniotic fluid.

It is important to know the ways exposure and transmission are most likely to occur in your particular situation, whether it is providing first aid to an individual in an emergency, handling blood samples in the laboratory, or cleaning up blood from a hallway.

Bloodborne pathogens are most commonly transmitted through sexual contact, sharing of hypodermic needles, from mothers to their babies at or before birth, accidental puncture from contaminated needles, broken glass, or other sharps, contact between broken or damaged skin and infected body fluids, contact between mucous membranes and infected body fluids.

Accidental puncture from contaminated needles and other sharps can result in transmission of bloodborne pathogens. Anytime there is blood-to-blood contact with infected blood or body fluids, there is a slight potential for transmission.

Unbroken skin forms an impervious barrier against bloodborne pathogens. Infected blood can enter your system through open sores, cuts, abrasions, acne, and any sort of damaged or broken skin such as sunburn or blisters.

Bloodborne pathogens may also be transmitted through the mucous membranes of the eyes, nose, or mouth.

As an example, a splash of contaminated blood to your eye, nose, or mouth could result in transmission.

PPE, WORK PRACTICES and ENGINEERING CONTROLS

It is extremely important to use personal protective equipment and work practice controls to protect yourself from bloodborne pathogens. "Universal Precautions", also known as “Standard Precautions is the name used to describe a prevention strategy in which all blood and potentially infectious materials are treated as if they are, in fact, infectious, regardless of the perceived status of the source individual.

In other words, whether or not you think the blood or body fluid is infected with bloodborne pathogens, you treat it as if it is. Appropriate use of Personal Protective Equipment (PPE) is required by engineering and work practice controls. Where occupational exposure remains after standard engineering and work practice controls are implemented, personal protective equipment shall be used.

Impermeable gloves must be worn when hand contact with blood or mucous membranes is possible. Gloves must also be worn when Other Potentially Infectious Material or OPIM is possible. Gloves must be worn when non intact skin is anticipated, when performing vascular access procedures, or when handling contaminated items or surfaces.

You must be able to wash your hands after contact with blood or other potentially infectious materials. OSHA requires that employees wash their hands and any other skin with soap and water or flush mucous membranes with water as soon as feasible after contact with blood or other potentially infectious materials.

Protective clothing must be removed before leaving the room, and disposed of in an appropriately designated area or container for storage, washing, decontamination or disposal. Probably the first thing to do in any situation where you may be exposed to bloodborne pathogens is to ensure you are wearing the appropriate personal protective equipment (PPE). For example, you may have noticed that emergency medical personnel, doctors, nurses, dentists, dental assistants, and other health care professionals always wear latex or protective gloves.

Rules to follow

There are some simple rules to follow. When coming in contact with blood borne pathogens, you should always wear personal protective equipment. You should replace PPE that is torn or punctured. You should remove PPE before leaving the work area. If you work in an area with routine exposure to blood or potentially infectious materials, the necessary PPE should be readily accessible. Contaminated PPE should be placed in appropriately labeled bags or containers until it is disposed of, decontaminated, or laundered.

Gloves

Gloves should be made of nitrile a rubber used especially in latex-free gloves; neoprene rubber, or other water impervious materials. If glove material is thin or flimsy, double gloving can provide an additional layer of protection. You should always inspect your gloves for tears or punctures before putting them on. If a glove is damaged, don't use it!

When taking contaminated gloves off, do so carefully. Make sure you don't touch the outside of the gloves with any bare skin, and be sure to dispose of them in a proper container so that no one else will come in contact with them.

REMOVE YOUR GLOVES BEFORE DOING ANY OTHER WORK.

Goggles
Anytime there is a risk of splashing or vaporization of contaminated fluids, goggles and/or other eye protection should be used to protect your eyes. Splashing could occur while cleaning up a spill, during laboratory procedures, or while providing first aid or medical assistance.

Face Shields
Face shields may be worn in addition to goggles to provide additional face protection. A face shield will protect against splashes to the nose and mouth.

Aprons
Aprons may be worn to protect your clothing and to keep blood or other contaminated fluids from soaking through to your skin.

Wearing gloves, gowns, masks, and eye protection can significantly reduce health risks. The new OSHA standard covering bloodborne disease requires that you have appropriate personal protective equipment (PPE) and clothing available.

If you follow safe operating procedures and wear proper personal protective equipment the possibility of contracting a bloodborne disease is greatly reduced.

SELECTING PERSONAL PROTECTIVE EQUIPMENT

Janitors and housekeepers working in health care facilities must use personal protective equipment such as gloves. Single use gloves cannot be washed or decontaminated for reuse. Utility gloves may be decontaminated if they have not been compromised. If you are allergic to standard gloves, you must be provided hypoallergenic gloves or similar alternatives.

You should wear eye and mouth protection such as goggles and masks, glasses with solid side shields, and masks or chin-length face shields when splashes, sprays, splatters, or

droplets of potentially infectious materials pose a hazard through the eyes, nose or mouth. More extensive coverings such as gowns, aprons, surgical caps and hoods, and shoe covers or boots are needed when gross contamination is expected.

OTHER PROTECTIVE PRACTICES

If an your skin or mucous membranes come into contact with blood, you are to wash with soap and water and flush eyes with water as soon as feasible. In addition, you must wash your hands immediately or as soon as feasible after removing gloves. If soap and water are not immediately available, your employer may provide other hand washing measures such as moist towelettes. You still must wash with soap and water as soon as possible.
You must refrain from eating, drinking, smoking, applying cosmetics or lip balm, and handling contact lenses in areas where they may be exposed to blood or other potentially infectious materials.

Normal clothing that becomes contaminated with blood should be removed as soon as possible because fluids can seep through the cloth to come into contact with skin. Remember to use universal precautions and treat all blood or potentially infectious body fluids as if they are contaminated. Avoid contact whenever possible, and whenever it's not, wear personal protective equipment. If you find yourself in a situation where you have to come in contact with blood or other body fluids and you don't have any standard personal protective equipment handy, you can improvise. Use a towel, plastic bag, or some other barrier to help avoid direct contact.

Hygiene Practices
Hand washing is one of the most important and easiest practices used to prevent transmission of bloodborne pathogens. Hands or other exposed skin should be thoroughly washed as soon as possible following an exposure incident. Use soft, antibacterial soap, if possible. Avoid harsh, abrasive soaps, as these may open fragile scabs or other sores. Hands should also be washed immediately or as soon as feasible after removal of gloves or other personal protective equipment.

Because hand washing is so important, you should familiarize yourself with the location of the hand washing facilities nearest to you. Laboratory sinks, public restrooms, janitor closets, and so forth may be used for hand washing if they are normally supplied with soap. If you are working in an area without access to such facilities, you may use an antiseptic cleanser in conjunction either with a clean cloth or paper towels or you may use antiseptic towelettes. If these alternative methods are used, hands should be washed with soap and

running water as soon as possible.

Decontamination
Decontamination should be accomplished by using a solution of 5.25% sodium hypochlorite or household bleach diluted between 1:10 and 1:100 with water. The standard recommendation is to use at least a quarter cup of bleach per one gallon of water. Decontamination can also be accomplished by using Lysol or some other EPA-registered tuberculocidal disinfectant. Check the label of all disinfectants to make sure they meet this requirement.

If you are cleaning up a spill of blood, you can carefully cover the spill with paper towels or rags, then gently pour the 10% solution of bleach over the towels or rags, and leave it for at least 10 minutes.

If you are decontaminating equipment or other objects such as scalpels, microscope slides, broken glass, saw blades, tweezers, mechanical equipment upon which someone has been cut, first aid boxes, or other contaminated equipment, you should leave the disinfectant in place for at least 10 minutes before continuing the cleaning process.

Of course, any materials you use to clean up a spill of blood or potentially infectious materials must be decontaminated immediately, as well. This would include mops, sponges, re-usable gloves, buckets, and pails.

For large blood spills, you should generally contact custodial staff for cleanup. They are trained to do this and use disinfectant to decontaminate the area. However, if you are trained to do so, you can cleanup blood spills if the above procedures are followed.

Sterilization
Sterilization can be achieved using a number of techniques such as heat, irradiation; filtration; and chemical sterilization. In the microbiology laboratory, the most widely used sterilizers are autoclaves. Autoclaves eradicate micro-organisms by use of pressurized steam to cause thermal stress. To achieve a sufficient kill rate, it is necessary to raise the temperature such that even the most thermo-tolerant micro-organisms are inactivated.

Sharps
Needles and broken glass must be disposed of in sharps containers. Improperly disposed needles can cause injury.

Needles
Needles should never be recapped.
Needles should be moved only by using a mechanical device or tool such as forceps, pliers, or broom and dustpan.
Never break or shear needles.
Needles shall be disposed of in labeled sharps containers only.

Sharps containers shall be closable, puncture-resistant, leak-proof on sides and bottom, and must be labeled or color-coded.

When sharps containers are being moved from the area of use, the containers should be closed immediately before removal or replacement to prevent spillage or protrusion of contents during handling or transport.

Broken Glassware
Broken glassware that has been visibly contaminated with blood must be sterilized with an approved disinfectant solution before it is disturbed or cleaned up.

Other Sharps
There are safety dangers associated with accidental breakage of glass capillary tubes. These tubes are used for collection of blood in a variety of health care settings, including hospitals; ambulatory care facilities, physicians' offices, blood donation facilities, and blood testing centers.

Accidental breakage of the tubes has been reported when the tubes are inserted into putty for sealing and during centrifugation.

Blood can spatter, potentially exposing personnel to bloodborne pathogens. The broken glass fragments also can injure the user, resulting in exposure to blood. Breakage during use may result in a penetrating wound and blood inoculation to the user.

To reduce the risk, OSHA recommends that users consider blood collection devices less prone to accidental breakage and readily available, including capillary tubes that are not made of glass, glass capillary tubes wrapped in puncture-resistant film, products that use a method of sealing that does not require pushing one end of the tube into putty to form a plug, or products that allow the blood to be measured without centrifugation.

Signs, Labels, and Color Coding

Warning labels need to be affixed to containers of regulated waste, refrigerators and freezers containing blood or other potentially infectious material; and other containers used to store, transport, or ship blood or other potentially infectious materials.

These labels are fluorescent orange, red, or orange-red. Bags used to dispose of regulated waste must be red or orange red, and they, too, must have the biohazard symbol readily visible upon them. Regulated waste should be double-bagged to guard against the possibility of leakage if the first bag is punctured. Labels should display the universal biohazard symbol.

Emergency Procedures
In an emergency situation involving blood or potentially infectious materials, you should always use Universal Precautions and try to minimize your exposure by wearing gloves, splash goggles, pocket mouth-to-mouth resuscitation masks, and other barrier devices.

If you are exposed
If you are exposed, however, you should wash the exposed area, report the exposure, fill out a report form, and request testing.

1.Wash the exposed area thoroughly with soap and running water. Use non-abrasive, antibacterial soap if possible. If blood is splashed in the eye or mucous membrane, flush the affected area with running water for at least 15 minutes.
2.Report the exposure to your supervisor or instructor as soon as possible.
3.Fill out an exposure report form. This form will be kept in your personnel file so that you can document workplace exposure to hazardous substances. This form can be obtained from your Safety Department.
4.You may also request blood testing or the Hepatitis B vaccination if you have not already received it.

Hepatitis B Vaccinations
Employees who have routine exposure to bloodborne pathogens, such as doctors, nurses, first aid responders, and similar occupations, must be offered the Hepatitis B vaccine series at no cost to themselves. The employees have a right to refuse the vaccination but will need to complete a form documenting their decision not to accept the vaccination.

Record Keeping
Medical records are to be retained for each employee with occupational exposure of bloodborne pathogens for the duration of employment plus 30 years. These records must be

confidential and must include name and social security number; hepatitis B vaccination status, and results of any examinations, medical testing and follow-up procedures; a copy of the healthcare professional's written opinion; and a copy of information provided to the healthcare professional.

Training records must be maintained for three years and must include dates, contents of the training program or a summary, trainer's name and qualifications, names and job titles of all persons attending the sessions.

Medical and Training Records
The Bloodborne Pathogens Standard requires both medical and training records be maintained. For at least the duration of employment plus 30 years, and must be kept confidential not disclosed without written permission of employee, except by law and separate from other personnel records.

Chapter 5: CLEANING PROCEDURES AND TIPS

CLEANING PRINCIPLES

Cleaning can be a rewording and sometimes fun! It helps to know the basic cleaning principles. First look at what it is you want to clean Do you know where the dirt came from If not don t worry. I will give you some ideas on how to find out It s also important to know the different cleaners and when to use them.

Let s get familiar with some basic cleaners
Abrasives work like sandpaper and physically remove dirt. They come in powders, liquids and tools like brushes, sponges and pads.

Acid is the opposite of alkaline and can be used to remove rust stains, water deposits and even clean clogged pipes. Depending on its pH level the lower from 7 the more powerful. 7 being neutral and anything higher is considered a Alkaline. Some acids include lemon juice, (citric acid) vinegar, (acetic acid) and hydrochloric acid.

Alkaline can be used to remove heavy oil and grease, wash windows. Clean coffee and tea stains and dissolve grease. Alkaline include banking soda, ammonia, TSP, acronym for TriSodium Phosphate, and lye.

Bleaches used to bleach out a discoloration by removing or adding oxygen. Bleaches are also used to disinfect because of their ability to kill germs safely. Bleach types include oxygen bleach which adds oxygen, reducing bleach which removes oxygen, and peroxide.

Detergents have the ability to lower surface tension and of deflocculating soil and dirt clumps and keeping them in suspension, so they can be washed away. Detergents are typically considered to be both water and oil soluble, which serves as an emulsifying agent. Detergents are used to clean both soil and grease. Detergents include laundry cleaners or synthetic detergents and soap.

Solvents are capable of dissolving another substance to form a uniformly dispersed mixture. They are chemically capable of dissolving oily and greasy soils and stain and speed up drying time because they evaporate faster than water. The types of solvents are water miscible or wet solvents like alcohol and butyl cello solve, and water immiscible or dry solvents like OMS, acronym for odorless mineral spirits and kerosene.

Enzymes are microorganisms engineered to break down protein and oil into their basic components. Enzymes are sensitive to pH changes and chemical reactions.
Now you have the knowledge of what the basic cleaners do. So now we need to identify the problem.

Some grime you might already know.
Some might be more complicated.
Food might automatically be considered a protein; some foods like juices and condiments contain dye.

Urine is a protein but it s also very acidic and may require a combination of enzyme and alkaline to completely remove it.

The pH Scale
In chemistry, pH is a quantitative scale for measuring the acidity or alkalinity of liquid solutions. The scale runs from the number 0 to 14. The number 7 on the pH scale is neutral, not acid or base. The number 0 on the pH scale is a strong acid. The number 14 is a strong alkali. In the cleaning industry the word “alkali is used to denote base So the pH scale runs from 0 acid to 14 alkali.

On the pH scale each full number increase represents a tenfold increase of the acidity or alkalinity of the solution. It is a geometric progression by the number 10. So pH of 1 is 10 times more powerful than pH of 2. The pH of 3 is 100 times more powerful than pH of 4.
The numbers on the scale denote the “strength characteristics of the solution not the “quantity or dilution of the solution. Whether you have a drum of lye or a table-spoon of lye they both have the same strength characteristics pH.

COLOR CODING OF CLEANING SUPPLIES

Why Color Coding is Important?
Color coding cleaning supplies improves training and communication. It is an intuitive visual coding system, removing language and literacy barriers when training a diverse workforce in proper cleaning processes. Color coding also provides supervisors with quick visual indicators for monitoring employee activity to prevent tool or chemical misuse.
Examples of the Use of Color Coding of Supplies in Cleaning:
Red: High bacteria areas for example restrooms with toilets and urinals.

Red cleaning supplies are used in areas of the restroom that have higher bacteria

concentrations, where sanitation is a priority. Particularly toilets and urinals should have a high priority.

Yellow: Specialty cleaning for gymnasiums and laboratories.

Use for sinks and general restroom cleaning, to prevent cross contamination from toilet and urinal areas. May also be used for specialty cleaning activities such as gymnasiums, laboratories and floor-care projects.

Green: Foodservice areas for example cafeterias and kitchens.

Green cleaning supplies should be used in areas that come into contact with food, including kitchens, cafeterias and employee break rooms. Or for example, a separate color could be used for food preparation areas for an added degree of safety. For example, in food preparation areas, one color, for example a light lime green, could be used for raw meats and another color for preparation of fruits, vegetables, and lettuces, for example a deep woods green.

Blue: General use for example offices, hallways and classrooms.

Blue is used for general cleaning in offices, entrances, hallways and reception areas.

Color Coding Prevents the Misuse of Chemicals
The use of color coding for cleaning supplies prevents the misuse of chemicals and reduces the transfer of harmful substances by separating potentially hazardous cleaning chemicals into their appropriate areas. For example, mopping solutions can be coded for a specific floor to avoid the use of caustic chemicals that may permanently damage the surface.

Simplifies Supply Management
By keeping cleaning tools in their proper areas, color coding allows custodial departments to keep better track of their equipment and supplies. Productivity increases when employees no longer have to search for misplaced tools or proper cleaning equipment.

Improves Efficiency
Color coding enhances the professional appearance of employees and increases their efficiency by making it easy to organize the cleaning process.

Of course every facility is unique. The colors discussed here are just the common colors used in color coding. Additional colors may be used for specific applications, such as color

coding types of chemicals for use with specific flooring materials or counter tops.

In addition, color tape or decals can be applied to your existing or off the shelf cleaning supplies. This gives you the ability to easily change cleaning applications and reassign supplies to different areas or functions as required. For example, color coded decals can be used to change supplies from the general use blue coding to the bathroom red coding.

It is never recommended to reassign any red labeled cleaning supply. Certainly if any red coded supplies are reassigned to any other areas, the supplies must be thoroughly decontaminated, cleaned, and sanitized by disinfection or sterilizing. It would make good sense to dispose of the red supplies and purchase new ones instead of risking cross contamination.

The next figure shows a series of colored and white brushes used in cleaning. Color coded decals or tape can be placed on the handles of the white brushes to achieve color coding.

Chapter 6: Cleaning Office Buildings

As mentioned above there are many different areas in office buildings, hospitals, and schools that require cleaning. Office buildings have restrooms with toilets, urinals, trash cans, and sinks to be cleaned. They also have restaurants, cafeterias, and kitchens that are food service areas. In addition, office areas have entry ways, hallways, and classrooms that must be cleaned. And finally there are specialized areas such as gymnasiums and laboratories that must be cleaned. In this chapter we will address cleaning the areas mentioned above; as well as mirrors, walls, floors, window coverings, upholstery, televisions, and computers.

CLEANING RESTROOMS

We will start with cleaning restrooms The fact is that at least percent of the public s complaints about buildings concern the upkeep of restrooms. According to industry professionals, there is an increase in public awareness of what one can acquire from dirty restrooms. Because of this, owners, operators, manufacturers, distributors and suppliers are all working hard to come up with systems and processes to make cleaning easier, safer, faster and better.

Restroom Deep Cleaning

Indeed, relatively recent innovations in restroom cleaning range from ergonomically designed toilet-bowl brushes and environmentally safe citrus-based cleansers to color-code and even touch-free cleaning systems.

Combined with old-fashioned common sense and attention to detail, the new cleaning improvements make it easier and safer than ever to leave a restroom spotless.
Because the definition of ‘clean is very subjective and varies from one environment to another, it is important to determine what is required in terms of cleanliness. One definition of clean is “free from dirt or impurities

With the exception of critical care areas, such as those found in some health care facilities or food service environments there are few, if any, broadly established cleaning standards.

Toilet Cleaning Today

A workable cleaning schedule is important. Most restrooms are cleaned once a day and sometimes monitored throughout the day. Restrooms with high traffic volume, such as those

in airports, restaurants and other establishments may need attention hourly. According to experts, managers and operators who thoroughly assess the overall use of each restroom in their facility will have far fewer restroom complaints.

Those who devise cleaning schedules that accommodate the need for regular cleaning and maintenance, as well as incidental and as-needed cleaning will not hear any complaints.

Top Five Restroom Complaints
Once the cleaning basics have been established – how clean and how often – cleaning professionals still face every restroom s “Top Five These are the five typical restroom complaints and the most common cleaning challenges that workers face. They are:

1) Cross-contamination hazards
Soap and towel dispensers that don t work
3) Unsightly garbage
4) Soiled or stained surfaces
5) Persistent odors

CROSS-CONTAMINATION

There are a number of ways to prevent the spread of germs when cleaning a restroom. Experts say, first kill the germs by using disinfectant solutions properly. In order to achieve disinfection, it is important to carefully follow label directions on the cleaner container. More often than not, the directions will include specifics on how the cleaner is to be applied, as well as the length of time that it should remain on surfaces in order to achieve the required disinfection levels.

Other recommendations include using a color-coded system when cleaning. With a system like this, tools that are one color can be used for cleaning toilets, while a different color can be reserved for intense work.

This type of system will make sure that management as well as the cleaning staff doesn t use any of these tools outside the restroom.

SOAP AND TOWEL DISPENSERS THAT DON T WORK

This is a case where back-ups make sense.
Managers may want to consider offering patrons both hand towel machines and hand blow

dryers. This is an alternative solution if one or the other is out of order. Frequent service, repair, and replacement of machines also help eliminate this common complaint.

UNSIGHTLY GARBAGE

Regardless of whether a restroom is disinfected properly, unsightly garbage can make it appear unsanitary. Studies show that people often use a paper towel on door handles when leaving restrooms If a garbage receptacle isn t near the door they often drop the towel on the floor.

Analyzing traffic and these types of use patterns will help determine whether alternate placement or additional receptacles are needed.

SOILED OR STAINED SURFACES

An obvious first step in cleaning would be removal of visible soiled surfaces.

The nature of the surface and the soil will affect which tools and cleansers to use. For instance, degreasers might be just the solution for some of the surface stains found in fastfood restaurant facilities.

Industry manufacturers advise that users proceed with caution when using various cleansers. There are many very aggressive cleaners which can remove soil from surfaces, but will also harm finishes.

Surface damage only makes maintaining cleanliness and appearance that much more difficult in the future. Thus, selection of the mildest, yet effective cleaners is the best approach to balance these factors.

PERSISTENT ODORS

When dealing with this common complaint, building managers are advised to look down – at the grout or the floor drain.
Often times, odor-causing bacteria can be found in grout lines where mops may not reach. If this is the case, it may be helpful to re-evaluate the products used to do this cleaning. Bacteria must be killed to remove odor. Other times the best thing to do is to look up, because light fixtures and even ceilings can harbor bacteria or mildew spores. It is important

to note that thorough ventilation can reduce odors in high humidity areas such as restrooms. Make sure all air vents are cleaned.

Managers dealing with a lot of in and out restroom traffic, such as those found in schools and airports should carefully assess regular cleaning schedules to make sure these problems are addressed.

INNOVATIONS

When it comes to cleaning restrooms, manufacturers found that a thorough assessment of cleaning procedures is what led to some of the best innovations.

After spending many years evaluating restroom cleaning and the various procedures called for, manufacturers found two overall problems.

First, there was a very high turnover among employees and training was an issue within janitorial departments.

Second, many janitorial departments rarely updated the tools they used for cleaning, many of which were not ergonomically designed.

In response, the cleaning supply industry soon introduced various ergonomically designed tools. These were designed to reduce back pain through the use of longer handles, which also kept a worker s face away from the toilet bowl containing chemicals and fumes Manufacturers have commented that the use of these types of products will not only make cleaning easier and safer for workers, they will also result in worker retention.

Many of the improvements offered by manufacturers, suppliers, trainers and others in the industry have had a similar value-added impact on restroom cleaning.
Microfiber mop heads and cloths adhere to dirt more efficiently and are easier to lift than traditional “spaghetti mops because they weigh less

Why use microfiber supplies?
Microfiber cleaning cloths provide a non-toxic and chemical free cleaning solution. They are outstanding for allergy and asthma sufferers, as well as anyone with chemical sensitivities. They also provide a healthier cleaning solution because microfiber cleaning supplies can be used without cleaning agents, soap, or detergents. In addition they are gentle on furniture, mirrors, windows, and porcelain as the fiber is fine and it does not leave scratches, mist or

marks.

Microfiber mop heads and cloths are also more environmentally friendly because they use less water they re washable and reduce the amount of trash left at the end of the cleaning day.

Environmentally friendly green cleaning is a trend that has grown stronger in recent years. Many manufacturers have introduced tools that are designed specifically for recycling whenever green cleaning tools wear out. Instead of replacing the entire tool when a part breaks, many manufacturers provide replacement parts.

In addition, many workers use squeegees and water to clean restroom mirrors and windows. The benefit is that departments will use fewer chemicals and will not find trash bins filled with paper towels as a result of cleaning.

Cleaning chemicals should also be considered in green cleaning. There are many manufacturers that provide cleaning products certified with Green Seal.
These new innovations make it easier for companies to accept green cleaning into their programs.

WHAT DOES CLEANING GREEN ENTAIL?

First, a definition Green Cleaning is cleaning to protect health without harming the environment. Basic principles of Green Care are listed below.

Focus on entryways inside and out. An important goal in cleaning green is to trap and remove dirt and pollutants before they enter the building and to frequently clean the entrances and entryway mats.

Minimize particles and chemicals in the air by mechanically capturing dust and dirt, using course spray for chemicals and applying the cleaner to the cloth rather than spraying the surface to be cleaned.

Use chemical management systems for accurate product dilution. Train employees to use chemicals properly to minimize waste and maximize cleaning efficiency, an important element of cleaning green.

You should empty vacuum bags at the end of shifts or when half full for cleaner and more

efficient operating.

Ensure proper vacuuming, extraction, rinsing and drying. Carpets can be a host for moisture problems and mold growth. Green cleaning means minimizing these problems.
Focus on preventative measures. Janitorial staff washes their hands and keeps equipment clean and well maintained.

Focus on touch-points. These are door handles, bright work and other areas where people come in contact with the facility or its fixtures. Focusing here makes cleaning green easier. Apply disinfectant in restrooms properly and make sure the chemical has proper dwell time so that soil is thoroughly removed using less product. Use labels on chemical cleaners for proper use and review the Material Safety Data Sheets.

Promote safety and prevent cross-contamination. Safer products and proper use and storage of chemicals help create a safer environment. As discussed earlier, color-coded tools ensure that pollutants don t get carried from one area such as a restroom to another room.

Whenever possible use Green Cleaning Chemicals and Products Green Seal s Standard for Industrial and Institutional Cleaners (GS-37) certified chemicals for general purpose, washroom, glass, and carpet cleaning.

Use hand soaps that do not contain antimicrobial agents except where required by law or regulations for example healthcare or food preparation.

Microfiber dusting cloths and flat mops to collect dust and dirt pick up dust with minimal water and chemical use. These out-perform traditional dusting and mopping materials and can often be used to remove soils without the need for chemical compounds. Micro-fiber materials can be washed and reused to minimize paper towel waste.

Use of Effective Janitorial Equipment
One example of effective janitorial equipment that is environmentally friendly is the highspeed burnisher with dust control attachments that captures fine particles.

Carpet extractors and automatic floor scrubbers that reduce water consumption are also effective janitorial equipment.

Green cleaning includes the use of “Green Paper products These paper products are rated

for recycled content in janitorial paper products bleached without the use of chlorine or its derivatives. In addition, paper products dispensed from large rolls to minimize packaging and waste are used in Green cleaning. Folded paper towels are discouraged.

“Hands-free paper towel dispensers that reduce the potential for cross-contamination and high-capacity dispensers that promote waste-reduction by controlling towel usage are on the list of “Green Paper products

For all the innovations in the industry, the need for common sense and attention to detail is as great as ever. Training employees properly is a task that experts say should always be at the top of a building manager s “to do list Industry professionals emphasize that it is important to have the proper tools when cleaning, but it may be even more important to have the proper training.

Attention to Detail
Just look at a restroom, any restroom. The entire area may be clean and sparkling, but what about the dirt build-up around stall posts or behind toilets or baseboards. Everything must be cleaned properly or the restroom isn t clean

When cleaning toilets, one of the most important parts is the underside of the lip of the toilet. This is where urine and feces can be splashed and lime, calcium and rust stains can build up That s where bacteria and germs can form quite easily causing a filthy toilet Cleaning the underside of the toilet is extremely important.
Dusting a restroom is also a critical part of your job. Dust, bacteria and germs can settle in vents, on tops of overhead ledges and, of course, on vents.

Cleaning and Sanitizing
Remember there is a difference between cleaning and sanitizing. Cleaning is washing or wiping a surface Cleaning removes dirt dust and debris but it doesn t kill bacteria

Sanitizing kills bacteria.
There are two ways to kill bacteria.

1.One is to use high temperature water, similar to very hot water used in a dishwasher. Hot water sanitizes the dishes and kills bacteria That s not logical for restrooms but you can use an approved sanitizer after cleaning to kill bacteria. Steam cleaners are commercially available.

2.Another way is cleaning and sanitizing. Cleaning and sanitizing is required in making surfaces free of bacteria. Remember that cleaning and sanitizing are two different systems and both are required when servicing restrooms and other areas.
Some sanitizers are called disinfectants and some products combine cleaning and disinfecting ingredients into one product. These combined products work well only on surfaces that are already relatively clean. For dirtier surfaces it is important to clean first and then apply a separate disinfectant.

For the disinfectant or sanitizer to be effective, it must remain in place for at least 10 minutes.

Deep cleaning of restrooms needs to be done at least weekly. However, a deep cleaning may also be required when cleaning a restroom for the first time, or when you encounter a particularly dirty situation. High traffic restrooms may need a deep cleaning once a day even if routine cleaning is done more frequently.

Most deep cleaning can be done with regular chemicals by mixing with less water so that they are more effective. In addition, it may be necessary to spend more time removing soils using brushes and scrub pads.

Steps to Cleaning a Restroom
Don t allow your restroom to become the source of customer or employee complaints Adhere to the following guidelines to insure a cleaner, healthier restroom environment.

GET READY TO CLEAN.
When you are preparing to clean a bathroom, first make list of duties and cleaning supplies that will be required for each job. You should make certain the supply closet is clean and contains the proper supplies and equipment. An example list of cleaning supplies is provided below.

1.Disposable Latex Non-Medical Gloves these gloves come in large, medium, and small sizes.
2.Safety Goggles or Safety Glasses
3.Toilet Bowl Swab
4.Microfiber Mop System
5.High Density Trash Liners 32 Gal.
6.General Purpose Cloth
  Extendible Lamb s wool Duster

8.Glass Cleaner Windex® is a common commercially available glass cleaner
9.Cleaner/Disinfectant Lysol® Brand Disinfectant All purpose Cleaner with Bleach and Antibacterial Scrubbing Bubbles® Bathroom Cleaner are common Cleaner/Disinfectants. There are other commercially available Cleaner/Disinfectants for professional cleaning services.
10.Kleenex® Cottonelle Toilet Tissue
11.Health Guards Regular Toilet Seat Cover Refill
Figure 40 Items for cleaning the bathroom
12.Sanitary Napkins or Tampons
13.Paper Towels
14.Hand Soap
"Wet Floor signs

DISINFECT TOILETS, SINKS AND SURFACES

Before disinfecting toilets, sinks and surfaces make sure you are wearing the proper safety items such as gloves and protective eyewear. Be sure to review the MSDS for each chemical that you use. Spray all fixtures with the correct chemicals to allow time to "soak in Wipe clean.

RESTOCK EXPENDABLE SUPPLIES

When you are restocking expendable supplies, always make sure you fill the dispenser with the correct size paper or soap product. Be sure to secure the dispenser after it has been filled.

EMPTY, CLEAN AND RE-LINE WASTE RECEPTACLES

The next job will be to empty, clean and re-line waste receptacles. You should make sure all litter is picked up prior to emptying the receptacles. Use the correct size liners and taper the excess liners by tying on one corner.

SWEEP OR DUST MOP FLOORS

Depending on the floor surface, you will either sweep or dust mop the floor.

CLEAN SINK AND COUNTERS

The next job will be to clean the sink and counters. First, remove all debris from counters. Start at the backsplash of the counter and work towards the drain. Be sure to dry all surfaces.

CLEAN MIRRORS

To clean the mirrors, start in one corner and work from right to left. Use circular cleaning motions for best results. Inspect for streaks and smudges.

SPOT CLEAN WALLS, PARTITIONS, BRIGHT WORK

Spot cleaning is the next job. Using the proper chemicals spot clean all vertical surfaces starting at the bottom and working your way up. Clean all bright work. Bathrooms don't just need to be clean, they need to shine. All that white porcelain, bright work and tile work demands weekly, if not daily attention.

Cleaning Toilets
WHAT YOU NEED:
1. Goggles or glasses.
2. Toilet brush.
3. Gloves.
4. Cleanser for inside of bowl.
5. Cleanser for outside of the toilet.
6. Paper towels or cloths.

REMOVE EVERYTHING FROM AROUND THE TOILET.

Cleaning the toilet is a messy job, and there's always the chance of splashing cleanser or toilet water outside of the actual toilet. Prevent extra cleanup by removing all excess items from around the toilet. Don't forget to remove anything on top of the tank to prevent dropping items into the bowl during cleaning.

FLUSH AND ADD CLEANING SOLUTION.

Flush the toilet with the lid down to prevent splashing or spraying. Add your choice of powdered, liquid, or gel cleanser to the bowl. Try to apply the cleaner as close to the toilet rim as possible to prevent diluted cleanser.

CLEAN THE EXTERIOR OF THE TOILET.

While the cleansing solution soaks into the toilet grime in the bowl, clean the outside of the toilet. Start at the top to prevent dripping on already clean surfaces.

Spray the tank, handle, and tank edges with cleaner and wipe down.
Next do the outside lid of the toilet.
Finally wipe down the entire bowl. Start with the sides and front before cleaning the bottom edges of the toilet where it meets the floor.

CLEAN THE TOILET SEAT.

The toilet seat should never be neglected. It is the part of the toilet that comes into actual contact with people, and it needs to be cleaned thoroughly. Raise the seat. Spray the seat, inside lid and the rim of the toilet with cleanser.

Wipe down the lid, seat, and hinges at the back of the toilet seat. Some toilets have hinges that will pop open to allow better access for cleaning.

CLEAN THE INSIDE OF THE TOILET BOWL.

Begin cleaning the bowl from the top down. Always begin scrubbing under the rim first. Look under the rim to get all the stains and grime scrubbed away.

Even though there are many commercial products available, Lime-A-Way® is a commercial product that is a concentrated blend of mild organic and mineral acids formulated to remove calcium and other hard water mineral deposits from under the rim of toilets. It has a pleasant fragrance and is easy to use. It removes rust, calcium and lime build up from toilets and it effectively cleans even the toughest hard water stains.
Next scrub the bowl. Finally scrub the hole at the bottom of the toilet.
Always flush the toilet with the lid down.

WIPE UP ANY DRIPS OR SPILLS.
Wipe up any drips of cleanser or water that may have occurred.
Put away tools and trash. Replace the items removed at the beginning of the cleaning process.

TIPS FOR CLEANING TOILETS

1. Wear eye protection when cleaning a toilet. It prevents splatters of toilet water and cleaner. You may also want to use gloves to prevent contact with your hands.
2. Flush the toilet with the seat lid down to prevent splattering and splashing.
3. Do not use sponges when you scrub a toilet. Sponges are a great way to breed bacteria, and there are already enough in bathroom. Paper towels are great options because they are thrown away. If you use reusable cloths or microfiber cloths, wash them immediately in their own load on hot water with bleach.

In summary, to properly clean a toilet you should use the appropriate germicide to clean the seat cover top and bottom. Then lift seat cover and clean underside and top of toilet seat, under side and bowl rim, and finally clean the handle and exposed plumbing. Flush toilet with seat down and leave the seat up to indicate you have cleaned commode.

Cleaning Urinals
Some cleaning tools and materials for cleaning urinals are listed below.
1.Bowl swab
2.Trigger sprayer
3.Clean cloths
4.Gloves and goggles
5.Toilet bowl cleaner
6.Cleaner disinfectant, liquid or foam aerosol
In addition to toilets, urinals need to be cleaned, disinfected and deodorized. Disinfecting the urinal reduces the growth and spread of bacteria.

PROCEDURES FOR CLEANING A URINAL

Remember to put on gloves and goggles, and then clean the inside of the urinal.
First, apply 1 to 2 ounces of bowl cleaner evenly onto the bowl swab. Then swab the entire inside surface, under the rim, and where the water outlets are located.
Next, flush urinal and rinse bowl swab thoroughly. Set bowl swab aside, placing it into a carrying container.

Clean and disinfect the flush handle and all the chrome around the urinal. Wipe it dry.
Next, clean the outside of the urinal by spraying with a cleaner disinfectant. Pay special attention to the underside of the outside of the urinal. Wipe with a clean cloth.
Use a new cloth to start the next urinal. Toss used cloth to be laundered.

Mopping Restroom Floors
Cleaning Tools and Materials needed for mopping restroom floors.
1.Pump up sprayer and one bucket with wringer or Two buckets with wringers
2.Wet mop
3.Broom and dust pan
"Wet floor signs
5.Gloves and goggles
6.Cleaner/Disinfectant
7.Cleaning Procedures:
The bathroom floor is mopped to clean and disinfect it and to eliminate odors and bacteria.

PROCEDURE FOR MOPPING A RESTROOM FLOOR

First, put on gloves and personal protection equipment. Remove all movable obstacles from the floor.
Sweep floor and pick up pile with dust pan.
Position the mop bucket or buckets outside door.
Place "Wet floor sign at the entrance

Use either the spray down, mop up method or the two bucket method to get cleaner disinfectant on the floor.
Apply product on floor, starting in the farthest corner.
Work moving backwards towards the door.
Be sure to get disinfectant around toilets, under urinals and under sinks.
Allow to stand amount of time recommended by manufacturer s directions
Dip wet mop into clean water rinse. Wring out dry.
Start at the farthest corner and pick up disinfectant solution that is on the floor.
Dip mop in rinse water frequently. Continue until all disinfectant solution has been picked up.

CLEAN UP AFTER MOPPING

Always clean up after mopping the restroom floor Most facilities have a janitor s closet with a deep well sink and cabinets for supplies. Use this sink to empty the bucket or buckets and sprayer should. And then, you should rinse the mop. All of the tools and materials should be stored properly.

REMOVE CAUTION SIGN AND INSPECT WORK
Review all of the jobs that you just completed. Make sure all dispensers are full, mirrors are streak free, and all fixtures are clean.

Cleaning a Laundry
Cleaning Tools and Materials needed are listed below
1. Vacuum with hospital grade filter, dusting tool
2. Deck brush
3. Mop bucket with wringer
4. Clean cloths
5. Wet/dry vacuum
6. Pump up sprayer
7. Trigger sprayer
8. Clean bucket for rinse water
9. Gloves and goggles
10. Cleaner disinfectant
Laundry rooms must be cleaned to prevent possibility of cross contamination. The laundry is a central location for linen that gets redistributed throughout the facility.

Procedure for Cleaning the Laundry Room

DAILY PROCEDURES
Daily procedures for cleaning the laundry room will include
First put on gloves and goggles.
Next, you should the empty waste receptacles. Remember to tie the liner and dispose of the waste properly. And then, spray the waste receptacles with disinfectant from trigger sprayer, inside and out and wipe them dry with a clean cloth.
Damp dust with a cleaner disinfectant sprayed on a cloth. Rinse used cloth in clear water, reapply disinfectant to continue. All sills and ledges, outsides of wash and drying machines and loading doors should be cleaned. Tables for folding linens should also be cleaned. Vacuum floor surface to remove all lint.
Using a deck brush and water from the mop bucket, remove any accumulations of soap on the floor surface. The last job is to damp mop floor with a cleaner disinfectant starting at the back of the room and mopping to the door Remember to place the “Wet Floor sign at the door
Pick up solution with a wet dry vacuum.

WEEKLY PROCEDURES
Wash walls completely. To wash the walls fill the pump up sprayer with diluted cleaner

disinfectant. And then, spray walls from bottom up. Next, wipe walls dry.
Clean any or all overhead pipes with vacuum dusting tool.
Wash all linen carts. Use trigger sprayer and spray all surfaces with cleaner disinfectant. Let the solution set for a few minutes and then wipe dry.

PERIODIC CLEANING PROCEDURES
The linen storage cupboards should be emptied and cleaned with a cleaner disinfectant.
Washing Walls
Cleaning Tools and Materials needed for washing walls and wall partitions are listed below.
1.Trigger sprayer
2.Clean bucket
3.Clean cloths
4.Gloves and goggles
5.Cleaner disinfectant
6.Cleaning Procedures:

Walls and Wall Partitions are washed because dirty walls are unsanitary. Dirt acts as a breeding ground for bacteria. In addition, dirty walls make the room appear dull.

PROCEDURE FOR WASHING WALLS AND PARTITIONS

Put on gloves and personal protection equipment.
Using a trigger sprayer filled with diluted cleaner disinfectant, spray solution on walls, starting from the bottom and working your way up.
Wipe walls clean from the top down using a clean cloth.
Rinse cloth frequently in clear water rinse.
Thoroughly clean the underside of the partitions. This area becomes dirty from urine splash and needs daily attention.

Window Washing
Cleaning Tools and Materials needed for washing windows.
1.Window squeegee
2.Clean cloths
3.Window tool and bucket or Trigger sprayer
4.Window cleaner
5.Gloves and goggles
6.Cleaning Procedures:
You should pay particular attention to cleaning windows. Clean windows add to the overall

impression of cleanliness. More light comes in clean windows, improving the outlook of those inside the building. Windows need to be cleaned more often in colder weather.

Remember, condensation and temperature fluctuations encourage streaking and dust accumulation on windows. In addition, oils in exhaust and cooking deposit on the glass surfaces in colder weather.

PROCEDURE FOR WASHING A WINDOW

Put on gloves and goggles. Open drapes and raise venetian blinds or shades.
Next you should clear window sill of obstructions. Clean window sills inside and out using glass cleaner and a clean cloth.
Cover window with window cleaner solution using a trigger sprayer or window tool.

USING A SQUEEGEE

Remove solution and dirt from window using a squeegee. Move the squeegee from side to side or in a figure eight motion, or move it from top to bottom of the glass. Wipe off squeegee with clean cloth after each stroke.

After using the squeegee, wipe the glass dry with a clean cloth. When finished, wipe off window sills with a clean cloth. Clean window frames with window cleaner and a clean cloth. When complete, close drapes and put blinds or shades in place.
Clean and return tools and materials to storage area.

Dusting
Prevent dust by using two entrance mats at each entrance. One just outside the door and one just inside the door will reduce the amount of dust, dirt, and debris that enters your facility.

Check and maintain your air filters to make sure they are functioning properly. Air filters will last between 1-3 months, but should be changed as they become clogged with dirt and debris.

By keeping windows closed, you'll prevent dust and debris from blowing into your home. Double check your window and door weather-stripping to make sure it is still functioning properly.

There are many dusting products on the market, but each one has its own set of pros and cons. Use the right dusting tool for your jobs. Microfiber cloth dusting supplies is a favorite. If you use a furniture oil or polish, be sure to follow the directions and don't overuse the product. Overuse or improper use can lead to a buildup on your furniture or clouding of the wood surfaces.

Dust from top to bottom to prevent going over surfaces more than once. Sometimes you may need to wet dust after you dry dust. Always dry dust first. Be careful about allowing even a small amount of water on wood surfaces.

CARE FOR FLOORS

CARE FOR WOOD FLOORS
Regular cleaning keeps wood floors and furniture looking their best. All you need is a good vacuum or microfiber dust mop, a soft cloth, and Murphy Oil Soap. It's easy!
Vacuum your floors and dust furniture daily. Gritty dust can scratch wood surfaces. For effective vacuuming, use a Windsor with Sensor technology. It will automatically adjust to your floor type

And for effective floor cleaning, use the microfiber mop system for both dry dusting and wet mopping. Mop up spills right away to avoid stains.

Cleaning wood floors regularly with Murphy Oil Soap Original Formula is easy. Dilute Murphy s in a bucket according to directions. Use a microfiber wet mop.

Wipe up any excess water with a soft, dry cloth or dry dust mop.
Murphy s isn t just for wood flooring and furniture It also safely cleans laminate flooring and many other surfaces.

CLEANING MARBLE FLOORS

Marble is often used for floors in commercial office buildings and hotels in lobbies in entry ways, halls, and lobbies. Janitors are required to maintain these floor materials.
Marble is generally polished, and unless sealed it is porous and easily stained. Marble is also able to be etched by acids. Marble may be stone, but it stains easily, so you need to wipe anything off that is spilled on it immediately, as you would on a wood surface.
Regular cleaning includes washing marble surface with lukewarm water and wipe dry with a clean cloth. Wiping marble surface with a damp chamois is suggested as it will not leave

streaks.

Unsealed Marble that has become dull can have a shine brought back to it using a commercial marble cleaner and polish. For badly damaged marble surfaces, if it's scratched or etched by excessive wear, you will most likely need to have it professionally polished. Marble professionals have the right equipment for the job and know how to use their tools properly.

There are different types of stains that can affect marble. Organic stains, such as tea or coffee. These stains will need a poultice soaked with 20% peroxide and a few drops of ammonia.

Stains that are oil based, such as the oils from butter, lotions need attention right when the spill occurs. You can do this by spreading the surface with ordinary household corn starch. Let it stand for a few hours, Scrub with a stiff brush and hot sudsy water. Or wipe with a dampened cloth of ammonia.

A commercial rust remover can be used to remove rust stains from an item such as a metal lamp on the surface or metal container. Acid stains, from citrus fruits juices and carbonated beverages should be wiped up immediately; they can etch and dull the surface. If stains seem to be impossible to remove, your Marble professional will be able to help remove them and bring the beauty back to your surface.

CLEANING LINOLEUM AND VINYL FLOORS

Proper care of your linoleum or vinyl floor prevents damage, extends its life and keeps it looking like new for years. You should always vacuum or dust hard floor surfaces before mopping.

Linoleum floors generally require only warm water for cleaning. Most detergents won't rinse clean leaving behind a sticky residue. That residue becomes a magnet, attracting dirt off the bottom of shoes. It builds up, deteriorating the sealant and leaving you with the hard job of stripping and waxing.

If you find your floor requires a cleanser, use Ivory® Liquid dish soap or equivalent. Fill your bucket with suds, mop away then rinse. Ivory rinses clean so the sticky buildup never causes problems. Other detergents can be too harsh for the floor so stick to Ivory or an equivalent. Mix dish soap in a spray bottle of water as an all-purpose cleaner. It's

inexpensive and quite a good cleaner.

Some linoleum floors have grooves so deep you can sink a submarine. Grab a nylon bristle brush other brushes might scratch the floor. Then, fill your bucket or sink with warm water add a good squirt or two of the dish soap and scrub the floor; and then rinse. Your floor needs this deep cleaning only twice a year.

What to do about black heel marks. Not a pretty sight. Spray a little WD-40® on a towel; lightly rub and they disappear without scrubbing. Rinse thoroughly with sudsy water or the floor might be slick.

Carpet Care
Maintaining carpet through regular vacuuming, deep cleaning, and stain removal has many benefits:

- Extend the life of the carpet as ground in soil particles weaken carpet fibers
- Provide a fresh clean look to a room
- Making a room smell better
- Helping allergy and asthma sufferers by removing germs and dust, thus better Indoor Air Quality

VACUUMING

Dirt and grit damage carpet by rubbing against the fibers. Regular vacuuming prevents the deep abrasion that ruins carpet. Remember to change the disposable bags often. Loose threads should be cut off with a scissors.

DEEP CLEANING

Carpet should be deep cleaned with hot water extraction or steam cleaning every 12 to 24 months. Steam cleaning involves spraying a high pressure solution of water and detergent onto the carpet and vacuuming the dirty solution out.

SPOT REMOVAL

It is very important that all stains get prompt attention since stains can be better cleaned right after they happen. Follow these steps when removing a stain.
Remove excess wet stains by blotting with a clean absorbent cloth (use a wet/dry vacuum

for large stains) and dry stains by scraping with a dull edge. Always blot or sponge stains, scrubbing can spread stains and damage carpet fibers.

Apply cleaning solution to a clean absorbent cloth or paper towel. Do not soak the carpet. Working from the edges of the stain to prevent spreading, blot until no more stain is absorbed. If necessary, use your fingertips to work the solution to the base of the stain. Wait 3 minutes for the solution to work.

Apply clean water to another cloth or paper towel. Blot to remove any residue.
Carpet fibers may later absorb deep stains. More cleaning may be necessary.
Allow carpet to dry, vacuum or brush carpet to restore its texture.

Blind Cleaning
When it's time to clean your blinds and shades, even your best friend is hard to find. But there are some simple and effective ways to clean blinds and shades with minimal effort.

ALUMINUM MINI-BLINDS

Use ordinary soft, clean dust cloths, chemically treated dust cloths, vacuum cleaner brush attachments, or other available ordinary household aids. The paint surface of the slats is quite smooth and dust is easily brushed off if done at regular intervals.

To vacuum, use the brush dust head attachment and tilt the slats first up, then down but not entirely exposed to reach the entire top and bottom surfaces.

To dust, use a soft clean cloth or chemically treated dust cloth and tilt the slats as above.

To wash, use a damp cloth or sponge and mild detergent. Use warm or cold water - NOT hot water. Tilt the slats as above. Protect the floor or sill from excess water. The blind can also be taken down, placed in a bath tub of mild soapy water, then rinsed clean, wiped dry, or allowed to dry completely in the open air.

WOOD BLINDS

Care must be taken when cleaning real wood blinds. Washing the blind is NOT recommended. Although the wood is sealed, water or even excessive dampness may cause warping or discoloration of the slats.

Since the surface of the slats is smooth, dust may be easily brushed off at regular intervals using a clean soft dust cloth or a vacuum cleaner brush attachment. Clean them as described above.

FABRIC PLEATED SHADES

Most of the cellular shades, like the Hunter Douglas Duette shade, are anti-static, and they require very little cleaning. A light sweep with your vacuum cleaner brush attachment is all that is needed to keep them dust free. For a more thorough cleaning, the entire shade assembly may be gently wiped with a soft damp cloth using lukewarm (not hot) water.

Take special care when handling opaque blackout shades to avoid creasing, and do not immerse them in water. For tough stains, spot clean with a mild detergent. Some shades, like the Graber CrystalPleat® have a "soft hand" fabric.

Be very careful when trying to clean these types of shades as they tend to "pill". When a fabric pills it becomes covered in small balls of matted fiber because of rubbing.

Computer Rooms
How to clean computer rooms
Things you will need:
1. Air duster
Figure 56 An example of a commercially available air duster
2. Microfiber duster
3. Vacuum cleaner
4. Cotton towel

The flooring beneath our computer desks needs to be cleaned to ensure our computers stay in top working order. Dirt and dust particles building up on the floor below your computer can affect the health of your computer. Clean floors will diminish the risks of fouled circuitry. Regular cleaning of your computer room floors will ensure that your equipment will operate efficiently.

Make sure your computer is turned off before you start. Be careful not to unplug or loosen any plugs. Spray the cords underneath your desk with an air duster.

Get off as much loose dirt and dust particles from the computer cords as possible.
And then, run a microfiber dry duster over any loose cords on the computer room floor.

Remove dust from any outlets and the underside of cords.
Use a hose attachment with an angled edge on your vacuum to remove the dirt from your computer floor. Lift up the cords to get underneath. Do not use the vacuum's sweeper brush on the cords.

Immerse your cotton towel in warm water and wring it out. With the barely wet towel, work under your computer desk to remove any last speck of dust particles from beneath your desk. Do not put the wet rag on the computer's cord.

Dust under computer desks every week. On a monthly basis, follow the entire computer floor cleaning routine.

UPHOLSTERY CLEANING

Upholstered furniture can be very expensive. If you have a sofa, chair, loveseat, or some other type of upholstered furniture that is in good condition but just dirty, these upholstery cleaning tips will save money and time.

The key with upholstered furniture is choosing the appropriate type of cleaning method. For example, an antique chair that is hand embroidered would require a different cleaning technique than a sofa that was store bought.

GETTING THE UPHOLSTERY STAINS OUT

Maintaining clean furniture is part of having a facility where people enjoy working or visiting. With furniture, upholstery is just one aspect but an important one. Think about all the times people have eaten on the sofa, dropping bits of food or drink that leave stains. Then you have the dirty feet, dirty clothing, and just everyday wear and tear that can leave upholstery looking dirty and drab. Getting those stains out does not have to be painful.

The most important thing to remember when cleaning upholstery is to consider the fabric. If you are unsure, you can check with the manufacturer s information Then before you start in cleaning a large stain, we recommend you work first on an inconspicuous area to ensure no discoloration or damage is done. With that done, the following are a few of the more common stains found on upholstery and methods for removing them.

OILY CHEESE STAINS

Cheese is another food product that is seen spilled on upholstery. Again, things like nachos are a favorite snack food but they leave stains. For cheese, mix one teaspoon of mild, ph-balanced detergent with one cup of warm water. With a clean, white towel, blot at the cheese stain. Then mix one tablespoon of regular ammonia with one-half cup of water, again blotting the stain. Finally, blot the stain with clean water to remove any detergent or ammonia and let the area dry.

INK STAINS

Clients or employees may sit down with a pen in their pocket and before you know it, a stain is left. Ballpoint pens, especially blue, are common stain makers. Ink stains can be removed. The key is to be patient and persistent, as ink stains can be stubborn. Just make sure you only blot. Rubbing could cause the ink stain worsen. You have a number of options when removing ink stains.

- Spray hairspray onto a clean, white towel and then dab at the stain, followed by blotting with a clean, dry towel
- Treat a clean, white towel with isopropyl rubbing alcohol. Again, blot the ink stain, followed by a dry towel
- Again, with a clean, white towel, apply nail polish remover or acetone. Blot the ink stain from the outside edges toward the center
- Using a clean, white towel, use spirits of turpentine, blotting as with the other treatment options

Commercial products that work well on ink stains include Carbona or Afta; these are extra strength bio-enzyme cleaners that are formulated to get out tough stains. They come with a builtin applicator brush. With both, you would use a clean, white towel, dabbing the affected area.

COFFEE STAINS

Sipping coffee on an upholstered chair or sofa is everyday occurrence. To get rid of a coffee stain, mix one teaspoon of a mild, ph-balanced detergent with one cup of warm water, then blot from the outside in. Follow this with blotting the stain with a mixture of one-third cup white vinegar with two-thirds cup water. When finished, use a clean, white towel to absorb any excess, allow the area to dry.

VACUUM UPHOLSTERY

Upholstery cleaning tips are important since dust settles onto fabric more than hard surfaces. Therefore, regular cleaning to keep your upholstery looking and smelling clean is essential. In fact, we recommend you clean your upholstery furniture once every two months. Typically, you can use your regular vacuum cleaner with the appropriate attachment to keep it clean. Just keeping the dust off will help furniture last much longer.

Carpet Cleaning
Strive to clean your carpet as soon as you notice any spills or spots on you carpet s surface This action alone can save lots of time and damage, as well.
Before cleaning any surface areas, use a small portion of your cleaning products over a small and hidden area to avoid damage or discoloring of the carpet.

Proper care of your floor prevents damage, extends its life and keeps it looking new for years. How do you properly care for your flooring?

Vacuum carpet regularly, and do not use liquid carpet shampoos to clean them. The shampoo can t be completely rinsed out leaving a sticky residue That residue acts like a big magnet pulling the dirt from the bottom of your shoes. Use dry carpet cleaners instead. Stores selling vacuum cleaners carry them.

Getting out old shampoo becomes the trick. Rent a shampoo machine that cleans with water. You should mix 1 cup vinegar per 2 ½ gallons of water and clean according to directions on the vacuum cleaner. Go back over the carpet with warm water only. The vinegar pulls out the old shampoo cleaning the carpet as well. It may take a time or two, but your carpets will be soft and free from grime. The hot water reactivates the shampoo already in the carpet providing the needed cleansing action.

Stains in carpet can be the difficult to remove. Never rub a stain, just blot. Rubbing breaks down the fibers and spreads the stain. Remove most food stains with shaving cream. Spray on and resist the temptation to rub it in then let it set 15 minutes. Rinse with a vinegar and water solution.

Club soda generally removes red wine stains. Remove red dye stains found in drink mixes, Popsicles, dog and cat food with a 30/70 solution of peroxide to water. Remember peroxide is bleach so test an inconspicuous spot first for color fastness. Apply the mixture, wait 30 minutes then remove as much moisture as possible and rinse with a vinegar/ water solution. If the stain

remains add a bit more peroxide to the mixture and retreat Brake cleaner also does a good quick job of removing most food stains.
Dab a little on a clean cloth and gently blot the stain. Rinse with soap and water. Brake cleaner contains the same chemical professional dry cleaners use to clean stains in clothing. Do not pour brake cleaner directly into the carpet. It could dissolve the adhesive holding the fibers in the carpet.

Oops someone s dog had an accident on the carpet and the stain and smell refuse all attempts at removal. First try an enzyme product. Pour on enough to saturate to the pad and treat an area twice as large as the stain. Urine hits the pad and spreads. Let it set a couple of hours.

Enzyme products are available at commercial janitor supply stores, Pet stores, RV or marine stores. They are used in the holding tanks to dissolve solid material.

If the enzyme product does not remove all the stain or odor, baking soda and peroxide remain your best chance for success. Mix a 30/70 solution of peroxide to water adding 1/2 teaspoon of baking soda per cup of mixture. It bubbles and fizzles, but not before removing the stain and smell. Always test a spot first for colorfastness. Peroxide is bleach and may discolor the carpet. Blot up what you can with an old towel and rinse well with 1/3-cup vinegar per quart of water.

Oil, grease, magic marker and ink can also be the difficult to remove. Most janitorial companies or WalMart carry a product called De-Solv-it® Cleaner. WD-40® or Orange Clean Degreaser® all work wonders removing these stubborn stains.

Rubbing alcohol removes ink. Blot on allow to set 30 minutes and blot to remove. Rinse with sudsy water. Magic marker is generally permanent and you may not be able to remove it.
If you find bubble gum stuck to carpet, freeze it with ice cubes and chip off what you can with the blunt side of a kitchen knife. De-Solv-it® Cleaner removes the rest.

Wax on carpet can also be frozen with ice and chipped off. Wax needs heat for removal. Some newer carpets are quite sensitive to heat and scorch easily. So test an out of the way spot first. You can also use a hair dryer set to the hottest setting. Set your iron to a low to medium heat. The less heat you use, the less chance of scorching your carpet. Take a white paper towel or paper bag with no writing on it as the dye may transfer to the carpet, and then put the towel down on top of the wax. Then iron the towel for no longer than 2 seconds. Move the towel and redo if necessary. Generally once is enough.

Drapery Cleaning

Drapes are notorious for quietly accumulating dirt and absorbing odors, contributing to a room full of grime. In some cases it can aggravate asthma and breathing conditions.
Cleaning the curtains can be a tedious, time-consuming task. To clean drapes, you must haul down the drapes, wash, and re-hang them. Before you start there are some factors you should consider.

Curtain fabric is rarely pre-shrunk like clothing. There's a risk that the fabric will shrink as it is washed and dried, which results in gaps and shortages when the drapes are re-hung.

Heavy fabrics can lose shape when washed turning all those carefully placed creases and pleats into just a memory.

Rarely color-safe, drapery fabric can fade and lose color after a cycle through the washing machine and dryer.

Your company might consider having the drapery cleaning job done professionally; if one is available in your area.

Water can stain certain fabrics such as silk and alter the texture of others, changing the way the curtains hang and fall at the window If you choose to rely on professional curtain cleaners, you may hire two types of cleaning companies. The first will remove the drapes to clean them; expect them be returned within three to five days. The second will use a method to clean the drapes while they remain hanging at the windows.

Companies that promise quick, easy service use one of two processes to do so:
1. The dry cleaning method is accomplished by spraying dry cleaning chemicals onto the drapes and vacuuming off the residue and dirt. Though convenient, keep in mind that the cleaning solvents can be extremely flammable, may linger in your facility and should not be inhaled.
2. The steam-cleaning method is when the cleaners use a controlled attachment to run a steam machine over the drapes, steaming away dirt and odors. This process does not work on watersensitive fabrics such as silk where there is a risk of water damage.

It can be tempting to bring your drapes into local dry cleaners, but keep in mind that dry cleaning yards and yards of fabric can be costly. And since the chemicals used by commercial dry cleaners are designed to clean clothing, the results are never guaranteed when used to clean curtains.

Television Cleaning

TOOLS AND MATERIALS NEEDED

1.Trigger sprayer
2.Clean cloth
3.Gloves and goggles
4.Cleaner disinfectant
In a hospital setting, a television is cleaned and disinfected to reduce the spread of infections that originate in patient contact equipment.
For general public use, televisions are cleaned and kept dust free to increase its life.

PROCEDURE FOR CLEANING A TELEVISION

Put on your gloves and goggles.
Fill trigger sprayer with diluted cleaner disinfectant solution following manufacturer s directions.
Turn off the television. Never clean the television while it is turned on. If the patient/resident is watching it at the time, ask if you may turn it off for cleaning.
Spray disinfectant solution onto clean cloth. Never spray the disinfectant solution directly on the television!
Wipe the front and side vertical surfaces and the top and bottom of the television. Never wipe the back of the unit with a wet cloth!

Chapter 7: Food Service

CLEANING THE KITCHEN FOR THE JANITOR

Kitchen and food service safety is an important topic. Kitchens and food service areas are cleaned by janitors. They must know how to safely clean these areas. They must understand their responsibilities and how they differ from kitchen staff. This chapter covers such topics as slips and falls, cuts, responsibilities for safety, use of wiping cloths, spills, blocking exits, and storage of cleaners.

Slips and Falls

Any spill, especially water spills in the kitchen or food service area should be mopped, and then wiped dry with a dry rag or towel.

When grease, mayonnaise, salad dressing or other items containing oil are involved, after you clean the spill, use an abrasive powder such as a powder cleaner. This removes the oil, under the surface of the floor This is particularly critical on tile and marble floors If you don t use the abrasive powder, the floor will remain very slippery.

When cleaning up broken glass, never use your fingers to pick up the glass. Use a small broom and dustpan.

You should use caution signs in the area to alert others. If you see something on the floor that doesn t belong there pick it up Always wear approved safety resistant safety footwear in the kitchen. When you see water on the floor or some other hazard, clean it up!

About Cuts

Quite a few injuries occur from people opening boxes with box cutters. Box cutters are often called finger cutters. That's right, finger cutters. Devices such as this are designed to cut. They cut cardboard skin fingers hands arms legs…that s their purpose to cut When using cutters, you must keep your free hand out of the cutting path of the blade.

Responsibilities

Employers have the primary responsibility for protecting the safety and health of their workers by providing them with proper equipment that is working properly, personal protective equipment, and a safe working environment. Employees are responsible for following safe work practices. Basically your safety is your responsibility.

Use of Wiping Cloths
Kitchen staff knows to use separate wiping cloths for cleaning surfaces that come into contact with food from cloths used for equipment, prep tables, or cutting boards.
Janitors and custodians are responsible for general cleaning in kitchens and food service areas. Cloths used for floors, walls, countertops can never be used for items that come in contact with food.

Each type of wiping cloth should be stored in its own separate labeled or color coded container containing sanitizing solution. There are at least two types of sanitizing solutions that may be used. One is a bleach solution with a 50-100 parts per million (ppm) of sodium hypochlorite and the other is a quaternary ammonia solution at 200-300 ppm ammonia. Never mix bleach and ammonia!

Spills on the Floor
Spills on the floor are a workplace hazard that must be cleaned up immediately. Janitors or custodians are usually the first to be called when a spill occurs.
Coworkers should be advised about the spill verbally or with a “Wet Floor sign to prevent anyone from accidentally walking through the spill.

It is important to identify the nature of the spill. This will aid in determining how to proceed with clean up. A bucket and mop should be used to apply the correct cleaning solution. Directions for proper use on the cleaning solution container should be followed and any remaining moisture should be cleaned up.

Post warning signs or cones should be used to divert floor traffic until the clean-up site is dry.

Cleaning supplies should be put away properly.

STORING CLEANERS

Cleansers and other non-food items are ALWAYS stored separately from foods. Separate shelves, separate cupboards, sometimes even separate rooms.

Chemicals used by janitors are NEVER stored in food containers, nor are foods to be stored in chemical containers.

Chemicals should be kept in their own original packaging or in other break-resistant, clearly labeled containers.

When using chemicals, follow the handling instructions contained in Material Safety Data Sheets or MSDSs that are available in your workplace.

Chemicals should be kept away from food handling areas. If chemicals come into contact with food, throw the food away.

You should always store chemicals below and away from food and utensils and the farther, the better.

Chapter 8: Storing and Handling Garbage

This chapter covers storing and handling garbage.
Never store garbage in your facility, move it promptly to a waste container outside. This is especially important if you are collecting garbage in a food handling area. Make sure that doors and external windows keep out pests, such as flies and rats.

Careful storage of waste is also important to avoid attracting pests. You should:
Not allow food or other waste to gather in food areas
Keep the storage area clean
Arrange for garbage to be removed regularly.

When you move garbage; wash your hands. Don't wait for garbage to pile up, keep it moving and make regular 'garbage runs' out to the refuse container.

Place garbage in sturdy leak-proof plastic or metal containers with tight-fitting lids.
The containers should be lined with clear plastic bags or with wet-strength paper.
Clean and sanitize garbage containers frequently to prevent odor and keep from attracting insects and other pests.
After any kind of garbage duty you must wash your hands.

WASH YOUR HANDS

Washing your hands is simple, right? But are you sure you are doing it the right way? Here are a few tips for washing your hands.

Wet hands with warm water
Apply a generous amount of soap and lather hands well
Rub hands together for 20 seconds or the amount of time it takes to sing Happy Birthday; paying special attention to the areas between fingers and under nails.

Rinse hands thoroughly with warm water
Dry hands with a disposable towel
Use the disposable towel to turn off the faucet and open the door, if in a public place.

Chapter 9: The End

We have discussed procedures and safety in the Janitorial and Custodial Industry. No matter what occupation you have, remember that there are responsibilities associated with your job.

We have covered many procedures and safety topics. Ideally safety is freedom from danger. As we stated earlier, every topic for the Janitor and Custodian cannot be covered in this one manual. Some of the topics that are covered include protection from the risk of harm or injury, achieving a clean, sanitary environment, procedures for cleaning, safety devices, and responsibilities.

Technology is moving ahead, changes are being made everywhere you go and everyone is busy. Business today is a fast paced no-nonsense environment where productivity and efficiency mean everything.

Each person has the responsibility for safety, not only for yourself and the safety of your coworkers but also for facility occupants.

Janitorial 5 Star Services

Item: **BLD2121632P1:BLD2121632P1:BLD2121632P1:BLD2121632P1:BLD2121632P1:BLD2121632P1:Janitorial Services - Large Facilities Group 5 - Agreement No. 6**

Attachments

Agreement 6 Proposal.pdf

Agreement 6 Pricing Sheet.xlsx

Attachments.pdf

Employee and Safety Training Manual.pdf

JANITORIAL
5 STAR SERVICES LLC

"Allow us to give you a Star Cleaning"

1961 NE 25th Ave

Pompano Beach, FL 33062

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954-552-4571

Solicitation BLD2121632P1

Agreement No. 6

Large Facilities Group 5 (5 Locations)

Janitorial Services – County Facilities

May 26, 2021

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Ability of Professional Personnel:

Describe the qualifications and relevant experience of the Project Manager and all key staff that are intended to be assigned to this project. Include resumes for the Project Manager and all key staff described Include the qualifications and relevant experience of all subconsultants key staff to be assigned to this project.

Kristen Olbel

Kristen Olbel is the Chief Executive Officer of Janitorial 5 Star Services. She oversees all operations within the company and works closely with all project managers to guarantee optimal results on each contract. Kristen develops and cultivates a positive working relationship with each contract coordinator prior to contract initiation. She designs, fosters, and deploys strategies for generating resources and revenue for the company.

EDUCATION

Bachelor of Arts (Sociology/Criminal Justice & Psychology) University of Dubuque -Dubuque, IA

WORK HISTORY

Janitorial 5 Star Services (Chief of Operation) (20 Years Experience in the Field)
Fort Lauderdale Police Department (Police Officer) (13 Years Experience in the Field)

Mikelange Olbel

Mikelange “Mike Olbel is the Chief Operations Officer of Janitorial Star Services He develops strategic plans to advance the company s mission and objectives to promote revenue profitability and growth as an organization He oversees all operations to ensure all contracts are executed with effectiveness, quality, service, and cost-effective management of resources.

EDUCATION

Masters of Science (Business Administration, Public Administration & Psychology) Iowa State – Ames, IA
Bachelor of Arts (Criminal Justice & Sociology, Minor in Psychology) University of Dubuque -Dubuque, IA

WORK HISTORY

Janitorial 5 Star Services (Chief of Operation) (20 Years Experience in the Field
Team Saving Our Youth Inc Chief Executive Officer Years Experience in the Field)
Community Based Connections, Inc. (Executive Director) (5 Years Experience in the Field)

Lakesha Houston

Lakesha Houston currently oversees all janitorial Broward County contracts to include the Broward County School District. She is experienced in operations and management with over 15 years of experience. She oversees and is responsible for inventory, equipment maintenance, routine and special project scheduling, and quality control.

EDUCATION

High School Diploma — Hallandale High School - Hallandale Beach, FL
Certification – Hack License

WORK HISTORY

Project Manager, Janitorial 5 Star Services
Oct 2020 – Present

Supervisor/Operator, First Transit
June 2017-Oct 2020

Customer Service Representative/Receptionist, Amsg & Associates
June 2014-Dec 2016

Customer Service Representative/Team Lead, Convey Health
Feb 2012-June 2014

Administrative Assistant, Renee s Learning
Jan 2005-Jan 2012

Kenny Bellinger

Kenny Bellinger currently oversees all post-construction janitorial contracts. He is experienced in operations and management with over 30 years of experience. He oversees and is responsible for inventory, equipment maintenance, routine and special project scheduling, and quality control. Kenny coordinates all projects with facility managers prior to initiation.

EDUCATION

Bachelor of Science (Physical Education) — Florida Memorial College – Miami, FL
High School Diploma — Miami Killian Senior High School - Miami, FL

WORK HISTORY

Project Manager, Janitorial 5 Star Services

Dec 2020 – Present

Checking Agent/Directional Staff, Inter-Cruises Shoreline
Dec 2018 – Oct 2020

Janitor/Project Crew, Red Coat Janitorial Service
Jan 2019 – Dec 2019

Shuttle Operator, Vamp Enterprises Supreme Limousine Service
Oct 2017 – July 2018

Mail Courier Hall s Courier Mail Service
Aug 2015 – Nov 2016

Head Basketball Coach, American Basketball Association
Nov 2015 – April 2016

Compliance Officer, Florida Memorial University
2014-2015

Head Basketball Coach, Florida Memorial University
2003-2015

Interim Head Basketball Coach, Florida Memorial College
2003

Assistant Basketball Coach, Florida Memorial College
Dormitory Counselor, Florida Memorial College
1999-2003

Physical Education/Adaptive Teacher, Norwood/Highland Oaks/Hibiscus Elementary Schools
1996-1999

Assistant Basketball Coach, South Broward Senior High School
1998-1999

Assistant Basketball Coach, Miami Norland Senior High School
1995-1998

Assistant Basketball Coach, Edison Senior High School
1986-1989

Recreational Therapist/Human Services Worker II/Behavioral Program Specialist
Landmark Learning Center
1986-1996

Matthew Lawrence

Matthew Lawrence is the Quality Control Manager of Janitorial 5 Star Services. He develops and oversees the implementation of quality control to improve the efficiency of the cleaning process and the overall company. He customizes the quality control projects for each contract to ensure direct, specific attention to each contract/facility.

EDUCATION

Level of Service/Case Management Inventory (LS/CMI) – Ai Alma Institute 2017
Miami-Dade Reentry Task Force - Member 2012
TABE Test – Certified Administrator - Florida Department of Education 2011
Bachelor in Business Management & Marketing - Florida Atlantic University 2007
Florida Workforce Professional - Tier 1 - Dynamic Work Institute 2005

WORK HISTORY

Quality Control Manager, Janitorial 5 Star Services
May 2021 – Present

Workforce Developer/Employment Specialist, OIC of South Florida
02/2012 – Present

Staffing Coordinator, SFN Group
April 2006 – Nov 2010

Case Manager/Employment Specialist/Trainer, South Florida Workforce/Jobs
Aug 2001 – Feb 2006

Matthew Gibson

Matthew Gibson is an Assistant Manager for Janitorial 5 Star Services. He assists the Project Manager with routine cleaning and special projects. He assists with inventory, equipment maintenance, and quality control. Matthew is responsible for training new employees and continuing education for all employees.

EDUCATION

High School Diploma — St. Thomas Aquinas High School – Fort Lauderdale, FL

WORK HISTORY

Assistant Manager/Site Supervisor, Janitorial 5 Star Services
Oct 2020 – Present

Flagger/Safety Operations, AWP

Oct 2020- Feb 2021

Courier, FedEx
April 2018 – Dec 2019

Courier/Supervisor, DHL
Nov 2011 – July 2019

Delivery/Supervisor, Meals on Wheels
March 2015 – June 2018

Disaster Relief, Big Foot Express Hurricane Relief
Fed 2008 – March 2015

Marie Rosier

Marie Rosier is the Chief Financial Officer of Janitorial 5 Star Services. She provides accurate and timely financial reporting to support the daily operations. She improves productivity and decreases risk and liability within the company by budgeting and forecasting projections.

Lorenzo Mills

Lorenzo Mills is a project supervisor for Janitorial 5 Star Services. He manages the pressure washing projects and contracts. He oversees and is responsible for inventory, equipment maintenance, routine and special project scheduling, and quality control. Lorenzo coordinates all projects with facility managers prior to initiation.

Hudson Vilfrard

Hudson Vilfrard is a project supervisor for Janitorial 5 Star Services. He manages the floor cleaning projects and contracts. He oversees and is responsible for inventory, equipment maintenance, routine and special project scheduling, and quality control. Hudson coordinates all projects with facility managers prior to initiation.

1.1 Company Profile

Janitorial Star Services was founded in by Kristen and Mikelange “Mike Olbel This family owned company is located in Pompano Beach, FL and built on 20 years of experience. We provide services to Palm Beach, Broward, and Dade Counties.

We always strive to provide the highest quality cleaning service, and we take pride in maintaining high standards with all our staff. Our services range from the following: New Construction Cleaning, Post-Construction Cleaning, Banks, Churches, Schools, Health Clinics, Pressure Cleaning, Lawn Maintenance, and Commercial Buildings. Janitorial 5 Star Services hires locally through churches, schools, local organizations and returning veterans.

KRISTEN L. OLBEL, BS

Pompano Beach, Florida 33062
(954) 702-2053
Janitorial5starservices@gmail.com

SUMMARY OF QUALIFICATIONS

Accomplished and energetic current business owner and operator with a solid history of achievement in the service industry. Motivated leader with strong organizational and prioritization abilities. Areas of expertise include extreme efficiency and organization, multi-tasking, and quality control with % client satisfaction I ve served as the owner and operator of a cleaning business for the last five years. My strong organizational and multi-tasking skills, as well as superior time and resource management capabilities are:

Strategic Vision
Operations Management
Community & Municipal Relations
Quality Assurance
Contract Management
Strategic Partnerships
Outcomes Measurement
Start-up Capacity Building
Program/Contract Monitoring
Finance, Budgeting and Cost Management

PROFESSIONAL EXPERIENCES

01/2017 – Present CEO, Janitorial 5 Star Services

We have owned & operated our own commercial and residential cleaning business for over 5 years now which includes cleaning and maintenance labor tasks, business management, multi-tasking, client communication and satisfaction, employee management, scheduling, billing etc. **Key accomplishments include:**

- Managed business accounts by networking and communicating with crucial account decision-makers to review service delivery and explore opportunities to develop new business.
- Created culture focused on customer service and satisfaction, resulting in improved customer loyalty and retention.

- Increased revenue and reduced risk by enforcing company policies and improving operations.
- Evaluate and manage employee performance and establish employee training and development plans that align with organization development philosophy.
- Transformed struggling business into an industry leader by restructuring organization and implementing business plan to penetrate new markets.
- Identified areas for expansion by analyzing market, consumer trends, and competition
- Represented the company to the media and trade organizations to support business operations.
- Led management team in all aspects of business development including consumer research, competitive research, and emerging opportunities.

07/2014 –Present **Police Officer, City of Fort Lauderdale**

Protects citizens by preventing crime, enforcing laws, apprehending suspects, and monitoring traffic.
Prevents crime by explaining and enforcing applicable federal, state, and local laws and ordinances; teaching preventive, protective, and defensive tactics; mediating disputes; patrolling assigned area; responding to notices of disturbances; conducting searches; observing suspicious activities; and detaining suspects. **Key accomplishments include:**

- Apprehends suspects by responding to complaints and calls for help, observing violations, and making arrests.
- Conducts criminal investigations by gathering evidence, interviewing victims and witnesses, and interrogating suspects.
- Documents observations and actions by radioing information and completing reports.
- Reports observations and actions by testifying in court.
- Fulfills court orders by serving warrants and commitments.
- Maintains safe traffic conditions by monitoring and directing traffic, enforcing laws and ordinances, investigating accidents, providing escort, and reporting unsafe streets and facilities.
- Minimizes personal injury by rescuing and reviving victims and radioing for medical assistance.
- Maintains operations by following department policies and procedures and recommending changes.
- Ensures operation of equipment by practicing responsible use, completing preventive maintenance requirements, following manufacturer s instructions troubleshooting malfunctions notifying supervisor of needed repairs and evaluating new equipment and techniques.

06/2013 – 07/2014 **Police Officer, Town of Palm Beach**

Protects citizens by preventing crime, enforcing laws, apprehending suspects, and monitoring traffic.
Prevents crime by explaining and enforcing applicable federal, state, and local laws and ordinances; teaching preventive, protective, and defensive tactics; mediating disputes; patrolling assigned area; responding to notices of disturbances; conducting searches; observing suspicious activities; and detaining suspects. **Key accomplishments include:**

- Maintains professional and technical knowledge by studying applicable federal, state, and local laws and ordinances; attending educational workshops; reviewing professional publications; practicing skills; and participating in professional societies.
- Apprehends suspects by responding to complaints and calls for help, observing violations, and making arrests.
- Conducts criminal investigations by gathering evidence, interviewing victims and witnesses, and interrogating suspects.
- Documents observations and actions by radioing information and completing reports.
- Reports observations and actions by testifying in court.
- Fulfills court orders by serving warrants and commitments.
- Maintains safe traffic conditions by monitoring and directing traffic, enforcing laws and ordinances, investigating accidents, providing escort, and reporting unsafe streets and facilities.
- Minimizes personal injury by rescuing and reviving victims and radioing for medical assistance.

- Maintains operations by following department policies and procedures and recommending changes.

09/2008 – 06/2013 Police Officer, City of Dubuque

Protects citizens by preventing crime, enforcing laws, apprehending suspects, and monitoring traffic.
Prevents crime by explaining and enforcing applicable federal, state, and local laws and ordinances; teaching preventive, protective, and defensive tactics; mediating disputes; patrolling assigned area; responding to notices of disturbances; conducting searches; observing suspicious activities; and detaining suspects. **Key accomplishments include:**

- Maintains professional and technical knowledge by studying applicable federal, state, and local laws and ordinances; attending educational workshops; reviewing professional publications; practicing skills; and participating in professional societies.
- Apprehends suspects by responding to complaints and calls for help, observing violations, and making arrests.
- Conducts criminal investigations by gathering evidence, interviewing victims and witnesses, and interrogating suspects.
- Documents observations and actions by radioing information and completing reports.
- Reports observations and actions by testifying in court.
- Fulfills court orders by serving warrants and commitments.
- Maintains safe traffic conditions by monitoring and directing traffic, enforcing laws and ordinances, investigating accidents, providing escort, and reporting unsafe streets and facilities.
- Minimizes personal injury by rescuing and reviving victims and radioing for medical assistance.
- Maintains operations by following department policies and procedures and recommending changes.

09/2000 – 05/2008 Forman, Swift Transition Inc.

Responsible for overseeing daily operations at a worksite to ensure the completion of projects in a safe and efficient manner. Their duties include hiring Construction Workers and trade professionals to perform specific tasks, monitoring budgeting expenses for Workers, supplies or tools and reviewing laws and regulations to maintain a safe work environment.
Key accomplishments include:

- Coordinating daily tasks according to priorities and plans, making changes when necessary due to weather, supply, delivery and personnel
- Delegating individual responsibilities and projects to crew members and contractors
- Recruiting, hiring, training, managing and mentoring employees and contractors
- Providing adequate resources and staffing to meet project schedules, laws, regulations, best practices and safety needs
- Emphasizing safe use of tools, machinery and equipment while providing training on safety gear, helmets and procedures
- Developing and managing project budgets and quality standards for all sites
- Resolving conflicts or miscommunications quickly and amicably
- Regularly reporting project status to supervisors, site engineers and other officials

EDUCATION

University of Dubuque, Dubuque, IA
Bachelors of Arts, Cum Laude, 5/2008

MIKELANGE (MIKE) OLBEL, MS

Pompano Beach, Florida 33062
Janitorial5starservices@gmail.com

SUMMARY OF QUALIFICATIONS

Highly qualified Executive Manager and entrepreneur with several years of experience in organizational leadership and human services administration. Result oriented and multi-talented leader with proven ability to **engage and satisfy customers** (including persons served, funders, constituent groups, and community partners), **leverage community resources**, **convene large groups of stakeholders** to address a common cause, and **work well with a group of volunteer governance board members**. Exceptional leadership and management strengths in:

- Strategic Vision
- Operations Management
- Resource Development
- Quality Assurance
- Human Resource Development
- Grants Writing
- Contract Management
- Community & Municipal Relations
- Strategic Partnerships
- Executive Coaching
- Outcomes Measurement
- Start-up Capacity Building
- Program/Contract Monitoring
- Finance, Budgeting and Cost Management

PROFESSIONAL EXPERIENCES

01/2017 – Present **COO, Janitorial 5 Start Services**

We have owned & operated our own commercial and residential cleaning business for over 5 years now which includes cleaning and maintenance labor tasks, business management, multi-tasking, client communication and satisfaction, employee management, scheduling, billing etc. **Key accomplishments include:**

- Identified and corrected deficiencies with forward-thinking approaches to address organization-wide and department-level problems.
- Supervised Office Manager and Administrative Staff, ensuring that all operating units received adequate support for operations.
- Monitored operations for cost-effectiveness, quality, and productivity, using quantitative data.
- Launched employee outreach programs that fostered productive and proactive work environment.
- Maintained quality and precision by developing culture of stability and strong performance.
- Reviewed systems in place to manage internal controls of all financial activities and contributed strategic planning.
- Led the company to successful product launch and developed initial product roadmap and go-to-market strategy.
- Spearheaded development, implementation, and management of an effective human resources program.

01/2014 – Present **CEO, Community Based Connections, Inc.**

Recruited to turn around the organization s financial and operations performance driving growth to achieve long-term sustainability. Charted an innovative direction in partnership with the Board, senior staff and key funding partners. Manage P&L and

all core functions: operations, human resources, training and development, finance, technology systems, services and programs, fundraising, grant writing, marketing and public relations. Human services organization specializing in early childhood education, juvenile delinquency intervention and prevention, family strengthening, and community development services. **Key accomplishments include:**

- Eliminated agency $60,000 deficit with-in (1) first year.
- Increase agency budget by 80% within two (2) years.
- Decrease agency turnover rate by 97%.
- Evaluate and manager employee performance and establish employee training and development plans that align with organization development philosophy.
- Develop and implement donor base outreach and fundraising.
- Manage and direct the organization toward its primary objectives, based on contractual obligations and under the leadership of the Board of Directors, by performing leadership and high-level management duties personally or through subordinate managers.
- Secured grants afterschool program that s actively working with school leadership parents and child care center directors to enhance the academic and behavior performance of students in grades K-12.
- Grew organization s annual budget from to million in three years
- Developed framework for Juvenile Prevention Initiative that is establishes a continuum of resources to enhance the positive behavior performance of at-risk children and family in Broward County School.
- Establish strategic partnerships with numerous community based organizations, religious partnership, funding entities (i.e. Department of Juvenile Justice and Children Service Council), and community leaders to collaboratively address key community issues.
- Provide visionary leadership, personnel management, and professional development.
- Fiscal management; staff management and development; and volunteer development
- Assisted in creating and renewing policies for Eliminating Schoolhouse to Jailhouse pipeline through efforts of Circuit 17 Juvenile Justice Advisory Board as a Board Member.
- Secured $120,000 in emergency funding for community COVID-19 Resiliency Funds to support Broward County residents food assistance, mortgage assistance, rent assistance, FPL assistance and utilities assistance.

08/2012 – 01/2014 Founder/CEO, Team Saving Our Youth, Inc.

Founder and Chief Executive Officer for 501c(3) human services organization specializing in early childhood education, juvenile delinquency prevention, family strengthening, and community development services. **Key accomplishments include:**

- Manage and direct the organization toward its primary objectives, based on contractual obligations and under the leadership of the Board of Directors, by performing leadership and high level management duties personally or through subordinate managers.
- Secured a $250,000 grant for the Project SOY, Life Line and Transitional Transformation programs which all three programs is actively working with school leadership, parents, and child care center directors to enhance the academic and behavior performance of students in grades K-12.
- Grew organization s annual budget from to in years
- Developed framework for Project SOY Initiative that is establishes a continuum of resources to enhance the positive behavior performance of at-risk children and family in Broward County School.
- Establish strategic partnerships with numerous community based organizations, funding entities (i.e. Department of Juvenile Justice and Children Service Council), and community leaders to collaboratively address key community issues.
- Provide visionary leadership, personnel management, and professional development.
- Assisted in creating and renewing policies for Eliminating Schoolhouse to Jailhouse pipeline.
- Works closely with management and employees to improve work relationships, build morale, and increase.
- Lead, mentor and guide development of talent within the team, which includes succession and development planning, performance management, and recognition.
- Provide active and engaged performance management and promotion of professional development.

01/2011 – 01/2012 Youth Educator, OIC of South Florida, Inc.

Responsible for planning and facilitating grant awarded of $5 million dollars (over a period of 5 years). Evaluating educators and program outcome; marketing organizational federal grant program to possible partners; represented corporation in strategic community programs, community boards, governmental institutions and other organizations that advance the image and visibility of the corporation. Key accomplishments:

- Serves as an interface when needed for senior leadership with strategic community programs, business and community leaders.
- Providing group intervention for adults and at-risk youth ages 13-19; delivering the implementation of program's evaluation instruments, maintain statistics.
- Organized community activities and programs in order to develop and maintain linkages to other community-based organizations, faith-based organization and schools.
- Seeks and develops partnerships with local organizations, and develops new business strategies and relationships that enhance market share and overall performance of organization.
- Supports marketing objectives, plans, and strategies; provides guidance to various marketing efforts, and provides leadership to ensure that individual programs support the overall mission, goals, and objectives of the organization.
- Three years of Planning and Teaching Reducing the Risk curriculum at Coral Glades High School.
- Evaluating educators and program outcome.
- Marketing organizational federal grant program to possible partners.
- Represents organization in strategic community programs, community boards, governmental institutions and other organizations that advance the image and visibility of the organization.
- Serves as an interface when needed for senior leadership with strategic community programs, business and community leaders.
- Delivering the implementation of program's evaluation instruments, maintain statistics, and produce monthly reports on program activities.
- Responsible for evaluating and updating the health education curriculum for use in community-based organizations presentations.
- Over exceed grant numbers three years straight.

08/2012 – 05/2013 Adjunct Professor (Business Leadership), South Florida Bible College

Providing classroom instruction and support to undergraduate students but not limited to: Developed lesson plans and assign projects; developed business department structure; developed program curriculum; facilitated 26 weeks class session on Leadership Development; implemented policy and procedures and implemented and facilitated workshops for employees.

10/2007 – 09/2009 Youth Case Worker, Hillcrest Family Services.

Provided approximately 2 years of direct service and progressive leadership service to this nonprofit human services organization specializing in providing school readiness/early academic success assistance, community based behavioral health, family strengthening, juvenile delinquency prevention, and foster care services to troubled children and families. **Key accomplishments include**:

- Provided proven ability to establish and maintain a therapeutic environment for twelve adolescents diagnosed as exhibiting anti-social behavior demonstrated skills in implementing and coordinating each individual s treatment plan as dictated by head psychiatrist.
- Implemented and coordinated each individual s treatment plans as dictated by head psychiatrist with % completion
- Debriefing University Officials on classified information and providing positive elucidation to handle matter. Assessing client s needs and developed services plans conducted group therapeutic intervention for clients to ensure support system and non-violence conflict operations; arranged and transport clients to daily recreation facilities and providing the highest level of security.
- Provided 100% daily case-log for head psychiatrist in charge and daily intervention notes of client s behavioral provide new employees with on the job training and administer individual s intervention with clients and providing program supervisor report of intervention.
- Assisted clients with self-confidence through intervention for school performance and life expectancy. Provided specialized services that may include detainment, interstate compact, post placement supervision and relative/non-relative caregiver home studies; and arranged and provided quality improvement process.

EDUCATION

Iowa State University, Ames, IA
Master of Science*, Magnum Cum Laude, 5/2010*
Interdisciplinary Graduate Studies: Business Administration, Public Administration & Psychology
Concentration: *Business Management, Public Relations, Public Policies, Human Resources, Business Leadership*
Creative Component (Thesis): Attitudes Towards Hiring Immigrants Among Iowa Small Business Owners and Managers

University of Dubuque*,* Dubuque, IA
Bachelors of Arts, Cum Laude, 5/2008
Major: Sociology & Criminal Justices; Minor: Psychology
Concentration: Social Perspective, Criminology, Attitudes & Behaviors.

BOARD/COUNCIL APPOINTMENTS

- Florida Restorative Justice Association
- Circuit 17th Juvenile Justice Advisory Board
- Housing Authority of Pompano Beach (Commissioner)
- Hopewell Missionary Baptist Church Scholarship Board Member;
- Fathers, Men and Boys Committee Co-Chair Broward County Children s Strategic Planning Council
- Advisory Council Member: Project Bridge for Eckerd

Media & News Journal Appearance

- Future First: Restorative Justice (BECON TV Network)
- New Haitian Generation (BECON TV Network)
- The Westside Gazette
- Hot 105 FM Radio Station: HIV and AIDS Bowling Awareness (2013)
- Des Moines Register "Haitian students at ISU feel devastated hope for good news Iowa
  By: Danny Valentine (Staff Writer)
- Iowa KCCI 8 News Network, Iowa (2010)
- Iowa State Daily Newspaper "Haitian students organize aid efforts in the face of disaster awaiting word from families friends Iowa (2010) By: Tessa Callender & Kyle Peterson (Daily Staff Writers)
- Sun-Sentinel Newspaper "Tri-county Pipeline Florida By: Pat Lammer (Staff Writer)

COMMUNITY AWARDS/RECOGNITIONS

- 2011 Award for Collective Youth Impact (2019)
- 2014 Grant Award Recipient for New Day: Civil Citation & Diversion, Fort Lauderdale, Florida (2014– 2017)
- 2014 Grant Award Recipient for Juvenile Prevention & Diversion Fort Lauderdale, Florida (2014– 2017)
- Excellence in Education Award for Over Exceed Grant Numbers, Fort Lauderdale, Florida(2011– 2012)
- Raised $30,000 in effort with Red Cross for the Haiti Earthquake (2010)
- Student Judicial Board, University of Dubuque, Iowa (2007– 2008)
- Iowa Intercollegiate Academic Scholar, University of Dubuque (2006 –2007)
- Benjamin Franklin Leadership Award, Multicultural Center, University of Dubuque, Iowa (2006 – 2007)
- Wendt Character Scholarship, University of Dubuque, Dubuque, Iowa (2005 – 2007)
- Horatio Alger Scholarship Recipient, Horatio Alger Scholarship, Miami, Florida (2004 – 2007)

2. Total Number of Current Employees
   a. Full Time: 19
   b. Part Time: 40
3. Total Number of Supervisory Employees
   a. Full Time: 3

b. Part Time: 5

4. Total Number of Custodial Workers
   a. Full Time: 16
   b. Part Time: 35
5. Temporary Workers
   All staff are employed with the company.
6. Provide Health Benefits
   Upon being awarded the contract, all employees will be paid per the living wage agreement and provided the opportunity to obtain health benefits.
7. Require criminal background check

   Janitorial 5 Star Services understands security is paramount and thus it is treated as such. All employees undergo a full criminal background. Prior to commencing the contract all employees will meet badging and security standards set forth for each location.

   a. Describe when this occurs and which job categories applies to.

      The background check is completed as part of the hiring process and applies to all positions.

1.2 Company Experience/Reference

Submit references with following info and describe prime vendor s experience on projects similar nature, scope, and duration along with satisfactory completion both on time and within budget.

Janitorial 5 Star Services acted as the prime contractor on the below listed contracts. Please see corresponding attachments for information.

Reference 1 (see attachment A for reference)

Broward County School District

We perform custodial cleaning on a contractual and emergency basis within the Broward County Schools. We perform electrostatic disinfecting to Broward County schools and administrative sites. The schools and administrative sites vary in square footage and height of buildings. All work has been performed within budget and on time. We are the Prime contractor for this contract.

a. Name and location of facility: see list below
b. Size of facility area cleaned (sf): see list below
c. Number of stories (height of building): see list below

d. Total number of worker/supervisors assigned to facility: see list below
e. Total number of facility users, ie. Employees, clients,: see list below
f. Start date and end date of contract: Oct 2020 to present
g. Annual dollar value of contract:
h. Identify operational hours of contract (24 hours a day, 7 days a week, 52 weeks a year): operational hours are 24 hours / 7 days / 52 weeks
i. Identify level of employee background/security checks: state/local through Broward County School District
j. Identify if adhered to green building maintenance standards: yes

Site Name/Type	Size	Site Address
Royal Palm Elementary School	128,943 sf	1951 NW 56th Ave Lauderhill, FL 33313
Plantation High School	343,064 sf	6901 NW 16th St, Plantation, FL 33313
Nova Eisenhower Elementary	97,989 sf	6501 SW 39th St, Davie, FL 33314
South Plantation High School	351,376 sf	1300 SW 54th Ave Plantation, FL
Silver Shore Elementary	109,372 sf	1601 SW 160th Ave Miramar, FL
Thurgood Marshall Elementary	104,460 sf	800 NW 13th St Fort Lauderdale, FL
Bethune Elementary	143,054 sf	2400 Meade St Hollywood, FL 33020
Central Park Elementary	132,169 sf	777 N Nob Hill Rd Plantation, FL
Walter C. Young Middle School	224,196 sf	901 NW 129th Ave Pembroke Pines, FL
Gator Run Elementary	145,398 sf	1101 Glades Pkwy, Weston, FL 33327
Ramblewood Elementary	103,248 sf	8950 Shadowwood Blvd Coral Springs
Pines Lakes Elementary	119,644 sf	10300 Johnson St Pembroke Pines, FL
Coconut Creek Elementary	90,150 sf	500 NW 45th Ave Coconut Creek, FL 33066
Driftwood Elementary	89,165 sf	2700 NW 69th Ave Hollywood, FL 33024
Collins Elementary	56,163 sf	1050 NW 2nd St Dania Beach, FL 33004

Tradewind Elementary	154,166 sf	5400 Johnson Rd Coconut Creek, FL
Rock Island Elementary	95,818 sf	2350 NW 19th St Fort Lauderdale, FL 33311
Maplewood Elementary	101,237 sf	9850 Ramblewood Dr Coral Springs, FL 33071
Endeavour Primary Elementary	57,426 sf	2701 NW 56th Ave Lauderhill, FL
Davie Elementary	94,208 sf	7025 SW 39th St Davie, FL
Meadowbrook Elementary	111,487 sf	2300 SW 46th Ave Fort Lauderdale, FL
Parkway Middle School	289,576 sf	3600 NW 5th Ct, Fort Lauderdale, FL 33311
Silver Lakes Elementary	111,322 sf	2300 SW 173rd Ave Miramar, FL
Palm Cove Elementary	129,311 sf	11601 Washington St Pembroke Pines, FL
Morrow Elementary	91,474 sf	408 SW 76th Ter North Lauderdale, FL
Park Springs Elementary	135,976 sf	5800 NW 66th Ter Coral Springs, FL 33067
Falcon Cove Elementary		4251 Bonaventure Blvd Weston, FL
Manatee Bay Elementary	144,855 sf	19200 Manatee Isles Dr Weston, FL
West Broward High School	357761 sf	500 NW 209th Ave, Pembroke Pines, FL 33029
Pembroke Lakes Elementary	101,646 sf	11251 Taft St Pembroke Pines, FL
Sanders Park Elementary	88,070 sf	800 NW 16th St Pompano Beach, FL 33060
Plantation Park Elementary	76,645 sf	875 SW 54th Ave Plantation FL, 33317
Stirling Elementary	105,533 sf	5500 Stirling Rd Hollywood, FL
Sheridan Park Elementary	115,742 sf	2310 N 70th Ter Hollywood, FL 33068
Everglades Elementary	148,886 sf	2900 Bonaventure Blvd Westin, FL 33311
Dillard Elementary	118,096 sf	2330 NW 12th Ct Fort Lauderdale, FL
Coral Glades High School	301,401 sf	2700 Sportsplex Dr Coral Springs, FL 33065

Fort Lauderdale High School	314,212 sf	1600 NE 4th Ave Fort Lauderdale, FL 33305
Heron Heights Elementary	125,033 sf	11010 Nob Hill Rd Parkland, FL 33076
New Renassiance Middle School	194,973 sf	10701 Miramar Blvd Miramar, FL 33025
McNab Elementary	91969 sf	1350 SE 9th Ave Pompano Beach, FL 33309
Pasadena Lakes Elementary	98,791 sf	8801 Pasadena Blvd Pembroke Pines, FL 33024
Coral Springs High School	346,405 sf	7201 W Sample Rd Coral Springs, FL
Eagle Ridge Elementary	129,983 sf	11500 West View Dr Coral Springs, FL 33076
Quest Center	73,003 sf	6401 Charleston St, Hollywood, FL 33024
Whispering Pines Center	64,049 sf	3609 S Douglas Rd, Miramar, FL 33025
Cross Creek Center	64,013 sf	1010 NW 31st Ave, Pompano Beach, FL 33069
Bright Horizon Center	78,123 sf	3901 NE 1st Terrace, Pompano Beach, FL 33064
Wingate Oaks Center	71,639 sf	1211 NW 33rd Terrace, Fort Lauderdale, FL
Hollywood Park Elementary	80,690 sf	901 N. 69TH Way, Hollywood, FL 33024
West Hollywood Elementay	106,422 sf	6301 Hollywood Blvd, Hollywood, FL 33024
Stirling Elementary	105,533 sf	5500 Stirling Rd, Hollywood, FL 33021
Henry D. Perry Education Center	175,901 sf	3400 Wildcat Way, Miramar, FL 33023
Perry Annabel C. Middle	104,198 sf	6850 SW 34th St., Miramar, FL 33023
Broward Estates Elementary	97,633 sf	441 NW 35th Ave Fort Lauderdale, FL 33311
Martin Luther King Elementary	110,051 sf	591 NW 31st Ave Fort Lauderdale, FL 33311
Larkdale Elementary	78,579 sf	3250 NW 12th Pl Fort Lauderdale, FL 33311
Royal Palm Elementary	128,943 sf	1951 NW 56th Ave Lauderhill, FL 33313

Westwood Heights Elementary	122,314 sf	2861 SW 9th St Fort Lauderdale, FL 33312
Riverland Elementary	105,242 sf	2600 SW 11th Ct Fort Lauderdale, FL 33312
Stephen Foster Elementary	82,499 sf	3471 SW 22nd St Fort Lauderdale, FL 33312
Sheridan Hills Elementary	82,939 sf	5001 Thomas St, Hollywood, FL 33021
Boulevard Heights Elementary	120,614 sf	7201 Johnson St, Hollywood, FL 33024
Pembroke Pines Elementary	105,740 sf	6700 SW 9th St Pembroke Pines, FL 33023
Sunshine Elementary	105,987 sf	7737 La Salle Blvd Miramar, FL 3323
Fairway Elementary	126,678 sf	7850 Fairway Blvd, Miramar, FL 33023
Miramar Elementary	124,613 sf	6831 SW 26th St. Miramar, FL 33023
Pioneer Annex	88,890 sf	5400 SW 90TH AVE COOPER CITY, FL 33328
South Area Bus Complex	18,154 sf	900 S UNIVERSITY DR Pembroke Pines, FL 33024
South Area Maintenance	12,384 sf	1295 N. 21st AVE HOLLYWOOD, FL 33020
Sheridan Technical College		5400 West Sheridan St Hollywood, FL 33021
Sheridan Technical College West Campus		20251 Stirling Rd Pembroke Pines, FL 33332
Sheridan Technical College Bus Lot	35,988 sf	20251 Stirling Rd Pembroke Pines, FL 33332
Talent Development HRD	15,991 sf	3521 DAVIE Rd DAVIE, FL 33314
WEST CENTRAL BUS COMPOUND	39,650 sf	2500 COLLEGE AVE DAVIE, FL 33314
BECON Administration	35,342 sf	6600 SW NOVA Dr DAVIE, FL 33314
McFatter Technical College and High School	255,908 sf	6500 Nova Dr. Davie, FL 33317
Broward Fire Academy		2600 SW 71st Ter Davie, FL 33314
TITLE I (Special Programs Office)	14,405 sf	701 NW 31 AVE FORT LAUDERDALE, FL 33311
Central Area Maintenance		1560 NW 34th Ter Fort Lauderdale, FL 33311

Atlantic Technical College- Arthur Ashe, Jr. Campus		1701 NW 23rd Ave Fort Lauderdale, FL 33311
Rock Island Administrative Site	77,692 sf	2301 NW 26th St Fort Lauderdale, FL 33311
Atlantic Technical College		4700 Coconut Creek Pkwy Coconut Creek, FL 33063
Kathleen C. Wright Administrative Complex	288,348 sf	600 SE 3RD AVE FORT LAUDERALE, FL 33301
Pineridge Education Center	59,456 sf	1251 SW 42nd Ave Fort Lauderdale, FL
Twin Lakes Annex	28,232 sf	4140 NW 10TH AVE OAKLAND PARK, FL 33009
Twin Lakes Warehouse, Maintenance, and Transportation	267,860 sf	3810 NW 10TH AVE OAKLAND PARK, FL 33009
Central Transit		3897 NW 10th Ave Oakland Park, FL 33009
Crystal Lake Middle School	170,584 sf	3551 NE 3rd Ave Pompano Beach, FL 33064
North Area Bus Garage	7,549 sf	2600 NW 18 TER POMPANO BEACH, FL 33060
North Area Bus Complex	17,735 sf	1751 NW 22ND AVE POMPANO BEACH, FL 33060
North Area Portable Annex Training Center	13,222 sf	2251 NW 18TH ST POMPANO BEACH, FL 33060
Cypress Run Education Center	60,474 sf	2800 NW 30th Ave Pompano Beach, FL 33069
North Area Maintenance	66,718 sf	6501 NW 15 AVE FORT LAUDERDALE, FL 33009
Twin Lakes Administrative	40,809 sf	4199 NW 10TH AVE OAKLAND PARK, FL 33009
TSSC Annex	49,103 sf	7770 W OAKLAND PARK BLVD SUNRISE, FL 33351
Technology and Support Service	147,736 sf	7720 W OAKLAND PARK BLVD SUNRISE, FL 33351
Sheridan Technical High School		3775 SW 16th St Fort Lauderdale, FL 33312
Lanier James Education Center	59,082 sf	1050 NW 7th Ct Hallandale Beach, FL 33009
Pompano Administrative Center	32,690 sf	610 NE 13th Ave Pompano Beach, FL 33060

Reference 2 (see attachment B for reference)

BMD Management

We perform daily office cleaning to this facility. It is a two story office building. All work has been performed within budget and on time. We are the Prime contractor for this contract.

a. Name and location of facility: 555 Twelve
b. Size of facility area cleaned (sf): 48,231 sf
c. Number of stories (height of building): 2 stories
d. Total number of worker/supervisors assigned to facility: 4
e. Total number of facility users, ie. Employees, clients: 70 users
f. Start date and end date of contract: 7/1/2017 to present
g. Annual dollar value of contract: $50,000
h. Identify operational hours of contract (24 hours a day, 7 days a week, 52 weeks a year): operational hours are 12 hours /5 days /52 weeks
i. Identify level of employee background/security checks: local/ state check
j. Identify if adhered to green building maintenance standards: yes

Reference 3 (see attachment C for reference)

City of Pompano Beach

We perform daily pressure cleaning service to the city pier. Our service includes trash pick up, daily spot cleaning, and monthly cleaning of entire pier and canopies. All work has been performed within budget and on time. We are the Prime contractor for this contract.

a. Name and location of facility: Pompano Beach Pier (Fisher Family Pier)
b. Size of facility area cleaned: 16,000 sf
c. Number of stories (height of building): pier
d. Total number of worker/supervisors assigned to facility: 2
e. Total number of facility users, ie. Employees, clients: 100 users
f. Start date and end date of contract: 05/2020 to present
g. Annual dollar value of contract: $75,000
h. Identify operational hours of contract (24 hours a day, 7 days a week, 52 weeks a year): Operational hours are 24 hours/7 days /52 weeks
i. Identify level of employee background/security checks: local/state check
j. Identify if adhered to green building maintenance standards: yes

1.3 Experience of Key Personnel

Describe the experience of key personnel (including prime vendor and their subcontractors relevant to providing timely, high quality janitorial service in an environmentally friendly manner to multiple high-profile facilities.

1. List key personnel of the proposed maintenance team, including supervisors, and primary project manager for each agreement of locations listed on the price sheets. Describe the key personnel s relevant experience and the role they will play for each agreement of locations, including the following info: project superintendent, site supervisor, full time service crews.

   Key personnel:

   Project Superintendent

   Kristen Olbel will be the Project Superintendent. Kristen is currently the CEO of Janitorial 5 Star Services and oversees operations. She has over 20 years of experience in the industry providing a vast knowledge to ensure all specifications are met per the customer s specifications. Kristen will meet with Broward County representatives and building managers on a routine basis to guarantee customer satisfaction.

   Project Manager

   Lakesha Houston currently oversees all janitorial Broward County contracts to include the Broward County School District. She is experienced in operations and management with over 15 years of experience. She oversees and is responsible for inventory, equipment maintenance, routine and special project scheduling, and quality control.

   Site Supervisor

   Kenny Bellinger is currently the project manager over post construction contracts for Janitorial 5 Star Services. Kenny is responsible for all labor, supervision, equipment, and quality control. He will provide site supervision on this agreement.

   Matthew Gibson is currently a site supervisor for Janitorial 5 Star Services. He is responsible for site supervision, equipment, and quality control. Matthew will provide site supervision on this agreement.

   Full Service Crews

Janitorial 5 Star Services currently employees over 50 employees. We will staff this agreement with currently employed personnel to provide them the first opportunity. If additional personnel are required, we will hire personnel from the community where the contract site is located. This will allow for a quicker emergency response if required and to meet our company goal of hiring within the community where service is provided.

2. Provide a brief resume of employees who will furnish professional and technical support expertise for each agreement of locations listed on the price sheets. Include: functions in the company, title and number of years of service with company, years of experience in the maintenance of comparably complex facilities and systems.

   See section 1 (Ability of Professional Personnel) for resumes and list of employees.

2 Location

Janitorial 5 Star Services is both a **Local Business** and a **Locally Based Business** as each term is defined by Section 1-74, Broward County Code of Ordinances. Janitorial 5 Star Services is located in Pompano Beach, FL and possesses a Business Tax Receipt with the City of Pompano Beach and Broward County (see attachment D & E).

3 Project Approach

Describe the prime vendor s approach for each agreement of locations vendor is proposing. Include how prime will use subcontractors for each agreement.

Janitorial 5 Star Services is CBE/SBE certified with Broward County. We will be functioning as the Prime Vendor for all agreements. See attachment F & G for certificates. Janitorial 5 Star Services is bidding on all agreements (1-14). See section 1.1 under Company Profile for employee information and number of employees.

3.1 Project approach for each agreement of locations prime vendor is proposing.

a. Describe how you intend to meet or exceed quality standards. Discuss adequacy of weekly service hours proposed to meet the quality specifications described in the RFP.

At Janitorial 5 Star Services we pride ourselves in being able to provide quality and effective service for our clients. We understand that cleanliness isn t just about what is seen, but it goes beyond that. So just like our attitude towards cleaning, we utilize many programs and services to deliver seamless service that isn t seen on the surface. Our personnel will work side by side with the building managers to guarantee standards are met at every level.

We utilize various technology and programs to provide accurate record keeping and scheduling. This will guarantee our staff meets and keeps the required inspection dates which will keep your operations uninterrupted. Our quality control program is designed to keep you, the client, informed so rest assured our real time approach will not leave you wondering about daily or periodic tasks. With these programs and approaches we will not only meet the expectations, but exceed the standards set forth in this RFP.

b. Discuss any exceptions you suggest to minimum proposed service hours.

At Janitorial 5 Star Services we understand time is valuable, but quality will not be sacrificed. We will routinely analyze the current service hours, tasks, and frequency to determine if changes are required or practicable. Based on those findings the appropriate changes will be executed. At Janitorial 5 Star Services our promise to you is quality. It will always remain a constant priority and that expectation will not change. Should any exceptions to the minimum proposed service hours arise we will fully cooperate with Broward County.

c. Describe how you propose to meet minimum work tasks and interface with normal building activities.

Our combined team of managers and supervisors will develop a task specific plan that will be based on the time expected, facility, crew, and equipment required. This task specific plan will then be scheduled in conjunction with the feedback of the building manager. This communication will provide more accurate scheduling and reduce any interference with normal building activities.

Our goal is to provide a service that is unified and conscience of your needs. We believe that your satisfaction is paramount at every level of our contract with you and that starts at the planning stage.

d. Describe how you will maintain public areas, specifically providing high quality floor surfaces.

Janitorial 5 Star Services recognizes the appearance of public or common areas is crucial to your business and daily operations. The appearance of your building creates a mood and message not only to the public you serve, but your staff as well. Our scheduling programs coupled with our training program leaves no room for error. Our staff is more than prepared to keep all areas of your facilities in tip top shape. We provide continuing education and daily/weekly team meetings to keep all employees knowledgeable about their responsibilities. And what is knowledge without the proper equipment? We provide equipment that is appropriate for the task at hand and made with quality to all employees to guarantee the task is completed in a timely and efficient manner.

Our teams are trained in the proper floor cleaning procedures and will follow all requirements set forth in the RFP. Upon award of this contract, all surfaces will be evaluated and assessed to develop the correct and appropriate approach. A schedule will then be created to maintain quality flooring.

3.2 Describe how prime vendor will manage and organize work for each agreement of locations vendor is proposing.

a. State number of crews working for each agreement identified.
   i. Describe how you will schedule basic janitorial service for each facility.
   ii. List the individual building teams that will be working for that agreement per building(s): management, supervisory, maintenance crews.

Janitorial 5 Star Services will deploy the following personnel for each agreement:

a. General Manager
b. Administrative Assistant
c. Project Manager
d. Assistant Project Manager
e. Site Supervisor
f. Porter/Cleaner
g. Project Crew

The agreement will be managed and organized through the use of computer programs. All daily and periodic work will be coordinated and executed through a generated schedule of tasks. In addition, we will continuously monitor and reevaluate to ensure the best strategies are being utilized.

As stated previously, our managers and supervisors will be in constant communication with the building manager and Broward County representatives to provide a well-executed plan. In keeping in constant communication, we can adjust or modify items as required.

b. Describe how you will schedule basic janitorial service for each facility while coordinating with periodic project and annual work task.
   i. Describe crew organization to perform basic and project work.

Janitorial 5 Star Services utilizes computer programs and RFP specifications to determine the appropriate number of employees per a task. With the use of computer programming, we are able to accurately schedule the appropriate number of employees and allocate accordingly. All routine daily work is then coordinated along project work to provide optimal results. Facilities that have additional specifications or requirements will be identified upon execution of the contract and resources will be distributed accordingly.

Our project crews are broken into teams of 3 to 4 employees depending on the task and equipment required. All project crews are managed by a project manager.

Daily/routine work is completed with teams of 3 or 5 employees. The size of the building and level of cleaning are considered prior to scheduling employees. All work will be divided according to light tasks, vacuum and furniture, restrooms, and hard floors.

1. Light Tasks: dust horizontal surfaces; empty and reline trash; spot clean (walls, doors, windows etc).
2. Vacuum and Furniture: pick up trash; spot vacuum low traffic areas; vacuum all high traffic areas; reposition furniture after vacuuming or in office/conference rooms; turn off lights were applicable and secure doors/buildings.
3. Restrooms: refill all dispensers and paper products; empty and reline trash; clean and disinfect all toilets, partitions, counters, sinks, mirrors, fixtures; sweep and mop all hard floors.
4. Hard Floors: dust mop/sweep; spot mop stains; empty and reline trash; pick up trash; and spot mop.

c. Describe and present an example of your reporting system used to compare actual performance to your schedule for regular service.

Our Quality Control Managers develop and implement a routine schedule to monitor and stay ahead of any areas of deficiency. All scheduled visits are monitored and recorded via computer programs. All evaluations are recorded on a performance evaluation form (paper and/or digital) which documents the immediate needs to be addressed. If any inconsistencies are noted they are immediately relayed to the site supervisors for immediate attention. See attachment H & I for Quality Control forms.

d. Describe your capabilities to respond to emergency or disaster situations including of specialized equipment required for de-watering or moisture removal tasks or other special cleaning services.

Janitorial 5 Star Services understands there are situations that arise that cannot be planned for. We have developed a disaster/emergency response plan that utilizes a quick response from our on-call staff and specialized equipment. Our response plan is designed to immediately identify priority areas and limit or extinguish potential damage. Our employees are trained in disaster relief efforts such as smoke and fire remediation, water remediation, and mold remediation. We are confident with our disaster and emergency response plan you will see minimal disruption in services.

3.3 Describe your quality control program for each agreement of locations prime vendor is proposing:

a. Describe how you intend to provide a startup orientation program to bring facilities into compliance with quality standards.

Janitorial 5 Star Services will conduct a meeting prior to the contract starting to recruit the current staff members. We recognize the importance of experience and the current staff members have exactly that. In addition, our employees are properly trained to perform the tasks required so upon execution of this contract they will seamlessly step in. They are trained to identify any deficiencies and quickly correct them as required. In conjunction with our project crews, all sites/locations will be brought to standards specified in the RFP.

Our project managers and site supervisors will work closely with the building managers to identify any current issues with quality standards. A level of high importance will be placed on those issues to ensure standards are met quickly and without delay. We will also begin to identify the equipment and product needs of each location. These items will be purchased and made ready to provide a seamless transition.

We will always be in constant contact with building managers to guarantee this transition period is smooth and frankly unnoticeable to your staff and the people you serve. Our goal is to work hand in hand with you so our process and operations work simultaneously with yours.

b. Discuss your inspection procedures including any technical aids used to monitor performance standards.

As discussed above, our Quality Control Program is designed to stay ahead of any areas of deficiency. We use both digital and written forms to monitor and document deficiencies. All project managers and site supervisors are briefed on all RFP requirements and standards prior to commencement of the contract. Daily and weekly meetings will be conducted to discuss trending deficiencies to identify whether it stems from such issues as training, personnel, or equipment.

c. Describe how prime vendor will achieve the services and quality standards described in the attached Exhibit 1- specifications.

Janitorial 5 Star Services will achieve the services and quality standards described in the attached Exhibit 1 specifications by the following:

1. Implemented Quality Control Program
2. Maintaining proper equipment and well-trained employees
3. Maintaining constant communication with building managers
4. Quick response to service issues or deficiencies
5. Maintaining proper safety measures
6. Utilizing computer programs to schedule daily and periodic tasks

All items listed have been described above.

d. Describe and provide a sample of your reporting system used to compare actual performance to your schedule for regular services.

Janitorial 5 Star Services utilizes both digital and written forms to document performance. All evaluations and inspections are cross referenced to ensure RFP standards are being met or exceeded. See attachment H & I for quality control documents.

e. Describe the activities that can most easily be implemented to maximize opportunities to promote green building cleaning practices.

At Janitorial 5 Star Services we strive to promote and implement green cleaning practices at all facilities/contracts. We understand that our impact on the environment is lasting and we will minimize that impact.

Our project managers and site supervisors will meet with building managers to determine what is currently being implemented at the location, such as recycling, automated lights, or refillable water fountains. We will then merge our own green practices to ensure there is no interruption. We will continue to evaluate new methods, chemical products, or paper products to maximize our green cleaning efforts.

3.4 Company Equipment

a. List current inventory of heavy equipment

We currently have pressure washers, floor machines, carpet extractors, wet/dry vacuums, and backpack vacuums. We have great relationships with our vendors if additional equipment is required whether for emergency or maintenance needs.

b. Provide the response time for mobilization for each piece of equipment.

Mobilization of each piece of equipment is determined based on the location and size of the equipment. We strive to make equipment readily available with a response time of no longer than 24 hours.

c. List the current inventory of machinery for floor care that will be utilized to perform the requirements.

See section 3.4 (a) for list.

d. Describe how vendor will ensure all required equipment is maintained in quality working condition.

We regularly inspect all equipment to guarantee they are working properly. Preventative maintenance is the first step to keeping all equipment functioning properly, and it ensures there is no interruption in service. Additional equipment is readily available should it be required.

e. List office equipment and computer programs that vendor currently possesses in order to deliver electronic communications and reports to county staff.
I.e. computer, fax, scanner, printer, photocopier, adobe acrobat, Microsoft, outlook, excel etc.

Janitorial 5 Star Services currently uses all listed office equipment and computer programs. All employees are provided smart phones to communicate through these programs.

3.5 Company training

a. Provide Safety Training Manual

See attachment J.

b. Employee Training Manual

See attachment J.

c. Describe the training currently in place to assure on-site staff will be pro-active and aware during each shift with regards to notification and documentation of suspicious behavior, abandoned belongings, running water, potential slip and fall conditions, ajar doors.

Janitorial 5 Star Services provides training and retraining on all the listed subjects. We believe repetition is key when making something second nature, and that is exactly how we train our employees to recognize these items. Our managers and supervisors are constantly on the look out for ways to make your facilities safer not only for us, but for your staff and clients too. We regularly meet with

employees regarding safe practices during performance of tasks and security measures within the facilities.

d. Describe training of vendor s supervisors and cleaners in green building cleaning procedures as required for this contract.

All supervisors and cleaners will be trained in the green cleaning procedures of this RFP.

4 Workload of the Firm

List all completed and active projects that vendor has managed within the past five years. In addition, list all projected projects that vendor will be working on in the near future. Projected projects will be defined as a projects that vendor worked on concurrently. Describe vendor s approach in managing projects Were there or will there be any challenges for any of the listed projects? If so describe how vendor dealt or will deal with the projects challenges.

There are no known challenges on any past awarded projects. There are no anticipated challenges on any awarded projects. The experience of all employees coupled with our quality control measures has aided in our positive relationship with our clients. See list below for all projects.

- BMD Management, office cleaning
- Pride Construction, office cleaning & post construction cleaning
- Whiting & Turner, office cleaning & pressure washing
- OIC of South Florida, office cleaning & electrostatic disinfecting
- Commercial Relocation Group, office cleaning
- Alexander Rebb Property Management, lawn maintenance
- Strategic Properties, lawn maintenance
- Brookstone Construction, post construction cleaning & window cleaning
- Camp Live Oak, site cleaning & disinfecting
- Broward County Chemical & Supplies, supply orders
- City of Pompano Beach, office cleaning & pressure washing
- Innovative Healthcare Business Solutions, office cleaning
- Global Construction Services, post construction cleaning
- Unitarian Universalist Church, office cleaning

- Broward County School District, site cleaning in conjunction with custodial staff, post construction cleaning, & electrostatic disinfecting

5 Pricing

See attached pricing sheet

Janitorial Services - Price Sheets - Large Facilities - Group 5 - Agreement 6 (SBE Re

ITEM NO.	FACILITY LOCATION	Annual Frequency	Annual Process	Year 1 Unit Price	Year 1 Annual	Y Unit Price
1	**MEDICAL EXAMINER**	12	Basic Cleaning	$ 2,750.00	$ 33,000.00	$ 2,750.00
	5301 S.W. 31ST AVE.	12	Restrooms	$ 150.00	$ 1,800.00	$ 150.00
	FORT LAUDERDALE, FL 33312	12	Floors	$ 340.00	$ 4,080.00	$ 340.00
		17,000	Pressure Cleaning (SQ. FT.)	$ 0.05	$ 850.00	$ 0.05
		1	Windows	$ 100.00	$ 100.00	$ 100.00
		1	Air Quality	$ 150.00	$ 150.00	$ 150.00
		12	Cleaning Supplies	$ 100.00	$ 1,200.00	$ 100.00
		12	Paper Products	$ 312.00	$ 3,744.00	$ 312.00
		17,000	Carpet Cleaning - Deep (SQ. FT.)	$ 0.13	$ 2,210.00	$ 0.13
		17,000	Electrostatic Disinfection (SQ. FT.)	$ 0.03	$ 510.00	$ 0.03
			Total		$ 47,644.00	
2	**HIGHWAY & BRIDGES**	12	Basic Cleaning	**$ 500.00**	**$ 6,000.00**	**$ 500.00**
	BUILDING A - ADMINISTRATION	12	Restrooms	**$ 60.00**	**$ 720.00**	**$ 60.00**
	1600 BLOUNT ROAD	12	Floors	**$ 65.00**	**$ 780.00**	**$ 65.00**
	POMPANO BEACH, FL 33069	3,500	Pressure Cleaning (SQ. FT.)	**$ 0.05**	**$ 175.00**	**$ 0.05**
		1	Windows	**$ 50.00**	**$ 50.00**	**$ 50.00**
		1	Air Quality	**$ 50.00**	**$ 50.00**	**$ 50.00**
		12	Cleaning Supplies	**$ 30.00**	**$ 360.00**	**$ 30.00**
		12	Paper Products	**$ 164.00**	**$ 1,968.00**	**$ 164.00**
		3,500	Carpet Cleaning - Deep (SQ. FT.)	**$ 0.13**	**$ 455.00**	**$ 0.13**
		3,500	Electrostatic Disinfection (SQ. FT.)	**$ 0.03**	**$ 105.00**	**$ 0.03**
			Total		**$ 10,663.00**	
3	**HIGHWAY & BRIDGES**	12	Basic Cleaning	**$ 450.00**	**$ 5,400.00**	**$ 450.00**
	BUILDING B - ASSEMBLY BLDG.	12	Restrooms	**$ 60.00**	**$ 720.00**	**$ 60.00**
	1600 BLOUNT ROAD	12	Floors	**$ 60.00**	**$ 720.00**	**$ 60.00**
	POMPANO BEACH, FL 33069	3,500	Pressure Cleaning (SQ. FT.)	**$ 0.05**	**$ 175.00**	**$ 0.05**
		1	Windows	**$ 50.00**	**$ 50.00**	**$ 50.00**

		1	Air Quality	$ 50.00	$ 50.00	$ 50.00
		12	Cleaning Supplies	$ 30.00	$ 360.00	$ 30.00
		12	Paper Products	$ 551.00	$ 6,612.00	$ 551.00
		3,500	Carpet Cleaning - Deep (SQ. FT.)	$ 0.13	$ 455.00	$ 0.13
		3,500	Electrostatic Disinfection (SQ. FT.)	$ 0.03	$ 105.00	$ 0.03
			Total		$ 14,647.00	
4	**HIGHWAY & BRIDGES**	12	Basic Cleaning	$ 40.00	$ 480.00	$ 40.00
	BUILDING C - GUARDHOUSE	12	Restrooms	$ 10.00	$ 120.00	$ 10.00
	1600 BLOUNT ROAD	12	Floors	$ 10.00	$ 120.00	$ 10.00
	POMPANO BEACH, FL 33069	100	Pressure Cleaning (SQ. FT.)	$ 0.05	$ 5.00	$ 0.05
		1	Windows	$ 10.00	$ 10.00	$ 10.00
		1	Air Quality	$ -	$ -	$ -
		12	Cleaning Supplies	$ 5.00	$ 60.00	$ 5.00
		12	Paper Products	$ 5.00	$ 60.00	$ 5.00
		100	Carpet Cleaning - Deep (SQ. FT.)	$ 0.13	$ 13.00	$ 0.13
		100	Electrostatic Disinfection (SQ. FT.)	$ 0.03	$ 3.00	$ 0.03
			Total		$ 871.00	
5	**HIGHWAY & BRIDGES**	12	Basic Cleaning	$ 140.00	$ 1,680.00	$ 140.00
	BUILDING D - OFFICE TRAILER	12	Restrooms	$ 30.00	$ 360.00	$ 30.00
	1600 BLOUNT ROAD	12	Floors	$ 50.00	$ 600.00	$ 50.00
	POMPANO BEACH, FL 33069	966	Pressure Cleaning (SQ. FT.)	$ 0.05	$ 48.30	$ 0.05
		1	Windows	$ 30.00	$ 30.00	$ 30.00
		1	Air Quality	$ -	$ -	$ -
		12	Cleaning Supplies	$ 10.00	$ 120.00	$ 10.00
		12	Paper Products	$ 5.00	$ 60.00	$ 5.00
		966	Carpet Cleaning - Deep (SQ. FT.)	$ 0.13	$ 125.58	$ 0.13
		966	Electrostatic Disinfection (SQ. FT.)	$ 0.03	$ 28.98	$ 0.03
			Total		$ 3,052.86	
			l (1) - Summary, all sites		$ 76,877.86	

		Per Hour	Annual	Per Hour
Additional Labor:				
Project Supervisor	50 hrs.	$ 30.00	$ 1,500.00	$ 32.00
Site Supervisor	50 hrs.	$ 22.75	$ 1,137.50	$ 22.75
Full Time Service Crew	50 hrs.	$ 19.50	$ 975.00	$ 21.00
Part Time Service Crew	50 hrs.	$ 19.50	$ 975.00	$ 21.00
Porter Day/Night	50 hrs.	$ 18.50	$ 925.00	$ 18.50
Emergency Services Labor:				
Project Supervisor	50 hrs.	$ 32.00	$ 1,600.00	$ 32.00
Site Supervisor	50 hrs.	$ 28.00	$ 1,400.00	$ 28.00
Full Time Service Crew	50 hrs.	$ 25.00	$ 1,250.00	$ 25.00
Part Time Service Crew	50 hrs.	$ 25.00	$ 1,250.00	$ 25.00
Porter Day/Night	50 hrs.	$ 22.00	$ 1,100.00	$ 22.00
"Pass thru" (Services/Materials)			$ 1,000.00	
	Total (2)		$ 13,112.50	

Grand Total - Whole Group
(Total 1 + Total 2) $ 89,990.36

REGARDLESS OF THE NUMBER OF HOURS WORKED,

YES	X	**Agree to the above staten**
NO		**Disagree to the above sta**

NAME OF COMPANY: **Janitorial 5 Star Services LLC**

AUTHORIZED PERSON NAME: **Kristen Olbel**

AUTHORIZED SIGNATURE: *Kristen Olbel*

By signing this proposal sheet, your firm is agreeing to the terms and conditions of the invit

All buildings listed in the group must be priced for this proposal sheet to be determine

AUTHORIZED PERSON TITLE: **CEO** **DATE:**

THIS SHEET MUST BE SIGNED AND MUST NOT BE ALTERED OR RE

serve)	
ear 2	
Annual	*Two Year Total*
$ 33,000.00	$ 66,000.00
$ 1,800.00	$ 3,600.00
$ 4,080.00	$ 8,160.00
$ 850.00	$ 1,700.00
$ 100.00	$ 200.00
$ 150.00	$ 300.00
$ 1,200.00	$ 2,400.00
$ 3,744.00	$ 7,488.00
$ 2,210.00	$ 4,420.00
$ 510.00	$ 1,020.00
$ 47,644.00	$ 95,288.00

$ 6,000.00	**$ 12,000.00**
$ 720.00	**$ 1,440.00**
$ 780.00	**$ 1,560.00**
$ 175.00	**$ 350.00**
$ 50.00	**$ 100.00**
$ 50.00	**$ 100.00**
$ 360.00	**$ 720.00**
$ 1,968.00	**$ 3,936.00**
$ 455.00	**$ 910.00**
$ 105.00	**$ 210.00**
$ 10,663.00	**$ 21,326.00**

$ 5,400.00	**$ 10,800.00**
$ 720.00	**$ 1,440.00**
$ 720.00	**$ 1,440.00**
$ 175.00	**$ 350.00**
$ 50.00	**$ 100.00**

$ 50.00	$ 100.00
$ 360.00	$ 720.00
$ 6,612.00	$ 13,224.00
$ 455.00	$ 910.00
$ 105.00	$ 210.00
$ 14,647.00	$ 29,294.00

$ 480.00	$ 960.00
$ 120.00	$ 240.00
$ 120.00	$ 240.00
$ 5.00	$ 10.00
$ 10.00	$ 20.00
$ -	$ -
$ 60.00	$ 120.00
$ 60.00	$ 120.00
$ 13.00	$ 26.00
$ 3.00	$ 6.00
$ 871.00	$ 1,742.00

$ 1,680.00	$ 3,360.00
$ 360.00	$ 720.00
$ 600.00	$ 1,200.00
$ 48.30	$ 96.60
$ 30.00	$ 60.00
$ -	$ -
$ 120.00	$ 240.00
$ 60.00	$ 120.00
$ 125.58	$ 251.16
$ 28.98	$ 57.96
$ 3,052.86	$ 6,105.72
$ 76,877.86	$ 153,755.72

Annual	2 years
$ 1,600.00	$ 3,100.00
$ 1,137.50	$ 2,275.00
$ 1,050.00	$ 2,025.00
$ 1,050.00	$ 2,025.00
$ 925.00	$ 1,850.00
$ 1,600.00	$ 3,200.00
$ 1,400.00	$ 2,800.00
$ 1,250.00	$ 2,500.00
$ 1,250.00	$ 2,500.00
$ 1,100.00	$ 2,200.00
$ 1,000.00	$ 2,000.00
$ 13,362.50	$ 26,475.00

$ 90,240.36 $ 180,230.72
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d responsive.
5/25/2021
EVISED.

Attachment - A Vendor Reference Verification Broward County School Board

BROWARD COUNTY FLORIDA

Vendor Reference Verification Form

Broward County Solicitation No. and Title:

RFP No. BLD2121632P1, Janitorial Services -County Facilities

Reference for: Janitorial 5 Star Services LLC

Organization/Firm Name providing reference:

Broward County School District

Contact Name: Ben Osborne Reference date: 05/10/2021

Contact Email: benjamin.osborne@browardschools.com Contact Phone: 954-931-5625

Name of Referenced Project: Janitorial services, emergency services, electrostatic disinfecting

Contract No. | Date Services Provided: 09/01/2020 to 05/10/2021 | Project Amount: $ 366,166.00

Vendor's role in Project: ☑ Prime Vendor ☐ Subconsultant/Subcontractor

Would you use this vendor again? ☑ Yes ☐ No

Description of services provided by Vendor:
Electrostatic disinfecting, janitorial services, emergency response for janitorial needs

Please rate your experience with the referenced Vendor:	Needs Improvement	Satisfactory	Excellent	Not Applicable
1. Vendor's Quality of Service				
a. Responsive	☐	☐	☑	☐
b. Accuracy	☐	☑	☐	☐
c. Deliverables	☐	☑	☐	☐
2. Vendor's Organization:				
a. Staff expertise	☐	☐	☑	☐
b. Professionalism	☐	☐	☑	☐
c. Turnover	☐	☐	☐	☑
3. Timeliness of:				
a. Project	☐	☑	☐	☐
b. Deliverables	☐	☑	☐	☐
4. Project completed within budget	☐	☑	☐	☐
5. Cooperation with:				
a. Your Firm	☐	☐	☑	☐
b. Subcontractor(s)/Subconsultant(s)	☐	☑	☐	☐
c. Regulatory Agency(ies)	☐	☑	☐	☐

Additional Comments: (provide on additional sheet if needed)

THIS SECTION FOR COUNTY USE ONLY

Verified via: ____EMAIL ____VERBAL Verified by: _____ Division: _____ Date: _____

All information provided to Broward County is subject to verification. Vendor acknowledges that inaccurate, untruthful, or incorrect statements made in support of this response may be used by the County as a basis for rejection, rescission of the award, or termination of the contract and may also serve as the basis for debarment of Vendor pursuant to Section 21.119 of the Broward County Procurement Code.

Attachment - B

Vendor Reference Verification

BMD Management

Attachment B

BROWARD COUNTY FLORIDA

Vendor Reference Verification Form

Broward County Solicitation No. and Title:

RFP No. BLD2121632P1, Janitorial Services -County Facilities

Reference for: Janitorial 5 Star Services LLC

Organization/Firm Name providing reference:

BMD Management

Contact Name: Barbara Preston Reference date: 05/10/2021

Contact Email: bpreston@bmdfl.com Contact Phone: 954-784-3031

Name of Referenced Project: 555 SW 12th Ave Pompano Beach, FL

Contract No.	Date Services Provided:	Project Amount:
	10/01/2017 to 05/10/2021	$ 40,000.00

Vendor's role in Project: ☑ Prime Vendor ☐ Subconsultant/Subcontractor

Would you use this vendor again? ☑ Yes ☐ No

Description of services provided by Vendor:

Janitorial services provided 5 days a week.

Please rate your experience with the referenced Vendor:	**Needs Improvement**	**Satisfactory**	**Excellent**	**Not Applicable**
1. Vendor's Quality of Service				
a. Responsive	☐	☐	☑	☐
b. Accuracy	☐	☐	☑	☐
c. Deliverables	☐	☐	☐	☑
2. Vendor's Organization:				
a. Staff expertise	☐	☐	☑	☐
b. Professionalism	☐	☐	☑	☐
c. Turnover	☐	☐	☐	☐
3. Timeliness of:				
a. Project	☐	☐	☑	☐
b. Deliverables	☐	☐	☑	☐
4. Project completed within budget	☐	☐	☑	☐
5. Cooperation with:				
a. Your Firm	☐	☐	☑	☐
b. Subcontractor(s)/Subconsultant(s)	☐	☐	☐	☑
c. Regulatory Agency(ies)	☐	☐	☐	☑

Additional Comments: (provide on additional sheet if needed)

THIS SECTION FOR COUNTY USE ONLY

Verified via: ____EMAIL ____VERBAL Verified by: _____ Division: _____ Date: _____

All information provided to Broward County is subject to verification. Vendor acknowledges that inaccurate, untruthful, or incorrect statements made in support of this response may be used by the County as a basis for rejection, rescission of the award, or termination of the contract and may also serve as the basis for debarment of Vendor pursuant to Section 21.119 of the Broward County Procurement Code.

Attachment - C
Vendor Reference Verification
City of Pompano Beach

Attachment C

BROWARD COUNTY FLORIDA

Vendor Reference Verification Form

Broward County Solicitation No. and Title:

RFP No. BLD2121632P1, Janitorial Services -County Facilities

Reference for: Janitorial 5 Star Services LLC

Organization/Firm Name providing reference:

City of Pompano Beach

Contact Name: Kate Belcher Reference date: 05/10/2021

Contact Email: Kate.Belcher@copbfl.com Contact Phone: 954-786-4575

Name of Referenced Project: Pressure cleaning city pier

Contract No. Date Services Provided: 05/01/2020 to 05/10/2021 Project Amount: $ 70,000.00

Vendor's role in Project: ☑ Prime Vendor ☐ Subconsultant/Subcontractor

Would you use this vendor again? ☐ Yes ☐ No

Description of services provided by Vendor:

Daily maintenance of pier by pressure cleaning and trash pickup. Monthly full pier cleaning by pressure cleaning.

Please rate your experience with the referenced Vendor:	**Needs Improvement**	**Satisfactory**	**Excellent**	**Not Applicable**
1. Vendor's Quality of Service				
a. Responsive	☐	☐	☐ x	☐
b. Accuracy	☐	☐	☐ x	☐
c. Deliverables	☐	☐	☐ x	☐
2. Vendor's Organization:				
a. Staff expertise	☐	☐	☐ x	☐
b. Professionalism	☐	☐	☐ x	☐
c. Turnover	☐	☐	☐ x	☐
3. Timeliness of:				
a. Project	☐	☐	☐ x	☐
b. Deliverables	☐	☐	☐ x	☐
4. Project completed within budget	☐	☐	☐ x	☐
5. Cooperation with:				
a. Your Firm	☐	☐	☐ x	☐
b. Subcontractor(s)/Subconsultant(s)	☐	☐	☐ x	☐
c. Regulatory Agency(ies)	☐	☐	☐ x	☐

Additional Comments: (provide on additional sheet if needed)

THIS SECTION FOR COUNTY USE ONLY

Verified via: ____EMAIL ____VERBAL Verified by: _____ Division: _____ Date: _____

All information provided to Broward County is subject to verification. Vendor acknowledges that inaccurate, untruthful, or incorrect statements made in support of this response may be used by the County as a basis for rejection, rescission of the award, or termination of the contract and may also serve as the basis for debarment of Vendor pursuant to Section 21.119 of the Broward County Procurement Code.

Attachment - D

Broward County Local Business Tax Receipt

Attachment D

BROWARD COUNTY LOCAL BUSINESS TAX RECEIPT

115 S. Andrews Ave., Rm. A-100, Ft. Lauderdale, FL 33301-1895 – 954-831-4000

VALID OCTOBER 1, 2020 THROUGH SEPTEMBER 30, 2021

DBA:
Business Name: JANITORIAL 5 STAR SERVICES

Receipt #: 325-288281
Business Type: CLEANING/JANITORIAL (JANITORIAL)

Owner Name: KRISTEN OLBEL
Business Location: 1961 NE 25 AVE
POMPANO BEACH
Business Phone: 954-702-2053

Business Opened: 01/03/2018
State/County/Cert/Reg:
Exemption Code:

Rooms	Seats	Employees	Machines	Professionals
		1		

For Vending Business Only — Number of Machines: — Vending Type:

Tax Amount	Transfer Fee	NSF Fee	Penalty	Prior Years	Collection Cost	Total Paid
33.00	0.00	0.00	0.00	0.00	0.00	33.00

THIS RECEIPT MUST BE POSTED CONSPICUOUSLY IN YOUR PLACE OF BUSINESS

THIS BECOMES A TAX RECEIPT

WHEN VALIDATED

This tax is levied for the privilege of doing business within Broward County and is non-regulatory in nature. You must meet all County and/or Municipality planning and zoning requirements. This Business Tax Receipt must be transferred when the business is sold, business name has changed or you have moved the business location. This receipt does not indicate that the business is legal or that it is in compliance with State or local laws and regulations.

Mailing Address:

KRISTEN OLBEL
1961 NE 25 AVE
POMPANO BEACH, FL 33062

Receipt #05A-19-00009355
Paid 07/15/2020 33.00

2020 - 2021

BROWARD COUNTY LOCAL BUSINESS TAX RECEIPT

Attachment - E
City of Pompano Beach
Business Tax Receipt

pompano beach
Florida's Warmest Welcome

CITY OF POMPANO BEACH
BUSINESS TAX RECEIPT
FISCAL YEAR: 2020 - 2021

Business Tax Receipt Valid from: October 1, 2020 through September 30, 2021

4466624 9/21/2020
JANITORIAL 5 STAR SERVICES LLC
OLBEL, KRISTEN - H/O
1961 NE 25 AVENUE
POMPANO BEACH FL 33062

THIS IS NOT A BILL

THIS IS YOUR BUSINESS TAX RECEIPT. PLEASE POST IN A CONSPICUOUS PLACE AT THE BUSINESS LOCATION.

BUSINESS OWNER: JANITORIAL 5 STAR SERVICES LLC
BUSINESS LOCATION: 1961 NE 25 AV POMPANO BEACH FL

RECEIPT NO:	CLASSIFICATION
21-00095288	JANITORIAL OR WINDOW CLEANING

NOTICE: A NEW APPLICATON MUST BE FILED IF THE BUSINESS NAME, OWNERSHIP OR ADDRESS IS CHANGED. THE ISSUANCE OF A BUSINESS TAX RECEIPT SHALL NOT BE DEEMED A WAIVER OF ANY PROVISION OF THE CITY CODE NOR SHALL THE ISSUANCE OF A BUSINESS TAX RECEIPT BE CONSTRUED TO BE A JUDGEMENT OF THE CITY AS TO THE COMPETENCE OF THE APPLICANT TO TRANSACT BUSINESS. **THIS DOCUMENT CANNOT BE ALTERED.**

BUSINESS TAX RECEIPTS EXPIRE SEPTEMBER 30TH OF EACH YEAR

Attachment – F

CBE Certification

Attachment F

BLD2121632P1

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Broward County Board of County Commissioners

BidSync

5/26/2021

BROWARD COUNTY
FLORIDA

Office of Economic and Small Business Development

Governmental Center Annex
115 S. Andrews Avenue, Room A680 • Fort Lauderdale, Florida 33301 • 954-357-6400 • FAX 954-357-5674 • TTY 954-357-5664

This Certificate is Awarded to:

JANITORIAL 5 STAR SERVICES LLC

As set forth in the Broward County Business Opportunity Act of 2012, the certification requirements have been met for:

County Business Enterprise
Small Business Enterprise
Anniversary Date: January 31st

Authorized Representative

The Office of Economic and Small Business Development must be notified within 30 days of any material changes in the business which may affect ownership and control. Failure to do so may result in the revocation of this certificate and/or imposition of other sanctions.

A Service of the Broward County Board of County Commissioners
www.broward.org/smallbusiness

Attachment – G

SBE Certification

Attachment G

BLD2121632P1

p.134

Supplier Diversity Outreach Program

THIS CERTIFICATE IS AWARDED TO

Janitorial 5 Star Services, LLC

FOR HAVING SUCCESSFULLY MET THE PRESCRIBED STANDARDS SET FORTH BY THE SUPPLIER DIVERSITY OUTREACH PROGRAM OF THE SCHOOL BOARD OF BROWARD COUNTY, FLORIDA FOR

CERTIFICATION

Small Business Enterprise (SBE)

Non-Minority

ON THIS DAY: September 9, 2019

Jasmine M. Jones
Manager, Supplier Diversity Outreach Program

CERTIFICATION #: WS1850692419

Expiration Date: September 8, 2021

Broward County Board of County Commissioners

BidSync

5/26/2021

Attachment – H
Quality Inspection Form

Attachment F1

JANITORIAL 5 STAR SERVICES LLC

Quality Inspection Form

Date: _____

Location (name/building # etc): _____

Previous inspection date/result: _____

Next Inspection date: _____

Facility contact/signature: _____

Rating used 1-5 (1 = needs more frequent inspection, 5 = standard inspection time)

Facility Area	Common Name (AKA)	Number of Issues Noted	Rating
1. Lobby/Entrance			
2. Common areas (public/service areas)			
3. Employee work areas			
4. Administrative/Private Offices			
5. Employee use areas			
6. Support/Service areas			
7. Specialty areas			
8. Restrooms			
9. Carpet Flooring			
10. Hard Flooring			
11. Administrative Duties			

Attachment – I

Quality Control Inspection

JANITORIAL 5 STAR SERVICES LLC

Quality Control Inspection

Date/time: _____

Location (facility/building): _____

Inspector: _____

Area	Item for Inspection	Satisfactory	Unsatisfactory	Comments
1. Entrance	Free of Debris			
	Trash container, empty/clean liner			
	Ash containers clean			
	Exterior furniture clean			
	Walk-off mat clean			
2. Common areas & Lobby	Trash container, empty/clean liner			
	Carpets vacuum/spot cleaned			
	Hard floors dust/wet mopped			
	Hard floors—shine			
	Entrance doors/glass clean			
	Corners/Edges clean			
	Low dusting			
	High Dusting			
	HVAC vents clean			
	Drinking fountain clean			
3. Admin areas	Trash container, empty/clean liner			
	Carpets vacuum/spot cleaned			
	Hard floors dust/wet mopped			
	Hard floors—shine			
	Entrance doors/glass clean			
	Corners/Edges clean			
	Low dusting			
	High Dusting			
	HVAC vents clean			
	Furniture dust/spot free			
	Telephones clean/sanitized			

4. Kitchen areas	Trash container, empty/clean liner	_____	_____	_____
	Hard floors dust/wet mopped	_____	_____	_____
	Corners/Edges clean	_____	_____	_____
	Drains clean	_____	_____	_____
	Walls clean	_____	_____	_____
	HVAC vents clean	_____	_____	_____
5. Dining & Break areas	Trash container, empty/clean liner	_____	_____	_____
	Hard floors dust/wet mopped	_____	_____	_____
	Hard floors—shine	_____	_____	_____
	Corners/Edges clean	_____	_____	_____
	Tables/chairs clean	_____	_____	_____
	Walls clean	_____	_____	_____
	Serving areas clean	_____	_____	_____
	HVAC vents clean	_____	_____	_____
6. Restrooms	Trash container, empty/clean liner	_____	_____	_____
	Corners/Edges clean	_____	_____	_____
	Floor clean	_____	_____	_____
	Walls/partitions clean	_____	_____	_____
	Mirrors clean	_____	_____	_____
	Sinks/counters clean	_____	_____	_____
	Toilets/urinals clean	_____	_____	_____
	Showers clean	_____	_____	_____
	Soap/liquids filled	_____	_____	_____
	Paper towels filled	_____	_____	_____
	Toilet paper filled	_____	_____	_____
	Toilet seat/feminine products filled	_____	_____	_____
	HVAC vents clean	_____	_____	_____
	Floor drain clean	_____	_____	_____
7. Janitor closet	Area clean/orderly	_____	_____	_____
	Mop sink clean	_____	_____	_____
	Equipment clean/orderly	_____	_____	_____
	Chemicals orderly/labeled	_____	_____	_____
	Proper signs clean/visible	_____	_____	_____
	MSDS	_____	_____	_____
8. Employee Uniform clean/orderly		_____	_____	_____
	Badge/keys (if applicable)	_____	_____	_____

Number of items inspected: _____
Number of items Satisfactory: _____
Number of items Unsatisfactory: _____

WAGES RATES

Janitorial Services

Facilities Management Division

JANITORIAL SERVICES – FACILIITES MANAGEMENT DIVISION
FACILITIES LOCATIONS

WAGE RATES
(FOR LIVING WAGE RATE INFORMATIONAL PURPOSES ONLY EFFECTIVE JANUARY 1, 2021 THRU DECEMBER 31, 2021)

The hourly rate within this attachment shall be in accordance with Broward County Living Wage Ordinance (Sections 26-100 through 26-105 of Article VII, Chapter 26, Broward County Code of Ordinances), as amended, annually adjusted per Living Wage Ordinance.

The completed form should be submitted with the solicitation response prior to the solicitation closing date. If not included with the solicitation response, the proposer is required to provide within three business days of County's request. Vendor may be deemed non-responsible for failure to fully comply within stated timeframes.

The hourly rate must be entered for all personnel positions in accordance with Special Instructions to Vendors, Section J.2. If additional personnel positions are proposed to perform the work, provide information in the applicable sections of this form.

The hourly rate shall be the raw (unburdened) labor rates exclusive of taxes, insurance, overhead, profit, etc.

NOTE: This form is for informational purposes only and will not be used for final evaluation and scoring for Price.

PERSONNEL POSITIONS (Insert below for each position the minimum unburdened hourly rate)

DESCRIPTION	UNIT	(HOURLY RATE (UNBURDENED)
Project Manager or Equivalent	Hour	$ 30.00
Assistant Project Manager or Equivalent	Hour	$ 22.75
Quality Control Manager or Equivalent	Hour	$ 22.75
Shift Supervisor or Equivalent	Hour	$ 22.75
Team Leader/Supervisor or Equivalent	Hour	$ 19.50
Janitorial Worker or Equivalent	Hour	$ 17.05
	Hour	$
	Hour	$

Vendor Name JANITORIAL 5 STAR SERVICES LLC

JANITORIAL SERVICES – FACILITIES MANAGEMENT DIVISION
FACILITIES LOCATIONS

WAGE RATES
(FOR LIVING WAGE RATE INFORMATIONAL PURPOSES ONLY EFFECTIVE JANUARY 1, 2022 THRU DECEMBER 31, 2022)

The hourly rate within this attachment shall be in accordance with Broward County Living Wage Ordinance (Sections 26-100 through 26-105 of Article VII, Chapter 26, Broward County Code of Ordinances), as amended, annually adjusted per Living Wage Ordinance.

The completed form should be submitted with the solicitation response prior to the solicitation closing date. If not included with the solicitation response, the proposer is required to provide within three business days of County's request. Vendor may be deemed non-responsible for failure to fully comply within stated timeframes.

The hourly rate must be entered for all personnel positions in accordance with Special Instructions to Vendors, Section J.2. If additional personnel positions are proposed to perform the work, provide information in the applicable sections of this form.

The hourly rate shall be the raw (unburdened) labor rates exclusive of taxes, insurance, overhead, profit, etc.

NOTE: This form is for informational purposes only and will not be used for final evaluation and scoring for Price.

PERSONNEL POSITIONS (Insert below for each position the minimum unburdened hourly rate)

DESCRIPTION	UNIT	(HOURLY RATE (UNBURDENED)
Project Manager or Equivalent	Hour	$ 30.00
Assistant Project Manager or Equivalent	Hour	$ 22.75
Quality Control Manager or Equivalent	Hour	$ 22.75
Shift Supervisor or Equivalent	Hour	$ 22.75
Team Leader/Supervisor or Equivalent	Hour	$ 19.50
Janitorial Worker or Equivalent	Hour	$ 17.05
	Hour	$
	Hour	$

Vendor Name JANITORIAL 5 STAR SERVICES LLC

JANITORIAL SERVICES – FACILITIES MANAMGEMENT DIVISION
FACILITIES LOCATIONS

WAGE RATES
(FOR LIVING WAGE RATE INFORMATIONAL PURPOSES ONLY EFFECTIVE JANUARY 1, 2023 THRU DECEMBER 31, 2023)

The hourly rate within this attachment shall be in accordance with Broward County Living Wage Ordinance (Sections 26-100 through 26-105 of Article VII, Chapter 26, Broward County Code of Ordinances), as amended, annually adjusted per Living Wage Ordinance.

The completed form should be submitted with the solicitation response prior to the solicitation closing date. If not included with the solicitation response, the proposer is required to provide within three business days of County's request. Vendor may be deemed non-responsible for failure to fully comply within stated timeframes.

The hourly rate must be entered for all personnel positions in accordance with Special Instructions to Vendors, Section J.2. If additional personnel positions are proposed to perform the work, provide information in the applicable sections of this form.

The hourly rate shall be the raw (unburdened) labor rates exclusive of taxes, insurance, overhead, profit, etc.

NOTE: This form is for informational purposes only and will not be used for final evaluation and scoring for Price.

PERSONNEL POSITIONS (Insert below for each position the minimum unburdened hourly rate)

DESCRIPTION	UNIT	(HOURLY RATE UNBURDENED)
Project Manager or Equivalent	Hour	$ 30.00
Assistant Project Manager or Equivalent	Hour	$ 22.75
Quality Control Manager or Equivalent	Hour	$ 22.75
Shift Supervisor or Equivalent	Hour	$ 22.75
Team Leader/Supervisor or Equivalent	Hour	$ 19.50
Janitorial Worker or Equivalent	Hour	$ 17.05
_____	Hour	$ _____
_____	Hour	$ _____

Vendor Name JANITORIAL 5 STAR SERVICES LLC

2021 Florida Limited Liability Company Annual Report

2021 FLORIDA LIMITED LIABILITY COMPANY ANNUAL REPORT

Broward County Board of County Commissioners

FILED
Jan 27, 2021
Secretary of State
3489649676CC

DOCUMENT# L17000159119

Entity Name: JANITORIAL 5 STAR SERVICES LLC

Current Principal Place of Business:

1961 NE 25TH AVE
POMPANO BEACH, FL 33062

Current Mailing Address:

1961 NE 25TH AVE
POMPANO BEACH, FL 33062 US

FEI Number: 82-2282100

Certificate of Status Desired: No

Name and Address of Current Registered Agent:

OLBEL, KRISTEN
1961 NE 25TH AVE
POMPANO BEACH, FL 33062 US

The above named entity submits this statement for the purpose of changing its registered office or registered agent, or both, in the State of Florida.

SIGNATURE:

Electronic Signature of Registered Agent — Date

Authorized Person(s) Detail :

Title	CEO
Name	OLBEL, KRISTEN
Address	1961 NE 25TH AVE
City-State-Zip:	POMPANO BEACH FL 33062

Title	COO
Name	OLBEL, MIKELANGE
Address	1961 NE 25TH AVE
City-State-Zip:	POMPANO BEACH FL 33062

I hereby certify that the information indicated on this report or supplemental report is true and accurate and that my electronic signature shall have the same legal effect as if made under oath; that I am a managing member or manager of the limited liability company or the receiver or trustee empowered to execute this report as required by Chapter 605, Florida Statutes; and that my name appears above, or on an attachment with all other like empowered.

SIGNATURE: KRISTEN LYNNE OLBEL CEO 01/27/2021

Electronic Signature of Signing Authorized Person(s) Detail — Date

Living Wage Ordinance Compliance Affidavit Form

LIVING WAGE ORDINANCE COMPLIANCE AFFIDAVIT
FORM

The completed and signed form should be returned with the Vendor's submittal. If not provided with submittal, the Vendor must submit within three business days of County's request. Vendor may be deemed non-responsivefor failure to fully comply within stated timeframes. Vendor should scan and upload the completed, signed form(s) in BidSync.

Covered Employer: Janitorial 5 Star Services LLC

Address: 1961 NE 25th Ave Pompano Beach, FL 33062

Local Contact: Kristen Olbel | E-Mail Address: janitorial5starservices@gmail

Address: 1961 NE 25th Ave Pompano Beach, FL 33062

Contract #

Amount:

Using Agency Janitorial 5 Star Services LLC

Served: Solicitation No. and Title: BLD2121632P1 Janitorial Services - County Facilities

By signing below I hereby certify that the covered employees listed below: (please check one)

A. ☐ Receive a minimum pay of $ _____ per hour and are provided health benefits valued at $ _____ per hour.

B. ☒ Receive a minimum pay of $ 17.05 per hour and are not provided health benefits.

Provide names of hourly employees and their job classifications providing covered services for the above referenced contract:

Name	Job Class	A or B	Name	Job Class	A or B
Lakesha Hanson	Supervisor	B			
Kenny Bellinger	Supervisor	B			

(Attach Additional sheets in the format above, if needed)

I, Kristen Olbel (Print Name) attest that of Janitorial 5 Star Services (Company) hereby

(1) I have the authority to sign this notarized compliance affidavit, (2) the following information is true, complete and correct and (3) the Vendor certifies that it shall:

a) Pay all employees working on this contract/project, who are covered by the Living Wage Ordinance, as amended, in accordance with wage rates and provisions of the Living Wage Ordinance;

b) Provide the applicable living wage statement regarding wage rates with the employee's first paycheck or direct deposit receipt as required by the Living Wage Ordinance, as amended; and

c) (IF APPLICABLE) If health care benefits are provided under "A" above, the health care benefit meets the standard health benefit plan as described in Section 627.6699 (12)(b)(4), Florida Statutes, as amended. As a principal officer of the covered employer, the undersigned affirms that the referenced Florida Statute has been reviewed and the covered employer's health plan meets all the elements required by the statute, as amended.

Signature Kristen Olbel Title CEO

SWORN TO AND SUBSCRIBED BEFORE ME this 12 day of May,

20 21

STATE OF Fl

COUNTY OF Broward

RENETTE VEDRINE NOTARY PUBLIC STATE OF FLORIDA My Comm. Expires July 22, 2023 No. GG 357147

Notary Public)

My commission expires: 7/22/23

(SEAL) Notary Public (Sign name of Notary

☐ Personally Known ☒ or Produced Identification Type of Identification Produced: DL

LETTER OF INTENT

BROWARD COUNTY
FLORIDA
OFFICE OF ECONOMIC AND
SMALL BUSINESS DEVELOPMENT

LETTER OF INTENT

BETWEEN BIDDER/OFFEROR AND COUNTY BUSINESS ENTERPRISE (CBE) FIRM/SUPPLIER

This form is to be completed and signed for each CBE firm. If the PRIME is a CBE firm, please indicate the percentage performing with your own forces.

Solicitation No.: BLD2121632P1

Project Title: Janitorial Services - County Facilities

Bidder/Offeror Name: Janitorial 5 Star Services LLC

Address: 1961 NE 25th Ave City: Pompano Beach State: FL Zip: 33062

Authorized Representative: Kristen Olbel Phone: 954-702-2053

CBE Firm/Supplier Name: _____

Address: _____ City: _____ State: ____ Zip: _____

Authorized Representative: _____ Phone: _____

A. This is a letter of intent between the bidder/offeror on this project and a CBE firm for the CBE to perform work on this project.

B. By signing below, the bidder/offeror is committing to utilize the above-named CBE to perform the work described below.

C. By signing below, the above-named CBE is committing to perform the work described below.

D. By signing below, the bidder/offeror and CBE affirm that if the CBE subcontracts any of the work described below, it may only subcontract that work to another CBE.

Work to be performed by CBE Firm

Description	NAICS[1]	CBE Contract Amount[2]	CBE Percentage of Total Project Value
Janitorial Services (Agreement 1-14)	561720		100.00 %
			%
			%

AFFIRMATION: I hereby affirm that the information above is true and correct.

CBE Firm/Supplier Authorized Representative

Signature: _____ Title: _____ Date: _____

Bidder/Offeror Authorized Representative

Signature: Kristen Olbel Title: CEO Date: 05/25/2021

[1] Visit Census.gov and select NAICS to search and identify the correct codes. Match type of work with NAICS code as closely as possible.

[2] To be provided only when the solicitation requires that bidder/offeror include a dollar amount in its bid/offer.

In the event the bidder/offeror does not receive award of the prime contract, any and all representations in this Letter of Intent and Affirmation shall be null and void.

Rev.: June 2018

Compliance Form No. 004

OSHA Certification

5/26/2021

Certificate of Completion

360training.com

This Certifies That

Kristen Olbel

is awarded this certificate for

OSHA 30 Hour Outreach Training Program - General Industry

Credit Hours: 30.00

Completion Date: 05/10/2019

Curtis Chambers, Trainer C 26-0106073 and G 26-0079775

"As an OSHA authorized trainer, I verify that I have conducted this OSHA outreach training class in accordance with OSHA Outreach Training Program requirements. I will document this class to my authorizing OSHA training organization. Upon successful review of my documentation, I will provide each student their completion card within 90 days of the end of the class."

6801 N Capital of Texas Hwy, Bldg I, Suite 250 ♦ Austin, TX 78731 ♦ 877.881.2235 ♦ www.360training.com

BrdSync

Broward County Board of County Commissioners

BLD2121032P1

P. 1058

Certificate of Insurance

BLD2121632P1

CERTIFICATE OF LIABILITY INSURANCE

DATE (MM/DD/YYYY): 05/12/2021

THIS CERTIFICATE IS ISSUED AS A MATTER OF INFORMATION ONLY AND CONFERS NO RIGHTS UPON THE CERTIFICATE HOLDER. THIS CERTIFICATE DOES NOT AFFIRMATIVELY OR NEGATIVELY AMEND, EXTEND OR ALTER THE COVERAGE AFFORDED BY THE POLICIES BELOW. THIS CERTIFICATE OF INSURANCE DOES NOT CONSTITUTE A CONTRACT BETWEEN THE ISSUING INSURER(S), AUTHORIZED REPRESENTATIVE OR PRODUCER, AND THE CERTIFICATE HOLDER.

IMPORTANT: If the certificate holder is an ADDITIONAL INSURED, the policy(ies) must have ADDITIONAL INSURED provisions or be endorsed. If SUBROGATION IS WAIVED, subject to the terms and conditions of the policy, certain policies may require an endorsement. A statement on this certificate does not confer rights to the certificate holder in lieu of such endorsement(s).

PRODUCER	CONTACT NAME: Martha Julius
Mckinley Financial Services 2890 W State Road 84, Suite 119 Fort Lauderdale FL 33312	PHONE (A/C, No, Ext): (954) 938-2685 FAX (A/C, No): (954) 938-2695 E-MAIL ADDRESS: mjulius@mckinleyinsurance.com

INSURED	INSURER(S) AFFORDING COVERAGE	NAIC #
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A	X COMMERCIAL GENERAL LIABILITY CLAIMS-MADE X OCCUR GEN'L AGGREGATE LIMIT APPLIES PER: POLICY PRO-JECT LOC OTHER:	N	N	GL67203-0	09/26/2020	09/26/2021	EACH OCCURRENCE DAMAGE TO RENTED PREMISES (Ea occurrence) MED EXP (Any one person) PERSONAL & ADV INJURY GENERAL AGGREGATE PRODUCTS - COMP/OP AGG	$ 1,000,000 $ 50,000 $ 100,000 $ 1,000,000 $ 2,000,000 $ 1,000,000
	AUTOMOBILE LIABILITY ANY AUTO OWNED AUTOS ONLY HIRED AUTOS ONLY SCHEDULED AUTOS NON-OWNED AUTOS ONLY	N	N	02418855-0	07/24/2020	07/24/2021	COMBINED SINGLE LIMIT (Ea accident) BODILY INJURY (Per person) BODILY INJURY (Per accident) PROPERTY DAMAGE (Per accident)	$ $ 10,000 $ 20,000 $ 10,000
	UMBRELLA LIAB OCCUR EXCESS LIAB CLAIMS-MADE DED RETENTION $						EACH OCCURRENCE AGGREGATE	$ $
B	WORKERS COMPENSATION AND EMPLOYERS' LIABILITY ANY PROPRIETOR/PARTNER/EXECUTIVE OFFICER/MEMBER EXCLUDED? (Mandatory in NH) Y / N: Y If yes, describe under DESCRIPTION OF OPERATIONS below	N / A	JN	NHFL0113342019 01/	01/03/2021	01/03/2022	PER STATUTE OTH-ER E.L. EACH ACCIDENT E.L. DISEASE - EA EMPLOYEE E.L. DISEASE - POLICY LIMIT	$ $ 100,000 $ 100,000 $ 500,000
C	Bond	N	N	C28456	04/13/2020	04/13/2021	LIMITS	50,000

DESCRIPTION OF OPERATIONS / LOCATIONS / VEHICLES (ACORD 101, Additional Remarks Schedule, may be attached if more space is required)

CERTIFICATE HOLDER

To Whom it may Concern

CANCELLATION

SHOULD ANY OF THE ABOVE DESCRIBED POLICIES BE CANCELLED BEFORE THE EXPIRATION DATE THEREOF, NOTICE WILL BE DELIVERED IN ACCORDANCE WITH THE POLICY PROVISIONS.

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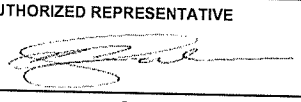

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JANITORIAL
5 STAR SERVICES LLC

"Allow us to give you a Star Cleaning"

Employee and Safety Training Manual

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Definition of Terms

Cleaning--Cleaning is removing obvious dirt, debris, and other materials from a surface.

Etiquette Etiquette refers to rules of acceptable behavior. In other words, etiquette by definition refers to the “rules and conventions governing correct or polite behavior in society in general or in a specific social or professional group or situation

Green Cleaning--Green Cleaning is cleaning to protect health without harming the environment.

Falls—

Lockout/Tagout--"Lockout/Tagout (LOTO)" refers to specific practices and procedures to safeguard employees from the unexpected energization or startup of machinery and equipment, or the release of hazardous energy during service or maintenance activities. A lockout/tagout program requires the identification and implementation of practices and procedures necessary to shut down and lockout/tagout machines and equipment. The program requires that certain employees receive training in the lockout tagout procedures and that periodic inspections be conducted to maintain and enhance it.

Safety Safety as it applies to this manual is relative freedom from danger, risk, or threat of harm, injury, or loss to personnel and/or property, whether caused deliberately or by accident.

Sanitizing--Sanitizing or disinfecting is the actual killing of the microorganisms through heat or chemicals.

Security Security as it applies to this manual is prevention of and protection against assault, damage, fire, fraud, invasion of privacy, theft, unlawful entry, and other such occurrences caused by deliberate action.

Slips--A slip occurs when there is too little traction or friction between the shoe and walking surface. You slip when you lose your footing or

grip on a slippery surface.

Trips and Falls A trip is a fall or stumble caused by catching your foot on something. Tripping and falling accidents occur when your foot comes in contact with an object, or drops unexpectedly throwing you offbalance. A fall is when someone or something moves downward to a lower position by the force of gravity.

Universal Precautions--Universal precautions refers to the practice, in medicine, of avoiding contact with patients' bodily fluids, by means of the wearing of nonporous articles such as medical gloves, goggles, and face shields.

Chapter 1: Introduction

WHAT IS THE CUSTODIAL OR JANITORIAL INDUSTRY?

A janitor or custodian is a person who takes care of a building,
such as a school, office building, hospital, or apartment. Janitors are responsible primarily for cleaning, and often though not always some maintenance and security duties. Similar to the custodian or janitor is the building superintendent. Generally a superintendent has more maintenance and managerial duties.

Janitors and custodians may be required to receive training and licensing in various fields, such as Hazmat, CPR, or Boiler Operations, depending on the employer and the specific nature of the job.

A custodian may be considered to be different from a janitor. In some settings janitors are called housekeepers or housekeeping staff and in other settings they are referred to as maintenance or maintenance staff. Institutions have come up with a number of alternative job titles.

PURPOSE OF THIS MANUAL

The purpose of this manual is to acquaint you with cleaning techniques and safety in the Janitorial and Custodial industry. Some typical cleaning jobs may include the following tasks.
Cleaning bathrooms
Sinks
Toilets
Urinals
Cleaning floors
Cleaning carpeting
Cleaning stainless steel and other special surfaces
Clearing tables in lunch room
Emptying trash and recycling bin
Stripping and waxing floors

No matter what job you have as a Janitor or Custodian there are responsibilities associated with your job. One of these responsibilities is safety, safety for you and the safety of your coworkers and guests or patients in your facilities. Over the many years, safety has evolved

into a very high profile responsibility. Depending on where you live and work, safety laws and regulations are becoming more stringent and demanding.

Ideally safety is freedom from danger. Of course, every safety topic for the Janitor or Custodian cannot be covered in this one manual. However we will be discussing many safety topics including protection from the risk of harm or injury, safety devices, and responsibilities.

Topics including general information and new employee orientation will be covered. There are sections on accident prevention, bloodborne pathogens, electrical safety, lockout and tagout, safe lifting, and of course cleaning techniques.

Chapter 2: General Safety Rules for Everyone

The Janitors and Custodians may consist of many groups of employees. As indicated by the different job titles mentioned, jobs in this industry are many and diversified. There are general safety rules that apply to everyone. Some of these rules are discussed here. Horseplay is always prohibited…so don t even think about it

PERSONAL

Personal Hygiene
Hygiene refers to the set of practices associated with the preservation of health and healthy living. Hygiene is a concept related to medicine, as well as to personal and professional care practices related to most aspects of living, although it is most often associated with cleanliness and preventative measures. In medicine, hygiene practices are employed to reduce the incidence and spreading of disease.

Cleanliness requires a daily bath and a change to clean underclothing. Use a deodorant to prevent body odor. If you are a guy, shave daily. Give teeth and hair proper care, everyday. Keep fingernails short and clean. If you are a gal, use cosmetics in moderation. Refrain from the use of heavy scents.

In order to control cross-contamination, hands should be washed after performing cleaning duties. Before continuing on to the next area, wash your hands. Also, wash before meals and after going to the restroom.

Massage hand cleaner around the fingers, knuckles, and hands. Scrub fingernails with a brush. Keep your hands lower than your elbows when washing. Wash vigorously for two minutes. The tap water should be running during the entire process. Use medicated hand moisturizer when skin becomes dry or chapped.

To protect yourself you should use the proper Personal Protective Equipment or the acronym PPE for each cleaning task you perform.

Report to Work Rested
A first step to safety is to report to work rested, alert, and ready to perform your job. Fatigue may affect your ability to work safely. It may also impair your ability to treat your colleagues with the hospitality consistent with your training.

Wear Appropriate Clothing
Next, you should always wear appropriate clothing for your job. Follow your company's dress code. This includes wearing proper footwear for the job.

If you will be working equipment and machinery, don't wear rings and jewelry that can get caught in the moving parts.

Keep long hair tied back or under a hat. This will avoid having your hair getting caught in machines. Clothing should fit properly allowing room for movement without being so loose it could get caught in machinery moving parts.

Report Accidents
Most companies provide necessary first aid and medical treatment for injuries. If you are injured on the job, report the accident to your supervisor immediately, so that proper medical treatment can be provided.

First aid or professional medical treatment will be given as necessary; however, you must report all accidents and injuries when they occur, even if your injury does not require medical treatment.

PERSONAL PROTECTIVE EQUIPMENT

What is personal protective equipment or the acronym PPE and how does it affect you?
Personal protective equipment is equipment that has been designed to protect you from potential injuries. When required for certain job assignments, personal protective equipment will be issued to you It s your responsibility to wear it

Personal protective equipment could include safety glasses when your eyes are exposed to potential injury, gloves to protect your hands, hard hats for head protection, hearing protection for high noise areas, face shields to protect your face, respirators, specialized shoes…all these and more are considered personal protective equipment

Wearing personal protective equipment is important to protect you from injury or illness while performing your job. Some of the personal protective equipment you need may include:

Eye Protection
You should choose the proper type of eye protection for the hazard. For example, safety glasses are not appropriate when working with chemicals that may splash in your face or

eyes. Goggles and a face shield would be the best choice when working with chemicals.
Skin Protection

You should wear the right protective gloves for the hazard or chemicals. Some products can melt or go through the glove. Also protect your skin by wearing a protective apron or smock. If your clothing is soaked with chemicals, change them immediately to prevent prolonged skin contact.

Hearing Protection
Hearing protection may also be required if you work in a noisy area or with noisy equipment such as vacuums and other tools.

Respiratory Protection
Respiratory protection may be required depending on the job and chemical products being used. You must be trained before using a respirator. Discuss the need for this protection with your supervisor.

ELECTRICAL SAFETY

Electrical safety is another important safety consideration. Naturally, everyone has been exposed to electricity and how dangerous it can be if it's misused.

Generally, in the workplace you should always inspect electrical cables, cords, and plugs for frays, cracks, cuts, or defects before you use them. If the electrical tools or equipment you use do not say “Double Insulated on the manufacturer s tag then they must be grounded with a 3-prong plug and a grounded cable. This provides some degree of protection from electrical shock in case of a malfunction or short in the tool. Figure 1 shows a three prong plug and receptacle.

What this means is there must be a third prong on the plug. The third wire goes to ground. In case of a short or malfunction, the electricity will flow though this third wire to ground and not through the person holding the malfunctioning tool or equipment. Of course, if the ground wire is not properly connected to the system or the third prong is missing from the plug, then there is no electrical shock prevention.

Always check and test your equipment for safety before you use it.
Never allow an outlet to be overloaded.

Don t overload circuits by plugging in more than the allowed number of electrical power outlets.

The use of octopus plugs, as shown here, makes a dangerous situation that could cause a fire. Electrical hazards can be caused by faulty electrical tools and equipment, appliances and wiring, electrical outlets, switch panels and electric transformers.
Remember to unplug any electrical appliance before you clean it. Working around water and electricity is dangerous.

Make sure that any electrical or other types of cords do not create tripping hazards. Of course, never clean electrical equipment with flammable or toxic solvents and never use flammables near electrical tools. The sparks from the inside of a machine or tool can cause an explosion.

CONTROL OF HAZARDOUS ENERGY/ LOCKOUT TAGOUT

What is Lockout/Tagout or LOTO?
"Lockout/Tagout or LOTO" refers to specific practices and procedures to safeguard employees from the unexpected energization or startup of machinery and equipment, or the release of hazardous energy during service or maintenance activities. A lockout/tagout program requires the identification and implementation of practices and procedures necessary to shut down and lockout/tagout machines and equipment. The program requires that certain employees receive training in the lockout tagout procedures and that periodic inspections be conducted to maintain and enhance it.

Lockout is the practice of using keyed or combination security devices or “locks to prevent the unwanted activation of mechanical or electrical equipment. Tagout is the practice of using tags in conjunction with locks to increase the visibility and awareness that equipment is not to be energized or activated until such devices are removed. A tagout device is usually a non-reusable type, attachable by hand, self-locking, and non-releasable with a minimum unlocking strength of no less than 50 pounds.

Authorized and Affected Employees for LOTO
Now, before we go much further, let's discuss two categories of employees requiring knowledge and training in lockout tagout procedures The first category is “Authorized Employees These are maintenance personnel who actually use lockout and tagout procedures while they are repairing or maintaining equipment. The second category is “Affected Employees This describes any employee who uses or works around equipment and machinery that may be locked out or tagged out. You need to be able to recognize tags

used by your employer for LOTO It s recommended that virtually all employees be in the “Affected Employee category

What are Hazardous Energy Sources?
Let's begin with some basics, as you'll need these to understand the program. What are hazardous energy sources?

Electricity is used to provide power to a wide variety of machines and equipment. Locking out of electricity prevents electrical equipment from accidental release of electricity during maintenance or repair. The main problem here is locking out electricity does not guarantee that other energy sources won't be released. There may be a steam valve that requires locking out as well or hydraulic, vacuum, or pneumatic pressure, mechanical motion, springs, thermal energy such as steam or heat, or extremely low temperature liquids or gases.

Releases of chemicals or chemical reactions are other energy sources that must be controlled, dissipated, or shut off. Locking out of electricity may not provide adequate protection during maintenance and repair. Each machine or piece of equipment must be inspected by trained employees to determine adequate lockout procedures for all potential hazardous energy sources. Your organization must have these energy sources identified and listed in the written lockout/tagout policy and procedures.

The first step in all lockout/tagout procedures is to identify the potential energy sources that will require control by lockout or tagout. In general, there are 6 types of energy sources that may be encountered. As we discussed earlier, electrical energy is the first type of energy source for consideration. In addition there is mechanical energy, hydraulic energy, pneumatic energy, thermal energy and chemical energy.

Mechanical energy can present a danger from moving parts such as rotating fans, shafts, gears, grinding wheels, moving packer blades, panels, conveyors, and more. Hydraulic systems that work using fluid under pressure are candidates for LOTO procedures. An example of pneumatic energy is air pressure stored on Air Brake Systems. Pneumatic pressure may also be present in air accessories and control systems. Thermal energy is heat, heat from fluids such as coolant and lubricating oils and from hot machinery such as engines, exhaust systems, electric motors, and gear cases are sources of potential thermal energy. Finally, potential energy can be released by chemicals when they react with one another, or react with air and/or water.

Now, that we have identified potential energy sources; we have to determine which switch, valve or other isolating device will be operated to isolate these energy sources. Whenever working on equipment in a manner which any potential energy source could be encountered, the appropriate procedures must be followed to isolate or disable the applicable hazards.

Employee Training for LOTO

Employees or any other authorized and affected employees who may be reasonably expected to use the equipment or procedures for LOTO must receive annual LOTO training from the appropriate training staff. Training requirements are outlined under Code of the Federal Register 29 CFR 1910.147 Section (c)(7) (i),(ii), and (iii). These training programs are designed to provide you with a good understanding of lockout/tagout procedures.

Record Keeping for LOTO

Inspection records and training records will be kept by your employer. Training records will be maintained by employer and they will include an outline of topics covered. In addition, a sign in sheet of attendees will be included with training records. Inspection records will also be kept.

Inspection Methods for LOTO

OSHA requires that a LOTO Program be reviewed once a year and that periodic inspections of the procedures are made to ensure that they are being followed correctly. Inspections may be done in the shops in your physical plant. These shops may include auto, central plant, controls, electric, plumbing, and refrigeration. Inspections are designed to include cataloging the general types of hazardous energy and equipment applicable to each area.

Some inspections may involve questions only; some may include demonstrations; and others may occur during actual LOTO activities. General questions that may be asked include:

1. Who are the authorized employees, i.e. those using LOTO)?
2. Who are the affected employees, i.e. who are employees that could be exposed to LOTO hazards?
3. Are procedures for energy control in place?
4. What equipment is subject to LOTO?
5. Do specific written procedures exist, i.e. written procedures for de-energizing and reenergizing equipment?
6. Where are your locks/tags?
   What if an “Authorized Employee is not available to remove the lock
8. What inspection records exist for your Department?

9. Do you know what training records exist?

Who is Responsible?
Each individual must accept the responsibility to know the rules and to follow your organization's policies and procedures exactly. The primary purpose of any LOTO program is accident prevention. It is designed to safeguard you and those around you. Safety is always a team effort and LOTO is no different. The rules are very important and if you're not sure about a particular procedure don t be afraid to ask questions Ask your supervisor Don't take chances! Failure to properly lockout and tagout when necessary can lead to potentially serious injury.

To make sure the machine doesn't start accidentally, all hazardous energy must be locked out Hazardous energy could be electricity springs under tension gravity…where heavy parts could fall down, liquids, or steam under pressure or other hazardous energy sources. Some common lockout/tagout equipment is shown in Figure 3. The figure illustrates locks with keys and tags.

Even if you don't work in these areas or you're not a mechanic or machine operator, it's important that you know about these tags and locks.

Never Remove LOTO
Never remove any of these tags or locks, unless you're the person who placed them there. Don't attempt to start any machine that has a lock or tag on it. Lockout and tagout procedures save lives.

EMERGENCY ACTIONS

In case of fire, exit the building by appropriate exits. Remain calm and report to your designated area so your supervisor can account for you. It's important to know if anyone is left inside the building or if anyone is missing.

In case of earthquake or a tornado, it's best not to go outside. Falling electrical lines, broken glass, or other dangerous conditions could exist outside your building. Experts recommend that you get under a sturdy desk or other heavy object and Duck, Cover, and Hold.
Duck under a heavy object for safety.
Cover your head with your hands.
Hold that position until it's safe to move.

In cases of emergency you should know elements of your company s emergency plan and be prepared to follow them.
Remain calm and use your good judgment and your training to protect yourself and others.

HOUSEKEEPING FOR EVERYONE

In this case housekeeping means that you should check your work area for materials, cords, cables, or other items that can cause slips, trips, or falls.
Housekeeping is checking your equipment to make sure grease or oil doesn't leak on floors, causing potential slips and falls.
Your housekeeping duties include checking closets in your work area for trash, debris, or other potential hazardous conditions. Then address the issue.
Housekeeping is also taking the time to make sure your entire work area, regardless of your job description, is neat, clean, and organized; including putting tools or utensils where they belong when you've finished using them.
Housekeeping is picking up paper trash or debris when you see it…even if it s not in your department.
Housekeeping is your responsibility, no matter where you work.

SLIPS, TRIPS AND FALLS

Slips, trips, and falls are a major cause of workplace injuries. Believe it or not accidents happen. Fall injuries can happen when a janitor simply steps off of a loading dock. Or perhaps, a truck driver breaks his ankle when jumping down from the cab of his truck.

Causes of Slips, Trips, and Falls
Slips happen when there is too little friction or traction between footwear and the walking surface. It is easy to slip on a wet or oily surface.

Slips and falls happen. Jumping from any elevated surface is hazardous. You can fall from ladders, stairs, or curbs. Slippery floors, debris, or uneven surfaces will potentially cause you to trip or slip and fall. The study of slip, trip, and fall accidents and injury statistics help us to understand where we went wrong. We use information from these studies and statistics to determine how to prevent future accidents.

Is there a magic bullet New floor surfaces “slip resistant shoes--what is the answer? We believe the answer is education, greater awareness, and maintaining a good safety attitude. We all must accept responsibility for working and acting safely.

We just can t run the risk of you your coworkers building occupants vendors or clients slipping and falling. First, we are going to review some of the ways people trip and fall. Next, we will review basic prevention techniques.

When your foot strikes an object causing you to lose your balance, you trip and then you stumble or fall. Slips, trips, and fall injuries are caused by hazardous conditions. Hazardous conditions may include an obstructed view or poor lighting.

Clutter left in isles, trash left on the floor, and protruding chair legs contribute to hazardous conditions. These conditions will certainly lead to accidents if left unattended. Uneven steps, uncovered cables, and open bottom desk drawers also provide circumstances that may lead to trips and falls. Wrinkled carpeting or rolled corners on rubber mats provide another set of hazardous conditions.

Prevention Techniques
Both slips and trips result from some a kind of unintended or unexpected change in the contact between your feet and your walking surface. Good housekeeping is the first and the most important level of prevention for these accidents.

All spills should be cleaned up immediately, especially those in isles and walkways.
Spills and wet areas should be marked with orange cones or “Wet Floor signs
Debris should be mopped or swept from floors, immediately.

Obstacles such as stocking carts, crates, and empty boxes should be removed from walkways. Walkways and isles should be kept free of clutter.

Runners, rubber mats, rugs, and carpets that do not lay flat should always be secured to walking surfaces.

File cabinet and storage drawers should always be left closed.
Remember that wires and cables are potential tripping hazards.

Lighting is important. Be sure to keep work areas and walkways well lit by replacing burned out light bulbs and faulty switches Replacing burned out light bulbs is often part of a janitor s job.

All drains must have drain covers that are secured to the floor.

Clean Up!

Cleaning supplies are often dropped and spilled on the floor It s not good enough just to wipe them up you have to actually clean the surface Let s say someone knocks a bottle of marble cleaner off the shelf and onto the floor. The bottle hits the floor and goes crash! Wax goes everywhere. We now have a hazardous condition. By definition this is certainly a slip, trip and fall hazard.

First you must mark the hazard with a sign or an orange cone.

Next you pick up the container and as much of the wax as possible using a broom and dustpan.

A dustpan is a cleaning utensil commonly used in combination with a brush or broom. Industrial and commercial establishments may provide you with a hinged dustpan on the end of a stick to prevent you from constantly stooping to use it. Handheld dustpans may be used with either a full-size broom or with a smaller whisk broom or brush sometimes called a duster.

Water spills should be mopped, and then wiped dry with a dry rag or towel.

Safety awareness is the key to safety.
You will find that there are many hazards occurring in your working environment on a daily basis. Spilled water ice cubes broken glass and food on the floor…all of these things pose special hazards. Of course, you should immediately clean spills or pick up items on the floor or stairs. The only thing that's going to prevent an accident is for you to be aware of potential hazards and pay attention to your walking surfaces.

If you see something on the floor that doesn t belong there pick it up It s that simple Remember, watch where you walk. Be aware of your surroundings. Always wear approved slip resistant footwear at work. When you see water on the floor or some other hazard, clean it up!

To properly clean up a spill that contains oils, you must first wipe it up and then put some abrasive powder on the contaminated surface. Rub the area to remove any remaining oils. Then clean the floor surface with soap and water, rinse it, and make sure the floor surface is not slick.

Without good housekeeping practices, any other preventive measures will never be fully effective.

Footwear

Footwear is important! Footwear is personal protective equipment where floors may be oily, wet or if workers spend considerable time outdoors. In these circumstances, fall accident prevention should focus on selecting proper footwear. Ordinary tennis shoes are popular, but in wet and slippery environments, they can contribute to accidents and injuries. There is compelling evidence that using slip-resistant footwear reduces accidents.

Effectiveness of slip resistant footwear depends on more than just the footwear design. It is also affected by its use, environmental conditions, and the type of floor surface and finish that is in your working environment.

Behaviors that Lead to Falls

In addition to wearing the wrong footwear, there are behaviors which can lead to slips, trips, and falls. For example, a behavior that can cause a hazardous condition is simply walking too fast or running. Other behaviors that may lead to falls include activities such as not watching where you are going; carrying cleaning buckets and supplies which obstruct your view; wearing sunglasses in low-light areas; failure to use handrails, and allowing yourself to be distracted. These and other behaviors, caused by lack of knowledge, impatience, or bad habits can lead to serious accidents. You can eliminate many slips, trips and fall accidents by simply paying attention and watching where you re going

Warehouse Vehicles

You should never hitch a ride on a forklift pallet jack or in the bed of a truck while you re working. Death or serious injury is a potential result of extra riders falling from these vehicles. The safe way is "NO RIDERS".

Vehicles and the “Three Point System

Janitors and custodians are often moved from one location to another. When getting in and out of vehicles, always practice the "Three-Point System." This is particularly important if you are getting in or out of a truck. This system can significantly reduce the chances of injury through a slip or fall while entering or exiting a vehicle. The Three-Point System means that three of your four limbs are in contact with the vehicle or the ground at all times, either one hand and two feet, or two hands and one foot. In other words, only one limb is in motion at any one time. When getting out of a truck, step down backward.

It is never safe to ride in the back of a truck--if you must, when getting off the bed, step down backward, never "jump" or "fall" down forward.

Stairwells

Stairwells should be well lit with sturdy handrails on both sides. When you are walking down a stairwell, you should always have one free hand. This will allow you to use the handrail. All the steps must be kept free of grease, oil, and obstacles. Obstacles can increase the probability that you or others will have an accident. You should always avoid carrying heavy or bulky objects up or down stairs. Objects that obscure your vision and/or require the use of both hands are a source of hazards. You should carry smaller, lighter loads and make more trips, or obtain help from a coworker. Use an elevator if one is available.

Ladders

Ladders are often used by janitors and custodians. Appropriate ladders should be used when performing jobs such as changing light bulbs, cleaning wall surfaces that are above arms reach, and storing supplies on top shelves. The "Three-Point System" should also be practiced when you use a ladder. This system can significantly reduce the chances of injuring yourself through a slip or fall while climbing ladders. As discussed earlier, the “Three-Point System means that three of your four limbs are in contact with the ladder at all times, either one hand and two feet, or two hands and one foot. Only one limb should be in motion at any one time.

Ladders cause a great number of injuries. Make-shift ladders, chairs, boxes, and barrels should never be used as substitutes for a ladder. The risk of injury is far too great.
The area around the top and bottom of ladder must be kept clear.
Never use a ladder for any purpose other than the one for which it was designed.
Self-supporting step ladders and non-self-supporting extension portable ladders must be able to support at least four times the maximum intended load, except extra-heavy-duty metal or plastic ladders, which must be able to sustain 3.3 times the maximum intended load.

Step Ladders

Figure 8 Example of what not to do. Never stand on the top two steps of a step ladder
Of course we all know to never stand on the top two steps of a step ladder That s just too dangerous and it causes an unsafe shift in the center of gravity of the step ladder.

Don t lean past the rails of the ladder as this also creates instability We call this the belt buckle rule Don t lean past your belt buckle for safety.

When climbing up or down a ladder, always face the ladder.
Naturally don t use a metal ladder when doing electrical work There is a great risk of electrocution or getting a shock that could throw you off the ladder.
Foldout or stepladders must have a metal spreader or locking device to hold the front and back sections in an open position when in use. See the figure above.

Extension Ladders
There are 3 basic requirements for extension ladder setup.
First, the top of the ladder must extend 3 feet or 3 rungs above the point of contact to the structure.

Secondly, it must be setup at the precise angle of 75.5 degrees to provide the proper angle for climbing. The old four to one ratio makes this difficult to achieve, but the correct angle is important An “extension ladder angle verification device is recommended to achieve this angle with accuracy.

Did you know? The most common reason extension ladder accidents occur is due to ladders set up at an improper angle! Several studies show that when workers attempt to set up a ladder at 75.5 degrees without a measurement device, resulting angles varied as much as 9 degrees.

There are commercially available Ladder Angle Verification Devices that are factory set at the OSHA required 75.5-degree angle for correct ladder set up. These devices are simple to use and easily attached to any ladder.

Lets face it without a verification device how do you know that your angle is correct
Ladders are to be kept free of oil, grease, wet paint, and other slipping hazards.
Do not stand above the highest “safe standing level: prescribed by the ladder s manufacturer.

Do not extend the center of your body s torso past either side rail of the ladder In other words don t overreach

Face the ladder while ascending and descending.
Don t carry tools in hand use a tool belt
Wear proper footwear.

FIRE PREVENTION

Good housekeeping is the first step in fire prevention. If you have poor housekeeping, you don't have good fire prevention.

The second step in fire prevention is to know where fire extinguishers are located and how to use them. Fire extinguishers are often marked with a sign as shown in Figure 3. These signs are usually at eye level.

If you don't know how to use the extinguishers at your location, learn how before a fire happens. It's not as easy as it looks because in case of fire, everyone is under pressure and it is easy to panic.

As a review of the use of extinguishers, the first rule is: Life Safety Is Paramount. This means that unless it s safe to do don t try to play the hero Don t try to extinguish a fire that could be hazardous for you or others. Remember, your life is more important than property. The figure below shows a typical fire extinguisher. Fire extinguishers are equipped with a gauge such as the one shown; the needle should be in the green zone - not too high and not too low. There is a nozzle at the end of a hose for aiming. Each extinguisher has a pin to prevent accidental discharging.

However, if extinguishing the fire can be done safely, extinguish it. Use a fire extinguisher. Use the key word PASS, as described below, to remember the proper procedures for extinguishing a fire. First, stand about 8 to 10 feet away from the fire. You don't want to be close to the fire because the pressure of the extinguishing agent may spread the fire. Stay at least 8 to 10 feet away.

The PASS Acronym
P A S S is an acronym that can be used as a quick reference for the operation of a fire extinguisher.
P is for Pull. First you pull the Pin at the top of the extinguisher. The pin releases a locking mechanism and will allow you to discharge the extinguisher.
A is for Aim. Next you aim at the base of the fire, not the flames. This is important-in order to put out the fire, you must extinguish the fuel.
S is for Squeeze. And next you squeeze the lever slowly. This will release the extinguishing agent in the extinguisher. If the handle is released, the discharge will stop.
S is for Sweep. Finally you sweep from side to side using a sweeping motion. Chase the fire into a corner. You must move the fire extinguisher back and forth until the fire is completely out.

It is often a good idea to aim the nozzle in a neutral direction away from anything, and then lightly squeeze the handle. This will give you a feel for your particular extinguisher.
Be sure to operate the extinguisher from a safe distance, several feet away, and then move towards the fire once it starts to diminish. Since different fire extinguishers have distinct recommendations for operating distances, be sure to know the instructions on your fire extinguisher. These instructions should be reviewed the first time you familiarize yourself with your facility. Remember to aim at the base of the fire, and not the flames. Chase the fire into a corner if possible, away from any concentration of flammable materials with a sweeping, herding motion.

A typical fire extinguisher contains 10 seconds of extinguishing power. This could be less if it has already been partially discharged. Always read the instructions that come with the fire extinguisher beforehand and become familiarized with its parts. It is highly recommended that you get hands-on training.
Once the fire is out don t walk away Watch the area for a few minutes in case the fire reignites.

The Fire Triangle
The triangle illustrates the rule that in order to ignite and burn, a fire requires three elements: heat, fuel, and an oxidizing agent, usually oxygen. The fire is prevented or extinguished by removing any one of the three. A fire naturally occurs when the elements are combined in the right mixture. A graphic depiction of the fire triangle is given in the figure below.

The Fire Tetrahedron
It has largely been replaced in the industry by the fire tetrahedron. The removal of heat explains fire suppression in a majority of cases. However, the suppression effect of Halon, which is a stable halocarbon used to put out fires, cannot be explained completely. It can partly be explained by what is called chemical inhibition. That means that it reacts chemically to reduce the concentration of radicals in the flame. These radicals are essential in the chemical reactions. This has led to development of the fire tetrahedron with the bottom representing the sustaining of chemical reactions. This is illustrated in the next figure.

Combustion is a chemical reaction that feeds a fire more heat and allows it to continue. When the fire involves burning metals like lithium, magnesium, or titanium, it becomes even more important to consider the energy release. The metals react faster with water than with oxygen and thereby more energy is released. Putting water on such a fire results in the fire getting hotter or even exploding because the metals react with water in an exothermic

reaction. Some metals also burn in carbon dioxide. Therefore, inert agents for example dry sand must be used to break the chain reaction of metallic combustion.
The take home message here is that you must know what kind of fire you are dealing with to know how to distinguish it. If you are not certain, leave it to the professionals.

CAUSES OF ACCIDENTS AND INJURIES

What causes accidents and injuries? Actually, statistics have been maintained by a number of organizations and insurance companies over the years. With millions and millions of accidents and injuries, it's fairly easy to determine the different accident types, causes, and other information. Accidents are investigated to determine what happened, so precautions and safety standards can be implemented to prevent the same type of accident from being repeated.

That's one reason we have so many safety rules and regulations. If people keep falling off ladders, it could reveal that ladders are unsafe to use. Upon investigation of ladder accidents, professionals can determine how the ladder was used and what actually caused the accident.

In most cases it wasn't the ladder that was unsafe. It was the person using it in an unsafe manner. In fact, this is true of most accidents. You'd be surprised to learn that many ladder accidents and injuries are the result of unsafe acts of people.
That's right, unsafe acts of people.

Not equipment, not floors, not ladders, not machines, but people. How can that be?
People don't try to have accidents and they don't try to injure themselves. We're not saying that physical hazards never cause or contribute to an accident because they do. However, many accidents and injuries are caused by the acts of people…people taking short cuts not following proper procedures, ignoring safety rules, and just not paying attention. Or not being trained in safety procedures.

We should always consider possible risks before starting any job and consider how our actions might affect the safety of ourselves and others.

Safety is everyone s responsibility regardless of where you work Your company has provided you with training and equipment to perform your job safety but safety is really up to you. You need to follow company policies and procedures on every job, every day If you do that you ll be doing your part in helping to reduce accidents and injuries in the workplace.

SAFE LIFTING AND BACK INJURY PREVENTION

Safe Lifting
You ve probably heard it a million times bend your legs not your back The reason you ve heard it so much is back injuries are painful and debilitating and a serious back injury can prevent you from earning a living or enjoying your leisure time. Nobody wants a back injury.

What can you do to help reduce your risk?

Never bend your back when lifting. Never bend over and reach to lift anything. Your back is a complex and sensitive structure made up of vertebrae, discs and nerves. The discs are made of a soft jelly-like substance that acts like shock absorbers between the vertebrae. Bending over and lifting puts pressure on these sensitive discs and greatly increases the likelihood of an injury.

Never twist while lifting. This too can damage your back. You may twist and lift every day and you haven t experienced an injury or back problem yet If you continue to twist and lift, sooner or later, you will have a back injury. Instead of twisting, lift the item safely, pivot your feet then set the item down It doesn t take any more time and it could save your back
If an item is too heavy to lift on your own ask a co-worker to help you Don t try to lift it yourself. You ve been trained and taught proper lifting procedures
Whatever you lift, keep it close to your body.

The figure shown above is an illustration of proper lifting technique. You should lower your body by bending your knees keeping your back perpendicular to the floor. You should keep the object as close to your body as possible and then use your leg muscles to lift the object. But it s your responsibility to lift safely Nobody can do it for you it s your decision Make the right choice, the safe choice.

Tips to Prevent Back Pain
Back pain is a fact of life. Many of us have suffered back pain and we know that it's something to avoid. Most doctors don't agree upon what treatment for back pain is best. However, they all agree exercise and diet will greatly reduce your chances of back pain or injury. Since we're not doctors, you should get medical advice on diet and exercise that's best for you.

Proper work practices will make a difference.

As described in the previous section, there are some safe lifting techniques you can use to reduce the potential of injuries and back pain.
Don t lift heavy objects Get mechanical assistance Use hand trucks and folding carts as illustrated in the figure below.

When lifting avoid bending and twisting always use your leg muscles to lift.
Have lumbar support and armrests where you sit.
Change positions frequently.

Safety is a job requirement, but more importantly, safety is a moral obligation to yourself, the company, co-workers, and your family. One accident is simply one too many.

Exits
It is important to know where exits are located and to make sure they re not blocked Safety awareness will eliminate the vast majority of injuries.

Chapter 3: CLEANING

THREE T S OF CLEANING

In order to think through the proper steps in cleaning anything, you must first identify the problem, and then select the proper cleaning products and tools to do the job. Having done this, it is important to understand how to properly use these cleaning products and tools. This is an essential element of a successful cleaning job. It is important to know how and why certain procedures and products work and why some do not.

In order to increase the cleaning efficiency of any cleaning chemical, one can utilize what is known as "The Three T's of Cleaning".

The first "T" is for Time. If a cleaning compound stays on a surface longer, the cleaning efficiency of the product is enhanced. This fact explains why a foaming product is better than a pure liquid on vertical surfaces. A pure liquid runs down the vertical surface. The foam tends to remain longer on the surface; thus increasing the cleaning efficiency.

The second "T" is for Temperature. When hot water is used in a carpet extractor, or when hot water is combined with high pressure washing, or "steam cleaning", the product performs better.

The third "T" is for Turbulence or Agitation. Ever wonder why a black or brown stripping pad is used with a stripper to remove floor finish? The Brown Stripping Pad is constructed of polyester fibers in a semi open texture nonwoven fabrication. Abrasive particles are distributed throughout and adhered to the pad with a sturdy adhesive. This turbulence speeds the removal of floor finish.

Have you ever washed your car using a rag or sponge? You were adding turbulence which

makes the car get cleaner faster. When hand washing is accomplished, the three "T's" are put to work, and many other cleaning procedures employ the three "T's" of cleaning.

CHEMICALS USED FOR CLEANING AND THE MSDS

Chemicals are a vital part of any cleaning operation Without them we couldn t clean But with them, we need to take precautions. If you follow precautions, the chemicals you work with are safe. But you may need to wear personal protective equipment such as gloves in order to ensure your safety.

How do you know what kind of protection is required for each chemical?
The answer is the Material Safety Data Sheets or MSDS. The MSDS contains all the information you need to know about any chemical you work with such as ingredients, hazards, First Aid, personal protective equipment and more If you re unsure about a chemical ask your supervisor for the MSDS. You can never be too safe or too informed about the chemicals that you use.

Material Safety Data Sheet--MSDS
The Material Safety Data Sheet, commonly called the MSDS, is a component of your University s Chemical Hygiene Plan and Hazard Communication Program The MSDS contains information provided by the chemical manufacturer and is maintained by the University to inform students and staff of the possible hazards associated with chemicals being used in their laboratory or work area. It is a critical part of any laboratory safety program. The goal of the MSDS is to provide you with a summarized, multi-source resource that informs you of certain basic but necessary pieces of information regarding the substance or chemical you are about to use.

The MSDS informs you about the material s physical properties and related health effects personnel protective equipment necessary to protect the you, first aid treatment necessary in the event of an exposure, how to respond to accidents, and the planning that may be necessary in order to safely handle a spill.

The MSDS may vary in style and content, but all contain certain required sections. State and Federal law requires that all manufacturers and distributors of chemical products provide the end user with a manufacturer specific MSDS. One method of accessing is through electronic databases. Many employers keep a notebook with MSDSs for the particular cleaning supplies that you will be using in your job.

What is a Material Safety Data Sheet?
The MSDS is a widely used system for cataloging information on chemicals, chemical compounds, and chemical mixtures. MSDS information may include instructions for the safe use and potential hazards associated with a particular material or product. MSDS can be found anywhere chemicals are being used.

There is also a duty to properly label substances on the basis of physico-chemical, health and/or environmental risk. Labels can include hazard symbols such as the European Union standard black diagonal cross on an orange background, used to denote a harmful substance.

The goal of the MSDS is to provide the user with a summarized, multi-source resource that informs the user of certain basic but necessary pieces of information regarding the substance they are about to use The MSDS informs the user about the material s physical properties and related health effects, personnel protective equipment necessary to protect the user, first aid treatment necessary in the event of an exposure, how to respond to accidents, and the planning that may be necessary in order to safely handle a spill.

Each company can design its own MSDS form, and the sections may be in different order. But, the basic kinds of information on any MSDS will be the same. This is an example of the first page of an MSDS.

Chemical Name
For example, there is always a section that lists the identity of the substance or the chemical name on the label, date the MSDS was prepared, the name and address of the manufacturer, and usually a phone number for emergencies and more information.
Hazardous Ingredients/Chemical Identity

The section on hazardous ingredients and chemical identity includes names of substances in the chemical that might be dangerous, and safe exposure limits such as Permissible Exposure Limit or PEL as set by OSHA or the Threshold Value Limit or TVL. This section also lists common names for the chemical.

Physical Characteristics
The section on physical characteristics describes many physical qualities of the chemical, and lets you know what is usual or safe. For example, it may state how the chemical looks and smells; boiling and melting temperatures--this is important in case a chemical might become a gas you could breathe; evaporation rate; how easily the chemical dissolves; and

how heavy it is--this tells you if it will sink, float, or dissolve in water.

Fire and Explosion Data
The section with fire and explosion data provides information on the lowest temperature when the chemical could catch fire or flash point. It also contains flammability data that lets you know if it's flammable; if it catches fire below 100 degrees Fahrenheit; is combustible; or, if it catches fire above 100 degrees Fahrenheit. In addition, this section lists the best way to put out a fire involving that chemical.

Reactivity
The section on reactivity describes what happens if this chemical comes in contact with air, water, or other chemicals. It also describes conditions, like heat, or materials that can cause the chemical to react by burning, exploding, or releasing dangerous vapors. The chemical is called "incompatible" or "unstable" with these conditions or substances. For example, sodium metal is unstable when it comes in contact with water. It explodes!

Health Hazards
The section on health hazards lists ways the chemical might enter your body, like splashing on your skin or being breathed in as vapor. It will also list possible symptoms of overexposure. This section will provide information about how overexposure might make existing medical conditions worse, and it describes emergency first aid procedures.

Usage, Handling, and Storage
The section on usage, handling and storage describes how to clean up an accidental spill, leak, or release. This part will include any special procedures that might be required for clean-up. It will provide you with information on how to handle, store and dispose of chemicals safety. Remember, if there is an accident, you must notify your laboratory instructor or professor immediately. You may take care of it yourself only if you are trained to do so and are wearing the proper personal protective equipment.

Special Protection and Precautions
This section explains special Personal Protective Equipment to use when working with a chemical. It also describes requirements for special procedures, extra health or safety information, signs that should be posted, and other information not covered in other sections.

It is wise to study MSDSs for any chemicals you will work with in your job. MSDSs for a many commercial substances are not primarily intended for use by the general consumer.

Material safety data sheets focus on the hazards of working with the material in an occupational setting. For example, an MSDS for a cleaning solution is not highly pertinent to someone who uses a can of the cleaner once a year, but they are extremely important to someone who works with a cleaner or a chemical in a confined space for 40 hours a week. You may work in many different departments throughout your facility…housekeeping offices the kitchen, and others. Employees in each of these departments use different chemicals in the performance of their job responsibilities.

You need to be aware of what chemicals are on what items before you use them. Some chemicals when mixed together can be quite deadly Let s give you an example A kitchen employee may have used ammonia on a rag to clean something in the kitchen That s perfectly okay as long as there was proper ventilation. Ammonia on its own is perfectly safe when used properly. But if you take the ammonia soaked rag and use it with detergent containing bleach you have just created a very hazardous condition.

Ammonia and bleach, when mixed together, form a deadly combination called chloramine gas. Chloramine gas can kill you. Never mix bleach and ammonia.

Stain removers and certain detergents can also be a hazard That is why it s vital to your safety and the safety of those around you to always read the chemical label and the MSDS sheet for each chemical that you use and always wear the required personal protective equipment. You can t afford not to

VENTILATION
Most of today s new office buildings and workplaces are highly insulated and practically air tight. While this is great as far as cost effective energy bills go, the down side to tightly insulated buildings is poor indoor air quality. As windows and doors are typically kept shut throughout the day, moisture, and stale air that can carry contaminants and pathogens. The air circulates inside and gives rise to various problems including mold and mildew, health problems, ruined furniture, and peeling paint. The quality of indoor air can be achieved through mechanical ventilation.

An excellent way to ventilate thoroughly, efficiently, and cheaply is to use exhaust fans.
What Are Exhaust Fans?
An exhaust fan is a mechanical ventilation device that helps to draw out stale and impure air from a room or building and bring in fresh air, thereby improving the quality of indoor air.

Exhaust fans

are typically ducted to the exteriors, through which bad indoor air can effectively be removed from your work space. Any volatile cleaning supplies will also be vented.
There is a lot of heat and humidity in the bathrooms and laundry rooms and without proper ventilation, mold and mildew can accumulate. Ventilation also keeps the heat down and makes your facility a more comfortable place to work.

Use spray bottles instead of aerosols for applying chemicals if another means is not possible, and make sure you have proper ventilation when using chemicals. When in a commercial building, make sure ventilation systems are turned on. Inadequate ventilation allows chemical byproducts to be absorbed into porous items such as ceiling tiles and wallboard.

What to do when there is no exhaust fan
If you are cleaning a restroom with no exhaust system prop the door open Place a “Cleaning in Progress sign in the doorway

Whenever possible, use mechanical means rather than chemical means for cleaning. For example, use a microfiber cloth instead of a chemical-based dust control product. Also use a microfiber cloth instead of a feather duster, which causes dust to become airborne.

REPORT HAZARDOUS CONDITIONS

We couldn t possibly cover every safety hazard you may encounter on the job That s why it s up to you to pay attention to safety and do your part to reduce accidents and injuries. You work in the facility every day and no one knows your job better than you.

The training you ve received should help you perform your job in a safe manner But it s really up to you. Obey all posted warning signs. Read and follow all instructions on chemical labels and MSDS sheets. Lift safely. You should always report hazardous conditions to your supervisor, so they can be corrected.

But most of all; use your common sense and good judgment and make yourself personally responsible for a safe and accident free workplace. Take pride in your job and in safety. Nobody can do it for you.

Chapter 4: CLEANING IN THE HEALTH CARE INDUSTRY

Sanitation and good housekeeping can both be defined as the practice of rendering the hospital free from agents injurious to health. Microbiology, the study of microscopic living, plantlike organisms, including bacteria, viruses, yeasts and molds is the biological science on which sanitation is based. There are many communicable diseases known to man. Each one of these diseases or infections is caused by a specific organism. Organisms enter the body through the respiratory tract, digestive tract or through breaks in the skin and multiply, causing tissue injury and body reaction. As the organisms multiply many are shed by the infected person and may be spread to others, thus beginning the cycle again.

BACTERIA

Bacteria are one of the more common microorganisms. Bacteria generally reproduce and multiply by simple division. Each cell reaches maximum size and divides into two parts. The two parts then grow to full size and each divides again. This cycle is repeated again and again. Food and environmental conditions such as moisture, temperature, light, and degree of alkalinity influence the rate of bacterial growth. Presence or absence of oxygen is also an important factor, because some bacteria require the presence of oxygen for growth and others require the absence of oxygen.

VIRUSES

Viruses are much smaller than bacteria and they are very often too small to retain in filters. Viruses are considered by some to be living organisms, by others to be complex protein molecules that are capable of growth and multiplication only in living cells. Because of their size, they can remain suspended for long periods of time or they can be transplanted from place to place through the hospital's air conditioning system.

INFECTION CONTROL

You know about infection, bacteria, and viruses, but how do you control these potential health hazards? Control of infection caused by these bacterial and viral organisms depends on breaking what can be called the chain of infection. This chain consists of the reservoir or source of infection, which might be bacteria laden dust, the means of transmission of the infection such as air and finally, the host. The object of infection control is to eliminate reservoirs and to block the means of transmission.

Pathogenic organisms can be transmitted from the reservoir of infection to the new host in four different ways:

1.The first of these is contact, which includes direct contact such as kissing and indirect contact, which means organisms are passed from their reservoir to some object or substance and then to the host.

2.The second type of transmission is sneezing or coughing, which involves droplets.

3.The third type is droplet nuclei, which are the small residue of evaporated droplets that carry pathogenic organisms. These droplet nuclei remain suspended in the air for long periods of time.

4.The fourth type is dust that has become contaminated, which is present on floors, in clothing, and in bedding and when stirred up by normal activities, moves from place to place.

The first step in infection control is to understand the difference between cleaning and sanitizing.

Cleaning is removing obvious dirt, debris, and other materials from a surface. Sanitizing or disinfecting is the actual killing of the microorganisms through heat or chemicals. Disinfectants are very helpful in infection control. There are specific housekeeping procedures essential in controlling the spread of infection.

Top priority should be given to the cleaning of horizontal surfaces, but also give proper attention to the cleaning of walls and other vertical surfaces. Harmful bacteria, which may be introduced into surroundings in a variety of ways, are often airborne for only a short distance. Then they become attached to both vertical and horizontal surfaces, but especially to floors.

Use wet-cleaning methods such as damp wiping, damp mopping, and wet mopping wherever possible. Ordinary dry dusting methods may serve only to redistribute bacteria-laden dust. The use of properly filtered or built in vacuum cleaners is acceptable for dusting and sweeping operations. Add effective germicides or other pathogen killing chemicals to wet cleaning solutions. Don't mix germicides and detergents because the two ingredients may neutralize each other if the appropriate chemicals are not used. If you want to use a combination of germicide and detergent they should be purchased premixed.

Although, the germicide has some value on the floor itself, its real value is in the reduction of bacterial levels in the mop bucket. Unless checked, bacteria multiply rapidly in the warm, moist environment of mop water and may actually contaminate a floor being cleaned.
Fresh damp wiping cloths, treated dust cloths, and clean wet mops should be used to clean surfaces.

The used wet mops and cleaning cloths must be laundered every day. They should not be left soiled or wet in a work closet overnight. Clean the equipment and storage closet every day. Separate cleaning equipment should be maintained for newborn nursery, postpartum, isolation nursery, delivery suite, operating suite, and the emergency department. Use plastic film or waxed paper bags for the disposal of infected materials.

THE LAUNDRY

Contaminated linens should be handled in accordance with approved techniques. Handling of linen is a crucial phase in infection control because soiled linen is a source of microbial contamination. Processing of soiled linen begins when the linen is removed from the patient, bed, stretcher, physician, nurse, examining table, or operating table.

Laundering removes pathogens by dilution, acidity, and alkalinity in the washing process and by application of extremely high heat of 345 degrees Fahrenheit or more in the ironing process. There are a variety of linen handling, processing, and disposing procedures, each unique to individual hospitals. Be sure to follow your hospital's policies and procedures because this is extremely important in infection control Be sure you ve had the proper training and if you re not sure about something, ask your supervisor.

ODOR CONTROL

Odor control is part of infection control. Odor problems arise as a result of poor sanitation in toilet areas, utility rooms and work closets. Deodorizer blocks or sprays that attempt to mask the odors are a mark of poor housekeeping. The most effective way to deodorize these areas is with fresh air, removal of the causes, and frequent cleaning with a detergent-disinfectant solution. Garbage collection areas and soiled linen storage areas may be sites where bad odors arise. Frequent removal of garbage, cleansing of garbage cans, and use of tight lids and the use of waxed paper or plastic liners in garbage cans will help to keep odors to a minimum. Good ventilation is extremely helpful also.

WASTE

Waste constitutes a problem and can be classified into three types:

Non combustible such as glass tin, casts, and other materials
Combustible such as wet tissue bone garbage flowers or dry combustible such as paper crates, cartons, and trash
Chemicals such as acids flammables and solvents

All waste except chemicals can be further classified as infectious or non-infectious. Cartons and boxes are classified as combustible dry waste, but a gift box discarded by a patient in isolation becomes combustible dry infectious waste. The best advice is to follow your hospitals waste handling and disposing procedures.

INSECT AND RODENT CONTROL

Insect and rodent control is very important in infection control as these pests do carry bacteria and other harmful microorganisms; therefore, each individual should take care in their daily work habits, cleanliness, and assisting the hospital in insect and rodent control program.

SUMMARY

Infection control is critical in hospitals due to a wide variety of potential hazards. Follow your hospital's policies and procedures, be aware of the hazards, and do your part in making your hospital as safe and infection free as possible. Employees and patients deserve no less.

BLOODBORNE PATHOGENS

Okay, let's talk about some of the risks and hazards associated with bloodborne pathogens and ways to avoid them. The first place to start is with training.

Under no circumstances should anyone be allowed to work with bloodborne pathogens in any form without full and complete training. Although you may have a special certification or other external training, your employer is responsible for providing you with thorough, sitespecific training and continued instruction in programs and procedures.

Written standard operating procedures or SOPs must form the basis of your ongoing bloodborne pathogen training program.

Training

If you are likely to be in contact with blood borne pathogens, you will have a program designed to provide a good understanding of bloodborne pathogens, common modes of their transmission, methods of prevention, and other pertinent information.
Bloodborne Pathogen training is required if you can reasonably anticipate facing contact with blood and/or other potentially infectious materials as part of your job duties. All Health Care facilities such as a hospital require bloodborne pathogens training and exposure plans, but there are a wide range of other individuals who may come in contact with blood or potentially infectious materials. These individuals may include industrial nurses, first aid providers, emergency first responders, police, and staff.

Pathogens

The pathogens of primary concern are the human immunodeficiency virus (HIV), hepatitis B virus (HBV), and hepatitis C virus (HCV). You are urged to take advantage of available engineering controls and work practices to prevent exposure to blood and other body fluids.

BLOODBORNE DISEASES

Bloodborne pathogens are microorganisms such as viruses or bacteria that are carried in blood and can cause disease in people. There are many different bloodborne pathogens including malaria, syphilis, and brucellosis, but Hepatitis B or HBV and the Human Immunodeficiency Virus or HIV are the two diseases specifically addressed by the OSHA Bloodborne Pathogen Standard. We are going to provide you with information about hepatitis C; this is a bloodborne pathogen that has no cure.

Hepatitis B

In the United States, approximately 300,000 people are infected with Hepatitis B or HBV annually. Of these cases, small percentages are fatal. "Hepatitis" means "inflammation of the liver," and, as its name implies, Hepatitis B is a virus that infects the liver. While there are several different types of Hepatitis, Hepatitis B is transmitted primarily through "blood to blood" contact. Hepatitis B initially causes inflammation of the liver, but it can lead to more serious conditions such as cirrhosis and liver cancer.

There is no "cure" or specific treatment for HBV, but many people who contract the disease will develop antibodies, which help them get over the infection and protect them from getting it again. The Hepatitis B virus is very durable, and it can survive in dried blood for up to seven days.

HUMAN IMMUNODEFICIENCY VIRUS

AIDS, or acquired immune deficiency syndrome, is caused by a virus called the human immunodeficiency virus, or HIV. Once a person has been infected with HIV, it may be many years before AIDS actually develops. HIV attacks the body's immune system, weakening it so that it cannot fight other deadly diseases. AIDS is a fatal disease, and while treatment for it is improving, there is no known cure.

It is good to know that, the HIV virus is very fragile and will not survive very long outside of the human body. It is primarily of concern to employees providing first aid or medical care in situations involving fresh blood or other potentially infectious materials. Because it is such a devastating disease, all precautions must be taken to avoid exposure.

HEPATITIS C

Hepatitis C is a blood-borne infection caused by an RNA virus, hepatitis C virus (HCV). This virus causes damage to the liver that may result in chronic infection and disease. HCV is unrelated to any of the other known hepatitis viruses (A, B, D and E), and infection is identified by the detection of antibodies to the virus in the blood.
There is no known cure for Hepatitis C.

Risk for exposure
Healthcare personnel are at risk for occupational exposure to bloodborne pathogens, including hepatitis B virus (HBV), hepatitis C virus (HCV), and human immunodeficiency virus (HIV). Exposures occur through needlesticks or cuts from other sharp instruments contaminated with an infected patient's blood or through contact of the eye, nose, mouth, or skin with a patient's blood. Most exposures do not result in infection.

Your employer should have in place a system for reporting exposures in order to quickly evaluate the risk of infection, inform you about treatments available to help prevent infection, monitor you for side effects of treatments, and determine if infection occurs.
How can occupational exposures be prevented?

Many occupational exposures can be prevented. Needle sticks and other cuts can be prevented by using safe techniques. Using appropriate barriers such as gloves, eye and face protection, or gowns when contact with blood is expected can prevent many exposures to the eyes, nose, mouth, or skin.

MODES OF TRANSMISSION

Bloodborne pathogens such as HBV, HCV and HIV can be transmitted through contact with infected human blood and other potentially infectious body fluids. These body fluids include semen, vaginal secretions, cerebrospinal fluid, synovial fluid, pleural fluid, peritoneal fluid, and amniotic fluid.

It is important to know the ways exposure and transmission are most likely to occur in your particular situation, whether it is providing first aid to an individual in an emergency, handling blood samples in the laboratory, or cleaning up blood from a hallway.

Bloodborne pathogens are most commonly transmitted through sexual contact, sharing of hypodermic needles, from mothers to their babies at or before birth, accidental puncture from contaminated needles, broken glass, or other sharps, contact between broken or damaged skin and infected body fluids, contact between mucous membranes and infected body fluids.

Accidental puncture from contaminated needles and other sharps can result in transmission of bloodborne pathogens. Anytime there is blood-to-blood contact with infected blood or body fluids, there is a slight potential for transmission.

Unbroken skin forms an impervious barrier against bloodborne pathogens. Infected blood can enter your system through open sores, cuts, abrasions, acne, and any sort of damaged or broken skin such as sunburn or blisters.

Bloodborne pathogens may also be transmitted through the mucous membranes of the eyes, nose, or mouth.

As an example, a splash of contaminated blood to your eye, nose, or mouth could result in transmission.

PPE, WORK PRACTICES and ENGINEERING CONTROLS

It is extremely important to use personal protective equipment and work practice controls to protect yourself from bloodborne pathogens. "Universal Precautions", also known as “Standard Precautions is the name used to describe a prevention strategy in which all blood and potentially infectious materials are treated as if they are, in fact, infectious, regardless of the perceived status of the source individual.

In other words, whether or not you think the blood or body fluid is infected with bloodborne pathogens, you treat it as if it is. Appropriate use of Personal Protective Equipment (PPE) is required by engineering and work practice controls. Where occupational exposure remains after standard engineering and work practice controls are implemented, personal protective equipment shall be used.

Impermeable gloves must be worn when hand contact with blood or mucous membranes is possible. Gloves must also be worn when Other Potentially Infectious Material or OPIM is possible. Gloves must be worn when non intact skin is anticipated, when performing vascular access procedures, or when handling contaminated items or surfaces.

You must be able to wash your hands after contact with blood or other potentially infectious materials. OSHA requires that employees wash their hands and any other skin with soap and water or flush mucous membranes with water as soon as feasible after contact with blood or other potentially infectious materials.

Protective clothing must be removed before leaving the room, and disposed of in an appropriately designated area or container for storage, washing, decontamination or disposal. Probably the first thing to do in any situation where you may be exposed to bloodborne pathogens is to ensure you are wearing the appropriate personal protective equipment (PPE). For example, you may have noticed that emergency medical personnel, doctors, nurses, dentists, dental assistants, and other health care professionals always wear latex or protective gloves.

Rules to follow
There are some simple rules to follow. When coming in contact with blood borne pathogens, you should always wear personal protective equipment. You should replace PPE that is torn or punctured. You should remove PPE before leaving the work area. If you work in an area with routine exposure to blood or potentially infectious materials, the necessary PPE should be readily accessible. Contaminated PPE should be placed in appropriately labeled bags or containers until it is disposed of, decontaminated, or laundered.

Gloves
Gloves should be made of nitrile a rubber used especially in latex-free gloves; neoprene rubber, or other water impervious materials. If glove material is thin or flimsy, double gloving can provide an additional layer of protection. You should always inspect your gloves for tears or punctures before putting them on. If a glove is damaged, don't use it!

When taking contaminated gloves off, do so carefully. Make sure you don't touch the outside of the gloves with any bare skin, and be sure to dispose of them in a proper container so that no one else will come in contact with them.

REMOVE YOUR GLOVES BEFORE DOING ANY OTHER WORK.

Goggles
Anytime there is a risk of splashing or vaporization of contaminated fluids, goggles and/or other eye protection should be used to protect your eyes. Splashing could occur while cleaning up a spill, during laboratory procedures, or while providing first aid or medical assistance.

Face Shields
Face shields may be worn in addition to goggles to provide additional face protection. A face shield will protect against splashes to the nose and mouth.

Aprons
Aprons may be worn to protect your clothing and to keep blood or other contaminated fluids from soaking through to your skin.

Wearing gloves, gowns, masks, and eye protection can significantly reduce health risks. The new OSHA standard covering bloodborne disease requires that you have appropriate personal protective equipment (PPE) and clothing available.

If you follow safe operating procedures and wear proper personal protective equipment the possibility of contracting a bloodborne disease is greatly reduced.

SELECTING PERSONAL PROTECTIVE EQUIPMENT

Janitors and housekeepers working in health care facilities must use personal protective equipment such as gloves. Single use gloves cannot be washed or decontaminated for reuse. Utility gloves may be decontaminated if they have not been compromised. If you are allergic to standard gloves, you must be provided hypoallergenic gloves or similar alternatives.

You should wear eye and mouth protection such as goggles and masks, glasses with solid side shields, and masks or chin-length face shields when splashes, sprays, splatters, or

droplets of potentially infectious materials pose a hazard through the eyes, nose or mouth. More extensive coverings such as gowns, aprons, surgical caps and hoods, and shoe covers or boots are needed when gross contamination is expected.

OTHER PROTECTIVE PRACTICES

If an your skin or mucous membranes come into contact with blood, you are to wash with soap and water and flush eyes with water as soon as feasible. In addition, you must wash your hands immediately or as soon as feasible after removing gloves. If soap and water are not immediately available, your employer may provide other hand washing measures such as moist towelettes. You still must wash with soap and water as soon as possible.
You must refrain from eating, drinking, smoking, applying cosmetics or lip balm, and handling contact lenses in areas where they may be exposed to blood or other potentially infectious materials.

Normal clothing that becomes contaminated with blood should be removed as soon as possible because fluids can seep through the cloth to come into contact with skin. Remember to use universal precautions and treat all blood or potentially infectious body fluids as if they are contaminated. Avoid contact whenever possible, and whenever it's not, wear personal protective equipment. If you find yourself in a situation where you have to come in contact with blood or other body fluids and you don't have any standard personal protective equipment handy, you can improvise. Use a towel, plastic bag, or some other barrier to help avoid direct contact.

Hygiene Practices
Hand washing is one of the most important and easiest practices used to prevent transmission of bloodborne pathogens. Hands or other exposed skin should be thoroughly washed as soon as possible following an exposure incident. Use soft, antibacterial soap, if possible. Avoid harsh, abrasive soaps, as these may open fragile scabs or other sores. Hands should also be washed immediately or as soon as feasible after removal of gloves or other personal protective equipment.

Because hand washing is so important, you should familiarize yourself with the location of the hand washing facilities nearest to you. Laboratory sinks, public restrooms, janitor closets, and so forth may be used for hand washing if they are normally supplied with soap. If you are working in an area without access to such facilities, you may use an antiseptic cleanser in conjunction either with a clean cloth or paper towels or you may use antiseptic towelettes. If these alternative methods are used, hands should be washed with soap and

running water as soon as possible.

Decontamination
Decontamination should be accomplished by using a solution of 5.25% sodium hypochlorite or household bleach diluted between 1:10 and 1:100 with water. The standard recommendation is to use at least a quarter cup of bleach per one gallon of water. Decontamination can also be accomplished by using Lysol or some other EPA-registered tuberculocidal disinfectant. Check the label of all disinfectants to make sure they meet this requirement.

If you are cleaning up a spill of blood, you can carefully cover the spill with paper towels or rags, then gently pour the 10% solution of bleach over the towels or rags, and leave it for at least 10 minutes.

If you are decontaminating equipment or other objects such as scalpels, microscope slides, broken glass, saw blades, tweezers, mechanical equipment upon which someone has been cut, first aid boxes, or other contaminated equipment, you should leave the disinfectant in place for at least 10 minutes before continuing the cleaning process.

Of course, any materials you use to clean up a spill of blood or potentially infectious materials must be decontaminated immediately, as well. This would include mops, sponges, re-usable gloves, buckets, and pails.

For large blood spills, you should generally contact custodial staff for cleanup. They are trained to do this and use disinfectant to decontaminate the area. However, if you are trained to do so, you can cleanup blood spills if the above procedures are followed.

Sterilization
Sterilization can be achieved using a number of techniques such as heat, irradiation; filtration; and chemical sterilization. In the microbiology laboratory, the most widely used sterilizers are autoclaves. Autoclaves eradicate micro-organisms by use of pressurized steam to cause thermal stress. To achieve a sufficient kill rate, it is necessary to raise the temperature such that even the most thermo-tolerant micro-organisms are inactivated.

Sharps
Needles and broken glass must be disposed of in sharps containers. Improperly disposed needles can cause injury.

Needles
Needles should never be recapped.
Needles should be moved only by using a mechanical device or tool such as forceps, pliers, or broom and dustpan.
Never break or shear needles.
Needles shall be disposed of in labeled sharps containers only.

Sharps containers shall be closable, puncture-resistant, leak-proof on sides and bottom, and must be labeled or color-coded.

When sharps containers are being moved from the area of use, the containers should be closed immediately before removal or replacement to prevent spillage or protrusion of contents during handling or transport.

Broken Glassware
Broken glassware that has been visibly contaminated with blood must be sterilized with an approved disinfectant solution before it is disturbed or cleaned up.

Other Sharps
There are safety dangers associated with accidental breakage of glass capillary tubes. These tubes are used for collection of blood in a variety of health care settings, including hospitals; ambulatory care facilities, physicians' offices, blood donation facilities, and blood testing centers.

Accidental breakage of the tubes has been reported when the tubes are inserted into putty for sealing and during centrifugation.

Blood can spatter, potentially exposing personnel to bloodborne pathogens. The broken glass fragments also can injure the user, resulting in exposure to blood. Breakage during use may result in a penetrating wound and blood inoculation to the user.

To reduce the risk, OSHA recommends that users consider blood collection devices less prone to accidental breakage and readily available, including capillary tubes that are not made of glass, glass capillary tubes wrapped in puncture-resistant film, products that use a method of sealing that does not require pushing one end of the tube into putty to form a plug, or products that allow the blood to be measured without centrifugation.

Signs, Labels, and Color Coding

Warning labels need to be affixed to containers of regulated waste, refrigerators and freezers containing blood or other potentially infectious material; and other containers used to store, transport, or ship blood or other potentially infectious materials.

These labels are fluorescent orange, red, or orange-red. Bags used to dispose of regulated waste must be red or orange red, and they, too, must have the biohazard symbol readily visible upon them. Regulated waste should be double-bagged to guard against the possibility of leakage if the first bag is punctured. Labels should display the universal biohazard symbol.

Emergency Procedures
In an emergency situation involving blood or potentially infectious materials, you should always use Universal Precautions and try to minimize your exposure by wearing gloves, splash goggles, pocket mouth-to-mouth resuscitation masks, and other barrier devices.

If you are exposed
If you are exposed, however, you should wash the exposed area, report the exposure, fill out a report form, and request testing.

1.Wash the exposed area thoroughly with soap and running water. Use non-abrasive, antibacterial soap if possible. If blood is splashed in the eye or mucous membrane, flush the affected area with running water for at least 15 minutes.
2.Report the exposure to your supervisor or instructor as soon as possible.
3.Fill out an exposure report form. This form will be kept in your personnel file so that you can document workplace exposure to hazardous substances. This form can be obtained from your Safety Department.
4.You may also request blood testing or the Hepatitis B vaccination if you have not already received it.

Hepatitis B Vaccinations
Employees who have routine exposure to bloodborne pathogens, such as doctors, nurses, first aid responders, and similar occupations, must be offered the Hepatitis B vaccine series at no cost to themselves. The employees have a right to refuse the vaccination but will need to complete a form documenting their decision not to accept the vaccination.

Record Keeping
Medical records are to be retained for each employee with occupational exposure of bloodborne pathogens for the duration of employment plus 30 years. These records must be

confidential and must include name and social security number; hepatitis B vaccination status, and results of any examinations, medical testing and follow-up procedures; a copy of the healthcare professional's written opinion; and a copy of information provided to the healthcare professional.

Training records must be maintained for three years and must include dates, contents of the training program or a summary, trainer's name and qualifications, names and job titles of all persons attending the sessions.

Medical and Training Records
The Bloodborne Pathogens Standard requires both medical and training records be maintained. For at least the duration of employment plus 30 years, and must be kept confidential not disclosed without written permission of employee, except by law and separate from other personnel records.

Chapter 5: CLEANING PROCEDURES AND TIPS

CLEANING PRINCIPLES

Cleaning can be a rewording and sometimes fun! It helps to know the basic cleaning principles. First look at what it is you want to clean Do you know where the dirt came from If not don t worry. I will give you some ideas on how to find out It s also important to know the different cleaners and when to use them.

Let s get familiar with some basic cleaners
Abrasives work like sandpaper and physically remove dirt. They come in powders, liquids and tools like brushes, sponges and pads.

Acid is the opposite of alkaline and can be used to remove rust stains, water deposits and even clean clogged pipes. Depending on its pH level the lower from 7 the more powerful. 7 being neutral and anything higher is considered a Alkaline. Some acids include lemon juice, (citric acid) vinegar, (acetic acid) and hydrochloric acid.

Alkaline can be used to remove heavy oil and grease, wash windows. Clean coffee and tea stains and dissolve grease. Alkaline include banking soda, ammonia, TSP, acronym for TriSodium Phosphate, and lye.

Bleaches used to bleach out a discoloration by removing or adding oxygen. Bleaches are also used to disinfect because of their ability to kill germs safely. Bleach types include oxygen bleach which adds oxygen, reducing bleach which removes oxygen, and peroxide.

Detergents have the ability to lower surface tension and of deflocculating soil and dirt clumps and keeping them in suspension, so they can be washed away. Detergents are typically considered to be both water and oil soluble, which serves as an emulsifying agent. Detergents are used to clean both soil and grease. Detergents include laundry cleaners or synthetic detergents and soap.

Solvents are capable of dissolving another substance to form a uniformly dispersed mixture. They are chemically capable of dissolving oily and greasy soils and stain and speed up drying time because they evaporate faster than water. The types of solvents are water miscible or wet solvents like alcohol and butyl cello solve, and water immiscible or dry solvents like OMS, acronym for odorless mineral spirits and kerosene.

Enzymes are microorganisms engineered to break down protein and oil into their basic components. Enzymes are sensitive to pH changes and chemical reactions.
Now you have the knowledge of what the basic cleaners do. So now we need to identify the problem.

Some grime you might already know.
Some might be more complicated.
Food might automatically be considered a protein; some foods like juices and condiments contain dye.

Urine is a protein but it s also very acidic and may require a combination of enzyme and alkaline to completely remove it.

The pH Scale
In chemistry, pH is a quantitative scale for measuring the acidity or alkalinity of liquid solutions. The scale runs from the number 0 to 14. The number 7 on the pH scale is neutral, not acid or base. The number 0 on the pH scale is a strong acid. The number 14 is a strong alkali. In the cleaning industry the word “alkali is used to denote base So the pH scale runs from 0 acid to 14 alkali.

On the pH scale each full number increase represents a tenfold increase of the acidity or alkalinity of the solution. It is a geometric progression by the number 10. So pH of 1 is 10 times more powerful than pH of 2. The pH of 3 is 100 times more powerful than pH of 4.
The numbers on the scale denote the “strength characteristics of the solution not the “quantity or dilution of the solution. Whether you have a drum of lye or a table-spoon of lye they both have the same strength characteristics pH.

COLOR CODING OF CLEANING SUPPLIES

Why Color Coding is Important?
Color coding cleaning supplies improves training and communication. It is an intuitive visual coding system, removing language and literacy barriers when training a diverse workforce in proper cleaning processes. Color coding also provides supervisors with quick visual indicators for monitoring employee activity to prevent tool or chemical misuse.
Examples of the Use of Color Coding of Supplies in Cleaning:
Red: High bacteria areas for example restrooms with toilets and urinals.

Red cleaning supplies are used in areas of the restroom that have higher bacteria

concentrations, where sanitation is a priority. Particularly toilets and urinals should have a high priority.

Yellow: Specialty cleaning for gymnasiums and laboratories.

Use for sinks and general restroom cleaning, to prevent cross contamination from toilet and urinal areas. May also be used for specialty cleaning activities such as gymnasiums, laboratories and floor-care projects.

Green: Foodservice areas for example cafeterias and kitchens.

Green cleaning supplies should be used in areas that come into contact with food, including kitchens, cafeterias and employee break rooms. Or for example, a separate color could be used for food preparation areas for an added degree of safety. For example, in food preparation areas, one color, for example a light lime green, could be used for raw meats and another color for preparation of fruits, vegetables, and lettuces, for example a deep woods green.

Blue: General use for example offices, hallways and classrooms.

Blue is used for general cleaning in offices, entrances, hallways and reception areas.

Color Coding Prevents the Misuse of Chemicals
The use of color coding for cleaning supplies prevents the misuse of chemicals and reduces the transfer of harmful substances by separating potentially hazardous cleaning chemicals into their appropriate areas. For example, mopping solutions can be coded for a specific floor to avoid the use of caustic chemicals that may permanently damage the surface.

Simplifies Supply Management
By keeping cleaning tools in their proper areas, color coding allows custodial departments to keep better track of their equipment and supplies. Productivity increases when employees no longer have to search for misplaced tools or proper cleaning equipment.

Improves Efficiency
Color coding enhances the professional appearance of employees and increases their efficiency by making it easy to organize the cleaning process.

Of course every facility is unique. The colors discussed here are just the common colors used in color coding. Additional colors may be used for specific applications, such as color

coding types of chemicals for use with specific flooring materials or counter tops.

In addition, color tape or decals can be applied to your existing or off the shelf cleaning supplies. This gives you the ability to easily change cleaning applications and reassign supplies to different areas or functions as required. For example, color coded decals can be used to change supplies from the general use blue coding to the bathroom red coding.

It is never recommended to reassign any red labeled cleaning supply. Certainly if any red coded supplies are reassigned to any other areas, the supplies must be thoroughly decontaminated, cleaned, and sanitized by disinfection or sterilizing. It would make good sense to dispose of the red supplies and purchase new ones instead of risking cross contamination.

The next figure shows a series of colored and white brushes used in cleaning. Color coded decals or tape can be placed on the handles of the white brushes to achieve color coding.

Chapter 6: Cleaning Office Buildings

As mentioned above there are many different areas in office buildings, hospitals, and schools that require cleaning. Office buildings have restrooms with toilets, urinals, trash cans, and sinks to be cleaned. They also have restaurants, cafeterias, and kitchens that are food service areas. In addition, office areas have entry ways, hallways, and classrooms that must be cleaned. And finally there are specialized areas such as gymnasiums and laboratories that must be cleaned. In this chapter we will address cleaning the areas mentioned above; as well as mirrors, walls, floors, window coverings, upholstery, televisions, and computers.

CLEANING RESTROOMS

We will start with cleaning restrooms The fact is that at least percent of the public s complaints about buildings concern the upkeep of restrooms. According to industry professionals, there is an increase in public awareness of what one can acquire from dirty restrooms. Because of this, owners, operators, manufacturers, distributors and suppliers are all working hard to come up with systems and processes to make cleaning easier, safer, faster and better.

Restroom Deep Cleaning

Indeed, relatively recent innovations in restroom cleaning range from ergonomically designed toilet-bowl brushes and environmentally safe citrus-based cleansers to color-code and even touch-free cleaning systems.

Combined with old-fashioned common sense and attention to detail, the new cleaning improvements make it easier and safer than ever to leave a restroom spotless.
Because the definition of ‘clean is very subjective and varies from one environment to another, it is important to determine what is required in terms of cleanliness. One definition of clean is “free from dirt or impurities

With the exception of critical care areas, such as those found in some health care facilities or food service environments there are few, if any, broadly established cleaning standards.

Toilet Cleaning Today

A workable cleaning schedule is important. Most restrooms are cleaned once a day and sometimes monitored throughout the day. Restrooms with high traffic volume, such as those

in airports, restaurants and other establishments may need attention hourly. According to experts, managers and operators who thoroughly assess the overall use of each restroom in their facility will have far fewer restroom complaints.

Those who devise cleaning schedules that accommodate the need for regular cleaning and maintenance, as well as incidental and as-needed cleaning will not hear any complaints.

Top Five Restroom Complaints
Once the cleaning basics have been established – how clean and how often – cleaning professionals still face every restroom s “Top Five These are the five typical restroom complaints and the most common cleaning challenges that workers face. They are:

1) Cross-contamination hazards
Soap and towel dispensers that don t work
3) Unsightly garbage
4) Soiled or stained surfaces
5) Persistent odors

CROSS-CONTAMINATION

There are a number of ways to prevent the spread of germs when cleaning a restroom. Experts say, first kill the germs by using disinfectant solutions properly. In order to achieve disinfection, it is important to carefully follow label directions on the cleaner container. More often than not, the directions will include specifics on how the cleaner is to be applied, as well as the length of time that it should remain on surfaces in order to achieve the required disinfection levels.

Other recommendations include using a color-coded system when cleaning. With a system like this, tools that are one color can be used for cleaning toilets, while a different color can be reserved for intense work.

This type of system will make sure that management as well as the cleaning staff doesn t use any of these tools outside the restroom.

SOAP AND TOWEL DISPENSERS THAT DON T WORK

This is a case where back-ups make sense.
Managers may want to consider offering patrons both hand towel machines and hand blow

dryers. This is an alternative solution if one or the other is out of order. Frequent service, repair, and replacement of machines also help eliminate this common complaint.

UNSIGHTLY GARBAGE

Regardless of whether a restroom is disinfected properly, unsightly garbage can make it appear unsanitary. Studies show that people often use a paper towel on door handles when leaving restrooms If a garbage receptacle isn t near the door they often drop the towel on the floor.

Analyzing traffic and these types of use patterns will help determine whether alternate placement or additional receptacles are needed.

SOILED OR STAINED SURFACES

An obvious first step in cleaning would be removal of visible soiled surfaces.

The nature of the surface and the soil will affect which tools and cleansers to use. For instance, degreasers might be just the solution for some of the surface stains found in fastfood restaurant facilities.

Industry manufacturers advise that users proceed with caution when using various cleansers. There are many very aggressive cleaners which can remove soil from surfaces, but will also harm finishes.

Surface damage only makes maintaining cleanliness and appearance that much more difficult in the future. Thus, selection of the mildest, yet effective cleaners is the best approach to balance these factors.

PERSISTENT ODORS

When dealing with this common complaint, building managers are advised to look down – at the grout or the floor drain.
Often times, odor-causing bacteria can be found in grout lines where mops may not reach. If this is the case, it may be helpful to re-evaluate the products used to do this cleaning. Bacteria must be killed to remove odor. Other times the best thing to do is to look up, because light fixtures and even ceilings can harbor bacteria or mildew spores. It is important

to note that thorough ventilation can reduce odors in high humidity areas such as restrooms. Make sure all air vents are cleaned.

Managers dealing with a lot of in and out restroom traffic, such as those found in schools and airports should carefully assess regular cleaning schedules to make sure these problems are addressed.

INNOVATIONS

When it comes to cleaning restrooms, manufacturers found that a thorough assessment of cleaning procedures is what led to some of the best innovations.

After spending many years evaluating restroom cleaning and the various procedures called for, manufacturers found two overall problems.

First, there was a very high turnover among employees and training was an issue within janitorial departments.

Second, many janitorial departments rarely updated the tools they used for cleaning, many of which were not ergonomically designed.

In response, the cleaning supply industry soon introduced various ergonomically designed tools. These were designed to reduce back pain through the use of longer handles, which also kept a worker s face away from the toilet bowl containing chemicals and fumes Manufacturers have commented that the use of these types of products will not only make cleaning easier and safer for workers, they will also result in worker retention.

Many of the improvements offered by manufacturers, suppliers, trainers and others in the industry have had a similar value-added impact on restroom cleaning.
Microfiber mop heads and cloths adhere to dirt more efficiently and are easier to lift than traditional “spaghetti mops because they weigh less

Why use microfiber supplies?
Microfiber cleaning cloths provide a non-toxic and chemical free cleaning solution. They are outstanding for allergy and asthma sufferers, as well as anyone with chemical sensitivities. They also provide a healthier cleaning solution because microfiber cleaning supplies can be used without cleaning agents, soap, or detergents. In addition they are gentle on furniture, mirrors, windows, and porcelain as the fiber is fine and it does not leave scratches, mist or

marks.

Microfiber mop heads and cloths are also more environmentally friendly because they use less water they re washable and reduce the amount of trash left at the end of the cleaning day.

Environmentally friendly green cleaning is a trend that has grown stronger in recent years. Many manufacturers have introduced tools that are designed specifically for recycling whenever green cleaning tools wear out. Instead of replacing the entire tool when a part breaks, many manufacturers provide replacement parts.

In addition, many workers use squeegees and water to clean restroom mirrors and windows. The benefit is that departments will use fewer chemicals and will not find trash bins filled with paper towels as a result of cleaning.

Cleaning chemicals should also be considered in green cleaning. There are many manufacturers that provide cleaning products certified with Green Seal.
These new innovations make it easier for companies to accept green cleaning into their programs.

WHAT DOES CLEANING GREEN ENTAIL?

First, a definition Green Cleaning is cleaning to protect health without harming the environment. Basic principles of Green Care are listed below.

Focus on entryways inside and out. An important goal in cleaning green is to trap and remove dirt and pollutants before they enter the building and to frequently clean the entrances and entryway mats.

Minimize particles and chemicals in the air by mechanically capturing dust and dirt, using course spray for chemicals and applying the cleaner to the cloth rather than spraying the surface to be cleaned.

Use chemical management systems for accurate product dilution. Train employees to use chemicals properly to minimize waste and maximize cleaning efficiency, an important element of cleaning green.

You should empty vacuum bags at the end of shifts or when half full for cleaner and more

efficient operating.

Ensure proper vacuuming, extraction, rinsing and drying. Carpets can be a host for moisture problems and mold growth. Green cleaning means minimizing these problems.
Focus on preventative measures. Janitorial staff washes their hands and keeps equipment clean and well maintained.

Focus on touch-points. These are door handles, bright work and other areas where people come in contact with the facility or its fixtures. Focusing here makes cleaning green easier. Apply disinfectant in restrooms properly and make sure the chemical has proper dwell time so that soil is thoroughly removed using less product. Use labels on chemical cleaners for proper use and review the Material Safety Data Sheets.

Promote safety and prevent cross-contamination. Safer products and proper use and storage of chemicals help create a safer environment. As discussed earlier, color-coded tools ensure that pollutants don t get carried from one area such as a restroom to another room.

Whenever possible use Green Cleaning Chemicals and Products Green Seal s Standard for Industrial and Institutional Cleaners (GS-37) certified chemicals for general purpose, washroom, glass, and carpet cleaning.

Use hand soaps that do not contain antimicrobial agents except where required by law or regulations for example healthcare or food preparation.

Microfiber dusting cloths and flat mops to collect dust and dirt pick up dust with minimal water and chemical use. These out-perform traditional dusting and mopping materials and can often be used to remove soils without the need for chemical compounds. Micro-fiber materials can be washed and reused to minimize paper towel waste.

Use of Effective Janitorial Equipment
One example of effective janitorial equipment that is environmentally friendly is the highspeed burnisher with dust control attachments that captures fine particles.

Carpet extractors and automatic floor scrubbers that reduce water consumption are also effective janitorial equipment.

Green cleaning includes the use of “Green Paper products These paper products are rated

for recycled content in janitorial paper products bleached without the use of chlorine or its derivatives. In addition, paper products dispensed from large rolls to minimize packaging and waste are used in Green cleaning. Folded paper towels are discouraged.

“Hands-free paper towel dispensers that reduce the potential for cross-contamination and high-capacity dispensers that promote waste-reduction by controlling towel usage are on the list of “Green Paper products

For all the innovations in the industry, the need for common sense and attention to detail is as great as ever. Training employees properly is a task that experts say should always be at the top of a building manager s “to do list Industry professionals emphasize that it is important to have the proper tools when cleaning, but it may be even more important to have the proper training.

Attention to Detail
Just look at a restroom, any restroom. The entire area may be clean and sparkling, but what about the dirt build-up around stall posts or behind toilets or baseboards. Everything must be cleaned properly or the restroom isn t clean

When cleaning toilets, one of the most important parts is the underside of the lip of the toilet. This is where urine and feces can be splashed and lime, calcium and rust stains can build up That s where bacteria and germs can form quite easily causing a filthy toilet Cleaning the underside of the toilet is extremely important.
Dusting a restroom is also a critical part of your job. Dust, bacteria and germs can settle in vents, on tops of overhead ledges and, of course, on vents.

Cleaning and Sanitizing
Remember there is a difference between cleaning and sanitizing. Cleaning is washing or wiping a surface Cleaning removes dirt dust and debris but it doesn t kill bacteria

Sanitizing kills bacteria.
There are two ways to kill bacteria.

1.One is to use high temperature water, similar to very hot water used in a dishwasher. Hot water sanitizes the dishes and kills bacteria That s not logical for restrooms but you can use an approved sanitizer after cleaning to kill bacteria. Steam cleaners are commercially available.

2.Another way is cleaning and sanitizing. Cleaning and sanitizing is required in making surfaces free of bacteria. Remember that cleaning and sanitizing are two different systems and both are required when servicing restrooms and other areas.
Some sanitizers are called disinfectants and some products combine cleaning and disinfecting ingredients into one product. These combined products work well only on surfaces that are already relatively clean. For dirtier surfaces it is important to clean first and then apply a separate disinfectant.

For the disinfectant or sanitizer to be effective, it must remain in place for at least 10 minutes.

Deep cleaning of restrooms needs to be done at least weekly. However, a deep cleaning may also be required when cleaning a restroom for the first time, or when you encounter a particularly dirty situation. High traffic restrooms may need a deep cleaning once a day even if routine cleaning is done more frequently.

Most deep cleaning can be done with regular chemicals by mixing with less water so that they are more effective. In addition, it may be necessary to spend more time removing soils using brushes and scrub pads.

Steps to Cleaning a Restroom
Don t allow your restroom to become the source of customer or employee complaints Adhere to the following guidelines to insure a cleaner, healthier restroom environment.

GET READY TO CLEAN.
When you are preparing to clean a bathroom, first make list of duties and cleaning supplies that will be required for each job. You should make certain the supply closet is clean and contains the proper supplies and equipment. An example list of cleaning supplies is provided below.

1.Disposable Latex Non-Medical Gloves these gloves come in large, medium, and small sizes.
2.Safety Goggles or Safety Glasses
3.Toilet Bowl Swab
4.Microfiber Mop System
5.High Density Trash Liners 32 Gal.
6.General Purpose Cloth
  Extendible Lamb s wool Duster

8.Glass Cleaner Windex® is a common commercially available glass cleaner
9.Cleaner/Disinfectant Lysol® Brand Disinfectant All purpose Cleaner with Bleach and Antibacterial Scrubbing Bubbles® Bathroom Cleaner are common Cleaner/Disinfectants. There are other commercially available Cleaner/Disinfectants for professional cleaning services.
10.Kleenex® Cottonelle Toilet Tissue
11.Health Guards Regular Toilet Seat Cover Refill
Figure 40 Items for cleaning the bathroom
12.Sanitary Napkins or Tampons
13.Paper Towels
14.Hand Soap
"Wet Floor signs

DISINFECT TOILETS, SINKS AND SURFACES

Before disinfecting toilets, sinks and surfaces make sure you are wearing the proper safety items such as gloves and protective eyewear. Be sure to review the MSDS for each chemical that you use. Spray all fixtures with the correct chemicals to allow time to "soak in Wipe clean.

RESTOCK EXPENDABLE SUPPLIES

When you are restocking expendable supplies, always make sure you fill the dispenser with the correct size paper or soap product. Be sure to secure the dispenser after it has been filled.

EMPTY, CLEAN AND RE-LINE WASTE RECEPTACLES

The next job will be to empty, clean and re-line waste receptacles. You should make sure all litter is picked up prior to emptying the receptacles. Use the correct size liners and taper the excess liners by tying on one corner.

SWEEP OR DUST MOP FLOORS

Depending on the floor surface, you will either sweep or dust mop the floor.

CLEAN SINK AND COUNTERS

The next job will be to clean the sink and counters. First, remove all debris from counters. Start at the backsplash of the counter and work towards the drain. Be sure to dry all surfaces.

CLEAN MIRRORS

To clean the mirrors, start in one corner and work from right to left. Use circular cleaning motions for best results. Inspect for streaks and smudges.

SPOT CLEAN WALLS, PARTITIONS, BRIGHT WORK

Spot cleaning is the next job. Using the proper chemicals spot clean all vertical surfaces starting at the bottom and working your way up. Clean all bright work. Bathrooms don't just need to be clean, they need to shine. All that white porcelain, bright work and tile work demands weekly, if not daily attention.

Cleaning Toilets
WHAT YOU NEED:
1. Goggles or glasses.
2. Toilet brush.
3. Gloves.
4. Cleanser for inside of bowl.
5. Cleanser for outside of the toilet.
6. Paper towels or cloths.

REMOVE EVERYTHING FROM AROUND THE TOILET.

Cleaning the toilet is a messy job, and there's always the chance of splashing cleanser or toilet water outside of the actual toilet. Prevent extra cleanup by removing all excess items from around the toilet. Don't forget to remove anything on top of the tank to prevent dropping items into the bowl during cleaning.

FLUSH AND ADD CLEANING SOLUTION.

Flush the toilet with the lid down to prevent splashing or spraying. Add your choice of powdered, liquid, or gel cleanser to the bowl. Try to apply the cleaner as close to the toilet rim as possible to prevent diluted cleanser.

CLEAN THE EXTERIOR OF THE TOILET.

While the cleansing solution soaks into the toilet grime in the bowl, clean the outside of the toilet. Start at the top to prevent dripping on already clean surfaces.

Spray the tank, handle, and tank edges with cleaner and wipe down.
Next do the outside lid of the toilet.
Finally wipe down the entire bowl. Start with the sides and front before cleaning the bottom edges of the toilet where it meets the floor.

CLEAN THE TOILET SEAT.

The toilet seat should never be neglected. It is the part of the toilet that comes into actual contact with people, and it needs to be cleaned thoroughly. Raise the seat. Spray the seat, inside lid and the rim of the toilet with cleanser.

Wipe down the lid, seat, and hinges at the back of the toilet seat. Some toilets have hinges that will pop open to allow better access for cleaning.

CLEAN THE INSIDE OF THE TOILET BOWL.

Begin cleaning the bowl from the top down. Always begin scrubbing under the rim first. Look under the rim to get all the stains and grime scrubbed away.

Even though there are many commercial products available, Lime-A-Way® is a commercial product that is a concentrated blend of mild organic and mineral acids formulated to remove calcium and other hard water mineral deposits from under the rim of toilets. It has a pleasant fragrance and is easy to use. It removes rust, calcium and lime build up from toilets and it effectively cleans even the toughest hard water stains.
Next scrub the bowl. Finally scrub the hole at the bottom of the toilet.
Always flush the toilet with the lid down.

WIPE UP ANY DRIPS OR SPILLS.
Wipe up any drips of cleanser or water that may have occurred.
Put away tools and trash. Replace the items removed at the beginning of the cleaning process.

TIPS FOR CLEANING TOILETS

1. Wear eye protection when cleaning a toilet. It prevents splatters of toilet water and cleaner. You may also want to use gloves to prevent contact with your hands.
2. Flush the toilet with the seat lid down to prevent splattering and splashing.
3. Do not use sponges when you scrub a toilet. Sponges are a great way to breed bacteria, and there are already enough in bathroom. Paper towels are great options because they are thrown away. If you use reusable cloths or microfiber cloths, wash them immediately in their own load on hot water with bleach.

In summary, to properly clean a toilet you should use the appropriate germicide to clean the seat cover top and bottom. Then lift seat cover and clean underside and top of toilet seat, under side and bowl rim, and finally clean the handle and exposed plumbing. Flush toilet with seat down and leave the seat up to indicate you have cleaned commode.

Cleaning Urinals
Some cleaning tools and materials for cleaning urinals are listed below.
1.Bowl swab
2.Trigger sprayer
3.Clean cloths
4.Gloves and goggles
5.Toilet bowl cleaner
6.Cleaner disinfectant, liquid or foam aerosol
In addition to toilets, urinals need to be cleaned, disinfected and deodorized. Disinfecting the urinal reduces the growth and spread of bacteria.

PROCEDURES FOR CLEANING A URINAL

Remember to put on gloves and goggles, and then clean the inside of the urinal.
First, apply 1 to 2 ounces of bowl cleaner evenly onto the bowl swab. Then swab the entire inside surface, under the rim, and where the water outlets are located.
Next, flush urinal and rinse bowl swab thoroughly. Set bowl swab aside, placing it into a carrying container.

Clean and disinfect the flush handle and all the chrome around the urinal. Wipe it dry.
Next, clean the outside of the urinal by spraying with a cleaner disinfectant. Pay special attention to the underside of the outside of the urinal. Wipe with a clean cloth.
Use a new cloth to start the next urinal. Toss used cloth to be laundered.

Mopping Restroom Floors
Cleaning Tools and Materials needed for mopping restroom floors.
1.Pump up sprayer and one bucket with wringer or Two buckets with wringers
2.Wet mop
3.Broom and dust pan
"Wet floor signs
5.Gloves and goggles
6.Cleaner/Disinfectant
7.Cleaning Procedures:
The bathroom floor is mopped to clean and disinfect it and to eliminate odors and bacteria.

PROCEDURE FOR MOPPING A RESTROOM FLOOR

First, put on gloves and personal protection equipment. Remove all movable obstacles from the floor.
Sweep floor and pick up pile with dust pan.
Position the mop bucket or buckets outside door.
Place "Wet floor sign at the entrance

Use either the spray down, mop up method or the two bucket method to get cleaner disinfectant on the floor.
Apply product on floor, starting in the farthest corner.
Work moving backwards towards the door.
Be sure to get disinfectant around toilets, under urinals and under sinks.
Allow to stand amount of time recommended by manufacturer s directions
Dip wet mop into clean water rinse. Wring out dry.
Start at the farthest corner and pick up disinfectant solution that is on the floor.
Dip mop in rinse water frequently. Continue until all disinfectant solution has been picked up.

CLEAN UP AFTER MOPPING

Always clean up after mopping the restroom floor Most facilities have a janitor s closet with a deep well sink and cabinets for supplies. Use this sink to empty the bucket or buckets and sprayer should. And then, you should rinse the mop. All of the tools and materials should be stored properly.

REMOVE CAUTION SIGN AND INSPECT WORK
Review all of the jobs that you just completed. Make sure all dispensers are full, mirrors are streak free, and all fixtures are clean.

Cleaning a Laundry
Cleaning Tools and Materials needed are listed below
1. Vacuum with hospital grade filter, dusting tool
2. Deck brush
3. Mop bucket with wringer
4. Clean cloths
5. Wet/dry vacuum
6. Pump up sprayer
7. Trigger sprayer
8. Clean bucket for rinse water
9. Gloves and goggles
10. Cleaner disinfectant
Laundry rooms must be cleaned to prevent possibility of cross contamination. The laundry is a central location for linen that gets redistributed throughout the facility.

Procedure for Cleaning the Laundry Room

DAILY PROCEDURES
Daily procedures for cleaning the laundry room will include
First put on gloves and goggles.
Next, you should the empty waste receptacles. Remember to tie the liner and dispose of the waste properly. And then, spray the waste receptacles with disinfectant from trigger sprayer, inside and out and wipe them dry with a clean cloth.
Damp dust with a cleaner disinfectant sprayed on a cloth. Rinse used cloth in clear water, reapply disinfectant to continue. All sills and ledges, outsides of wash and drying machines and loading doors should be cleaned. Tables for folding linens should also be cleaned. Vacuum floor surface to remove all lint.
Using a deck brush and water from the mop bucket, remove any accumulations of soap on the floor surface. The last job is to damp mop floor with a cleaner disinfectant starting at the back of the room and mopping to the door Remember to place the “Wet Floor sign at the door
Pick up solution with a wet dry vacuum.

WEEKLY PROCEDURES
Wash walls completely. To wash the walls fill the pump up sprayer with diluted cleaner

disinfectant. And then, spray walls from bottom up. Next, wipe walls dry.
Clean any or all overhead pipes with vacuum dusting tool.
Wash all linen carts. Use trigger sprayer and spray all surfaces with cleaner disinfectant. Let the solution set for a few minutes and then wipe dry.

PERIODIC CLEANING PROCEDURES
The linen storage cupboards should be emptied and cleaned with a cleaner disinfectant.
Washing Walls
Cleaning Tools and Materials needed for washing walls and wall partitions are listed below.
1.Trigger sprayer
2.Clean bucket
3.Clean cloths
4.Gloves and goggles
5.Cleaner disinfectant
6.Cleaning Procedures:

Walls and Wall Partitions are washed because dirty walls are unsanitary. Dirt acts as a breeding ground for bacteria. In addition, dirty walls make the room appear dull.

PROCEDURE FOR WASHING WALLS AND PARTITIONS

Put on gloves and personal protection equipment.
Using a trigger sprayer filled with diluted cleaner disinfectant, spray solution on walls, starting from the bottom and working your way up.
Wipe walls clean from the top down using a clean cloth.
Rinse cloth frequently in clear water rinse.
Thoroughly clean the underside of the partitions. This area becomes dirty from urine splash and needs daily attention.

Window Washing
Cleaning Tools and Materials needed for washing windows.
1.Window squeegee
2.Clean cloths
3.Window tool and bucket or Trigger sprayer
4.Window cleaner
5.Gloves and goggles
6.Cleaning Procedures:
You should pay particular attention to cleaning windows. Clean windows add to the overall

impression of cleanliness. More light comes in clean windows, improving the outlook of those inside the building. Windows need to be cleaned more often in colder weather.

Remember, condensation and temperature fluctuations encourage streaking and dust accumulation on windows. In addition, oils in exhaust and cooking deposit on the glass surfaces in colder weather.

PROCEDURE FOR WASHING A WINDOW

Put on gloves and goggles. Open drapes and raise venetian blinds or shades.
Next you should clear window sill of obstructions. Clean window sills inside and out using glass cleaner and a clean cloth.
Cover window with window cleaner solution using a trigger sprayer or window tool.

USING A SQUEEGEE

Remove solution and dirt from window using a squeegee. Move the squeegee from side to side or in a figure eight motion, or move it from top to bottom of the glass. Wipe off squeegee with clean cloth after each stroke.

After using the squeegee, wipe the glass dry with a clean cloth. When finished, wipe off window sills with a clean cloth. Clean window frames with window cleaner and a clean cloth. When complete, close drapes and put blinds or shades in place.
Clean and return tools and materials to storage area.

Dusting
Prevent dust by using two entrance mats at each entrance. One just outside the door and one just inside the door will reduce the amount of dust, dirt, and debris that enters your facility.

Check and maintain your air filters to make sure they are functioning properly. Air filters will last between 1-3 months, but should be changed as they become clogged with dirt and debris.

By keeping windows closed, you'll prevent dust and debris from blowing into your home. Double check your window and door weather-stripping to make sure it is still functioning properly.

There are many dusting products on the market, but each one has its own set of pros and cons. Use the right dusting tool for your jobs. Microfiber cloth dusting supplies is a favorite. If you use a furniture oil or polish, be sure to follow the directions and don't overuse the product. Overuse or improper use can lead to a buildup on your furniture or clouding of the wood surfaces.

Dust from top to bottom to prevent going over surfaces more than once. Sometimes you may need to wet dust after you dry dust. Always dry dust first. Be careful about allowing even a small amount of water on wood surfaces.

CARE FOR FLOORS

CARE FOR WOOD FLOORS
Regular cleaning keeps wood floors and furniture looking their best. All you need is a good vacuum or microfiber dust mop, a soft cloth, and Murphy Oil Soap. It's easy!
Vacuum your floors and dust furniture daily. Gritty dust can scratch wood surfaces. For effective vacuuming, use a Windsor with Sensor technology. It will automatically adjust to your floor type

And for effective floor cleaning, use the microfiber mop system for both dry dusting and wet mopping. Mop up spills right away to avoid stains.

Cleaning wood floors regularly with Murphy Oil Soap Original Formula is easy. Dilute Murphy s in a bucket according to directions. Use a microfiber wet mop.

Wipe up any excess water with a soft, dry cloth or dry dust mop.
Murphy s isn t just for wood flooring and furniture It also safely cleans laminate flooring and many other surfaces.

CLEANING MARBLE FLOORS

Marble is often used for floors in commercial office buildings and hotels in lobbies in entry ways, halls, and lobbies. Janitors are required to maintain these floor materials.
Marble is generally polished, and unless sealed it is porous and easily stained. Marble is also able to be etched by acids. Marble may be stone, but it stains easily, so you need to wipe anything off that is spilled on it immediately, as you would on a wood surface.
Regular cleaning includes washing marble surface with lukewarm water and wipe dry with a clean cloth. Wiping marble surface with a damp chamois is suggested as it will not leave

streaks.

Unsealed Marble that has become dull can have a shine brought back to it using a commercial marble cleaner and polish. For badly damaged marble surfaces, if it's scratched or etched by excessive wear, you will most likely need to have it professionally polished. Marble professionals have the right equipment for the job and know how to use their tools properly.

There are different types of stains that can affect marble. Organic stains, such as tea or coffee. These stains will need a poultice soaked with 20% peroxide and a few drops of ammonia.

Stains that are oil based, such as the oils from butter, lotions need attention right when the spill occurs. You can do this by spreading the surface with ordinary household corn starch. Let it stand for a few hours, Scrub with a stiff brush and hot sudsy water. Or wipe with a dampened cloth of ammonia.

A commercial rust remover can be used to remove rust stains from an item such as a metal lamp on the surface or metal container. Acid stains, from citrus fruits juices and carbonated beverages should be wiped up immediately; they can etch and dull the surface. If stains seem to be impossible to remove, your Marble professional will be able to help remove them and bring the beauty back to your surface.

CLEANING LINOLEUM AND VINYL FLOORS

Proper care of your linoleum or vinyl floor prevents damage, extends its life and keeps it looking like new for years. You should always vacuum or dust hard floor surfaces before mopping.

Linoleum floors generally require only warm water for cleaning. Most detergents won't rinse clean leaving behind a sticky residue. That residue becomes a magnet, attracting dirt off the bottom of shoes. It builds up, deteriorating the sealant and leaving you with the hard job of stripping and waxing.

If you find your floor requires a cleanser, use Ivory® Liquid dish soap or equivalent. Fill your bucket with suds, mop away then rinse. Ivory rinses clean so the sticky buildup never causes problems. Other detergents can be too harsh for the floor so stick to Ivory or an equivalent. Mix dish soap in a spray bottle of water as an all-purpose cleaner. It's

inexpensive and quite a good cleaner.

Some linoleum floors have grooves so deep you can sink a submarine. Grab a nylon bristle brush other brushes might scratch the floor. Then, fill your bucket or sink with warm water add a good squirt or two of the dish soap and scrub the floor; and then rinse. Your floor needs this deep cleaning only twice a year.

What to do about black heel marks. Not a pretty sight. Spray a little WD-40® on a towel; lightly rub and they disappear without scrubbing. Rinse thoroughly with sudsy water or the floor might be slick.

Carpet Care
Maintaining carpet through regular vacuuming, deep cleaning, and stain removal has many benefits:

Extend the life of the carpet as ground in soil particles weaken carpet fibers
Provide a fresh clean look to a room
Making a room smell better
Helping allergy and asthma sufferers by removing germs and dust, thus better Indoor Air Quality

VACUUMING

Dirt and grit damage carpet by rubbing against the fibers. Regular vacuuming prevents the deep abrasion that ruins carpet. Remember to change the disposable bags often. Loose threads should be cut off with a scissors.

DEEP CLEANING

Carpet should be deep cleaned with hot water extraction or steam cleaning every 12 to 24 months. Steam cleaning involves spraying a high pressure solution of water and detergent onto the carpet and vacuuming the dirty solution out.

SPOT REMOVAL

It is very important that all stains get prompt attention since stains can be better cleaned right after they happen. Follow these steps when removing a stain.
Remove excess wet stains by blotting with a clean absorbent cloth (use a wet/dry vacuum

for large stains) and dry stains by scraping with a dull edge. Always blot or sponge stains, scrubbing can spread stains and damage carpet fibers.

Apply cleaning solution to a clean absorbent cloth or paper towel. Do not soak the carpet. Working from the edges of the stain to prevent spreading, blot until no more stain is absorbed. If necessary, use your fingertips to work the solution to the base of the stain. Wait 3 minutes for the solution to work.

Apply clean water to another cloth or paper towel. Blot to remove any residue.
Carpet fibers may later absorb deep stains. More cleaning may be necessary.
Allow carpet to dry, vacuum or brush carpet to restore its texture.

Blind Cleaning
When it's time to clean your blinds and shades, even your best friend is hard to find. But there are some simple and effective ways to clean blinds and shades with minimal effort.

ALUMINUM MINI-BLINDS

Use ordinary soft, clean dust cloths, chemically treated dust cloths, vacuum cleaner brush attachments, or other available ordinary household aids. The paint surface of the slats is quite smooth and dust is easily brushed off if done at regular intervals.

To vacuum, use the brush dust head attachment and tilt the slats first up, then down but not entirely exposed to reach the entire top and bottom surfaces.

To dust, use a soft clean cloth or chemically treated dust cloth and tilt the slats as above.

To wash, use a damp cloth or sponge and mild detergent. Use warm or cold water - NOT hot water. Tilt the slats as above. Protect the floor or sill from excess water. The blind can also be taken down, placed in a bath tub of mild soapy water, then rinsed clean, wiped dry, or allowed to dry completely in the open air.

WOOD BLINDS

Care must be taken when cleaning real wood blinds. Washing the blind is NOT recommended. Although the wood is sealed, water or even excessive dampness may cause warping or discoloration of the slats.

Since the surface of the slats is smooth, dust may be easily brushed off at regular intervals using a clean soft dust cloth or a vacuum cleaner brush attachment. Clean them as described above.

FABRIC PLEATED SHADES

Most of the cellular shades, like the Hunter Douglas Duette shade, are anti-static, and they require very little cleaning. A light sweep with your vacuum cleaner brush attachment is all that is needed to keep them dust free. For a more thorough cleaning, the entire shade assembly may be gently wiped with a soft damp cloth using lukewarm (not hot) water.

Take special care when handling opaque blackout shades to avoid creasing, and do not immerse them in water. For tough stains, spot clean with a mild detergent. Some shades, like the Graber CrystalPleat® have a "soft hand" fabric.

Be very careful when trying to clean these types of shades as they tend to "pill". When a fabric pills it becomes covered in small balls of matted fiber because of rubbing.

Computer Rooms
How to clean computer rooms
Things you will need:
1. Air duster
Figure 56 An example of a commercially available air duster
2. Microfiber duster
3. Vacuum cleaner
4. Cotton towel

The flooring beneath our computer desks needs to be cleaned to ensure our computers stay in top working order. Dirt and dust particles building up on the floor below your computer can affect the health of your computer. Clean floors will diminish the risks of fouled circuitry. Regular cleaning of your computer room floors will ensure that your equipment will operate efficiently.

Make sure your computer is turned off before you start. Be careful not to unplug or loosen any plugs. Spray the cords underneath your desk with an air duster.

Get off as much loose dirt and dust particles from the computer cords as possible.
And then, run a microfiber dry duster over any loose cords on the computer room floor.

Remove dust from any outlets and the underside of cords.
Use a hose attachment with an angled edge on your vacuum to remove the dirt from your computer floor. Lift up the cords to get underneath. Do not use the vacuum's sweeper brush on the cords.

Immerse your cotton towel in warm water and wring it out. With the barely wet towel, work under your computer desk to remove any last speck of dust particles from beneath your desk. Do not put the wet rag on the computer's cord.

Dust under computer desks every week. On a monthly basis, follow the entire computer floor cleaning routine.

UPHOLSTERY CLEANING

Upholstered furniture can be very expensive. If you have a sofa, chair, loveseat, or some other type of upholstered furniture that is in good condition but just dirty, these upholstery cleaning tips will save money and time.

The key with upholstered furniture is choosing the appropriate type of cleaning method. For example, an antique chair that is hand embroidered would require a different cleaning technique than a sofa that was store bought.

GETTING THE UPHOLSTERY STAINS OUT

Maintaining clean furniture is part of having a facility where people enjoy working or visiting. With furniture, upholstery is just one aspect but an important one. Think about all the times people have eaten on the sofa, dropping bits of food or drink that leave stains. Then you have the dirty feet, dirty clothing, and just everyday wear and tear that can leave upholstery looking dirty and drab. Getting those stains out does not have to be painful.

The most important thing to remember when cleaning upholstery is to consider the fabric. If you are unsure, you can check with the manufacturer s information Then before you start in cleaning a large stain, we recommend you work first on an inconspicuous area to ensure no discoloration or damage is done. With that done, the following are a few of the more common stains found on upholstery and methods for removing them.

OILY CHEESE STAINS

Cheese is another food product that is seen spilled on upholstery. Again, things like nachos are a favorite snack food but they leave stains. For cheese, mix one teaspoon of mild, ph-balanced detergent with one cup of warm water. With a clean, white towel, blot at the cheese stain. Then mix one tablespoon of regular ammonia with one-half cup of water, again blotting the stain. Finally, blot the stain with clean water to remove any detergent or ammonia and let the area dry.

INK STAINS

Clients or employees may sit down with a pen in their pocket and before you know it, a stain is left. Ballpoint pens, especially blue, are common stain makers. Ink stains can be removed. The key is to be patient and persistent, as ink stains can be stubborn. Just make sure you only blot. Rubbing could cause the ink stain worsen. You have a number of options when removing ink stains.

- Spray hairspray onto a clean, white towel and then dab at the stain, followed by blotting with a clean, dry towel
- Treat a clean, white towel with isopropyl rubbing alcohol. Again, blot the ink stain, followed by a dry towel
- Again, with a clean, white towel, apply nail polish remover or acetone. Blot the ink stain from the outside edges toward the center
- Using a clean, white towel, use spirits of turpentine, blotting as with the other treatment options

Commercial products that work well on ink stains include Carbona or Afta; these are extra strength bio-enzyme cleaners that are formulated to get out tough stains. They come with a builtin applicator brush. With both, you would use a clean, white towel, dabbing the affected area.

COFFEE STAINS

Sipping coffee on an upholstered chair or sofa is everyday occurrence. To get rid of a coffee stain, mix one teaspoon of a mild, ph-balanced detergent with one cup of warm water, then blot from the outside in. Follow this with blotting the stain with a mixture of one-third cup white vinegar with two-thirds cup water. When finished, use a clean, white towel to absorb any excess, allow the area to dry.

VACUUM UPHOLSTERY

Upholstery cleaning tips are important since dust settles onto fabric more than hard surfaces. Therefore, regular cleaning to keep your upholstery looking and smelling clean is essential. In fact, we recommend you clean your upholstery furniture once every two months. Typically, you can use your regular vacuum cleaner with the appropriate attachment to keep it clean. Just keeping the dust off will help furniture last much longer.

Carpet Cleaning
Strive to clean your carpet as soon as you notice any spills or spots on you carpet s surface This action alone can save lots of time and damage, as well.
Before cleaning any surface areas, use a small portion of your cleaning products over a small and hidden area to avoid damage or discoloring of the carpet.

Proper care of your floor prevents damage, extends its life and keeps it looking new for years. How do you properly care for your flooring?

Vacuum carpet regularly, and do not use liquid carpet shampoos to clean them. The shampoo can t be completely rinsed out leaving a sticky residue That residue acts like a big magnet pulling the dirt from the bottom of your shoes. Use dry carpet cleaners instead. Stores selling vacuum cleaners carry them.

Getting out old shampoo becomes the trick. Rent a shampoo machine that cleans with water. You should mix 1 cup vinegar per 2 ½ gallons of water and clean according to directions on the vacuum cleaner. Go back over the carpet with warm water only. The vinegar pulls out the old shampoo cleaning the carpet as well. It may take a time or two, but your carpets will be soft and free from grime. The hot water reactivates the shampoo already in the carpet providing the needed cleansing action.

Stains in carpet can be the difficult to remove. Never rub a stain, just blot. Rubbing breaks down the fibers and spreads the stain. Remove most food stains with shaving cream. Spray on and resist the temptation to rub it in then let it set 15 minutes. Rinse with a vinegar and water solution.

Club soda generally removes red wine stains. Remove red dye stains found in drink mixes, Popsicles, dog and cat food with a 30/70 solution of peroxide to water. Remember peroxide is bleach so test an inconspicuous spot first for color fastness. Apply the mixture, wait 30 minutes then remove as much moisture as possible and rinse with a vinegar/ water solution. If the stain

remains add a bit more peroxide to the mixture and retreat Brake cleaner also does a good quick job of removing most food stains.
Dab a little on a clean cloth and gently blot the stain. Rinse with soap and water. Brake cleaner contains the same chemical professional dry cleaners use to clean stains in clothing. Do not pour brake cleaner directly into the carpet. It could dissolve the adhesive holding the fibers in the carpet.

Oops someone s dog had an accident on the carpet and the stain and smell refuse all attempts at removal. First try an enzyme product. Pour on enough to saturate to the pad and treat an area twice as large as the stain. Urine hits the pad and spreads. Let it set a couple of hours.

Enzyme products are available at commercial janitor supply stores, Pet stores, RV or marine stores. They are used in the holding tanks to dissolve solid material.

If the enzyme product does not remove all the stain or odor, baking soda and peroxide remain your best chance for success. Mix a 30/70 solution of peroxide to water adding 1/2 teaspoon of baking soda per cup of mixture. It bubbles and fizzles, but not before removing the stain and smell. Always test a spot first for colorfastness. Peroxide is bleach and may discolor the carpet. Blot up what you can with an old towel and rinse well with 1/3-cup vinegar per quart of water.

Oil, grease, magic marker and ink can also be the difficult to remove. Most janitorial companies or WalMart carry a product called De-Solv-it® Cleaner. WD-40® or Orange Clean Degreaser® all work wonders removing these stubborn stains.

Rubbing alcohol removes ink. Blot on allow to set 30 minutes and blot to remove. Rinse with sudsy water. Magic marker is generally permanent and you may not be able to remove it.
If you find bubble gum stuck to carpet, freeze it with ice cubes and chip off what you can with the blunt side of a kitchen knife. De-Solv-it® Cleaner removes the rest.

Wax on carpet can also be frozen with ice and chipped off. Wax needs heat for removal. Some newer carpets are quite sensitive to heat and scorch easily. So test an out of the way spot first. You can also use a hair dryer set to the hottest setting. Set your iron to a low to medium heat. The less heat you use, the less chance of scorching your carpet. Take a white paper towel or paper bag with no writing on it as the dye may transfer to the carpet, and then put the towel down on top of the wax. Then iron the towel for no longer than 2 seconds. Move the towel and redo if necessary. Generally once is enough.

Drapery Cleaning

Drapes are notorious for quietly accumulating dirt and absorbing odors, contributing to a room full of grime. In some cases it can aggravate asthma and breathing conditions.

Cleaning the curtains can be a tedious, time-consuming task. To clean drapes, you must haul down the drapes, wash, and re-hang them. Before you start there are some factors you should consider.

Curtain fabric is rarely pre-shrunk like clothing. There's a risk that the fabric will shrink as it is washed and dried, which results in gaps and shortages when the drapes are re-hung.

Heavy fabrics can lose shape when washed turning all those carefully placed creases and pleats into just a memory.

Rarely color-safe, drapery fabric can fade and lose color after a cycle through the washing machine and dryer.

Your company might consider having the drapery cleaning job done professionally; if one is available in your area.

Water can stain certain fabrics such as silk and alter the texture of others, changing the way the curtains hang and fall at the window If you choose to rely on professional curtain cleaners, you may hire two types of cleaning companies. The first will remove the drapes to clean them; expect them be returned within three to five days. The second will use a method to clean the drapes while they remain hanging at the windows.

Companies that promise quick, easy service use one of two processes to do so:

1. The dry cleaning method is accomplished by spraying dry cleaning chemicals onto the drapes and vacuuming off the residue and dirt. Though convenient, keep in mind that the cleaning solvents can be extremely flammable, may linger in your facility and should not be inhaled.
2. The steam-cleaning method is when the cleaners use a controlled attachment to run a steam machine over the drapes, steaming away dirt and odors. This process does not work on watersensitive fabrics such as silk where there is a risk of water damage.

It can be tempting to bring your drapes into local dry cleaners, but keep in mind that dry cleaning yards and yards of fabric can be costly. And since the chemicals used by commercial dry cleaners are designed to clean clothing, the results are never guaranteed when used to clean curtains.

Television Cleaning

TOOLS AND MATERIALS NEEDED

1.Trigger sprayer
2.Clean cloth
3.Gloves and goggles
4.Cleaner disinfectant
In a hospital setting, a television is cleaned and disinfected to reduce the spread of infections that originate in patient contact equipment.
For general public use, televisions are cleaned and kept dust free to increase its life.

PROCEDURE FOR CLEANING A TELEVISION

Put on your gloves and goggles.
Fill trigger sprayer with diluted cleaner disinfectant solution following manufacturer s directions.
Turn off the television. Never clean the television while it is turned on. If the patient/resident is watching it at the time, ask if you may turn it off for cleaning.
Spray disinfectant solution onto clean cloth. Never spray the disinfectant solution directly on the television!
Wipe the front and side vertical surfaces and the top and bottom of the television. Never wipe the back of the unit with a wet cloth!

Chapter 7: Food Service

CLEANING THE KITCHEN FOR THE JANITOR

Kitchen and food service safety is an important topic. Kitchens and food service areas are cleaned by janitors. They must know how to safely clean these areas. They must understand their responsibilities and how they differ from kitchen staff. This chapter covers such topics as slips and falls, cuts, responsibilities for safety, use of wiping cloths, spills, blocking exits, and storage of cleaners.

Slips and Falls

Any spill, especially water spills in the kitchen or food service area should be mopped, and then wiped dry with a dry rag or towel.

When grease, mayonnaise, salad dressing or other items containing oil are involved, after you clean the spill, use an abrasive powder such as a powder cleaner. This removes the oil, under the surface of the floor This is particularly critical on tile and marble floors If you don t use the abrasive powder, the floor will remain very slippery.

When cleaning up broken glass, never use your fingers to pick up the glass. Use a small broom and dustpan.

You should use caution signs in the area to alert others. If you see something on the floor that doesn t belong there pick it up Always wear approved safety resistant safety footwear in the kitchen. When you see water on the floor or some other hazard, clean it up!

About Cuts

Quite a few injuries occur from people opening boxes with box cutters. Box cutters are often called finger cutters. That's right, finger cutters. Devices such as this are designed to cut. They cut cardboard skin fingers hands arms legs…that s their purpose to cut When using cutters, you must keep your free hand out of the cutting path of the blade.

Responsibilities

Employers have the primary responsibility for protecting the safety and health of their workers by providing them with proper equipment that is working properly, personal protective equipment, and a safe working environment. Employees are responsible for following safe work practices. Basically your safety is your responsibility.

Use of Wiping Cloths
Kitchen staff knows to use separate wiping cloths for cleaning surfaces that come into contact with food from cloths used for equipment, prep tables, or cutting boards.
Janitors and custodians are responsible for general cleaning in kitchens and food service areas. Cloths used for floors, walls, countertops can never be used for items that come in contact with food.

Each type of wiping cloth should be stored in its own separate labeled or color coded container containing sanitizing solution. There are at least two types of sanitizing solutions that may be used. One is a bleach solution with a 50-100 parts per million (ppm) of sodium hypochlorite and the other is a quaternary ammonia solution at 200-300 ppm ammonia. Never mix bleach and ammonia!

Spills on the Floor
Spills on the floor are a workplace hazard that must be cleaned up immediately. Janitors or custodians are usually the first to be called when a spill occurs.
Coworkers should be advised about the spill verbally or with a “Wet Floor sign to prevent anyone from accidentally walking through the spill.

It is important to identify the nature of the spill. This will aid in determining how to proceed with clean up. A bucket and mop should be used to apply the correct cleaning solution. Directions for proper use on the cleaning solution container should be followed and any remaining moisture should be cleaned up.

Post warning signs or cones should be used to divert floor traffic until the clean-up site is dry.

Cleaning supplies should be put away properly.

STORING CLEANERS

Cleansers and other non-food items are ALWAYS stored separately from foods. Separate shelves, separate cupboards, sometimes even separate rooms.

Chemicals used by janitors are NEVER stored in food containers, nor are foods to be stored in chemical containers.

Chemicals should be kept in their own original packaging or in other break-resistant, clearly labeled containers.

When using chemicals, follow the handling instructions contained in Material Safety Data Sheets or MSDSs that are available in your workplace.

Chemicals should be kept away from food handling areas. If chemicals come into contact with food, throw the food away.

You should always store chemicals below and away from food and utensils and the farther, the better.

Chapter 8: Storing and Handling Garbage

This chapter covers storing and handling garbage.
Never store garbage in your facility, move it promptly to a waste container outside. This is especially important if you are collecting garbage in a food handling area. Make sure that doors and external windows keep out pests, such as flies and rats.

Careful storage of waste is also important to avoid attracting pests. You should:
Not allow food or other waste to gather in food areas
Keep the storage area clean
Arrange for garbage to be removed regularly.

When you move garbage; wash your hands. Don't wait for garbage to pile up, keep it moving and make regular 'garbage runs' out to the refuse container.

Place garbage in sturdy leak-proof plastic or metal containers with tight-fitting lids.
The containers should be lined with clear plastic bags or with wet-strength paper.
Clean and sanitize garbage containers frequently to prevent odor and keep from attracting insects and other pests.
After any kind of garbage duty you must wash your hands.

WASH YOUR HANDS

Washing your hands is simple, right? But are you sure you are doing it the right way? Here are a few tips for washing your hands.

Wet hands with warm water
Apply a generous amount of soap and lather hands well
Rub hands together for 20 seconds or the amount of time it takes to sing Happy Birthday; paying special attention to the areas between fingers and under nails.

Rinse hands thoroughly with warm water
Dry hands with a disposable towel
Use the disposable towel to turn off the faucet and open the door, if in a public place.

Chapter 9: The End

We have discussed procedures and safety in the Janitorial and Custodial Industry. No matter what occupation you have, remember that there are responsibilities associated with your job.

We have covered many procedures and safety topics. Ideally safety is freedom from danger. As we stated earlier, every topic for the Janitor and Custodian cannot be covered in this one manual. Some of the topics that are covered include protection from the risk of harm or injury, achieving a clean, sanitary environment, procedures for cleaning, safety devices, and responsibilities.

Technology is moving ahead, changes are being made everywhere you go and everyone is busy. Business today is a fast paced no-nonsense environment where productivity and efficiency mean everything.

Each person has the responsibility for safety, not only for yourself and the safety of your coworkers but also for facility occupants.

Janitorial 5 Star Services

Item: **BLD2121632P1:BLD2121632P1:BLD2121632P1:BLD2121632P1:BLD2121632P1:BLD2121632P1:BLD2121632P1:Janitorial Services - Large Facilities Group 6 - Agreement No. 7**

Attachments

Agreement 7 Proposal.pdf

Agreement 7 Pricing Sheet.xlsx

Attachments.pdf

Employee and Safety Training Manual.pdf

JANITORIAL
5 STAR SERVICES LLC

"Allow us to give you a Star Cleaning"

1961 NE 25th Ave

Pompano Beach, FL 33062

954-702-2053

954-552-4571

Solicitation BLD2121632P1

Agreement No. 7

Large Facilities Group 6 (1 Location)

Janitorial Services – County Facilities

May 26, 2021

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Ability of Professional Personnel:

Describe the qualifications and relevant experience of the Project Manager and all key staff that are intended to be assigned to this project. Include resumes for the Project Manager and all key staff described Include the qualifications and relevant experience of all subconsultants key staff to be assigned to this project.

Kristen Olbel

Kristen Olbel is the Chief Executive Officer of Janitorial 5 Star Services. She oversees all operations within the company and works closely with all project managers to guarantee optimal results on each contract. Kristen develops and cultivates a positive working relationship with each contract coordinator prior to contract initiation. She designs, fosters, and deploys strategies for generating resources and revenue for the company.

EDUCATION

Bachelor of Arts (Sociology/Criminal Justice & Psychology) University of Dubuque -Dubuque, IA

WORK HISTORY

Janitorial 5 Star Services (Chief of Operation) (20 Years Experience in the Field)
Fort Lauderdale Police Department (Police Officer) (13 Years Experience in the Field)

Mikelange Olbel

Mikelange “Mike Olbel is the Chief Operations Officer of Janitorial Star Services He develops strategic plans to advance the company s mission and objectives to promote revenue profitability and growth as an organization He oversees all operations to ensure all contracts are executed with effectiveness, quality, service, and cost-effective management of resources.

EDUCATION

Masters of Science (Business Administration, Public Administration & Psychology) Iowa State – Ames, IA
Bachelor of Arts (Criminal Justice & Sociology, Minor in Psychology) University of Dubuque -Dubuque, IA

WORK HISTORY

Janitorial 5 Star Services (Chief of Operation) (20 Years Experience in the Field
Team Saving Our Youth Inc Chief Executive Officer Years Experience in the Field)
Community Based Connections, Inc. (Executive Director) (5 Years Experience in the Field)

Lakesha Houston

Lakesha Houston currently oversees all janitorial Broward County contracts to include the Broward County School District. She is experienced in operations and management with over 15 years of experience. She oversees and is responsible for inventory, equipment maintenance, routine and special project scheduling, and quality control.

EDUCATION

High School Diploma — Hallandale High School - Hallandale Beach, FL
Certification – Hack License

WORK HISTORY

Project Manager, Janitorial 5 Star Services
Oct 2020 – Present

Supervisor/Operator, First Transit
June 2017-Oct 2020

Customer Service Representative/Receptionist, Amsg & Associates
June 2014-Dec 2016

Customer Service Representative/Team Lead, Convey Health
Feb 2012-June 2014

Administrative Assistant, Renee s Learning
Jan 2005-Jan 2012

Kenny Bellinger

Kenny Bellinger currently oversees all post-construction janitorial contracts. He is experienced in operations and management with over 30 years of experience. He oversees and is responsible for inventory, equipment maintenance, routine and special project scheduling, and quality control. Kenny coordinates all projects with facility managers prior to initiation.

EDUCATION

Bachelor of Science (Physical Education) — Florida Memorial College – Miami, FL
High School Diploma — Miami Killian Senior High School - Miami, FL

WORK HISTORY

Project Manager, Janitorial 5 Star Services

Dec 2020 – Present

Checking Agent/Directional Staff, Inter-Cruises Shoreline
Dec 2018 – Oct 2020

Janitor/Project Crew, Red Coat Janitorial Service
Jan 2019 – Dec 2019

Shuttle Operator, Vamp Enterprises Supreme Limousine Service
Oct 2017 – July 2018

Mail Courier Hall s Courier Mail Service
Aug 2015 – Nov 2016

Head Basketball Coach, American Basketball Association
Nov 2015 – April 2016

Compliance Officer, Florida Memorial University
2014-2015

Head Basketball Coach, Florida Memorial University
2003-2015

Interim Head Basketball Coach, Florida Memorial College
2003

Assistant Basketball Coach, Florida Memorial College
Dormitory Counselor, Florida Memorial College
1999-2003

Physical Education/Adaptive Teacher, Norwood/Highland Oaks/Hibiscus Elementary Schools
1996-1999

Assistant Basketball Coach, South Broward Senior High School
1998-1999

Assistant Basketball Coach, Miami Norland Senior High School
1995-1998

Assistant Basketball Coach, Edison Senior High School
1986-1989

Recreational Therapist/Human Services Worker II/Behavioral Program Specialist
Landmark Learning Center
1986-1996

Matthew Lawrence

Matthew Lawrence is the Quality Control Manager of Janitorial 5 Star Services. He develops and oversees the implementation of quality control to improve the efficiency of the cleaning process and the overall company. He customizes the quality control projects for each contract to ensure direct, specific attention to each contract/facility.

EDUCATION

Level of Service/Case Management Inventory (LS/CMI) – Ai Alma Institute 2017
Miami-Dade Reentry Task Force - Member 2012
TABE Test – Certified Administrator - Florida Department of Education 2011
Bachelor in Business Management & Marketing - Florida Atlantic University 2007
Florida Workforce Professional - Tier 1 - Dynamic Work Institute 2005

WORK HISTORY

Quality Control Manager, Janitorial 5 Star Services
May 2021 – Present

Workforce Developer/Employment Specialist, OIC of South Florida
02/2012 – Present

Staffing Coordinator, SFN Group
April 2006 – Nov 2010

Case Manager/Employment Specialist/Trainer, South Florida Workforce/Jobs
Aug 2001 – Feb 2006

Matthew Gibson

Matthew Gibson is an Assistant Manager for Janitorial 5 Star Services. He assists the Project Manager with routine cleaning and special projects. He assists with inventory, equipment maintenance, and quality control. Matthew is responsible for training new employees and continuing education for all employees.

EDUCATION

High School Diploma — St. Thomas Aquinas High School – Fort Lauderdale, FL

WORK HISTORY

Assistant Manager/Site Supervisor, Janitorial 5 Star Services
Oct 2020 – Present

Flagger/Safety Operations, AWP

Oct 2020- Feb 2021

Courier, FedEx
April 2018 – Dec 2019

Courier/Supervisor, DHL
Nov 2011 – July 2019

Delivery/Supervisor, Meals on Wheels
March 2015 – June 2018

Disaster Relief, Big Foot Express Hurricane Relief
Fed 2008 – March 2015

Marie Rosier

Marie Rosier is the Chief Financial Officer of Janitorial 5 Star Services. She provides accurate and timely financial reporting to support the daily operations. She improves productivity and decreases risk and liability within the company by budgeting and forecasting projections.

Lorenzo Mills

Lorenzo Mills is a project supervisor for Janitorial 5 Star Services. He manages the pressure washing projects and contracts. He oversees and is responsible for inventory, equipment maintenance, routine and special project scheduling, and quality control. Lorenzo coordinates all projects with facility managers prior to initiation.

Hudson Vilfrard

Hudson Vilfrard is a project supervisor for Janitorial 5 Star Services. He manages the floor cleaning projects and contracts. He oversees and is responsible for inventory, equipment maintenance, routine and special project scheduling, and quality control. Hudson coordinates all projects with facility managers prior to initiation.

1.1 Company Profile

Janitorial Star Services was founded in by Kristen and Mikelange “Mike Olbel This family owned company is located in Pompano Beach, FL and built on 20 years of experience. We provide services to Palm Beach, Broward, and Dade Counties.

We always strive to provide the highest quality cleaning service, and we take pride in maintaining high standards with all our staff. Our services range from the following: New Construction Cleaning, Post-Construction Cleaning, Banks, Churches, Schools, Health Clinics, Pressure Cleaning, Lawn Maintenance, and Commercial Buildings. Janitorial 5 Star Services hires locally through churches, schools, local organizations and returning veterans.

KRISTEN L. OLBEL, BS

Pompano Beach, Florida 33062
(954) 702-2053
Janitorial5starservices@gmail.com

SUMMARY OF QUALIFICATIONS

Accomplished and energetic current business owner and operator with a solid history of achievement in the service industry. Motivated leader with strong organizational and prioritization abilities. Areas of expertise include extreme efficiency and organization, multi-tasking, and quality control with % client satisfaction I ve served as the owner and operator of a cleaning business for the last five years. My strong organizational and multi-tasking skills, as well as superior time and resource management capabilities are:

Strategic Vision
Operations Management
Community & Municipal Relations
Quality Assurance
Contract Management
Strategic Partnerships
Outcomes Measurement
Start-up Capacity Building
Program/Contract Monitoring
Finance, Budgeting and Cost Management

PROFESSIONAL EXPERIENCES

01/2017 – Present CEO, Janitorial 5 Star Services

We have owned & operated our own commercial and residential cleaning business for over 5 years now which includes cleaning and maintenance labor tasks, business management, multi-tasking, client communication and satisfaction, employee management, scheduling, billing etc. **Key accomplishments include:**

- Managed business accounts by networking and communicating with crucial account decision-makers to review service delivery and explore opportunities to develop new business.
- Created culture focused on customer service and satisfaction, resulting in improved customer loyalty and retention.

- Increased revenue and reduced risk by enforcing company policies and improving operations.
- Evaluate and manage employee performance and establish employee training and development plans that align with organization development philosophy.
- Transformed struggling business into an industry leader by restructuring organization and implementing business plan to penetrate new markets.
- Identified areas for expansion by analyzing market, consumer trends, and competition
- Represented the company to the media and trade organizations to support business operations.
- Led management team in all aspects of business development including consumer research, competitive research, and emerging opportunities.

07/2014 –Present **Police Officer, City of Fort Lauderdale**

Protects citizens by preventing crime, enforcing laws, apprehending suspects, and monitoring traffic.
Prevents crime by explaining and enforcing applicable federal, state, and local laws and ordinances; teaching preventive, protective, and defensive tactics; mediating disputes; patrolling assigned area; responding to notices of disturbances; conducting searches; observing suspicious activities; and detaining suspects. **Key accomplishments include:**

- Apprehends suspects by responding to complaints and calls for help, observing violations, and making arrests.
- Conducts criminal investigations by gathering evidence, interviewing victims and witnesses, and interrogating suspects.
- Documents observations and actions by radioing information and completing reports.
- Reports observations and actions by testifying in court.
- Fulfills court orders by serving warrants and commitments.
- Maintains safe traffic conditions by monitoring and directing traffic, enforcing laws and ordinances, investigating accidents, providing escort, and reporting unsafe streets and facilities.
- Minimizes personal injury by rescuing and reviving victims and radioing for medical assistance.
- Maintains operations by following department policies and procedures and recommending changes.
- Ensures operation of equipment by practicing responsible use, completing preventive maintenance requirements, following manufacturer s instructions troubleshooting malfunctions notifying supervisor of needed repairs and evaluating new equipment and techniques.

06/2013 – 07/2014 **Police Officer, Town of Palm Beach**

Protects citizens by preventing crime, enforcing laws, apprehending suspects, and monitoring traffic.
Prevents crime by explaining and enforcing applicable federal, state, and local laws and ordinances; teaching preventive, protective, and defensive tactics; mediating disputes; patrolling assigned area; responding to notices of disturbances; conducting searches; observing suspicious activities; and detaining suspects. **Key accomplishments include:**

- Maintains professional and technical knowledge by studying applicable federal, state, and local laws and ordinances; attending educational workshops; reviewing professional publications; practicing skills; and participating in professional societies.
- Apprehends suspects by responding to complaints and calls for help, observing violations, and making arrests.
- Conducts criminal investigations by gathering evidence, interviewing victims and witnesses, and interrogating suspects.
- Documents observations and actions by radioing information and completing reports.
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- Maintains safe traffic conditions by monitoring and directing traffic, enforcing laws and ordinances, investigating accidents, providing escort, and reporting unsafe streets and facilities.
- Minimizes personal injury by rescuing and reviving victims and radioing for medical assistance.

- Maintains operations by following department policies and procedures and recommending changes.

09/2008 – 06/2013 Police Officer, City of Dubuque

Protects citizens by preventing crime, enforcing laws, apprehending suspects, and monitoring traffic.
Prevents crime by explaining and enforcing applicable federal, state, and local laws and ordinances; teaching preventive, protective, and defensive tactics; mediating disputes; patrolling assigned area; responding to notices of disturbances; conducting searches; observing suspicious activities; and detaining suspects. **Key accomplishments include:**

- Maintains professional and technical knowledge by studying applicable federal, state, and local laws and ordinances; attending educational workshops; reviewing professional publications; practicing skills; and participating in professional societies.
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- Minimizes personal injury by rescuing and reviving victims and radioing for medical assistance.
- Maintains operations by following department policies and procedures and recommending changes.

09/2000 – 05/2008 Forman, Swift Transition Inc.

Responsible for overseeing daily operations at a worksite to ensure the completion of projects in a safe and efficient manner. Their duties include hiring Construction Workers and trade professionals to perform specific tasks, monitoring budgeting expenses for Workers, supplies or tools and reviewing laws and regulations to maintain a safe work environment.
Key accomplishments include:

- Coordinating daily tasks according to priorities and plans, making changes when necessary due to weather, supply, delivery and personnel
- Delegating individual responsibilities and projects to crew members and contractors
- Recruiting, hiring, training, managing and mentoring employees and contractors
- Providing adequate resources and staffing to meet project schedules, laws, regulations, best practices and safety needs
- Emphasizing safe use of tools, machinery and equipment while providing training on safety gear, helmets and procedures
- Developing and managing project budgets and quality standards for all sites
- Resolving conflicts or miscommunications quickly and amicably
- Regularly reporting project status to supervisors, site engineers and other officials

EDUCATION

University of Dubuque, Dubuque, IA
Bachelors of Arts, Cum Laude, 5/2008

MIKELANGE (MIKE) OLBEL, MS

Pompano Beach, Florida 33062
Janitorial5starservices@gmail.com

SUMMARY OF QUALIFICATIONS

Highly qualified Executive Manager and entrepreneur with several years of experience in organizational leadership and human services administration. Result oriented and multi-talented leader with proven ability to **engage and satisfy customers** (including persons served, funders, constituent groups, and community partners), **leverage community resources**, **convene large groups of stakeholders** to address a common cause, and **work well with a group of volunteer governance board members**. Exceptional leadership and management strengths in:

- Strategic Vision
- Operations Management
- Resource Development
- Quality Assurance
- Human Resource Development
- Grants Writing
- Contract Management
- Community & Municipal Relations
- Strategic Partnerships
- Executive Coaching
- Outcomes Measurement
- Start-up Capacity Building
- Program/Contract Monitoring
- Finance, Budgeting and Cost Management

PROFESSIONAL EXPERIENCES

01/2017 – Present **COO, Janitorial 5 Start Services**

We have owned & operated our own commercial and residential cleaning business for over 5 years now which includes cleaning and maintenance labor tasks, business management, multi-tasking, client communication and satisfaction, employee management, scheduling, billing etc. **Key accomplishments include:**

- Identified and corrected deficiencies with forward-thinking approaches to address organization-wide and department-level problems.
- Supervised Office Manager and Administrative Staff, ensuring that all operating units received adequate support for operations.
- Monitored operations for cost-effectiveness, quality, and productivity, using quantitative data.
- Launched employee outreach programs that fostered productive and proactive work environment.
- Maintained quality and precision by developing culture of stability and strong performance.
- Reviewed systems in place to manage internal controls of all financial activities and contributed strategic planning.
- Led the company to successful product launch and developed initial product roadmap and go-to-market strategy.
- Spearheaded development, implementation, and management of an effective human resources program.

01/2014 – Present **CEO, Community Based Connections, Inc.**

Recruited to turn around the organization s financial and operations performance driving growth to achieve long-term sustainability. Charted an innovative direction in partnership with the Board, senior staff and key funding partners. Manage P&L and

all core functions: operations, human resources, training and development, finance, technology systems, services and programs, fundraising, grant writing, marketing and public relations. Human services organization specializing in early childhood education, juvenile delinquency intervention and prevention, family strengthening, and community development services. **Key accomplishments include:**

- Eliminated agency $60,000 deficit with-in (1) first year.
- Increase agency budget by 80% within two (2) years.
- Decrease agency turnover rate by 97%.
- Evaluate and manager employee performance and establish employee training and development plans that align with organization development philosophy.
- Develop and implement donor base outreach and fundraising.
- Manage and direct the organization toward its primary objectives, based on contractual obligations and under the leadership of the Board of Directors, by performing leadership and high-level management duties personally or through subordinate managers.
- Secured grants afterschool program that s actively working with school leadership parents and child care center directors to enhance the academic and behavior performance of students in grades K-12.
- Grew organization s annual budget from to million in three years
- Developed framework for Juvenile Prevention Initiative that is establishes a continuum of resources to enhance the positive behavior performance of at-risk children and family in Broward County School.
- Establish strategic partnerships with numerous community based organizations, religious partnership, funding entities (i.e. Department of Juvenile Justice and Children Service Council), and community leaders to collaboratively address key community issues.
- Provide visionary leadership, personnel management, and professional development.
- Fiscal management; staff management and development; and volunteer development
- Assisted in creating and renewing policies for Eliminating Schoolhouse to Jailhouse pipeline through efforts of Circuit 17 Juvenile Justice Advisory Board as a Board Member.
- Secured $120,000 in emergency funding for community COVID-19 Resiliency Funds to support Broward County residents food assistance, mortgage assistance, rent assistance, FPL assistance and utilities assistance.

08/2012 – 01/2014 Founder/CEO, Team Saving Our Youth, Inc.

Founder and Chief Executive Officer for 501c(3) human services organization specializing in early childhood education, juvenile delinquency prevention, family strengthening, and community development services. **Key accomplishments include:**

- Manage and direct the organization toward its primary objectives, based on contractual obligations and under the leadership of the Board of Directors, by performing leadership and high level management duties personally or through subordinate managers.
- Secured a $250,000 grant for the Project SOY, Life Line and Transitional Transformation programs which all three programs is actively working with school leadership, parents, and child care center directors to enhance the academic and behavior performance of students in grades K-12.
- Grew organization s annual budget from to in years
- Developed framework for Project SOY Initiative that is establishes a continuum of resources to enhance the positive behavior performance of at-risk children and family in Broward County School.
- Establish strategic partnerships with numerous community based organizations, funding entities (i.e. Department of Juvenile Justice and Children Service Council), and community leaders to collaboratively address key community issues.
- Provide visionary leadership, personnel management, and professional development.
- Assisted in creating and renewing policies for Eliminating Schoolhouse to Jailhouse pipeline.
- Works closely with management and employees to improve work relationships, build morale, and increase.
- Lead, mentor and guide development of talent within the team, which includes succession and development planning, performance management, and recognition.
- Provide active and engaged performance management and promotion of professional development.

01/2011 – 01/2012 Youth Educator, OIC of South Florida, Inc.

Responsible for planning and facilitating grant awarded of $5 million dollars (over a period of 5 years). Evaluating educators and program outcome; marketing organizational federal grant program to possible partners; represented corporation in strategic community programs, community boards, governmental institutions and other organizations that advance the image and visibility of the corporation. Key accomplishments:

- Serves as an interface when needed for senior leadership with strategic community programs, business and community leaders.
- Providing group intervention for adults and at-risk youth ages 13-19; delivering the implementation of program's evaluation instruments, maintain statistics.
- Organized community activities and programs in order to develop and maintain linkages to other community-based organizations, faith-based organization and schools.
- Seeks and develops partnerships with local organizations, and develops new business strategies and relationships that enhance market share and overall performance of organization.
- Supports marketing objectives, plans, and strategies; provides guidance to various marketing efforts, and provides leadership to ensure that individual programs support the overall mission, goals, and objectives of the organization.
- Three years of Planning and Teaching Reducing the Risk curriculum at Coral Glades High School.
- Evaluating educators and program outcome.
- Marketing organizational federal grant program to possible partners.
- Represents organization in strategic community programs, community boards, governmental institutions and other organizations that advance the image and visibility of the organization.
- Serves as an interface when needed for senior leadership with strategic community programs, business and community leaders.
- Delivering the implementation of program's evaluation instruments, maintain statistics, and produce monthly reports on program activities.
- Responsible for evaluating and updating the health education curriculum for use in community-based organizations presentations.
- Over exceed grant numbers three years straight.

08/2012 – 05/2013 Adjunct Professor (Business Leadership), South Florida Bible College

Providing classroom instruction and support to undergraduate students but not limited to: Developed lesson plans and assign projects; developed business department structure; developed program curriculum; facilitated 26 weeks class session on Leadership Development; implemented policy and procedures and implemented and facilitated workshops for employees.

10/2007 – 09/2009 Youth Case Worker, Hillcrest Family Services.

Provided approximately 2 years of direct service and progressive leadership service to this nonprofit human services organization specializing in providing school readiness/early academic success assistance, community based behavioral health, family strengthening, juvenile delinquency prevention, and foster care services to troubled children and families. **Key accomplishments include**:

- Provided proven ability to establish and maintain a therapeutic environment for twelve adolescents diagnosed as exhibiting anti-social behavior demonstrated skills in implementing and coordinating each individual s treatment plan as dictated by head psychiatrist.
- Implemented and coordinated each individual s treatment plans as dictated by head psychiatrist with % completion
- Debriefing University Officials on classified information and providing positive elucidation to handle matter. Assessing client s needs and developed services plans conducted group therapeutic intervention for clients to ensure support system and non-violence conflict operations; arranged and transport clients to daily recreation facilities and providing the highest level of security.
- Provided 100% daily case-log for head psychiatrist in charge and daily intervention notes of client s behavioral provide new employees with on the job training and administer individual s intervention with clients and providing program supervisor report of intervention.
- Assisted clients with self-confidence through intervention for school performance and life expectancy. Provided specialized services that may include detainment, interstate compact, post placement supervision and relative/non-relative caregiver home studies; and arranged and provided quality improvement process.

EDUCATION

Iowa State University, Ames, IA
Master of Science*, Magnum Cum Laude, 5/2010*
Interdisciplinary Graduate Studies: Business Administration, Public Administration & Psychology
Concentration: *Business Management, Public Relations, Public Policies, Human Resources, Business Leadership*
Creative Component (Thesis): Attitudes Towards Hiring Immigrants Among Iowa Small Business Owners and Managers

University of Dubuque*,* Dubuque, IA
Bachelors of Arts, Cum Laude, 5/2008
Major: Sociology & Criminal Justices; Minor: Psychology
Concentration: Social Perspective, Criminology, Attitudes & Behaviors.

BOARD/COUNCIL APPOINTMENTS

- Florida Restorative Justice Association
- Circuit 17th Juvenile Justice Advisory Board
- Housing Authority of Pompano Beach (Commissioner)
- Hopewell Missionary Baptist Church Scholarship Board Member;
- Fathers, Men and Boys Committee Co-Chair Broward County Children s Strategic Planning Council
- Advisory Council Member: Project Bridge for Eckerd

Media & News Journal Appearance

- Future First: Restorative Justice (BECON TV Network)
- New Haitian Generation (BECON TV Network)
- The Westside Gazette
- Hot 105 FM Radio Station: HIV and AIDS Bowling Awareness (2013)
- Des Moines Register "Haitian students at ISU feel devastated hope for good news Iowa
  By: Danny Valentine (Staff Writer)
- Iowa KCCI 8 News Network, Iowa (2010)
- Iowa State Daily Newspaper "Haitian students organize aid efforts in the face of disaster awaiting word from families friends Iowa (2010) By: Tessa Callender & Kyle Peterson (Daily Staff Writers)
- Sun-Sentinel Newspaper "Tri-county Pipeline Florida By: Pat Lammer (Staff Writer)

COMMUNITY AWARDS/RECOGNITIONS

- 2011 Award for Collective Youth Impact (2019)
- 2014 Grant Award Recipient for New Day: Civil Citation & Diversion, Fort Lauderdale, Florida (2014– 2017)
- 2014 Grant Award Recipient for Juvenile Prevention & Diversion Fort Lauderdale, Florida (2014– 2017)
- Excellence in Education Award for Over Exceed Grant Numbers, Fort Lauderdale, Florida(2011– 2012)
- Raised $30,000 in effort with Red Cross for the Haiti Earthquake (2010)
- Student Judicial Board, University of Dubuque, Iowa (2007– 2008)
- Iowa Intercollegiate Academic Scholar, University of Dubuque (2006 –2007)
- Benjamin Franklin Leadership Award, Multicultural Center, University of Dubuque, Iowa (2006 – 2007)
- Wendt Character Scholarship, University of Dubuque, Dubuque, Iowa (2005 – 2007)
- Horatio Alger Scholarship Recipient, Horatio Alger Scholarship, Miami, Florida (2004 – 2007)

2. Total Number of Current Employees
   a. Full Time: 19
   b. Part Time: 40
3. Total Number of Supervisory Employees
   a. Full Time: 3

b. Part Time: 5

4. Total Number of Custodial Workers
   a. Full Time: 16
   b. Part Time: 35
5. Temporary Workers
   All staff are employed with the company.
6. Provide Health Benefits
   Upon being awarded the contract, all employees will be paid per the living wage agreement and provided the opportunity to obtain health benefits.
7. Require criminal background check

   Janitorial 5 Star Services understands security is paramount and thus it is treated as such. All employees undergo a full criminal background. Prior to commencing the contract all employees will meet badging and security standards set forth for each location.

   a. Describe when this occurs and which job categories applies to.

      The background check is completed as part of the hiring process and applies to all positions.

1.2 Company Experience/Reference

Submit references with following info and describe prime vendor s experience on projects similar nature, scope, and duration along with satisfactory completion both on time and within budget.

Janitorial 5 Star Services acted as the prime contractor on the below listed contracts. Please see corresponding attachments for information.

Reference 1 (see attachment A for reference)

Broward County School District

We perform custodial cleaning on a contractual and emergency basis within the Broward County Schools. We perform electrostatic disinfecting to Broward County schools and administrative sites. The schools and administrative sites vary in square footage and height of buildings. All work has been performed within budget and on time. We are the Prime contractor for this contract.

a. Name and location of facility: see list below
b. Size of facility area cleaned (sf): see list below
c. Number of stories (height of building): see list below

d. Total number of worker/supervisors assigned to facility: see list below
e. Total number of facility users, ie. Employees, clients,: see list below
f. Start date and end date of contract: Oct 2020 to present
g. Annual dollar value of contract:
h. Identify operational hours of contract (24 hours a day, 7 days a week, 52 weeks a year): operational hours are 24 hours / 7 days / 52 weeks
i. Identify level of employee background/security checks: state/local through Broward County School District
j. Identify if adhered to green building maintenance standards: yes

Site Name/Type	Size	Site Address
Royal Palm Elementary School	128,943 sf	1951 NW 56th Ave Lauderhill, FL 33313
Plantation High School	343,064 sf	6901 NW 16th St, Plantation, FL 33313
Nova Eisenhower Elementary	97,989 sf	6501 SW 39th St, Davie, FL 33314
South Plantation High School	351,376 sf	1300 SW 54th Ave Plantation, FL
Silver Shore Elementary	109,372 sf	1601 SW 160th Ave Miramar, FL
Thurgood Marshall Elementary	104,460 sf	800 NW 13th St Fort Lauderdale, FL
Bethune Elementary	143,054 sf	2400 Meade St Hollywood, FL 33020
Central Park Elementary	132,169 sf	777 N Nob Hill Rd Plantation, FL
Walter C. Young Middle School	224,196 sf	901 NW 129th Ave Pembroke Pines, FL
Gator Run Elementary	145,398 sf	1101 Glades Pkwy, Weston, FL 33327
Ramblewood Elementary	103,248 sf	8950 Shadowwood Blvd Coral Springs
Pines Lakes Elementary	119,644 sf	10300 Johnson St Pembroke Pines, FL
Coconut Creek Elementary	90,150 sf	500 NW 45th Ave Coconut Creek, FL 33066
Driftwood Elementary	89,165 sf	2700 NW 69th Ave Hollywood, FL 33024
Collins Elementary	56,163 sf	1050 NW 2nd St Dania Beach, FL 33004

Tradewind Elementary	154,166 sf	5400 Johnson Rd Coconut Creek, FL
Rock Island Elementary	95,818 sf	2350 NW 19th St Fort Lauderdale, FL 33311
Maplewood Elementary	101,237 sf	9850 Ramblewood Dr Coral Springs, FL 33071
Endeavour Primary Elementary	57,426 sf	2701 NW 56th Ave Lauderhill, FL
Davie Elementary	94,208 sf	7025 SW 39th St Davie, FL
Meadowbrook Elementary	111,487 sf	2300 SW 46th Ave Fort Lauderdale, FL
Parkway Middle School	289,576 sf	3600 NW 5th Ct, Fort Lauderdale, FL 33311
Silver Lakes Elementary	111,322 sf	2300 SW 173rd Ave Miramar, FL
Palm Cove Elementary	129,311 sf	11601 Washington St Pembroke Pines, FL
Morrow Elementary	91,474 sf	408 SW 76th Ter North Lauderdale, FL
Park Springs Elementary	135,976 sf	5800 NW 66th Ter Coral Springs, FL 33067
Falcon Cove Elementary		4251 Bonaventure Blvd Weston, FL
Manatee Bay Elementary	144,855 sf	19200 Manatee Isles Dr Weston, FL
West Broward High School	357761 sf	500 NW 209th Ave, Pembroke Pines, FL 33029
Pembroke Lakes Elementary	101,646 sf	11251 Taft St Pembroke Pines, FL
Sanders Park Elementary	88,070 sf	800 NW 16th St Pompano Beach, FL 33060
Plantation Park Elementary	76,645 sf	875 SW 54th Ave Plantation FL, 33317
Stirling Elementary	105,533 sf	5500 Stirling Rd Hollywood, FL
Sheridan Park Elementary	115,742 sf	2310 N 70th Ter Hollywood, FL 33068
Everglades Elementary	148,886 sf	2900 Bonaventure Blvd Westin, FL 33311
Dillard Elementary	118,096 sf	2330 NW 12th Ct Fort Lauderdale, FL
Coral Glades High School	301,401 sf	2700 Sportsplex Dr Coral Springs, FL 33065

Fort Lauderdale High School	314,212 sf	1600 NE 4th Ave Fort Lauderdale, FL 33305
Heron Heights Elementary	125,033 sf	11010 Nob Hill Rd Parkland, FL 33076
New Renassiance Middle School	194,973 sf	10701 Miramar Blvd Miramar, FL 33025
McNab Elementary	91969 sf	1350 SE 9th Ave Pompano Beach, FL 33309
Pasadena Lakes Elementary	98,791 sf	8801 Pasadena Blvd Pembroke Pines, FL 33024
Coral Springs High School	346,405 sf	7201 W Sample Rd Coral Springs, FL
Eagle Ridge Elementary	129,983 sf	11500 West View Dr Coral Springs, FL 33076
Quest Center	73,003 sf	6401 Charleston St, Hollywood, FL 33024
Whispering Pines Center	64,049 sf	3609 S Douglas Rd, Miramar, FL 33025
Cross Creek Center	64,013 sf	1010 NW 31st Ave, Pompano Beach, FL 33069
Bright Horizon Center	78,123 sf	3901 NE 1st Terrace, Pompano Beach, FL 33064
Wingate Oaks Center	71,639 sf	1211 NW 33rd Terrace, Fort Lauderdale, FL
Hollywood Park Elementary	80,690 sf	901 N. 69TH Way, Hollywood, FL 33024
West Hollywood Elementay	106,422 sf	6301 Hollywood Blvd, Hollywood, FL 33024
Stirling Elementary	105,533 sf	5500 Stirling Rd, Hollywood, FL 33021
Henry D. Perry Education Center	175,901 sf	3400 Wildcat Way, Miramar, FL 33023
Perry Annabel C. Middle	104,198 sf	6850 SW 34th St., Miramar, FL 33023
Broward Estates Elementary	97,633 sf	441 NW 35th Ave Fort Lauderdale, FL 33311
Martin Luther King Elementary	110,051 sf	591 NW 31st Ave Fort Lauderdale, FL 33311
Larkdale Elementary	78,579 sf	3250 NW 12th Pl Fort Lauderdale, FL 33311
Royal Palm Elementary	128,943 sf	1951 NW 56th Ave Lauderhill, FL 33313

Westwood Heights Elementary	122,314 sf	2861 SW 9th St Fort Lauderdale, FL 33312
Riverland Elementary	105,242 sf	2600 SW 11th Ct Fort Lauderdale, FL 33312
Stephen Foster Elementary	82,499 sf	3471 SW 22nd St Fort Lauderdale, FL 33312
Sheridan Hills Elementary	82,939 sf	5001 Thomas St, Hollywood, FL 33021
Boulevard Heights Elementary	120,614 sf	7201 Johnson St, Hollywood, FL 33024
Pembroke Pines Elementary	105,740 sf	6700 SW 9th St Pembroke Pines, FL 33023
Sunshine Elementary	105,987 sf	7737 La Salle Blvd Miramar, FL 3323
Fairway Elementary	126,678 sf	7850 Fairway Blvd, Miramar, FL 33023
Miramar Elementary	124,613 sf	6831 SW 26th St. Miramar, FL 33023
Pioneer Annex	88,890 sf	5400 SW 90TH AVE COOPER CITY, FL 33328
South Area Bus Complex	18,154 sf	900 S UNIVERSITY DR Pembroke Pines, FL 33024
South Area Maintenance	12,384 sf	1295 N. 21st AVE HOLLYWOOD, FL 33020
Sheridan Technical College		5400 West Sheridan St Hollywood, FL 33021
Sheridan Technical College West Campus		20251 Stirling Rd Pembroke Pines, FL 33332
Sheridan Technical College Bus Lot	35,988 sf	20251 Stirling Rd Pembroke Pines, FL 33332
Talent Development HRD	15,991 sf	3521 DAVIE Rd DAVIE, FL 33314
WEST CENTRAL BUS COMPOUND	39,650 sf	2500 COLLEGE AVE DAVIE, FL 33314
BECON Administration	35,342 sf	6600 SW NOVA Dr DAVIE, FL 33314
McFatter Technical College and High School	255,908 sf	6500 Nova Dr. Davie, FL 33317
Broward Fire Academy		2600 SW 71st Ter Davie, FL 33314
TITLE I (Special Programs Office)	14,405 sf	701 NW 31 AVE FORT LAUDERDALE, FL 33311
Central Area Maintenance		1560 NW 34th Ter Fort Lauderdale, FL 33311

Atlantic Technical College- Arthur Ashe, Jr. Campus		1701 NW 23rd Ave Fort Lauderdale, FL 33311
Rock Island Administrative Site	77,692 sf	2301 NW 26th St Fort Lauderdale, FL 33311
Atlantic Technical College		4700 Coconut Creek Pkwy Coconut Creek, FL 33063
Kathleen C. Wright Administrative Complex	288,348 sf	600 SE 3RD AVE FORT LAUDERALE, FL 33301
Pineridge Education Center	59,456 sf	1251 SW 42nd Ave Fort Lauderdale, FL
Twin Lakes Annex	28,232 sf	4140 NW 10TH AVE OAKLAND PARK, FL 33009
Twin Lakes Warehouse, Maintenance, and Transportation	267,860 sf	3810 NW 10TH AVE OAKLAND PARK, FL 33009
Central Transit		3897 NW 10th Ave Oakland Park, FL 33009
Crystal Lake Middle School	170,584 sf	3551 NE 3rd Ave Pompano Beach, FL 33064
North Area Bus Garage	7,549 sf	2600 NW 18 TER POMPANO BEACH, FL 33060
North Area Bus Complex	17,735 sf	1751 NW 22ND AVE POMPANO BEACH, FL 33060
North Area Portable Annex Training Center	13,222 sf	2251 NW 18TH ST POMPANO BEACH, FL 33060
Cypress Run Education Center	60,474 sf	2800 NW 30th Ave Pompano Beach, FL 33069
North Area Maintenance	66,718 sf	6501 NW 15 AVE FORT LAUDERDALE, FL 33009
Twin Lakes Administrative	40,809 sf	4199 NW 10TH AVE OAKLAND PARK, FL 33009
TSSC Annex	49,103 sf	7770 W OAKLAND PARK BLVD SUNRISE, FL 33351
Technology and Support Service	147,736 sf	7720 W OAKLAND PARK BLVD SUNRISE, FL 33351
Sheridan Technical High School		3775 SW 16th St Fort Lauderdale, FL 33312
Lanier James Education Center	59,082 sf	1050 NW 7th Ct Hallandale Beach, FL 33009
Pompano Administrative Center	32,690 sf	610 NE 13th Ave Pompano Beach, FL 33060

Reference 2 (see attachment B for reference)

BMD Management

We perform daily office cleaning to this facility. It is a two story office building. All work has been performed within budget and on time. We are the Prime contractor for this contract.

a. Name and location of facility: 555 Twelve
b. Size of facility area cleaned (sf): 48,231 sf
c. Number of stories (height of building): 2 stories
d. Total number of worker/supervisors assigned to facility: 4
e. Total number of facility users, ie. Employees, clients: 70 users
f. Start date and end date of contract: 7/1/2017 to present
g. Annual dollar value of contract: $50,000
h. Identify operational hours of contract (24 hours a day, 7 days a week, 52 weeks a year): operational hours are 12 hours /5 days /52 weeks
i. Identify level of employee background/security checks: local/ state check
j. Identify if adhered to green building maintenance standards: yes

Reference 3 (see attachment C for reference)

City of Pompano Beach

We perform daily pressure cleaning service to the city pier. Our service includes trash pick up, daily spot cleaning, and monthly cleaning of entire pier and canopies. All work has been performed within budget and on time. We are the Prime contractor for this contract.

a. Name and location of facility: Pompano Beach Pier (Fisher Family Pier)
b. Size of facility area cleaned: 16,000 sf
c. Number of stories (height of building): pier
d. Total number of worker/supervisors assigned to facility: 2
e. Total number of facility users, ie. Employees, clients: 100 users
f. Start date and end date of contract: 05/2020 to present
g. Annual dollar value of contract: $75,000
h. Identify operational hours of contract (24 hours a day, 7 days a week, 52 weeks a year): Operational hours are 24 hours/7 days /52 weeks
i. Identify level of employee background/security checks: local/state check
j. Identify if adhered to green building maintenance standards: yes

1.3 Experience of Key Personnel

Describe the experience of key personnel (including prime vendor and their subcontractors relevant to providing timely, high quality janitorial service in an environmentally friendly manner to multiple high-profile facilities.

1. List key personnel of the proposed maintenance team, including supervisors, and primary project manager for each agreement of locations listed on the price sheets. Describe the key personnel s relevant experience and the role they will play for each agreement of locations, including the following info: project superintendent, site supervisor, full time service crews.

   Key personnel:

   Project Superintendent

   Kristen Olbel will be the Project Superintendent. Kristen is currently the CEO of Janitorial 5 Star Services and oversees operations. She has over 20 years of experience in the industry providing a vast knowledge to ensure all specifications are met per the customer s specifications. Kristen will meet with Broward County representatives and building managers on a routine basis to guarantee customer satisfaction.

   Project Manager

   Lakesha Houston currently oversees all janitorial Broward County contracts to include the Broward County School District. She is experienced in operations and management with over 15 years of experience. She oversees and is responsible for inventory, equipment maintenance, routine and special project scheduling, and quality control.

   Site Supervisor

   Kenny Bellinger is currently the project manager over post construction contracts for Janitorial 5 Star Services. Kenny is responsible for all labor, supervision, equipment, and quality control. He will provide site supervision on this agreement.

   Matthew Gibson is currently a site supervisor for Janitorial 5 Star Services. He is responsible for site supervision, equipment, and quality control. Matthew will provide site supervision on this agreement.

   Full Service Crews

Janitorial 5 Star Services currently employees over 50 employees. We will staff this agreement with currently employed personnel to provide them the first opportunity. If additional personnel are required, we will hire personnel from the community where the contract site is located. This will allow for a quicker emergency response if required and to meet our company goal of hiring within the community where service is provided.

2. Provide a brief resume of employees who will furnish professional and technical support expertise for each agreement of locations listed on the price sheets. Include: functions in the company, title and number of years of service with company, years of experience in the maintenance of comparably complex facilities and systems.

   See section 1 (Ability of Professional Personnel) for resumes and list of employees.

2 Location

Janitorial 5 Star Services is both a **Local Business** and a **Locally Based Business** as each term is defined by Section 1-74, Broward County Code of Ordinances. Janitorial 5 Star Services is located in Pompano Beach, FL and possesses a Business Tax Receipt with the City of Pompano Beach and Broward County (see attachment D & E).

3 Project Approach

Describe the prime vendor s approach for each agreement of locations vendor is proposing. Include how prime will use subcontractors for each agreement.

Janitorial 5 Star Services is CBE/SBE certified with Broward County. We will be functioning as the Prime Vendor for all agreements. See attachment F & G for certificates. Janitorial 5 Star Services is bidding on all agreements (1-14). See section 1.1 under Company Profile for employee information and number of employees.

3.1 Project approach for each agreement of locations prime vendor is proposing.

a. Describe how you intend to meet or exceed quality standards. Discuss adequacy of weekly service hours proposed to meet the quality specifications described in the RFP.

At Janitorial 5 Star Services we pride ourselves in being able to provide quality and effective service for our clients. We understand that cleanliness isn t just about what is seen, but it goes beyond that. So just like our attitude towards cleaning, we utilize many programs and services to deliver seamless service that isn t seen on the surface. Our personnel will work side by side with the building managers to guarantee standards are met at every level.

We utilize various technology and programs to provide accurate record keeping and scheduling. This will guarantee our staff meets and keeps the required inspection dates which will keep your operations uninterrupted. Our quality control program is designed to keep you, the client, informed so rest assured our real time approach will not leave you wondering about daily or periodic tasks. With these programs and approaches we will not only meet the expectations, but exceed the standards set forth in this RFP.

b. Discuss any exceptions you suggest to minimum proposed service hours.

At Janitorial 5 Star Services we understand time is valuable, but quality will not be sacrificed. We will routinely analyze the current service hours, tasks, and frequency to determine if changes are required or practicable. Based on those findings the appropriate changes will be executed. At Janitorial 5 Star Services our promise to you is quality. It will always remain a constant priority and that expectation will not change. Should any exceptions to the minimum proposed service hours arise we will fully cooperate with Broward County.

c. Describe how you propose to meet minimum work tasks and interface with normal building activities.

Our combined team of managers and supervisors will develop a task specific plan that will be based on the time expected, facility, crew, and equipment required. This task specific plan will then be scheduled in conjunction with the feedback of the building manager. This communication will provide more accurate scheduling and reduce any interference with normal building activities.

Our goal is to provide a service that is unified and conscience of your needs. We believe that your satisfaction is paramount at every level of our contract with you and that starts at the planning stage.

d. Describe how you will maintain public areas, specifically providing high quality floor surfaces.

Janitorial 5 Star Services recognizes the appearance of public or common areas is crucial to your business and daily operations. The appearance of your building creates a mood and message not only to the public you serve, but your staff as well. Our scheduling programs coupled with our training program leaves no room for error. Our staff is more than prepared to keep all areas of your facilities in tip top shape. We provide continuing education and daily/weekly team meetings to keep all employees knowledgeable about their responsibilities. And what is knowledge without the proper equipment? We provide equipment that is appropriate for the task at hand and made with quality to all employees to guarantee the task is completed in a timely and efficient manner.

Our teams are trained in the proper floor cleaning procedures and will follow all requirements set forth in the RFP. Upon award of this contract, all surfaces will be evaluated and assessed to develop the correct and appropriate approach. A schedule will then be created to maintain quality flooring.

3.2 Describe how prime vendor will manage and organize work for each agreement of locations vendor is proposing.

a. State number of crews working for each agreement identified.
   i. Describe how you will schedule basic janitorial service for each facility.
   ii. List the individual building teams that will be working for that agreement per building(s): management, supervisory, maintenance crews.

Janitorial 5 Star Services will deploy the following personnel for each agreement:

a. General Manager
b. Administrative Assistant
c. Project Manager
d. Assistant Project Manager
e. Site Supervisor
f. Porter/Cleaner
g. Project Crew

The agreement will be managed and organized through the use of computer programs. All daily and periodic work will be coordinated and executed through a generated schedule of tasks. In addition, we will continuously monitor and reevaluate to ensure the best strategies are being utilized.

As stated previously, our managers and supervisors will be in constant communication with the building manager and Broward County representatives to provide a well-executed plan. In keeping in constant communication, we can adjust or modify items as required.

b. Describe how you will schedule basic janitorial service for each facility while coordinating with periodic project and annual work task.
   i. Describe crew organization to perform basic and project work.

Janitorial 5 Star Services utilizes computer programs and RFP specifications to determine the appropriate number of employees per a task. With the use of computer programming, we are able to accurately schedule the appropriate number of employees and allocate accordingly. All routine daily work is then coordinated along project work to provide optimal results. Facilities that have additional specifications or requirements will be identified upon execution of the contract and resources will be distributed accordingly.

Our project crews are broken into teams of 3 to 4 employees depending on the task and equipment required. All project crews are managed by a project manager.

Daily/routine work is completed with teams of 3 or 5 employees. The size of the building and level of cleaning are considered prior to scheduling employees. All work will be divided according to light tasks, vacuum and furniture, restrooms, and hard floors.

1. Light Tasks: dust horizontal surfaces; empty and reline trash; spot clean (walls, doors, windows etc).
2. Vacuum and Furniture: pick up trash; spot vacuum low traffic areas; vacuum all high traffic areas; reposition furniture after vacuuming or in office/conference rooms; turn off lights were applicable and secure doors/buildings.
3. Restrooms: refill all dispensers and paper products; empty and reline trash; clean and disinfect all toilets, partitions, counters, sinks, mirrors, fixtures; sweep and mop all hard floors.
4. Hard Floors: dust mop/sweep; spot mop stains; empty and reline trash; pick up trash; and spot mop.

c. Describe and present an example of your reporting system used to compare actual performance to your schedule for regular service.

Our Quality Control Managers develop and implement a routine schedule to monitor and stay ahead of any areas of deficiency. All scheduled visits are monitored and recorded via computer programs. All evaluations are recorded on a performance evaluation form (paper and/or digital) which documents the immediate needs to be addressed. If any inconsistencies are noted they are immediately relayed to the site supervisors for immediate attention. See attachment H & I for Quality Control forms.

d. Describe your capabilities to respond to emergency or disaster situations including of specialized equipment required for de-watering or moisture removal tasks or other special cleaning services.

Janitorial 5 Star Services understands there are situations that arise that cannot be planned for. We have developed a disaster/emergency response plan that utilizes a quick response from our on-call staff and specialized equipment. Our response plan is designed to immediately identify priority areas and limit or extinguish potential damage. Our employees are trained in disaster relief efforts such as smoke and fire remediation, water remediation, and mold remediation. We are confident with our disaster and emergency response plan you will see minimal disruption in services.

3.3 Describe your quality control program for each agreement of locations prime vendor is proposing:

a. Describe how you intend to provide a startup orientation program to bring facilities into compliance with quality standards.

Janitorial 5 Star Services will conduct a meeting prior to the contract starting to recruit the current staff members. We recognize the importance of experience and the current staff members have exactly that. In addition, our employees are properly trained to perform the tasks required so upon execution of this contract they will seamlessly step in. They are trained to identify any deficiencies and quickly correct them as required. In conjunction with our project crews, all sites/locations will be brought to standards specified in the RFP.

Our project managers and site supervisors will work closely with the building managers to identify any current issues with quality standards. A level of high importance will be placed on those issues to ensure standards are met quickly and without delay. We will also begin to identify the equipment and product needs of each location. These items will be purchased and made ready to provide a seamless transition.

We will always be in constant contact with building managers to guarantee this transition period is smooth and frankly unnoticeable to your staff and the people you serve. Our goal is to work hand in hand with you so our process and operations work simultaneously with yours.

b. Discuss your inspection procedures including any technical aids used to monitor performance standards.

As discussed above, our Quality Control Program is designed to stay ahead of any areas of deficiency. We use both digital and written forms to monitor and document deficiencies. All project managers and site supervisors are briefed on all RFP requirements and standards prior to commencement of the contract. Daily and weekly meetings will be conducted to discuss trending deficiencies to identify whether it stems from such issues as training, personnel, or equipment.

c. Describe how prime vendor will achieve the services and quality standards described in the attached Exhibit 1- specifications.

Janitorial 5 Star Services will achieve the services and quality standards described in the attached Exhibit 1 specifications by the following:

1. Implemented Quality Control Program
2. Maintaining proper equipment and well-trained employees
3. Maintaining constant communication with building managers
4. Quick response to service issues or deficiencies
5. Maintaining proper safety measures
6. Utilizing computer programs to schedule daily and periodic tasks

All items listed have been described above.

d. Describe and provide a sample of your reporting system used to compare actual performance to your schedule for regular services.

Janitorial 5 Star Services utilizes both digital and written forms to document performance. All evaluations and inspections are cross referenced to ensure RFP standards are being met or exceeded. See attachment H & I for quality control documents.

e. Describe the activities that can most easily be implemented to maximize opportunities to promote green building cleaning practices.

At Janitorial 5 Star Services we strive to promote and implement green cleaning practices at all facilities/contracts. We understand that our impact on the environment is lasting and we will minimize that impact.

Our project managers and site supervisors will meet with building managers to determine what is currently being implemented at the location, such as recycling, automated lights, or refillable water fountains. We will then merge our own green practices to ensure there is no interruption. We will continue to evaluate new methods, chemical products, or paper products to maximize our green cleaning efforts.

3.4 Company Equipment

a. List current inventory of heavy equipment

We currently have pressure washers, floor machines, carpet extractors, wet/dry vacuums, and backpack vacuums. We have great relationships with our vendors if additional equipment is required whether for emergency or maintenance needs.

b. Provide the response time for mobilization for each piece of equipment.

Mobilization of each piece of equipment is determined based on the location and size of the equipment. We strive to make equipment readily available with a response time of no longer than 24 hours.

c. List the current inventory of machinery for floor care that will be utilized to perform the requirements.

See section 3.4 (a) for list.

d. Describe how vendor will ensure all required equipment is maintained in quality working condition.

We regularly inspect all equipment to guarantee they are working properly. Preventative maintenance is the first step to keeping all equipment functioning properly, and it ensures there is no interruption in service. Additional equipment is readily available should it be required.

e. List office equipment and computer programs that vendor currently possesses in order to deliver electronic communications and reports to county staff.
I.e. computer, fax, scanner, printer, photocopier, adobe acrobat, Microsoft, outlook, excel etc.

Janitorial 5 Star Services currently uses all listed office equipment and computer programs. All employees are provided smart phones to communicate through these programs.

3.5 Company training

a. Provide Safety Training Manual

See attachment J.

b. Employee Training Manual

See attachment J.

c. Describe the training currently in place to assure on-site staff will be pro-active and aware during each shift with regards to notification and documentation of suspicious behavior, abandoned belongings, running water, potential slip and fall conditions, ajar doors.

Janitorial 5 Star Services provides training and retraining on all the listed subjects. We believe repetition is key when making something second nature, and that is exactly how we train our employees to recognize these items. Our managers and supervisors are constantly on the look out for ways to make your facilities safer not only for us, but for your staff and clients too. We regularly meet with

employees regarding safe practices during performance of tasks and security measures within the facilities.

d. Describe training of vendor s supervisors and cleaners in green building cleaning procedures as required for this contract.

All supervisors and cleaners will be trained in the green cleaning procedures of this RFP.

4 Workload of the Firm

List all completed and active projects that vendor has managed within the past five years. In addition, list all projected projects that vendor will be working on in the near future. Projected projects will be defined as a projects that vendor worked on concurrently. Describe vendor s approach in managing projects Were there or will there be any challenges for any of the listed projects? If so describe how vendor dealt or will deal with the projects challenges.

There are no known challenges on any past awarded projects. There are no anticipated challenges on any awarded projects. The experience of all employees coupled with our quality control measures has aided in our positive relationship with our clients. See list below for all projects.

- BMD Management, office cleaning
- Pride Construction, office cleaning & post construction cleaning
- Whiting & Turner, office cleaning & pressure washing
- OIC of South Florida, office cleaning & electrostatic disinfecting
- Commercial Relocation Group, office cleaning
- Alexander Rebb Property Management, lawn maintenance
- Strategic Properties, lawn maintenance
- Brookstone Construction, post construction cleaning & window cleaning
- Camp Live Oak, site cleaning & disinfecting
- Broward County Chemical & Supplies, supply orders
- City of Pompano Beach, office cleaning & pressure washing
- Innovative Healthcare Business Solutions, office cleaning
- Global Construction Services, post construction cleaning
- Unitarian Universalist Church, office cleaning

- Broward County School District, site cleaning in conjunction with custodial staff, post construction cleaning, & electrostatic disinfecting

5 Pricing

See attached pricing sheet

Janitorial Services - Price Sheets - Large Facilities - Group 6 - Agreement 7

ITEM NO.	FACILITY LOCATION	Annual Frequency	Annual Process	Year 1 Unit Price	Year 1 Annual	Y Unit Price
1	**NORTH REGIONAL COURTHOUSE**	12	Basic Cleaning	$ 8,500.00	$ 102,000.00	$ 8,500.00
	1600 HILLSBORO BLVD.	12	Restrooms	$ 600.00	$ 7,200.00	$ 600.00
	DEERFIELD BEACH, FL 33442	12	Floors	$ 850.00	$ 10,200.00	$ 850.00
		32,766	Pressure Cleaning (SQ. FT.)	$ 0.05	$ 1,638.30	$ 0.05
		1	Windows	$ 350.00	$ 350.00	$ 350.00
		1	Air Quality	$ 500.00	$ 500.00	$ 500.00
		12	Cleaning Supplies	$ 300.00	$ 3,600.00	$ 300.00
		12	Paper Products	$ 3,500.00	$ 42,000.00	$ 3,500.00
		32,766	Carpet Cleaning - Deep (SQ. FT.)	$ 0.13	$ 4,259.58	$ 0.13
		32,766	Electrostatic Disinfection (SQ. FT.)	$ 0.03	$ 982.98	$ 0.03
			Total		$ 172,730.86	
	otal (1) - Summary, all sites				$ 172,730.86	

		Per Hour	Annual	Per Hour
Additional Labor:				
Project Supervisor	50 hrs.	$ 30.00	$ 1,500.00	$ 32.00
Site Supervisor	50 hrs.	$ 22.75	$ 1,137.50	$ 22.75
Full Time Service Crew	50 hrs.	$ 19.50	$ 975.00	$ 21.00
Part Time Service Crew	50 hrs.	$ 19.50	$ 975.00	$ 21.00
Porter Day/Night	50 hrs.	$ 18.50	$ 925.00	$ 18.50
Emergency Services Labor:				
Project Supervisor	50 hrs.	$ 32.00	$ 1,600.00	$ 32.00
Site Supervisor	50 hrs.	$ 28.00	$ 1,400.00	$ 28.00
Full Time Service Crew	50 hrs.	$ 25.00	$ 1,250.00	$ 25.00
Part Time Service Crew	50 hrs.	$ 25.00	$ 1,250.00	$ 25.00
Porter Day/Night	50 hrs.	$ 22.00	$ 1,100.00	$ 22.00
"Pass thru" (Services/Materials)			$ 1,000.00	
	Total (2)		$ 13,112.50	

Grand Total - Whole Group
(Total 1 + Total 2) $185,843.36

REGARDLESS OF THE NUMBER OF HOURS WORKED,

YES	X	**Agree to the above state**
NO		**Disagree to the above st**

NAME OF COMPANY: Janitorial 5 Star Services LLC

AUTHORIZED PERSON NAME: Kristen Olbel

AUTHORIZED SIGNATURE: *Kristen Olbel*

By signing this proposal sheet, your firm is agreeing to the terms and conditions of the invi

All buildings listed in the group must be priced for this proposal sheet to be determine

AUTHORIZED PERSON TITLE: CEO **DATE:**

THIS SHEET MUST BE SIGNED AND MUST NOT BE ALTERED OR R

' (CBE Reserve)	
ear 2	
Annual	***Two Year Total***
$ 102,000.00	$ 204,000.00
$ 7,200.00	$ 14,400.00
$ 10,200.00	$ 20,400.00
$ 1,638.30	$ 3,276.60
$ 350.00	$ 700.00
$ 500.00	$ 1,000.00
$ 3,600.00	$ 7,200.00
$ 42,000.00	$ 84,000.00
$ 4,259.58	$ 8,519.16
$ 982.98	$ 1,965.96
$ 172,730.86	$ 345,461.72

$ 172,730.86	$ 345,461.72

Annual	**2 years**
$ 1,600.00	$ 3,100.00
$ 1,137.50	$ 2,275.00
$ 1,050.00	$ 2,025.00
$ 1,050.00	$ 2,025.00
$ 925.00	$ 1,850.00
$ 1,600.00	$ 3,200.00
$ 1,400.00	$ 2,800.00
$ 1,250.00	$ 2,500.00
$ 1,250.00	$ 2,500.00
$ 1,100.00	$ 2,200.00
$ 1,000.00	$ 2,000.00
$ 13,362.50	$ 26,475.00

$ 186,093.36	$ 371,936.72

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5/25/2021
EVISED.

Attachment - A Vendor Reference Verification Broward County School Board

Attachment P

BROWARD COUNTY FLORIDA

Vendor Reference Verification Form

Broward County Solicitation No. and Title:

RFP No. BLD2121632P1, Janitorial Services -County Facilities

Reference for: Janitorial 5 Star Services LLC

Organization/Firm Name providing reference:

Broward County School District

Contact Name: Ben Osborne Reference date: 05/10/2021

Contact Email: benjamin.osborne@browardschools.com Contact Phone: 954-931-5625

Name of Referenced Project: Janitorial services, emergency services, electrostatic disinfecting

Contract No. Date Services Provided: Project Amount:

09/01/2020 to 05/10/2021 $ 366,166.00

Vendor's role in Project: ☑ Prime Vendor ☐ Subconsultant/Subcontractor

Would you use this vendor again? ☑ Yes ☐ No

Description of services provided by Vendor:

Electrostatic disinfecting, janitorial services, emergency response for janitorial needs

Please rate your experience with the referenced Vendor:	**Needs Improvement**	**Satisfactory**	**Excellent**	**Not Applicable**
1. Vendor's Quality of Service				
a. Responsive	☐	☐	☑	☐
b. Accuracy	☐	☑	☐	☐
c. Deliverables	☐	☑	☐	☐
2. Vendor's Organization:				
a. Staff expertise	☐	☐	☑	☐
b. Professionalism	☐	☐	☑	☐
c. Turnover	☐	☐	☐	☑
3. Timeliness of:				
a. Project	☐	☑	☐	☐
b. Deliverables	☐	☑	☐	☐
4. Project completed within budget	☐	☑	☐	☐
5. Cooperation with:				
a. Your Firm	☐	☐	☑	☐
b. Subcontractor(s)/Subconsultant(s)	☐	☑	☐	☐
c. Regulatory Agency(ies)	☐	☑	☐	☐

Additional Comments: (provide on additional sheet if needed)

THIS SECTION FOR COUNTY USE ONLY

Verified via: ____EMAIL ____VERBAL Verified by: _____ Division: _____ Date: _____

All information provided to Broward County is subject to verification. Vendor acknowledges that inaccurate, untruthful, or incorrect statements made in support of this response may be used by the County as a basis for rejection, rescission of the award, or termination of the contract and may also serve as the basis for debarment of Vendor pursuant to Section 21.119 of the Broward County Procurement Code.

Attachment - B

Vendor Reference Verification

BMD Management

Attachment B

BROWARD COUNTY FLORIDA

Vendor Reference Verification Form

Broward County Solicitation No. and Title:

RFP No. BLD2121632P1, Janitorial Services -County Facilities

Reference for: Janitorial 5 Star Services LLC

Organization/Firm Name providing reference:

BMD Management

Contact Name: Barbara Preston Reference date: 05/10/2021

Contact Email: bpreston@bmdfl.com Contact Phone: 954-784-3031

Name of Referenced Project: 555 SW 12th Ave Pompano Beach, FL

Contract No. Date Services Provided: Project Amount:

10/01/2017 to 05/10/2021 $ 40,000.00

Vendor's role in Project: ☑ Prime Vendor ☐ Subconsultant/Subcontractor

Would you use this vendor again? ☑ Yes ☐ No

Description of services provided by Vendor:

Janitorial services provided 5 days a week.

Please rate your experience with the referenced Vendor:	**Needs Improvement**	**Satisfactory**	**Excellent**	**Not Applicable**
1. Vendor's Quality of Service				
a. Responsive	☐	☐	☑	☐
b. Accuracy	☐	☐	☑	☐
c. Deliverables	☐	☐	☐	☑
2. Vendor's Organization:				
a. Staff expertise	☐	☐	☑	☐
b. Professionalism	☐	☐	☑	☐
c. Turnover	☐	☐	☐	☐
3. Timeliness of:				
a. Project	☐	☐	☑	☐
b. Deliverables	☐	☐	☑	☐
4. Project completed within budget	☐	☐	☑	☐
5. Cooperation with:				
a. Your Firm	☐	☐	☑	☐
b. Subcontractor(s)/Subconsultant(s)	☐	☐	☐	☑
c. Regulatory Agency(ies)	☐	☐	☐	☑

Additional Comments: (provide on additional sheet if needed)

THIS SECTION FOR COUNTY USE ONLY

Verified via: ____EMAIL ____VERBAL Verified by: _____ Division: _____ Date: _____

All information provided to Broward County is subject to verification. Vendor acknowledges that inaccurate, untruthful, or incorrect statements made in support of this response may be used by the County as a basis for rejection, rescission of the award, or termination of the contract and may also serve as the basis for debarment of Vendor pursuant to Section 21.119 of the Broward County Procurement Code.

Attachment - C
Vendor Reference Verification
City of Pompano Beach

Attachment C

BROWARD COUNTY FLORIDA

Vendor Reference Verification Form

Broward County Solicitation No. and Title:

RFP No. BLD2121632P1, Janitorial Services -County Facilities

Reference for: Janitorial 5 Star Services LLC

Organization/Firm Name providing reference:

City of Pompano Beach

Contact Name: Kate Belcher Reference date: 05/10/2021

Contact Email: Kate.Belcher@copbfl.com Contact Phone: 954-786-4575

Name of Referenced Project: Pressure cleaning city pier

Contract No. Date Services Provided: 05/01/2020 to 05/10/2021 Project Amount: $ 70,000.00

Vendor's role in Project: ☑ Prime Vendor ☐ Subconsultant/Subcontractor

Would you use this vendor again? ☐ Yes ☐ No

Description of services provided by Vendor:

Daily maintenance of pier by pressure cleaning and trash pickup. Monthly full pier cleaning by pressure cleaning.

Please rate your experience with the referenced Vendor:	**Needs Improvement**	**Satisfactory**	**Excellent**	**Not Applicable**
1. Vendor's Quality of Service				
a. Responsive	☐	☐	☐ x	☐
b. Accuracy	☐	☐	☐ x	☐
c. Deliverables	☐	☐	☐ x	☐
2. Vendor's Organization:				
a. Staff expertise	☐	☐	☐ x	☐
b. Professionalism	☐	☐	☐ x	☐
c. Turnover	☐	☐	☐ x	☐
3. Timeliness of:				
a. Project	☐	☐	☐ x	☐
b. Deliverables	☐	☐	☐ x	☐
4. Project completed within budget	☐	☐	☐ x	☐
5. Cooperation with:				
a. Your Firm	☐	☐	☐ x	☐
b. Subcontractor(s)/Subconsultant(s)	☐	☐	☐ x	☐
c. Regulatory Agency(ies)	☐	☐	☐ x	☐

Additional Comments: (provide on additional sheet if needed)

THIS SECTION FOR COUNTY USE ONLY

Verified via: ____EMAIL ____VERBAL Verified by: _____ Division: _____ Date: _____

All information provided to Broward County is subject to verification. Vendor acknowledges that inaccurate, untruthful, or incorrect statements made in support of this response may be used by the County as a basis for rejection, rescission of the award, or termination of the contract and may also serve as the basis for debarment of Vendor pursuant to Section 21.119 of the Broward County Procurement Code.

Attachment - D

Broward County Local Business Tax Receipt

Attachment D

BROWARD COUNTY LOCAL BUSINESS TAX RECEIPT

115 S. Andrews Ave., Rm. A-100, Ft. Lauderdale, FL 33301-1895 – 954-831-4000

VALID OCTOBER 1, 2020 THROUGH SEPTEMBER 30, 2021

DBA:
Business Name: JANITORIAL 5 STAR SERVICES

Receipt #: 325-288281
Business Type: CLEANING/JANITORIAL (JANITORIAL)

Owner Name: KRISTEN OLBEL
Business Location: 1961 NE 25 AVE
POMPANO BEACH
Business Phone: 954-702-2053

Business Opened: 01/03/2018
State/County/Cert/Reg:
Exemption Code:

Rooms	Seats	Employees	Machines	Professionals
		1		

For Vending Business Only — Number of Machines: — Vending Type:

Tax Amount	Transfer Fee	NSF Fee	Penalty	Prior Years	Collection Cost	Total Paid
33.00	0.00	0.00	0.00	0.00	0.00	33.00

THIS RECEIPT MUST BE POSTED CONSPICUOUSLY IN YOUR PLACE OF BUSINESS

THIS BECOMES A TAX RECEIPT

WHEN VALIDATED

This tax is levied for the privilege of doing business within Broward County and is non-regulatory in nature. You must meet all County and/or Municipality planning and zoning requirements. This Business Tax Receipt must be transferred when the business is sold, business name has changed or you have moved the business location. This receipt does not indicate that the business is legal or that it is in compliance with State or local laws and regulations.

Mailing Address:

KRISTEN OLBEL
1961 NE 25 AVE
POMPANO BEACH, FL 33062

Receipt #05A-19-00009355
Paid 07/15/2020 33.00

2020 - 2021

BROWARD COUNTY LOCAL BUSINESS TAX RECEIPT

Attachment - E
City of Pompano Beach
Business Tax Receipt

pompano beach
Florida's Warmest Welcome

CITY OF POMPANO BEACH
BUSINESS TAX RECEIPT
FISCAL YEAR: 2020 - 2021

Business Tax Receipt Valid from: October 1, 2020 through September 30, 2021

4466624
JANITORIAL 5 STAR SERVICES LLC
OLBEL, KRISTEN - H/O
1961 NE 25 AVENUE
POMPANO BEACH FL 33062

9/21/2020

THIS IS NOT A BILL

THIS IS YOUR BUSINESS TAX RECEIPT. PLEASE POST IN A CONSPICUOUS PLACE AT THE BUSINESS LOCATION.

BUSINESS OWNER: JANITORIAL 5 STAR SERVICES LLC
BUSINESS LOCATION: 1961 NE 25 AV POMPANO BEACH FL

RECEIPT NO:	CLASSIFICATION
21-00095288	JANITORIAL OR WINDOW CLEANING

NOTICE: A NEW APPLICATON MUST BE FILED IF THE BUSINESS NAME, OWNERSHIP OR ADDRESS IS CHANGED. THE ISSUANCE OF A BUSINESS TAX RECEIPT SHALL NOT BE DEEMED A WAIVER OF ANY PROVISION OF THE CITY CODE NOR SHALL THE ISSUANCE OF A BUSINESS TAX RECEIPT BE CONSTRUED TO BE A JUDGEMENT OF THE CITY AS TO THE COMPETENCE OF THE APPLICANT TO TRANSACT BUSINESS. **THIS DOCUMENT CANNOT BE ALTERED.**

BUSINESS TAX RECEIPTS EXPIRE SEPTEMBER 30TH OF EACH YEAR

Attachment – F

CBE Certification

Attachment F

BLD2121632P1

p. 1230

Broward County Board of County Commissioners

BidSync

5/26/2021

BROWARD COUNTY
FLORIDA

Office of Economic and Small Business Development

Governmental Center Annex
115 S. Andrews Avenue, Room A680 • Fort Lauderdale, Florida 33301 • 954-357-6400 • FAX 954-357-5674 • TTY 954-357-5664

This Certificate is Awarded to:

JANITORIAL 5 STAR SERVICES LLC

As set forth in the Broward County Business Opportunity Act of 2012, the certification requirements have been met for:

County Business Enterprise
Small Business Enterprise
Anniversary Date: January 31st

Authorized Representative

The Office of Economic and Small Business Development must be notified within 30 days of any material changes in the business which may affect ownership and control. Failure to do so may result in the revocation of this certificate and/or imposition of other sanctions.

A Service of the Broward County Board of County Commissioners
www.broward.org/smallbusiness

Attachment – G

SBE Certification

Attachment 6

BLD2121632P1

p.1232

Supplier Diversity Outreach Program

THIS CERTIFICATE IS AWARDED TO

Janitorial 5 Star Services, LLC

FOR HAVING SUCCESSFULLY MET THE PRESCRIBED STANDARDS SET FORTH BY THE SUPPLIER DIVERSITY OUTREACH PROGRAM OF THE SCHOOL BOARD OF BROWARD COUNTY, FLORIDA FOR

CERTIFICATION

Small Business Enterprise (SBE)

Non-Minority

ON THIS DAY: September 9, 2019

Jasmine M. Jones
Manager, Supplier Diversity Outreach Program

CERTIFICATION #: WS1850692419

Expiration Date: September 8, 2021

Broward County Board of Commissioners

BidSync

5/26/2021

Attachment – H
Quality Inspection Form

Attachment F1

JANITORIAL 5 STAR SERVICES LLC

Quality Inspection Form

Date: _____

Location (name/building # etc): _____

Previous inspection date/result: _____

Next Inspection date: _____

Facility contact/signature: _____

Rating used 1-5 (1 = needs more frequent inspection, 5 = standard inspection time)

Facility Area	Common Name (AKA)	Number of Issues Noted	Rating
1. Lobby/Entrance			
2. Common areas (public/service areas)			
3. Employee work areas			
4. Administrative/Private Offices			
5. Employee use areas			
6. Support/Service areas			
7. Specialty areas			
8. Restrooms			
9. Carpet Flooring			
10. Hard Flooring			
11. Administrative Duties			

Attachment – I

Quality Control Inspection

JANITORIAL 5 STAR SERVICES LLC

Quality Control Inspection

Date/time: _____

Location (facility/building): _____

Inspector: _____

Area	Item for Inspection	Satisfactory	Unsatisfactory	Comments
1. Entrance	Free of Debris			
	Trash container, empty/clean liner			
	Ash containers clean			
	Exterior furniture clean			
	Walk-off mat clean			
2. Common areas & Lobby	Trash container, empty/clean liner			
	Carpets vacuum/spot cleaned			
	Hard floors dust/wet mopped			
	Hard floors—shine			
	Entrance doors/glass clean			
	Corners/Edges clean			
	Low dusting			
	High Dusting			
	HVAC vents clean			
	Drinking fountain clean			
3. Admin areas	Trash container, empty/clean liner			
	Carpets vacuum/spot cleaned			
	Hard floors dust/wet mopped			
	Hard floors—shine			
	Entrance doors/glass clean			
	Corners/Edges clean			
	Low dusting			
	High Dusting			
	HVAC vents clean			
	Furniture dust/spot free			
	Telephones clean/sanitized			

4. Kitchen areas	Trash container, empty/clean liner	_____	_____	_____
	Hard floors dust/wet mopped	_____	_____	_____
	Corners/Edges clean	_____	_____	_____
	Drains clean	_____	_____	_____
	Walls clean	_____	_____	_____
	HVAC vents clean	_____	_____	_____
5. Dining & Break areas	Trash container, empty/clean liner	_____	_____	_____
	Hard floors dust/wet mopped	_____	_____	_____
	Hard floors—shine	_____	_____	_____
	Corners/Edges clean	_____	_____	_____
	Tables/chairs clean	_____	_____	_____
	Walls clean	_____	_____	_____
	Serving areas clean	_____	_____	_____
	HVAC vents clean	_____	_____	_____
6. Restrooms	Trash container, empty/clean liner	_____	_____	_____
	Corners/Edges clean	_____	_____	_____
	Floor clean	_____	_____	_____
	Walls/partitions clean	_____	_____	_____
	Mirrors clean	_____	_____	_____
	Sinks/counters clean	_____	_____	_____
	Toilets/urinals clean	_____	_____	_____
	Showers clean	_____	_____	_____
	Soap/liquids filled	_____	_____	_____
	Paper towels filled	_____	_____	_____
	Toilet paper filled	_____	_____	_____
	Toilet seat/feminine products filled	_____	_____	_____
	HVAC vents clean	_____	_____	_____
	Floor drain clean	_____	_____	_____
7. Janitor closet	Area clean/orderly	_____	_____	_____
	Mop sink clean	_____	_____	_____
	Equipment clean/orderly	_____	_____	_____
	Chemicals orderly/labeled	_____	_____	_____
	Proper signs clean/visible	_____	_____	_____
	MSDS	_____	_____	_____
8. Employee Uniform clean/orderly		_____	_____	_____
	Badge/keys (if applicable)	_____	_____	_____

Number of items inspected: _____
Number of items Satisfactory: _____
Number of items Unsatisfactory: _____

WAGES RATES

Janitorial Services

Facilities Management Division

JANITORIAL SERVICES – FACILIITES MANAGEMENT DIVISION
FACILITIES LOCATIONS

WAGE RATES
(FOR LIVING WAGE RATE INFORMATIONAL PURPOSES ONLY EFFECTIVE JANUARY 1, 2021 THRU DECEMBER 31, 2021)

The hourly rate within this attachment shall be in accordance with Broward County Living Wage Ordinance (Sections 26-100 through 26-105 of Article VII, Chapter 26, Broward County Code of Ordinances), as amended, annually adjusted per Living Wage Ordinance.

The completed form should be submitted with the solicitation response prior to the solicitation closing date. If not included with the solicitation response, the proposer is required to provide within three business days of County's request. Vendor may be deemed non-responsible for failure to fully comply within stated timeframes.

The hourly rate must be entered for all personnel positions in accordance with Special Instructions to Vendors, Section J.2. If additional personnel positions are proposed to perform the work, provide information in the applicable sections of this form.

The hourly rate shall be the raw (unburdened) labor rates exclusive of taxes, insurance, overhead, profit, etc.

NOTE: This form is for informational purposes only and will not be used for final evaluation and scoring for Price.

PERSONNEL POSITIONS (Insert below for each position the minimum unburdened hourly rate)

DESCRIPTION	UNIT	(HOURLY RATE (UNBURDENED)
Project Manager or Equivalent	Hour	$ 30.00
Assistant Project Manager or Equivalent	Hour	$ 22.75
Quality Control Manager or Equivalent	Hour	$ 22.75
Shift Supervisor or Equivalent	Hour	$ 22.75
Team Leader/Supervisor or Equivalent	Hour	$ 19.50
Janitorial Worker or Equivalent	Hour	$ 17.05
	Hour	$
	Hour	$

Vendor Name JANITORIAL 5 STAR SERVICES LLC

JANITORIAL SERVICES – FACILITIES MANAGEMENT DIVISION
FACILITIES LOCATIONS

WAGE RATES
(FOR LIVING WAGE RATE INFORMATIONAL PURPOSES ONLY EFFECTIVE JANUARY 1, 2022 THRU DECEMBER 31, 2022)

The hourly rate within this attachment shall be in accordance with Broward County Living Wage Ordinance (Sections 26-100 through 26-105 of Article VII, Chapter 26, Broward County Code of Ordinances), as amended, annually adjusted per Living Wage Ordinance.

The completed form should be submitted with the solicitation response prior to the solicitation closing date. If not included with the solicitation response, the proposer is required to provide within three business days of County's request. Vendor may be deemed non-responsible for failure to fully comply within stated timeframes.

The hourly rate must be entered for all personnel positions in accordance with Special Instructions to Vendors, Section J.2. If additional personnel positions are proposed to perform the work, provide information in the applicable sections of this form.

The hourly rate shall be the raw (unburdened) labor rates exclusive of taxes, insurance, overhead, profit, etc.

NOTE: This form is for informational purposes only and will not be used for final evaluation and scoring for Price.

PERSONNEL POSITIONS (Insert below for each position the minimum unburdened hourly rate)

DESCRIPTION	UNIT	(HOURLY RATE (UNBURDENED)
Project Manager or Equivalent	Hour	$ 30.00
Assistant Project Manager or Equivalent	Hour	$ 22.75
Quality Control Manager or Equivalent	Hour	$ 22.75
Shift Supervisor or Equivalent	Hour	$ 22.75
Team Leader/Supervisor or Equivalent	Hour	$ 19.50
Janitorial Worker or Equivalent	Hour	$ 17.05
	Hour	$
	Hour	$

Vendor Name JANITORIAL 5 STAR SERVICES LLC

JANITORIAL SERVICES – FACILITIES MANAMGEMENT DIVISION
FACILITIES LOCATIONS

WAGE RATES
(FOR LIVING WAGE RATE INFORMATIONAL PURPOSES ONLY EFFECTIVE JANUARY 1, 2023 THRU DECEMBER 31, 2023)

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Team Leader/Supervisor or Equivalent	Hour	$ 19.50
Janitorial Worker or Equivalent	Hour	$ 17.05
_____	Hour	$ _____
_____	Hour	$ _____

Vendor Name JANITORIAL 5 STAR SERVICES LLC

2021 Florida Limited Liability Company Annual Report

2021 FLORIDA LIMITED LIABILITY COMPANY ANNUAL REPORT

Broward County Board of
County Commissioners

FILED
Jan 27, 2021
Secretary of State
3489649676CC

DOCUMENT# L17000159119

Entity Name: JANITORIAL 5 STAR SERVICES LLC

Current Principal Place of Business:

1961 NE 25TH AVE
POMPANO BEACH, FL 33062

Current Mailing Address:

1961 NE 25TH AVE
POMPANO BEACH, FL 33062 US

FEI Number: 82-2282100

Certificate of Status Desired: No

Name and Address of Current Registered Agent:

OLBEL, KRISTEN
1961 NE 25TH AVE
POMPANO BEACH, FL 33062 US

The above named entity submits this statement for the purpose of changing its registered office or registered agent, or both, in the State of Florida.

SIGNATURE:

Electronic Signature of Registered Agent — Date

Authorized Person(s) Detail :

Title	CEO
Name	OLBEL, KRISTEN
Address	1961 NE 25TH AVE
City-State-Zip:	POMPANO BEACH FL 33062

Title	COO
Name	OLBEL, MIKELANGE
Address	1961 NE 25TH AVE
City-State-Zip:	POMPANO BEACH FL 33062

I hereby certify that the information indicated on this report or supplemental report is true and accurate and that my electronic signature shall have the same legal effect as if made under oath; that I am a managing member or manager of the limited liability company or the receiver or trustee empowered to execute this report as required by Chapter 605, Florida Statutes; and that my name appears above, or on an attachment with all other like empowered.

SIGNATURE: KRISTEN LYNNE OLBEL CEO 01/27/2021

Electronic Signature of Signing Authorized Person(s) Detail — Date

Living Wage Ordinance Compliance Affidavit Form

LIVING WAGE ORDINANCE COMPLIANCE AFFIDAVIT
FORM

The completed and signed form should be returned with the Vendor's submittal. If not provided with submittal, the Vendor must submit within three business days of County's request. Vendor may be deemed non-responsivefor failure to fully comply within stated timeframes. Vendor should scan and upload the completed, signed form(s) in BidSync.

Covered Employer: Janitorial 5 Star Services LLC

Address: 1961 NE 25th Ave Pompano Beach, FL 33062

Local Contact: Kristen Olbel | E-Mail Address: janitorial5starservices@gmail

Address: 1961 NE 25th Ave Pompano Beach, FL 33062

Contract #

Amount:

Using Agency Janitorial 5 Star Services LLC

Served: Solicitation No. and Title: BLD2121632P1 Janitorial Services - County Facilities

By signing below I hereby certify that the covered employees listed below: (please check one)

A. ☐ Receive a minimum pay of $ _____ per hour and are provided health benefits valued at $ _____ per hour.

B. ☒ Receive a minimum pay of $ 17.05 per hour and are not provided health benefits.

Provide names of hourly employees and their job classifications providing covered services for the above referenced contract:

Name	Job Class	A or B	Name	Job Class	A or B
Lakesha Hanson	Supervisor	B			
Kenny Bellinger	Supervisor	B			

(Attach Additional sheets in the format above, if needed)

I, Kristen Olbel (Print Name) attest that of Janitorial 5 Star Services (Company) hereby

(1) I have the authority to sign this notarized compliance affidavit, (2) the following information is true, complete and correct and (3) the Vendor certifies that it shall:

a) Pay all employees working on this contract/project, who are covered by the Living Wage Ordinance, as amended, in accordance with wage rates and provisions of the Living Wage Ordinance;

b) Provide the applicable living wage statement regarding wage rates with the employee's first paycheck or direct deposit receipt as required by the Living Wage Ordinance, as amended; and

c) (IF APPLICABLE) If health care benefits are provided under "A" above, the health care benefit meets the standard health benefit plan as described in Section 627.6699 (12)(b)(4), Florida Statutes, as amended. As a principal officer of the covered employer, the undersigned affirms that the referenced Florida Statute has been reviewed and the covered employer's health plan meets all the elements required by the statute, as amended.

Signature Kristen Olbel Title CEO

SWORN TO AND SUBSCRIBED BEFORE ME this 12 day of April, 20 21

STATE OF Fl

COUNTY OF Broward

RENETTE VEDRINE NOTARY PUBLIC STATE OF FLORIDA My Comm. Expires July 22, 2023 No. GG 357147

Notary Public (Sign name of Notary Public)

My commission expires: 7/22/23 (SEAL)

Personally Known ☐ or Produced Identification ☒ Type of Identification Produced: DL

LETTER OF INTENT

BROWARD COUNTY
FLORIDA
OFFICE OF ECONOMIC AND
SMALL BUSINESS DEVELOPMENT

LETTER OF INTENT

BETWEEN BIDDER/OFFEROR AND COUNTY BUSINESS ENTERPRISE (CBE) FIRM/SUPPLIER

This form is to be completed and signed for each CBE firm. If the PRIME is a CBE firm, please indicate the percentage performing with your own forces.

Solicitation No.: BLD2121632P1

Project Title: Janitorial Services - County Facilities

Bidder/Offeror Name: Janitorial 5 Star Services LLC

Address: 1961 NE 25th Ave City: Pompano Beach State: FL Zip: 33062

Authorized Representative: Kristen Olbel Phone: 954-702-2053

CBE Firm/Supplier Name: _____

Address: _____ City: _____ State: ____ Zip: _____

Authorized Representative: _____ Phone: _____

A. This is a letter of intent between the bidder/offeror on this project and a CBE firm for the CBE to perform work on this project.

B. By signing below, the bidder/offeror is committing to utilize the above-named CBE to perform the work described below.

C. By signing below, the above-named CBE is committing to perform the work described below.

D. By signing below, the bidder/offeror and CBE affirm that if the CBE subcontracts any of the work described below, it may only subcontract that work to another CBE.

Work to be performed by CBE Firm

Description	NAICS[1]	CBE Contract Amount[2]	CBE Percentage of Total Project Value
Janitorial Services (Agreement 1-14)	561720		100.00 %
			%
			%

AFFIRMATION: I hereby affirm that the information above is true and correct.

CBE Firm/Supplier Authorized Representative

Signature: _____ Title: _____ Date: _____

Bidder/Offeror Authorized Representative

Signature: Kristen Olbel Title: CEO Date: 05/25/2021

[1] Visit Census.gov and select NAICS to search and identify the correct codes. Match type of work with NAICS code as closely as possible.

[2] To be provided only when the solicitation requires that bidder/offeror include a dollar amount in its bid/offer.

In the event the bidder/offeror does not receive award of the prime contract, any and all representations in this Letter of Intent and Affirmation shall be null and void.

Rev.: June 2018

Compliance Form No. 004

OSHA Certification

5/26/2021

Certificate of Completion

360training.com

This Certifies That

Kristen Olbel

is awarded this certificate for

OSHA 30 Hour Outreach Training Program - General Industry

Credit Hours: 30.00

Completion Date: 05/10/2019

Curtis Chambers, Trainer C 26-0106073 and G 26-0079775

"As an OSHA authorized trainer, I verify that I have conducted this OSHA outreach training class in accordance with OSHA Outreach Training Program requirements. I will document this class to my authorizing OSHA training organization. Upon successful review of my documentation, I will provide each student their completion card within 90 days of the end of the class."

6801 N Capital of Texas Hwy, Bldg I, Suite 250 ♦ Austin, TX 78731 ♦ 877.881.2235 ♦ www.360training.com

BrdSyRc

Broward County Board of County Commissioners

BLD2121032P1

P. 1249

Certificate of Insurance

BLD2121632P1

CERTIFICATE OF LIABILITY INSURANCE

DATE (MM/DD/YYYY): 05/12/2021

THIS CERTIFICATE IS ISSUED AS A MATTER OF INFORMATION ONLY AND CONFERS NO RIGHTS UPON THE CERTIFICATE HOLDER. THIS CERTIFICATE DOES NOT AFFIRMATIVELY OR NEGATIVELY AMEND, EXTEND OR ALTER THE COVERAGE AFFORDED BY THE POLICIES BELOW. THIS CERTIFICATE OF INSURANCE DOES NOT CONSTITUTE A CONTRACT BETWEEN THE ISSUING INSURER(S), AUTHORIZED REPRESENTATIVE OR PRODUCER, AND THE CERTIFICATE HOLDER.

IMPORTANT: If the certificate holder is an ADDITIONAL INSURED, the policy(ies) must have ADDITIONAL INSURED provisions or be endorsed. If SUBROGATION IS WAIVED, subject to the terms and conditions of the policy, certain policies may require an endorsement. A statement on this certificate does not confer rights to the certificate holder in lieu of such endorsement(s).

PRODUCER	CONTACT NAME: Martha Julius
Mckinley Financial Services 2890 W State Road 84, Suite 119 Fort Lauderdale FL 33312	PHONE (A/C, No, Ext): (954) 938-2685 FAX (A/C, No): (954) 938-2695 E-MAIL ADDRESS: mjulius@mckinleyinsurance.com

INSURED	INSURER(S) AFFORDING COVERAGE	NAIC #
Janitorial 5 Star Services, LLC 1961 NE 25th Ave Pompano Beach FL 33062	INSURER A: ASCENDANT UNDERWRITERS	
	INSURER B: NORMANDY HARBOR INSURANCE COMPANY	
	INSURER C: WESTERN SURETY	
	INSURER D:	
	INSURER E:	
	INSURER F:	

COVERAGES **CERTIFICATE NUMBER:** **REVISION NUMBER:**

THIS IS TO CERTIFY THAT THE POLICIES OF INSURANCE LISTED BELOW HAVE BEEN ISSUED TO THE INSURED NAMED ABOVE FOR THE POLICY PERIOD INDICATED. NOTWITHSTANDING ANY REQUIREMENT, TERM OR CONDITION OF ANY CONTRACT OR OTHER DOCUMENT WITH RESPECT TO WHICH THIS CERTIFICATE MAY BE ISSUED OR MAY PERTAIN, THE INSURANCE AFFORDED BY THE POLICIES DESCRIBED HEREIN IS SUBJECT TO ALL THE TERMS, EXCLUSIONS AND CONDITIONS OF SUCH POLICIES. LIMITS SHOWN MAY HAVE BEEN REDUCED BY PAID CLAIMS.

INSR LTR	TYPE OF INSURANCE	ADDL INSD	SUBR WVD	POLICY NUMBER	POLICY EFF (MM/DD/YYYY)	POLICY EXP (MM/DD/YYYY)	LIMITS	
A	X COMMERCIAL GENERAL LIABILITY CLAIMS-MADE X OCCUR GEN'L AGGREGATE LIMIT APPLIES PER: POLICY PRO-JECT LOC OTHER:	N	N	GL67203-0	09/26/2020	09/26/2021	EACH OCCURRENCE DAMAGE TO RENTED PREMISES (Ea occurrence) MED EXP (Any one person) PERSONAL & ADV INJURY GENERAL AGGREGATE PRODUCTS - COMP/OP AGG	$ 1,000,000 $ 50,000 $ 100,000 $ 1,000,000 $ 2,000,000 $ 1,000,000
	AUTOMOBILE LIABILITY ANY AUTO OWNED AUTOS ONLY HIRED AUTOS ONLY SCHEDULED AUTOS NON-OWNED AUTOS ONLY	N	N	02418855-0	07/24/2020	07/24/2021	COMBINED SINGLE LIMIT (Ea accident) BODILY INJURY (Per person) BODILY INJURY (Per accident) PROPERTY DAMAGE (Per accident)	$ $ 10,000 $ 20,000 $ 10,000
	UMBRELLA LIAB OCCUR EXCESS LIAB CLAIMS-MADE DED RETENTION $						EACH OCCURRENCE AGGREGATE	$ $
B	WORKERS COMPENSATION AND EMPLOYERS' LIABILITY ANY PROPRIETOR/PARTNER/EXECUTIVE OFFICER/MEMBER EXCLUDED? (Mandatory in NH) Y / N: Y If yes, describe under DESCRIPTION OF OPERATIONS below	N / A	JN	NHFL0113342019 01/	01/03/2021	01/03/2022	PER STATUTE OTH-ER E.L. EACH ACCIDENT E.L. DISEASE - EA EMPLOYEE E.L. DISEASE - POLICY LIMIT	$ $ 100,000 $ 100,000 $ 500,000
C	Bond	N	N	C28456	04/13/2020	04/13/2021	LIMITS	50,000

DESCRIPTION OF OPERATIONS / LOCATIONS / VEHICLES (ACORD 101, Additional Remarks Schedule, may be attached if more space is required)

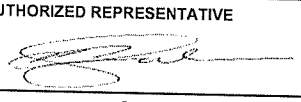
CERTIFICATE HOLDER

To Whom it may Concern

CANCELLATION

SHOULD ANY OF THE ABOVE DESCRIBED POLICIES BE CANCELLED BEFORE THE EXPIRATION DATE THEREOF, NOTICE WILL BE DELIVERED IN ACCORDANCE WITH THE POLICY PROVISIONS.

AUTHORIZED REPRESENTATIVE



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JANITORIAL
5 STAR SERVICES LLC

"Allow us to give you a Star Cleaning"

Employee and Safety Training Manual

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Definition of Terms

Cleaning--Cleaning is removing obvious dirt, debris, and other materials from a surface.

Etiquette Etiquette refers to rules of acceptable behavior. In other words, etiquette by definition refers to the “rules and conventions governing correct or polite behavior in society in general or in a specific social or professional group or situation

Green Cleaning--Green Cleaning is cleaning to protect health without harming the environment.

Falls—

Lockout/Tagout--"Lockout/Tagout (LOTO)" refers to specific practices and procedures to safeguard employees from the unexpected energization or startup of machinery and equipment, or the release of hazardous energy during service or maintenance activities. A lockout/tagout program requires the identification and implementation of practices and procedures necessary to shut down and lockout/tagout machines and equipment. The program requires that certain employees receive training in the lockout tagout procedures and that periodic inspections be conducted to maintain and enhance it.

Safety Safety as it applies to this manual is relative freedom from danger, risk, or threat of harm, injury, or loss to personnel and/or property, whether caused deliberately or by accident.

Sanitizing--Sanitizing or disinfecting is the actual killing of the microorganisms through heat or chemicals.

Security Security as it applies to this manual is prevention of and protection against assault, damage, fire, fraud, invasion of privacy, theft, unlawful entry, and other such occurrences caused by deliberate action.

Slips--A slip occurs when there is too little traction or friction between the shoe and walking surface. You slip when you lose your footing or

grip on a slippery surface.

Trips and Falls A trip is a fall or stumble caused by catching your foot on something. Tripping and falling accidents occur when your foot comes in contact with an object, or drops unexpectedly throwing you offbalance. A fall is when someone or something moves downward to a lower position by the force of gravity.

Universal Precautions--Universal precautions refers to the practice, in medicine, of avoiding contact with patients' bodily fluids, by means of the wearing of nonporous articles such as medical gloves, goggles, and face shields.

Chapter 1: Introduction

WHAT IS THE CUSTODIAL OR JANITORIAL INDUSTRY?

A janitor or custodian is a person who takes care of a building,
such as a school, office building, hospital, or apartment. Janitors are responsible primarily for cleaning, and often though not always some maintenance and security duties. Similar to the custodian or janitor is the building superintendent. Generally a superintendent has more maintenance and managerial duties.

Janitors and custodians may be required to receive training and licensing in various fields, such as Hazmat, CPR, or Boiler Operations, depending on the employer and the specific nature of the job.

A custodian may be considered to be different from a janitor. In some settings janitors are called housekeepers or housekeeping staff and in other settings they are referred to as maintenance or maintenance staff. Institutions have come up with a number of alternative job titles.

PURPOSE OF THIS MANUAL

The purpose of this manual is to acquaint you with cleaning techniques and safety in the Janitorial and Custodial industry. Some typical cleaning jobs may include the following tasks.
Cleaning bathrooms
Sinks
Toilets
Urinals
Cleaning floors
Cleaning carpeting
Cleaning stainless steel and other special surfaces
Clearing tables in lunch room
Emptying trash and recycling bin
Stripping and waxing floors

No matter what job you have as a Janitor or Custodian there are responsibilities associated with your job. One of these responsibilities is safety, safety for you and the safety of your coworkers and guests or patients in your facilities. Over the many years, safety has evolved

into a very high profile responsibility. Depending on where you live and work, safety laws and regulations are becoming more stringent and demanding.

Ideally safety is freedom from danger. Of course, every safety topic for the Janitor or Custodian cannot be covered in this one manual. However we will be discussing many safety topics including protection from the risk of harm or injury, safety devices, and responsibilities.

Topics including general information and new employee orientation will be covered. There are sections on accident prevention, bloodborne pathogens, electrical safety, lockout and tagout, safe lifting, and of course cleaning techniques.

Chapter 2: General Safety Rules for Everyone

The Janitors and Custodians may consist of many groups of employees. As indicated by the different job titles mentioned, jobs in this industry are many and diversified. There are general safety rules that apply to everyone. Some of these rules are discussed here. Horseplay is always prohibited…so don t even think about it

PERSONAL

Personal Hygiene

Hygiene refers to the set of practices associated with the preservation of health and healthy living. Hygiene is a concept related to medicine, as well as to personal and professional care practices related to most aspects of living, although it is most often associated with cleanliness and preventative measures. In medicine, hygiene practices are employed to reduce the incidence and spreading of disease.

Cleanliness requires a daily bath and a change to clean underclothing. Use a deodorant to prevent body odor. If you are a guy, shave daily. Give teeth and hair proper care, everyday. Keep fingernails short and clean. If you are a gal, use cosmetics in moderation. Refrain from the use of heavy scents.

In order to control cross-contamination, hands should be washed after performing cleaning duties. Before continuing on to the next area, wash your hands. Also, wash before meals and after going to the restroom.

Massage hand cleaner around the fingers, knuckles, and hands. Scrub fingernails with a brush. Keep your hands lower than your elbows when washing. Wash vigorously for two minutes. The tap water should be running during the entire process. Use medicated hand moisturizer when skin becomes dry or chapped.

To protect yourself you should use the proper Personal Protective Equipment or the acronym PPE for each cleaning task you perform.

Report to Work Rested

A first step to safety is to report to work rested, alert, and ready to perform your job. Fatigue may affect your ability to work safely. It may also impair your ability to treat your colleagues with the hospitality consistent with your training.

Wear Appropriate Clothing
Next, you should always wear appropriate clothing for your job. Follow your company's dress code. This includes wearing proper footwear for the job.

If you will be working equipment and machinery, don't wear rings and jewelry that can get caught in the moving parts.

Keep long hair tied back or under a hat. This will avoid having your hair getting caught in machines. Clothing should fit properly allowing room for movement without being so loose it could get caught in machinery moving parts.

Report Accidents
Most companies provide necessary first aid and medical treatment for injuries. If you are injured on the job, report the accident to your supervisor immediately, so that proper medical treatment can be provided.

First aid or professional medical treatment will be given as necessary; however, you must report all accidents and injuries when they occur, even if your injury does not require medical treatment.

PERSONAL PROTECTIVE EQUIPMENT

What is personal protective equipment or the acronym PPE and how does it affect you?
Personal protective equipment is equipment that has been designed to protect you from potential injuries. When required for certain job assignments, personal protective equipment will be issued to you It s your responsibility to wear it

Personal protective equipment could include safety glasses when your eyes are exposed to potential injury, gloves to protect your hands, hard hats for head protection, hearing protection for high noise areas, face shields to protect your face, respirators, specialized shoes…all these and more are considered personal protective equipment

Wearing personal protective equipment is important to protect you from injury or illness while performing your job. Some of the personal protective equipment you need may include:

Eye Protection
You should choose the proper type of eye protection for the hazard. For example, safety glasses are not appropriate when working with chemicals that may splash in your face or

eyes. Goggles and a face shield would be the best choice when working with chemicals.
Skin Protection

You should wear the right protective gloves for the hazard or chemicals. Some products can melt or go through the glove. Also protect your skin by wearing a protective apron or smock. If your clothing is soaked with chemicals, change them immediately to prevent prolonged skin contact.

Hearing Protection
Hearing protection may also be required if you work in a noisy area or with noisy equipment such as vacuums and other tools.

Respiratory Protection
Respiratory protection may be required depending on the job and chemical products being used. You must be trained before using a respirator. Discuss the need for this protection with your supervisor.

ELECTRICAL SAFETY

Electrical safety is another important safety consideration. Naturally, everyone has been exposed to electricity and how dangerous it can be if it's misused.

Generally, in the workplace you should always inspect electrical cables, cords, and plugs for frays, cracks, cuts, or defects before you use them. If the electrical tools or equipment you use do not say “Double Insulated on the manufacturer s tag then they must be grounded with a 3-prong plug and a grounded cable. This provides some degree of protection from electrical shock in case of a malfunction or short in the tool. Figure 1 shows a three prong plug and receptacle.

What this means is there must be a third prong on the plug. The third wire goes to ground. In case of a short or malfunction, the electricity will flow though this third wire to ground and not through the person holding the malfunctioning tool or equipment. Of course, if the ground wire is not properly connected to the system or the third prong is missing from the plug, then there is no electrical shock prevention.

Always check and test your equipment for safety before you use it.
Never allow an outlet to be overloaded.

Don t overload circuits by plugging in more than the allowed number of electrical power outlets.

The use of octopus plugs, as shown here, makes a dangerous situation that could cause a fire. Electrical hazards can be caused by faulty electrical tools and equipment, appliances and wiring, electrical outlets, switch panels and electric transformers.
Remember to unplug any electrical appliance before you clean it. Working around water and electricity is dangerous.

Make sure that any electrical or other types of cords do not create tripping hazards. Of course, never clean electrical equipment with flammable or toxic solvents and never use flammables near electrical tools. The sparks from the inside of a machine or tool can cause an explosion.

CONTROL OF HAZARDOUS ENERGY/ LOCKOUT TAGOUT

What is Lockout/Tagout or LOTO?
"Lockout/Tagout or LOTO" refers to specific practices and procedures to safeguard employees from the unexpected energization or startup of machinery and equipment, or the release of hazardous energy during service or maintenance activities. A lockout/tagout program requires the identification and implementation of practices and procedures necessary to shut down and lockout/tagout machines and equipment. The program requires that certain employees receive training in the lockout tagout procedures and that periodic inspections be conducted to maintain and enhance it.

Lockout is the practice of using keyed or combination security devices or “locks to prevent the unwanted activation of mechanical or electrical equipment. Tagout is the practice of using tags in conjunction with locks to increase the visibility and awareness that equipment is not to be energized or activated until such devices are removed. A tagout device is usually a non-reusable type, attachable by hand, self-locking, and non-releasable with a minimum unlocking strength of no less than 50 pounds.

Authorized and Affected Employees for LOTO
Now, before we go much further, let's discuss two categories of employees requiring knowledge and training in lockout tagout procedures The first category is “Authorized Employees These are maintenance personnel who actually use lockout and tagout procedures while they are repairing or maintaining equipment. The second category is “Affected Employees This describes any employee who uses or works around equipment and machinery that may be locked out or tagged out. You need to be able to recognize tags

used by your employer for LOTO It s recommended that virtually all employees be in the “Affected Employee category

What are Hazardous Energy Sources?
Let's begin with some basics, as you'll need these to understand the program. What are hazardous energy sources?

Electricity is used to provide power to a wide variety of machines and equipment. Locking out of electricity prevents electrical equipment from accidental release of electricity during maintenance or repair. The main problem here is locking out electricity does not guarantee that other energy sources won't be released. There may be a steam valve that requires locking out as well or hydraulic, vacuum, or pneumatic pressure, mechanical motion, springs, thermal energy such as steam or heat, or extremely low temperature liquids or gases.

Releases of chemicals or chemical reactions are other energy sources that must be controlled, dissipated, or shut off. Locking out of electricity may not provide adequate protection during maintenance and repair. Each machine or piece of equipment must be inspected by trained employees to determine adequate lockout procedures for all potential hazardous energy sources. Your organization must have these energy sources identified and listed in the written lockout/tagout policy and procedures.

The first step in all lockout/tagout procedures is to identify the potential energy sources that will require control by lockout or tagout. In general, there are 6 types of energy sources that may be encountered. As we discussed earlier, electrical energy is the first type of energy source for consideration. In addition there is mechanical energy, hydraulic energy, pneumatic energy, thermal energy and chemical energy.

Mechanical energy can present a danger from moving parts such as rotating fans, shafts, gears, grinding wheels, moving packer blades, panels, conveyors, and more. Hydraulic systems that work using fluid under pressure are candidates for LOTO procedures. An example of pneumatic energy is air pressure stored on Air Brake Systems. Pneumatic pressure may also be present in air accessories and control systems. Thermal energy is heat, heat from fluids such as coolant and lubricating oils and from hot machinery such as engines, exhaust systems, electric motors, and gear cases are sources of potential thermal energy. Finally, potential energy can be released by chemicals when they react with one another, or react with air and/or water.

Now, that we have identified potential energy sources; we have to determine which switch, valve or other isolating device will be operated to isolate these energy sources. Whenever working on equipment in a manner which any potential energy source could be encountered, the appropriate procedures must be followed to isolate or disable the applicable hazards.

Employee Training for LOTO
Employees or any other authorized and affected employees who may be reasonably expected to use the equipment or procedures for LOTO must receive annual LOTO training from the appropriate training staff. Training requirements are outlined under Code of the Federal Register 29 CFR 1910.147 Section (c)(7) (i),(ii), and (iii). These training programs are designed to provide you with a good understanding of lockout/tagout procedures.

Record Keeping for LOTO
Inspection records and training records will be kept by your employer. Training records will be maintained by employer and they will include an outline of topics covered. In addition, a sign in sheet of attendees will be included with training records. Inspection records will also be kept.

Inspection Methods for LOTO
OSHA requires that a LOTO Program be reviewed once a year and that periodic inspections of the procedures are made to ensure that they are being followed correctly. Inspections may be done in the shops in your physical plant. These shops may include auto, central plant, controls, electric, plumbing, and refrigeration. Inspections are designed to include cataloging the general types of hazardous energy and equipment applicable to each area.

Some inspections may involve questions only; some may include demonstrations; and others may occur during actual LOTO activities. General questions that may be asked include:
1. Who are the authorized employees, i.e. those using LOTO)?
2. Who are the affected employees, i.e. who are employees that could be exposed to LOTO hazards?
3. Are procedures for energy control in place?
4. What equipment is subject to LOTO?
5. Do specific written procedures exist, i.e. written procedures for de-energizing and reenergizing equipment?
6. Where are your locks/tags?
   What if an “Authorized Employee is not available to remove the lock
8. What inspection records exist for your Department?

9. Do you know what training records exist?

Who is Responsible?
Each individual must accept the responsibility to know the rules and to follow your organization's policies and procedures exactly. The primary purpose of any LOTO program is accident prevention. It is designed to safeguard you and those around you. Safety is always a team effort and LOTO is no different. The rules are very important and if you're not sure about a particular procedure don t be afraid to ask questions Ask your supervisor Don't take chances! Failure to properly lockout and tagout when necessary can lead to potentially serious injury.

To make sure the machine doesn't start accidentally, all hazardous energy must be locked out Hazardous energy could be electricity springs under tension gravity…where heavy parts could fall down, liquids, or steam under pressure or other hazardous energy sources. Some common lockout/tagout equipment is shown in Figure 3. The figure illustrates locks with keys and tags.

Even if you don't work in these areas or you're not a mechanic or machine operator, it's important that you know about these tags and locks.

Never Remove LOTO
Never remove any of these tags or locks, unless you're the person who placed them there. Don't attempt to start any machine that has a lock or tag on it. Lockout and tagout procedures save lives.

EMERGENCY ACTIONS

In case of fire, exit the building by appropriate exits. Remain calm and report to your designated area so your supervisor can account for you. It's important to know if anyone is left inside the building or if anyone is missing.

In case of earthquake or a tornado, it's best not to go outside. Falling electrical lines, broken glass, or other dangerous conditions could exist outside your building. Experts recommend that you get under a sturdy desk or other heavy object and Duck, Cover, and Hold.
Duck under a heavy object for safety.
Cover your head with your hands.
Hold that position until it's safe to move.

In cases of emergency you should know elements of your company s emergency plan and be prepared to follow them.
Remain calm and use your good judgment and your training to protect yourself and others.

HOUSEKEEPING FOR EVERYONE

In this case housekeeping means that you should check your work area for materials, cords, cables, or other items that can cause slips, trips, or falls.
Housekeeping is checking your equipment to make sure grease or oil doesn't leak on floors, causing potential slips and falls.
Your housekeeping duties include checking closets in your work area for trash, debris, or other potential hazardous conditions. Then address the issue.
Housekeeping is also taking the time to make sure your entire work area, regardless of your job description, is neat, clean, and organized; including putting tools or utensils where they belong when you've finished using them.
Housekeeping is picking up paper trash or debris when you see it…even if it s not in your department.
Housekeeping is your responsibility, no matter where you work.

SLIPS, TRIPS AND FALLS

Slips, trips, and falls are a major cause of workplace injuries. Believe it or not accidents happen. Fall injuries can happen when a janitor simply steps off of a loading dock. Or perhaps, a truck driver breaks his ankle when jumping down from the cab of his truck.

Causes of Slips, Trips, and Falls
Slips happen when there is too little friction or traction between footwear and the walking surface. It is easy to slip on a wet or oily surface.

Slips and falls happen. Jumping from any elevated surface is hazardous. You can fall from ladders, stairs, or curbs. Slippery floors, debris, or uneven surfaces will potentially cause you to trip or slip and fall. The study of slip, trip, and fall accidents and injury statistics help us to understand where we went wrong. We use information from these studies and statistics to determine how to prevent future accidents.

Is there a magic bullet New floor surfaces “slip resistant shoes--what is the answer? We believe the answer is education, greater awareness, and maintaining a good safety attitude. We all must accept responsibility for working and acting safely.

We just can t run the risk of you your coworkers building occupants vendors or clients slipping and falling. First, we are going to review some of the ways people trip and fall. Next, we will review basic prevention techniques.

When your foot strikes an object causing you to lose your balance, you trip and then you stumble or fall. Slips, trips, and fall injuries are caused by hazardous conditions. Hazardous conditions may include an obstructed view or poor lighting.

Clutter left in isles, trash left on the floor, and protruding chair legs contribute to hazardous conditions. These conditions will certainly lead to accidents if left unattended. Uneven steps, uncovered cables, and open bottom desk drawers also provide circumstances that may lead to trips and falls. Wrinkled carpeting or rolled corners on rubber mats provide another set of hazardous conditions.

Prevention Techniques
Both slips and trips result from some a kind of unintended or unexpected change in the contact between your feet and your walking surface. Good housekeeping is the first and the most important level of prevention for these accidents.

All spills should be cleaned up immediately, especially those in isles and walkways.
Spills and wet areas should be marked with orange cones or “Wet Floor signs
Debris should be mopped or swept from floors, immediately.

Obstacles such as stocking carts, crates, and empty boxes should be removed from walkways. Walkways and isles should be kept free of clutter.

Runners, rubber mats, rugs, and carpets that do not lay flat should always be secured to walking surfaces.

File cabinet and storage drawers should always be left closed.
Remember that wires and cables are potential tripping hazards.

Lighting is important. Be sure to keep work areas and walkways well lit by replacing burned out light bulbs and faulty switches Replacing burned out light bulbs is often part of a janitor s job.

All drains must have drain covers that are secured to the floor.

Clean Up!

Cleaning supplies are often dropped and spilled on the floor It s not good enough just to wipe them up you have to actually clean the surface Let s say someone knocks a bottle of marble cleaner off the shelf and onto the floor. The bottle hits the floor and goes crash! Wax goes everywhere. We now have a hazardous condition. By definition this is certainly a slip, trip and fall hazard.

First you must mark the hazard with a sign or an orange cone.

Next you pick up the container and as much of the wax as possible using a broom and dustpan.

A dustpan is a cleaning utensil commonly used in combination with a brush or broom. Industrial and commercial establishments may provide you with a hinged dustpan on the end of a stick to prevent you from constantly stooping to use it. Handheld dustpans may be used with either a full-size broom or with a smaller whisk broom or brush sometimes called a duster.

Water spills should be mopped, and then wiped dry with a dry rag or towel.

Safety awareness is the key to safety.
You will find that there are many hazards occurring in your working environment on a daily basis. Spilled water ice cubes broken glass and food on the floor…all of these things pose special hazards. Of course, you should immediately clean spills or pick up items on the floor or stairs. The only thing that's going to prevent an accident is for you to be aware of potential hazards and pay attention to your walking surfaces.

If you see something on the floor that doesn t belong there pick it up It s that simple Remember, watch where you walk. Be aware of your surroundings. Always wear approved slip resistant footwear at work. When you see water on the floor or some other hazard, clean it up!

To properly clean up a spill that contains oils, you must first wipe it up and then put some abrasive powder on the contaminated surface. Rub the area to remove any remaining oils. Then clean the floor surface with soap and water, rinse it, and make sure the floor surface is not slick.

Without good housekeeping practices, any other preventive measures will never be fully effective.

Footwear
Footwear is important! Footwear is personal protective equipment where floors may be oily, wet or if workers spend considerable time outdoors. In these circumstances, fall accident prevention should focus on selecting proper footwear. Ordinary tennis shoes are popular, but in wet and slippery environments, they can contribute to accidents and injuries. There is compelling evidence that using slip-resistant footwear reduces accidents.

Effectiveness of slip resistant footwear depends on more than just the footwear design. It is also affected by its use, environmental conditions, and the type of floor surface and finish that is in your working environment.

Behaviors that Lead to Falls
In addition to wearing the wrong footwear, there are behaviors which can lead to slips, trips, and falls. For example, a behavior that can cause a hazardous condition is simply walking too fast or running. Other behaviors that may lead to falls include activities such as not watching where you are going; carrying cleaning buckets and supplies which obstruct your view; wearing sunglasses in low-light areas; failure to use handrails, and allowing yourself to be distracted. These and other behaviors, caused by lack of knowledge, impatience, or bad habits can lead to serious accidents. You can eliminate many slips, trips and fall accidents by simply paying attention and watching where you re going

Warehouse Vehicles
You should never hitch a ride on a forklift pallet jack or in the bed of a truck while you re working. Death or serious injury is a potential result of extra riders falling from these vehicles. The safe way is "NO RIDERS".

Vehicles and the “Three Point System
Janitors and custodians are often moved from one location to another. When getting in and out of vehicles, always practice the "Three-Point System." This is particularly important if you are getting in or out of a truck. This system can significantly reduce the chances of injury through a slip or fall while entering or exiting a vehicle. The Three-Point System means that three of your four limbs are in contact with the vehicle or the ground at all times, either one hand and two feet, or two hands and one foot. In other words, only one limb is in motion at any one time. When getting out of a truck, step down backward.

It is never safe to ride in the back of a truck--if you must, when getting off the bed, step down backward, never "jump" or "fall" down forward.

Stairwells

Stairwells should be well lit with sturdy handrails on both sides. When you are walking down a stairwell, you should always have one free hand. This will allow you to use the handrail. All the steps must be kept free of grease, oil, and obstacles. Obstacles can increase the probability that you or others will have an accident. You should always avoid carrying heavy or bulky objects up or down stairs. Objects that obscure your vision and/or require the use of both hands are a source of hazards. You should carry smaller, lighter loads and make more trips, or obtain help from a coworker. Use an elevator if one is available.

Ladders

Ladders are often used by janitors and custodians. Appropriate ladders should be used when performing jobs such as changing light bulbs, cleaning wall surfaces that are above arms reach, and storing supplies on top shelves. The "Three-Point System" should also be practiced when you use a ladder. This system can significantly reduce the chances of injuring yourself through a slip or fall while climbing ladders. As discussed earlier, the “Three-Point System means that three of your four limbs are in contact with the ladder at all times, either one hand and two feet, or two hands and one foot. Only one limb should be in motion at any one time.

Ladders cause a great number of injuries. Make-shift ladders, chairs, boxes, and barrels should never be used as substitutes for a ladder. The risk of injury is far too great.
The area around the top and bottom of ladder must be kept clear.
Never use a ladder for any purpose other than the one for which it was designed.
Self-supporting step ladders and non-self-supporting extension portable ladders must be able to support at least four times the maximum intended load, except extra-heavy-duty metal or plastic ladders, which must be able to sustain 3.3 times the maximum intended load.

Step Ladders

Figure 8 Example of what not to do. Never stand on the top two steps of a step ladder
Of course we all know to never stand on the top two steps of a step ladder That s just too dangerous and it causes an unsafe shift in the center of gravity of the step ladder.

Don t lean past the rails of the ladder as this also creates instability We call this the belt buckle rule Don t lean past your belt buckle for safety.

When climbing up or down a ladder, always face the ladder.
Naturally don t use a metal ladder when doing electrical work There is a great risk of electrocution or getting a shock that could throw you off the ladder.
Foldout or stepladders must have a metal spreader or locking device to hold the front and back sections in an open position when in use. See the figure above.

Extension Ladders
There are 3 basic requirements for extension ladder setup.
First, the top of the ladder must extend 3 feet or 3 rungs above the point of contact to the structure.

Secondly, it must be setup at the precise angle of 75.5 degrees to provide the proper angle for climbing. The old four to one ratio makes this difficult to achieve, but the correct angle is important An “extension ladder angle verification device is recommended to achieve this angle with accuracy.

Did you know? The most common reason extension ladder accidents occur is due to ladders set up at an improper angle! Several studies show that when workers attempt to set up a ladder at 75.5 degrees without a measurement device, resulting angles varied as much as 9 degrees.

There are commercially available Ladder Angle Verification Devices that are factory set at the OSHA required 75.5-degree angle for correct ladder set up. These devices are simple to use and easily attached to any ladder.

Lets face it without a verification device how do you know that your angle is correct
Ladders are to be kept free of oil, grease, wet paint, and other slipping hazards.
Do not stand above the highest “safe standing level: prescribed by the ladder s manufacturer.

Do not extend the center of your body s torso past either side rail of the ladder In other words don t overreach

Face the ladder while ascending and descending.
Don t carry tools in hand use a tool belt
Wear proper footwear.

FIRE PREVENTION

Good housekeeping is the first step in fire prevention. If you have poor housekeeping, you don't have good fire prevention.

The second step in fire prevention is to know where fire extinguishers are located and how to use them. Fire extinguishers are often marked with a sign as shown in Figure 3. These signs are usually at eye level.

If you don't know how to use the extinguishers at your location, learn how before a fire happens. It's not as easy as it looks because in case of fire, everyone is under pressure and it is easy to panic.

As a review of the use of extinguishers, the first rule is: Life Safety Is Paramount. This means that unless it s safe to do don t try to play the hero Don t try to extinguish a fire that could be hazardous for you or others. Remember, your life is more important than property. The figure below shows a typical fire extinguisher. Fire extinguishers are equipped with a gauge such as the one shown; the needle should be in the green zone - not too high and not too low. There is a nozzle at the end of a hose for aiming. Each extinguisher has a pin to prevent accidental discharging.

However, if extinguishing the fire can be done safely, extinguish it. Use a fire extinguisher. Use the key word PASS, as described below, to remember the proper procedures for extinguishing a fire. First, stand about 8 to 10 feet away from the fire. You don't want to be close to the fire because the pressure of the extinguishing agent may spread the fire. Stay at least 8 to 10 feet away.

The PASS Acronym
P A S S is an acronym that can be used as a quick reference for the operation of a fire extinguisher.
P is for Pull. First you pull the Pin at the top of the extinguisher. The pin releases a locking mechanism and will allow you to discharge the extinguisher.
A is for Aim. Next you aim at the base of the fire, not the flames. This is important-in order to put out the fire, you must extinguish the fuel.
S is for Squeeze. And next you squeeze the lever slowly. This will release the extinguishing agent in the extinguisher. If the handle is released, the discharge will stop.
S is for Sweep. Finally you sweep from side to side using a sweeping motion. Chase the fire into a corner. You must move the fire extinguisher back and forth until the fire is completely out.

It is often a good idea to aim the nozzle in a neutral direction away from anything, and then lightly squeeze the handle. This will give you a feel for your particular extinguisher.
Be sure to operate the extinguisher from a safe distance, several feet away, and then move towards the fire once it starts to diminish. Since different fire extinguishers have distinct recommendations for operating distances, be sure to know the instructions on your fire extinguisher. These instructions should be reviewed the first time you familiarize yourself with your facility. Remember to aim at the base of the fire, and not the flames. Chase the fire into a corner if possible, away from any concentration of flammable materials with a sweeping, herding motion.

A typical fire extinguisher contains 10 seconds of extinguishing power. This could be less if it has already been partially discharged. Always read the instructions that come with the fire extinguisher beforehand and become familiarized with its parts. It is highly recommended that you get hands-on training.
Once the fire is out don t walk away Watch the area for a few minutes in case the fire reignites.

The Fire Triangle
The triangle illustrates the rule that in order to ignite and burn, a fire requires three elements: heat, fuel, and an oxidizing agent, usually oxygen. The fire is prevented or extinguished by removing any one of the three. A fire naturally occurs when the elements are combined in the right mixture. A graphic depiction of the fire triangle is given in the figure below.

The Fire Tetrahedron
It has largely been replaced in the industry by the fire tetrahedron. The removal of heat explains fire suppression in a majority of cases. However, the suppression effect of Halon, which is a stable halocarbon used to put out fires, cannot be explained completely. It can partly be explained by what is called chemical inhibition. That means that it reacts chemically to reduce the concentration of radicals in the flame. These radicals are essential in the chemical reactions. This has led to development of the fire tetrahedron with the bottom representing the sustaining of chemical reactions. This is illustrated in the next figure.

Combustion is a chemical reaction that feeds a fire more heat and allows it to continue. When the fire involves burning metals like lithium, magnesium, or titanium, it becomes even more important to consider the energy release. The metals react faster with water than with oxygen and thereby more energy is released. Putting water on such a fire results in the fire getting hotter or even exploding because the metals react with water in an exothermic

reaction. Some metals also burn in carbon dioxide. Therefore, inert agents for example dry sand must be used to break the chain reaction of metallic combustion.
The take home message here is that you must know what kind of fire you are dealing with to know how to distinguish it. If you are not certain, leave it to the professionals.

CAUSES OF ACCIDENTS AND INJURIES

What causes accidents and injuries? Actually, statistics have been maintained by a number of organizations and insurance companies over the years. With millions and millions of accidents and injuries, it's fairly easy to determine the different accident types, causes, and other information. Accidents are investigated to determine what happened, so precautions and safety standards can be implemented to prevent the same type of accident from being repeated.

That's one reason we have so many safety rules and regulations. If people keep falling off ladders, it could reveal that ladders are unsafe to use. Upon investigation of ladder accidents, professionals can determine how the ladder was used and what actually caused the accident.

In most cases it wasn't the ladder that was unsafe. It was the person using it in an unsafe manner. In fact, this is true of most accidents. You'd be surprised to learn that many ladder accidents and injuries are the result of unsafe acts of people.
That's right, unsafe acts of people.

Not equipment, not floors, not ladders, not machines, but people. How can that be?
People don't try to have accidents and they don't try to injure themselves. We're not saying that physical hazards never cause or contribute to an accident because they do. However, many accidents and injuries are caused by the acts of people…people taking short cuts not following proper procedures, ignoring safety rules, and just not paying attention. Or not being trained in safety procedures.

We should always consider possible risks before starting any job and consider how our actions might affect the safety of ourselves and others.

Safety is everyone s responsibility regardless of where you work Your company has provided you with training and equipment to perform your job safety but safety is really up to you. You need to follow company policies and procedures on every job, every day If you do that you ll be doing your part in helping to reduce accidents and injuries in the workplace.

SAFE LIFTING AND BACK INJURY PREVENTION

Safe Lifting
You ve probably heard it a million times bend your legs not your back The reason you ve heard it so much is back injuries are painful and debilitating and a serious back injury can prevent you from earning a living or enjoying your leisure time. Nobody wants a back injury.

What can you do to help reduce your risk?

Never bend your back when lifting. Never bend over and reach to lift anything. Your back is a complex and sensitive structure made up of vertebrae, discs and nerves. The discs are made of a soft jelly-like substance that acts like shock absorbers between the vertebrae. Bending over and lifting puts pressure on these sensitive discs and greatly increases the likelihood of an injury.

Never twist while lifting. This too can damage your back. You may twist and lift every day and you haven t experienced an injury or back problem yet If you continue to twist and lift, sooner or later, you will have a back injury. Instead of twisting, lift the item safely, pivot your feet then set the item down It doesn t take any more time and it could save your back
If an item is too heavy to lift on your own ask a co-worker to help you Don t try to lift it yourself. You ve been trained and taught proper lifting procedures
Whatever you lift, keep it close to your body.

The figure shown above is an illustration of proper lifting technique. You should lower your body by bending your knees keeping your back perpendicular to the floor. You should keep the object as close to your body as possible and then use your leg muscles to lift the object. But it s your responsibility to lift safely Nobody can do it for you it s your decision Make the right choice, the safe choice.

Tips to Prevent Back Pain
Back pain is a fact of life. Many of us have suffered back pain and we know that it's something to avoid. Most doctors don't agree upon what treatment for back pain is best. However, they all agree exercise and diet will greatly reduce your chances of back pain or injury. Since we're not doctors, you should get medical advice on diet and exercise that's best for you.

Proper work practices will make a difference.

As described in the previous section, there are some safe lifting techniques you can use to reduce the potential of injuries and back pain.
Don t lift heavy objects Get mechanical assistance Use hand trucks and folding carts as illustrated in the figure below.

When lifting avoid bending and twisting always use your leg muscles to lift.
Have lumbar support and armrests where you sit.
Change positions frequently.

Safety is a job requirement, but more importantly, safety is a moral obligation to yourself, the company, co-workers, and your family. One accident is simply one too many.

Exits
It is important to know where exits are located and to make sure they re not blocked Safety awareness will eliminate the vast majority of injuries.

Chapter 3: CLEANING

THREE T S OF CLEANING

In order to think through the proper steps in cleaning anything, you must first identify the problem, and then select the proper cleaning products and tools to do the job. Having done this, it is important to understand how to properly use these cleaning products and tools. This is an essential element of a successful cleaning job. It is important to know how and why certain procedures and products work and why some do not.

In order to increase the cleaning efficiency of any cleaning chemical, one can utilize what is known as "The Three T's of Cleaning".

The first "T" is for Time. If a cleaning compound stays on a surface longer, the cleaning efficiency of the product is enhanced. This fact explains why a foaming product is better than a pure liquid on vertical surfaces. A pure liquid runs down the vertical surface. The foam tends to remain longer on the surface; thus increasing the cleaning efficiency.

The second "T" is for Temperature. When hot water is used in a carpet extractor, or when hot water is combined with high pressure washing, or "steam cleaning", the product performs better.

The third "T" is for Turbulence or Agitation. Ever wonder why a black or brown stripping pad is used with a stripper to remove floor finish? The Brown Stripping Pad is constructed of polyester fibers in a semi open texture nonwoven fabrication. Abrasive particles are distributed throughout and adhered to the pad with a sturdy adhesive. This turbulence speeds the removal of floor finish.

Have you ever washed your car using a rag or sponge? You were adding turbulence which

makes the car get cleaner faster. When hand washing is accomplished, the three "T's" are put to work, and many other cleaning procedures employ the three "T's" of cleaning.

CHEMICALS USED FOR CLEANING AND THE MSDS

Chemicals are a vital part of any cleaning operation Without them we couldn t clean But with them, we need to take precautions. If you follow precautions, the chemicals you work with are safe. But you may need to wear personal protective equipment such as gloves in order to ensure your safety.

How do you know what kind of protection is required for each chemical?
The answer is the Material Safety Data Sheets or MSDS. The MSDS contains all the information you need to know about any chemical you work with such as ingredients, hazards, First Aid, personal protective equipment and more If you re unsure about a chemical ask your supervisor for the MSDS. You can never be too safe or too informed about the chemicals that you use.

Material Safety Data Sheet--MSDS
The Material Safety Data Sheet, commonly called the MSDS, is a component of your University s Chemical Hygiene Plan and Hazard Communication Program The MSDS contains information provided by the chemical manufacturer and is maintained by the University to inform students and staff of the possible hazards associated with chemicals being used in their laboratory or work area. It is a critical part of any laboratory safety program. The goal of the MSDS is to provide you with a summarized, multi-source resource that informs you of certain basic but necessary pieces of information regarding the substance or chemical you are about to use.

The MSDS informs you about the material s physical properties and related health effects personnel protective equipment necessary to protect the you, first aid treatment necessary in the event of an exposure, how to respond to accidents, and the planning that may be necessary in order to safely handle a spill.

The MSDS may vary in style and content, but all contain certain required sections. State and Federal law requires that all manufacturers and distributors of chemical products provide the end user with a manufacturer specific MSDS. One method of accessing is through electronic databases. Many employers keep a notebook with MSDSs for the particular cleaning supplies that you will be using in your job.

What is a Material Safety Data Sheet?
The MSDS is a widely used system for cataloging information on chemicals, chemical compounds, and chemical mixtures. MSDS information may include instructions for the safe use and potential hazards associated with a particular material or product. MSDS can be found anywhere chemicals are being used.

There is also a duty to properly label substances on the basis of physico-chemical, health and/or environmental risk. Labels can include hazard symbols such as the European Union standard black diagonal cross on an orange background, used to denote a harmful substance.

The goal of the MSDS is to provide the user with a summarized, multi-source resource that informs the user of certain basic but necessary pieces of information regarding the substance they are about to use The MSDS informs the user about the material s physical properties and related health effects, personnel protective equipment necessary to protect the user, first aid treatment necessary in the event of an exposure, how to respond to accidents, and the planning that may be necessary in order to safely handle a spill.

Each company can design its own MSDS form, and the sections may be in different order. But, the basic kinds of information on any MSDS will be the same. This is an example of the first page of an MSDS.

Chemical Name
For example, there is always a section that lists the identity of the substance or the chemical name on the label, date the MSDS was prepared, the name and address of the manufacturer, and usually a phone number for emergencies and more information.
Hazardous Ingredients/Chemical Identity

The section on hazardous ingredients and chemical identity includes names of substances in the chemical that might be dangerous, and safe exposure limits such as Permissible Exposure Limit or PEL as set by OSHA or the Threshold Value Limit or TVL. This section also lists common names for the chemical.

Physical Characteristics
The section on physical characteristics describes many physical qualities of the chemical, and lets you know what is usual or safe. For example, it may state how the chemical looks and smells; boiling and melting temperatures--this is important in case a chemical might become a gas you could breathe; evaporation rate; how easily the chemical dissolves; and

how heavy it is--this tells you if it will sink, float, or dissolve in water.

Fire and Explosion Data
The section with fire and explosion data provides information on the lowest temperature when the chemical could catch fire or flash point. It also contains flammability data that lets you know if it's flammable; if it catches fire below 100 degrees Fahrenheit; is combustible; or, if it catches fire above 100 degrees Fahrenheit. In addition, this section lists the best way to put out a fire involving that chemical.

Reactivity
The section on reactivity describes what happens if this chemical comes in contact with air, water, or other chemicals. It also describes conditions, like heat, or materials that can cause the chemical to react by burning, exploding, or releasing dangerous vapors. The chemical is called "incompatible" or "unstable" with these conditions or substances. For example, sodium metal is unstable when it comes in contact with water. It explodes!

Health Hazards
The section on health hazards lists ways the chemical might enter your body, like splashing on your skin or being breathed in as vapor. It will also list possible symptoms of overexposure. This section will provide information about how overexposure might make existing medical conditions worse, and it describes emergency first aid procedures.

Usage, Handling, and Storage
The section on usage, handling and storage describes how to clean up an accidental spill, leak, or release. This part will include any special procedures that might be required for clean-up. It will provide you with information on how to handle, store and dispose of chemicals safety. Remember, if there is an accident, you must notify your laboratory instructor or professor immediately. You may take care of it yourself only if you are trained to do so and are wearing the proper personal protective equipment.

Special Protection and Precautions
This section explains special Personal Protective Equipment to use when working with a chemical. It also describes requirements for special procedures, extra health or safety information, signs that should be posted, and other information not covered in other sections.

It is wise to study MSDSs for any chemicals you will work with in your job. MSDSs for a many commercial substances are not primarily intended for use by the general consumer.

Material safety data sheets focus on the hazards of working with the material in an occupational setting. For example, an MSDS for a cleaning solution is not highly pertinent to someone who uses a can of the cleaner once a year, but they are extremely important to someone who works with a cleaner or a chemical in a confined space for 40 hours a week.
You may work in many different departments throughout your facility…housekeeping offices the kitchen, and others. Employees in each of these departments use different chemicals in the performance of their job responsibilities.

You need to be aware of what chemicals are on what items before you use them. Some chemicals when mixed together can be quite deadly Let s give you an example A kitchen employee may have used ammonia on a rag to clean something in the kitchen That s perfectly okay as long as there was proper ventilation. Ammonia on its own is perfectly safe when used properly. But if you take the ammonia soaked rag and use it with detergent containing bleach you have just created a very hazardous condition.

Ammonia and bleach, when mixed together, form a deadly combination called chloramine gas. Chloramine gas can kill you. Never mix bleach and ammonia.

Stain removers and certain detergents can also be a hazard That is why it s vital to your safety and the safety of those around you to always read the chemical label and the MSDS sheet for each chemical that you use and always wear the required personal protective equipment. You can t afford not to

VENTILATION
Most of today s new office buildings and workplaces are highly insulated and practically air tight. While this is great as far as cost effective energy bills go, the down side to tightly insulated buildings is poor indoor air quality. As windows and doors are typically kept shut throughout the day, moisture, and stale air that can carry contaminants and pathogens. The air circulates inside and gives rise to various problems including mold and mildew, health problems, ruined furniture, and peeling paint. The quality of indoor air can be achieved through mechanical ventilation.

An excellent way to ventilate thoroughly, efficiently, and cheaply is to use exhaust fans.
What Are Exhaust Fans?
An exhaust fan is a mechanical ventilation device that helps to draw out stale and impure air from a room or building and bring in fresh air, thereby improving the quality of indoor air.

Exhaust fans

are typically ducted to the exteriors, through which bad indoor air can effectively be removed from your work space. Any volatile cleaning supplies will also be vented.
There is a lot of heat and humidity in the bathrooms and laundry rooms and without proper ventilation, mold and mildew can accumulate. Ventilation also keeps the heat down and makes your facility a more comfortable place to work.

Use spray bottles instead of aerosols for applying chemicals if another means is not possible, and make sure you have proper ventilation when using chemicals. When in a commercial building, make sure ventilation systems are turned on. Inadequate ventilation allows chemical byproducts to be absorbed into porous items such as ceiling tiles and wallboard.

What to do when there is no exhaust fan
If you are cleaning a restroom with no exhaust system prop the door open Place a “Cleaning in Progress sign in the doorway

Whenever possible, use mechanical means rather than chemical means for cleaning. For example, use a microfiber cloth instead of a chemical-based dust control product. Also use a microfiber cloth instead of a feather duster, which causes dust to become airborne.

REPORT HAZARDOUS CONDITIONS

We couldn t possibly cover every safety hazard you may encounter on the job That s why it s up to you to pay attention to safety and do your part to reduce accidents and injuries. You work in the facility every day and no one knows your job better than you.

The training you ve received should help you perform your job in a safe manner But it s really up to you. Obey all posted warning signs. Read and follow all instructions on chemical labels and MSDS sheets. Lift safely. You should always report hazardous conditions to your supervisor, so they can be corrected.

But most of all; use your common sense and good judgment and make yourself personally responsible for a safe and accident free workplace. Take pride in your job and in safety. Nobody can do it for you.

Chapter 4: CLEANING IN THE HEALTH CARE INDUSTRY

Sanitation and good housekeeping can both be defined as the practice of rendering the hospital free from agents injurious to health. Microbiology, the study of microscopic living, plantlike organisms, including bacteria, viruses, yeasts and molds is the biological science on which sanitation is based. There are many communicable diseases known to man. Each one of these diseases or infections is caused by a specific organism. Organisms enter the body through the respiratory tract, digestive tract or through breaks in the skin and multiply, causing tissue injury and body reaction. As the organisms multiply many are shed by the infected person and may be spread to others, thus beginning the cycle again.

BACTERIA

Bacteria are one of the more common microorganisms. Bacteria generally reproduce and multiply by simple division. Each cell reaches maximum size and divides into two parts. The two parts then grow to full size and each divides again. This cycle is repeated again and again. Food and environmental conditions such as moisture, temperature, light, and degree of alkalinity influence the rate of bacterial growth. Presence or absence of oxygen is also an important factor, because some bacteria require the presence of oxygen for growth and others require the absence of oxygen.

VIRUSES

Viruses are much smaller than bacteria and they are very often too small to retain in filters. Viruses are considered by some to be living organisms, by others to be complex protein molecules that are capable of growth and multiplication only in living cells. Because of their size, they can remain suspended for long periods of time or they can be transplanted from place to place through the hospital's air conditioning system.

INFECTION CONTROL

You know about infection, bacteria, and viruses, but how do you control these potential health hazards? Control of infection caused by these bacterial and viral organisms depends on breaking what can be called the chain of infection. This chain consists of the reservoir or source of infection, which might be bacteria laden dust, the means of transmission of the infection such as air and finally, the host. The object of infection control is to eliminate reservoirs and to block the means of transmission.

Pathogenic organisms can be transmitted from the reservoir of infection to the new host in four different ways:

1.The first of these is contact, which includes direct contact such as kissing and indirect contact, which means organisms are passed from their reservoir to some object or substance and then to the host.

2.The second type of transmission is sneezing or coughing, which involves droplets.

3.The third type is droplet nuclei, which are the small residue of evaporated droplets that carry pathogenic organisms. These droplet nuclei remain suspended in the air for long periods of time.

4.The fourth type is dust that has become contaminated, which is present on floors, in clothing, and in bedding and when stirred up by normal activities, moves from place to place.

The first step in infection control is to understand the difference between cleaning and sanitizing.

Cleaning is removing obvious dirt, debris, and other materials from a surface. Sanitizing or disinfecting is the actual killing of the microorganisms through heat or chemicals. Disinfectants are very helpful in infection control. There are specific housekeeping procedures essential in controlling the spread of infection.

Top priority should be given to the cleaning of horizontal surfaces, but also give proper attention to the cleaning of walls and other vertical surfaces. Harmful bacteria, which may be introduced into surroundings in a variety of ways, are often airborne for only a short distance. Then they become attached to both vertical and horizontal surfaces, but especially to floors.

Use wet-cleaning methods such as damp wiping, damp mopping, and wet mopping wherever possible. Ordinary dry dusting methods may serve only to redistribute bacteria-laden dust. The use of properly filtered or built in vacuum cleaners is acceptable for dusting and sweeping operations. Add effective germicides or other pathogen killing chemicals to wet cleaning solutions. Don't mix germicides and detergents because the two ingredients may neutralize each other if the appropriate chemicals are not used. If you want to use a combination of germicide and detergent they should be purchased premixed.

Although, the germicide has some value on the floor itself, its real value is in the reduction of bacterial levels in the mop bucket. Unless checked, bacteria multiply rapidly in the warm, moist environment of mop water and may actually contaminate a floor being cleaned.
Fresh damp wiping cloths, treated dust cloths, and clean wet mops should be used to clean surfaces.

The used wet mops and cleaning cloths must be laundered every day. They should not be left soiled or wet in a work closet overnight. Clean the equipment and storage closet every day. Separate cleaning equipment should be maintained for newborn nursery, postpartum, isolation nursery, delivery suite, operating suite, and the emergency department. Use plastic film or waxed paper bags for the disposal of infected materials.

THE LAUNDRY

Contaminated linens should be handled in accordance with approved techniques. Handling of linen is a crucial phase in infection control because soiled linen is a source of microbial contamination. Processing of soiled linen begins when the linen is removed from the patient, bed, stretcher, physician, nurse, examining table, or operating table.

Laundering removes pathogens by dilution, acidity, and alkalinity in the washing process and by application of extremely high heat of 345 degrees Fahrenheit or more in the ironing process. There are a variety of linen handling, processing, and disposing procedures, each unique to individual hospitals. Be sure to follow your hospital's policies and procedures because this is extremely important in infection control Be sure you ve had the proper training and if you re not sure about something, ask your supervisor.

ODOR CONTROL

Odor control is part of infection control. Odor problems arise as a result of poor sanitation in toilet areas, utility rooms and work closets. Deodorizer blocks or sprays that attempt to mask the odors are a mark of poor housekeeping. The most effective way to deodorize these areas is with fresh air, removal of the causes, and frequent cleaning with a detergent-disinfectant solution. Garbage collection areas and soiled linen storage areas may be sites where bad odors arise. Frequent removal of garbage, cleansing of garbage cans, and use of tight lids and the use of waxed paper or plastic liners in garbage cans will help to keep odors to a minimum. Good ventilation is extremely helpful also.

WASTE

Waste constitutes a problem and can be classified into three types:

Non combustible such as glass tin, casts, and other materials
Combustible such as wet tissue bone garbage flowers or dry combustible such as paper crates, cartons, and trash
Chemicals such as acids flammables and solvents

All waste except chemicals can be further classified as infectious or non-infectious. Cartons and boxes are classified as combustible dry waste, but a gift box discarded by a patient in isolation becomes combustible dry infectious waste. The best advice is to follow your hospitals waste handling and disposing procedures.

INSECT AND RODENT CONTROL

Insect and rodent control is very important in infection control as these pests do carry bacteria and other harmful microorganisms; therefore, each individual should take care in their daily work habits, cleanliness, and assisting the hospital in insect and rodent control program.

SUMMARY

Infection control is critical in hospitals due to a wide variety of potential hazards. Follow your hospital's policies and procedures, be aware of the hazards, and do your part in making your hospital as safe and infection free as possible. Employees and patients deserve no less.

BLOODBORNE PATHOGENS

Okay, let's talk about some of the risks and hazards associated with bloodborne pathogens and ways to avoid them. The first place to start is with training.

Under no circumstances should anyone be allowed to work with bloodborne pathogens in any form without full and complete training. Although you may have a special certification or other external training, your employer is responsible for providing you with thorough, sitespecific training and continued instruction in programs and procedures.

Written standard operating procedures or SOPs must form the basis of your ongoing bloodborne pathogen training program.

Training

If you are likely to be in contact with blood borne pathogens, you will have a program designed to provide a good understanding of bloodborne pathogens, common modes of their transmission, methods of prevention, and other pertinent information.
Bloodborne Pathogen training is required if you can reasonably anticipate facing contact with blood and/or other potentially infectious materials as part of your job duties. All Health Care facilities such as a hospital require bloodborne pathogens training and exposure plans, but there are a wide range of other individuals who may come in contact with blood or potentially infectious materials. These individuals may include industrial nurses, first aid providers, emergency first responders, police, and staff.

Pathogens

The pathogens of primary concern are the human immunodeficiency virus (HIV), hepatitis B virus (HBV), and hepatitis C virus (HCV). You are urged to take advantage of available engineering controls and work practices to prevent exposure to blood and other body fluids.

BLOODBORNE DISEASES

Bloodborne pathogens are microorganisms such as viruses or bacteria that are carried in blood and can cause disease in people. There are many different bloodborne pathogens including malaria, syphilis, and brucellosis, but Hepatitis B or HBV and the Human Immunodeficiency Virus or HIV are the two diseases specifically addressed by the OSHA Bloodborne Pathogen Standard. We are going to provide you with information about hepatitis C; this is a bloodborne pathogen that has no cure.

Hepatitis B

In the United States, approximately 300,000 people are infected with Hepatitis B or HBV annually. Of these cases, small percentages are fatal. "Hepatitis" means "inflammation of the liver," and, as its name implies, Hepatitis B is a virus that infects the liver. While there are several different types of Hepatitis, Hepatitis B is transmitted primarily through "blood to blood" contact. Hepatitis B initially causes inflammation of the liver, but it can lead to more serious conditions such as cirrhosis and liver cancer.

There is no "cure" or specific treatment for HBV, but many people who contract the disease will develop antibodies, which help them get over the infection and protect them from getting it again. The Hepatitis B virus is very durable, and it can survive in dried blood for up to seven days.

HUMAN IMMUNODEFICIENCY VIRUS

AIDS, or acquired immune deficiency syndrome, is caused by a virus called the human immunodeficiency virus, or HIV. Once a person has been infected with HIV, it may be many years before AIDS actually develops. HIV attacks the body's immune system, weakening it so that it cannot fight other deadly diseases. AIDS is a fatal disease, and while treatment for it is improving, there is no known cure.

It is good to know that, the HIV virus is very fragile and will not survive very long outside of the human body. It is primarily of concern to employees providing first aid or medical care in situations involving fresh blood or other potentially infectious materials. Because it is such a devastating disease, all precautions must be taken to avoid exposure.

HEPATITIS C

Hepatitis C is a blood-borne infection caused by an RNA virus, hepatitis C virus (HCV). This virus causes damage to the liver that may result in chronic infection and disease. HCV is unrelated to any of the other known hepatitis viruses (A, B, D and E), and infection is identified by the detection of antibodies to the virus in the blood.
There is no known cure for Hepatitis C.

Risk for exposure
Healthcare personnel are at risk for occupational exposure to bloodborne pathogens, including hepatitis B virus (HBV), hepatitis C virus (HCV), and human immunodeficiency virus (HIV). Exposures occur through needlesticks or cuts from other sharp instruments contaminated with an infected patient's blood or through contact of the eye, nose, mouth, or skin with a patient's blood. Most exposures do not result in infection.

Your employer should have in place a system for reporting exposures in order to quickly evaluate the risk of infection, inform you about treatments available to help prevent infection, monitor you for side effects of treatments, and determine if infection occurs.
How can occupational exposures be prevented?

Many occupational exposures can be prevented. Needle sticks and other cuts can be prevented by using safe techniques. Using appropriate barriers such as gloves, eye and face protection, or gowns when contact with blood is expected can prevent many exposures to the eyes, nose, mouth, or skin.

MODES OF TRANSMISSION

Bloodborne pathogens such as HBV, HCV and HIV can be transmitted through contact with infected human blood and other potentially infectious body fluids. These body fluids include semen, vaginal secretions, cerebrospinal fluid, synovial fluid, pleural fluid, peritoneal fluid, and amniotic fluid.

It is important to know the ways exposure and transmission are most likely to occur in your particular situation, whether it is providing first aid to an individual in an emergency, handling blood samples in the laboratory, or cleaning up blood from a hallway.

Bloodborne pathogens are most commonly transmitted through sexual contact, sharing of hypodermic needles, from mothers to their babies at or before birth, accidental puncture from contaminated needles, broken glass, or other sharps, contact between broken or damaged skin and infected body fluids, contact between mucous membranes and infected body fluids.

Accidental puncture from contaminated needles and other sharps can result in transmission of bloodborne pathogens. Anytime there is blood-to-blood contact with infected blood or body fluids, there is a slight potential for transmission.

Unbroken skin forms an impervious barrier against bloodborne pathogens. Infected blood can enter your system through open sores, cuts, abrasions, acne, and any sort of damaged or broken skin such as sunburn or blisters.

Bloodborne pathogens may also be transmitted through the mucous membranes of the eyes, nose, or mouth.

As an example, a splash of contaminated blood to your eye, nose, or mouth could result in transmission.

PPE, WORK PRACTICES and ENGINEERING CONTROLS

It is extremely important to use personal protective equipment and work practice controls to protect yourself from bloodborne pathogens. "Universal Precautions", also known as “Standard Precautions is the name used to describe a prevention strategy in which all blood and potentially infectious materials are treated as if they are, in fact, infectious, regardless of the perceived status of the source individual.

In other words, whether or not you think the blood or body fluid is infected with bloodborne pathogens, you treat it as if it is. Appropriate use of Personal Protective Equipment (PPE) is required by engineering and work practice controls. Where occupational exposure remains after standard engineering and work practice controls are implemented, personal protective equipment shall be used.

Impermeable gloves must be worn when hand contact with blood or mucous membranes is possible. Gloves must also be worn when Other Potentially Infectious Material or OPIM is possible. Gloves must be worn when non intact skin is anticipated, when performing vascular access procedures, or when handling contaminated items or surfaces.

You must be able to wash your hands after contact with blood or other potentially infectious materials. OSHA requires that employees wash their hands and any other skin with soap and water or flush mucous membranes with water as soon as feasible after contact with blood or other potentially infectious materials.

Protective clothing must be removed before leaving the room, and disposed of in an appropriately designated area or container for storage, washing, decontamination or disposal. Probably the first thing to do in any situation where you may be exposed to bloodborne pathogens is to ensure you are wearing the appropriate personal protective equipment (PPE). For example, you may have noticed that emergency medical personnel, doctors, nurses, dentists, dental assistants, and other health care professionals always wear latex or protective gloves.

Rules to follow
There are some simple rules to follow. When coming in contact with blood borne pathogens, you should always wear personal protective equipment. You should replace PPE that is torn or punctured. You should remove PPE before leaving the work area. If you work in an area with routine exposure to blood or potentially infectious materials, the necessary PPE should be readily accessible. Contaminated PPE should be placed in appropriately labeled bags or containers until it is disposed of, decontaminated, or laundered.

Gloves
Gloves should be made of nitrile a rubber used especially in latex-free gloves; neoprene rubber, or other water impervious materials. If glove material is thin or flimsy, double gloving can provide an additional layer of protection. You should always inspect your gloves for tears or punctures before putting them on. If a glove is damaged, don't use it!

When taking contaminated gloves off, do so carefully. Make sure you don't touch the outside of the gloves with any bare skin, and be sure to dispose of them in a proper container so that no one else will come in contact with them.

REMOVE YOUR GLOVES BEFORE DOING ANY OTHER WORK.

Goggles
Anytime there is a risk of splashing or vaporization of contaminated fluids, goggles and/or other eye protection should be used to protect your eyes. Splashing could occur while cleaning up a spill, during laboratory procedures, or while providing first aid or medical assistance.

Face Shields
Face shields may be worn in addition to goggles to provide additional face protection. A face shield will protect against splashes to the nose and mouth.

Aprons
Aprons may be worn to protect your clothing and to keep blood or other contaminated fluids from soaking through to your skin.

Wearing gloves, gowns, masks, and eye protection can significantly reduce health risks. The new OSHA standard covering bloodborne disease requires that you have appropriate personal protective equipment (PPE) and clothing available.

If you follow safe operating procedures and wear proper personal protective equipment the possibility of contracting a bloodborne disease is greatly reduced.

SELECTING PERSONAL PROTECTIVE EQUIPMENT

Janitors and housekeepers working in health care facilities must use personal protective equipment such as gloves. Single use gloves cannot be washed or decontaminated for reuse. Utility gloves may be decontaminated if they have not been compromised. If you are allergic to standard gloves, you must be provided hypoallergenic gloves or similar alternatives.

You should wear eye and mouth protection such as goggles and masks, glasses with solid side shields, and masks or chin-length face shields when splashes, sprays, splatters, or

droplets of potentially infectious materials pose a hazard through the eyes, nose or mouth. More extensive coverings such as gowns, aprons, surgical caps and hoods, and shoe covers or boots are needed when gross contamination is expected.

OTHER PROTECTIVE PRACTICES

If an your skin or mucous membranes come into contact with blood, you are to wash with soap and water and flush eyes with water as soon as feasible. In addition, you must wash your hands immediately or as soon as feasible after removing gloves. If soap and water are not immediately available, your employer may provide other hand washing measures such as moist towelettes. You still must wash with soap and water as soon as possible.
You must refrain from eating, drinking, smoking, applying cosmetics or lip balm, and handling contact lenses in areas where they may be exposed to blood or other potentially infectious materials.

Normal clothing that becomes contaminated with blood should be removed as soon as possible because fluids can seep through the cloth to come into contact with skin. Remember to use universal precautions and treat all blood or potentially infectious body fluids as if they are contaminated. Avoid contact whenever possible, and whenever it's not, wear personal protective equipment. If you find yourself in a situation where you have to come in contact with blood or other body fluids and you don't have any standard personal protective equipment handy, you can improvise. Use a towel, plastic bag, or some other barrier to help avoid direct contact.

Hygiene Practices
Hand washing is one of the most important and easiest practices used to prevent transmission of bloodborne pathogens. Hands or other exposed skin should be thoroughly washed as soon as possible following an exposure incident. Use soft, antibacterial soap, if possible. Avoid harsh, abrasive soaps, as these may open fragile scabs or other sores. Hands should also be washed immediately or as soon as feasible after removal of gloves or other personal protective equipment.

Because hand washing is so important, you should familiarize yourself with the location of the hand washing facilities nearest to you. Laboratory sinks, public restrooms, janitor closets, and so forth may be used for hand washing if they are normally supplied with soap. If you are working in an area without access to such facilities, you may use an antiseptic cleanser in conjunction either with a clean cloth or paper towels or you may use antiseptic towelettes. If these alternative methods are used, hands should be washed with soap and

running water as soon as possible.

Decontamination
Decontamination should be accomplished by using a solution of 5.25% sodium hypochlorite or household bleach diluted between 1:10 and 1:100 with water. The standard recommendation is to use at least a quarter cup of bleach per one gallon of water. Decontamination can also be accomplished by using Lysol or some other EPA-registered tuberculocidal disinfectant. Check the label of all disinfectants to make sure they meet this requirement.

If you are cleaning up a spill of blood, you can carefully cover the spill with paper towels or rags, then gently pour the 10% solution of bleach over the towels or rags, and leave it for at least 10 minutes.

If you are decontaminating equipment or other objects such as scalpels, microscope slides, broken glass, saw blades, tweezers, mechanical equipment upon which someone has been cut, first aid boxes, or other contaminated equipment, you should leave the disinfectant in place for at least 10 minutes before continuing the cleaning process.

Of course, any materials you use to clean up a spill of blood or potentially infectious materials must be decontaminated immediately, as well. This would include mops, sponges, re-usable gloves, buckets, and pails.

For large blood spills, you should generally contact custodial staff for cleanup. They are trained to do this and use disinfectant to decontaminate the area. However, if you are trained to do so, you can cleanup blood spills if the above procedures are followed.

Sterilization
Sterilization can be achieved using a number of techniques such as heat, irradiation; filtration; and chemical sterilization. In the microbiology laboratory, the most widely used sterilizers are autoclaves. Autoclaves eradicate micro-organisms by use of pressurized steam to cause thermal stress. To achieve a sufficient kill rate, it is necessary to raise the temperature such that even the most thermo-tolerant micro-organisms are inactivated.

Sharps
Needles and broken glass must be disposed of in sharps containers. Improperly disposed needles can cause injury.

Needles
Needles should never be recapped.
Needles should be moved only by using a mechanical device or tool such as forceps, pliers, or broom and dustpan.
Never break or shear needles.
Needles shall be disposed of in labeled sharps containers only.

Sharps containers shall be closable, puncture-resistant, leak-proof on sides and bottom, and must be labeled or color-coded.

When sharps containers are being moved from the area of use, the containers should be closed immediately before removal or replacement to prevent spillage or protrusion of contents during handling or transport.

Broken Glassware
Broken glassware that has been visibly contaminated with blood must be sterilized with an approved disinfectant solution before it is disturbed or cleaned up.

Other Sharps
There are safety dangers associated with accidental breakage of glass capillary tubes. These tubes are used for collection of blood in a variety of health care settings, including hospitals; ambulatory care facilities, physicians' offices, blood donation facilities, and blood testing centers.

Accidental breakage of the tubes has been reported when the tubes are inserted into putty for sealing and during centrifugation.

Blood can spatter, potentially exposing personnel to bloodborne pathogens. The broken glass fragments also can injure the user, resulting in exposure to blood. Breakage during use may result in a penetrating wound and blood inoculation to the user.

To reduce the risk, OSHA recommends that users consider blood collection devices less prone to accidental breakage and readily available, including capillary tubes that are not made of glass, glass capillary tubes wrapped in puncture-resistant film, products that use a method of sealing that does not require pushing one end of the tube into putty to form a plug, or products that allow the blood to be measured without centrifugation.

Signs, Labels, and Color Coding

Warning labels need to be affixed to containers of regulated waste, refrigerators and freezers containing blood or other potentially infectious material; and other containers used to store, transport, or ship blood or other potentially infectious materials.

These labels are fluorescent orange, red, or orange-red. Bags used to dispose of regulated waste must be red or orange red, and they, too, must have the biohazard symbol readily visible upon them. Regulated waste should be double-bagged to guard against the possibility of leakage if the first bag is punctured. Labels should display the universal biohazard symbol.

Emergency Procedures
In an emergency situation involving blood or potentially infectious materials, you should always use Universal Precautions and try to minimize your exposure by wearing gloves, splash goggles, pocket mouth-to-mouth resuscitation masks, and other barrier devices.

If you are exposed
If you are exposed, however, you should wash the exposed area, report the exposure, fill out a report form, and request testing.

1.Wash the exposed area thoroughly with soap and running water. Use non-abrasive, antibacterial soap if possible. If blood is splashed in the eye or mucous membrane, flush the affected area with running water for at least 15 minutes.
2.Report the exposure to your supervisor or instructor as soon as possible.
3.Fill out an exposure report form. This form will be kept in your personnel file so that you can document workplace exposure to hazardous substances. This form can be obtained from your Safety Department.
4.You may also request blood testing or the Hepatitis B vaccination if you have not already received it.

Hepatitis B Vaccinations
Employees who have routine exposure to bloodborne pathogens, such as doctors, nurses, first aid responders, and similar occupations, must be offered the Hepatitis B vaccine series at no cost to themselves. The employees have a right to refuse the vaccination but will need to complete a form documenting their decision not to accept the vaccination.

Record Keeping
Medical records are to be retained for each employee with occupational exposure of bloodborne pathogens for the duration of employment plus 30 years. These records must be

confidential and must include name and social security number; hepatitis B vaccination status, and results of any examinations, medical testing and follow-up procedures; a copy of the healthcare professional's written opinion; and a copy of information provided to the healthcare professional.

Training records must be maintained for three years and must include dates, contents of the training program or a summary, trainer's name and qualifications, names and job titles of all persons attending the sessions.

Medical and Training Records
The Bloodborne Pathogens Standard requires both medical and training records be maintained. For at least the duration of employment plus 30 years, and must be kept confidential not disclosed without written permission of employee, except by law and separate from other personnel records.

Chapter 5: CLEANING PROCEDURES AND TIPS

CLEANING PRINCIPLES

Cleaning can be a rewording and sometimes fun! It helps to know the basic cleaning principles. First look at what it is you want to clean Do you know where the dirt came from If not don t worry. I will give you some ideas on how to find out It s also important to know the different cleaners and when to use them.

Let s get familiar with some basic cleaners
Abrasives work like sandpaper and physically remove dirt. They come in powders, liquids and tools like brushes, sponges and pads.

Acid is the opposite of alkaline and can be used to remove rust stains, water deposits and even clean clogged pipes. Depending on its pH level the lower from 7 the more powerful. 7 being neutral and anything higher is considered a Alkaline. Some acids include lemon juice, (citric acid) vinegar, (acetic acid) and hydrochloric acid.

Alkaline can be used to remove heavy oil and grease, wash windows. Clean coffee and tea stains and dissolve grease. Alkaline include banking soda, ammonia, TSP, acronym for TriSodium Phosphate, and lye.

Bleaches used to bleach out a discoloration by removing or adding oxygen. Bleaches are also used to disinfect because of their ability to kill germs safely. Bleach types include oxygen bleach which adds oxygen, reducing bleach which removes oxygen, and peroxide.

Detergents have the ability to lower surface tension and of deflocculating soil and dirt clumps and keeping them in suspension, so they can be washed away. Detergents are typically considered to be both water and oil soluble, which serves as an emulsifying agent. Detergents are used to clean both soil and grease. Detergents include laundry cleaners or synthetic detergents and soap.

Solvents are capable of dissolving another substance to form a uniformly dispersed mixture. They are chemically capable of dissolving oily and greasy soils and stain and speed up drying time because they evaporate faster than water. The types of solvents are water miscible or wet solvents like alcohol and butyl cello solve, and water immiscible or dry solvents like OMS, acronym for odorless mineral spirits and kerosene.

Enzymes are microorganisms engineered to break down protein and oil into their basic components. Enzymes are sensitive to pH changes and chemical reactions.
Now you have the knowledge of what the basic cleaners do. So now we need to identify the problem.

Some grime you might already know.
Some might be more complicated.
Food might automatically be considered a protein; some foods like juices and condiments contain dye.

Urine is a protein but it s also very acidic and may require a combination of enzyme and alkaline to completely remove it.

The pH Scale
In chemistry, pH is a quantitative scale for measuring the acidity or alkalinity of liquid solutions. The scale runs from the number 0 to 14. The number 7 on the pH scale is neutral, not acid or base. The number 0 on the pH scale is a strong acid. The number 14 is a strong alkali. In the cleaning industry the word “alkali is used to denote base So the pH scale runs from 0 acid to 14 alkali.

On the pH scale each full number increase represents a tenfold increase of the acidity or alkalinity of the solution. It is a geometric progression by the number 10. So pH of 1 is 10 times more powerful than pH of 2. The pH of 3 is 100 times more powerful than pH of 4.
The numbers on the scale denote the “strength characteristics of the solution not the “quantity or dilution of the solution. Whether you have a drum of lye or a table-spoon of lye they both have the same strength characteristics pH.

COLOR CODING OF CLEANING SUPPLIES

Why Color Coding is Important?
Color coding cleaning supplies improves training and communication. It is an intuitive visual coding system, removing language and literacy barriers when training a diverse workforce in proper cleaning processes. Color coding also provides supervisors with quick visual indicators for monitoring employee activity to prevent tool or chemical misuse.
Examples of the Use of Color Coding of Supplies in Cleaning:
Red: High bacteria areas for example restrooms with toilets and urinals.

Red cleaning supplies are used in areas of the restroom that have higher bacteria

concentrations, where sanitation is a priority. Particularly toilets and urinals should have a high priority.

Yellow: Specialty cleaning for gymnasiums and laboratories.

Use for sinks and general restroom cleaning, to prevent cross contamination from toilet and urinal areas. May also be used for specialty cleaning activities such as gymnasiums, laboratories and floor-care projects.

Green: Foodservice areas for example cafeterias and kitchens.

Green cleaning supplies should be used in areas that come into contact with food, including kitchens, cafeterias and employee break rooms. Or for example, a separate color could be used for food preparation areas for an added degree of safety. For example, in food preparation areas, one color, for example a light lime green, could be used for raw meats and another color for preparation of fruits, vegetables, and lettuces, for example a deep woods green.

Blue: General use for example offices, hallways and classrooms.

Blue is used for general cleaning in offices, entrances, hallways and reception areas.

Color Coding Prevents the Misuse of Chemicals
The use of color coding for cleaning supplies prevents the misuse of chemicals and reduces the transfer of harmful substances by separating potentially hazardous cleaning chemicals into their appropriate areas. For example, mopping solutions can be coded for a specific floor to avoid the use of caustic chemicals that may permanently damage the surface.

Simplifies Supply Management
By keeping cleaning tools in their proper areas, color coding allows custodial departments to keep better track of their equipment and supplies. Productivity increases when employees no longer have to search for misplaced tools or proper cleaning equipment.

Improves Efficiency
Color coding enhances the professional appearance of employees and increases their efficiency by making it easy to organize the cleaning process.

Of course every facility is unique. The colors discussed here are just the common colors used in color coding. Additional colors may be used for specific applications, such as color

coding types of chemicals for use with specific flooring materials or counter tops.

In addition, color tape or decals can be applied to your existing or off the shelf cleaning supplies. This gives you the ability to easily change cleaning applications and reassign supplies to different areas or functions as required. For example, color coded decals can be used to change supplies from the general use blue coding to the bathroom red coding.

It is never recommended to reassign any red labeled cleaning supply. Certainly if any red coded supplies are reassigned to any other areas, the supplies must be thoroughly decontaminated, cleaned, and sanitized by disinfection or sterilizing. It would make good sense to dispose of the red supplies and purchase new ones instead of risking cross contamination.

The next figure shows a series of colored and white brushes used in cleaning. Color coded decals or tape can be placed on the handles of the white brushes to achieve color coding.

Chapter 6: Cleaning Office Buildings

As mentioned above there are many different areas in office buildings, hospitals, and schools that require cleaning. Office buildings have restrooms with toilets, urinals, trash cans, and sinks to be cleaned. They also have restaurants, cafeterias, and kitchens that are food service areas. In addition, office areas have entry ways, hallways, and classrooms that must be cleaned. And finally there are specialized areas such as gymnasiums and laboratories that must be cleaned. In this chapter we will address cleaning the areas mentioned above; as well as mirrors, walls, floors, window coverings, upholstery, televisions, and computers.

CLEANING RESTROOMS

We will start with cleaning restrooms The fact is that at least percent of the public s complaints about buildings concern the upkeep of restrooms. According to industry professionals, there is an increase in public awareness of what one can acquire from dirty restrooms. Because of this, owners, operators, manufacturers, distributors and suppliers are all working hard to come up with systems and processes to make cleaning easier, safer, faster and better.

Restroom Deep Cleaning

Indeed, relatively recent innovations in restroom cleaning range from ergonomically designed toilet-bowl brushes and environmentally safe citrus-based cleansers to color-code and even touch-free cleaning systems.

Combined with old-fashioned common sense and attention to detail, the new cleaning improvements make it easier and safer than ever to leave a restroom spotless.
Because the definition of ‘clean is very subjective and varies from one environment to another, it is important to determine what is required in terms of cleanliness. One definition of clean is “free from dirt or impurities

With the exception of critical care areas, such as those found in some health care facilities or food service environments there are few, if any, broadly established cleaning standards.

Toilet Cleaning Today

A workable cleaning schedule is important. Most restrooms are cleaned once a day and sometimes monitored throughout the day. Restrooms with high traffic volume, such as those

in airports, restaurants and other establishments may need attention hourly. According to experts, managers and operators who thoroughly assess the overall use of each restroom in their facility will have far fewer restroom complaints.

Those who devise cleaning schedules that accommodate the need for regular cleaning and maintenance, as well as incidental and as-needed cleaning will not hear any complaints.

Top Five Restroom Complaints
Once the cleaning basics have been established – how clean and how often – cleaning professionals still face every restroom s “Top Five These are the five typical restroom complaints and the most common cleaning challenges that workers face. They are:

1) Cross-contamination hazards
Soap and towel dispensers that don t work
3) Unsightly garbage
4) Soiled or stained surfaces
5) Persistent odors

CROSS-CONTAMINATION

There are a number of ways to prevent the spread of germs when cleaning a restroom. Experts say, first kill the germs by using disinfectant solutions properly. In order to achieve disinfection, it is important to carefully follow label directions on the cleaner container. More often than not, the directions will include specifics on how the cleaner is to be applied, as well as the length of time that it should remain on surfaces in order to achieve the required disinfection levels.

Other recommendations include using a color-coded system when cleaning. With a system like this, tools that are one color can be used for cleaning toilets, while a different color can be reserved for intense work.

This type of system will make sure that management as well as the cleaning staff doesn t use any of these tools outside the restroom.

SOAP AND TOWEL DISPENSERS THAT DON T WORK

This is a case where back-ups make sense.
Managers may want to consider offering patrons both hand towel machines and hand blow

dryers. This is an alternative solution if one or the other is out of order. Frequent service, repair, and replacement of machines also help eliminate this common complaint.

UNSIGHTLY GARBAGE

Regardless of whether a restroom is disinfected properly, unsightly garbage can make it appear unsanitary. Studies show that people often use a paper towel on door handles when leaving restrooms If a garbage receptacle isn t near the door they often drop the towel on the floor.

Analyzing traffic and these types of use patterns will help determine whether alternate placement or additional receptacles are needed.

SOILED OR STAINED SURFACES

An obvious first step in cleaning would be removal of visible soiled surfaces.

The nature of the surface and the soil will affect which tools and cleansers to use. For instance, degreasers might be just the solution for some of the surface stains found in fastfood restaurant facilities.

Industry manufacturers advise that users proceed with caution when using various cleansers. There are many very aggressive cleaners which can remove soil from surfaces, but will also harm finishes.

Surface damage only makes maintaining cleanliness and appearance that much more difficult in the future. Thus, selection of the mildest, yet effective cleaners is the best approach to balance these factors.

PERSISTENT ODORS

When dealing with this common complaint, building managers are advised to look down – at the grout or the floor drain.
Often times, odor-causing bacteria can be found in grout lines where mops may not reach. If this is the case, it may be helpful to re-evaluate the products used to do this cleaning. Bacteria must be killed to remove odor. Other times the best thing to do is to look up, because light fixtures and even ceilings can harbor bacteria or mildew spores. It is important

to note that thorough ventilation can reduce odors in high humidity areas such as restrooms. Make sure all air vents are cleaned.

Managers dealing with a lot of in and out restroom traffic, such as those found in schools and airports should carefully assess regular cleaning schedules to make sure these problems are addressed.

INNOVATIONS

When it comes to cleaning restrooms, manufacturers found that a thorough assessment of cleaning procedures is what led to some of the best innovations.

After spending many years evaluating restroom cleaning and the various procedures called for, manufacturers found two overall problems.

First, there was a very high turnover among employees and training was an issue within janitorial departments.

Second, many janitorial departments rarely updated the tools they used for cleaning, many of which were not ergonomically designed.

In response, the cleaning supply industry soon introduced various ergonomically designed tools. These were designed to reduce back pain through the use of longer handles, which also kept a worker s face away from the toilet bowl containing chemicals and fumes Manufacturers have commented that the use of these types of products will not only make cleaning easier and safer for workers, they will also result in worker retention.

Many of the improvements offered by manufacturers, suppliers, trainers and others in the industry have had a similar value-added impact on restroom cleaning.
Microfiber mop heads and cloths adhere to dirt more efficiently and are easier to lift than traditional “spaghetti mops because they weigh less

Why use microfiber supplies?
Microfiber cleaning cloths provide a non-toxic and chemical free cleaning solution. They are outstanding for allergy and asthma sufferers, as well as anyone with chemical sensitivities. They also provide a healthier cleaning solution because microfiber cleaning supplies can be used without cleaning agents, soap, or detergents. In addition they are gentle on furniture, mirrors, windows, and porcelain as the fiber is fine and it does not leave scratches, mist or

marks.

Microfiber mop heads and cloths are also more environmentally friendly because they use less water they re washable and reduce the amount of trash left at the end of the cleaning day.

Environmentally friendly green cleaning is a trend that has grown stronger in recent years. Many manufacturers have introduced tools that are designed specifically for recycling whenever green cleaning tools wear out. Instead of replacing the entire tool when a part breaks, many manufacturers provide replacement parts.

In addition, many workers use squeegees and water to clean restroom mirrors and windows. The benefit is that departments will use fewer chemicals and will not find trash bins filled with paper towels as a result of cleaning.

Cleaning chemicals should also be considered in green cleaning. There are many manufacturers that provide cleaning products certified with Green Seal.
These new innovations make it easier for companies to accept green cleaning into their programs.

WHAT DOES CLEANING GREEN ENTAIL?

First, a definition Green Cleaning is cleaning to protect health without harming the environment. Basic principles of Green Care are listed below.

Focus on entryways inside and out. An important goal in cleaning green is to trap and remove dirt and pollutants before they enter the building and to frequently clean the entrances and entryway mats.

Minimize particles and chemicals in the air by mechanically capturing dust and dirt, using course spray for chemicals and applying the cleaner to the cloth rather than spraying the surface to be cleaned.

Use chemical management systems for accurate product dilution. Train employees to use chemicals properly to minimize waste and maximize cleaning efficiency, an important element of cleaning green.

You should empty vacuum bags at the end of shifts or when half full for cleaner and more

efficient operating.

Ensure proper vacuuming, extraction, rinsing and drying. Carpets can be a host for moisture problems and mold growth. Green cleaning means minimizing these problems.
Focus on preventative measures. Janitorial staff washes their hands and keeps equipment clean and well maintained.

Focus on touch-points. These are door handles, bright work and other areas where people come in contact with the facility or its fixtures. Focusing here makes cleaning green easier. Apply disinfectant in restrooms properly and make sure the chemical has proper dwell time so that soil is thoroughly removed using less product. Use labels on chemical cleaners for proper use and review the Material Safety Data Sheets.

Promote safety and prevent cross-contamination. Safer products and proper use and storage of chemicals help create a safer environment. As discussed earlier, color-coded tools ensure that pollutants don t get carried from one area such as a restroom to another room.

Whenever possible use Green Cleaning Chemicals and Products Green Seal s Standard for Industrial and Institutional Cleaners (GS-37) certified chemicals for general purpose, washroom, glass, and carpet cleaning.

Use hand soaps that do not contain antimicrobial agents except where required by law or regulations for example healthcare or food preparation.

Microfiber dusting cloths and flat mops to collect dust and dirt pick up dust with minimal water and chemical use. These out-perform traditional dusting and mopping materials and can often be used to remove soils without the need for chemical compounds. Micro-fiber materials can be washed and reused to minimize paper towel waste.

Use of Effective Janitorial Equipment
One example of effective janitorial equipment that is environmentally friendly is the highspeed burnisher with dust control attachments that captures fine particles.

Carpet extractors and automatic floor scrubbers that reduce water consumption are also effective janitorial equipment.

Green cleaning includes the use of “Green Paper products These paper products are rated

for recycled content in janitorial paper products bleached without the use of chlorine or its derivatives. In addition, paper products dispensed from large rolls to minimize packaging and waste are used in Green cleaning. Folded paper towels are discouraged.

“Hands-free paper towel dispensers that reduce the potential for cross-contamination and high-capacity dispensers that promote waste-reduction by controlling towel usage are on the list of “Green Paper products

For all the innovations in the industry, the need for common sense and attention to detail is as great as ever. Training employees properly is a task that experts say should always be at the top of a building manager s “to do list Industry professionals emphasize that it is important to have the proper tools when cleaning, but it may be even more important to have the proper training.

Attention to Detail
Just look at a restroom, any restroom. The entire area may be clean and sparkling, but what about the dirt build-up around stall posts or behind toilets or baseboards. Everything must be cleaned properly or the restroom isn t clean

When cleaning toilets, one of the most important parts is the underside of the lip of the toilet. This is where urine and feces can be splashed and lime, calcium and rust stains can build up That s where bacteria and germs can form quite easily causing a filthy toilet Cleaning the underside of the toilet is extremely important.
Dusting a restroom is also a critical part of your job. Dust, bacteria and germs can settle in vents, on tops of overhead ledges and, of course, on vents.

Cleaning and Sanitizing
Remember there is a difference between cleaning and sanitizing. Cleaning is washing or wiping a surface Cleaning removes dirt dust and debris but it doesn t kill bacteria

Sanitizing kills bacteria.
There are two ways to kill bacteria.

1.One is to use high temperature water, similar to very hot water used in a dishwasher. Hot water sanitizes the dishes and kills bacteria That s not logical for restrooms but you can use an approved sanitizer after cleaning to kill bacteria. Steam cleaners are commercially available.

2.Another way is cleaning and sanitizing. Cleaning and sanitizing is required in making surfaces free of bacteria. Remember that cleaning and sanitizing are two different systems and both are required when servicing restrooms and other areas.
Some sanitizers are called disinfectants and some products combine cleaning and disinfecting ingredients into one product. These combined products work well only on surfaces that are already relatively clean. For dirtier surfaces it is important to clean first and then apply a separate disinfectant.

For the disinfectant or sanitizer to be effective, it must remain in place for at least 10 minutes.

Deep cleaning of restrooms needs to be done at least weekly. However, a deep cleaning may also be required when cleaning a restroom for the first time, or when you encounter a particularly dirty situation. High traffic restrooms may need a deep cleaning once a day even if routine cleaning is done more frequently.

Most deep cleaning can be done with regular chemicals by mixing with less water so that they are more effective. In addition, it may be necessary to spend more time removing soils using brushes and scrub pads.

Steps to Cleaning a Restroom
Don t allow your restroom to become the source of customer or employee complaints Adhere to the following guidelines to insure a cleaner, healthier restroom environment.

GET READY TO CLEAN.
When you are preparing to clean a bathroom, first make list of duties and cleaning supplies that will be required for each job. You should make certain the supply closet is clean and contains the proper supplies and equipment. An example list of cleaning supplies is provided below.

1.Disposable Latex Non-Medical Gloves these gloves come in large, medium, and small sizes.
2.Safety Goggles or Safety Glasses
3.Toilet Bowl Swab
4.Microfiber Mop System
5.High Density Trash Liners 32 Gal.
6.General Purpose Cloth
Extendible Lamb s wool Duster

8.Glass Cleaner Windex® is a common commercially available glass cleaner
9.Cleaner/Disinfectant Lysol® Brand Disinfectant All purpose Cleaner with Bleach and Antibacterial Scrubbing Bubbles® Bathroom Cleaner are common Cleaner/Disinfectants. There are other commercially available Cleaner/Disinfectants for professional cleaning services.
10.Kleenex® Cottonelle Toilet Tissue
11.Health Guards Regular Toilet Seat Cover Refill
Figure 40 Items for cleaning the bathroom
12.Sanitary Napkins or Tampons
13.Paper Towels
14.Hand Soap
"Wet Floor signs

DISINFECT TOILETS, SINKS AND SURFACES

Before disinfecting toilets, sinks and surfaces make sure you are wearing the proper safety items such as gloves and protective eyewear. Be sure to review the MSDS for each chemical that you use. Spray all fixtures with the correct chemicals to allow time to "soak in Wipe clean.

RESTOCK EXPENDABLE SUPPLIES

When you are restocking expendable supplies, always make sure you fill the dispenser with the correct size paper or soap product. Be sure to secure the dispenser after it has been filled.

EMPTY, CLEAN AND RE-LINE WASTE RECEPTACLES

The next job will be to empty, clean and re-line waste receptacles. You should make sure all litter is picked up prior to emptying the receptacles. Use the correct size liners and taper the excess liners by tying on one corner.

SWEEP OR DUST MOP FLOORS

Depending on the floor surface, you will either sweep or dust mop the floor.

CLEAN SINK AND COUNTERS

The next job will be to clean the sink and counters. First, remove all debris from counters. Start at the backsplash of the counter and work towards the drain. Be sure to dry all surfaces.

CLEAN MIRRORS

To clean the mirrors, start in one corner and work from right to left. Use circular cleaning motions for best results. Inspect for streaks and smudges.

SPOT CLEAN WALLS, PARTITIONS, BRIGHT WORK

Spot cleaning is the next job. Using the proper chemicals spot clean all vertical surfaces starting at the bottom and working your way up. Clean all bright work. Bathrooms don't just need to be clean, they need to shine. All that white porcelain, bright work and tile work demands weekly, if not daily attention.

Cleaning Toilets
WHAT YOU NEED:
1. Goggles or glasses.
2. Toilet brush.
3. Gloves.
4. Cleanser for inside of bowl.
5. Cleanser for outside of the toilet.
6. Paper towels or cloths.

REMOVE EVERYTHING FROM AROUND THE TOILET.

Cleaning the toilet is a messy job, and there's always the chance of splashing cleanser or toilet water outside of the actual toilet. Prevent extra cleanup by removing all excess items from around the toilet. Don't forget to remove anything on top of the tank to prevent dropping items into the bowl during cleaning.

FLUSH AND ADD CLEANING SOLUTION.

Flush the toilet with the lid down to prevent splashing or spraying. Add your choice of powdered, liquid, or gel cleanser to the bowl. Try to apply the cleaner as close to the toilet rim as possible to prevent diluted cleanser.

CLEAN THE EXTERIOR OF THE TOILET.

While the cleansing solution soaks into the toilet grime in the bowl, clean the outside of the toilet. Start at the top to prevent dripping on already clean surfaces.

Spray the tank, handle, and tank edges with cleaner and wipe down.
Next do the outside lid of the toilet.
Finally wipe down the entire bowl. Start with the sides and front before cleaning the bottom edges of the toilet where it meets the floor.

CLEAN THE TOILET SEAT.

The toilet seat should never be neglected. It is the part of the toilet that comes into actual contact with people, and it needs to be cleaned thoroughly. Raise the seat. Spray the seat, inside lid and the rim of the toilet with cleanser.

Wipe down the lid, seat, and hinges at the back of the toilet seat. Some toilets have hinges that will pop open to allow better access for cleaning.

CLEAN THE INSIDE OF THE TOILET BOWL.

Begin cleaning the bowl from the top down. Always begin scrubbing under the rim first. Look under the rim to get all the stains and grime scrubbed away.

Even though there are many commercial products available, Lime-A-Way® is a commercial product that is a concentrated blend of mild organic and mineral acids formulated to remove calcium and other hard water mineral deposits from under the rim of toilets. It has a pleasant fragrance and is easy to use. It removes rust, calcium and lime build up from toilets and it effectively cleans even the toughest hard water stains.
Next scrub the bowl. Finally scrub the hole at the bottom of the toilet.
Always flush the toilet with the lid down.

WIPE UP ANY DRIPS OR SPILLS.
Wipe up any drips of cleanser or water that may have occurred.
Put away tools and trash. Replace the items removed at the beginning of the cleaning process.

TIPS FOR CLEANING TOILETS

1. Wear eye protection when cleaning a toilet. It prevents splatters of toilet water and cleaner. You may also want to use gloves to prevent contact with your hands.
2. Flush the toilet with the seat lid down to prevent splattering and splashing.
3. Do not use sponges when you scrub a toilet. Sponges are a great way to breed bacteria, and there are already enough in bathroom. Paper towels are great options because they are thrown away. If you use reusable cloths or microfiber cloths, wash them immediately in their own load on hot water with bleach.

In summary, to properly clean a toilet you should use the appropriate germicide to clean the seat cover top and bottom. Then lift seat cover and clean underside and top of toilet seat, under side and bowl rim, and finally clean the handle and exposed plumbing. Flush toilet with seat down and leave the seat up to indicate you have cleaned commode.

Cleaning Urinals
Some cleaning tools and materials for cleaning urinals are listed below.
1.Bowl swab
2.Trigger sprayer
3.Clean cloths
4.Gloves and goggles
5.Toilet bowl cleaner
6.Cleaner disinfectant, liquid or foam aerosol
In addition to toilets, urinals need to be cleaned, disinfected and deodorized. Disinfecting the urinal reduces the growth and spread of bacteria.

PROCEDURES FOR CLEANING A URINAL

Remember to put on gloves and goggles, and then clean the inside of the urinal.
First, apply 1 to 2 ounces of bowl cleaner evenly onto the bowl swab. Then swab the entire inside surface, under the rim, and where the water outlets are located.
Next, flush urinal and rinse bowl swab thoroughly. Set bowl swab aside, placing it into a carrying container.

Clean and disinfect the flush handle and all the chrome around the urinal. Wipe it dry.
Next, clean the outside of the urinal by spraying with a cleaner disinfectant. Pay special attention to the underside of the outside of the urinal. Wipe with a clean cloth.
Use a new cloth to start the next urinal. Toss used cloth to be laundered.

Mopping Restroom Floors
Cleaning Tools and Materials needed for mopping restroom floors.
1.Pump up sprayer and one bucket with wringer or Two buckets with wringers
2.Wet mop
3.Broom and dust pan
"Wet floor signs
5.Gloves and goggles
6.Cleaner/Disinfectant
7.Cleaning Procedures:
The bathroom floor is mopped to clean and disinfect it and to eliminate odors and bacteria.

PROCEDURE FOR MOPPING A RESTROOM FLOOR

First, put on gloves and personal protection equipment. Remove all movable obstacles from the floor.
Sweep floor and pick up pile with dust pan.
Position the mop bucket or buckets outside door.
Place "Wet floor sign at the entrance

Use either the spray down, mop up method or the two bucket method to get cleaner disinfectant on the floor.
Apply product on floor, starting in the farthest corner.
Work moving backwards towards the door.
Be sure to get disinfectant around toilets, under urinals and under sinks.
Allow to stand amount of time recommended by manufacturer s directions
Dip wet mop into clean water rinse. Wring out dry.
Start at the farthest corner and pick up disinfectant solution that is on the floor.
Dip mop in rinse water frequently. Continue until all disinfectant solution has been picked up.

CLEAN UP AFTER MOPPING

Always clean up after mopping the restroom floor Most facilities have a janitor s closet with a deep well sink and cabinets for supplies. Use this sink to empty the bucket or buckets and sprayer should. And then, you should rinse the mop. All of the tools and materials should be stored properly.

REMOVE CAUTION SIGN AND INSPECT WORK
Review all of the jobs that you just completed. Make sure all dispensers are full, mirrors are streak free, and all fixtures are clean.

Cleaning a Laundry
Cleaning Tools and Materials needed are listed below
1. Vacuum with hospital grade filter, dusting tool
2. Deck brush
3. Mop bucket with wringer
4. Clean cloths
5. Wet/dry vacuum
6. Pump up sprayer
7. Trigger sprayer
8. Clean bucket for rinse water
9. Gloves and goggles
10. Cleaner disinfectant
Laundry rooms must be cleaned to prevent possibility of cross contamination. The laundry is a central location for linen that gets redistributed throughout the facility.

Procedure for Cleaning the Laundry Room

DAILY PROCEDURES
Daily procedures for cleaning the laundry room will include
First put on gloves and goggles.
Next, you should the empty waste receptacles. Remember to tie the liner and dispose of the waste properly. And then, spray the waste receptacles with disinfectant from trigger sprayer, inside and out and wipe them dry with a clean cloth.
Damp dust with a cleaner disinfectant sprayed on a cloth. Rinse used cloth in clear water, reapply disinfectant to continue. All sills and ledges, outsides of wash and drying machines and loading doors should be cleaned. Tables for folding linens should also be cleaned. Vacuum floor surface to remove all lint.
Using a deck brush and water from the mop bucket, remove any accumulations of soap on the floor surface. The last job is to damp mop floor with a cleaner disinfectant starting at the back of the room and mopping to the door Remember to place the “Wet Floor sign at the door
Pick up solution with a wet dry vacuum.

WEEKLY PROCEDURES
Wash walls completely. To wash the walls fill the pump up sprayer with diluted cleaner

disinfectant. And then, spray walls from bottom up. Next, wipe walls dry.
Clean any or all overhead pipes with vacuum dusting tool.
Wash all linen carts. Use trigger sprayer and spray all surfaces with cleaner disinfectant. Let the solution set for a few minutes and then wipe dry.

PERIODIC CLEANING PROCEDURES
The linen storage cupboards should be emptied and cleaned with a cleaner disinfectant.
Washing Walls
Cleaning Tools and Materials needed for washing walls and wall partitions are listed below.
1.Trigger sprayer
2.Clean bucket
3.Clean cloths
4.Gloves and goggles
5.Cleaner disinfectant
6.Cleaning Procedures:

Walls and Wall Partitions are washed because dirty walls are unsanitary. Dirt acts as a breeding ground for bacteria. In addition, dirty walls make the room appear dull.

PROCEDURE FOR WASHING WALLS AND PARTITIONS

Put on gloves and personal protection equipment.
Using a trigger sprayer filled with diluted cleaner disinfectant, spray solution on walls, starting from the bottom and working your way up.
Wipe walls clean from the top down using a clean cloth.
Rinse cloth frequently in clear water rinse.
Thoroughly clean the underside of the partitions. This area becomes dirty from urine splash and needs daily attention.

Window Washing
Cleaning Tools and Materials needed for washing windows.
1.Window squeegee
2.Clean cloths
3.Window tool and bucket or Trigger sprayer
4.Window cleaner
5.Gloves and goggles
6.Cleaning Procedures:
You should pay particular attention to cleaning windows. Clean windows add to the overall

impression of cleanliness. More light comes in clean windows, improving the outlook of those inside the building. Windows need to be cleaned more often in colder weather.

Remember, condensation and temperature fluctuations encourage streaking and dust accumulation on windows. In addition, oils in exhaust and cooking deposit on the glass surfaces in colder weather.

PROCEDURE FOR WASHING A WINDOW

Put on gloves and goggles. Open drapes and raise venetian blinds or shades.
Next you should clear window sill of obstructions. Clean window sills inside and out using glass cleaner and a clean cloth.
Cover window with window cleaner solution using a trigger sprayer or window tool.

USING A SQUEEGEE

Remove solution and dirt from window using a squeegee. Move the squeegee from side to side or in a figure eight motion, or move it from top to bottom of the glass. Wipe off squeegee with clean cloth after each stroke.

After using the squeegee, wipe the glass dry with a clean cloth. When finished, wipe off window sills with a clean cloth. Clean window frames with window cleaner and a clean cloth. When complete, close drapes and put blinds or shades in place.
Clean and return tools and materials to storage area.

Dusting
Prevent dust by using two entrance mats at each entrance. One just outside the door and one just inside the door will reduce the amount of dust, dirt, and debris that enters your facility.

Check and maintain your air filters to make sure they are functioning properly. Air filters will last between 1-3 months, but should be changed as they become clogged with dirt and debris.

By keeping windows closed, you'll prevent dust and debris from blowing into your home. Double check your window and door weather-stripping to make sure it is still functioning properly.

There are many dusting products on the market, but each one has its own set of pros and cons. Use the right dusting tool for your jobs. Microfiber cloth dusting supplies is a favorite. If you use a furniture oil or polish, be sure to follow the directions and don't overuse the product. Overuse or improper use can lead to a buildup on your furniture or clouding of the wood surfaces.

Dust from top to bottom to prevent going over surfaces more than once. Sometimes you may need to wet dust after you dry dust. Always dry dust first. Be careful about allowing even a small amount of water on wood surfaces.

CARE FOR FLOORS

CARE FOR WOOD FLOORS
Regular cleaning keeps wood floors and furniture looking their best. All you need is a good vacuum or microfiber dust mop, a soft cloth, and Murphy Oil Soap. It's easy!
Vacuum your floors and dust furniture daily. Gritty dust can scratch wood surfaces. For effective vacuuming, use a Windsor with Sensor technology. It will automatically adjust to your floor type

And for effective floor cleaning, use the microfiber mop system for both dry dusting and wet mopping. Mop up spills right away to avoid stains.

Cleaning wood floors regularly with Murphy Oil Soap Original Formula is easy. Dilute Murphy s in a bucket according to directions. Use a microfiber wet mop.

Wipe up any excess water with a soft, dry cloth or dry dust mop.
Murphy s isn t just for wood flooring and furniture It also safely cleans laminate flooring and many other surfaces.

CLEANING MARBLE FLOORS

Marble is often used for floors in commercial office buildings and hotels in lobbies in entry ways, halls, and lobbies. Janitors are required to maintain these floor materials.
Marble is generally polished, and unless sealed it is porous and easily stained. Marble is also able to be etched by acids. Marble may be stone, but it stains easily, so you need to wipe anything off that is spilled on it immediately, as you would on a wood surface.
Regular cleaning includes washing marble surface with lukewarm water and wipe dry with a clean cloth. Wiping marble surface with a damp chamois is suggested as it will not leave

streaks.

Unsealed Marble that has become dull can have a shine brought back to it using a commercial marble cleaner and polish. For badly damaged marble surfaces, if it's scratched or etched by excessive wear, you will most likely need to have it professionally polished. Marble professionals have the right equipment for the job and know how to use their tools properly.

There are different types of stains that can affect marble. Organic stains, such as tea or coffee. These stains will need a poultice soaked with 20% peroxide and a few drops of ammonia.

Stains that are oil based, such as the oils from butter, lotions need attention right when the spill occurs. You can do this by spreading the surface with ordinary household corn starch. Let it stand for a few hours, Scrub with a stiff brush and hot sudsy water. Or wipe with a dampened cloth of ammonia.

A commercial rust remover can be used to remove rust stains from an item such as a metal lamp on the surface or metal container. Acid stains, from citrus fruits juices and carbonated beverages should be wiped up immediately; they can etch and dull the surface. If stains seem to be impossible to remove, your Marble professional will be able to help remove them and bring the beauty back to your surface.

CLEANING LINOLEUM AND VINYL FLOORS

Proper care of your linoleum or vinyl floor prevents damage, extends its life and keeps it looking like new for years. You should always vacuum or dust hard floor surfaces before mopping.

Linoleum floors generally require only warm water for cleaning. Most detergents won't rinse clean leaving behind a sticky residue. That residue becomes a magnet, attracting dirt off the bottom of shoes. It builds up, deteriorating the sealant and leaving you with the hard job of stripping and waxing.

If you find your floor requires a cleanser, use Ivory® Liquid dish soap or equivalent. Fill your bucket with suds, mop away then rinse. Ivory rinses clean so the sticky buildup never causes problems. Other detergents can be too harsh for the floor so stick to Ivory or an equivalent. Mix dish soap in a spray bottle of water as an all-purpose cleaner. It's

inexpensive and quite a good cleaner.

Some linoleum floors have grooves so deep you can sink a submarine. Grab a nylon bristle brush other brushes might scratch the floor. Then, fill your bucket or sink with warm water add a good squirt or two of the dish soap and scrub the floor; and then rinse. Your floor needs this deep cleaning only twice a year.

What to do about black heel marks. Not a pretty sight. Spray a little WD-40® on a towel; lightly rub and they disappear without scrubbing. Rinse thoroughly with sudsy water or the floor might be slick.

Carpet Care
Maintaining carpet through regular vacuuming, deep cleaning, and stain removal has many benefits:

Extend the life of the carpet as ground in soil particles weaken carpet fibers
Provide a fresh clean look to a room
Making a room smell better
Helping allergy and asthma sufferers by removing germs and dust, thus better Indoor Air Quality

VACUUMING

Dirt and grit damage carpet by rubbing against the fibers. Regular vacuuming prevents the deep abrasion that ruins carpet. Remember to change the disposable bags often. Loose threads should be cut off with a scissors.

DEEP CLEANING

Carpet should be deep cleaned with hot water extraction or steam cleaning every 12 to 24 months. Steam cleaning involves spraying a high pressure solution of water and detergent onto the carpet and vacuuming the dirty solution out.

SPOT REMOVAL

It is very important that all stains get prompt attention since stains can be better cleaned right after they happen. Follow these steps when removing a stain.
Remove excess wet stains by blotting with a clean absorbent cloth (use a wet/dry vacuum

for large stains) and dry stains by scraping with a dull edge. Always blot or sponge stains, scrubbing can spread stains and damage carpet fibers.

Apply cleaning solution to a clean absorbent cloth or paper towel. Do not soak the carpet. Working from the edges of the stain to prevent spreading, blot until no more stain is absorbed. If necessary, use your fingertips to work the solution to the base of the stain. Wait 3 minutes for the solution to work.

Apply clean water to another cloth or paper towel. Blot to remove any residue.
Carpet fibers may later absorb deep stains. More cleaning may be necessary.
Allow carpet to dry, vacuum or brush carpet to restore its texture.

Blind Cleaning
When it's time to clean your blinds and shades, even your best friend is hard to find. But there are some simple and effective ways to clean blinds and shades with minimal effort.

ALUMINUM MINI-BLINDS

Use ordinary soft, clean dust cloths, chemically treated dust cloths, vacuum cleaner brush attachments, or other available ordinary household aids. The paint surface of the slats is quite smooth and dust is easily brushed off if done at regular intervals.

To vacuum, use the brush dust head attachment and tilt the slats first up, then down but not entirely exposed to reach the entire top and bottom surfaces.

To dust, use a soft clean cloth or chemically treated dust cloth and tilt the slats as above.

To wash, use a damp cloth or sponge and mild detergent. Use warm or cold water - NOT hot water. Tilt the slats as above. Protect the floor or sill from excess water. The blind can also be taken down, placed in a bath tub of mild soapy water, then rinsed clean, wiped dry, or allowed to dry completely in the open air.

WOOD BLINDS

Care must be taken when cleaning real wood blinds. Washing the blind is NOT recommended. Although the wood is sealed, water or even excessive dampness may cause warping or discoloration of the slats.

Since the surface of the slats is smooth, dust may be easily brushed off at regular intervals using a clean soft dust cloth or a vacuum cleaner brush attachment. Clean them as described above.

FABRIC PLEATED SHADES

Most of the cellular shades, like the Hunter Douglas Duette shade, are anti-static, and they require very little cleaning. A light sweep with your vacuum cleaner brush attachment is all that is needed to keep them dust free. For a more thorough cleaning, the entire shade assembly may be gently wiped with a soft damp cloth using lukewarm (not hot) water.

Take special care when handling opaque blackout shades to avoid creasing, and do not immerse them in water. For tough stains, spot clean with a mild detergent. Some shades, like the Graber CrystalPleat® have a "soft hand" fabric.

Be very careful when trying to clean these types of shades as they tend to "pill". When a fabric pills it becomes covered in small balls of matted fiber because of rubbing.

Computer Rooms
How to clean computer rooms
Things you will need:
1. Air duster
Figure 56 An example of a commercially available air duster
2. Microfiber duster
3. Vacuum cleaner
4. Cotton towel

The flooring beneath our computer desks needs to be cleaned to ensure our computers stay in top working order. Dirt and dust particles building up on the floor below your computer can affect the health of your computer. Clean floors will diminish the risks of fouled circuitry. Regular cleaning of your computer room floors will ensure that your equipment will operate efficiently.

Make sure your computer is turned off before you start. Be careful not to unplug or loosen any plugs. Spray the cords underneath your desk with an air duster.

Get off as much loose dirt and dust particles from the computer cords as possible.
And then, run a microfiber dry duster over any loose cords on the computer room floor.

Remove dust from any outlets and the underside of cords.
Use a hose attachment with an angled edge on your vacuum to remove the dirt from your computer floor. Lift up the cords to get underneath. Do not use the vacuum's sweeper brush on the cords.

Immerse your cotton towel in warm water and wring it out. With the barely wet towel, work under your computer desk to remove any last speck of dust particles from beneath your desk. Do not put the wet rag on the computer's cord.

Dust under computer desks every week. On a monthly basis, follow the entire computer floor cleaning routine.

UPHOLSTERY CLEANING

Upholstered furniture can be very expensive. If you have a sofa, chair, loveseat, or some other type of upholstered furniture that is in good condition but just dirty, these upholstery cleaning tips will save money and time.

The key with upholstered furniture is choosing the appropriate type of cleaning method. For example, an antique chair that is hand embroidered would require a different cleaning technique than a sofa that was store bought.

GETTING THE UPHOLSTERY STAINS OUT

Maintaining clean furniture is part of having a facility where people enjoy working or visiting. With furniture, upholstery is just one aspect but an important one. Think about all the times people have eaten on the sofa, dropping bits of food or drink that leave stains. Then you have the dirty feet, dirty clothing, and just everyday wear and tear that can leave upholstery looking dirty and drab. Getting those stains out does not have to be painful.

The most important thing to remember when cleaning upholstery is to consider the fabric. If you are unsure, you can check with the manufacturer s information Then before you start in cleaning a large stain, we recommend you work first on an inconspicuous area to ensure no discoloration or damage is done. With that done, the following are a few of the more common stains found on upholstery and methods for removing them.

OILY CHEESE STAINS

Cheese is another food product that is seen spilled on upholstery. Again, things like nachos are a favorite snack food but they leave stains. For cheese, mix one teaspoon of mild, ph-balanced detergent with one cup of warm water. With a clean, white towel, blot at the cheese stain. Then mix one tablespoon of regular ammonia with one-half cup of water, again blotting the stain. Finally, blot the stain with clean water to remove any detergent or ammonia and let the area dry.

INK STAINS

Clients or employees may sit down with a pen in their pocket and before you know it, a stain is left. Ballpoint pens, especially blue, are common stain makers. Ink stains can be removed. The key is to be patient and persistent, as ink stains can be stubborn. Just make sure you only blot. Rubbing could cause the ink stain worsen. You have a number of options when removing ink stains.

- Spray hairspray onto a clean, white towel and then dab at the stain, followed by blotting with a clean, dry towel
- Treat a clean, white towel with isopropyl rubbing alcohol. Again, blot the ink stain, followed by a dry towel
- Again, with a clean, white towel, apply nail polish remover or acetone. Blot the ink stain from the outside edges toward the center
- Using a clean, white towel, use spirits of turpentine, blotting as with the other treatment options

Commercial products that work well on ink stains include Carbona or Afta; these are extra strength bio-enzyme cleaners that are formulated to get out tough stains. They come with a builtin applicator brush. With both, you would use a clean, white towel, dabbing the affected area.

COFFEE STAINS

Sipping coffee on an upholstered chair or sofa is everyday occurrence. To get rid of a coffee stain, mix one teaspoon of a mild, ph-balanced detergent with one cup of warm water, then blot from the outside in. Follow this with blotting the stain with a mixture of one-third cup white vinegar with two-thirds cup water. When finished, use a clean, white towel to absorb any excess, allow the area to dry.

VACUUM UPHOLSTERY

Upholstery cleaning tips are important since dust settles onto fabric more than hard surfaces. Therefore, regular cleaning to keep your upholstery looking and smelling clean is essential. In fact, we recommend you clean your upholstery furniture once every two months. Typically, you can use your regular vacuum cleaner with the appropriate attachment to keep it clean. Just keeping the dust off will help furniture last much longer.

Carpet Cleaning
Strive to clean your carpet as soon as you notice any spills or spots on you carpet s surface This action alone can save lots of time and damage, as well.
Before cleaning any surface areas, use a small portion of your cleaning products over a small and hidden area to avoid damage or discoloring of the carpet.

Proper care of your floor prevents damage, extends its life and keeps it looking new for years. How do you properly care for your flooring?

Vacuum carpet regularly, and do not use liquid carpet shampoos to clean them. The shampoo can t be completely rinsed out leaving a sticky residue That residue acts like a big magnet pulling the dirt from the bottom of your shoes. Use dry carpet cleaners instead. Stores selling vacuum cleaners carry them.

Getting out old shampoo becomes the trick. Rent a shampoo machine that cleans with water. You should mix 1 cup vinegar per 2 ½ gallons of water and clean according to directions on the vacuum cleaner. Go back over the carpet with warm water only. The vinegar pulls out the old shampoo cleaning the carpet as well. It may take a time or two, but your carpets will be soft and free from grime. The hot water reactivates the shampoo already in the carpet providing the needed cleansing action.

Stains in carpet can be the difficult to remove. Never rub a stain, just blot. Rubbing breaks down the fibers and spreads the stain. Remove most food stains with shaving cream. Spray on and resist the temptation to rub it in then let it set 15 minutes. Rinse with a vinegar and water solution.

Club soda generally removes red wine stains. Remove red dye stains found in drink mixes, Popsicles, dog and cat food with a 30/70 solution of peroxide to water. Remember peroxide is bleach so test an inconspicuous spot first for color fastness. Apply the mixture, wait 30 minutes then remove as much moisture as possible and rinse with a vinegar/ water solution. If the stain

remains add a bit more peroxide to the mixture and retreat Brake cleaner also does a good quick job of removing most food stains.
Dab a little on a clean cloth and gently blot the stain. Rinse with soap and water. Brake cleaner contains the same chemical professional dry cleaners use to clean stains in clothing. Do not pour brake cleaner directly into the carpet. It could dissolve the adhesive holding the fibers in the carpet.

Oops someone s dog had an accident on the carpet and the stain and smell refuse all attempts at removal. First try an enzyme product. Pour on enough to saturate to the pad and treat an area twice as large as the stain. Urine hits the pad and spreads. Let it set a couple of hours.

Enzyme products are available at commercial janitor supply stores, Pet stores, RV or marine stores. They are used in the holding tanks to dissolve solid material.

If the enzyme product does not remove all the stain or odor, baking soda and peroxide remain your best chance for success. Mix a 30/70 solution of peroxide to water adding 1/2 teaspoon of baking soda per cup of mixture. It bubbles and fizzles, but not before removing the stain and smell. Always test a spot first for colorfastness. Peroxide is bleach and may discolor the carpet. Blot up what you can with an old towel and rinse well with 1/3-cup vinegar per quart of water.

Oil, grease, magic marker and ink can also be the difficult to remove. Most janitorial companies or WalMart carry a product called De-Solv-it® Cleaner. WD-40® or Orange Clean Degreaser® all work wonders removing these stubborn stains.

Rubbing alcohol removes ink. Blot on allow to set 30 minutes and blot to remove. Rinse with sudsy water. Magic marker is generally permanent and you may not be able to remove it.
If you find bubble gum stuck to carpet, freeze it with ice cubes and chip off what you can with the blunt side of a kitchen knife. De-Solv-it® Cleaner removes the rest.

Wax on carpet can also be frozen with ice and chipped off. Wax needs heat for removal. Some newer carpets are quite sensitive to heat and scorch easily. So test an out of the way spot first. You can also use a hair dryer set to the hottest setting. Set your iron to a low to medium heat. The less heat you use, the less chance of scorching your carpet. Take a white paper towel or paper bag with no writing on it as the dye may transfer to the carpet, and then put the towel down on top of the wax. Then iron the towel for no longer than 2 seconds. Move the towel and redo if necessary. Generally once is enough.

Drapery Cleaning

Drapes are notorious for quietly accumulating dirt and absorbing odors, contributing to a room full of grime. In some cases it can aggravate asthma and breathing conditions.

Cleaning the curtains can be a tedious, time-consuming task. To clean drapes, you must haul down the drapes, wash, and re-hang them. Before you start there are some factors you should consider.

Curtain fabric is rarely pre-shrunk like clothing. There's a risk that the fabric will shrink as it is washed and dried, which results in gaps and shortages when the drapes are re-hung.

Heavy fabrics can lose shape when washed turning all those carefully placed creases and pleats into just a memory.

Rarely color-safe, drapery fabric can fade and lose color after a cycle through the washing machine and dryer.

Your company might consider having the drapery cleaning job done professionally; if one is available in your area.

Water can stain certain fabrics such as silk and alter the texture of others, changing the way the curtains hang and fall at the window If you choose to rely on professional curtain cleaners, you may hire two types of cleaning companies. The first will remove the drapes to clean them; expect them be returned within three to five days. The second will use a method to clean the drapes while they remain hanging at the windows.

Companies that promise quick, easy service use one of two processes to do so:

1. The dry cleaning method is accomplished by spraying dry cleaning chemicals onto the drapes and vacuuming off the residue and dirt. Though convenient, keep in mind that the cleaning solvents can be extremely flammable, may linger in your facility and should not be inhaled.
2. The steam-cleaning method is when the cleaners use a controlled attachment to run a steam machine over the drapes, steaming away dirt and odors. This process does not work on watersensitive fabrics such as silk where there is a risk of water damage.

It can be tempting to bring your drapes into local dry cleaners, but keep in mind that dry cleaning yards and yards of fabric can be costly. And since the chemicals used by commercial dry cleaners are designed to clean clothing, the results are never guaranteed when used to clean curtains.

Television Cleaning

TOOLS AND MATERIALS NEEDED

1.Trigger sprayer
2.Clean cloth
3.Gloves and goggles
4.Cleaner disinfectant
In a hospital setting, a television is cleaned and disinfected to reduce the spread of infections that originate in patient contact equipment.
For general public use, televisions are cleaned and kept dust free to increase its life.

PROCEDURE FOR CLEANING A TELEVISION

Put on your gloves and goggles.
Fill trigger sprayer with diluted cleaner disinfectant solution following manufacturer s directions.
Turn off the television. Never clean the television while it is turned on. If the patient/resident is watching it at the time, ask if you may turn it off for cleaning.
Spray disinfectant solution onto clean cloth. Never spray the disinfectant solution directly on the television!
Wipe the front and side vertical surfaces and the top and bottom of the television. Never wipe the back of the unit with a wet cloth!

Chapter 7: Food Service

CLEANING THE KITCHEN FOR THE JANITOR

Kitchen and food service safety is an important topic. Kitchens and food service areas are cleaned by janitors. They must know how to safely clean these areas. They must understand their responsibilities and how they differ from kitchen staff. This chapter covers such topics as slips and falls, cuts, responsibilities for safety, use of wiping cloths, spills, blocking exits, and storage of cleaners.

Slips and Falls

Any spill, especially water spills in the kitchen or food service area should be mopped, and then wiped dry with a dry rag or towel.

When grease, mayonnaise, salad dressing or other items containing oil are involved, after you clean the spill, use an abrasive powder such as a powder cleaner. This removes the oil, under the surface of the floor This is particularly critical on tile and marble floors If you don t use the abrasive powder, the floor will remain very slippery.

When cleaning up broken glass, never use your fingers to pick up the glass. Use a small broom and dustpan.

You should use caution signs in the area to alert others. If you see something on the floor that doesn t belong there pick it up Always wear approved safety resistant safety footwear in the kitchen. When you see water on the floor or some other hazard, clean it up!

About Cuts

Quite a few injuries occur from people opening boxes with box cutters. Box cutters are often called finger cutters. That's right, finger cutters. Devices such as this are designed to cut. They cut cardboard skin fingers hands arms legs…that s their purpose to cut When using cutters, you must keep your free hand out of the cutting path of the blade.

Responsibilities

Employers have the primary responsibility for protecting the safety and health of their workers by providing them with proper equipment that is working properly, personal protective equipment, and a safe working environment. Employees are responsible for following safe work practices. Basically your safety is your responsibility.

Use of Wiping Cloths
Kitchen staff knows to use separate wiping cloths for cleaning surfaces that come into contact with food from cloths used for equipment, prep tables, or cutting boards.
Janitors and custodians are responsible for general cleaning in kitchens and food service areas. Cloths used for floors, walls, countertops can never be used for items that come in contact with food.

Each type of wiping cloth should be stored in its own separate labeled or color coded container containing sanitizing solution. There are at least two types of sanitizing solutions that may be used. One is a bleach solution with a 50-100 parts per million (ppm) of sodium hypochlorite and the other is a quaternary ammonia solution at 200-300 ppm ammonia. Never mix bleach and ammonia!

Spills on the Floor
Spills on the floor are a workplace hazard that must be cleaned up immediately. Janitors or custodians are usually the first to be called when a spill occurs.
Coworkers should be advised about the spill verbally or with a “Wet Floor sign to prevent anyone from accidentally walking through the spill.

It is important to identify the nature of the spill. This will aid in determining how to proceed with clean up. A bucket and mop should be used to apply the correct cleaning solution. Directions for proper use on the cleaning solution container should be followed and any remaining moisture should be cleaned up.

Post warning signs or cones should be used to divert floor traffic until the clean-up site is dry.

Cleaning supplies should be put away properly.

STORING CLEANERS

Cleansers and other non-food items are ALWAYS stored separately from foods. Separate shelves, separate cupboards, sometimes even separate rooms.

Chemicals used by janitors are NEVER stored in food containers, nor are foods to be stored in chemical containers.

Chemicals should be kept in their own original packaging or in other break-resistant, clearly labeled containers.

When using chemicals, follow the handling instructions contained in Material Safety Data Sheets or MSDSs that are available in your workplace.

Chemicals should be kept away from food handling areas. If chemicals come into contact with food, throw the food away.

You should always store chemicals below and away from food and utensils and the farther, the better.

Chapter 8: Storing and Handling Garbage

This chapter covers storing and handling garbage.
Never store garbage in your facility, move it promptly to a waste container outside. This is especially important if you are collecting garbage in a food handling area. Make sure that doors and external windows keep out pests, such as flies and rats.

Careful storage of waste is also important to avoid attracting pests. You should:
Not allow food or other waste to gather in food areas
Keep the storage area clean
Arrange for garbage to be removed regularly.

When you move garbage; wash your hands. Don't wait for garbage to pile up, keep it moving and make regular 'garbage runs' out to the refuse container.

Place garbage in sturdy leak-proof plastic or metal containers with tight-fitting lids.
The containers should be lined with clear plastic bags or with wet-strength paper.
Clean and sanitize garbage containers frequently to prevent odor and keep from attracting insects and other pests.
After any kind of garbage duty you must wash your hands.

WASH YOUR HANDS

Washing your hands is simple, right? But are you sure you are doing it the right way? Here are a few tips for washing your hands.

Wet hands with warm water
Apply a generous amount of soap and lather hands well
Rub hands together for 20 seconds or the amount of time it takes to sing Happy Birthday; paying special attention to the areas between fingers and under nails.

Rinse hands thoroughly with warm water
Dry hands with a disposable towel
Use the disposable towel to turn off the faucet and open the door, if in a public place.

Chapter 9: The End

We have discussed procedures and safety in the Janitorial and Custodial Industry. No matter what occupation you have, remember that there are responsibilities associated with your job.

We have covered many procedures and safety topics. Ideally safety is freedom from danger. As we stated earlier, every topic for the Janitor and Custodian cannot be covered in this one manual. Some of the topics that are covered include protection from the risk of harm or injury, achieving a clean, sanitary environment, procedures for cleaning, safety devices, and responsibilities.

Technology is moving ahead, changes are being made everywhere you go and everyone is busy. Business today is a fast paced no-nonsense environment where productivity and efficiency mean everything.

Each person has the responsibility for safety, not only for yourself and the safety of your coworkers but also for facility occupants.

Janitorial 5 Star Services

Item: **BLD2121632P1:BLD2121632P1:BLD2121632P1:BLD2121632P1:BLD2121632P1:BLD2121632P1:BLD2121632P1:BLD2121632P1:Janitorial Services - Small Facilities Group 1 - Agreement No. 8**

Attachments
Agreement 8 Proposal.pdf
Agreement 8 Pricing Sheet.xlsx
Attachments.pdf
Employee and Safety Training Manual.pdf

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Solicitation BLD2121632P1

Agreement No. 8

Small Facilities Group 1 (6 Locations)

Janitorial Services – County Facilities

May 26, 2021

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Ability of Professional Personnel:

Describe the qualifications and relevant experience of the Project Manager and all key staff that are intended to be assigned to this project. Include resumes for the Project Manager and all key staff described. Include the qualifications and relevant experience of all subconsultants' key staff to be assigned to this project.

Kristen Olbel

Kristen Olbel is the Chief Executive Officer of Janitorial 5 Star Services. She oversees all operations within the company and works closely with all project managers to guarantee optimal results on each contract. Kristen develops and cultivates a positive working relationship with each contract coordinator prior to contract initiation. She designs, fosters, and deploys strategies for generating resources and revenue for the company.

EDUCATION

Bachelor of Arts (Sociology/Criminal Justice & Psychology) University of Dubuque -Dubuque, IA

WORK HISTORY

Janitorial 5 Star Services (Chief of Operation) (20 Years' Experience in the Field)
Fort Lauderdale Police Department (Police Officer) (13 Years' Experience in the Field)

Mikelange Olbel

Mikelange "Mike" Olbel is the Chief Operations Officer of Janitorial 5 Star Services. He develops strategic plans to advance the company's mission and objectives to promote revenue, profitability, and growth as an organization. He oversees all operations to ensure all contracts are executed with effectiveness, quality, service, and cost-effective management of resources.

EDUCATION

Masters of Science (Business Administration, Public Administration & Psychology) Iowa State – Ames, IA
Bachelor of Arts (Criminal Justice & Sociology, Minor in Psychology) University of Dubuque -Dubuque, IA

WORK HISTORY

Janitorial 5 Star Services (Chief of Operation) (20 Years' Experience in the Field)
Team Saving Our Youth, Inc. (Chief Executive Officer) (6 Years' Experience in the Field)
Community Based Connections, Inc. (Executive Director) (5 Years' Experience in the Field)

Lakesha Houston

Lakesha Houston currently oversees all janitorial Broward County contracts to include the Broward County School District. She is experienced in operations and management with over 15 years of experience. She oversees and is responsible for inventory, equipment maintenance, routine and special project scheduling, and quality control.

EDUCATION

High School Diploma — Hallandale High School - Hallandale Beach, FL
Certification – Hack License

WORK HISTORY

Project Manager, Janitorial 5 Star Services
Oct 2020 – Present

Supervisor/Operator, First Transit
June 2017-Oct 2020

Customer Service Representative/Receptionist, Amsg & Associates
June 2014-Dec 2016

Customer Service Representative/Team Lead, Convey Health
Feb 2012-June 2014

Administrative Assistant, Renee's Learning
Jan 2005-Jan 2012

Kenny Bellinger

Kenny Bellinger currently oversees all post-construction janitorial contracts. He is experienced in operations and management with over 30 years of experience. He oversees and is responsible for inventory, equipment maintenance, routine and special project scheduling, and quality control. Kenny coordinates all projects with facility managers prior to initiation.

EDUCATION

Bachelor of Science (Physical Education) — Florida Memorial College – Miami, FL
High School Diploma — Miami Killian Senior High School - Miami, FL

WORK HISTORY

Project Manager, Janitorial 5 Star Services

Dec 2020 – Present

Checking Agent/Directional Staff, Inter-Cruises Shoreline
Dec 2018 – Oct 2020

Janitor/Project Crew, Red Coat Janitorial Service
Jan 2019 – Dec 2019

Shuttle Operator, Vamp Enterprises Supreme Limousine Service
Oct 2017 – July 2018

Mail Courier, Hall's Courier Mail Service
Aug 2015 – Nov 2016

Head Basketball Coach, American Basketball Association
Nov 2015 – April 2016

Compliance Officer, Florida Memorial University
2014-2015

Head Basketball Coach, Florida Memorial University
2003-2015

Interim Head Basketball Coach, Florida Memorial College
2003

Assistant Basketball Coach, Florida Memorial College
Dormitory Counselor, Florida Memorial College
1999-2003

Physical Education/Adaptive Teacher, Norwood/Highland Oaks/Hibiscus Elementary Schools
1996-1999

Assistant Basketball Coach, South Broward Senior High School
1998-1999

Assistant Basketball Coach, Miami Norland Senior High School
1995-1998

Assistant Basketball Coach, Edison Senior High School
1986-1989

Recreational Therapist/Human Services Worker II/Behavioral Program Specialist
Landmark Learning Center
1986-1996

Matthew Lawrence

Matthew Lawrence is the Quality Control Manager of Janitorial 5 Star Services. He develops and oversees the implementation of quality control to improve the efficiency of the cleaning process and the overall company. He customizes the quality control projects for each contract to ensure direct, specific attention to each contract/facility.

EDUCATION

Level of Service/Case Management Inventory (LS/CMI) – Ai Alma Institute 2017
Miami-Dade Reentry Task Force - Member 2012
TABE Test – Certified Administrator - Florida Department of Education 2011
Bachelor in Business Management & Marketing - Florida Atlantic University 2007
Florida Workforce Professional - Tier 1 - Dynamic Work Institute 2005

WORK HISTORY

Quality Control Manager, Janitorial 5 Star Services
May 2021 – Present

Workforce Developer/Employment Specialist, OIC of South Florida
02/2012 – Present

Staffing Coordinator, SFN Group
April 2006 – Nov 2010

Case Manager/Employment Specialist/Trainer, South Florida Workforce/Jobs
Aug 2001 – Feb 2006

Matthew Gibson

Matthew Gibson is an Assistant Manager for Janitorial 5 Star Services. He assists the Project Manager with routine cleaning and special projects. He assists with inventory, equipment maintenance, and quality control. Matthew is responsible for training new employees and continuing education for all employees.

EDUCATION

High School Diploma — St. Thomas Aquinas High School – Fort Lauderdale, FL

WORK HISTORY

Assistant Manager/Site Supervisor, Janitorial 5 Star Services
Oct 2020 – Present

Flagger/Safety Operations, AWP

Oct 2020- Feb 2021

Courier, FedEx
April 2018 – Dec 2019

Courier/Supervisor, DHL
Nov 2011 – July 2019

Delivery/Supervisor, Meals on Wheels
March 2015 – June 2018

Disaster Relief, Big Foot Express Hurricane Relief
Fed 2008 – March 2015

Marie Rosier

Marie Rosier is the Chief Financial Officer of Janitorial 5 Star Services. She provides accurate and timely financial reporting to support the daily operations. She improves productivity and decreases risk and liability within the company by budgeting and forecasting projections.

Lorenzo Mills

Lorenzo Mills is a project supervisor for Janitorial 5 Star Services. He manages the pressure washing projects and contracts. He oversees and is responsible for inventory, equipment maintenance, routine and special project scheduling, and quality control. Lorenzo coordinates all projects with facility managers prior to initiation.

Hudson Vilfrard

Hudson Vilfrard is a project supervisor for Janitorial 5 Star Services. He manages the floor cleaning projects and contracts. He oversees and is responsible for inventory, equipment maintenance, routine and special project scheduling, and quality control. Hudson coordinates all projects with facility managers prior to initiation.

1.1 Company Profile

Janitorial 5 Star Services was founded in 2017 by Kristen and Mikelange “Mike” Olbel. This family owned company is located in Pompano Beach, FL and built on 20 years of experience. We provide services to Palm Beach, Broward, and Dade Counties.

We always strive to provide the highest quality cleaning service, and we take pride in maintaining high standards with all our staff. Our services range from the following: New Construction Cleaning, Post-Construction Cleaning, Banks, Churches, Schools, Health Clinics, Pressure Cleaning, Lawn Maintenance, and Commercial Buildings. Janitorial 5 Star Services hires locally through churches, schools, local organizations and returning veterans.

KRISTEN L. OLBEL, BS

Pompano Beach, Florida 33062
(954) 702-2053
Janitorial5starservices@gmail.com

SUMMARY OF QUALIFICATIONS

Accomplished and energetic current business owner and operator with a solid history of achievement in the service industry. Motivated leader with strong organizational and prioritization abilities. Areas of expertise include extreme efficiency and organization, multi-tasking, and quality control with 100% client satisfaction. I’ve served as the owner and operator of a cleaning business for the last five years. My strong organizational and multi-tasking skills, as well as superior time and resource management capabilities are:

- Strategic Vision
- Operations Management
- Community & Municipal Relations
- Quality Assurance
- Contract Management
- Strategic Partnerships
- Outcomes Measurement
- Start-up Capacity Building
- Program/Contract Monitoring
- Finance, Budgeting and Cost Management

PROFESSIONAL EXPERIENCES

01/2017 – Present CEO, Janitorial 5 Star Services

We have owned & operated our own commercial and residential cleaning business for over 5 years now which includes cleaning and maintenance labor tasks, business management, multi-tasking, client communication and satisfaction, employee management, scheduling, billing etc. **Key accomplishments include:**

- Managed business accounts by networking and communicating with crucial account decision-makers to review service delivery and explore opportunities to develop new business.
- Created culture focused on customer service and satisfaction, resulting in improved customer loyalty and retention.

- Increased revenue and reduced risk by enforcing company policies and improving operations.
- Evaluate and manage employee performance and establish employee training and development plans that align with organization development philosophy.
- Transformed struggling business into an industry leader by restructuring organization and implementing business plan to penetrate new markets.
- Identified areas for expansion by analyzing market, consumer trends, and competition
- Represented the company to the media and trade organizations to support business operations.
- Led management team in all aspects of business development including consumer research, competitive research, and emerging opportunities.

07/2014 –Present **Police Officer, City of Fort Lauderdale**

Protects citizens by preventing crime, enforcing laws, apprehending suspects, and monitoring traffic.
Prevents crime by explaining and enforcing applicable federal, state, and local laws and ordinances; teaching preventive, protective, and defensive tactics; mediating disputes; patrolling assigned area; responding to notices of disturbances; conducting searches; observing suspicious activities; and detaining suspects. **Key accomplishments include:**

- Apprehends suspects by responding to complaints and calls for help, observing violations, and making arrests.
- Conducts criminal investigations by gathering evidence, interviewing victims and witnesses, and interrogating suspects.
- Documents observations and actions by radioing information and completing reports.
- Reports observations and actions by testifying in court.
- Fulfills court orders by serving warrants and commitments.
- Maintains safe traffic conditions by monitoring and directing traffic, enforcing laws and ordinances, investigating accidents, providing escort, and reporting unsafe streets and facilities.
- Minimizes personal injury by rescuing and reviving victims and radioing for medical assistance.
- Maintains operations by following department policies and procedures and recommending changes.
- Ensures operation of equipment by practicing responsible use, completing preventive maintenance requirements, following manufacturer's instructions, troubleshooting malfunctions, notifying supervisor of needed repairs, and evaluating new equipment and techniques.

06/2013 – 07/2014 **Police Officer, Town of Palm Beach**

Protects citizens by preventing crime, enforcing laws, apprehending suspects, and monitoring traffic.
Prevents crime by explaining and enforcing applicable federal, state, and local laws and ordinances; teaching preventive, protective, and defensive tactics; mediating disputes; patrolling assigned area; responding to notices of disturbances; conducting searches; observing suspicious activities; and detaining suspects. **Key accomplishments include:**

- Maintains professional and technical knowledge by studying applicable federal, state, and local laws and ordinances; attending educational workshops; reviewing professional publications; practicing skills; and participating in professional societies.
- Apprehends suspects by responding to complaints and calls for help, observing violations, and making arrests.
- Conducts criminal investigations by gathering evidence, interviewing victims and witnesses, and interrogating suspects.
- Documents observations and actions by radioing information and completing reports.
- Reports observations and actions by testifying in court.
- Fulfills court orders by serving warrants and commitments.
- Maintains safe traffic conditions by monitoring and directing traffic, enforcing laws and ordinances, investigating accidents, providing escort, and reporting unsafe streets and facilities.
- Minimizes personal injury by rescuing and reviving victims and radioing for medical assistance.

- Maintains operations by following department policies and procedures and recommending changes.

09/2008 – 06/2013 Police Officer, City of Dubuque

Protects citizens by preventing crime, enforcing laws, apprehending suspects, and monitoring traffic.
Prevents crime by explaining and enforcing applicable federal, state, and local laws and ordinances; teaching preventive, protective, and defensive tactics; mediating disputes; patrolling assigned area; responding to notices of disturbances; conducting searches; observing suspicious activities; and detaining suspects. **Key accomplishments include:**

- Maintains professional and technical knowledge by studying applicable federal, state, and local laws and ordinances; attending educational workshops; reviewing professional publications; practicing skills; and participating in professional societies.
- Apprehends suspects by responding to complaints and calls for help, observing violations, and making arrests.
- Conducts criminal investigations by gathering evidence, interviewing victims and witnesses, and interrogating suspects.
- Documents observations and actions by radioing information and completing reports.
- Reports observations and actions by testifying in court.
- Fulfills court orders by serving warrants and commitments.
- Maintains safe traffic conditions by monitoring and directing traffic, enforcing laws and ordinances, investigating accidents, providing escort, and reporting unsafe streets and facilities.
- Minimizes personal injury by rescuing and reviving victims and radioing for medical assistance.
- Maintains operations by following department policies and procedures and recommending changes.

09/2000 – 05/2008 Forman, Swift Transition Inc.

Responsible for overseeing daily operations at a worksite to ensure the completion of projects in a safe and efficient manner. Their duties include hiring Construction Workers and trade professionals to perform specific tasks, monitoring budgeting expenses for Workers, supplies or tools and reviewing laws and regulations to maintain a safe work environment.
Key accomplishments include:

- Coordinating daily tasks according to priorities and plans, making changes when necessary due to weather, supply, delivery and personnel
- Delegating individual responsibilities and projects to crew members and contractors
- Recruiting, hiring, training, managing and mentoring employees and contractors
- Providing adequate resources and staffing to meet project schedules, laws, regulations, best practices and safety needs
- Emphasizing safe use of tools, machinery and equipment while providing training on safety gear, helmets and procedures
- Developing and managing project budgets and quality standards for all sites
- Resolving conflicts or miscommunications quickly and amicably
- Regularly reporting project status to supervisors, site engineers and other officials

EDUCATION

University of Dubuque, Dubuque, IA
Bachelors of Arts, Cum Laude, 5/2008

MIKELANGE (MIKE) OLBEL, MS

Pompano Beach, Florida 33062
Janitorial5starservices@gmail.com

SUMMARY OF QUALIFICATIONS

Highly qualified Executive Manager and entrepreneur with several years of experience in organizational leadership and human services administration. Result oriented and multi-talented leader with proven ability to **engage and satisfy customers** (including persons served, funders, constituent groups, and community partners), **leverage community resources**, **convene large groups of stakeholders** to address a common cause, and **work well with a group of volunteer governance board members**. Exceptional leadership and management strengths in:

- Strategic Vision
- Operations Management
- Resource Development
- Quality Assurance
- Human Resource Development
- Grants Writing
- Contract Management
- Community & Municipal Relations
- Strategic Partnerships
- Executive Coaching
- Outcomes Measurement
- Start-up Capacity Building
- Program/Contract Monitoring
- Finance, Budgeting and Cost Management

PROFESSIONAL EXPERIENCES

01/2017 – Present **COO, Janitorial 5 Start Services**

We have owned & operated our own commercial and residential cleaning business for over 5 years now which includes cleaning and maintenance labor tasks, business management, multi-tasking, client communication and satisfaction, employee management, scheduling, billing etc. **Key accomplishments include:**

- Identified and corrected deficiencies with forward-thinking approaches to address organization-wide and department-level problems.
- Supervised Office Manager and Administrative Staff, ensuring that all operating units received adequate support for operations.
- Monitored operations for cost-effectiveness, quality, and productivity, using quantitative data.
- Launched employee outreach programs that fostered productive and proactive work environment.
- Maintained quality and precision by developing culture of stability and strong performance.
- Reviewed systems in place to manage internal controls of all financial activities and contributed strategic planning.
- Led the company to successful product launch and developed initial product roadmap and go-to-market strategy.
- Spearheaded development, implementation, and management of an effective human resources program.

01/2014 – Present **CEO, Community Based Connections, Inc.**

Recruited to turn around the organization's financial and operations performance, driving growth to achieve long-term sustainability. Charted an innovative direction in partnership with the Board, senior staff and key funding partners. Manage P&L and

all core functions: operations, human resources, training and development, finance, technology systems, services and programs, fundraising, grant writing, marketing and public relations. Human services organization specializing in early childhood education, juvenile delinquency intervention and prevention, family strengthening, and community development services. **Key accomplishments include:**

- Eliminated agency $60,000 deficit with-in (1) first year.
- Increase agency budget by 80% within two (2) years.
- Decrease agency turnover rate by 97%.
- Evaluate and manager employee performance and establish employee training and development plans that align with organization development philosophy.
- Develop and implement donor base outreach and fundraising.
- Manage and direct the organization toward its primary objectives, based on contractual obligations and under the leadership of the Board of Directors, by performing leadership and high-level management duties personally or through subordinate managers.
- Secured grants afterschool program that's actively working with school leadership, parents, and child care center directors to enhance the academic and behavior performance of students in grades K-12.
- Grew organization's annual budget from $250,00 to $1 million in three (3) years.
- Developed framework for Juvenile Prevention Initiative that is establishes a continuum of resources to enhance the positive behavior performance of at-risk children and family in Broward County School.
- Establish strategic partnerships with numerous community based organizations, religious partnership, funding entities (i.e. Department of Juvenile Justice and Children Service Council), and community leaders to collaboratively address key community issues.
- Provide visionary leadership, personnel management, and professional development.
- Fiscal management; staff management and development; and volunteer development
- Assisted in creating and renewing policies for Eliminating Schoolhouse to Jailhouse pipeline through efforts of Circuit 17 Juvenile Justice Advisory Board as a Board Member.
- Secured $120,000 in emergency funding for community COVID-19 Resiliency Funds to support Broward County residents food assistance, mortgage assistance, rent assistance, FPL assistance and utilities assistance.

08/2012 – 01/2014 Founder/CEO, Team Saving Our Youth, Inc.

Founder and Chief Executive Officer for 501c(3) human services organization specializing in early childhood education, juvenile delinquency prevention, family strengthening, and community development services. **Key accomplishments include:**

- Manage and direct the organization toward its primary objectives, based on contractual obligations and under the leadership of the Board of Directors, by performing leadership and high level management duties personally or through subordinate managers.
- Secured a $250,000 grant for the Project SOY, Life Line and Transitional Transformation programs which all three programs is actively working with school leadership, parents, and child care center directors to enhance the academic and behavior performance of students in grades K-12.
- Grew organization's annual budget from $0 to $250,000 in 1 years.
- Developed framework for Project SOY Initiative that is establishes a continuum of resources to enhance the positive behavior performance of at-risk children and family in Broward County School.
- Establish strategic partnerships with numerous community based organizations, funding entities (i.e. Department of Juvenile Justice and Children Service Council), and community leaders to collaboratively address key community issues.
- Provide visionary leadership, personnel management, and professional development.
- Assisted in creating and renewing policies for Eliminating Schoolhouse to Jailhouse pipeline.
- Works closely with management and employees to improve work relationships, build morale, and increase.
- Lead, mentor and guide development of talent within the team, which includes succession and development planning, performance management, and recognition.
- Provide active and engaged performance management and promotion of professional development.

01/2011 – 01/2012 Youth Educator, OIC of South Florida, Inc.

Responsible for planning and facilitating grant awarded of $5 million dollars (over a period of 5 years). Evaluating educators and program outcome; marketing organizational federal grant program to possible partners; represented corporation in strategic community programs, community boards, governmental institutions and other organizations that advance the image and visibility of the corporation. Key accomplishments:

- Serves as an interface when needed for senior leadership with strategic community programs, business and community leaders.
- Providing group intervention for adults and at-risk youth ages 13-19; delivering the implementation of program's evaluation instruments, maintain statistics.
- Organized community activities and programs in order to develop and maintain linkages to other community-based organizations, faith-based organization and schools.
- Seeks and develops partnerships with local organizations, and develops new business strategies and relationships that enhance market share and overall performance of organization.
- Supports marketing objectives, plans, and strategies; provides guidance to various marketing efforts, and provides leadership to ensure that individual programs support the overall mission, goals, and objectives of the organization.
- Three years of Planning and Teaching Reducing the Risk curriculum at Coral Glades High School.
- Evaluating educators and program outcome.
- Marketing organizational federal grant program to possible partners.
- Represents organization in strategic community programs, community boards, governmental institutions and other organizations that advance the image and visibility of the organization.
- Serves as an interface when needed for senior leadership with strategic community programs, business and community leaders.
- Delivering the implementation of program's evaluation instruments, maintain statistics, and produce monthly reports on program activities.
- Responsible for evaluating and updating the health education curriculum for use in community-based organizations presentations.
- Over exceed grant numbers three years straight.

08/2012 – 05/2013 Adjunct Professor (Business Leadership), South Florida Bible College

Providing classroom instruction and support to undergraduate students but not limited to: Developed lesson plans and assign projects; developed business department structure; developed program curriculum; facilitated 26 weeks class session on Leadership Development; implemented policy and procedures and implemented and facilitated workshops for employees.

10/2007 – 09/2009 Youth Case Worker, Hillcrest Family Services.

Provided approximately 2 years of direct service and progressive leadership service to this nonprofit human services organization specializing in providing school readiness/early academic success assistance, community based behavioral health, family strengthening, juvenile delinquency prevention, and foster care services to troubled children and families. **Key accomplishments include**:

- Provided proven ability to establish and maintain a therapeutic environment for twelve adolescents diagnosed as exhibiting anti-social behavior; demonstrated skills in implementing and coordinating each individual’s treatment plan as dictated by head psychiatrist.
- Implemented and coordinated each individual’s treatment plans as dictated by head psychiatrist with 100% completion.
- Debriefing University Officials on classified information and providing positive elucidation to handle matter. Assessing client’s needs and developed services plans; conducted group therapeutic intervention for clients to ensure support system and non-violence conflict operations; arranged and transport clients to daily recreation facilities and providing the highest level of security.
- Provided 100% daily case-log for head psychiatrist in charge and daily intervention notes of client’s behavioral; provide new employees with on the job training; and administer individual’s intervention with clients and providing program supervisor report of intervention.
- Assisted clients with self-confidence through intervention for school performance and life expectancy. Provided specialized services that may include detainment, interstate compact, post placement supervision and relative/non-relative caregiver home studies; and arranged and provided quality improvement process.

EDUCATION

Iowa State University, Ames, IA
Master of Science*, Magnum Cum Laude, 5/2010*
Interdisciplinary Graduate Studies: Business Administration, Public Administration & Psychology
Concentration: *Business Management, Public Relations, Public Policies, Human Resources, Business Leadership*
Creative Component (Thesis): Attitudes Towards Hiring Immigrants Among Iowa Small Business Owners and Managers

University of Dubuque*,* Dubuque, IA
Bachelors of Arts, Cum Laude, 5/2008
Major: Sociology & Criminal Justices; Minor: Psychology
Concentration: Social Perspective, Criminology, Attitudes & Behaviors.

BOARD/COUNCIL APPOINTMENTS

- Florida Restorative Justice Association
- Circuit 17th Juvenile Justice Advisory Board
- Housing Authority of Pompano Beach (Commissioner)
- Hopewell Missionary Baptist Church Scholarship Board Member;
- Fathers, Men and Boys Committee Co-Chair (Broward County Children's Strategic Planning Council)
- Advisory Council Member: Project Bridge for Eckerd

Media & News Journal Appearance

- Future First: Restorative Justice (BECON TV Network)
- New Haitian Generation (BECON TV Network)
- The Westside Gazette
- Hot 105 FM Radio Station: HIV and AIDS Bowling Awareness (2013)
- Des Moines Register "Haitian students at ISU feel devastated, hope for good news", Iowa (2010)
  By: Danny Valentine (Staff Writer)
- Iowa KCCI 8 News Network, Iowa (2010)
- Iowa State Daily Newspaper "Haitian students organize aid efforts in the face of disaster, awaiting word from families, friends", Iowa (2010) By: Tessa Callender & Kyle Peterson (Daily Staff Writers)
- Sun-Sentinel Newspaper "Tri-county Pipeline", Florida (2005) By: Pat Lammer (Staff Writer)

COMMUNITY AWARDS/RECOGNITIONS

- 2011 Award for Collective Youth Impact (2019)
- 2014 Grant Award Recipient for New Day: Civil Citation & Diversion, Fort Lauderdale, Florida (2014– 2017)
- 2014 Grant Award Recipient for Juvenile Prevention & Diversion Fort Lauderdale, Florida (2014– 2017)
- Excellence in Education Award for Over Exceed Grant Numbers, Fort Lauderdale, Florida(2011– 2012)
- Raised $30,000 in effort with Red Cross for the Haiti Earthquake (2010)
- Student Judicial Board, University of Dubuque, Iowa (2007– 2008)
- Iowa Intercollegiate Academic Scholar, University of Dubuque (2006 –2007)
- Benjamin Franklin Leadership Award, Multicultural Center, University of Dubuque, Iowa (2006 – 2007)
- Wendt Character Scholarship, University of Dubuque, Dubuque, Iowa (2005 – 2007)
- Horatio Alger Scholarship Recipient, Horatio Alger Scholarship, Miami, Florida (2004 – 2007)

2. Total Number of Current Employees
   a. Full Time: 19
   b. Part Time: 40
3. Total Number of Supervisory Employees
   a. Full Time: 3

b. Part Time: 5

4. Total Number of Custodial Workers
   a. Full Time: 16
   b. Part Time: 35
5. Temporary Workers
   All staff are employed with the company.
6. Provide Health Benefits
   Upon being awarded the contract, all employees will be paid per the living wage agreement and provided the opportunity to obtain health benefits.
7. Require criminal background check

   Janitorial 5 Star Services understands security is paramount and thus it is treated as such. All employees undergo a full criminal background. Prior to commencing the contract all employees will meet badging and security standards set forth for each location.

   a. Describe when this occurs and which job categories applies to.

      The background check is completed as part of the hiring process and applies to all positions.

1.2 Company Experience/Reference

Submit 3 references with following info and describe prime vendor's experience on projects similar nature, scope, and duration along with satisfactory completion both on time and within budget.

Janitorial 5 Star Services acted as the prime contractor on the below listed contracts. Please see corresponding attachments for information.

Reference 1 (see attachment A for reference)

Broward County School District

We perform custodial cleaning on a contractual and emergency basis within the Broward County Schools. We perform electrostatic disinfecting to Broward County schools and administrative sites. The schools and administrative sites vary in square footage and height of buildings. All work has been performed within budget and on time. We are the Prime contractor for this contract.

a. Name and location of facility: see list below
b. Size of facility area cleaned (sf): see list below
c. Number of stories (height of building): see list below

d. Total number of worker/supervisors assigned to facility: see list below
e. Total number of facility users, ie. Employees, clients,: see list below
f. Start date and end date of contract: Oct 2020 to present
g. Annual dollar value of contract:
h. Identify operational hours of contract (24 hours a day, 7 days a week, 52 weeks a year): operational hours are 24 hours / 7 days / 52 weeks
i. Identify level of employee background/security checks: state/local through Broward County School District
j. Identify if adhered to green building maintenance standards: yes

Site Name/Type	Size	Site Address
Royal Palm Elementary School	128,943 sf	1951 NW 56th Ave Lauderhill, FL 33313
Plantation High School	343,064 sf	6901 NW 16th St, Plantation, FL 33313
Nova Eisenhower Elementary	97,989 sf	6501 SW 39th St, Davie, FL 33314
South Plantation High School	351,376 sf	1300 SW 54th Ave Plantation, FL
Silver Shore Elementary	109,372 sf	1601 SW 160th Ave Miramar, FL
Thurgood Marshall Elementary	104,460 sf	800 NW 13th St Fort Lauderdale, FL
Bethune Elementary	143,054 sf	2400 Meade St Hollywood, FL 33020
Central Park Elementary	132,169 sf	777 N Nob Hill Rd Plantation, FL
Walter C. Young Middle School	224,196 sf	901 NW 129th Ave Pembroke Pines, FL
Gator Run Elementary	145,398 sf	1101 Glades Pkwy, Weston, FL 33327
Ramblewood Elementary	103,248 sf	8950 Shadowwood Blvd Coral Springs
Pines Lakes Elementary	119,644 sf	10300 Johnson St Pembroke Pines, FL
Coconut Creek Elementary	90,150 sf	500 NW 45th Ave Coconut Creek, FL 33066
Driftwood Elementary	89,165 sf	2700 NW 69th Ave Hollywood, FL 33024
Collins Elementary	56,163 sf	1050 NW 2nd St Dania Beach, FL 33004

Tradewind Elementary	154,166 sf	5400 Johnson Rd Coconut Creek, FL
Rock Island Elementary	95,818 sf	2350 NW 19th St Fort Lauderdale, FL 33311
Maplewood Elementary	101,237 sf	9850 Ramblewood Dr Coral Springs, FL 33071
Endeavour Primary Elementary	57,426 sf	2701 NW 56th Ave Lauderhill, FL
Davie Elementary	94,208 sf	7025 SW 39th St Davie, FL
Meadowbrook Elementary	111,487 sf	2300 SW 46th Ave Fort Lauderdale, FL
Parkway Middle School	289,576 sf	3600 NW 5th Ct, Fort Lauderdale, FL 33311
Silver Lakes Elementary	111,322 sf	2300 SW 173rd Ave Miramar, FL
Palm Cove Elementary	129,311 sf	11601 Washington St Pembroke Pines, FL
Morrow Elementary	91,474 sf	408 SW 76th Ter North Lauderdale, FL
Park Springs Elementary	135,976 sf	5800 NW 66th Ter Coral Springs, FL 33067
Falcon Cove Elementary		4251 Bonaventure Blvd Weston, FL
Manatee Bay Elementary	144,855 sf	19200 Manatee Isles Dr Weston, FL
West Broward High School	357761 sf	500 NW 209th Ave, Pembroke Pines, FL 33029
Pembroke Lakes Elementary	101,646 sf	11251 Taft St Pembroke Pines, FL
Sanders Park Elementary	88,070 sf	800 NW 16th St Pompano Beach, FL 33060
Plantation Park Elementary	76,645 sf	875 SW 54th Ave Plantation FL, 33317
Stirling Elementary	105,533 sf	5500 Stirling Rd Hollywood, FL
Sheridan Park Elementary	115,742 sf	2310 N 70th Ter Hollywood, FL 33068
Everglades Elementary	148,886 sf	2900 Bonaventure Blvd Westin, FL 33311
Dillard Elementary	118,096 sf	2330 NW 12th Ct Fort Lauderdale, FL
Coral Glades High School	301,401 sf	2700 Sportsplex Dr Coral Springs, FL 33065

Fort Lauderdale High School	314,212 sf	1600 NE 4th Ave Fort Lauderdale, FL 33305
Heron Heights Elementary	125,033 sf	11010 Nob Hill Rd Parkland, FL 33076
New Renassiance Middle School	194,973 sf	10701 Miramar Blvd Miramar, FL 33025
McNab Elementary	91969 sf	1350 SE 9th Ave Pompano Beach, FL 33309
Pasadena Lakes Elementary	98,791 sf	8801 Pasadena Blvd Pembroke Pines, FL 33024
Coral Springs High School	346,405 sf	7201 W Sample Rd Coral Springs, FL
Eagle Ridge Elementary	129,983 sf	11500 West View Dr Coral Springs, FL 33076
Quest Center	73,003 sf	6401 Charleston St, Hollywood, FL 33024
Whispering Pines Center	64,049 sf	3609 S Douglas Rd, Miramar, FL 33025
Cross Creek Center	64,013 sf	1010 NW 31st Ave, Pompano Beach, FL 33069
Bright Horizon Center	78,123 sf	3901 NE 1st Terrace, Pompano Beach, FL 33064
Wingate Oaks Center	71,639 sf	1211 NW 33rd Terrace, Fort Lauderdale, FL
Hollywood Park Elementary	80,690 sf	901 N. 69TH Way, Hollywood, FL 33024
West Hollywood Elementay	106,422 sf	6301 Hollywood Blvd, Hollywood, FL 33024
Stirling Elementary	105,533 sf	5500 Stirling Rd, Hollywood, FL 33021
Henry D. Perry Education Center	175,901 sf	3400 Wildcat Way, Miramar, FL 33023
Perry Annabel C. Middle	104,198 sf	6850 SW 34th St., Miramar, FL 33023
Broward Estates Elementary	97,633 sf	441 NW 35th Ave Fort Lauderdale, FL 33311
Martin Luther King Elementary	110,051 sf	591 NW 31st Ave Fort Lauderdale, FL 33311
Larkdale Elementary	78,579 sf	3250 NW 12th Pl Fort Lauderdale, FL 33311
Royal Palm Elementary	128,943 sf	1951 NW 56th Ave Lauderhill, FL 33313

Westwood Heights Elementary	122,314 sf	2861 SW 9th St Fort Lauderdale, FL 33312
Riverland Elementary	105,242 sf	2600 SW 11th Ct Fort Lauderdale, FL 33312
Stephen Foster Elementary	82,499 sf	3471 SW 22nd St Fort Lauderdale, FL 33312
Sheridan Hills Elementary	82,939 sf	5001 Thomas St, Hollywood, FL 33021
Boulevard Heights Elementary	120,614 sf	7201 Johnson St, Hollywood, FL 33024
Pembroke Pines Elementary	105,740 sf	6700 SW 9th St Pembroke Pines, FL 33023
Sunshine Elementary	105,987 sf	7737 La Salle Blvd Miramar, FL 3323
Fairway Elementary	126,678 sf	7850 Fairway Blvd, Miramar, FL 33023
Miramar Elementary	124,613 sf	6831 SW 26th St. Miramar, FL 33023
Pioneer Annex	88,890 sf	5400 SW 90TH AVE COOPER CITY, FL 33328
South Area Bus Complex	18,154 sf	900 S UNIVERSITY DR Pembroke Pines, FL 33024
South Area Maintenance	12,384 sf	1295 N. 21st AVE HOLLYWOOD, FL 33020
Sheridan Technical College		5400 West Sheridan St Hollywood, FL 33021
Sheridan Technical College West Campus		20251 Stirling Rd Pembroke Pines, FL 33332
Sheridan Technical College Bus Lot	35,988 sf	20251 Stirling Rd Pembroke Pines, FL 33332
Talent Development HRD	15,991 sf	3521 DAVIE Rd DAVIE, FL 33314
WEST CENTRAL BUS COMPOUND	39,650 sf	2500 COLLEGE AVE DAVIE, FL 33314
BECON Administration	35,342 sf	6600 SW NOVA Dr DAVIE, FL 33314
McFatter Technical College and High School	255,908 sf	6500 Nova Dr. Davie, FL 33317
Broward Fire Academy		2600 SW 71st Ter Davie, FL 33314
TITLE I (Special Programs Office)	14,405 sf	701 NW 31 AVE FORT LAUDERDALE, FL 33311
Central Area Maintenance		1560 NW 34th Ter Fort Lauderdale, FL 33311

Atlantic Technical College- Arthur Ashe, Jr. Campus		1701 NW 23rd Ave Fort Lauderdale, FL 33311
Rock Island Administrative Site	77,692 sf	2301 NW 26th St Fort Lauderdale, FL 33311
Atlantic Technical College		4700 Coconut Creek Pkwy Coconut Creek, FL 33063
Kathleen C. Wright Administrative Complex	288,348 sf	600 SE 3RD AVE FORT LAUDERALE, FL 33301
Pineridge Education Center	59,456 sf	1251 SW 42nd Ave Fort Lauderdale, FL
Twin Lakes Annex	28,232 sf	4140 NW 10TH AVE OAKLAND PARK, FL 33009
Twin Lakes Warehouse, Maintenance, and Transportation	267,860 sf	3810 NW 10TH AVE OAKLAND PARK, FL 33009
Central Transit		3897 NW 10th Ave Oakland Park, FL 33009
Crystal Lake Middle School	170,584 sf	3551 NE 3rd Ave Pompano Beach, FL 33064
North Area Bus Garage	7,549 sf	2600 NW 18 TER POMPANO BEACH, FL 33060
North Area Bus Complex	17,735 sf	1751 NW 22ND AVE POMPANO BEACH, FL 33060
North Area Portable Annex Training Center	13,222 sf	2251 NW 18TH ST POMPANO BEACH, FL 33060
Cypress Run Education Center	60,474 sf	2800 NW 30th Ave Pompano Beach, FL 33069
North Area Maintenance	66,718 sf	6501 NW 15 AVE FORT LAUDERDALE, FL 33009
Twin Lakes Administrative	40,809 sf	4199 NW 10TH AVE OAKLAND PARK, FL 33009
TSSC Annex	49,103 sf	7770 W OAKLAND PARK BLVD SUNRISE, FL 33351
Technology and Support Service	147,736 sf	7720 W OAKLAND PARK BLVD SUNRISE, FL 33351
Sheridan Technical High School		3775 SW 16th St Fort Lauderdale, FL 33312
Lanier James Education Center	59,082 sf	1050 NW 7th Ct Hallandale Beach, FL 33009
Pompano Administrative Center	32,690 sf	610 NE 13th Ave Pompano Beach, FL 33060

Reference 2 (see attachment B for reference)

BMD Management

We perform daily office cleaning to this facility. It is a two story office building. All work has been performed within budget and on time. We are the Prime contractor for this contract.

a. Name and location of facility: 555 Twelve
b. Size of facility area cleaned (sf): 48,231 sf
c. Number of stories (height of building): 2 stories
d. Total number of worker/supervisors assigned to facility: 4
e. Total number of facility users, ie. Employees, clients: 70 users
f. Start date and end date of contract: 7/1/2017 to present
g. Annual dollar value of contract: $50,000
h. Identify operational hours of contract (24 hours a day, 7 days a week, 52 weeks a year): operational hours are 12 hours /5 days /52 weeks
i. Identify level of employee background/security checks: local/ state check
j. Identify if adhered to green building maintenance standards: yes

Reference 3 (see attachment C for reference)

City of Pompano Beach

We perform daily pressure cleaning service to the city pier. Our service includes trash pick up, daily spot cleaning, and monthly cleaning of entire pier and canopies. All work has been performed within budget and on time. We are the Prime contractor for this contract.

a. Name and location of facility: Pompano Beach Pier (Fisher Family Pier)
b. Size of facility area cleaned: 16,000 sf
c. Number of stories (height of building): pier
d. Total number of worker/supervisors assigned to facility: 2
e. Total number of facility users, ie. Employees, clients: 100 users
f. Start date and end date of contract: 05/2020 to present
g. Annual dollar value of contract: $75,000
h. Identify operational hours of contract (24 hours a day, 7 days a week, 52 weeks a year): Operational hours are 24 hours/7 days /52 weeks
i. Identify level of employee background/security checks: local/state check
j. Identify if adhered to green building maintenance standards: yes

1.3 Experience of Key Personnel

Describe the experience of key personnel (including prime vendor and their subcontractors relevant to providing timely, high quality janitorial service in an environmentally friendly manner to multiple high-profile facilities.

1. List key personnel of the proposed maintenance team, including supervisors, and primary project manager for each agreement of locations listed on the price sheets. Describe the key personnel's relevant experience and the role they will play for each agreement of locations, including the following info: project superintendent, site supervisor, full time service crews.

   Key personnel:

   Project Superintendent

   Kristen Olbel will be the Project Superintendent. Kristen is currently the CEO of Janitorial 5 Star Services and oversees operations. She has over 20 years of experience in the industry providing a vast knowledge to ensure all specifications are met per the customer's specifications. Kristen will meet with Broward County representatives and building managers on a routine basis to guarantee customer satisfaction.

   Project Manager

   Lakesha Houston currently oversees all janitorial Broward County contracts to include the Broward County School District. She is experienced in operations and management with over 15 years of experience. She oversees and is responsible for inventory, equipment maintenance, routine and special project scheduling, and quality control.

   Site Supervisor

   Kenny Bellinger is currently the project manager over post construction contracts for Janitorial 5 Star Services. Kenny is responsible for all labor, supervision, equipment, and quality control. He will provide site supervision on this agreement.

   Matthew Gibson is currently a site supervisor for Janitorial 5 Star Services. He is responsible for site supervision, equipment, and quality control. Matthew will provide site supervision on this agreement.

   Full Service Crews

Janitorial 5 Star Services currently employees over 50 employees. We will staff this agreement with currently employed personnel to provide them the first opportunity. If additional personnel are required, we will hire personnel from the community where the contract site is located. This will allow for a quicker emergency response if required and to meet our company goal of hiring within the community where service is provided.

2. Provide a brief resume of employees who will furnish professional and technical support expertise for each agreement of locations listed on the price sheets. Include: functions in the company, title and number of years of service with company, years of experience in the maintenance of comparably complex facilities and systems.

   See section 1 (Ability of Professional Personnel) for resumes and list of employees.

2 Location

Janitorial 5 Star Services is both a **Local Business** and a **Locally Based Business** as each term is defined by Section 1-74, Broward County Code of Ordinances. Janitorial 5 Star Services is located in Pompano Beach, FL and possesses a Business Tax Receipt with the City of Pompano Beach and Broward County (see attachment D & E).

3 Project Approach

Describe the prime vendor's approach for each agreement of locations vendor is proposing. Include how prime will use subcontractors for each agreement.

Janitorial 5 Star Services is CBE/SBE certified with Broward County. We will be functioning as the Prime Vendor for all agreements. See attachment F & G for certificates. Janitorial 5 Star Services is bidding on all agreements (1-14). See section 1.1 under Company Profile for employee information and number of employees.

3.1 Project approach for each agreement of locations prime vendor is proposing.

a. Describe how you intend to meet or exceed quality standards. Discuss adequacy of weekly service hours proposed to meet the quality specifications described in the RFP.

At Janitorial 5 Star Services we pride ourselves in being able to provide quality and effective service for our clients. We understand that cleanliness isn't just about what is seen, but it goes beyond that. So just like our attitude towards cleaning, we utilize many programs and services to deliver seamless service that isn't seen on the surface. Our personnel will work side by side with the building managers to guarantee standards are met at every level.

We utilize various technology and programs to provide accurate record keeping and scheduling. This will guarantee our staff meets and keeps the required inspection dates which will keep your operations uninterrupted. Our quality control program is designed to keep you, the client, informed so rest assured our real time approach will not leave you wondering about daily or periodic tasks. With these programs and approaches we will not only meet the expectations, but exceed the standards set forth in this RFP.

b. Discuss any exceptions you suggest to minimum proposed service hours.

At Janitorial 5 Star Services we understand time is valuable, but quality will not be sacrificed. We will routinely analyze the current service hours, tasks, and frequency to determine if changes are required or practicable. Based on those findings the appropriate changes will be executed. At Janitorial 5 Star Services our promise to you is quality. It will always remain a constant priority and that expectation will not change. Should any exceptions to the minimum proposed service hours arise we will fully cooperate with Broward County.

c. Describe how you propose to meet minimum work tasks and interface with normal building activities.

Our combined team of managers and supervisors will develop a task specific plan that will be based on the time expected, facility, crew, and equipment required. This task specific plan will then be scheduled in conjunction with the feedback of the building manager. This communication will provide more accurate scheduling and reduce any interference with normal building activities.

Our goal is to provide a service that is unified and conscience of your needs. We believe that your satisfaction is paramount at every level of our contract with you and that starts at the planning stage.

d. Describe how you will maintain public areas, specifically providing high quality floor surfaces.

Janitorial 5 Star Services recognizes the appearance of public or common areas is crucial to your business and daily operations. The appearance of your building creates a mood and message not only to the public you serve, but your staff as well. Our scheduling programs coupled with our training program leaves no room for error. Our staff is more than prepared to keep all areas of your facilities in tip top shape. We provide continuing education and daily/weekly team meetings to keep all employees knowledgeable about their responsibilities. And what is knowledge without the proper equipment? We provide equipment that is appropriate for the task at hand and made with quality to all employees to guarantee the task is completed in a timely and efficient manner.

Our teams are trained in the proper floor cleaning procedures and will follow all requirements set forth in the RFP. Upon award of this contract, all surfaces will be evaluated and assessed to develop the correct and appropriate approach. A schedule will then be created to maintain quality flooring.

3.2 Describe how prime vendor will manage and organize work for each agreement of locations vendor is proposing.

a. State number of crews working for each agreement identified.
   i. Describe how you will schedule basic janitorial service for each facility.
   ii. List the individual building teams that will be working for that agreement per building(s): management, supervisory, maintenance crews.

Janitorial 5 Star Services will deploy the following personnel for each agreement:

a. General Manager
b. Administrative Assistant
c. Project Manager
d. Assistant Project Manager
e. Site Supervisor
f. Porter/Cleaner
g. Project Crew

The agreement will be managed and organized through the use of computer programs. All daily and periodic work will be coordinated and executed through a generated schedule of tasks. In addition, we will continuously monitor and reevaluate to ensure the best strategies are being utilized.

As stated previously, our managers and supervisors will be in constant communication with the building manager and Broward County representatives to provide a well-executed plan. In keeping in constant communication, we can adjust or modify items as required.

b. Describe how you will schedule basic janitorial service for each facility while coordinating with periodic project and annual work task.
   i. Describe crew organization to perform basic and project work.

Janitorial 5 Star Services utilizes computer programs and RFP specifications to determine the appropriate number of employees per a task. With the use of computer programming, we are able to accurately schedule the appropriate number of employees and allocate accordingly. All routine daily work is then coordinated along project work to provide optimal results. Facilities that have additional specifications or requirements will be identified upon execution of the contract and resources will be distributed accordingly.

Our project crews are broken into teams of 3 to 4 employees depending on the task and equipment required. All project crews are managed by a project manager.

Daily/routine work is completed with teams of 3 or 5 employees. The size of the building and level of cleaning are considered prior to scheduling employees. All work will be divided according to light tasks, vacuum and furniture, restrooms, and hard floors.

1. Light Tasks: dust horizontal surfaces; empty and reline trash; spot clean (walls, doors, windows etc).
2. Vacuum and Furniture: pick up trash; spot vacuum low traffic areas; vacuum all high traffic areas; reposition furniture after vacuuming or in office/conference rooms; turn off lights were applicable and secure doors/buildings.
3. Restrooms: refill all dispensers and paper products; empty and reline trash; clean and disinfect all toilets, partitions, counters, sinks, mirrors, fixtures; sweep and mop all hard floors.
4. Hard Floors: dust mop/sweep; spot mop stains; empty and reline trash; pick up trash; and spot mop.

c. Describe and present an example of your reporting system used to compare actual performance to your schedule for regular service.

Our Quality Control Managers develop and implement a routine schedule to monitor and stay ahead of any areas of deficiency. All scheduled visits are monitored and recorded via computer programs. All evaluations are recorded on a performance evaluation form (paper and/or digital) which documents the immediate needs to be addressed. If any inconsistencies are noted they are immediately relayed to the site supervisors for immediate attention. See attachment H & I for Quality Control forms.

d. Describe your capabilities to respond to emergency or disaster situations including of specialized equipment required for de-watering or moisture removal tasks or other special cleaning services.

Janitorial 5 Star Services understands there are situations that arise that cannot be planned for. We have developed a disaster/emergency response plan that utilizes a quick response from our on-call staff and specialized equipment. Our response plan is designed to immediately identify priority areas and limit or extinguish potential damage. Our employees are trained in disaster relief efforts such as smoke and fire remediation, water remediation, and mold remediation. We are confident with our disaster and emergency response plan you will see minimal disruption in services.

3.3 Describe your quality control program for each agreement of locations prime vendor is proposing:

a. Describe how you intend to provide a startup orientation program to bring facilities into compliance with quality standards.

Janitorial 5 Star Services will conduct a meeting prior to the contract starting to recruit the current staff members. We recognize the importance of experience and the current staff members have exactly that. In addition, our employees are properly trained to perform the tasks required so upon execution of this contract they will seamlessly step in. They are trained to identify any deficiencies and quickly correct them as required. In conjunction with our project crews, all sites/locations will be brought to standards specified in the RFP.

Our project managers and site supervisors will work closely with the building managers to identify any current issues with quality standards. A level of high importance will be placed on those issues to ensure standards are met quickly and without delay. We will also begin to identify the equipment and product needs of each location. These items will be purchased and made ready to provide a seamless transition.

We will always be in constant contact with building managers to guarantee this transition period is smooth and frankly unnoticeable to your staff and the people you serve. Our goal is to work hand in hand with you so our process and operations work simultaneously with yours.

b. Discuss your inspection procedures including any technical aids used to monitor performance standards.

As discussed above, our Quality Control Program is designed to stay ahead of any areas of deficiency. We use both digital and written forms to monitor and document deficiencies. All project managers and site supervisors are briefed on all RFP requirements and standards prior to commencement of the contract. Daily and weekly meetings will be conducted to discuss trending deficiencies to identify whether it stems from such issues as training, personnel, or equipment.

c. Describe how prime vendor will achieve the services and quality standards described in the attached Exhibit 1- specifications.

Janitorial 5 Star Services will achieve the services and quality standards described in the attached Exhibit 1 specifications by the following:

1. Implemented Quality Control Program
2. Maintaining proper equipment and well-trained employees
3. Maintaining constant communication with building managers
4. Quick response to service issues or deficiencies
5. Maintaining proper safety measures
6. Utilizing computer programs to schedule daily and periodic tasks

All items listed have been described above.

d. Describe and provide a sample of your reporting system used to compare actual performance to your schedule for regular services.

Janitorial 5 Star Services utilizes both digital and written forms to document performance. All evaluations and inspections are cross referenced to ensure RFP standards are being met or exceeded. See attachment H & I for quality control documents.

e. Describe the activities that can most easily be implemented to maximize opportunities to promote green building cleaning practices.

At Janitorial 5 Star Services we strive to promote and implement green cleaning practices at all facilities/contracts. We understand that our impact on the environment is lasting and we will minimize that impact.

Our project managers and site supervisors will meet with building managers to determine what is currently being implemented at the location, such as recycling, automated lights, or refillable water fountains. We will then merge our own green practices to ensure there is no interruption. We will continue to evaluate new methods, chemical products, or paper products to maximize our green cleaning efforts.

3.4 Company Equipment

a. List current inventory of heavy equipment

We currently have pressure washers, floor machines, carpet extractors, wet/dry vacuums, and backpack vacuums. We have great relationships with our vendors if additional equipment is required whether for emergency or maintenance needs.

b. Provide the response time for mobilization for each piece of equipment.

Mobilization of each piece of equipment is determined based on the location and size of the equipment. We strive to make equipment readily available with a response time of no longer than 24 hours.

c. List the current inventory of machinery for floor care that will be utilized to perform the requirements.

See section 3.4 (a) for list.

d. Describe how vendor will ensure all required equipment is maintained in quality working condition.

We regularly inspect all equipment to guarantee they are working properly. Preventative maintenance is the first step to keeping all equipment functioning properly, and it ensures there is no interruption in service. Additional equipment is readily available should it be required.

e. List office equipment and computer programs that vendor currently possesses in order to deliver electronic communications and reports to county staff.
I.e. computer, fax, scanner, printer, photocopier, adobe acrobat, Microsoft, outlook, excel etc.

Janitorial 5 Star Services currently uses all listed office equipment and computer programs. All employees are provided smart phones to communicate through these programs.

3.5 Company training

a. Provide Safety Training Manual

See attachment J.

b. Employee Training Manual

See attachment J.

c. Describe the training currently in place to assure on-site staff will be pro-active and aware during each shift with regards to notification and documentation of suspicious behavior, abandoned belongings, running water, potential slip and fall conditions, ajar doors.

Janitorial 5 Star Services provides training and retraining on all the listed subjects. We believe repetition is key when making something second nature, and that is exactly how we train our employees to recognize these items. Our managers and supervisors are constantly on the look out for ways to make your facilities safer not only for us, but for your staff and clients too. We regularly meet with

employees regarding safe practices during performance of tasks and security measures within the facilities.

d. Describe training of vendor's supervisors and cleaners in green building cleaning procedures as required for this contract.

All supervisors and cleaners will be trained in the green cleaning procedures of this RFP.

4 Workload of the Firm

List all completed and active projects that vendor has managed within the past five years. In addition, list all projected projects that vendor will be working on in the near future. Projected projects will be defined as a projects that vendor worked on concurrently. Describe vendor's approach in managing projects. Were there or will there be any challenges for any of the listed projects? If so describe how vendor dealt or will deal with the projects challenges.

There are no known challenges on any past awarded projects. There are no anticipated challenges on any awarded projects. The experience of all employees coupled with our quality control measures has aided in our positive relationship with our clients. See list below for all projects.

- BMD Management, office cleaning
- Pride Construction, office cleaning & post construction cleaning
- Whiting & Turner, office cleaning & pressure washing
- OIC of South Florida, office cleaning & electrostatic disinfecting
- Commercial Relocation Group, office cleaning
- Alexander Rebb Property Management, lawn maintenance
- Strategic Properties, lawn maintenance
- Brookstone Construction, post construction cleaning & window cleaning
- Camp Live Oak, site cleaning & disinfecting
- Broward County Chemical & Supplies, supply orders
- City of Pompano Beach, office cleaning & pressure washing
- Innovative Healthcare Business Solutions, office cleaning
- Global Construction Services, post construction cleaning
- Unitarian Universalist Church, office cleaning

- Broward County School District, site cleaning in conjunction with custodial staff, post construction cleaning, & electrostatic disinfecting

5 Pricing

See attached pricing sheet

Janitorial Services - Price Sheets - Small Facilities - Grou
(SBE Reserve Goal)

ITEM NO.	FACILITY LOCATION	Annual Frequency	Annual Process	Year 1 Unit Price	Year 1 Annual	Y Unit Price
1	2nd Avenue Warehouse	12	Basic Cleaning	$ 4,480.00	$ 53,760.00	$ 4,480.00
	515/519/529 S.W 2ND AVE.	12	Restrooms	$ 230.00	$ 2,760.00	$ 230.00
	FT. LAUDERDALE, FL	12	Floors	$ 600.00	$ 7,200.00	$ 600.00
		30,000	Pressure Cleaning (SQ. FT.)	$ 0.05	$ 1,500.00	$ 0.05
		1	Windows	$ 160.00	$ 160.00	$ 160.00
		1	Air Quality	$ 803.00	$ 803.00	$ 803.00
		12	Cleaning Supplies	$ 60.00	$ 720.00	$ 60.00
		12	Paper Products	$ 71.00	$ 852.00	$ 71.00
		30,000	Carpet Cleaning - Deep (SQ. FT.)	$ 0.13	$ 3,900.00	$ 0.13
		30,000	Electrostatic Disinfection (SQ. FT.)	$ 0.03	$ 900.00	$ 0.03
			Total		$ 72,555.00	
4	**PUBLIC DEFENDERS**	12	Basic Cleaning	$ 1,300.00	$ 15,600.00	$ 1,300.00
	412 S.E. 6th Street	12	Restrooms	$ 170.00	$ 2,040.00	$ 170.00
	Fort Lauderdale, Fl. 33301	12	Floors	$ 320.00	$ 3,840.00	$ 320.00
		8,000	Pressure Cleaning (SQ. FT.)	$ 0.05	$ 400.00	$ 0.05
		1	Windows	$ 100.00	$ 100.00	$ 100.00
		1	Air Quality	$ 900.00	$ 900.00	$ 900.00
		12	Cleaning Supplies	$ 85.00	$ 1,020.00	$ 85.00
		12	Paper Products	$ 150.00	$ 1,800.00	$ 150.00
		8,000	Carpet Cleaning - Deep (SQ. FT.)	$ 0.13	$ 1,040.00	$ 0.13
		8,000	Electrostatic Disinfection (SQ. FT.)	$ 0.03	$ 240.00	$ 0.03
			Total		$ 26,980.00	
5	**STATE ATTORNEY, OFFICE OF THE**	12	Basic Cleaning	$ 1,800.00	$ 21,600.00	$ 1,800.00
	16 S.E 6th STREET	12	Restrooms	$ 300.00	$ 3,600.00	$ 300.00
	FT LAUDERDALE, FL	12	Floors	$ 250.00	$ 3,000.00	$ 250.00

		7,500	Pressure Cleaning (SQ. FT.)	$ 0.05	$ 375.00	$ 0.05
		1	Windows	$ 200.00	$ 200.00	$ 200.00
		1	Air Quality	$ 1,700.00	$ 1,700.00	$ 1,700.00
		12	Cleaning Supplies	$ 130.00	$ 1,560.00	$ 130.00
		12	Paper Products	$ 150.00	$ 1,800.00	$ 150.00
		7,500	Carpet Cleaning - Deep (SQ. FT.)	$ 0.13	$ 975.00	$ 0.13
		7,500	Electrostatic Disinfection (SQ. FT.)	$ 0.03	$ 225.00	$ 0.03
			Total		$ 35,035.00	
6	**64th Street Warehouse**	12	Basic Cleaning	$ 600.00	$ 7,200.00	$ 600.00
	1081 NW 64th Street	12	Restrooms	$ 80.00	$ 960.00	$ 80.00
	Ft. Lauderdale, FL.	12	Floors	$ 150.00	$ 1,800.00	$ 150.00
		3,000	Pressure Cleaning (SQ. FT.)	$ 0.05	$ 150.00	$ 0.05
		1	Windows	$ 80.00	$ 80.00	$ 80.00
		1	Air Quality	$ 300.00	$ 300.00	$ 300.00
		12	Cleaning Supplies	$ 40.00	$ 480.00	$ 40.00
		12	Paper Products	$ 100.00	$ 1,200.00	$ 100.00
		3,000	Carpet Cleaning - Deep (SQ. FT.)	$ 0.13	$ 390.00	$ 0.13
		3,000	Electrostatic Disinfection (SQ. FT.)	$ 0.03	$ 90.00	$ 0.03
			Total		$ 12,650.00	
7	**North Family Success Center**	12	Basic Cleaning	$ 610.00	$ 7,320.00	$ 610.00
	2011 NW 3rd Avenue	12	Restrooms	$ 85.00	$ 1,020.00	$ 85.00
	Pompano Beach, FL	12	Floors	$ 158.00	$ 1,896.00	$ 158.00
		3,500	Pressure Cleaning (SQ. FT.)	$ 0.05	$ 175.00	$ 0.05
		1	Windows	$ 90.00	$ 90.00	$ 90.00
		1	Air Quality	$ 320.00	$ 320.00	$ 320.00
		12	Cleaning Supplies	$ 45.00	$ 540.00	$ 45.00
		12	Paper Products	$ 52.00	$ 624.00	$ 52.00
		3,500	Carpet Cleaning - Deep (SQ. FT.)	$ 0.13	$ 455.00	$ 0.13

		3,500	Electrostatic Disinfection (SQ. FT.)	$ 0.03	$ 105.00	$ 0.03
			Total		$ 12,545.00	
8	EMPLOYEE ASSISTANCE PROGRAM	12	Basic Cleaning	$ 370.00	$ 4,440.00	$ 370.00
	540 NE 4st	12	Restrooms	$ 50.00	$ 600.00	$ 50.00
	Fort Lauderdale, FL 33301	12	Floors	$ 85.00	$ 1,020.00	$ 85.00
		900	Pressure Cleaning (SQ. FT.)	$ 0.05	$ 45.00	$ 0.05
		1	Windows	$ 100.00	$ 100.00	$ 100.00
		1	Air Quality	$ 250.00	$ 250.00	$ 250.00
		12	Cleaning Supplies	$ 30.00	$ 360.00	$ 30.00
		12	Paper Products	$ 30.00	$ 360.00	$ 30.00
		900	Carpet Cleaning - Deep (SQ. FT.)	$ 0.13	$ 117.00	$ 0.13
		900	Electrostatic Disinfection (SQ. FT.)	$ 0.03	$ 27.00	$ 0.03
			Total		$ 7,319.00	

ITEM NO.	FACILITY LOCATION	Annual Frequency	Annual Process	Year 1 Unit Price	Year 1 Annual	Y Unit Price
	Additional Labor:					
	Project Supervisor		50 hrs.	$ 30.00	$ 1,500.00	$ 32.00
	Site Supervisor		50 hrs.	$ 22.75	$ 1,137.50	$ 22.75
	Full Time Service Crew		50 hrs.	$ 19.50	$ 975.00	$ 21.00
	Part Time Service Crew		50 hrs.	$ 19.50	$ 975.00	$ 21.00
	Porter Day/Night		50 hrs.	$ 18.50	$ 925.00	$ 18.50
	Emergency Services Labor:					
	Project Supervisor		50 hrs.	$ 32.00	$ 1,600.00	$ 32.00
	Site Supervisor		50 hrs.	$ 28.00	$ 1,400.00	$ 28.00
	Full Time Service Crew		50 hrs.	$ 25.00	$ 1,250.00	$ 25.00
	Part Time Service Crew		50 hrs.	$ 25.00	$ 1,250.00	$ 25.00
	Porter Day/Night		50 hrs.	$ 22.00	$ 1,100.00	$ 22.00
	"Pass thru" (Services/Materials)				$ 1,000.00	
			Total (2)		$ 13,112.50	
	Grand Total - Whole Group				$ 180,206.50	
	(Total 1 + Total 2)					

REGARDLESS OF THE NUMBER OF HOURS WORKED,		
YES	X	**Agree to the above stat**
NO		**Disagree to the above s**

NAME OF COMPANY: **Janitorial 5 Star Services LLC**

AUTHORIZED PERSON NAME: **Kristen Olbel**

AUTHORIZED SIGNATURE: *Kristen Olbel*

By signing this proposal sheet, your firm is agreeing to the terms and conditions of the

All buildings listed in the group must be priced for this proposal sheet to be deter

AUTHORIZED PERSON TITLE: **CEO** **DATE:**

THIS SHEET MUST BE SIGNED AND MUST NOT BE ALTERED O

p 1 - Agreement 8

ear 2	
Annual	*Two Year Total*
$ 53,760.00	$ 107,520.00
$ 2,760.00	$ 5,520.00
$ 7,200.00	$ 14,400.00
$ 1,500.00	$ 3,000.00
$ 160.00	$ 320.00
$ 803.00	$ 1,606.00
$ 720.00	$ 1,440.00
$ 852.00	$ 1,704.00
$ 3,900.00	$ 7,800.00
$ 900.00	$ 1,800.00
$ 72,555.00	$ 145,110.00

$ 15,600.00	$ 31,200.00
$ 2,040.00	$ 4,080.00
$ 3,840.00	$ 7,680.00
$ 400.00	$ 800.00
$ 100.00	$ 200.00
$ 900.00	$ 1,800.00
$ 1,020.00	$ 2,040.00
$ 1,800.00	$ 3,600.00
$ 1,040.00	$ 2,080.00
$ 240.00	$ 480.00
$ 26,980.00	$ 53,960.00

$ 21,600.00	$ 43,200.00
$ 3,600.00	$ 7,200.00
$ 3,000.00	$ 6,000.00

$ 375.00	$ 750.00
$ 200.00	$ 400.00
$ 1,700.00	$ 3,400.00
$ 1,560.00	$ 3,120.00
$ 1,800.00	$ 3,600.00
$ 975.00	$ 1,950.00
$ 225.00	$ 450.00
$ 35,035.00	$ 70,070.00

$ 7,200.00	$ 14,400.00
$ 960.00	$ 1,920.00
$ 1,800.00	$ 3,600.00
$ 150.00	$ 300.00
$ 80.00	$ 160.00
$ 300.00	$ 600.00
$ 480.00	$ 960.00
$ 1,200.00	$ 2,400.00
$ 390.00	$ 780.00
$ 90.00	$ 180.00
$ 12,650.00	$ 25,300.00

$ 7,320.00	$ 14,640.00
$ 1,020.00	$ 2,040.00
$ 1,896.00	$ 3,792.00
$ 175.00	$ 350.00
$ 90.00	$ 180.00
$ 320.00	$ 640.00
$ 540.00	$ 1,080.00
$ 624.00	$ 1,248.00
$ 455.00	$ 910.00

$ 105.00	$ 210.00
$ 12,545.00	$ 25,090.00
$ 4,440.00	$ 8,880.00
$ 600.00	$ 1,200.00
$ 1,020.00	$ 2,040.00
$ 45.00	$ 90.00
$ 100.00	$ 200.00
$ 250.00	$ 500.00
$ 360.00	$ 720.00
$ 360.00	$ 720.00
$ 117.00	$ 234.00
$ 27.00	$ 54.00
$ 7,319.00	$ 14,638.00

ear 2	
Annual	***Two Year Total***
$ 1,600.00	$ 3,100.00
$ 1,137.50	$ 2,275.00
$ 1,050.00	$ 2,025.00
$ 1,050.00	$ 2,025.00
$ 925.00	$ 1,850.00
$ 1,600.00	$ 3,200.00
$ 1,400.00	$ 2,800.00
$ 1,250.00	$ 2,500.00
$ 1,250.00	$ 2,500.00
$ 1,100.00	$ 2,200.00
$ 1,000.00	$ 2,000.00
$ 13,362.50	$ 26,475.00
$ 180,446.50	$ 360,653.00

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invitation for proposal.

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5/25/2021

R REVISED.

Attachment - A Vendor Reference Verification Broward County School Board

BROWARD COUNTY FLORIDA

Vendor Reference Verification Form

Broward County Solicitation No. and Title:

RFP No. BLD2121632P1, Janitorial Services -County Facilities

Reference for: Janitorial 5 Star Services LLC

Organization/Firm Name providing reference:

Broward County School District

Contact Name: Ben Osborne Reference date: 05/10/2021

Contact Email: benjamin.osborne@browardschools.com Contact Phone: 954-931-5625

Name of Referenced Project: Janitorial services, emergency services, electrostatic disinfecting

Contract No.	Date Services Provided:	Project Amount:
	09/01/2020 to 05/10/2021	$ 366,166.00

Vendor's role in Project: ☑ Prime Vendor ☐ Subconsultant/Subcontractor

Would you use this vendor again? ☑ Yes ☐ No

Description of services provided by Vendor:
Electrostatic disinfecting, janitorial services, emergency response for janitorial needs

Please rate your experience with the referenced Vendor:	Needs Improvement	Satisfactory	Excellent	Not Applicable
1. Vendor's Quality of Service				
a. Responsive	☐	☐	☑	☐
b. Accuracy	☐	☑	☐	☐
c. Deliverables	☐	☑	☐	☐
2. Vendor's Organization:				
a. Staff expertise	☐	☐	☑	☐
b. Professionalism	☐	☐	☑	☐
c. Turnover	☐	☐	☐	☑
3. Timeliness of:				
a. Project	☐	☑	☐	☐
b. Deliverables	☐	☑	☐	☐
4. Project completed within budget	☐	☑	☐	☐
5. Cooperation with:				
a. Your Firm	☐	☐	☑	☐
b. Subcontractor(s)/Subconsultant(s)	☐	☑	☐	☐
c. Regulatory Agency(ies)	☐	☑	☐	☐

Additional Comments: (provide on additional sheet if needed)

THIS SECTION FOR COUNTY USE ONLY

Verified via: ___EMAIL ___VERBAL Verified by: _____ Division: _____ Date: _____

All information provided to Broward County is subject to verification. Vendor acknowledges that inaccurate, untruthful, or incorrect statements made in support of this response may be used by the County as a basis for rejection, rescission of the award, or termination of the contract and may also serve as the basis for debarment of Vendor pursuant to Section 21.119 of the Broward County Procurement Code.

Attachment - B

Vendor Reference Verification

BMD Management

Attachment B

BROWARD COUNTY FLORIDA

Vendor Reference Verification Form

Broward County Solicitation No. and Title:

RFP No. BLD2121632P1, Janitorial Services -County Facilities

Reference for: Janitorial 5 Star Services LLC

Organization/Firm Name providing reference:

BMD Management

Contact Name: Barbara Preston Reference date: 05/10/2021

Contact Email: bpreston@bmdfl.com Contact Phone: 954-784-3031

Name of Referenced Project: 555 SW 12th Ave Pompano Beach, FL

Contract No.	Date Services Provided:	Project Amount:
	10/01/2017 to 05/10/2021	$ 40,000.00

Vendor's role in Project: ☑ Prime Vendor ☐ Subconsultant/Subcontractor

Would you use this vendor again? ☑ Yes ☐ No

Description of services provided by Vendor:

Janitorial services provided 5 days a week.

Please rate your experience with the referenced Vendor:	**Needs Improvement**	**Satisfactory**	**Excellent**	**Not Applicable**
1. Vendor's Quality of Service				
a. Responsive	☐	☐	☑	☐
b. Accuracy	☐	☐	☑	☐
c. Deliverables	☐	☐	☐	☑
2. Vendor's Organization:				
a. Staff expertise	☐	☐	☑	☐
b. Professionalism	☐	☐	☑	☐
c. Turnover	☐	☐	☐	☐
3. Timeliness of:				
a. Project	☐	☐	☑	☐
b. Deliverables	☐	☐	☑	☐
4. Project completed within budget	☐	☐	☑	☐
5. Cooperation with:				
a. Your Firm	☐	☐	☑	☐
b. Subcontractor(s)/Subconsultant(s)	☐	☐	☐	☑
c. Regulatory Agency(ies)	☐	☐	☐	☑

Additional Comments: (provide on additional sheet if needed)

THIS SECTION FOR COUNTY USE ONLY

Verified via: ____EMAIL ____VERBAL Verified by: _____ Division: _____ Date: _____

All information provided to Broward County is subject to verification. Vendor acknowledges that inaccurate, untruthful, or incorrect statements made in support of this response may be used by the County as a basis for rejection, rescission of the award, or termination of the contract and may also serve as the basis for debarment of Vendor pursuant to Section 21.119 of the Broward County Procurement Code.

Attachment - C
Vendor Reference Verification
City of Pompano Beach

Attachment C

BROWARD COUNTY FLORIDA

Vendor Reference Verification Form

Broward County Solicitation No. and Title:

RFP No. BLD2121632P1, Janitorial Services -County Facilities

Reference for: Janitorial 5 Star Services LLC

Organization/Firm Name providing reference:

City of Pompano Beach

Contact Name: Kate Belcher Reference date: 05/10/2021

Contact Email: Kate.Belcher@copbfl.com Contact Phone: 954-786-4575

Name of Referenced Project: Pressure cleaning city pier

Contract No. Date Services Provided: 05/01/2020 to 05/10/2021 Project Amount: $ 70,000.00

Vendor's role in Project: ☑ Prime Vendor ☐ Subconsultant/Subcontractor

Would you use this vendor again? ☐ Yes ☐ No

Description of services provided by Vendor:

Daily maintenance of pier by pressure cleaning and trash pickup. Monthly full pier cleaning by pressure cleaning.

Please rate your experience with the referenced Vendor:	**Needs Improvement**	**Satisfactory**	**Excellent**	**Not Applicable**
1. Vendor's Quality of Service				
a. Responsive	☐	☐	☐ x	☐
b. Accuracy	☐	☐	☐ x	☐
c. Deliverables	☐	☐	☐ x	☐
2. Vendor's Organization:				
a. Staff expertise	☐	☐	☐ x	☐
b. Professionalism	☐	☐	☐ x	☐
c. Turnover	☐	☐	☐ x	☐
3. Timeliness of:				
a. Project	☐	☐	☐ x	☐
b. Deliverables	☐	☐	☐ x	☐
4. Project completed within budget	☐	☐	☐ x	☐
5. Cooperation with:				
a. Your Firm	☐	☐	☐ x	☐
b. Subcontractor(s)/Subconsultant(s)	☐	☐	☐ x	☐
c. Regulatory Agency(ies)	☐	☐	☐ x	☐

Additional Comments: (provide on additional sheet if needed)

THIS SECTION FOR COUNTY USE ONLY

Verified via: ____EMAIL ____VERBAL Verified by: _____ Division: _____ Date: _____

All information provided to Broward County is subject to verification. Vendor acknowledges that inaccurate, untruthful, or incorrect statements made in support of this response may be used by the County as a basis for rejection, rescission of the award, or termination of the contract and may also serve as the basis for debarment of Vendor pursuant to Section 21.119 of the Broward County Procurement Code.

Attachment - D

Broward County Local Business Tax Receipt

Attachment D

BROWARD COUNTY LOCAL BUSINESS TAX RECEIPT

115 S. Andrews Ave., Rm. A-100, Ft. Lauderdale, FL 33301-1895 – 954-831-4000

VALID OCTOBER 1, 2020 THROUGH SEPTEMBER 30, 2021

DBA:
Business Name: JANITORIAL 5 STAR SERVICES

Receipt #: 325-288281
Business Type: CLEANING/JANITORIAL (JANITORIAL)

Owner Name: KRISTEN OLBEL
Business Location: 1961 NE 25 AVE
POMPANO BEACH
Business Phone: 954-702-2053

Business Opened: 01/03/2018
State/County/Cert/Reg:
Exemption Code:

Rooms	Seats	Employees	Machines	Professionals
		1		

For Vending Business Only — Number of Machines: — Vending Type:

Tax Amount	Transfer Fee	NSF Fee	Penalty	Prior Years	Collection Cost	Total Paid
33.00	0.00	0.00	0.00	0.00	0.00	33.00

THIS RECEIPT MUST BE POSTED CONSPICUOUSLY IN YOUR PLACE OF BUSINESS

THIS BECOMES A TAX RECEIPT

WHEN VALIDATED

This tax is levied for the privilege of doing business within Broward County and is non-regulatory in nature. You must meet all County and/or Municipality planning and zoning requirements. This Business Tax Receipt must be transferred when the business is sold, business name has changed or you have moved the business location. This receipt does not indicate that the business is legal or that it is in compliance with State or local laws and regulations.

Mailing Address:

KRISTEN OLBEL
1961 NE 25 AVE
POMPANO BEACH, FL 33062

Receipt #05A-19-00009355
Paid 07/15/2020 33.00

2020 - 2021

BROWARD COUNTY LOCAL BUSINESS TAX RECEIPT

Attachment - E
City of Pompano Beach
Business Tax Receipt

pompano beach
Florida's Warmest Welcome

CITY OF POMPANO BEACH
BUSINESS TAX RECEIPT
FISCAL YEAR: 2020 - 2021

Business Tax Receipt Valid from: October 1, 2020 through September 30, 2021

4466624
JANITORIAL 5 STAR SERVICES LLC
OLBEL, KRISTEN - H/O
1961 NE 25 AVENUE
POMPANO BEACH FL 33062

9/21/2020

THIS IS NOT A BILL

THIS IS YOUR BUSINESS TAX RECEIPT. PLEASE POST IN A CONSPICUOUS PLACE AT THE BUSINESS LOCATION.

BUSINESS OWNER: JANITORIAL 5 STAR SERVICES LLC
BUSINESS LOCATION: 1961 NE 25 AV POMPANO BEACH FL

RECEIPT NO:	CLASSIFICATION
21-00095288	JANITORIAL OR WINDOW CLEANING

NOTICE: A NEW APPLICATON MUST BE FILED IF THE BUSINESS NAME, OWNERSHIP OR ADDRESS IS CHANGED. THE ISSUANCE OF A BUSINESS TAX RECEIPT SHALL NOT BE DEEMED A WAIVER OF ANY PROVISION OF THE CITY CODE NOR SHALL THE ISSUANCE OF A BUSINESS TAX RECEIPT BE CONSTRUED TO BE A JUDGEMENT OF THE CITY AS TO THE COMPETENCE OF THE APPLICANT TO TRANSACT BUSINESS. **THIS DOCUMENT CANNOT BE ALTERED.**

BUSINESS TAX RECEIPTS EXPIRE SEPTEMBER 30TH OF EACH YEAR

Attachment – F

CBE Certification

Attachment F

BLD2121632P1

p. 1425

Broward County Board of County Commissioners

BidSync

5/26/2021

BROWARD COUNTY FLORIDA

Office of Economic and Small Business Development

Governmental Center Annex
115 S. Andrews Avenue, Room A680 • Fort Lauderdale, Florida 33301 • 954-357-6400 • FAX 954-357-5674 • TTY 954-357-5664

This Certificate is Awarded to:

JANITORIAL 5 STAR SERVICES LLC

As set forth in the Broward County Business Opportunity Act of 2012, the certification requirements have been met for:

County Business Enterprise
Small Business Enterprise
Anniversary Date: January 31st

Authorized Representative

The Office of Economic and Small Business Development must be notified within 30 days of any material changes in the business which may affect ownership and control. Failure to do so may result in the revocation of this certificate and/or imposition of other sanctions.

A Service of the Broward County Board of County Commissioners
www.broward.org/smallbusiness

Attachment – G

SBE Certification

Attachment G

BLD2121632P1

Supplier Diversity Outreach Program

THIS CERTIFICATE IS AWARDED TO

Janitorial 5 Star Services, LLC

FOR HAVING SUCCESSFULLY MET THE PRESCRIBED STANDARDS SET FORTH BY THE SUPPLIER DIVERSITY OUTREACH PROGRAM OF THE SCHOOL BOARD OF BROWARD COUNTY, FLORIDA FOR

CERTIFICATION

Small Business Enterprise (SBE)

Non-Minority

ON THIS DAY: September 9, 2019

Jasmine M. Jones
Manager, Supplier Diversity Outreach Program

CERTIFICATION #: WS1850692419

Expiration Date: September 8, 2021

Broward County Board of Commissioners
Purchasing Division
BidSync
5/26/2021

Attachment – H
Quality Inspection Form

Attachment F1

JANITORIAL 5 STAR SERVICES LLC

Quality Inspection Form

Date: _____

Location (name/building # etc): _____

Previous inspection date/result: _____

Next Inspection date: _____

Facility contact/signature: _____

Rating used 1-5 (1 = needs more frequent inspection, 5 = standard inspection time)

Facility Area	Common Name (AKA)	Number of Issues Noted	Rating
1. Lobby/Entrance			
2. Common areas (public/service areas)			
3. Employee work areas			
4. Administrative/Private Offices			
5. Employee use areas			
6. Support/Service areas			
7. Specialty areas			
8. Restrooms			
9. Carpet Flooring			
10. Hard Flooring			
11. Administrative Duties			

Attachment – I

Quality Control Inspection

JANITORIAL 5 STAR SERVICES LLC

Quality Control Inspection

Date/time: _____

Location (facility/building): _____

Inspector: _____

Area	Item for Inspection	Satisfactory	Unsatisfactory	Comments
1. Entrance	Free of Debris			
	Trash container, empty/clean liner			
	Ash containers clean			
	Exterior furniture clean			
	Walk-off mat clean			
2. Common areas & Lobby	Trash container, empty/clean liner			
	Carpets vacuum/spot cleaned			
	Hard floors dust/wet mopped			
	Hard floors—shine			
	Entrance doors/glass clean			
	Corners/Edges clean			
	Low dusting			
	High Dusting			
	HVAC vents clean			
	Drinking fountain clean			
3. Admin areas	Trash container, empty/clean liner			
	Carpets vacuum/spot cleaned			
	Hard floors dust/wet mopped			
	Hard floors—shine			
	Entrance doors/glass clean			
	Corners/Edges clean			
	Low dusting			
	High Dusting			
	HVAC vents clean			
	Furniture dust/spot free			
	Telephones clean/sanitized			

4. Kitchen areas	Trash container, empty/clean liner			
	Hard floors dust/wet mopped			
	Corners/Edges clean			
	Drains clean			
	Walls clean			
	HVAC vents clean			
5. Dining & Break areas	Trash container, empty/clean liner			
	Hard floors dust/wet mopped			
	Hard floors—shine			
	Corners/Edges clean			
	Tables/chairs clean			
	Walls clean			
	Serving areas clean			
	HVAC vents clean			
6. Restrooms	Trash container, empty/clean liner			
	Corners/Edges clean			
	Floor clean			
	Walls/partitions clean			
	Mirrors clean			
	Sinks/counters clean			
	Toilets/urinals clean			
	Showers clean			
	Soap/liquids filled			
	Paper towels filled			
	Toilet paper filled			
	Toilet seat/feminine products filled			
	HVAC vents clean			
	Floor drain clean			
7. Janitor closet	Area clean/orderly			
	Mop sink clean			
	Equipment clean/orderly			
	Chemicals orderly/labeled			
	Proper signs clean/visible			
	MSDS			
8. Employee Uniform clean/orderly				
	Badge/keys (if applicable)			

Number of items inspected: _____

Number of items Satisfactory: _____

Number of items Unsatisfactory: _____

WAGES RATES

Janitorial Services

Facilities Management Division

JANITORIAL SERVICES – FACILIITES MANAGEMENT DIVISION
FACILITIES LOCATIONS

WAGE RATES
(FOR LIVING WAGE RATE INFORMATIONAL PURPOSES ONLY EFFECTIVE JANUARY 1, 2021 THRU DECEMBER 31, 2021)

The hourly rate within this attachment shall be in accordance with Broward County Living Wage Ordinance (Sections 26-100 through 26-105 of Article VII, Chapter 26, Broward County Code of Ordinances), as amended, annually adjusted per Living Wage Ordinance.

The completed form should be submitted with the solicitation response prior to the solicitation closing date. If not included with the solicitation response, the proposer is required to provide within three business days of County's request. Vendor may be deemed non-responsible for failure to fully comply within stated timeframes.

The hourly rate must be entered for all personnel positions in accordance with Special Instructions to Vendors, Section J.2. If additional personnel positions are proposed to perform the work, provide information in the applicable sections of this form.

The hourly rate shall be the raw (unburdened) labor rates exclusive of taxes, insurance, overhead, profit, etc.

NOTE: This form is for informational purposes only and will not be used for final evaluation and scoring for Price.

PERSONNEL POSITIONS (Insert below for each position the minimum unburdened hourly rate)

DESCRIPTION	UNIT	(HOURLY RATE (UNBURDENED)
Project Manager or Equivalent	Hour	$ 30.00
Assistant Project Manager or Equivalent	Hour	$ 22.75
Quality Control Manager or Equivalent	Hour	$ 22.75
Shift Supervisor or Equivalent	Hour	$ 22.75
Team Leader/Supervisor or Equivalent	Hour	$ 19.50
Janitorial Worker or Equivalent	Hour	$ 17.05
	Hour	$
	Hour	$

Vendor Name JANITORIAL 5 STAR SERVICES LLC

JANITORIAL SERVICES – FACILITIES MANAGEMENT DIVISION
FACILITIES LOCATIONS

WAGE RATES
(FOR LIVING WAGE RATE INFORMATIONAL PURPOSES ONLY EFFECTIVE JANUARY 1, 2022 THRU DECEMBER 31, 2022)

The hourly rate within this attachment shall be in accordance with Broward County Living Wage Ordinance (Sections 26-100 through 26-105 of Article VII, Chapter 26, Broward County Code of Ordinances), as amended, annually adjusted per Living Wage Ordinance.

The completed form should be submitted with the solicitation response prior to the solicitation closing date. If not included with the solicitation response, the proposer is required to provide within three business days of County's request. Vendor may be deemed non-responsible for failure to fully comply within stated timeframes.

The hourly rate must be entered for all personnel positions in accordance with Special Instructions to Vendors, Section J.2. If additional personnel positions are proposed to perform the work, provide information in the applicable sections of this form.

The hourly rate shall be the raw (unburdened) labor rates exclusive of taxes, insurance, overhead, profit, etc.

NOTE: This form is for informational purposes only and will not be used for final evaluation and scoring for Price.

PERSONNEL POSITIONS (Insert below for each position the minimum unburdened hourly rate)

DESCRIPTION	UNIT	(HOURLY RATE (UNBURDENED)
Project Manager or Equivalent	Hour	$ 30.00
Assistant Project Manager or Equivalent	Hour	$ 22.75
Quality Control Manager or Equivalent	Hour	$ 22.75
Shift Supervisor or Equivalent	Hour	$ 22.75
Team Leader/Supervisor or Equivalent	Hour	$ 19.50
Janitorial Worker or Equivalent	Hour	$ 17.05
	Hour	$
	Hour	$

Vendor Name JANITORIAL 5 STAR SERVICES LLC

JANITORIAL SERVICES – FACILITIES MANAMGEMENT DIVISION
FACILITIES LOCATIONS

WAGE RATES
(FOR LIVING WAGE RATE INFORMATIONAL PURPOSES ONLY EFFECTIVE JANUARY 1, 2023 THRU DECEMBER 31, 2023)

The hourly rate within this attachment shall be in accordance with Broward County Living Wage Ordinance (Sections 26-100 through 26-105 of Article VII, Chapter 26, Broward County Code of Ordinances), as amended, annually adjusted per Living Wage Ordinance.

The completed form should be submitted with the solicitation response prior to the solicitation closing date. If not included with the solicitation response, the proposer is required to provide within three business days of County's request. Vendor may be deemed non-responsible for failure to fully comply within stated timeframes.

The hourly rate must be entered for all personnel positions in accordance with Special Instructions to Vendors, Section J.2. If additional personnel positions are proposed to perform the work, provide information in the applicable sections of this form.

The hourly rate shall be the raw (unburdened) labor rates exclusive of taxes, insurance, overhead, profit, etc.

NOTE: This form is for informational purposes only and will not be used for final evaluation and scoring for Price.

PERSONNEL POSITIONS (Insert below for each position the minimum unburdened hourly rate)

DESCRIPTION	UNIT	(HOURLY RATE UNBURDENED)
Project Manager or Equivalent	Hour	$ 30.00
Assistant Project Manager or Equivalent	Hour	$ 22.75
Quality Control Manager or Equivalent	Hour	$ 22.75
Shift Supervisor or Equivalent	Hour	$ 22.75
Team Leader/Supervisor or Equivalent	Hour	$ 19.50
Janitorial Worker or Equivalent	Hour	$ 17.05
_____	Hour	$ _____
_____	Hour	$ _____

Vendor Name JANITORIAL 5 STAR SERVICES LLC

2021 Florida Limited Liability Company Annual Report

2021 FLORIDA LIMITED LIABILITY COMPANY ANNUAL REPORT

Broward County Board of
County Commissioners

FILED
Jan 27, 2021
Secretary of State
3489649676CC

DOCUMENT# L17000159119

Entity Name: JANITORIAL 5 STAR SERVICES LLC

Current Principal Place of Business:

1961 NE 25TH AVE
POMPANO BEACH, FL 33062

Current Mailing Address:

1961 NE 25TH AVE
POMPANO BEACH, FL 33062 US

FEI Number: 82-2282100

Certificate of Status Desired: No

Name and Address of Current Registered Agent:

OLBEL, KRISTEN
1961 NE 25TH AVE
POMPANO BEACH, FL 33062 US

The above named entity submits this statement for the purpose of changing its registered office or registered agent, or both, in the State of Florida.

SIGNATURE:

Electronic Signature of Registered Agent — Date

Authorized Person(s) Detail :

Title	CEO
Name	OLBEL, KRISTEN
Address	1961 NE 25TH AVE
City-State-Zip:	POMPANO BEACH FL 33062

Title	COO
Name	OLBEL, MIKELANGE
Address	1961 NE 25TH AVE
City-State-Zip:	POMPANO BEACH FL 33062

I hereby certify that the information indicated on this report or supplemental report is true and accurate and that my electronic signature shall have the same legal effect as if made under oath; that I am a managing member or manager of the limited liability company or the receiver or trustee empowered to execute this report as required by Chapter 605, Florida Statutes; and that my name appears above, or on an attachment with all other like empowered.

SIGNATURE: KRISTEN LYNNE OLBEL CEO 01/27/2021

Electronic Signature of Signing Authorized Person(s) Detail — Date

Living Wage Ordinance Compliance Affidavit Form

LIVING WAGE ORDINANCE COMPLIANCE AFFIDAVIT
FORM

The completed and signed form should be returned with the Vendor's submittal. If not provided with submittal, the Vendor must submit within three business days of County's request. Vendor may be deemed non-responsivefor failure to fully comply within stated timeframes. Vendor should scan and upload the completed, signed form(s) in BidSync.

Covered Employer: Janitorial 5 Star Services LLC

Address: 1961 NE 25th Ave Pompano Beach, FL 33062

Local Contact: Kristen Olbel | E-Mail Address: janitorial5starservices@gmail

Address: 1961 NE 25th Ave Pompano Beach, FL 33062

Contract #

Amount:

Using Agency Janitorial 5 Star Services LLC

Served: Solicitation No. and Title: BLD2121632P1 Janitorial Services - County Facilities

By signing below I hereby certify that the covered employees listed below: (please check one)

A. ☐ Receive a minimum pay of $ _____ per hour and are provided health benefits valued at $ _____ per hour.

B. ☒ Receive a minimum pay of $ 17.05 per hour and are not provided health benefits.

Provide names of hourly employees and their job classifications providing covered services for the above referenced contract:

Name	Job Class	A or B	Name	Job Class	A or B
Lakesha Hanson	Supervisor	B			
Kenny Bellinger	Supervisor	B			

(Attach Additional sheets in the format above, if needed)

I, Kristen Olbel (Print Name) attest that of Janitorial 5 Star Services (Company) hereby

(1) I have the authority to sign this notarized compliance affidavit, (2) the following information is true, complete and correct and (3) the Vendor certifies that it shall:

a) Pay all employees working on this contract/project, who are covered by the Living Wage Ordinance, as amended, in accordance with wage rates and provisions of the Living Wage Ordinance;

b) Provide the applicable living wage statement regarding wage rates with the employee's first paycheck or direct deposit receipt as required by the Living Wage Ordinance, as amended; and

c) (IF APPLICABLE) If health care benefits are provided under "A" above, the health care benefit meets the standard health benefit plan as described in Section 627.6699 (12)(b)(4), Florida Statutes, as amended. As a principal officer of the covered employer, the undersigned affirms that the referenced Florida Statute has been reviewed and the covered employer's health plan meets all the elements required by the statute, as amended.

Signature Kristen Olbel Title CEO

SWORN TO AND SUBSCRIBED BEFORE ME this 12 day of May, 20 21

STATE OF Fl

COUNTY OF Broward

RENETTE VEDRINE NOTARY PUBLIC STATE OF FLORIDA My Comm. Expires July 22, 2023 No. GG 357147

Notary Public (Sign name of Notary Public) (SEAL) My commission expires: 7/22/23

Personally Known ☐ or Produced Identification ☒ Type of Identification Produced: DL

LETTER OF INTENT

BROWARD COUNTY
FLORIDA
OFFICE OF ECONOMIC AND
SMALL BUSINESS DEVELOPMENT

LETTER OF INTENT

BETWEEN BIDDER/OFFEROR AND COUNTY BUSINESS ENTERPRISE (CBE) FIRM/SUPPLIER

This form is to be completed and signed for each CBE firm. If the PRIME is a CBE firm, please indicate the percentage performing with your own forces.

Solicitation No.: BLD2121632P1

Project Title: Janitorial Services - County Facilities

Bidder/Offeror Name: Janitorial 5 Star Services LLC

Address: 1961 NE 25th Ave City: Pompano Beach State: FL Zip: 33062

Authorized Representative: Kristen Olbel Phone: 954-702-2053

CBE Firm/Supplier Name: _____

Address: _____ City: _____ State: ____ Zip: _____

Authorized Representative: _____ Phone: _____

A. This is a letter of intent between the bidder/offeror on this project and a CBE firm for the CBE to perform work on this project.

B. By signing below, the bidder/offeror is committing to utilize the above-named CBE to perform the work described below.

C. By signing below, the above-named CBE is committing to perform the work described below.

D. By signing below, the bidder/offeror and CBE affirm that if the CBE subcontracts any of the work described below, it may only subcontract that work to another CBE.

Work to be performed by CBE Firm

Description	NAICS[1]	CBE Contract Amount[2]	CBE Percentage of Total Project Value
Janitorial Services (Agreement 1-14)	561720		100.00 %
			%
			%

AFFIRMATION: I hereby affirm that the information above is true and correct.

CBE Firm/Supplier Authorized Representative

Signature: _____ Title: _____ Date: _____

Bidder/Offeror Authorized Representative

Signature: Kristen Olbel Title: CEO Date: 05/25/2021

[1] Visit Census.gov and select NAICS to search and identify the correct codes. Match type of work with NAICS code as closely as possible.

[2] To be provided only when the solicitation requires that bidder/offeror include a dollar amount in its bid/offer.

In the event the bidder/offeror does not receive award of the prime contract, any and all representations in this Letter of Intent and Affirmation shall be null and void.

Rev.: June 2018

Compliance Form No. 004

OSHA Certification

5/26/2021

Certificate of Completion

360training.com

This Certifies That

Kristen Olbel

is awarded this certificate for

OSHA 30 Hour Outreach Training Program - General Industry

Credit Hours: 30.00

Completion Date: 05/10/2019

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A	X COMMERCIAL GENERAL LIABILITY CLAIMS-MADE X OCCUR GEN'L AGGREGATE LIMIT APPLIES PER: POLICY PRO-JECT LOC OTHER:	N	N	GL67203-0	09/26/2020	09/26/2021	EACH OCCURRENCE DAMAGE TO RENTED PREMISES (Ea occurrence) MED EXP (Any one person) PERSONAL & ADV INJURY GENERAL AGGREGATE PRODUCTS - COMP/OP AGG	$ 1,000,000 $ 50,000 $ 100,000 $ 1,000,000 $ 2,000,000 $ 1,000,000
	AUTOMOBILE LIABILITY ANY AUTO OWNED AUTOS ONLY HIRED AUTOS ONLY SCHEDULED AUTOS NON-OWNED AUTOS ONLY	N	N	02418855-0	07/24/2020	07/24/2021	COMBINED SINGLE LIMIT (Ea accident) BODILY INJURY (Per person) BODILY INJURY (Per accident) PROPERTY DAMAGE (Per accident)	$ $ 10,000 $ 20,000 $ 10,000
	UMBRELLA LIAB OCCUR EXCESS LIAB CLAIMS-MADE DED RETENTION $						EACH OCCURRENCE AGGREGATE	$ $
B	WORKERS COMPENSATION AND EMPLOYERS' LIABILITY ANY PROPRIETOR/PARTNER/EXECUTIVE OFFICER/MEMBER EXCLUDED? (Mandatory in NH) Y / N: Y If yes, describe under DESCRIPTION OF OPERATIONS below	N / A	JN	NHFL0113342019 01/	01/03/2021	01/03/2022	PER STATUTE OTH-ER E.L. EACH ACCIDENT E.L. DISEASE - EA EMPLOYEE E.L. DISEASE - POLICY LIMIT	$ 100,000 $ 100,000 $ 500,000
C	Bond	N	N	C28456	04/13/2020	04/13/2021	LIMITS	50,000

DESCRIPTION OF OPERATIONS / LOCATIONS / VEHICLES (ACORD 101, Additional Remarks Schedule, may be attached if more space is required)

CERTIFICATE HOLDER

To Whom it may Concern

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SHOULD ANY OF THE ABOVE DESCRIBED POLICIES BE CANCELLED BEFORE THE EXPIRATION DATE THEREOF, NOTICE WILL BE DELIVERED IN ACCORDANCE WITH THE POLICY PROVISIONS.

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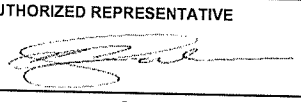

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JANITORIAL
5 STAR SERVICES LLC

"Allow us to give you a Star Cleaning"

Employee and Safety Training Manual

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Definition of Terms

Cleaning--Cleaning is removing obvious dirt, debris, and other materials from a surface.

Etiquette Etiquette refers to rules of acceptable behavior. In other words, etiquette by definition refers to the “rules and conventions governing correct or polite behavior in society in general or in a specific social or professional group or situation

Green Cleaning--Green Cleaning is cleaning to protect health without harming the environment.

Falls—

Lockout/Tagout--"Lockout/Tagout (LOTO)" refers to specific practices and procedures to safeguard employees from the unexpected energization or startup of machinery and equipment, or the release of hazardous energy during service or maintenance activities. A lockout/tagout program requires the identification and implementation of practices and procedures necessary to shut down and lockout/tagout machines and equipment. The program requires that certain employees receive training in the lockout tagout procedures and that periodic inspections be conducted to maintain and enhance it.

Safety Safety as it applies to this manual is relative freedom from danger, risk, or threat of harm, injury, or loss to personnel and/or property, whether caused deliberately or by accident.

Sanitizing--Sanitizing or disinfecting is the actual killing of the microorganisms through heat or chemicals.

Security Security as it applies to this manual is prevention of and protection against assault, damage, fire, fraud, invasion of privacy, theft, unlawful entry, and other such occurrences caused by deliberate action.

Slips--A slip occurs when there is too little traction or friction between the shoe and walking surface. You slip when you lose your footing or

grip on a slippery surface.

Trips and Falls A trip is a fall or stumble caused by catching your foot on something. Tripping and falling accidents occur when your foot comes in contact with an object, or drops unexpectedly throwing you offbalance. A fall is when someone or something moves downward to a lower position by the force of gravity.

Universal Precautions--Universal precautions refers to the practice, in medicine, of avoiding contact with patients' bodily fluids, by means of the wearing of nonporous articles such as medical gloves, goggles, and face shields.

Chapter 1: Introduction

WHAT IS THE CUSTODIAL OR JANITORIAL INDUSTRY?

A janitor or custodian is a person who takes care of a building,
such as a school, office building, hospital, or apartment. Janitors are responsible primarily for cleaning, and often though not always some maintenance and security duties. Similar to the custodian or janitor is the building superintendent. Generally a superintendent has more maintenance and managerial duties.

Janitors and custodians may be required to receive training and licensing in various fields, such as Hazmat, CPR, or Boiler Operations, depending on the employer and the specific nature of the job.

A custodian may be considered to be different from a janitor. In some settings janitors are called housekeepers or housekeeping staff and in other settings they are referred to as maintenance or maintenance staff. Institutions have come up with a number of alternative job titles.

PURPOSE OF THIS MANUAL

The purpose of this manual is to acquaint you with cleaning techniques and safety in the Janitorial and Custodial industry. Some typical cleaning jobs may include the following tasks.
Cleaning bathrooms
Sinks
Toilets
Urinals
Cleaning floors
Cleaning carpeting
Cleaning stainless steel and other special surfaces
Clearing tables in lunch room
Emptying trash and recycling bin
Stripping and waxing floors

No matter what job you have as a Janitor or Custodian there are responsibilities associated with your job. One of these responsibilities is safety, safety for you and the safety of your coworkers and guests or patients in your facilities. Over the many years, safety has evolved

into a very high profile responsibility. Depending on where you live and work, safety laws and regulations are becoming more stringent and demanding.

Ideally safety is freedom from danger. Of course, every safety topic for the Janitor or Custodian cannot be covered in this one manual. However we will be discussing many safety topics including protection from the risk of harm or injury, safety devices, and responsibilities.

Topics including general information and new employee orientation will be covered. There are sections on accident prevention, bloodborne pathogens, electrical safety, lockout and tagout, safe lifting, and of course cleaning techniques.

Chapter 2: General Safety Rules for Everyone

The Janitors and Custodians may consist of many groups of employees. As indicated by the different job titles mentioned, jobs in this industry are many and diversified. There are general safety rules that apply to everyone. Some of these rules are discussed here. Horseplay is always prohibited…so don t even think about it

PERSONAL

Personal Hygiene
Hygiene refers to the set of practices associated with the preservation of health and healthy living. Hygiene is a concept related to medicine, as well as to personal and professional care practices related to most aspects of living, although it is most often associated with cleanliness and preventative measures. In medicine, hygiene practices are employed to reduce the incidence and spreading of disease.

Cleanliness requires a daily bath and a change to clean underclothing. Use a deodorant to prevent body odor. If you are a guy, shave daily. Give teeth and hair proper care, everyday. Keep fingernails short and clean. If you are a gal, use cosmetics in moderation. Refrain from the use of heavy scents.

In order to control cross-contamination, hands should be washed after performing cleaning duties. Before continuing on to the next area, wash your hands. Also, wash before meals and after going to the restroom.

Massage hand cleaner around the fingers, knuckles, and hands. Scrub fingernails with a brush. Keep your hands lower than your elbows when washing. Wash vigorously for two minutes. The tap water should be running during the entire process. Use medicated hand moisturizer when skin becomes dry or chapped.

To protect yourself you should use the proper Personal Protective Equipment or the acronym PPE for each cleaning task you perform.

Report to Work Rested
A first step to safety is to report to work rested, alert, and ready to perform your job. Fatigue may affect your ability to work safely. It may also impair your ability to treat your colleagues with the hospitality consistent with your training.

Wear Appropriate Clothing
Next, you should always wear appropriate clothing for your job. Follow your company's dress code. This includes wearing proper footwear for the job.

If you will be working equipment and machinery, don't wear rings and jewelry that can get caught in the moving parts.

Keep long hair tied back or under a hat. This will avoid having your hair getting caught in machines. Clothing should fit properly allowing room for movement without being so loose it could get caught in machinery moving parts.

Report Accidents
Most companies provide necessary first aid and medical treatment for injuries. If you are injured on the job, report the accident to your supervisor immediately, so that proper medical treatment can be provided.

First aid or professional medical treatment will be given as necessary; however, you must report all accidents and injuries when they occur, even if your injury does not require medical treatment.

PERSONAL PROTECTIVE EQUIPMENT

What is personal protective equipment or the acronym PPE and how does it affect you?
Personal protective equipment is equipment that has been designed to protect you from potential injuries. When required for certain job assignments, personal protective equipment will be issued to you It s your responsibility to wear it

Personal protective equipment could include safety glasses when your eyes are exposed to potential injury, gloves to protect your hands, hard hats for head protection, hearing protection for high noise areas, face shields to protect your face, respirators, specialized shoes…all these and more are considered personal protective equipment

Wearing personal protective equipment is important to protect you from injury or illness while performing your job. Some of the personal protective equipment you need may include:

Eye Protection
You should choose the proper type of eye protection for the hazard. For example, safety glasses are not appropriate when working with chemicals that may splash in your face or

eyes. Goggles and a face shield would be the best choice when working with chemicals.
Skin Protection

You should wear the right protective gloves for the hazard or chemicals. Some products can melt or go through the glove. Also protect your skin by wearing a protective apron or smock. If your clothing is soaked with chemicals, change them immediately to prevent prolonged skin contact.

Hearing Protection
Hearing protection may also be required if you work in a noisy area or with noisy equipment such as vacuums and other tools.

Respiratory Protection
Respiratory protection may be required depending on the job and chemical products being used. You must be trained before using a respirator. Discuss the need for this protection with your supervisor.

ELECTRICAL SAFETY

Electrical safety is another important safety consideration. Naturally, everyone has been exposed to electricity and how dangerous it can be if it's misused.

Generally, in the workplace you should always inspect electrical cables, cords, and plugs for frays, cracks, cuts, or defects before you use them. If the electrical tools or equipment you use do not say “Double Insulated on the manufacturer s tag then they must be grounded with a 3-prong plug and a grounded cable. This provides some degree of protection from electrical shock in case of a malfunction or short in the tool. Figure 1 shows a three prong plug and receptacle.

What this means is there must be a third prong on the plug. The third wire goes to ground. In case of a short or malfunction, the electricity will flow though this third wire to ground and not through the person holding the malfunctioning tool or equipment. Of course, if the ground wire is not properly connected to the system or the third prong is missing from the plug, then there is no electrical shock prevention.

Always check and test your equipment for safety before you use it.
Never allow an outlet to be overloaded.

Don t overload circuits by plugging in more than the allowed number of electrical power outlets.

The use of octopus plugs, as shown here, makes a dangerous situation that could cause a fire. Electrical hazards can be caused by faulty electrical tools and equipment, appliances and wiring, electrical outlets, switch panels and electric transformers.
Remember to unplug any electrical appliance before you clean it. Working around water and electricity is dangerous.

Make sure that any electrical or other types of cords do not create tripping hazards. Of course, never clean electrical equipment with flammable or toxic solvents and never use flammables near electrical tools. The sparks from the inside of a machine or tool can cause an explosion.

CONTROL OF HAZARDOUS ENERGY/ LOCKOUT TAGOUT

What is Lockout/Tagout or LOTO?
"Lockout/Tagout or LOTO" refers to specific practices and procedures to safeguard employees from the unexpected energization or startup of machinery and equipment, or the release of hazardous energy during service or maintenance activities. A lockout/tagout program requires the identification and implementation of practices and procedures necessary to shut down and lockout/tagout machines and equipment. The program requires that certain employees receive training in the lockout tagout procedures and that periodic inspections be conducted to maintain and enhance it.

Lockout is the practice of using keyed or combination security devices or “locks to prevent the unwanted activation of mechanical or electrical equipment. Tagout is the practice of using tags in conjunction with locks to increase the visibility and awareness that equipment is not to be energized or activated until such devices are removed. A tagout device is usually a non-reusable type, attachable by hand, self-locking, and non-releasable with a minimum unlocking strength of no less than 50 pounds.

Authorized and Affected Employees for LOTO
Now, before we go much further, let's discuss two categories of employees requiring knowledge and training in lockout tagout procedures The first category is “Authorized Employees These are maintenance personnel who actually use lockout and tagout procedures while they are repairing or maintaining equipment. The second category is “Affected Employees This describes any employee who uses or works around equipment and machinery that may be locked out or tagged out. You need to be able to recognize tags

used by your employer for LOTO It s recommended that virtually all employees be in the “Affected Employee category

What are Hazardous Energy Sources?
Let's begin with some basics, as you'll need these to understand the program. What are hazardous energy sources?

Electricity is used to provide power to a wide variety of machines and equipment. Locking out of electricity prevents electrical equipment from accidental release of electricity during maintenance or repair. The main problem here is locking out electricity does not guarantee that other energy sources won't be released. There may be a steam valve that requires locking out as well or hydraulic, vacuum, or pneumatic pressure, mechanical motion, springs, thermal energy such as steam or heat, or extremely low temperature liquids or gases.

Releases of chemicals or chemical reactions are other energy sources that must be controlled, dissipated, or shut off. Locking out of electricity may not provide adequate protection during maintenance and repair. Each machine or piece of equipment must be inspected by trained employees to determine adequate lockout procedures for all potential hazardous energy sources. Your organization must have these energy sources identified and listed in the written lockout/tagout policy and procedures.

The first step in all lockout/tagout procedures is to identify the potential energy sources that will require control by lockout or tagout. In general, there are 6 types of energy sources that may be encountered. As we discussed earlier, electrical energy is the first type of energy source for consideration. In addition there is mechanical energy, hydraulic energy, pneumatic energy, thermal energy and chemical energy.

Mechanical energy can present a danger from moving parts such as rotating fans, shafts, gears, grinding wheels, moving packer blades, panels, conveyors, and more. Hydraulic systems that work using fluid under pressure are candidates for LOTO procedures. An example of pneumatic energy is air pressure stored on Air Brake Systems. Pneumatic pressure may also be present in air accessories and control systems. Thermal energy is heat, heat from fluids such as coolant and lubricating oils and from hot machinery such as engines, exhaust systems, electric motors, and gear cases are sources of potential thermal energy. Finally, potential energy can be released by chemicals when they react with one another, or react with air and/or water.

Now, that we have identified potential energy sources; we have to determine which switch, valve or other isolating device will be operated to isolate these energy sources. Whenever working on equipment in a manner which any potential energy source could be encountered, the appropriate procedures must be followed to isolate or disable the applicable hazards.

Employee Training for LOTO
Employees or any other authorized and affected employees who may be reasonably expected to use the equipment or procedures for LOTO must receive annual LOTO training from the appropriate training staff. Training requirements are outlined under Code of the Federal Register 29 CFR 1910.147 Section (c)(7) (i),(ii), and (iii). These training programs are designed to provide you with a good understanding of lockout/tagout procedures.

Record Keeping for LOTO
Inspection records and training records will be kept by your employer. Training records will be maintained by employer and they will include an outline of topics covered. In addition, a sign in sheet of attendees will be included with training records. Inspection records will also be kept.

Inspection Methods for LOTO
OSHA requires that a LOTO Program be reviewed once a year and that periodic inspections of the procedures are made to ensure that they are being followed correctly. Inspections may be done in the shops in your physical plant. These shops may include auto, central plant, controls, electric, plumbing, and refrigeration. Inspections are designed to include cataloging the general types of hazardous energy and equipment applicable to each area.

Some inspections may involve questions only; some may include demonstrations; and others may occur during actual LOTO activities. General questions that may be asked include:
1. Who are the authorized employees, i.e. those using LOTO)?
2. Who are the affected employees, i.e. who are employees that could be exposed to LOTO hazards?
3. Are procedures for energy control in place?
4. What equipment is subject to LOTO?
5. Do specific written procedures exist, i.e. written procedures for de-energizing and reenergizing equipment?
6. Where are your locks/tags?
   What if an “Authorized Employee is not available to remove the lock
8. What inspection records exist for your Department?

9. Do you know what training records exist?

Who is Responsible?
Each individual must accept the responsibility to know the rules and to follow your organization's policies and procedures exactly. The primary purpose of any LOTO program is accident prevention. It is designed to safeguard you and those around you. Safety is always a team effort and LOTO is no different. The rules are very important and if you're not sure about a particular procedure don t be afraid to ask questions Ask your supervisor Don't take chances! Failure to properly lockout and tagout when necessary can lead to potentially serious injury.

To make sure the machine doesn't start accidentally, all hazardous energy must be locked out Hazardous energy could be electricity springs under tension gravity…where heavy parts could fall down, liquids, or steam under pressure or other hazardous energy sources. Some common lockout/tagout equipment is shown in Figure 3. The figure illustrates locks with keys and tags.

Even if you don't work in these areas or you're not a mechanic or machine operator, it's important that you know about these tags and locks.

Never Remove LOTO
Never remove any of these tags or locks, unless you're the person who placed them there. Don't attempt to start any machine that has a lock or tag on it. Lockout and tagout procedures save lives.

EMERGENCY ACTIONS

In case of fire, exit the building by appropriate exits. Remain calm and report to your designated area so your supervisor can account for you. It's important to know if anyone is left inside the building or if anyone is missing.

In case of earthquake or a tornado, it's best not to go outside. Falling electrical lines, broken glass, or other dangerous conditions could exist outside your building. Experts recommend that you get under a sturdy desk or other heavy object and Duck, Cover, and Hold.
Duck under a heavy object for safety.
Cover your head with your hands.
Hold that position until it's safe to move.

In cases of emergency you should know elements of your company s emergency plan and be prepared to follow them.
Remain calm and use your good judgment and your training to protect yourself and others.

HOUSEKEEPING FOR EVERYONE

In this case housekeeping means that you should check your work area for materials, cords, cables, or other items that can cause slips, trips, or falls.
Housekeeping is checking your equipment to make sure grease or oil doesn't leak on floors, causing potential slips and falls.
Your housekeeping duties include checking closets in your work area for trash, debris, or other potential hazardous conditions. Then address the issue.
Housekeeping is also taking the time to make sure your entire work area, regardless of your job description, is neat, clean, and organized; including putting tools or utensils where they belong when you've finished using them.
Housekeeping is picking up paper trash or debris when you see it…even if it s not in your department.
Housekeeping is your responsibility, no matter where you work.

SLIPS, TRIPS AND FALLS

Slips, trips, and falls are a major cause of workplace injuries. Believe it or not accidents happen. Fall injuries can happen when a janitor simply steps off of a loading dock. Or perhaps, a truck driver breaks his ankle when jumping down from the cab of his truck.

Causes of Slips, Trips, and Falls
Slips happen when there is too little friction or traction between footwear and the walking surface. It is easy to slip on a wet or oily surface.

Slips and falls happen. Jumping from any elevated surface is hazardous. You can fall from ladders, stairs, or curbs. Slippery floors, debris, or uneven surfaces will potentially cause you to trip or slip and fall. The study of slip, trip, and fall accidents and injury statistics help us to understand where we went wrong. We use information from these studies and statistics to determine how to prevent future accidents.

Is there a magic bullet New floor surfaces “slip resistant shoes--what is the answer? We believe the answer is education, greater awareness, and maintaining a good safety attitude. We all must accept responsibility for working and acting safely.

We just can t run the risk of you your coworkers building occupants vendors or clients slipping and falling. First, we are going to review some of the ways people trip and fall. Next, we will review basic prevention techniques.

When your foot strikes an object causing you to lose your balance, you trip and then you stumble or fall. Slips, trips, and fall injuries are caused by hazardous conditions. Hazardous conditions may include an obstructed view or poor lighting.

Clutter left in isles, trash left on the floor, and protruding chair legs contribute to hazardous conditions. These conditions will certainly lead to accidents if left unattended. Uneven steps, uncovered cables, and open bottom desk drawers also provide circumstances that may lead to trips and falls. Wrinkled carpeting or rolled corners on rubber mats provide another set of hazardous conditions.

Prevention Techniques
Both slips and trips result from some a kind of unintended or unexpected change in the contact between your feet and your walking surface. Good housekeeping is the first and the most important level of prevention for these accidents.

All spills should be cleaned up immediately, especially those in isles and walkways.
Spills and wet areas should be marked with orange cones or “Wet Floor signs
Debris should be mopped or swept from floors, immediately.

Obstacles such as stocking carts, crates, and empty boxes should be removed from walkways. Walkways and isles should be kept free of clutter.

Runners, rubber mats, rugs, and carpets that do not lay flat should always be secured to walking surfaces.

File cabinet and storage drawers should always be left closed.
Remember that wires and cables are potential tripping hazards.

Lighting is important. Be sure to keep work areas and walkways well lit by replacing burned out light bulbs and faulty switches Replacing burned out light bulbs is often part of a janitor s job.

All drains must have drain covers that are secured to the floor.

Clean Up!

Cleaning supplies are often dropped and spilled on the floor It s not good enough just to wipe them up you have to actually clean the surface Let s say someone knocks a bottle of marble cleaner off the shelf and onto the floor. The bottle hits the floor and goes crash! Wax goes everywhere. We now have a hazardous condition. By definition this is certainly a slip, trip and fall hazard.

First you must mark the hazard with a sign or an orange cone.

Next you pick up the container and as much of the wax as possible using a broom and dustpan.

A dustpan is a cleaning utensil commonly used in combination with a brush or broom. Industrial and commercial establishments may provide you with a hinged dustpan on the end of a stick to prevent you from constantly stooping to use it. Handheld dustpans may be used with either a full-size broom or with a smaller whisk broom or brush sometimes called a duster.

Water spills should be mopped, and then wiped dry with a dry rag or towel.

Safety awareness is the key to safety.
You will find that there are many hazards occurring in your working environment on a daily basis. Spilled water ice cubes broken glass and food on the floor…all of these things pose special hazards. Of course, you should immediately clean spills or pick up items on the floor or stairs. The only thing that's going to prevent an accident is for you to be aware of potential hazards and pay attention to your walking surfaces.

If you see something on the floor that doesn t belong there pick it up It s that simple Remember, watch where you walk. Be aware of your surroundings. Always wear approved slip resistant footwear at work. When you see water on the floor or some other hazard, clean it up!

To properly clean up a spill that contains oils, you must first wipe it up and then put some abrasive powder on the contaminated surface. Rub the area to remove any remaining oils. Then clean the floor surface with soap and water, rinse it, and make sure the floor surface is not slick.

Without good housekeeping practices, any other preventive measures will never be fully effective.

Footwear
Footwear is important! Footwear is personal protective equipment where floors may be oily, wet or if workers spend considerable time outdoors. In these circumstances, fall accident prevention should focus on selecting proper footwear. Ordinary tennis shoes are popular, but in wet and slippery environments, they can contribute to accidents and injuries. There is compelling evidence that using slip-resistant footwear reduces accidents.

Effectiveness of slip resistant footwear depends on more than just the footwear design. It is also affected by its use, environmental conditions, and the type of floor surface and finish that is in your working environment.

Behaviors that Lead to Falls
In addition to wearing the wrong footwear, there are behaviors which can lead to slips, trips, and falls. For example, a behavior that can cause a hazardous condition is simply walking too fast or running. Other behaviors that may lead to falls include activities such as not watching where you are going; carrying cleaning buckets and supplies which obstruct your view; wearing sunglasses in low-light areas; failure to use handrails, and allowing yourself to be distracted. These and other behaviors, caused by lack of knowledge, impatience, or bad habits can lead to serious accidents. You can eliminate many slips, trips and fall accidents by simply paying attention and watching where you re going

Warehouse Vehicles
You should never hitch a ride on a forklift pallet jack or in the bed of a truck while you re working. Death or serious injury is a potential result of extra riders falling from these vehicles. The safe way is "NO RIDERS".

Vehicles and the “Three Point System
Janitors and custodians are often moved from one location to another. When getting in and out of vehicles, always practice the "Three-Point System." This is particularly important if you are getting in or out of a truck. This system can significantly reduce the chances of injury through a slip or fall while entering or exiting a vehicle. The Three-Point System means that three of your four limbs are in contact with the vehicle or the ground at all times, either one hand and two feet, or two hands and one foot. In other words, only one limb is in motion at any one time. When getting out of a truck, step down backward.

It is never safe to ride in the back of a truck--if you must, when getting off the bed, step down backward, never "jump" or "fall" down forward.

Stairwells

Stairwells should be well lit with sturdy handrails on both sides. When you are walking down a stairwell, you should always have one free hand. This will allow you to use the handrail. All the steps must be kept free of grease, oil, and obstacles. Obstacles can increase the probability that you or others will have an accident. You should always avoid carrying heavy or bulky objects up or down stairs. Objects that obscure your vision and/or require the use of both hands are a source of hazards. You should carry smaller, lighter loads and make more trips, or obtain help from a coworker. Use an elevator if one is available.

Ladders

Ladders are often used by janitors and custodians. Appropriate ladders should be used when performing jobs such as changing light bulbs, cleaning wall surfaces that are above arms reach, and storing supplies on top shelves. The "Three-Point System" should also be practiced when you use a ladder. This system can significantly reduce the chances of injuring yourself through a slip or fall while climbing ladders. As discussed earlier, the “Three-Point System means that three of your four limbs are in contact with the ladder at all times, either one hand and two feet, or two hands and one foot. Only one limb should be in motion at any one time.

Ladders cause a great number of injuries. Make-shift ladders, chairs, boxes, and barrels should never be used as substitutes for a ladder. The risk of injury is far too great.
The area around the top and bottom of ladder must be kept clear.
Never use a ladder for any purpose other than the one for which it was designed.
Self-supporting step ladders and non-self-supporting extension portable ladders must be able to support at least four times the maximum intended load, except extra-heavy-duty metal or plastic ladders, which must be able to sustain 3.3 times the maximum intended load.

Step Ladders

Figure 8 Example of what not to do. Never stand on the top two steps of a step ladder
Of course we all know to never stand on the top two steps of a step ladder That s just too dangerous and it causes an unsafe shift in the center of gravity of the step ladder.

Don t lean past the rails of the ladder as this also creates instability We call this the belt buckle rule Don t lean past your belt buckle for safety.

When climbing up or down a ladder, always face the ladder.
Naturally don t use a metal ladder when doing electrical work There is a great risk of electrocution or getting a shock that could throw you off the ladder.
Foldout or stepladders must have a metal spreader or locking device to hold the front and back sections in an open position when in use. See the figure above.

Extension Ladders
There are 3 basic requirements for extension ladder setup.
First, the top of the ladder must extend 3 feet or 3 rungs above the point of contact to the structure.

Secondly, it must be setup at the precise angle of 75.5 degrees to provide the proper angle for climbing. The old four to one ratio makes this difficult to achieve, but the correct angle is important An “extension ladder angle verification device is recommended to achieve this angle with accuracy.

Did you know? The most common reason extension ladder accidents occur is due to ladders set up at an improper angle! Several studies show that when workers attempt to set up a ladder at 75.5 degrees without a measurement device, resulting angles varied as much as 9 degrees.

There are commercially available Ladder Angle Verification Devices that are factory set at the OSHA required 75.5-degree angle for correct ladder set up. These devices are simple to use and easily attached to any ladder.

Lets face it without a verification device how do you know that your angle is correct
Ladders are to be kept free of oil, grease, wet paint, and other slipping hazards.
Do not stand above the highest “safe standing level: prescribed by the ladder s manufacturer.

Do not extend the center of your body s torso past either side rail of the ladder In other words don t overreach

Face the ladder while ascending and descending.
Don t carry tools in hand use a tool belt
Wear proper footwear.

FIRE PREVENTION

Good housekeeping is the first step in fire prevention. If you have poor housekeeping, you don't have good fire prevention.

The second step in fire prevention is to know where fire extinguishers are located and how to use them. Fire extinguishers are often marked with a sign as shown in Figure 3. These signs are usually at eye level.

If you don't know how to use the extinguishers at your location, learn how before a fire happens. It's not as easy as it looks because in case of fire, everyone is under pressure and it is easy to panic.

As a review of the use of extinguishers, the first rule is: Life Safety Is Paramount. This means that unless it s safe to do don t try to play the hero Don t try to extinguish a fire that could be hazardous for you or others. Remember, your life is more important than property. The figure below shows a typical fire extinguisher. Fire extinguishers are equipped with a gauge such as the one shown; the needle should be in the green zone - not too high and not too low. There is a nozzle at the end of a hose for aiming. Each extinguisher has a pin to prevent accidental discharging.

However, if extinguishing the fire can be done safely, extinguish it. Use a fire extinguisher. Use the key word PASS, as described below, to remember the proper procedures for extinguishing a fire. First, stand about 8 to 10 feet away from the fire. You don't want to be close to the fire because the pressure of the extinguishing agent may spread the fire. Stay at least 8 to 10 feet away.

The PASS Acronym
P A S S is an acronym that can be used as a quick reference for the operation of a fire extinguisher.
P is for Pull. First you pull the Pin at the top of the extinguisher. The pin releases a locking mechanism and will allow you to discharge the extinguisher.
A is for Aim. Next you aim at the base of the fire, not the flames. This is important-in order to put out the fire, you must extinguish the fuel.
S is for Squeeze. And next you squeeze the lever slowly. This will release the extinguishing agent in the extinguisher. If the handle is released, the discharge will stop.
S is for Sweep. Finally you sweep from side to side using a sweeping motion. Chase the fire into a corner. You must move the fire extinguisher back and forth until the fire is completely out.

It is often a good idea to aim the nozzle in a neutral direction away from anything, and then lightly squeeze the handle. This will give you a feel for your particular extinguisher.
Be sure to operate the extinguisher from a safe distance, several feet away, and then move towards the fire once it starts to diminish. Since different fire extinguishers have distinct recommendations for operating distances, be sure to know the instructions on your fire extinguisher. These instructions should be reviewed the first time you familiarize yourself with your facility. Remember to aim at the base of the fire, and not the flames. Chase the fire into a corner if possible, away from any concentration of flammable materials with a sweeping, herding motion.

A typical fire extinguisher contains 10 seconds of extinguishing power. This could be less if it has already been partially discharged. Always read the instructions that come with the fire extinguisher beforehand and become familiarized with its parts. It is highly recommended that you get hands-on training.
Once the fire is out don t walk away Watch the area for a few minutes in case the fire reignites.

The Fire Triangle
The triangle illustrates the rule that in order to ignite and burn, a fire requires three elements: heat, fuel, and an oxidizing agent, usually oxygen. The fire is prevented or extinguished by removing any one of the three. A fire naturally occurs when the elements are combined in the right mixture. A graphic depiction of the fire triangle is given in the figure below.

The Fire Tetrahedron
It has largely been replaced in the industry by the fire tetrahedron. The removal of heat explains fire suppression in a majority of cases. However, the suppression effect of Halon, which is a stable halocarbon used to put out fires, cannot be explained completely. It can partly be explained by what is called chemical inhibition. That means that it reacts chemically to reduce the concentration of radicals in the flame. These radicals are essential in the chemical reactions. This has led to development of the fire tetrahedron with the bottom representing the sustaining of chemical reactions. This is illustrated in the next figure.

Combustion is a chemical reaction that feeds a fire more heat and allows it to continue. When the fire involves burning metals like lithium, magnesium, or titanium, it becomes even more important to consider the energy release. The metals react faster with water than with oxygen and thereby more energy is released. Putting water on such a fire results in the fire getting hotter or even exploding because the metals react with water in an exothermic

reaction. Some metals also burn in carbon dioxide. Therefore, inert agents for example dry sand must be used to break the chain reaction of metallic combustion.
The take home message here is that you must know what kind of fire you are dealing with to know how to distinguish it. If you are not certain, leave it to the professionals.

CAUSES OF ACCIDENTS AND INJURIES

What causes accidents and injuries? Actually, statistics have been maintained by a number of organizations and insurance companies over the years. With millions and millions of accidents and injuries, it's fairly easy to determine the different accident types, causes, and other information. Accidents are investigated to determine what happened, so precautions and safety standards can be implemented to prevent the same type of accident from being repeated.

That's one reason we have so many safety rules and regulations. If people keep falling off ladders, it could reveal that ladders are unsafe to use. Upon investigation of ladder accidents, professionals can determine how the ladder was used and what actually caused the accident.

In most cases it wasn't the ladder that was unsafe. It was the person using it in an unsafe manner. In fact, this is true of most accidents. You'd be surprised to learn that many ladder accidents and injuries are the result of unsafe acts of people.
That's right, unsafe acts of people.

Not equipment, not floors, not ladders, not machines, but people. How can that be?
People don't try to have accidents and they don't try to injure themselves. We're not saying that physical hazards never cause or contribute to an accident because they do. However, many accidents and injuries are caused by the acts of people…people taking short cuts not following proper procedures, ignoring safety rules, and just not paying attention. Or not being trained in safety procedures.

We should always consider possible risks before starting any job and consider how our actions might affect the safety of ourselves and others.

Safety is everyone s responsibility regardless of where you work Your company has provided you with training and equipment to perform your job safety but safety is really up to you. You need to follow company policies and procedures on every job, every day If you do that you ll be doing your part in helping to reduce accidents and injuries in the workplace.

SAFE LIFTING AND BACK INJURY PREVENTION

Safe Lifting
You ve probably heard it a million times bend your legs not your back The reason you ve heard it so much is back injuries are painful and debilitating and a serious back injury can prevent you from earning a living or enjoying your leisure time. Nobody wants a back injury.

What can you do to help reduce your risk?

Never bend your back when lifting. Never bend over and reach to lift anything. Your back is a complex and sensitive structure made up of vertebrae, discs and nerves. The discs are made of a soft jelly-like substance that acts like shock absorbers between the vertebrae. Bending over and lifting puts pressure on these sensitive discs and greatly increases the likelihood of an injury.

Never twist while lifting. This too can damage your back. You may twist and lift every day and you haven t experienced an injury or back problem yet If you continue to twist and lift, sooner or later, you will have a back injury. Instead of twisting, lift the item safely, pivot your feet then set the item down It doesn t take any more time and it could save your back
If an item is too heavy to lift on your own ask a co-worker to help you Don t try to lift it yourself. You ve been trained and taught proper lifting procedures
Whatever you lift, keep it close to your body.

The figure shown above is an illustration of proper lifting technique. You should lower your body by bending your knees keeping your back perpendicular to the floor. You should keep the object as close to your body as possible and then use your leg muscles to lift the object. But it s your responsibility to lift safely Nobody can do it for you it s your decision Make the right choice, the safe choice.

Tips to Prevent Back Pain
Back pain is a fact of life. Many of us have suffered back pain and we know that it's something to avoid. Most doctors don't agree upon what treatment for back pain is best. However, they all agree exercise and diet will greatly reduce your chances of back pain or injury. Since we're not doctors, you should get medical advice on diet and exercise that's best for you.

Proper work practices will make a difference.

As described in the previous section, there are some safe lifting techniques you can use to reduce the potential of injuries and back pain.
Don t lift heavy objects Get mechanical assistance Use hand trucks and folding carts as illustrated in the figure below.

When lifting avoid bending and twisting always use your leg muscles to lift.
Have lumbar support and armrests where you sit.
Change positions frequently.

Safety is a job requirement, but more importantly, safety is a moral obligation to yourself, the company, co-workers, and your family. One accident is simply one too many.

Exits
It is important to know where exits are located and to make sure they re not blocked Safety awareness will eliminate the vast majority of injuries.

Chapter 3: CLEANING

THREE T S OF CLEANING

In order to think through the proper steps in cleaning anything, you must first identify the problem, and then select the proper cleaning products and tools to do the job. Having done this, it is important to understand how to properly use these cleaning products and tools. This is an essential element of a successful cleaning job. It is important to know how and why certain procedures and products work and why some do not.

In order to increase the cleaning efficiency of any cleaning chemical, one can utilize what is known as "The Three T's of Cleaning".

The first "T" is for Time. If a cleaning compound stays on a surface longer, the cleaning efficiency of the product is enhanced. This fact explains why a foaming product is better than a pure liquid on vertical surfaces. A pure liquid runs down the vertical surface. The foam tends to remain longer on the surface; thus increasing the cleaning efficiency.

The second "T" is for Temperature. When hot water is used in a carpet extractor, or when hot water is combined with high pressure washing, or "steam cleaning", the product performs better.

The third "T" is for Turbulence or Agitation. Ever wonder why a black or brown stripping pad is used with a stripper to remove floor finish? The Brown Stripping Pad is constructed of polyester fibers in a semi open texture nonwoven fabrication. Abrasive particles are distributed throughout and adhered to the pad with a sturdy adhesive. This turbulence speeds the removal of floor finish.

Have you ever washed your car using a rag or sponge? You were adding turbulence which

makes the car get cleaner faster. When hand washing is accomplished, the three "T's" are put to work, and many other cleaning procedures employ the three "T's" of cleaning.

CHEMICALS USED FOR CLEANING AND THE MSDS

Chemicals are a vital part of any cleaning operation Without them we couldn t clean But with them, we need to take precautions. If you follow precautions, the chemicals you work with are safe. But you may need to wear personal protective equipment such as gloves in order to ensure your safety.

How do you know what kind of protection is required for each chemical?
The answer is the Material Safety Data Sheets or MSDS. The MSDS contains all the information you need to know about any chemical you work with such as ingredients, hazards, First Aid, personal protective equipment and more If you re unsure about a chemical ask your supervisor for the MSDS. You can never be too safe or too informed about the chemicals that you use.

Material Safety Data Sheet--MSDS
The Material Safety Data Sheet, commonly called the MSDS, is a component of your University s Chemical Hygiene Plan and Hazard Communication Program The MSDS contains information provided by the chemical manufacturer and is maintained by the University to inform students and staff of the possible hazards associated with chemicals being used in their laboratory or work area. It is a critical part of any laboratory safety program. The goal of the MSDS is to provide you with a summarized, multi-source resource that informs you of certain basic but necessary pieces of information regarding the substance or chemical you are about to use.

The MSDS informs you about the material s physical properties and related health effects personnel protective equipment necessary to protect the you, first aid treatment necessary in the event of an exposure, how to respond to accidents, and the planning that may be necessary in order to safely handle a spill.

The MSDS may vary in style and content, but all contain certain required sections. State and Federal law requires that all manufacturers and distributors of chemical products provide the end user with a manufacturer specific MSDS. One method of accessing is through electronic databases. Many employers keep a notebook with MSDSs for the particular cleaning supplies that you will be using in your job.

What is a Material Safety Data Sheet?
The MSDS is a widely used system for cataloging information on chemicals, chemical compounds, and chemical mixtures. MSDS information may include instructions for the safe use and potential hazards associated with a particular material or product. MSDS can be found anywhere chemicals are being used.

There is also a duty to properly label substances on the basis of physico-chemical, health and/or environmental risk. Labels can include hazard symbols such as the European Union standard black diagonal cross on an orange background, used to denote a harmful substance.

The goal of the MSDS is to provide the user with a summarized, multi-source resource that informs the user of certain basic but necessary pieces of information regarding the substance they are about to use The MSDS informs the user about the material s physical properties and related health effects, personnel protective equipment necessary to protect the user, first aid treatment necessary in the event of an exposure, how to respond to accidents, and the planning that may be necessary in order to safely handle a spill.

Each company can design its own MSDS form, and the sections may be in different order. But, the basic kinds of information on any MSDS will be the same. This is an example of the first page of an MSDS.

Chemical Name
For example, there is always a section that lists the identity of the substance or the chemical name on the label, date the MSDS was prepared, the name and address of the manufacturer, and usually a phone number for emergencies and more information.
Hazardous Ingredients/Chemical Identity

The section on hazardous ingredients and chemical identity includes names of substances in the chemical that might be dangerous, and safe exposure limits such as Permissible Exposure Limit or PEL as set by OSHA or the Threshold Value Limit or TVL. This section also lists common names for the chemical.

Physical Characteristics
The section on physical characteristics describes many physical qualities of the chemical, and lets you know what is usual or safe. For example, it may state how the chemical looks and smells; boiling and melting temperatures--this is important in case a chemical might become a gas you could breathe; evaporation rate; how easily the chemical dissolves; and

how heavy it is--this tells you if it will sink, float, or dissolve in water.

Fire and Explosion Data
The section with fire and explosion data provides information on the lowest temperature when the chemical could catch fire or flash point. It also contains flammability data that lets you know if it's flammable; if it catches fire below 100 degrees Fahrenheit; is combustible; or, if it catches fire above 100 degrees Fahrenheit. In addition, this section lists the best way to put out a fire involving that chemical.

Reactivity
The section on reactivity describes what happens if this chemical comes in contact with air, water, or other chemicals. It also describes conditions, like heat, or materials that can cause the chemical to react by burning, exploding, or releasing dangerous vapors. The chemical is called "incompatible" or "unstable" with these conditions or substances. For example, sodium metal is unstable when it comes in contact with water. It explodes!

Health Hazards
The section on health hazards lists ways the chemical might enter your body, like splashing on your skin or being breathed in as vapor. It will also list possible symptoms of overexposure. This section will provide information about how overexposure might make existing medical conditions worse, and it describes emergency first aid procedures.

Usage, Handling, and Storage
The section on usage, handling and storage describes how to clean up an accidental spill, leak, or release. This part will include any special procedures that might be required for clean-up. It will provide you with information on how to handle, store and dispose of chemicals safety. Remember, if there is an accident, you must notify your laboratory instructor or professor immediately. You may take care of it yourself only if you are trained to do so and are wearing the proper personal protective equipment.

Special Protection and Precautions
This section explains special Personal Protective Equipment to use when working with a chemical. It also describes requirements for special procedures, extra health or safety information, signs that should be posted, and other information not covered in other sections.

It is wise to study MSDSs for any chemicals you will work with in your job. MSDSs for a many commercial substances are not primarily intended for use by the general consumer.

Material safety data sheets focus on the hazards of working with the material in an occupational setting. For example, an MSDS for a cleaning solution is not highly pertinent to someone who uses a can of the cleaner once a year, but they are extremely important to someone who works with a cleaner or a chemical in a confined space for 40 hours a week. You may work in many different departments throughout your facility…housekeeping offices the kitchen, and others. Employees in each of these departments use different chemicals in the performance of their job responsibilities.

You need to be aware of what chemicals are on what items before you use them. Some chemicals when mixed together can be quite deadly Let s give you an example A kitchen employee may have used ammonia on a rag to clean something in the kitchen That s perfectly okay as long as there was proper ventilation. Ammonia on its own is perfectly safe when used properly. But if you take the ammonia soaked rag and use it with detergent containing bleach you have just created a very hazardous condition.

Ammonia and bleach, when mixed together, form a deadly combination called chloramine gas. Chloramine gas can kill you. Never mix bleach and ammonia.

Stain removers and certain detergents can also be a hazard That is why it s vital to your safety and the safety of those around you to always read the chemical label and the MSDS sheet for each chemical that you use and always wear the required personal protective equipment. You can t afford not to

VENTILATION
Most of today s new office buildings and workplaces are highly insulated and practically air tight. While this is great as far as cost effective energy bills go, the down side to tightly insulated buildings is poor indoor air quality. As windows and doors are typically kept shut throughout the day, moisture, and stale air that can carry contaminants and pathogens. The air circulates inside and gives rise to various problems including mold and mildew, health problems, ruined furniture, and peeling paint. The quality of indoor air can be achieved through mechanical ventilation.

An excellent way to ventilate thoroughly, efficiently, and cheaply is to use exhaust fans.
What Are Exhaust Fans?
An exhaust fan is a mechanical ventilation device that helps to draw out stale and impure air from a room or building and bring in fresh air, thereby improving the quality of indoor air.

Exhaust fans

are typically ducted to the exteriors, through which bad indoor air can effectively be removed from your work space. Any volatile cleaning supplies will also be vented.
There is a lot of heat and humidity in the bathrooms and laundry rooms and without proper ventilation, mold and mildew can accumulate. Ventilation also keeps the heat down and makes your facility a more comfortable place to work.

Use spray bottles instead of aerosols for applying chemicals if another means is not possible, and make sure you have proper ventilation when using chemicals. When in a commercial building, make sure ventilation systems are turned on. Inadequate ventilation allows chemical byproducts to be absorbed into porous items such as ceiling tiles and wallboard.

What to do when there is no exhaust fan
If you are cleaning a restroom with no exhaust system prop the door open Place a “Cleaning in Progress sign in the doorway

Whenever possible, use mechanical means rather than chemical means for cleaning. For example, use a microfiber cloth instead of a chemical-based dust control product. Also use a microfiber cloth instead of a feather duster, which causes dust to become airborne.

REPORT HAZARDOUS CONDITIONS

We couldn t possibly cover every safety hazard you may encounter on the job That s why it s up to you to pay attention to safety and do your part to reduce accidents and injuries. You work in the facility every day and no one knows your job better than you.

The training you ve received should help you perform your job in a safe manner But it s really up to you. Obey all posted warning signs. Read and follow all instructions on chemical labels and MSDS sheets. Lift safely. You should always report hazardous conditions to your supervisor, so they can be corrected.

But most of all; use your common sense and good judgment and make yourself personally responsible for a safe and accident free workplace. Take pride in your job and in safety. Nobody can do it for you.

Chapter 4: CLEANING IN THE HEALTH CARE INDUSTRY

Sanitation and good housekeeping can both be defined as the practice of rendering the hospital free from agents injurious to health. Microbiology, the study of microscopic living, plantlike organisms, including bacteria, viruses, yeasts and molds is the biological science on which sanitation is based. There are many communicable diseases known to man. Each one of these diseases or infections is caused by a specific organism. Organisms enter the body through the respiratory tract, digestive tract or through breaks in the skin and multiply, causing tissue injury and body reaction. As the organisms multiply many are shed by the infected person and may be spread to others, thus beginning the cycle again.

BACTERIA

Bacteria are one of the more common microorganisms. Bacteria generally reproduce and multiply by simple division. Each cell reaches maximum size and divides into two parts. The two parts then grow to full size and each divides again. This cycle is repeated again and again. Food and environmental conditions such as moisture, temperature, light, and degree of alkalinity influence the rate of bacterial growth. Presence or absence of oxygen is also an important factor, because some bacteria require the presence of oxygen for growth and others require the absence of oxygen.

VIRUSES

Viruses are much smaller than bacteria and they are very often too small to retain in filters. Viruses are considered by some to be living organisms, by others to be complex protein molecules that are capable of growth and multiplication only in living cells. Because of their size, they can remain suspended for long periods of time or they can be transplanted from place to place through the hospital's air conditioning system.

INFECTION CONTROL

You know about infection, bacteria, and viruses, but how do you control these potential health hazards? Control of infection caused by these bacterial and viral organisms depends on breaking what can be called the chain of infection. This chain consists of the reservoir or source of infection, which might be bacteria laden dust, the means of transmission of the infection such as air and finally, the host. The object of infection control is to eliminate reservoirs and to block the means of transmission.

Pathogenic organisms can be transmitted from the reservoir of infection to the new host in four different ways:

1.The first of these is contact, which includes direct contact such as kissing and indirect contact, which means organisms are passed from their reservoir to some object or substance and then to the host.

2.The second type of transmission is sneezing or coughing, which involves droplets.

3.The third type is droplet nuclei, which are the small residue of evaporated droplets that carry pathogenic organisms. These droplet nuclei remain suspended in the air for long periods of time.

4.The fourth type is dust that has become contaminated, which is present on floors, in clothing, and in bedding and when stirred up by normal activities, moves from place to place.

The first step in infection control is to understand the difference between cleaning and sanitizing.

Cleaning is removing obvious dirt, debris, and other materials from a surface. Sanitizing or disinfecting is the actual killing of the microorganisms through heat or chemicals. Disinfectants are very helpful in infection control. There are specific housekeeping procedures essential in controlling the spread of infection.

Top priority should be given to the cleaning of horizontal surfaces, but also give proper attention to the cleaning of walls and other vertical surfaces. Harmful bacteria, which may be introduced into surroundings in a variety of ways, are often airborne for only a short distance. Then they become attached to both vertical and horizontal surfaces, but especially to floors.

Use wet-cleaning methods such as damp wiping, damp mopping, and wet mopping wherever possible. Ordinary dry dusting methods may serve only to redistribute bacteria-laden dust. The use of properly filtered or built in vacuum cleaners is acceptable for dusting and sweeping operations. Add effective germicides or other pathogen killing chemicals to wet cleaning solutions. Don't mix germicides and detergents because the two ingredients may neutralize each other if the appropriate chemicals are not used. If you want to use a combination of germicide and detergent they should be purchased premixed.

Although, the germicide has some value on the floor itself, its real value is in the reduction of bacterial levels in the mop bucket. Unless checked, bacteria multiply rapidly in the warm, moist environment of mop water and may actually contaminate a floor being cleaned.
Fresh damp wiping cloths, treated dust cloths, and clean wet mops should be used to clean surfaces.

The used wet mops and cleaning cloths must be laundered every day. They should not be left soiled or wet in a work closet overnight. Clean the equipment and storage closet every day. Separate cleaning equipment should be maintained for newborn nursery, postpartum, isolation nursery, delivery suite, operating suite, and the emergency department. Use plastic film or waxed paper bags for the disposal of infected materials.

THE LAUNDRY

Contaminated linens should be handled in accordance with approved techniques. Handling of linen is a crucial phase in infection control because soiled linen is a source of microbial contamination. Processing of soiled linen begins when the linen is removed from the patient, bed, stretcher, physician, nurse, examining table, or operating table.

Laundering removes pathogens by dilution, acidity, and alkalinity in the washing process and by application of extremely high heat of 345 degrees Fahrenheit or more in the ironing process. There are a variety of linen handling, processing, and disposing procedures, each unique to individual hospitals. Be sure to follow your hospital's policies and procedures because this is extremely important in infection control Be sure you ve had the proper training and if you re not sure about something, ask your supervisor.

ODOR CONTROL

Odor control is part of infection control. Odor problems arise as a result of poor sanitation in toilet areas, utility rooms and work closets. Deodorizer blocks or sprays that attempt to mask the odors are a mark of poor housekeeping. The most effective way to deodorize these areas is with fresh air, removal of the causes, and frequent cleaning with a detergent-disinfectant solution. Garbage collection areas and soiled linen storage areas may be sites where bad odors arise. Frequent removal of garbage, cleansing of garbage cans, and use of tight lids and the use of waxed paper or plastic liners in garbage cans will help to keep odors to a minimum. Good ventilation is extremely helpful also.

WASTE

Waste constitutes a problem and can be classified into three types:

Non combustible such as glass tin, casts, and other materials
Combustible such as wet tissue bone garbage flowers or dry combustible such as paper crates, cartons, and trash
Chemicals such as acids flammables and solvents

All waste except chemicals can be further classified as infectious or non-infectious. Cartons and boxes are classified as combustible dry waste, but a gift box discarded by a patient in isolation becomes combustible dry infectious waste. The best advice is to follow your hospitals waste handling and disposing procedures.

INSECT AND RODENT CONTROL

Insect and rodent control is very important in infection control as these pests do carry bacteria and other harmful microorganisms; therefore, each individual should take care in their daily work habits, cleanliness, and assisting the hospital in insect and rodent control program.

SUMMARY

Infection control is critical in hospitals due to a wide variety of potential hazards. Follow your hospital's policies and procedures, be aware of the hazards, and do your part in making your hospital as safe and infection free as possible. Employees and patients deserve no less.

BLOODBORNE PATHOGENS

Okay, let's talk about some of the risks and hazards associated with bloodborne pathogens and ways to avoid them. The first place to start is with training.

Under no circumstances should anyone be allowed to work with bloodborne pathogens in any form without full and complete training. Although you may have a special certification or other external training, your employer is responsible for providing you with thorough, sitespecific training and continued instruction in programs and procedures.

Written standard operating procedures or SOPs must form the basis of your ongoing bloodborne pathogen training program.

Training

If you are likely to be in contact with blood borne pathogens, you will have a program designed to provide a good understanding of bloodborne pathogens, common modes of their transmission, methods of prevention, and other pertinent information.
Bloodborne Pathogen training is required if you can reasonably anticipate facing contact with blood and/or other potentially infectious materials as part of your job duties. All Health Care facilities such as a hospital require bloodborne pathogens training and exposure plans, but there are a wide range of other individuals who may come in contact with blood or potentially infectious materials. These individuals may include industrial nurses, first aid providers, emergency first responders, police, and staff.

Pathogens

The pathogens of primary concern are the human immunodeficiency virus (HIV), hepatitis B virus (HBV), and hepatitis C virus (HCV). You are urged to take advantage of available engineering controls and work practices to prevent exposure to blood and other body fluids.

BLOODBORNE DISEASES

Bloodborne pathogens are microorganisms such as viruses or bacteria that are carried in blood and can cause disease in people. There are many different bloodborne pathogens including malaria, syphilis, and brucellosis, but Hepatitis B or HBV and the Human Immunodeficiency Virus or HIV are the two diseases specifically addressed by the OSHA Bloodborne Pathogen Standard. We are going to provide you with information about hepatitis C; this is a bloodborne pathogen that has no cure.

Hepatitis B

In the United States, approximately 300,000 people are infected with Hepatitis B or HBV annually. Of these cases, small percentages are fatal. "Hepatitis" means "inflammation of the liver," and, as its name implies, Hepatitis B is a virus that infects the liver. While there are several different types of Hepatitis, Hepatitis B is transmitted primarily through "blood to blood" contact. Hepatitis B initially causes inflammation of the liver, but it can lead to more serious conditions such as cirrhosis and liver cancer.

There is no "cure" or specific treatment for HBV, but many people who contract the disease will develop antibodies, which help them get over the infection and protect them from getting it again. The Hepatitis B virus is very durable, and it can survive in dried blood for up to seven days.

HUMAN IMMUNODEFICIENCY VIRUS

AIDS, or acquired immune deficiency syndrome, is caused by a virus called the human immunodeficiency virus, or HIV. Once a person has been infected with HIV, it may be many years before AIDS actually develops. HIV attacks the body's immune system, weakening it so that it cannot fight other deadly diseases. AIDS is a fatal disease, and while treatment for it is improving, there is no known cure.

It is good to know that, the HIV virus is very fragile and will not survive very long outside of the human body. It is primarily of concern to employees providing first aid or medical care in situations involving fresh blood or other potentially infectious materials. Because it is such a devastating disease, all precautions must be taken to avoid exposure.

HEPATITIS C

Hepatitis C is a blood-borne infection caused by an RNA virus, hepatitis C virus (HCV). This virus causes damage to the liver that may result in chronic infection and disease. HCV is unrelated to any of the other known hepatitis viruses (A, B, D and E), and infection is identified by the detection of antibodies to the virus in the blood.
There is no known cure for Hepatitis C.

Risk for exposure
Healthcare personnel are at risk for occupational exposure to bloodborne pathogens, including hepatitis B virus (HBV), hepatitis C virus (HCV), and human immunodeficiency virus (HIV). Exposures occur through needlesticks or cuts from other sharp instruments contaminated with an infected patient's blood or through contact of the eye, nose, mouth, or skin with a patient's blood. Most exposures do not result in infection.

Your employer should have in place a system for reporting exposures in order to quickly evaluate the risk of infection, inform you about treatments available to help prevent infection, monitor you for side effects of treatments, and determine if infection occurs.
How can occupational exposures be prevented?

Many occupational exposures can be prevented. Needle sticks and other cuts can be prevented by using safe techniques. Using appropriate barriers such as gloves, eye and face protection, or gowns when contact with blood is expected can prevent many exposures to the eyes, nose, mouth, or skin.

MODES OF TRANSMISSION

Bloodborne pathogens such as HBV, HCV and HIV can be transmitted through contact with infected human blood and other potentially infectious body fluids. These body fluids include semen, vaginal secretions, cerebrospinal fluid, synovial fluid, pleural fluid, peritoneal fluid, and amniotic fluid.

It is important to know the ways exposure and transmission are most likely to occur in your particular situation, whether it is providing first aid to an individual in an emergency, handling blood samples in the laboratory, or cleaning up blood from a hallway.

Bloodborne pathogens are most commonly transmitted through sexual contact, sharing of hypodermic needles, from mothers to their babies at or before birth, accidental puncture from contaminated needles, broken glass, or other sharps, contact between broken or damaged skin and infected body fluids, contact between mucous membranes and infected body fluids.

Accidental puncture from contaminated needles and other sharps can result in transmission of bloodborne pathogens. Anytime there is blood-to-blood contact with infected blood or body fluids, there is a slight potential for transmission.

Unbroken skin forms an impervious barrier against bloodborne pathogens. Infected blood can enter your system through open sores, cuts, abrasions, acne, and any sort of damaged or broken skin such as sunburn or blisters.

Bloodborne pathogens may also be transmitted through the mucous membranes of the eyes, nose, or mouth.

As an example, a splash of contaminated blood to your eye, nose, or mouth could result in transmission.

PPE, WORK PRACTICES and ENGINEERING CONTROLS

It is extremely important to use personal protective equipment and work practice controls to protect yourself from bloodborne pathogens. "Universal Precautions", also known as “Standard Precautions is the name used to describe a prevention strategy in which all blood and potentially infectious materials are treated as if they are, in fact, infectious, regardless of the perceived status of the source individual.

In other words, whether or not you think the blood or body fluid is infected with bloodborne pathogens, you treat it as if it is. Appropriate use of Personal Protective Equipment (PPE) is required by engineering and work practice controls. Where occupational exposure remains after standard engineering and work practice controls are implemented, personal protective equipment shall be used.

Impermeable gloves must be worn when hand contact with blood or mucous membranes is possible. Gloves must also be worn when Other Potentially Infectious Material or OPIM is possible. Gloves must be worn when non intact skin is anticipated, when performing vascular access procedures, or when handling contaminated items or surfaces.

You must be able to wash your hands after contact with blood or other potentially infectious materials. OSHA requires that employees wash their hands and any other skin with soap and water or flush mucous membranes with water as soon as feasible after contact with blood or other potentially infectious materials.

Protective clothing must be removed before leaving the room, and disposed of in an appropriately designated area or container for storage, washing, decontamination or disposal. Probably the first thing to do in any situation where you may be exposed to bloodborne pathogens is to ensure you are wearing the appropriate personal protective equipment (PPE). For example, you may have noticed that emergency medical personnel, doctors, nurses, dentists, dental assistants, and other health care professionals always wear latex or protective gloves.

Rules to follow
There are some simple rules to follow. When coming in contact with blood borne pathogens, you should always wear personal protective equipment. You should replace PPE that is torn or punctured. You should remove PPE before leaving the work area. If you work in an area with routine exposure to blood or potentially infectious materials, the necessary PPE should be readily accessible. Contaminated PPE should be placed in appropriately labeled bags or containers until it is disposed of, decontaminated, or laundered.

Gloves
Gloves should be made of nitrile a rubber used especially in latex-free gloves; neoprene rubber, or other water impervious materials. If glove material is thin or flimsy, double gloving can provide an additional layer of protection. You should always inspect your gloves for tears or punctures before putting them on. If a glove is damaged, don't use it!

When taking contaminated gloves off, do so carefully. Make sure you don't touch the outside of the gloves with any bare skin, and be sure to dispose of them in a proper container so that no one else will come in contact with them.

REMOVE YOUR GLOVES BEFORE DOING ANY OTHER WORK.

Goggles
Anytime there is a risk of splashing or vaporization of contaminated fluids, goggles and/or other eye protection should be used to protect your eyes. Splashing could occur while cleaning up a spill, during laboratory procedures, or while providing first aid or medical assistance.

Face Shields
Face shields may be worn in addition to goggles to provide additional face protection. A face shield will protect against splashes to the nose and mouth.

Aprons
Aprons may be worn to protect your clothing and to keep blood or other contaminated fluids from soaking through to your skin.

Wearing gloves, gowns, masks, and eye protection can significantly reduce health risks. The new OSHA standard covering bloodborne disease requires that you have appropriate personal protective equipment (PPE) and clothing available.

If you follow safe operating procedures and wear proper personal protective equipment the possibility of contracting a bloodborne disease is greatly reduced.

SELECTING PERSONAL PROTECTIVE EQUIPMENT

Janitors and housekeepers working in health care facilities must use personal protective equipment such as gloves. Single use gloves cannot be washed or decontaminated for reuse. Utility gloves may be decontaminated if they have not been compromised. If you are allergic to standard gloves, you must be provided hypoallergenic gloves or similar alternatives.

You should wear eye and mouth protection such as goggles and masks, glasses with solid side shields, and masks or chin-length face shields when splashes, sprays, splatters, or

droplets of potentially infectious materials pose a hazard through the eyes, nose or mouth. More extensive coverings such as gowns, aprons, surgical caps and hoods, and shoe covers or boots are needed when gross contamination is expected.

OTHER PROTECTIVE PRACTICES

If an your skin or mucous membranes come into contact with blood, you are to wash with soap and water and flush eyes with water as soon as feasible. In addition, you must wash your hands immediately or as soon as feasible after removing gloves. If soap and water are not immediately available, your employer may provide other hand washing measures such as moist towelettes. You still must wash with soap and water as soon as possible.
You must refrain from eating, drinking, smoking, applying cosmetics or lip balm, and handling contact lenses in areas where they may be exposed to blood or other potentially infectious materials.

Normal clothing that becomes contaminated with blood should be removed as soon as possible because fluids can seep through the cloth to come into contact with skin. Remember to use universal precautions and treat all blood or potentially infectious body fluids as if they are contaminated. Avoid contact whenever possible, and whenever it's not, wear personal protective equipment. If you find yourself in a situation where you have to come in contact with blood or other body fluids and you don't have any standard personal protective equipment handy, you can improvise. Use a towel, plastic bag, or some other barrier to help avoid direct contact.

Hygiene Practices
Hand washing is one of the most important and easiest practices used to prevent transmission of bloodborne pathogens. Hands or other exposed skin should be thoroughly washed as soon as possible following an exposure incident. Use soft, antibacterial soap, if possible. Avoid harsh, abrasive soaps, as these may open fragile scabs or other sores. Hands should also be washed immediately or as soon as feasible after removal of gloves or other personal protective equipment.

Because hand washing is so important, you should familiarize yourself with the location of the hand washing facilities nearest to you. Laboratory sinks, public restrooms, janitor closets, and so forth may be used for hand washing if they are normally supplied with soap. If you are working in an area without access to such facilities, you may use an antiseptic cleanser in conjunction either with a clean cloth or paper towels or you may use antiseptic towelettes. If these alternative methods are used, hands should be washed with soap and

running water as soon as possible.

Decontamination
Decontamination should be accomplished by using a solution of 5.25% sodium hypochlorite or household bleach diluted between 1:10 and 1:100 with water. The standard recommendation is to use at least a quarter cup of bleach per one gallon of water. Decontamination can also be accomplished by using Lysol or some other EPA-registered tuberculocidal disinfectant. Check the label of all disinfectants to make sure they meet this requirement.

If you are cleaning up a spill of blood, you can carefully cover the spill with paper towels or rags, then gently pour the 10% solution of bleach over the towels or rags, and leave it for at least 10 minutes.

If you are decontaminating equipment or other objects such as scalpels, microscope slides, broken glass, saw blades, tweezers, mechanical equipment upon which someone has been cut, first aid boxes, or other contaminated equipment, you should leave the disinfectant in place for at least 10 minutes before continuing the cleaning process.

Of course, any materials you use to clean up a spill of blood or potentially infectious materials must be decontaminated immediately, as well. This would include mops, sponges, re-usable gloves, buckets, and pails.

For large blood spills, you should generally contact custodial staff for cleanup. They are trained to do this and use disinfectant to decontaminate the area. However, if you are trained to do so, you can cleanup blood spills if the above procedures are followed.

Sterilization
Sterilization can be achieved using a number of techniques such as heat, irradiation; filtration; and chemical sterilization. In the microbiology laboratory, the most widely used sterilizers are autoclaves. Autoclaves eradicate micro-organisms by use of pressurized steam to cause thermal stress. To achieve a sufficient kill rate, it is necessary to raise the temperature such that even the most thermo-tolerant micro-organisms are inactivated.

Sharps
Needles and broken glass must be disposed of in sharps containers. Improperly disposed needles can cause injury.

Needles
Needles should never be recapped.
Needles should be moved only by using a mechanical device or tool such as forceps, pliers, or broom and dustpan.
Never break or shear needles.
Needles shall be disposed of in labeled sharps containers only.

Sharps containers shall be closable, puncture-resistant, leak-proof on sides and bottom, and must be labeled or color-coded.

When sharps containers are being moved from the area of use, the containers should be closed immediately before removal or replacement to prevent spillage or protrusion of contents during handling or transport.

Broken Glassware
Broken glassware that has been visibly contaminated with blood must be sterilized with an approved disinfectant solution before it is disturbed or cleaned up.

Other Sharps
There are safety dangers associated with accidental breakage of glass capillary tubes. These tubes are used for collection of blood in a variety of health care settings, including hospitals; ambulatory care facilities, physicians' offices, blood donation facilities, and blood testing centers.

Accidental breakage of the tubes has been reported when the tubes are inserted into putty for sealing and during centrifugation.

Blood can spatter, potentially exposing personnel to bloodborne pathogens. The broken glass fragments also can injure the user, resulting in exposure to blood. Breakage during use may result in a penetrating wound and blood inoculation to the user.

To reduce the risk, OSHA recommends that users consider blood collection devices less prone to accidental breakage and readily available, including capillary tubes that are not made of glass, glass capillary tubes wrapped in puncture-resistant film, products that use a method of sealing that does not require pushing one end of the tube into putty to form a plug, or products that allow the blood to be measured without centrifugation.

Signs, Labels, and Color Coding

Warning labels need to be affixed to containers of regulated waste, refrigerators and freezers containing blood or other potentially infectious material; and other containers used to store, transport, or ship blood or other potentially infectious materials.

These labels are fluorescent orange, red, or orange-red. Bags used to dispose of regulated waste must be red or orange red, and they, too, must have the biohazard symbol readily visible upon them. Regulated waste should be double-bagged to guard against the possibility of leakage if the first bag is punctured. Labels should display the universal biohazard symbol.

Emergency Procedures
In an emergency situation involving blood or potentially infectious materials, you should always use Universal Precautions and try to minimize your exposure by wearing gloves, splash goggles, pocket mouth-to-mouth resuscitation masks, and other barrier devices.

If you are exposed
If you are exposed, however, you should wash the exposed area, report the exposure, fill out a report form, and request testing.

1.Wash the exposed area thoroughly with soap and running water. Use non-abrasive, antibacterial soap if possible. If blood is splashed in the eye or mucous membrane, flush the affected area with running water for at least 15 minutes.
2.Report the exposure to your supervisor or instructor as soon as possible.
3.Fill out an exposure report form. This form will be kept in your personnel file so that you can document workplace exposure to hazardous substances. This form can be obtained from your Safety Department.
4.You may also request blood testing or the Hepatitis B vaccination if you have not already received it.

Hepatitis B Vaccinations
Employees who have routine exposure to bloodborne pathogens, such as doctors, nurses, first aid responders, and similar occupations, must be offered the Hepatitis B vaccine series at no cost to themselves. The employees have a right to refuse the vaccination but will need to complete a form documenting their decision not to accept the vaccination.

Record Keeping
Medical records are to be retained for each employee with occupational exposure of bloodborne pathogens for the duration of employment plus 30 years. These records must be

confidential and must include name and social security number; hepatitis B vaccination status, and results of any examinations, medical testing and follow-up procedures; a copy of the healthcare professional's written opinion; and a copy of information provided to the healthcare professional.

Training records must be maintained for three years and must include dates, contents of the training program or a summary, trainer's name and qualifications, names and job titles of all persons attending the sessions.

Medical and Training Records
The Bloodborne Pathogens Standard requires both medical and training records be maintained. For at least the duration of employment plus 30 years, and must be kept confidential not disclosed without written permission of employee, except by law and separate from other personnel records.

Chapter 5: CLEANING PROCEDURES AND TIPS

CLEANING PRINCIPLES

Cleaning can be a rewording and sometimes fun! It helps to know the basic cleaning principles. First look at what it is you want to clean Do you know where the dirt came from If not don t worry. I will give you some ideas on how to find out It s also important to know the different cleaners and when to use them.

Let s get familiar with some basic cleaners
Abrasives work like sandpaper and physically remove dirt. They come in powders, liquids and tools like brushes, sponges and pads.

Acid is the opposite of alkaline and can be used to remove rust stains, water deposits and even clean clogged pipes. Depending on its pH level the lower from 7 the more powerful. 7 being neutral and anything higher is considered a Alkaline. Some acids include lemon juice, (citric acid) vinegar, (acetic acid) and hydrochloric acid.

Alkaline can be used to remove heavy oil and grease, wash windows. Clean coffee and tea stains and dissolve grease. Alkaline include banking soda, ammonia, TSP, acronym for TriSodium Phosphate, and lye.

Bleaches used to bleach out a discoloration by removing or adding oxygen. Bleaches are also used to disinfect because of their ability to kill germs safely. Bleach types include oxygen bleach which adds oxygen, reducing bleach which removes oxygen, and peroxide.

Detergents have the ability to lower surface tension and of deflocculating soil and dirt clumps and keeping them in suspension, so they can be washed away. Detergents are typically considered to be both water and oil soluble, which serves as an emulsifying agent. Detergents are used to clean both soil and grease. Detergents include laundry cleaners or synthetic detergents and soap.

Solvents are capable of dissolving another substance to form a uniformly dispersed mixture. They are chemically capable of dissolving oily and greasy soils and stain and speed up drying time because they evaporate faster than water. The types of solvents are water miscible or wet solvents like alcohol and butyl cello solve, and water immiscible or dry solvents like OMS, acronym for odorless mineral spirits and kerosene.

Enzymes are microorganisms engineered to break down protein and oil into their basic components. Enzymes are sensitive to pH changes and chemical reactions.
Now you have the knowledge of what the basic cleaners do. So now we need to identify the problem.

Some grime you might already know.
Some might be more complicated.
Food might automatically be considered a protein; some foods like juices and condiments contain dye.

Urine is a protein but it s also very acidic and may require a combination of enzyme and alkaline to completely remove it.

The pH Scale
In chemistry, pH is a quantitative scale for measuring the acidity or alkalinity of liquid solutions. The scale runs from the number 0 to 14. The number 7 on the pH scale is neutral, not acid or base. The number 0 on the pH scale is a strong acid. The number 14 is a strong alkali. In the cleaning industry the word “alkali is used to denote base So the pH scale runs from 0 acid to 14 alkali.

On the pH scale each full number increase represents a tenfold increase of the acidity or alkalinity of the solution. It is a geometric progression by the number 10. So pH of 1 is 10 times more powerful than pH of 2. The pH of 3 is 100 times more powerful than pH of 4.
The numbers on the scale denote the “strength characteristics of the solution not the “quantity or dilution of the solution. Whether you have a drum of lye or a table-spoon of lye they both have the same strength characteristics pH.

COLOR CODING OF CLEANING SUPPLIES

Why Color Coding is Important?
Color coding cleaning supplies improves training and communication. It is an intuitive visual coding system, removing language and literacy barriers when training a diverse workforce in proper cleaning processes. Color coding also provides supervisors with quick visual indicators for monitoring employee activity to prevent tool or chemical misuse.
Examples of the Use of Color Coding of Supplies in Cleaning:
Red: High bacteria areas for example restrooms with toilets and urinals.

Red cleaning supplies are used in areas of the restroom that have higher bacteria

concentrations, where sanitation is a priority. Particularly toilets and urinals should have a high priority.

Yellow: Specialty cleaning for gymnasiums and laboratories.

Use for sinks and general restroom cleaning, to prevent cross contamination from toilet and urinal areas. May also be used for specialty cleaning activities such as gymnasiums, laboratories and floor-care projects.

Green: Foodservice areas for example cafeterias and kitchens.

Green cleaning supplies should be used in areas that come into contact with food, including kitchens, cafeterias and employee break rooms. Or for example, a separate color could be used for food preparation areas for an added degree of safety. For example, in food preparation areas, one color, for example a light lime green, could be used for raw meats and another color for preparation of fruits, vegetables, and lettuces, for example a deep woods green.

Blue: General use for example offices, hallways and classrooms.

Blue is used for general cleaning in offices, entrances, hallways and reception areas.

Color Coding Prevents the Misuse of Chemicals
The use of color coding for cleaning supplies prevents the misuse of chemicals and reduces the transfer of harmful substances by separating potentially hazardous cleaning chemicals into their appropriate areas. For example, mopping solutions can be coded for a specific floor to avoid the use of caustic chemicals that may permanently damage the surface.

Simplifies Supply Management
By keeping cleaning tools in their proper areas, color coding allows custodial departments to keep better track of their equipment and supplies. Productivity increases when employees no longer have to search for misplaced tools or proper cleaning equipment.

Improves Efficiency
Color coding enhances the professional appearance of employees and increases their efficiency by making it easy to organize the cleaning process.

Of course every facility is unique. The colors discussed here are just the common colors used in color coding. Additional colors may be used for specific applications, such as color

coding types of chemicals for use with specific flooring materials or counter tops.

In addition, color tape or decals can be applied to your existing or off the shelf cleaning supplies. This gives you the ability to easily change cleaning applications and reassign supplies to different areas or functions as required. For example, color coded decals can be used to change supplies from the general use blue coding to the bathroom red coding.

It is never recommended to reassign any red labeled cleaning supply. Certainly if any red coded supplies are reassigned to any other areas, the supplies must be thoroughly decontaminated, cleaned, and sanitized by disinfection or sterilizing. It would make good sense to dispose of the red supplies and purchase new ones instead of risking cross contamination.

The next figure shows a series of colored and white brushes used in cleaning. Color coded decals or tape can be placed on the handles of the white brushes to achieve color coding.

Chapter 6: Cleaning Office Buildings

As mentioned above there are many different areas in office buildings, hospitals, and schools that require cleaning. Office buildings have restrooms with toilets, urinals, trash cans, and sinks to be cleaned. They also have restaurants, cafeterias, and kitchens that are food service areas. In addition, office areas have entry ways, hallways, and classrooms that must be cleaned. And finally there are specialized areas such as gymnasiums and laboratories that must be cleaned. In this chapter we will address cleaning the areas mentioned above; as well as mirrors, walls, floors, window coverings, upholstery, televisions, and computers.

CLEANING RESTROOMS

We will start with cleaning restrooms The fact is that at least percent of the public s complaints about buildings concern the upkeep of restrooms. According to industry professionals, there is an increase in public awareness of what one can acquire from dirty restrooms. Because of this, owners, operators, manufacturers, distributors and suppliers are all working hard to come up with systems and processes to make cleaning easier, safer, faster and better.

Restroom Deep Cleaning

Indeed, relatively recent innovations in restroom cleaning range from ergonomically designed toilet-bowl brushes and environmentally safe citrus-based cleansers to color-code and even touch-free cleaning systems.

Combined with old-fashioned common sense and attention to detail, the new cleaning improvements make it easier and safer than ever to leave a restroom spotless.
Because the definition of ‘clean is very subjective and varies from one environment to another, it is important to determine what is required in terms of cleanliness. One definition of clean is “free from dirt or impurities

With the exception of critical care areas, such as those found in some health care facilities or food service environments there are few, if any, broadly established cleaning standards.

Toilet Cleaning Today

A workable cleaning schedule is important. Most restrooms are cleaned once a day and sometimes monitored throughout the day. Restrooms with high traffic volume, such as those

in airports, restaurants and other establishments may need attention hourly. According to experts, managers and operators who thoroughly assess the overall use of each restroom in their facility will have far fewer restroom complaints.

Those who devise cleaning schedules that accommodate the need for regular cleaning and maintenance, as well as incidental and as-needed cleaning will not hear any complaints.

Top Five Restroom Complaints
Once the cleaning basics have been established – how clean and how often – cleaning professionals still face every restroom s “Top Five These are the five typical restroom complaints and the most common cleaning challenges that workers face. They are:

1) Cross-contamination hazards
Soap and towel dispensers that don t work
3) Unsightly garbage
4) Soiled or stained surfaces
5) Persistent odors

CROSS-CONTAMINATION

There are a number of ways to prevent the spread of germs when cleaning a restroom. Experts say, first kill the germs by using disinfectant solutions properly. In order to achieve disinfection, it is important to carefully follow label directions on the cleaner container. More often than not, the directions will include specifics on how the cleaner is to be applied, as well as the length of time that it should remain on surfaces in order to achieve the required disinfection levels.

Other recommendations include using a color-coded system when cleaning. With a system like this, tools that are one color can be used for cleaning toilets, while a different color can be reserved for intense work.

This type of system will make sure that management as well as the cleaning staff doesn t use any of these tools outside the restroom.

SOAP AND TOWEL DISPENSERS THAT DON T WORK

This is a case where back-ups make sense.
Managers may want to consider offering patrons both hand towel machines and hand blow

dryers. This is an alternative solution if one or the other is out of order. Frequent service, repair, and replacement of machines also help eliminate this common complaint.

UNSIGHTLY GARBAGE

Regardless of whether a restroom is disinfected properly, unsightly garbage can make it appear unsanitary. Studies show that people often use a paper towel on door handles when leaving restrooms If a garbage receptacle isn t near the door they often drop the towel on the floor.

Analyzing traffic and these types of use patterns will help determine whether alternate placement or additional receptacles are needed.

SOILED OR STAINED SURFACES

An obvious first step in cleaning would be removal of visible soiled surfaces.

The nature of the surface and the soil will affect which tools and cleansers to use. For instance, degreasers might be just the solution for some of the surface stains found in fastfood restaurant facilities.

Industry manufacturers advise that users proceed with caution when using various cleansers. There are many very aggressive cleaners which can remove soil from surfaces, but will also harm finishes.

Surface damage only makes maintaining cleanliness and appearance that much more difficult in the future. Thus, selection of the mildest, yet effective cleaners is the best approach to balance these factors.

PERSISTENT ODORS

When dealing with this common complaint, building managers are advised to look down – at the grout or the floor drain.
Often times, odor-causing bacteria can be found in grout lines where mops may not reach. If this is the case, it may be helpful to re-evaluate the products used to do this cleaning. Bacteria must be killed to remove odor. Other times the best thing to do is to look up, because light fixtures and even ceilings can harbor bacteria or mildew spores. It is important

to note that thorough ventilation can reduce odors in high humidity areas such as restrooms. Make sure all air vents are cleaned.

Managers dealing with a lot of in and out restroom traffic, such as those found in schools and airports should carefully assess regular cleaning schedules to make sure these problems are addressed.

INNOVATIONS

When it comes to cleaning restrooms, manufacturers found that a thorough assessment of cleaning procedures is what led to some of the best innovations.

After spending many years evaluating restroom cleaning and the various procedures called for, manufacturers found two overall problems.

First, there was a very high turnover among employees and training was an issue within janitorial departments.

Second, many janitorial departments rarely updated the tools they used for cleaning, many of which were not ergonomically designed.

In response, the cleaning supply industry soon introduced various ergonomically designed tools. These were designed to reduce back pain through the use of longer handles, which also kept a worker s face away from the toilet bowl containing chemicals and fumes Manufacturers have commented that the use of these types of products will not only make cleaning easier and safer for workers, they will also result in worker retention.

Many of the improvements offered by manufacturers, suppliers, trainers and others in the industry have had a similar value-added impact on restroom cleaning.
Microfiber mop heads and cloths adhere to dirt more efficiently and are easier to lift than traditional “spaghetti mops because they weigh less

Why use microfiber supplies?
Microfiber cleaning cloths provide a non-toxic and chemical free cleaning solution. They are outstanding for allergy and asthma sufferers, as well as anyone with chemical sensitivities. They also provide a healthier cleaning solution because microfiber cleaning supplies can be used without cleaning agents, soap, or detergents. In addition they are gentle on furniture, mirrors, windows, and porcelain as the fiber is fine and it does not leave scratches, mist or

marks.

Microfiber mop heads and cloths are also more environmentally friendly because they use less water they re washable and reduce the amount of trash left at the end of the cleaning day.

Environmentally friendly green cleaning is a trend that has grown stronger in recent years. Many manufacturers have introduced tools that are designed specifically for recycling whenever green cleaning tools wear out. Instead of replacing the entire tool when a part breaks, many manufacturers provide replacement parts.

In addition, many workers use squeegees and water to clean restroom mirrors and windows. The benefit is that departments will use fewer chemicals and will not find trash bins filled with paper towels as a result of cleaning.

Cleaning chemicals should also be considered in green cleaning. There are many manufacturers that provide cleaning products certified with Green Seal.
These new innovations make it easier for companies to accept green cleaning into their programs.

WHAT DOES CLEANING GREEN ENTAIL?

First, a definition Green Cleaning is cleaning to protect health without harming the environment. Basic principles of Green Care are listed below.

Focus on entryways inside and out. An important goal in cleaning green is to trap and remove dirt and pollutants before they enter the building and to frequently clean the entrances and entryway mats.

Minimize particles and chemicals in the air by mechanically capturing dust and dirt, using course spray for chemicals and applying the cleaner to the cloth rather than spraying the surface to be cleaned.

Use chemical management systems for accurate product dilution. Train employees to use chemicals properly to minimize waste and maximize cleaning efficiency, an important element of cleaning green.

You should empty vacuum bags at the end of shifts or when half full for cleaner and more

efficient operating.

Ensure proper vacuuming, extraction, rinsing and drying. Carpets can be a host for moisture problems and mold growth. Green cleaning means minimizing these problems.
Focus on preventative measures. Janitorial staff washes their hands and keeps equipment clean and well maintained.

Focus on touch-points. These are door handles, bright work and other areas where people come in contact with the facility or its fixtures. Focusing here makes cleaning green easier. Apply disinfectant in restrooms properly and make sure the chemical has proper dwell time so that soil is thoroughly removed using less product. Use labels on chemical cleaners for proper use and review the Material Safety Data Sheets.

Promote safety and prevent cross-contamination. Safer products and proper use and storage of chemicals help create a safer environment. As discussed earlier, color-coded tools ensure that pollutants don t get carried from one area such as a restroom to another room.

Whenever possible use Green Cleaning Chemicals and Products Green Seal s Standard for Industrial and Institutional Cleaners (GS-37) certified chemicals for general purpose, washroom, glass, and carpet cleaning.

Use hand soaps that do not contain antimicrobial agents except where required by law or regulations for example healthcare or food preparation.

Microfiber dusting cloths and flat mops to collect dust and dirt pick up dust with minimal water and chemical use. These out-perform traditional dusting and mopping materials and can often be used to remove soils without the need for chemical compounds. Micro-fiber materials can be washed and reused to minimize paper towel waste.

Use of Effective Janitorial Equipment
One example of effective janitorial equipment that is environmentally friendly is the highspeed burnisher with dust control attachments that captures fine particles.

Carpet extractors and automatic floor scrubbers that reduce water consumption are also effective janitorial equipment.

Green cleaning includes the use of “Green Paper products These paper products are rated

for recycled content in janitorial paper products bleached without the use of chlorine or its derivatives. In addition, paper products dispensed from large rolls to minimize packaging and waste are used in Green cleaning. Folded paper towels are discouraged.

“Hands-free paper towel dispensers that reduce the potential for cross-contamination and high-capacity dispensers that promote waste-reduction by controlling towel usage are on the list of “Green Paper products

For all the innovations in the industry, the need for common sense and attention to detail is as great as ever. Training employees properly is a task that experts say should always be at the top of a building manager s “to do list Industry professionals emphasize that it is important to have the proper tools when cleaning, but it may be even more important to have the proper training.

Attention to Detail
Just look at a restroom, any restroom. The entire area may be clean and sparkling, but what about the dirt build-up around stall posts or behind toilets or baseboards. Everything must be cleaned properly or the restroom isn t clean

When cleaning toilets, one of the most important parts is the underside of the lip of the toilet. This is where urine and feces can be splashed and lime, calcium and rust stains can build up That s where bacteria and germs can form quite easily causing a filthy toilet Cleaning the underside of the toilet is extremely important.
Dusting a restroom is also a critical part of your job. Dust, bacteria and germs can settle in vents, on tops of overhead ledges and, of course, on vents.

Cleaning and Sanitizing
Remember there is a difference between cleaning and sanitizing. Cleaning is washing or wiping a surface Cleaning removes dirt dust and debris but it doesn t kill bacteria

Sanitizing kills bacteria.
There are two ways to kill bacteria.

1.One is to use high temperature water, similar to very hot water used in a dishwasher. Hot water sanitizes the dishes and kills bacteria That s not logical for restrooms but you can use an approved sanitizer after cleaning to kill bacteria. Steam cleaners are commercially available.

2.Another way is cleaning and sanitizing. Cleaning and sanitizing is required in making surfaces free of bacteria. Remember that cleaning and sanitizing are two different systems and both are required when servicing restrooms and other areas.
Some sanitizers are called disinfectants and some products combine cleaning and disinfecting ingredients into one product. These combined products work well only on surfaces that are already relatively clean. For dirtier surfaces it is important to clean first and then apply a separate disinfectant.

For the disinfectant or sanitizer to be effective, it must remain in place for at least 10 minutes.

Deep cleaning of restrooms needs to be done at least weekly. However, a deep cleaning may also be required when cleaning a restroom for the first time, or when you encounter a particularly dirty situation. High traffic restrooms may need a deep cleaning once a day even if routine cleaning is done more frequently.

Most deep cleaning can be done with regular chemicals by mixing with less water so that they are more effective. In addition, it may be necessary to spend more time removing soils using brushes and scrub pads.

Steps to Cleaning a Restroom
Don t allow your restroom to become the source of customer or employee complaints Adhere to the following guidelines to insure a cleaner, healthier restroom environment.

GET READY TO CLEAN.
When you are preparing to clean a bathroom, first make list of duties and cleaning supplies that will be required for each job. You should make certain the supply closet is clean and contains the proper supplies and equipment. An example list of cleaning supplies is provided below.

1.Disposable Latex Non-Medical Gloves these gloves come in large, medium, and small sizes.
2.Safety Goggles or Safety Glasses
3.Toilet Bowl Swab
4.Microfiber Mop System
5.High Density Trash Liners 32 Gal.
6.General Purpose Cloth
  Extendible Lamb s wool Duster

8.Glass Cleaner Windex® is a common commercially available glass cleaner
9.Cleaner/Disinfectant Lysol® Brand Disinfectant All purpose Cleaner with Bleach and Antibacterial Scrubbing Bubbles® Bathroom Cleaner are common Cleaner/Disinfectants. There are other commercially available Cleaner/Disinfectants for professional cleaning services.
10.Kleenex® Cottonelle Toilet Tissue
11.Health Guards Regular Toilet Seat Cover Refill
Figure 40 Items for cleaning the bathroom
12.Sanitary Napkins or Tampons
13.Paper Towels
14.Hand Soap
"Wet Floor signs

DISINFECT TOILETS, SINKS AND SURFACES

Before disinfecting toilets, sinks and surfaces make sure you are wearing the proper safety items such as gloves and protective eyewear. Be sure to review the MSDS for each chemical that you use. Spray all fixtures with the correct chemicals to allow time to "soak in Wipe clean.

RESTOCK EXPENDABLE SUPPLIES

When you are restocking expendable supplies, always make sure you fill the dispenser with the correct size paper or soap product. Be sure to secure the dispenser after it has been filled.

EMPTY, CLEAN AND RE-LINE WASTE RECEPTACLES

The next job will be to empty, clean and re-line waste receptacles. You should make sure all litter is picked up prior to emptying the receptacles. Use the correct size liners and taper the excess liners by tying on one corner.

SWEEP OR DUST MOP FLOORS

Depending on the floor surface, you will either sweep or dust mop the floor.

CLEAN SINK AND COUNTERS

The next job will be to clean the sink and counters. First, remove all debris from counters. Start at the backsplash of the counter and work towards the drain. Be sure to dry all surfaces.

CLEAN MIRRORS

To clean the mirrors, start in one corner and work from right to left. Use circular cleaning motions for best results. Inspect for streaks and smudges.

SPOT CLEAN WALLS, PARTITIONS, BRIGHT WORK

Spot cleaning is the next job. Using the proper chemicals spot clean all vertical surfaces starting at the bottom and working your way up. Clean all bright work. Bathrooms don't just need to be clean, they need to shine. All that white porcelain, bright work and tile work demands weekly, if not daily attention.

Cleaning Toilets
WHAT YOU NEED:
1. Goggles or glasses.
2. Toilet brush.
3. Gloves.
4. Cleanser for inside of bowl.
5. Cleanser for outside of the toilet.
6. Paper towels or cloths.

REMOVE EVERYTHING FROM AROUND THE TOILET.

Cleaning the toilet is a messy job, and there's always the chance of splashing cleanser or toilet water outside of the actual toilet. Prevent extra cleanup by removing all excess items from around the toilet. Don't forget to remove anything on top of the tank to prevent dropping items into the bowl during cleaning.

FLUSH AND ADD CLEANING SOLUTION.

Flush the toilet with the lid down to prevent splashing or spraying. Add your choice of powdered, liquid, or gel cleanser to the bowl. Try to apply the cleaner as close to the toilet rim as possible to prevent diluted cleanser.

CLEAN THE EXTERIOR OF THE TOILET.

While the cleansing solution soaks into the toilet grime in the bowl, clean the outside of the toilet. Start at the top to prevent dripping on already clean surfaces.

Spray the tank, handle, and tank edges with cleaner and wipe down.
Next do the outside lid of the toilet.
Finally wipe down the entire bowl. Start with the sides and front before cleaning the bottom edges of the toilet where it meets the floor.

CLEAN THE TOILET SEAT.

The toilet seat should never be neglected. It is the part of the toilet that comes into actual contact with people, and it needs to be cleaned thoroughly. Raise the seat. Spray the seat, inside lid and the rim of the toilet with cleanser.

Wipe down the lid, seat, and hinges at the back of the toilet seat. Some toilets have hinges that will pop open to allow better access for cleaning.

CLEAN THE INSIDE OF THE TOILET BOWL.

Begin cleaning the bowl from the top down. Always begin scrubbing under the rim first. Look under the rim to get all the stains and grime scrubbed away.

Even though there are many commercial products available, Lime-A-Way® is a commercial product that is a concentrated blend of mild organic and mineral acids formulated to remove calcium and other hard water mineral deposits from under the rim of toilets. It has a pleasant fragrance and is easy to use. It removes rust, calcium and lime build up from toilets and it effectively cleans even the toughest hard water stains.
Next scrub the bowl. Finally scrub the hole at the bottom of the toilet.
Always flush the toilet with the lid down.

WIPE UP ANY DRIPS OR SPILLS.
Wipe up any drips of cleanser or water that may have occurred.
Put away tools and trash. Replace the items removed at the beginning of the cleaning process.

TIPS FOR CLEANING TOILETS

1. Wear eye protection when cleaning a toilet. It prevents splatters of toilet water and cleaner. You may also want to use gloves to prevent contact with your hands.
2. Flush the toilet with the seat lid down to prevent splattering and splashing.
3. Do not use sponges when you scrub a toilet. Sponges are a great way to breed bacteria, and there are already enough in bathroom. Paper towels are great options because they are thrown away. If you use reusable cloths or microfiber cloths, wash them immediately in their own load on hot water with bleach.

In summary, to properly clean a toilet you should use the appropriate germicide to clean the seat cover top and bottom. Then lift seat cover and clean underside and top of toilet seat, under side and bowl rim, and finally clean the handle and exposed plumbing. Flush toilet with seat down and leave the seat up to indicate you have cleaned commode.

Cleaning Urinals
Some cleaning tools and materials for cleaning urinals are listed below.
1.Bowl swab
2.Trigger sprayer
3.Clean cloths
4.Gloves and goggles
5.Toilet bowl cleaner
6.Cleaner disinfectant, liquid or foam aerosol
In addition to toilets, urinals need to be cleaned, disinfected and deodorized. Disinfecting the urinal reduces the growth and spread of bacteria.

PROCEDURES FOR CLEANING A URINAL

Remember to put on gloves and goggles, and then clean the inside of the urinal.
First, apply 1 to 2 ounces of bowl cleaner evenly onto the bowl swab. Then swab the entire inside surface, under the rim, and where the water outlets are located.
Next, flush urinal and rinse bowl swab thoroughly. Set bowl swab aside, placing it into a carrying container.

Clean and disinfect the flush handle and all the chrome around the urinal. Wipe it dry.
Next, clean the outside of the urinal by spraying with a cleaner disinfectant. Pay special attention to the underside of the outside of the urinal. Wipe with a clean cloth.
Use a new cloth to start the next urinal. Toss used cloth to be laundered.

Mopping Restroom Floors
Cleaning Tools and Materials needed for mopping restroom floors.
1.Pump up sprayer and one bucket with wringer or Two buckets with wringers
2.Wet mop
3.Broom and dust pan
"Wet floor signs
5.Gloves and goggles
6.Cleaner/Disinfectant
7.Cleaning Procedures:
The bathroom floor is mopped to clean and disinfect it and to eliminate odors and bacteria.

PROCEDURE FOR MOPPING A RESTROOM FLOOR

First, put on gloves and personal protection equipment. Remove all movable obstacles from the floor.
Sweep floor and pick up pile with dust pan.
Position the mop bucket or buckets outside door.
Place "Wet floor sign at the entrance

Use either the spray down, mop up method or the two bucket method to get cleaner disinfectant on the floor.
Apply product on floor, starting in the farthest corner.
Work moving backwards towards the door.
Be sure to get disinfectant around toilets, under urinals and under sinks.
Allow to stand amount of time recommended by manufacturer s directions
Dip wet mop into clean water rinse. Wring out dry.
Start at the farthest corner and pick up disinfectant solution that is on the floor.
Dip mop in rinse water frequently. Continue until all disinfectant solution has been picked up.

CLEAN UP AFTER MOPPING

Always clean up after mopping the restroom floor Most facilities have a janitor s closet with a deep well sink and cabinets for supplies. Use this sink to empty the bucket or buckets and sprayer should. And then, you should rinse the mop. All of the tools and materials should be stored properly.

REMOVE CAUTION SIGN AND INSPECT WORK
Review all of the jobs that you just completed. Make sure all dispensers are full, mirrors are streak free, and all fixtures are clean.

Cleaning a Laundry
Cleaning Tools and Materials needed are listed below
1. Vacuum with hospital grade filter, dusting tool
2. Deck brush
3. Mop bucket with wringer
4. Clean cloths
5. Wet/dry vacuum
6. Pump up sprayer
7. Trigger sprayer
8. Clean bucket for rinse water
9. Gloves and goggles
10. Cleaner disinfectant
Laundry rooms must be cleaned to prevent possibility of cross contamination. The laundry is a central location for linen that gets redistributed throughout the facility.

Procedure for Cleaning the Laundry Room

DAILY PROCEDURES
Daily procedures for cleaning the laundry room will include
First put on gloves and goggles.
Next, you should the empty waste receptacles. Remember to tie the liner and dispose of the waste properly. And then, spray the waste receptacles with disinfectant from trigger sprayer, inside and out and wipe them dry with a clean cloth.
Damp dust with a cleaner disinfectant sprayed on a cloth. Rinse used cloth in clear water, reapply disinfectant to continue. All sills and ledges, outsides of wash and drying machines and loading doors should be cleaned. Tables for folding linens should also be cleaned. Vacuum floor surface to remove all lint.
Using a deck brush and water from the mop bucket, remove any accumulations of soap on the floor surface. The last job is to damp mop floor with a cleaner disinfectant starting at the back of the room and mopping to the door Remember to place the “Wet Floor sign at the door
Pick up solution with a wet dry vacuum.

WEEKLY PROCEDURES
Wash walls completely. To wash the walls fill the pump up sprayer with diluted cleaner

disinfectant. And then, spray walls from bottom up. Next, wipe walls dry.
Clean any or all overhead pipes with vacuum dusting tool.
Wash all linen carts. Use trigger sprayer and spray all surfaces with cleaner disinfectant. Let the solution set for a few minutes and then wipe dry.

PERIODIC CLEANING PROCEDURES
The linen storage cupboards should be emptied and cleaned with a cleaner disinfectant.
Washing Walls
Cleaning Tools and Materials needed for washing walls and wall partitions are listed below.
1.Trigger sprayer
2.Clean bucket
3.Clean cloths
4.Gloves and goggles
5.Cleaner disinfectant
6.Cleaning Procedures:

Walls and Wall Partitions are washed because dirty walls are unsanitary. Dirt acts as a breeding ground for bacteria. In addition, dirty walls make the room appear dull.

PROCEDURE FOR WASHING WALLS AND PARTITIONS

Put on gloves and personal protection equipment.
Using a trigger sprayer filled with diluted cleaner disinfectant, spray solution on walls, starting from the bottom and working your way up.
Wipe walls clean from the top down using a clean cloth.
Rinse cloth frequently in clear water rinse.
Thoroughly clean the underside of the partitions. This area becomes dirty from urine splash and needs daily attention.

Window Washing
Cleaning Tools and Materials needed for washing windows.
1.Window squeegee
2.Clean cloths
3.Window tool and bucket or Trigger sprayer
4.Window cleaner
5.Gloves and goggles
6.Cleaning Procedures:
You should pay particular attention to cleaning windows. Clean windows add to the overall

impression of cleanliness. More light comes in clean windows, improving the outlook of those inside the building. Windows need to be cleaned more often in colder weather.

Remember, condensation and temperature fluctuations encourage streaking and dust accumulation on windows. In addition, oils in exhaust and cooking deposit on the glass surfaces in colder weather.

PROCEDURE FOR WASHING A WINDOW

Put on gloves and goggles. Open drapes and raise venetian blinds or shades.
Next you should clear window sill of obstructions. Clean window sills inside and out using glass cleaner and a clean cloth.
Cover window with window cleaner solution using a trigger sprayer or window tool.

USING A SQUEEGEE

Remove solution and dirt from window using a squeegee. Move the squeegee from side to side or in a figure eight motion, or move it from top to bottom of the glass. Wipe off squeegee with clean cloth after each stroke.

After using the squeegee, wipe the glass dry with a clean cloth. When finished, wipe off window sills with a clean cloth. Clean window frames with window cleaner and a clean cloth. When complete, close drapes and put blinds or shades in place.
Clean and return tools and materials to storage area.

Dusting
Prevent dust by using two entrance mats at each entrance. One just outside the door and one just inside the door will reduce the amount of dust, dirt, and debris that enters your facility.

Check and maintain your air filters to make sure they are functioning properly. Air filters will last between 1-3 months, but should be changed as they become clogged with dirt and debris.

By keeping windows closed, you'll prevent dust and debris from blowing into your home. Double check your window and door weather-stripping to make sure it is still functioning properly.

There are many dusting products on the market, but each one has its own set of pros and cons. Use the right dusting tool for your jobs. Microfiber cloth dusting supplies is a favorite. If you use a furniture oil or polish, be sure to follow the directions and don't overuse the product. Overuse or improper use can lead to a buildup on your furniture or clouding of the wood surfaces.

Dust from top to bottom to prevent going over surfaces more than once. Sometimes you may need to wet dust after you dry dust. Always dry dust first. Be careful about allowing even a small amount of water on wood surfaces.

CARE FOR FLOORS

CARE FOR WOOD FLOORS
Regular cleaning keeps wood floors and furniture looking their best. All you need is a good vacuum or microfiber dust mop, a soft cloth, and Murphy Oil Soap. It's easy!
Vacuum your floors and dust furniture daily. Gritty dust can scratch wood surfaces. For effective vacuuming, use a Windsor with Sensor technology. It will automatically adjust to your floor type

And for effective floor cleaning, use the microfiber mop system for both dry dusting and wet mopping. Mop up spills right away to avoid stains.

Cleaning wood floors regularly with Murphy Oil Soap Original Formula is easy. Dilute Murphy s in a bucket according to directions. Use a microfiber wet mop.

Wipe up any excess water with a soft, dry cloth or dry dust mop.
Murphy s isn t just for wood flooring and furniture It also safely cleans laminate flooring and many other surfaces.

CLEANING MARBLE FLOORS

Marble is often used for floors in commercial office buildings and hotels in lobbies in entry ways, halls, and lobbies. Janitors are required to maintain these floor materials.
Marble is generally polished, and unless sealed it is porous and easily stained. Marble is also able to be etched by acids. Marble may be stone, but it stains easily, so you need to wipe anything off that is spilled on it immediately, as you would on a wood surface.
Regular cleaning includes washing marble surface with lukewarm water and wipe dry with a clean cloth. Wiping marble surface with a damp chamois is suggested as it will not leave

streaks.

Unsealed Marble that has become dull can have a shine brought back to it using a commercial marble cleaner and polish. For badly damaged marble surfaces, if it's scratched or etched by excessive wear, you will most likely need to have it professionally polished. Marble professionals have the right equipment for the job and know how to use their tools properly.

There are different types of stains that can affect marble. Organic stains, such as tea or coffee. These stains will need a poultice soaked with 20% peroxide and a few drops of ammonia.

Stains that are oil based, such as the oils from butter, lotions need attention right when the spill occurs. You can do this by spreading the surface with ordinary household corn starch. Let it stand for a few hours, Scrub with a stiff brush and hot sudsy water. Or wipe with a dampened cloth of ammonia.

A commercial rust remover can be used to remove rust stains from an item such as a metal lamp on the surface or metal container. Acid stains, from citrus fruits juices and carbonated beverages should be wiped up immediately; they can etch and dull the surface. If stains seem to be impossible to remove, your Marble professional will be able to help remove them and bring the beauty back to your surface.

CLEANING LINOLEUM AND VINYL FLOORS

Proper care of your linoleum or vinyl floor prevents damage, extends its life and keeps it looking like new for years. You should always vacuum or dust hard floor surfaces before mopping.

Linoleum floors generally require only warm water for cleaning. Most detergents won't rinse clean leaving behind a sticky residue. That residue becomes a magnet, attracting dirt off the bottom of shoes. It builds up, deteriorating the sealant and leaving you with the hard job of stripping and waxing.

If you find your floor requires a cleanser, use Ivory® Liquid dish soap or equivalent. Fill your bucket with suds, mop away then rinse. Ivory rinses clean so the sticky buildup never causes problems. Other detergents can be too harsh for the floor so stick to Ivory or an equivalent. Mix dish soap in a spray bottle of water as an all-purpose cleaner. It's

inexpensive and quite a good cleaner.

Some linoleum floors have grooves so deep you can sink a submarine. Grab a nylon bristle brush other brushes might scratch the floor. Then, fill your bucket or sink with warm water add a good squirt or two of the dish soap and scrub the floor; and then rinse. Your floor needs this deep cleaning only twice a year.

What to do about black heel marks. Not a pretty sight. Spray a little WD-40® on a towel; lightly rub and they disappear without scrubbing. Rinse thoroughly with sudsy water or the floor might be slick.

Carpet Care
Maintaining carpet through regular vacuuming, deep cleaning, and stain removal has many benefits:

Extend the life of the carpet as ground in soil particles weaken carpet fibers
Provide a fresh clean look to a room
Making a room smell better
Helping allergy and asthma sufferers by removing germs and dust, thus better Indoor Air Quality

VACUUMING

Dirt and grit damage carpet by rubbing against the fibers. Regular vacuuming prevents the deep abrasion that ruins carpet. Remember to change the disposable bags often. Loose threads should be cut off with a scissors.

DEEP CLEANING

Carpet should be deep cleaned with hot water extraction or steam cleaning every 12 to 24 months. Steam cleaning involves spraying a high pressure solution of water and detergent onto the carpet and vacuuming the dirty solution out.

SPOT REMOVAL

It is very important that all stains get prompt attention since stains can be better cleaned right after they happen. Follow these steps when removing a stain.
Remove excess wet stains by blotting with a clean absorbent cloth (use a wet/dry vacuum

for large stains) and dry stains by scraping with a dull edge. Always blot or sponge stains, scrubbing can spread stains and damage carpet fibers.

Apply cleaning solution to a clean absorbent cloth or paper towel. Do not soak the carpet. Working from the edges of the stain to prevent spreading, blot until no more stain is absorbed. If necessary, use your fingertips to work the solution to the base of the stain. Wait 3 minutes for the solution to work.

Apply clean water to another cloth or paper towel. Blot to remove any residue.
Carpet fibers may later absorb deep stains. More cleaning may be necessary.
Allow carpet to dry, vacuum or brush carpet to restore its texture.

Blind Cleaning
When it's time to clean your blinds and shades, even your best friend is hard to find. But there are some simple and effective ways to clean blinds and shades with minimal effort.

ALUMINUM MINI-BLINDS

Use ordinary soft, clean dust cloths, chemically treated dust cloths, vacuum cleaner brush attachments, or other available ordinary household aids. The paint surface of the slats is quite smooth and dust is easily brushed off if done at regular intervals.

To vacuum, use the brush dust head attachment and tilt the slats first up, then down but not entirely exposed to reach the entire top and bottom surfaces.

To dust, use a soft clean cloth or chemically treated dust cloth and tilt the slats as above.

To wash, use a damp cloth or sponge and mild detergent. Use warm or cold water - NOT hot water. Tilt the slats as above. Protect the floor or sill from excess water. The blind can also be taken down, placed in a bath tub of mild soapy water, then rinsed clean, wiped dry, or allowed to dry completely in the open air.

WOOD BLINDS

Care must be taken when cleaning real wood blinds. Washing the blind is NOT recommended. Although the wood is sealed, water or even excessive dampness may cause warping or discoloration of the slats.

Since the surface of the slats is smooth, dust may be easily brushed off at regular intervals using a clean soft dust cloth or a vacuum cleaner brush attachment. Clean them as described above.

FABRIC PLEATED SHADES

Most of the cellular shades, like the Hunter Douglas Duette shade, are anti-static, and they require very little cleaning. A light sweep with your vacuum cleaner brush attachment is all that is needed to keep them dust free. For a more thorough cleaning, the entire shade assembly may be gently wiped with a soft damp cloth using lukewarm (not hot) water.

Take special care when handling opaque blackout shades to avoid creasing, and do not immerse them in water. For tough stains, spot clean with a mild detergent. Some shades, like the Graber CrystalPleat® have a "soft hand" fabric.

Be very careful when trying to clean these types of shades as they tend to "pill". When a fabric pills it becomes covered in small balls of matted fiber because of rubbing.

Computer Rooms
How to clean computer rooms
Things you will need:
1. Air duster
Figure 56 An example of a commercially available air duster
2. Microfiber duster
3. Vacuum cleaner
4. Cotton towel

The flooring beneath our computer desks needs to be cleaned to ensure our computers stay in top working order. Dirt and dust particles building up on the floor below your computer can affect the health of your computer. Clean floors will diminish the risks of fouled circuitry. Regular cleaning of your computer room floors will ensure that your equipment will operate efficiently.

Make sure your computer is turned off before you start. Be careful not to unplug or loosen any plugs. Spray the cords underneath your desk with an air duster.

Get off as much loose dirt and dust particles from the computer cords as possible.
And then, run a microfiber dry duster over any loose cords on the computer room floor.

Remove dust from any outlets and the underside of cords.
Use a hose attachment with an angled edge on your vacuum to remove the dirt from your computer floor. Lift up the cords to get underneath. Do not use the vacuum's sweeper brush on the cords.

Immerse your cotton towel in warm water and wring it out. With the barely wet towel, work under your computer desk to remove any last speck of dust particles from beneath your desk. Do not put the wet rag on the computer's cord.

Dust under computer desks every week. On a monthly basis, follow the entire computer floor cleaning routine.

UPHOLSTERY CLEANING

Upholstered furniture can be very expensive. If you have a sofa, chair, loveseat, or some other type of upholstered furniture that is in good condition but just dirty, these upholstery cleaning tips will save money and time.

The key with upholstered furniture is choosing the appropriate type of cleaning method. For example, an antique chair that is hand embroidered would require a different cleaning technique than a sofa that was store bought.

GETTING THE UPHOLSTERY STAINS OUT

Maintaining clean furniture is part of having a facility where people enjoy working or visiting. With furniture, upholstery is just one aspect but an important one. Think about all the times people have eaten on the sofa, dropping bits of food or drink that leave stains. Then you have the dirty feet, dirty clothing, and just everyday wear and tear that can leave upholstery looking dirty and drab. Getting those stains out does not have to be painful.

The most important thing to remember when cleaning upholstery is to consider the fabric. If you are unsure, you can check with the manufacturer s information Then before you start in cleaning a large stain, we recommend you work first on an inconspicuous area to ensure no discoloration or damage is done. With that done, the following are a few of the more common stains found on upholstery and methods for removing them.

OILY CHEESE STAINS

Cheese is another food product that is seen spilled on upholstery. Again, things like nachos are a favorite snack food but they leave stains. For cheese, mix one teaspoon of mild, ph-balanced detergent with one cup of warm water. With a clean, white towel, blot at the cheese stain. Then mix one tablespoon of regular ammonia with one-half cup of water, again blotting the stain. Finally, blot the stain with clean water to remove any detergent or ammonia and let the area dry.

INK STAINS

Clients or employees may sit down with a pen in their pocket and before you know it, a stain is left. Ballpoint pens, especially blue, are common stain makers. Ink stains can be removed. The key is to be patient and persistent, as ink stains can be stubborn. Just make sure you only blot. Rubbing could cause the ink stain worsen. You have a number of options when removing ink stains.

- Spray hairspray onto a clean, white towel and then dab at the stain, followed by blotting with a clean, dry towel
- Treat a clean, white towel with isopropyl rubbing alcohol. Again, blot the ink stain, followed by a dry towel
- Again, with a clean, white towel, apply nail polish remover or acetone. Blot the ink stain from the outside edges toward the center
- Using a clean, white towel, use spirits of turpentine, blotting as with the other treatment options

Commercial products that work well on ink stains include Carbona or Afta; these are extra strength bio-enzyme cleaners that are formulated to get out tough stains. They come with a builtin applicator brush. With both, you would use a clean, white towel, dabbing the affected area.

COFFEE STAINS

Sipping coffee on an upholstered chair or sofa is everyday occurrence. To get rid of a coffee stain, mix one teaspoon of a mild, ph-balanced detergent with one cup of warm water, then blot from the outside in. Follow this with blotting the stain with a mixture of one-third cup white vinegar with two-thirds cup water. When finished, use a clean, white towel to absorb any excess, allow the area to dry.

VACUUM UPHOLSTERY

Upholstery cleaning tips are important since dust settles onto fabric more than hard surfaces. Therefore, regular cleaning to keep your upholstery looking and smelling clean is essential. In fact, we recommend you clean your upholstery furniture once every two months. Typically, you can use your regular vacuum cleaner with the appropriate attachment to keep it clean. Just keeping the dust off will help furniture last much longer.

Carpet Cleaning
Strive to clean your carpet as soon as you notice any spills or spots on you carpet s surface This action alone can save lots of time and damage, as well.
Before cleaning any surface areas, use a small portion of your cleaning products over a small and hidden area to avoid damage or discoloring of the carpet.

Proper care of your floor prevents damage, extends its life and keeps it looking new for years. How do you properly care for your flooring?

Vacuum carpet regularly, and do not use liquid carpet shampoos to clean them. The shampoo can t be completely rinsed out leaving a sticky residue That residue acts like a big magnet pulling the dirt from the bottom of your shoes. Use dry carpet cleaners instead. Stores selling vacuum cleaners carry them.

Getting out old shampoo becomes the trick. Rent a shampoo machine that cleans with water. You should mix 1 cup vinegar per 2 ½ gallons of water and clean according to directions on the vacuum cleaner. Go back over the carpet with warm water only. The vinegar pulls out the old shampoo cleaning the carpet as well. It may take a time or two, but your carpets will be soft and free from grime. The hot water reactivates the shampoo already in the carpet providing the needed cleansing action.

Stains in carpet can be the difficult to remove. Never rub a stain, just blot. Rubbing breaks down the fibers and spreads the stain. Remove most food stains with shaving cream. Spray on and resist the temptation to rub it in then let it set 15 minutes. Rinse with a vinegar and water solution.

Club soda generally removes red wine stains. Remove red dye stains found in drink mixes, Popsicles, dog and cat food with a 30/70 solution of peroxide to water. Remember peroxide is bleach so test an inconspicuous spot first for color fastness. Apply the mixture, wait 30 minutes then remove as much moisture as possible and rinse with a vinegar/ water solution. If the stain

remains add a bit more peroxide to the mixture and retreat Brake cleaner also does a good quick job of removing most food stains.
Dab a little on a clean cloth and gently blot the stain. Rinse with soap and water. Brake cleaner contains the same chemical professional dry cleaners use to clean stains in clothing. Do not pour brake cleaner directly into the carpet. It could dissolve the adhesive holding the fibers in the carpet.

Oops someone s dog had an accident on the carpet and the stain and smell refuse all attempts at removal. First try an enzyme product. Pour on enough to saturate to the pad and treat an area twice as large as the stain. Urine hits the pad and spreads. Let it set a couple of hours.

Enzyme products are available at commercial janitor supply stores, Pet stores, RV or marine stores. They are used in the holding tanks to dissolve solid material.

If the enzyme product does not remove all the stain or odor, baking soda and peroxide remain your best chance for success. Mix a 30/70 solution of peroxide to water adding 1/2 teaspoon of baking soda per cup of mixture. It bubbles and fizzles, but not before removing the stain and smell. Always test a spot first for colorfastness. Peroxide is bleach and may discolor the carpet. Blot up what you can with an old towel and rinse well with 1/3-cup vinegar per quart of water.

Oil, grease, magic marker and ink can also be the difficult to remove. Most janitorial companies or WalMart carry a product called De-Solv-it® Cleaner. WD-40® or Orange Clean Degreaser® all work wonders removing these stubborn stains.

Rubbing alcohol removes ink. Blot on allow to set 30 minutes and blot to remove. Rinse with sudsy water. Magic marker is generally permanent and you may not be able to remove it.
If you find bubble gum stuck to carpet, freeze it with ice cubes and chip off what you can with the blunt side of a kitchen knife. De-Solv-it® Cleaner removes the rest.

Wax on carpet can also be frozen with ice and chipped off. Wax needs heat for removal. Some newer carpets are quite sensitive to heat and scorch easily. So test an out of the way spot first. You can also use a hair dryer set to the hottest setting. Set your iron to a low to medium heat. The less heat you use, the less chance of scorching your carpet. Take a white paper towel or paper bag with no writing on it as the dye may transfer to the carpet, and then put the towel down on top of the wax. Then iron the towel for no longer than 2 seconds. Move the towel and redo if necessary. Generally once is enough.

Drapery Cleaning

Drapes are notorious for quietly accumulating dirt and absorbing odors, contributing to a room full of grime. In some cases it can aggravate asthma and breathing conditions.

Cleaning the curtains can be a tedious, time-consuming task. To clean drapes, you must haul down the drapes, wash, and re-hang them. Before you start there are some factors you should consider.

Curtain fabric is rarely pre-shrunk like clothing. There's a risk that the fabric will shrink as it is washed and dried, which results in gaps and shortages when the drapes are re-hung.

Heavy fabrics can lose shape when washed turning all those carefully placed creases and pleats into just a memory.

Rarely color-safe, drapery fabric can fade and lose color after a cycle through the washing machine and dryer.

Your company might consider having the drapery cleaning job done professionally; if one is available in your area.

Water can stain certain fabrics such as silk and alter the texture of others, changing the way the curtains hang and fall at the window If you choose to rely on professional curtain cleaners, you may hire two types of cleaning companies. The first will remove the drapes to clean them; expect them be returned within three to five days. The second will use a method to clean the drapes while they remain hanging at the windows.

Companies that promise quick, easy service use one of two processes to do so:

1. The dry cleaning method is accomplished by spraying dry cleaning chemicals onto the drapes and vacuuming off the residue and dirt. Though convenient, keep in mind that the cleaning solvents can be extremely flammable, may linger in your facility and should not be inhaled.
2. The steam-cleaning method is when the cleaners use a controlled attachment to run a steam machine over the drapes, steaming away dirt and odors. This process does not work on watersensitive fabrics such as silk where there is a risk of water damage.

It can be tempting to bring your drapes into local dry cleaners, but keep in mind that dry cleaning yards and yards of fabric can be costly. And since the chemicals used by commercial dry cleaners are designed to clean clothing, the results are never guaranteed when used to clean curtains.

Television Cleaning

TOOLS AND MATERIALS NEEDED

1.Trigger sprayer
2.Clean cloth
3.Gloves and goggles
4.Cleaner disinfectant
In a hospital setting, a television is cleaned and disinfected to reduce the spread of infections that originate in patient contact equipment.
For general public use, televisions are cleaned and kept dust free to increase its life.

PROCEDURE FOR CLEANING A TELEVISION

Put on your gloves and goggles.
Fill trigger sprayer with diluted cleaner disinfectant solution following manufacturer s directions.
Turn off the television. Never clean the television while it is turned on. If the patient/resident is watching it at the time, ask if you may turn it off for cleaning.
Spray disinfectant solution onto clean cloth. Never spray the disinfectant solution directly on the television!
Wipe the front and side vertical surfaces and the top and bottom of the television. Never wipe the back of the unit with a wet cloth!

Chapter 7: Food Service

CLEANING THE KITCHEN FOR THE JANITOR

Kitchen and food service safety is an important topic. Kitchens and food service areas are cleaned by janitors. They must know how to safely clean these areas. They must understand their responsibilities and how they differ from kitchen staff. This chapter covers such topics as slips and falls, cuts, responsibilities for safety, use of wiping cloths, spills, blocking exits, and storage of cleaners.

Slips and Falls

Any spill, especially water spills in the kitchen or food service area should be mopped, and then wiped dry with a dry rag or towel.

When grease, mayonnaise, salad dressing or other items containing oil are involved, after you clean the spill, use an abrasive powder such as a powder cleaner. This removes the oil, under the surface of the floor This is particularly critical on tile and marble floors If you don t use the abrasive powder, the floor will remain very slippery.

When cleaning up broken glass, never use your fingers to pick up the glass. Use a small broom and dustpan.

You should use caution signs in the area to alert others. If you see something on the floor that doesn t belong there pick it up Always wear approved safety resistant safety footwear in the kitchen. When you see water on the floor or some other hazard, clean it up!

About Cuts

Quite a few injuries occur from people opening boxes with box cutters. Box cutters are often called finger cutters. That's right, finger cutters. Devices such as this are designed to cut. They cut cardboard skin fingers hands arms legs…that s their purpose to cut When using cutters, you must keep your free hand out of the cutting path of the blade.

Responsibilities

Employers have the primary responsibility for protecting the safety and health of their workers by providing them with proper equipment that is working properly, personal protective equipment, and a safe working environment. Employees are responsible for following safe work practices. Basically your safety is your responsibility.

Use of Wiping Cloths
Kitchen staff knows to use separate wiping cloths for cleaning surfaces that come into contact with food from cloths used for equipment, prep tables, or cutting boards.
Janitors and custodians are responsible for general cleaning in kitchens and food service areas. Cloths used for floors, walls, countertops can never be used for items that come in contact with food.

Each type of wiping cloth should be stored in its own separate labeled or color coded container containing sanitizing solution. There are at least two types of sanitizing solutions that may be used. One is a bleach solution with a 50-100 parts per million (ppm) of sodium hypochlorite and the other is a quaternary ammonia solution at 200-300 ppm ammonia. Never mix bleach and ammonia!

Spills on the Floor
Spills on the floor are a workplace hazard that must be cleaned up immediately. Janitors or custodians are usually the first to be called when a spill occurs.
Coworkers should be advised about the spill verbally or with a “Wet Floor sign to prevent anyone from accidentally walking through the spill.

It is important to identify the nature of the spill. This will aid in determining how to proceed with clean up. A bucket and mop should be used to apply the correct cleaning solution. Directions for proper use on the cleaning solution container should be followed and any remaining moisture should be cleaned up.

Post warning signs or cones should be used to divert floor traffic until the clean-up site is dry.

Cleaning supplies should be put away properly.

STORING CLEANERS

Cleansers and other non-food items are ALWAYS stored separately from foods. Separate shelves, separate cupboards, sometimes even separate rooms.

Chemicals used by janitors are NEVER stored in food containers, nor are foods to be stored in chemical containers.

Chemicals should be kept in their own original packaging or in other break-resistant, clearly labeled containers.

When using chemicals, follow the handling instructions contained in Material Safety Data Sheets or MSDSs that are available in your workplace.

Chemicals should be kept away from food handling areas. If chemicals come into contact with food, throw the food away.

You should always store chemicals below and away from food and utensils and the farther, the better.

Chapter 8: Storing and Handling Garbage

This chapter covers storing and handling garbage.
Never store garbage in your facility, move it promptly to a waste container outside. This is especially important if you are collecting garbage in a food handling area. Make sure that doors and external windows keep out pests, such as flies and rats.

Careful storage of waste is also important to avoid attracting pests. You should:
Not allow food or other waste to gather in food areas
Keep the storage area clean
Arrange for garbage to be removed regularly.

When you move garbage; wash your hands. Don't wait for garbage to pile up, keep it moving and make regular 'garbage runs' out to the refuse container.

Place garbage in sturdy leak-proof plastic or metal containers with tight-fitting lids.
The containers should be lined with clear plastic bags or with wet-strength paper.
Clean and sanitize garbage containers frequently to prevent odor and keep from attracting insects and other pests.
After any kind of garbage duty you must wash your hands.

WASH YOUR HANDS

Washing your hands is simple, right? But are you sure you are doing it the right way? Here are a few tips for washing your hands.

Wet hands with warm water
Apply a generous amount of soap and lather hands well
Rub hands together for 20 seconds or the amount of time it takes to sing Happy Birthday; paying special attention to the areas between fingers and under nails.

Rinse hands thoroughly with warm water
Dry hands with a disposable towel
Use the disposable towel to turn off the faucet and open the door, if in a public place.

Chapter 9: The End

We have discussed procedures and safety in the Janitorial and Custodial Industry. No matter what occupation you have, remember that there are responsibilities associated with your job.

We have covered many procedures and safety topics. Ideally safety is freedom from danger. As we stated earlier, every topic for the Janitor and Custodian cannot be covered in this one manual. Some of the topics that are covered include protection from the risk of harm or injury, achieving a clean, sanitary environment, procedures for cleaning, safety devices, and responsibilities.

Technology is moving ahead, changes are being made everywhere you go and everyone is busy. Business today is a fast paced no-nonsense environment where productivity and efficiency mean everything.

Each person has the responsibility for safety, not only for yourself and the safety of your coworkers but also for facility occupants.

Janitorial 5 Star Services

Item: **BLD2121632P1:BLD2121632P1:BLD2121632P1:BLD2121632P1:BLD2121632P1:BLD2121632P1:BLD2121632P1:BLD2121632P1:BLD2121632P1:Janitorial Services - Small Facilities Group 2 - Agreement No. 9**

Attachments
Agreement 9 Proposal.pdf
Agreement 9 Pricing Sheet.xlsx
Attachments.pdf
Employee and Safety Training Manual.pdf

JANITORIAL
5 STAR SERVICES LLC

"Allow us to give you a Star Cleaning"

1961 NE 25th Ave

Pompano Beach, FL 33062

954-702-2053

954-552-4571

Solicitation BLD2121632P1

Agreement No. 9

Small Facilities Group 2 (3 Locations)

Janitorial Services – County Facilities

May 26, 2021

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Ability of Professional Personnel:

Describe the qualifications and relevant experience of the Project Manager and all key staff that are intended to be assigned to this project. Include resumes for the Project Manager and all key staff described Include the qualifications and relevant experience of all subconsultants key staff to be assigned to this project.

Kristen Olbel

Kristen Olbel is the Chief Executive Officer of Janitorial 5 Star Services. She oversees all operations within the company and works closely with all project managers to guarantee optimal results on each contract. Kristen develops and cultivates a positive working relationship with each contract coordinator prior to contract initiation. She designs, fosters, and deploys strategies for generating resources and revenue for the company.

EDUCATION

Bachelor of Arts (Sociology/Criminal Justice & Psychology) University of Dubuque -Dubuque, IA

WORK HISTORY

Janitorial 5 Star Services (Chief of Operation) (20 Years Experience in the Field)
Fort Lauderdale Police Department (Police Officer) (13 Years Experience in the Field)

Mikelange Olbel

Mikelange “Mike Olbel is the Chief Operations Officer of Janitorial Star Services He develops strategic plans to advance the company s mission and objectives to promote revenue profitability and growth as an organization He oversees all operations to ensure all contracts are executed with effectiveness, quality, service, and cost-effective management of resources.

EDUCATION

Masters of Science (Business Administration, Public Administration & Psychology) Iowa State – Ames, IA
Bachelor of Arts (Criminal Justice & Sociology, Minor in Psychology) University of Dubuque -Dubuque, IA

WORK HISTORY

Janitorial 5 Star Services (Chief of Operation) (20 Years Experience in the Field
Team Saving Our Youth Inc Chief Executive Officer Years Experience in the Field)
Community Based Connections, Inc. (Executive Director) (5 Years Experience in the Field)

Lakesha Houston

Lakesha Houston currently oversees all janitorial Broward County contracts to include the Broward County School District. She is experienced in operations and management with over 15 years of experience. She oversees and is responsible for inventory, equipment maintenance, routine and special project scheduling, and quality control.

EDUCATION

High School Diploma — Hallandale High School - Hallandale Beach, FL
Certification – Hack License

WORK HISTORY

Project Manager, Janitorial 5 Star Services
Oct 2020 – Present

Supervisor/Operator, First Transit
June 2017-Oct 2020

Customer Service Representative/Receptionist, Amsg & Associates
June 2014-Dec 2016

Customer Service Representative/Team Lead, Convey Health
Feb 2012-June 2014

Administrative Assistant, Renee s Learning
Jan 2005-Jan 2012

Kenny Bellinger

Kenny Bellinger currently oversees all post-construction janitorial contracts. He is experienced in operations and management with over 30 years of experience. He oversees and is responsible for inventory, equipment maintenance, routine and special project scheduling, and quality control. Kenny coordinates all projects with facility managers prior to initiation.

EDUCATION

Bachelor of Science (Physical Education) — Florida Memorial College – Miami, FL
High School Diploma — Miami Killian Senior High School - Miami, FL

WORK HISTORY

Project Manager, Janitorial 5 Star Services

Dec 2020 – Present

Checking Agent/Directional Staff, Inter-Cruises Shoreline
Dec 2018 – Oct 2020

Janitor/Project Crew, Red Coat Janitorial Service
Jan 2019 – Dec 2019

Shuttle Operator, Vamp Enterprises Supreme Limousine Service
Oct 2017 – July 2018

Mail Courier Hall s Courier Mail Service
Aug 2015 – Nov 2016

Head Basketball Coach, American Basketball Association
Nov 2015 – April 2016

Compliance Officer, Florida Memorial University
2014-2015

Head Basketball Coach, Florida Memorial University
2003-2015

Interim Head Basketball Coach, Florida Memorial College
2003

Assistant Basketball Coach, Florida Memorial College
Dormitory Counselor, Florida Memorial College
1999-2003

Physical Education/Adaptive Teacher, Norwood/Highland Oaks/Hibiscus Elementary Schools
1996-1999

Assistant Basketball Coach, South Broward Senior High School
1998-1999

Assistant Basketball Coach, Miami Norland Senior High School
1995-1998

Assistant Basketball Coach, Edison Senior High School
1986-1989

Recreational Therapist/Human Services Worker II/Behavioral Program Specialist
Landmark Learning Center
1986-1996

Matthew Lawrence

Matthew Lawrence is the Quality Control Manager of Janitorial 5 Star Services. He develops and oversees the implementation of quality control to improve the efficiency of the cleaning process and the overall company. He customizes the quality control projects for each contract to ensure direct, specific attention to each contract/facility.

EDUCATION

Level of Service/Case Management Inventory (LS/CMI) – Ai Alma Institute 2017
Miami-Dade Reentry Task Force - Member 2012
TABE Test – Certified Administrator - Florida Department of Education 2011
Bachelor in Business Management & Marketing - Florida Atlantic University 2007
Florida Workforce Professional - Tier 1 - Dynamic Work Institute 2005

WORK HISTORY

Quality Control Manager, Janitorial 5 Star Services
May 2021 – Present

Workforce Developer/Employment Specialist, OIC of South Florida
02/2012 – Present

Staffing Coordinator, SFN Group
April 2006 – Nov 2010

Case Manager/Employment Specialist/Trainer, South Florida Workforce/Jobs
Aug 2001 – Feb 2006

Matthew Gibson

Matthew Gibson is an Assistant Manager for Janitorial 5 Star Services. He assists the Project Manager with routine cleaning and special projects. He assists with inventory, equipment maintenance, and quality control. Matthew is responsible for training new employees and continuing education for all employees.

EDUCATION

High School Diploma — St. Thomas Aquinas High School – Fort Lauderdale, FL

WORK HISTORY

Assistant Manager/Site Supervisor, Janitorial 5 Star Services
Oct 2020 – Present

Flagger/Safety Operations, AWP

Oct 2020- Feb 2021

Courier, FedEx
April 2018 – Dec 2019

Courier/Supervisor, DHL
Nov 2011 – July 2019

Delivery/Supervisor, Meals on Wheels
March 2015 – June 2018

Disaster Relief, Big Foot Express Hurricane Relief
Fed 2008 – March 2015

Marie Rosier

Marie Rosier is the Chief Financial Officer of Janitorial 5 Star Services. She provides accurate and timely financial reporting to support the daily operations. She improves productivity and decreases risk and liability within the company by budgeting and forecasting projections.

Lorenzo Mills

Lorenzo Mills is a project supervisor for Janitorial 5 Star Services. He manages the pressure washing projects and contracts. He oversees and is responsible for inventory, equipment maintenance, routine and special project scheduling, and quality control. Lorenzo coordinates all projects with facility managers prior to initiation.

Hudson Vilfrard

Hudson Vilfrard is a project supervisor for Janitorial 5 Star Services. He manages the floor cleaning projects and contracts. He oversees and is responsible for inventory, equipment maintenance, routine and special project scheduling, and quality control. Hudson coordinates all projects with facility managers prior to initiation.

1.1 Company Profile

Janitorial Star Services was founded in by Kristen and Mikelange “Mike Olbel This family owned company is located in Pompano Beach, FL and built on 20 years of experience. We provide services to Palm Beach, Broward, and Dade Counties.

We always strive to provide the highest quality cleaning service, and we take pride in maintaining high standards with all our staff. Our services range from the following: New Construction Cleaning, Post-Construction Cleaning, Banks, Churches, Schools, Health Clinics, Pressure Cleaning, Lawn Maintenance, and Commercial Buildings. Janitorial 5 Star Services hires locally through churches, schools, local organizations and returning veterans.

KRISTEN L. OLBEL, BS

Pompano Beach, Florida 33062
(954) 702-2053
Janitorial5starservices@gmail.com

SUMMARY OF QUALIFICATIONS

Accomplished and energetic current business owner and operator with a solid history of achievement in the service industry. Motivated leader with strong organizational and prioritization abilities. Areas of expertise include extreme efficiency and organization, multi-tasking, and quality control with % client satisfaction I ve served as the owner and operator of a cleaning business for the last five years. My strong organizational and multi-tasking skills, as well as superior time and resource management capabilities are:

Strategic Vision
Operations Management
Community & Municipal Relations
Quality Assurance
Contract Management
Strategic Partnerships
Outcomes Measurement
Start-up Capacity Building
Program/Contract Monitoring
Finance, Budgeting and Cost Management

PROFESSIONAL EXPERIENCES

01/2017 – Present CEO, Janitorial 5 Star Services

We have owned & operated our own commercial and residential cleaning business for over 5 years now which includes cleaning and maintenance labor tasks, business management, multi-tasking, client communication and satisfaction, employee management, scheduling, billing etc. **Key accomplishments include:**

- Managed business accounts by networking and communicating with crucial account decision-makers to review service delivery and explore opportunities to develop new business.
- Created culture focused on customer service and satisfaction, resulting in improved customer loyalty and retention.

- Increased revenue and reduced risk by enforcing company policies and improving operations.
- Evaluate and manage employee performance and establish employee training and development plans that align with organization development philosophy.
- Transformed struggling business into an industry leader by restructuring organization and implementing business plan to penetrate new markets.
- Identified areas for expansion by analyzing market, consumer trends, and competition
- Represented the company to the media and trade organizations to support business operations.
- Led management team in all aspects of business development including consumer research, competitive research, and emerging opportunities.

07/2014 –Present **Police Officer, City of Fort Lauderdale**

Protects citizens by preventing crime, enforcing laws, apprehending suspects, and monitoring traffic.
Prevents crime by explaining and enforcing applicable federal, state, and local laws and ordinances; teaching preventive, protective, and defensive tactics; mediating disputes; patrolling assigned area; responding to notices of disturbances; conducting searches; observing suspicious activities; and detaining suspects. **Key accomplishments include:**

- Apprehends suspects by responding to complaints and calls for help, observing violations, and making arrests.
- Conducts criminal investigations by gathering evidence, interviewing victims and witnesses, and interrogating suspects.
- Documents observations and actions by radioing information and completing reports.
- Reports observations and actions by testifying in court.
- Fulfills court orders by serving warrants and commitments.
- Maintains safe traffic conditions by monitoring and directing traffic, enforcing laws and ordinances, investigating accidents, providing escort, and reporting unsafe streets and facilities.
- Minimizes personal injury by rescuing and reviving victims and radioing for medical assistance.
- Maintains operations by following department policies and procedures and recommending changes.
- Ensures operation of equipment by practicing responsible use, completing preventive maintenance requirements, following manufacturer s instructions troubleshooting malfunctions notifying supervisor of needed repairs and evaluating new equipment and techniques.

06/2013 – 07/2014 **Police Officer, Town of Palm Beach**

Protects citizens by preventing crime, enforcing laws, apprehending suspects, and monitoring traffic.
Prevents crime by explaining and enforcing applicable federal, state, and local laws and ordinances; teaching preventive, protective, and defensive tactics; mediating disputes; patrolling assigned area; responding to notices of disturbances; conducting searches; observing suspicious activities; and detaining suspects. **Key accomplishments include:**

- Maintains professional and technical knowledge by studying applicable federal, state, and local laws and ordinances; attending educational workshops; reviewing professional publications; practicing skills; and participating in professional societies.
- Apprehends suspects by responding to complaints and calls for help, observing violations, and making arrests.
- Conducts criminal investigations by gathering evidence, interviewing victims and witnesses, and interrogating suspects.
- Documents observations and actions by radioing information and completing reports.
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- Minimizes personal injury by rescuing and reviving victims and radioing for medical assistance.

- Maintains operations by following department policies and procedures and recommending changes.

09/2008 – 06/2013 Police Officer, City of Dubuque

Protects citizens by preventing crime, enforcing laws, apprehending suspects, and monitoring traffic.
Prevents crime by explaining and enforcing applicable federal, state, and local laws and ordinances; teaching preventive, protective, and defensive tactics; mediating disputes; patrolling assigned area; responding to notices of disturbances; conducting searches; observing suspicious activities; and detaining suspects. **Key accomplishments include:**

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- Minimizes personal injury by rescuing and reviving victims and radioing for medical assistance.
- Maintains operations by following department policies and procedures and recommending changes.

09/2000 – 05/2008 Forman, Swift Transition Inc.

Responsible for overseeing daily operations at a worksite to ensure the completion of projects in a safe and efficient manner. Their duties include hiring Construction Workers and trade professionals to perform specific tasks, monitoring budgeting expenses for Workers, supplies or tools and reviewing laws and regulations to maintain a safe work environment.
Key accomplishments include:

- Coordinating daily tasks according to priorities and plans, making changes when necessary due to weather, supply, delivery and personnel
- Delegating individual responsibilities and projects to crew members and contractors
- Recruiting, hiring, training, managing and mentoring employees and contractors
- Providing adequate resources and staffing to meet project schedules, laws, regulations, best practices and safety needs
- Emphasizing safe use of tools, machinery and equipment while providing training on safety gear, helmets and procedures
- Developing and managing project budgets and quality standards for all sites
- Resolving conflicts or miscommunications quickly and amicably
- Regularly reporting project status to supervisors, site engineers and other officials

EDUCATION

University of Dubuque, Dubuque, IA
Bachelors of Arts, Cum Laude, 5/2008

MIKELANGE (MIKE) OLBEL, MS

Pompano Beach, Florida 33062
Janitorial5starservices@gmail.com

SUMMARY OF QUALIFICATIONS

Highly qualified Executive Manager and entrepreneur with several years of experience in organizational leadership and human services administration. Result oriented and multi-talented leader with proven ability to **engage and satisfy customers** (including persons served, funders, constituent groups, and community partners), **leverage community resources**, **convene large groups of stakeholders** to address a common cause, and **work well with a group of volunteer governance board members**. Exceptional leadership and management strengths in:

- Strategic Vision
- Operations Management
- Resource Development
- Quality Assurance
- Human Resource Development
- Grants Writing
- Contract Management
- Community & Municipal Relations
- Strategic Partnerships
- Executive Coaching
- Outcomes Measurement
- Start-up Capacity Building
- Program/Contract Monitoring
- Finance, Budgeting and Cost Management

PROFESSIONAL EXPERIENCES

01/2017 – Present **COO, Janitorial 5 Start Services**

We have owned & operated our own commercial and residential cleaning business for over 5 years now which includes cleaning and maintenance labor tasks, business management, multi-tasking, client communication and satisfaction, employee management, scheduling, billing etc. **Key accomplishments include:**

- Identified and corrected deficiencies with forward-thinking approaches to address organization-wide and department-level problems.
- Supervised Office Manager and Administrative Staff, ensuring that all operating units received adequate support for operations.
- Monitored operations for cost-effectiveness, quality, and productivity, using quantitative data.
- Launched employee outreach programs that fostered productive and proactive work environment.
- Maintained quality and precision by developing culture of stability and strong performance.
- Reviewed systems in place to manage internal controls of all financial activities and contributed strategic planning.
- Led the company to successful product launch and developed initial product roadmap and go-to-market strategy.
- Spearheaded development, implementation, and management of an effective human resources program.

01/2014 – Present **CEO, Community Based Connections, Inc.**

Recruited to turn around the organization s financial and operations performance driving growth to achieve long-term sustainability. Charted an innovative direction in partnership with the Board, senior staff and key funding partners. Manage P&L and

all core functions: operations, human resources, training and development, finance, technology systems, services and programs, fundraising, grant writing, marketing and public relations. Human services organization specializing in early childhood education, juvenile delinquency intervention and prevention, family strengthening, and community development services. **Key accomplishments include:**

- Eliminated agency $60,000 deficit with-in (1) first year.
- Increase agency budget by 80% within two (2) years.
- Decrease agency turnover rate by 97%.
- Evaluate and manager employee performance and establish employee training and development plans that align with organization development philosophy.
- Develop and implement donor base outreach and fundraising.
- Manage and direct the organization toward its primary objectives, based on contractual obligations and under the leadership of the Board of Directors, by performing leadership and high-level management duties personally or through subordinate managers.
- Secured grants afterschool program that s actively working with school leadership parents and child care center directors to enhance the academic and behavior performance of students in grades K-12.
- Grew organization s annual budget from to million in three years
- Developed framework for Juvenile Prevention Initiative that is establishes a continuum of resources to enhance the positive behavior performance of at-risk children and family in Broward County School.
- Establish strategic partnerships with numerous community based organizations, religious partnership, funding entities (i.e. Department of Juvenile Justice and Children Service Council), and community leaders to collaboratively address key community issues.
- Provide visionary leadership, personnel management, and professional development.
- Fiscal management; staff management and development; and volunteer development
- Assisted in creating and renewing policies for Eliminating Schoolhouse to Jailhouse pipeline through efforts of Circuit 17 Juvenile Justice Advisory Board as a Board Member.
- Secured $120,000 in emergency funding for community COVID-19 Resiliency Funds to support Broward County residents food assistance, mortgage assistance, rent assistance, FPL assistance and utilities assistance.

08/2012 – 01/2014 Founder/CEO, Team Saving Our Youth, Inc.

Founder and Chief Executive Officer for 501c(3) human services organization specializing in early childhood education, juvenile delinquency prevention, family strengthening, and community development services. **Key accomplishments include:**

- Manage and direct the organization toward its primary objectives, based on contractual obligations and under the leadership of the Board of Directors, by performing leadership and high level management duties personally or through subordinate managers.
- Secured a $250,000 grant for the Project SOY, Life Line and Transitional Transformation programs which all three programs is actively working with school leadership, parents, and child care center directors to enhance the academic and behavior performance of students in grades K-12.
- Grew organization s annual budget from to in years
- Developed framework for Project SOY Initiative that is establishes a continuum of resources to enhance the positive behavior performance of at-risk children and family in Broward County School.
- Establish strategic partnerships with numerous community based organizations, funding entities (i.e. Department of Juvenile Justice and Children Service Council), and community leaders to collaboratively address key community issues.
- Provide visionary leadership, personnel management, and professional development.
- Assisted in creating and renewing policies for Eliminating Schoolhouse to Jailhouse pipeline.
- Works closely with management and employees to improve work relationships, build morale, and increase.
- Lead, mentor and guide development of talent within the team, which includes succession and development planning, performance management, and recognition.
- Provide active and engaged performance management and promotion of professional development.

01/2011 – 01/2012 Youth Educator, OIC of South Florida, Inc.

Responsible for planning and facilitating grant awarded of $5 million dollars (over a period of 5 years). Evaluating educators and program outcome; marketing organizational federal grant program to possible partners; represented corporation in strategic community programs, community boards, governmental institutions and other organizations that advance the image and visibility of the corporation. Key accomplishments:

- Serves as an interface when needed for senior leadership with strategic community programs, business and community leaders.
- Providing group intervention for adults and at-risk youth ages 13-19; delivering the implementation of program's evaluation instruments, maintain statistics.
- Organized community activities and programs in order to develop and maintain linkages to other community-based organizations, faith-based organization and schools.
- Seeks and develops partnerships with local organizations, and develops new business strategies and relationships that enhance market share and overall performance of organization.
- Supports marketing objectives, plans, and strategies; provides guidance to various marketing efforts, and provides leadership to ensure that individual programs support the overall mission, goals, and objectives of the organization.
- Three years of Planning and Teaching Reducing the Risk curriculum at Coral Glades High School.
- Evaluating educators and program outcome.
- Marketing organizational federal grant program to possible partners.
- Represents organization in strategic community programs, community boards, governmental institutions and other organizations that advance the image and visibility of the organization.
- Serves as an interface when needed for senior leadership with strategic community programs, business and community leaders.
- Delivering the implementation of program's evaluation instruments, maintain statistics, and produce monthly reports on program activities.
- Responsible for evaluating and updating the health education curriculum for use in community-based organizations presentations.
- Over exceed grant numbers three years straight.

08/2012 – 05/2013 Adjunct Professor (Business Leadership), South Florida Bible College

Providing classroom instruction and support to undergraduate students but not limited to: Developed lesson plans and assign projects; developed business department structure; developed program curriculum; facilitated 26 weeks class session on Leadership Development; implemented policy and procedures and implemented and facilitated workshops for employees.

10/2007 – 09/2009 Youth Case Worker, Hillcrest Family Services.

Provided approximately 2 years of direct service and progressive leadership service to this nonprofit human services organization specializing in providing school readiness/early academic success assistance, community based behavioral health, family strengthening, juvenile delinquency prevention, and foster care services to troubled children and families. **Key accomplishments include**:

- Provided proven ability to establish and maintain a therapeutic environment for twelve adolescents diagnosed as exhibiting anti-social behavior demonstrated skills in implementing and coordinating each individual s treatment plan as dictated by head psychiatrist.
- Implemented and coordinated each individual s treatment plans as dictated by head psychiatrist with % completion
- Debriefing University Officials on classified information and providing positive elucidation to handle matter. Assessing client s needs and developed services plans conducted group therapeutic intervention for clients to ensure support system and non-violence conflict operations; arranged and transport clients to daily recreation facilities and providing the highest level of security.
- Provided 100% daily case-log for head psychiatrist in charge and daily intervention notes of client s behavioral provide new employees with on the job training and administer individual s intervention with clients and providing program supervisor report of intervention.
- Assisted clients with self-confidence through intervention for school performance and life expectancy. Provided specialized services that may include detainment, interstate compact, post placement supervision and relative/non-relative caregiver home studies; and arranged and provided quality improvement process.

EDUCATION

Iowa State University, Ames, IA
Master of Science*, Magnum Cum Laude, 5/2010*
Interdisciplinary Graduate Studies: Business Administration, Public Administration & Psychology
Concentration: *Business Management, Public Relations, Public Policies, Human Resources, Business Leadership*
Creative Component (Thesis): Attitudes Towards Hiring Immigrants Among Iowa Small Business Owners and Managers

University of Dubuque*,* Dubuque, IA
Bachelors of Arts, Cum Laude, 5/2008
Major: Sociology & Criminal Justices; Minor: Psychology
Concentration: Social Perspective, Criminology, Attitudes & Behaviors.

BOARD/COUNCIL APPOINTMENTS

- Florida Restorative Justice Association
- Circuit 17th Juvenile Justice Advisory Board
- Housing Authority of Pompano Beach (Commissioner)
- Hopewell Missionary Baptist Church Scholarship Board Member;
- Fathers, Men and Boys Committee Co-Chair Broward County Children s Strategic Planning Council
- Advisory Council Member: Project Bridge for Eckerd

Media & News Journal Appearance

- Future First: Restorative Justice (BECON TV Network)
- New Haitian Generation (BECON TV Network)
- The Westside Gazette
- Hot 105 FM Radio Station: HIV and AIDS Bowling Awareness (2013)
- Des Moines Register "Haitian students at ISU feel devastated hope for good news Iowa
  By: Danny Valentine (Staff Writer)
- Iowa KCCI 8 News Network, Iowa (2010)
- Iowa State Daily Newspaper "Haitian students organize aid efforts in the face of disaster awaiting word from families friends Iowa (2010) By: Tessa Callender & Kyle Peterson (Daily Staff Writers)
- Sun-Sentinel Newspaper "Tri-county Pipeline Florida By: Pat Lammer (Staff Writer)

COMMUNITY AWARDS/RECOGNITIONS

- 2011 Award for Collective Youth Impact (2019)
- 2014 Grant Award Recipient for New Day: Civil Citation & Diversion, Fort Lauderdale, Florida (2014– 2017)
- 2014 Grant Award Recipient for Juvenile Prevention & Diversion Fort Lauderdale, Florida (2014– 2017)
- Excellence in Education Award for Over Exceed Grant Numbers, Fort Lauderdale, Florida(2011– 2012)
- Raised $30,000 in effort with Red Cross for the Haiti Earthquake (2010)
- Student Judicial Board, University of Dubuque, Iowa (2007– 2008)
- Iowa Intercollegiate Academic Scholar, University of Dubuque (2006 –2007)
- Benjamin Franklin Leadership Award, Multicultural Center, University of Dubuque, Iowa (2006 – 2007)
- Wendt Character Scholarship, University of Dubuque, Dubuque, Iowa (2005 – 2007)
- Horatio Alger Scholarship Recipient, Horatio Alger Scholarship, Miami, Florida (2004 – 2007)

2. Total Number of Current Employees
   a. Full Time: 19
   b. Part Time: 40
3. Total Number of Supervisory Employees
   a. Full Time: 3

b. Part Time: 5

4. Total Number of Custodial Workers
   a. Full Time: 16
   b. Part Time: 35
5. Temporary Workers
   All staff are employed with the company.
6. Provide Health Benefits
   Upon being awarded the contract, all employees will be paid per the living wage agreement and provided the opportunity to obtain health benefits.
7. Require criminal background check

   Janitorial 5 Star Services understands security is paramount and thus it is treated as such. All employees undergo a full criminal background. Prior to commencing the contract all employees will meet badging and security standards set forth for each location.

   a. Describe when this occurs and which job categories applies to.

      The background check is completed as part of the hiring process and applies to all positions.

1.2 Company Experience/Reference

Submit references with following info and describe prime vendor s experience on projects similar nature, scope, and duration along with satisfactory completion both on time and within budget.

Janitorial 5 Star Services acted as the prime contractor on the below listed contracts. Please see corresponding attachments for information.

Reference 1 (see attachment A for reference)

Broward County School District

We perform custodial cleaning on a contractual and emergency basis within the Broward County Schools. We perform electrostatic disinfecting to Broward County schools and administrative sites. The schools and administrative sites vary in square footage and height of buildings. All work has been performed within budget and on time. We are the Prime contractor for this contract.

a. Name and location of facility: see list below
b. Size of facility area cleaned (sf): see list below
c. Number of stories (height of building): see list below

d. Total number of worker/supervisors assigned to facility: see list below
e. Total number of facility users, ie. Employees, clients,: see list below
f. Start date and end date of contract: Oct 2020 to present
g. Annual dollar value of contract:
h. Identify operational hours of contract (24 hours a day, 7 days a week, 52 weeks a year): operational hours are 24 hours / 7 days / 52 weeks
i. Identify level of employee background/security checks: state/local through Broward County School District
j. Identify if adhered to green building maintenance standards: yes

Site Name/Type	Size	Site Address
Royal Palm Elementary School	128,943 sf	1951 NW 56th Ave Lauderhill, FL 33313
Plantation High School	343,064 sf	6901 NW 16th St, Plantation, FL 33313
Nova Eisenhower Elementary	97,989 sf	6501 SW 39th St, Davie, FL 33314
South Plantation High School	351,376 sf	1300 SW 54th Ave Plantation, FL
Silver Shore Elementary	109,372 sf	1601 SW 160th Ave Miramar, FL
Thurgood Marshall Elementary	104,460 sf	800 NW 13th St Fort Lauderdale, FL
Bethune Elementary	143,054 sf	2400 Meade St Hollywood, FL 33020
Central Park Elementary	132,169 sf	777 N Nob Hill Rd Plantation, FL
Walter C. Young Middle School	224,196 sf	901 NW 129th Ave Pembroke Pines, FL
Gator Run Elementary	145,398 sf	1101 Glades Pkwy, Weston, FL 33327
Ramblewood Elementary	103,248 sf	8950 Shadowwood Blvd Coral Springs
Pines Lakes Elementary	119,644 sf	10300 Johnson St Pembroke Pines, FL
Coconut Creek Elementary	90,150 sf	500 NW 45th Ave Coconut Creek, FL 33066
Driftwood Elementary	89,165 sf	2700 NW 69th Ave Hollywood, FL 33024
Collins Elementary	56,163 sf	1050 NW 2nd St Dania Beach, FL 33004

Tradewind Elementary	154,166 sf	5400 Johnson Rd Coconut Creek, FL
Rock Island Elementary	95,818 sf	2350 NW 19th St Fort Lauderdale, FL 33311
Maplewood Elementary	101,237 sf	9850 Ramblewood Dr Coral Springs, FL 33071
Endeavour Primary Elementary	57,426 sf	2701 NW 56th Ave Lauderhill, FL
Davie Elementary	94,208 sf	7025 SW 39th St Davie, FL
Meadowbrook Elementary	111,487 sf	2300 SW 46th Ave Fort Lauderdale, FL
Parkway Middle School	289,576 sf	3600 NW 5th Ct, Fort Lauderdale, FL 33311
Silver Lakes Elementary	111,322 sf	2300 SW 173rd Ave Miramar, FL
Palm Cove Elementary	129,311 sf	11601 Washington St Pembroke Pines, FL
Morrow Elementary	91,474 sf	408 SW 76th Ter North Lauderdale, FL
Park Springs Elementary	135,976 sf	5800 NW 66th Ter Coral Springs, FL 33067
Falcon Cove Elementary		4251 Bonaventure Blvd Weston, FL
Manatee Bay Elementary	144,855 sf	19200 Manatee Isles Dr Weston, FL
West Broward High School	357761 sf	500 NW 209th Ave, Pembroke Pines, FL 33029
Pembroke Lakes Elementary	101,646 sf	11251 Taft St Pembroke Pines, FL
Sanders Park Elementary	88,070 sf	800 NW 16th St Pompano Beach, FL 33060
Plantation Park Elementary	76,645 sf	875 SW 54th Ave Plantation FL, 33317
Stirling Elementary	105,533 sf	5500 Stirling Rd Hollywood, FL
Sheridan Park Elementary	115,742 sf	2310 N 70th Ter Hollywood, FL 33068
Everglades Elementary	148,886 sf	2900 Bonaventure Blvd Westin, FL 33311
Dillard Elementary	118,096 sf	2330 NW 12th Ct Fort Lauderdale, FL
Coral Glades High School	301,401 sf	2700 Sportsplex Dr Coral Springs, FL 33065

Fort Lauderdale High School	314,212 sf	1600 NE 4th Ave Fort Lauderdale, FL 33305
Heron Heights Elementary	125,033 sf	11010 Nob Hill Rd Parkland, FL 33076
New Renassiance Middle School	194,973 sf	10701 Miramar Blvd Miramar, FL 33025
McNab Elementary	91969 sf	1350 SE 9th Ave Pompano Beach, FL 33309
Pasadena Lakes Elementary	98,791 sf	8801 Pasadena Blvd Pembroke Pines, FL 33024
Coral Springs High School	346,405 sf	7201 W Sample Rd Coral Springs, FL
Eagle Ridge Elementary	129,983 sf	11500 West View Dr Coral Springs, FL 33076
Quest Center	73,003 sf	6401 Charleston St, Hollywood, FL 33024
Whispering Pines Center	64,049 sf	3609 S Douglas Rd, Miramar, FL 33025
Cross Creek Center	64,013 sf	1010 NW 31st Ave, Pompano Beach, FL 33069
Bright Horizon Center	78,123 sf	3901 NE 1st Terrace, Pompano Beach, FL 33064
Wingate Oaks Center	71,639 sf	1211 NW 33rd Terrace, Fort Lauderdale, FL
Hollywood Park Elementary	80,690 sf	901 N. 69TH Way, Hollywood, FL 33024
West Hollywood Elementay	106,422 sf	6301 Hollywood Blvd, Hollywood, FL 33024
Stirling Elementary	105,533 sf	5500 Stirling Rd, Hollywood, FL 33021
Henry D. Perry Education Center	175,901 sf	3400 Wildcat Way, Miramar, FL 33023
Perry Annabel C. Middle	104,198 sf	6850 SW 34th St., Miramar, FL 33023
Broward Estates Elementary	97,633 sf	441 NW 35th Ave Fort Lauderdale, FL 33311
Martin Luther King Elementary	110,051 sf	591 NW 31st Ave Fort Lauderdale, FL 33311
Larkdale Elementary	78,579 sf	3250 NW 12th Pl Fort Lauderdale, FL 33311
Royal Palm Elementary	128,943 sf	1951 NW 56th Ave Lauderhill, FL 33313

Westwood Heights Elementary	122,314 sf	2861 SW 9th St Fort Lauderdale, FL 33312
Riverland Elementary	105,242 sf	2600 SW 11th Ct Fort Lauderdale, FL 33312
Stephen Foster Elementary	82,499 sf	3471 SW 22nd St Fort Lauderdale, FL 33312
Sheridan Hills Elementary	82,939 sf	5001 Thomas St, Hollywood, FL 33021
Boulevard Heights Elementary	120,614 sf	7201 Johnson St, Hollywood, FL 33024
Pembroke Pines Elementary	105,740 sf	6700 SW 9th St Pembroke Pines, FL 33023
Sunshine Elementary	105,987 sf	7737 La Salle Blvd Miramar, FL 3323
Fairway Elementary	126,678 sf	7850 Fairway Blvd, Miramar, FL 33023
Miramar Elementary	124,613 sf	6831 SW 26th St. Miramar, FL 33023
Pioneer Annex	88,890 sf	5400 SW 90TH AVE COOPER CITY, FL 33328
South Area Bus Complex	18,154 sf	900 S UNIVERSITY DR Pembroke Pines, FL 33024
South Area Maintenance	12,384 sf	1295 N. 21st AVE HOLLYWOOD, FL 33020
Sheridan Technical College		5400 West Sheridan St Hollywood, FL 33021
Sheridan Technical College West Campus		20251 Stirling Rd Pembroke Pines, FL 33332
Sheridan Technical College Bus Lot	35,988 sf	20251 Stirling Rd Pembroke Pines, FL 33332
Talent Development HRD	15,991 sf	3521 DAVIE Rd DAVIE, FL 33314
WEST CENTRAL BUS COMPOUND	39,650 sf	2500 COLLEGE AVE DAVIE, FL 33314
BECON Administration	35,342 sf	6600 SW NOVA Dr DAVIE, FL 33314
McFatter Technical College and High School	255,908 sf	6500 Nova Dr. Davie, FL 33317
Broward Fire Academy		2600 SW 71st Ter Davie, FL 33314
TITLE I (Special Programs Office)	14,405 sf	701 NW 31 AVE FORT LAUDERDALE, FL 33311
Central Area Maintenance		1560 NW 34th Ter Fort Lauderdale, FL 33311

Atlantic Technical College- Arthur Ashe, Jr. Campus		1701 NW 23rd Ave Fort Lauderdale, FL 33311
Rock Island Administrative Site	77,692 sf	2301 NW 26th St Fort Lauderdale, FL 33311
Atlantic Technical College		4700 Coconut Creek Pkwy Coconut Creek, FL 33063
Kathleen C. Wright Administrative Complex	288,348 sf	600 SE 3RD AVE FORT LAUDERALE, FL 33301
Pineridge Education Center	59,456 sf	1251 SW 42nd Ave Fort Lauderdale, FL
Twin Lakes Annex	28,232 sf	4140 NW 10TH AVE OAKLAND PARK, FL 33009
Twin Lakes Warehouse, Maintenance, and Transportation	267,860 sf	3810 NW 10TH AVE OAKLAND PARK, FL 33009
Central Transit		3897 NW 10th Ave Oakland Park, FL 33009
Crystal Lake Middle School	170,584 sf	3551 NE 3rd Ave Pompano Beach, FL 33064
North Area Bus Garage	7,549 sf	2600 NW 18 TER POMPANO BEACH, FL 33060
North Area Bus Complex	17,735 sf	1751 NW 22ND AVE POMPANO BEACH, FL 33060
North Area Portable Annex Training Center	13,222 sf	2251 NW 18TH ST POMPANO BEACH, FL 33060
Cypress Run Education Center	60,474 sf	2800 NW 30th Ave Pompano Beach, FL 33069
North Area Maintenance	66,718 sf	6501 NW 15 AVE FORT LAUDERDALE, FL 33009
Twin Lakes Administrative	40,809 sf	4199 NW 10TH AVE OAKLAND PARK, FL 33009
TSSC Annex	49,103 sf	7770 W OAKLAND PARK BLVD SUNRISE, FL 33351
Technology and Support Service	147,736 sf	7720 W OAKLAND PARK BLVD SUNRISE, FL 33351
Sheridan Technical High School		3775 SW 16th St Fort Lauderdale, FL 33312
Lanier James Education Center	59,082 sf	1050 NW 7th Ct Hallandale Beach, FL 33009
Pompano Administrative Center	32,690 sf	610 NE 13th Ave Pompano Beach, FL 33060

Reference 2 (see attachment B for reference)

BMD Management

We perform daily office cleaning to this facility. It is a two story office building. All work has been performed within budget and on time. We are the Prime contractor for this contract.

a. Name and location of facility: 555 Twelve
b. Size of facility area cleaned (sf): 48,231 sf
c. Number of stories (height of building): 2 stories
d. Total number of worker/supervisors assigned to facility: 4
e. Total number of facility users, ie. Employees, clients: 70 users
f. Start date and end date of contract: 7/1/2017 to present
g. Annual dollar value of contract: $50,000
h. Identify operational hours of contract (24 hours a day, 7 days a week, 52 weeks a year): operational hours are 12 hours /5 days /52 weeks
i. Identify level of employee background/security checks: local/ state check
j. Identify if adhered to green building maintenance standards: yes

Reference 3 (see attachment C for reference)

City of Pompano Beach

We perform daily pressure cleaning service to the city pier. Our service includes trash pick up, daily spot cleaning, and monthly cleaning of entire pier and canopies. All work has been performed within budget and on time. We are the Prime contractor for this contract.

a. Name and location of facility: Pompano Beach Pier (Fisher Family Pier)
b. Size of facility area cleaned: 16,000 sf
c. Number of stories (height of building): pier
d. Total number of worker/supervisors assigned to facility: 2
e. Total number of facility users, ie. Employees, clients: 100 users
f. Start date and end date of contract: 05/2020 to present
g. Annual dollar value of contract: $75,000
h. Identify operational hours of contract (24 hours a day, 7 days a week, 52 weeks a year): Operational hours are 24 hours/7 days /52 weeks
i. Identify level of employee background/security checks: local/state check
j. Identify if adhered to green building maintenance standards: yes

1.3 Experience of Key Personnel

Describe the experience of key personnel (including prime vendor and their subcontractors relevant to providing timely, high quality janitorial service in an environmentally friendly manner to multiple high-profile facilities.

1. List key personnel of the proposed maintenance team, including supervisors, and primary project manager for each agreement of locations listed on the price sheets. Describe the key personnel s relevant experience and the role they will play for each agreement of locations, including the following info: project superintendent, site supervisor, full time service crews.

   Key personnel:

   Project Superintendent

   Kristen Olbel will be the Project Superintendent. Kristen is currently the CEO of Janitorial 5 Star Services and oversees operations. She has over 20 years of experience in the industry providing a vast knowledge to ensure all specifications are met per the customer s specifications. Kristen will meet with Broward County representatives and building managers on a routine basis to guarantee customer satisfaction.

   Project Manager

   Lakesha Houston currently oversees all janitorial Broward County contracts to include the Broward County School District. She is experienced in operations and management with over 15 years of experience. She oversees and is responsible for inventory, equipment maintenance, routine and special project scheduling, and quality control.

   Site Supervisor

   Kenny Bellinger is currently the project manager over post construction contracts for Janitorial 5 Star Services. Kenny is responsible for all labor, supervision, equipment, and quality control. He will provide site supervision on this agreement.

   Matthew Gibson is currently a site supervisor for Janitorial 5 Star Services. He is responsible for site supervision, equipment, and quality control. Matthew will provide site supervision on this agreement.

   Full Service Crews

Janitorial 5 Star Services currently employees over 50 employees. We will staff this agreement with currently employed personnel to provide them the first opportunity. If additional personnel are required, we will hire personnel from the community where the contract site is located. This will allow for a quicker emergency response if required and to meet our company goal of hiring within the community where service is provided.

2. Provide a brief resume of employees who will furnish professional and technical support expertise for each agreement of locations listed on the price sheets. Include: functions in the company, title and number of years of service with company, years of experience in the maintenance of comparably complex facilities and systems.

   See section 1 (Ability of Professional Personnel) for resumes and list of employees.

2 Location

Janitorial 5 Star Services is both a **Local Business** and a **Locally Based Business** as each term is defined by Section 1-74, Broward County Code of Ordinances. Janitorial 5 Star Services is located in Pompano Beach, FL and possesses a Business Tax Receipt with the City of Pompano Beach and Broward County (see attachment D & E).

3 Project Approach

Describe the prime vendor s approach for each agreement of locations vendor is proposing. Include how prime will use subcontractors for each agreement.

Janitorial 5 Star Services is CBE/SBE certified with Broward County. We will be functioning as the Prime Vendor for all agreements. See attachment F & G for certificates. Janitorial 5 Star Services is bidding on all agreements (1-14). See section 1.1 under Company Profile for employee information and number of employees.

3.1 Project approach for each agreement of locations prime vendor is proposing.

a. Describe how you intend to meet or exceed quality standards. Discuss adequacy of weekly service hours proposed to meet the quality specifications described in the RFP.

At Janitorial 5 Star Services we pride ourselves in being able to provide quality and effective service for our clients. We understand that cleanliness isn t just about what is seen, but it goes beyond that. So just like our attitude towards cleaning, we utilize many programs and services to deliver seamless service that isn t seen on the surface. Our personnel will work side by side with the building managers to guarantee standards are met at every level.

We utilize various technology and programs to provide accurate record keeping and scheduling. This will guarantee our staff meets and keeps the required inspection dates which will keep your operations uninterrupted. Our quality control program is designed to keep you, the client, informed so rest assured our real time approach will not leave you wondering about daily or periodic tasks. With these programs and approaches we will not only meet the expectations, but exceed the standards set forth in this RFP.

b. Discuss any exceptions you suggest to minimum proposed service hours.

At Janitorial 5 Star Services we understand time is valuable, but quality will not be sacrificed. We will routinely analyze the current service hours, tasks, and frequency to determine if changes are required or practicable. Based on those findings the appropriate changes will be executed. At Janitorial 5 Star Services our promise to you is quality. It will always remain a constant priority and that expectation will not change. Should any exceptions to the minimum proposed service hours arise we will fully cooperate with Broward County.

c. Describe how you propose to meet minimum work tasks and interface with normal building activities.

Our combined team of managers and supervisors will develop a task specific plan that will be based on the time expected, facility, crew, and equipment required. This task specific plan will then be scheduled in conjunction with the feedback of the building manager. This communication will provide more accurate scheduling and reduce any interference with normal building activities.

Our goal is to provide a service that is unified and conscience of your needs. We believe that your satisfaction is paramount at every level of our contract with you and that starts at the planning stage.

d. Describe how you will maintain public areas, specifically providing high quality floor surfaces.

Janitorial 5 Star Services recognizes the appearance of public or common areas is crucial to your business and daily operations. The appearance of your building creates a mood and message not only to the public you serve, but your staff as well. Our scheduling programs coupled with our training program leaves no room for error. Our staff is more than prepared to keep all areas of your facilities in tip top shape. We provide continuing education and daily/weekly team meetings to keep all employees knowledgeable about their responsibilities. And what is knowledge without the proper equipment? We provide equipment that is appropriate for the task at hand and made with quality to all employees to guarantee the task is completed in a timely and efficient manner.

Our teams are trained in the proper floor cleaning procedures and will follow all requirements set forth in the RFP. Upon award of this contract, all surfaces will be evaluated and assessed to develop the correct and appropriate approach. A schedule will then be created to maintain quality flooring.

3.2 Describe how prime vendor will manage and organize work for each agreement of locations vendor is proposing.

a. State number of crews working for each agreement identified.
   i. Describe how you will schedule basic janitorial service for each facility.
   ii. List the individual building teams that will be working for that agreement per building(s): management, supervisory, maintenance crews.

Janitorial 5 Star Services will deploy the following personnel for each agreement:

a. General Manager
b. Administrative Assistant
c. Project Manager
d. Assistant Project Manager
e. Site Supervisor
f. Porter/Cleaner
g. Project Crew

The agreement will be managed and organized through the use of computer programs. All daily and periodic work will be coordinated and executed through a generated schedule of tasks. In addition, we will continuously monitor and reevaluate to ensure the best strategies are being utilized.

As stated previously, our managers and supervisors will be in constant communication with the building manager and Broward County representatives to provide a well-executed plan. In keeping in constant communication, we can adjust or modify items as required.

b. Describe how you will schedule basic janitorial service for each facility while coordinating with periodic project and annual work task.
   i. Describe crew organization to perform basic and project work.

Janitorial 5 Star Services utilizes computer programs and RFP specifications to determine the appropriate number of employees per a task. With the use of computer programming, we are able to accurately schedule the appropriate number of employees and allocate accordingly. All routine daily work is then coordinated along project work to provide optimal results. Facilities that have additional specifications or requirements will be identified upon execution of the contract and resources will be distributed accordingly.

Our project crews are broken into teams of 3 to 4 employees depending on the task and equipment required. All project crews are managed by a project manager.

Daily/routine work is completed with teams of 3 or 5 employees. The size of the building and level of cleaning are considered prior to scheduling employees. All work will be divided according to light tasks, vacuum and furniture, restrooms, and hard floors.

1. Light Tasks: dust horizontal surfaces; empty and reline trash; spot clean (walls, doors, windows etc).
2. Vacuum and Furniture: pick up trash; spot vacuum low traffic areas; vacuum all high traffic areas; reposition furniture after vacuuming or in office/conference rooms; turn off lights were applicable and secure doors/buildings.
3. Restrooms: refill all dispensers and paper products; empty and reline trash; clean and disinfect all toilets, partitions, counters, sinks, mirrors, fixtures; sweep and mop all hard floors.
4. Hard Floors: dust mop/sweep; spot mop stains; empty and reline trash; pick up trash; and spot mop.

c. Describe and present an example of your reporting system used to compare actual performance to your schedule for regular service.

Our Quality Control Managers develop and implement a routine schedule to monitor and stay ahead of any areas of deficiency. All scheduled visits are monitored and recorded via computer programs. All evaluations are recorded on a performance evaluation form (paper and/or digital) which documents the immediate needs to be addressed. If any inconsistencies are noted they are immediately relayed to the site supervisors for immediate attention. See attachment H & I for Quality Control forms.

d. Describe your capabilities to respond to emergency or disaster situations including of specialized equipment required for de-watering or moisture removal tasks or other special cleaning services.

Janitorial 5 Star Services understands there are situations that arise that cannot be planned for. We have developed a disaster/emergency response plan that utilizes a quick response from our on-call staff and specialized equipment. Our response plan is designed to immediately identify priority areas and limit or extinguish potential damage. Our employees are trained in disaster relief efforts such as smoke and fire remediation, water remediation, and mold remediation. We are confident with our disaster and emergency response plan you will see minimal disruption in services.

3.3 Describe your quality control program for each agreement of locations prime vendor is proposing:

a. Describe how you intend to provide a startup orientation program to bring facilities into compliance with quality standards.

Janitorial 5 Star Services will conduct a meeting prior to the contract starting to recruit the current staff members. We recognize the importance of experience and the current staff members have exactly that. In addition, our employees are properly trained to perform the tasks required so upon execution of this contract they will seamlessly step in. They are trained to identify any deficiencies and quickly correct them as required. In conjunction with our project crews, all sites/locations will be brought to standards specified in the RFP.

Our project managers and site supervisors will work closely with the building managers to identify any current issues with quality standards. A level of high importance will be placed on those issues to ensure standards are met quickly and without delay. We will also begin to identify the equipment and product needs of each location. These items will be purchased and made ready to provide a seamless transition.

We will always be in constant contact with building managers to guarantee this transition period is smooth and frankly unnoticeable to your staff and the people you serve. Our goal is to work hand in hand with you so our process and operations work simultaneously with yours.

b. Discuss your inspection procedures including any technical aids used to monitor performance standards.

As discussed above, our Quality Control Program is designed to stay ahead of any areas of deficiency. We use both digital and written forms to monitor and document deficiencies. All project managers and site supervisors are briefed on all RFP requirements and standards prior to commencement of the contract. Daily and weekly meetings will be conducted to discuss trending deficiencies to identify whether it stems from such issues as training, personnel, or equipment.

c. Describe how prime vendor will achieve the services and quality standards described in the attached Exhibit 1- specifications.

Janitorial 5 Star Services will achieve the services and quality standards described in the attached Exhibit 1 specifications by the following:

1. Implemented Quality Control Program
2. Maintaining proper equipment and well-trained employees
3. Maintaining constant communication with building managers
4. Quick response to service issues or deficiencies
5. Maintaining proper safety measures
6. Utilizing computer programs to schedule daily and periodic tasks

All items listed have been described above.

d. Describe and provide a sample of your reporting system used to compare actual performance to your schedule for regular services.

Janitorial 5 Star Services utilizes both digital and written forms to document performance. All evaluations and inspections are cross referenced to ensure RFP standards are being met or exceeded. See attachment H & I for quality control documents.

e. Describe the activities that can most easily be implemented to maximize opportunities to promote green building cleaning practices.

At Janitorial 5 Star Services we strive to promote and implement green cleaning practices at all facilities/contracts. We understand that our impact on the environment is lasting and we will minimize that impact.

Our project managers and site supervisors will meet with building managers to determine what is currently being implemented at the location, such as recycling, automated lights, or refillable water fountains. We will then merge our own green practices to ensure there is no interruption. We will continue to evaluate new methods, chemical products, or paper products to maximize our green cleaning efforts.

3.4 Company Equipment

a. List current inventory of heavy equipment

We currently have pressure washers, floor machines, carpet extractors, wet/dry vacuums, and backpack vacuums. We have great relationships with our vendors if additional equipment is required whether for emergency or maintenance needs.

b. Provide the response time for mobilization for each piece of equipment.

Mobilization of each piece of equipment is determined based on the location and size of the equipment. We strive to make equipment readily available with a response time of no longer than 24 hours.

c. List the current inventory of machinery for floor care that will be utilized to perform the requirements.

See section 3.4 (a) for list.

d. Describe how vendor will ensure all required equipment is maintained in quality working condition.

We regularly inspect all equipment to guarantee they are working properly. Preventative maintenance is the first step to keeping all equipment functioning properly, and it ensures there is no interruption in service. Additional equipment is readily available should it be required.

e. List office equipment and computer programs that vendor currently possesses in order to deliver electronic communications and reports to county staff.
I.e. computer, fax, scanner, printer, photocopier, adobe acrobat, Microsoft, outlook, excel etc.

Janitorial 5 Star Services currently uses all listed office equipment and computer programs. All employees are provided smart phones to communicate through these programs.

3.5 Company training

a. Provide Safety Training Manual

See attachment J.

b. Employee Training Manual

See attachment J.

c. Describe the training currently in place to assure on-site staff will be pro-active and aware during each shift with regards to notification and documentation of suspicious behavior, abandoned belongings, running water, potential slip and fall conditions, ajar doors.

Janitorial 5 Star Services provides training and retraining on all the listed subjects. We believe repetition is key when making something second nature, and that is exactly how we train our employees to recognize these items. Our managers and supervisors are constantly on the look out for ways to make your facilities safer not only for us, but for your staff and clients too. We regularly meet with

employees regarding safe practices during performance of tasks and security measures within the facilities.

d. Describe training of vendor s supervisors and cleaners in green building cleaning procedures as required for this contract.

All supervisors and cleaners will be trained in the green cleaning procedures of this RFP.

4 Workload of the Firm

List all completed and active projects that vendor has managed within the past five years. In addition, list all projected projects that vendor will be working on in the near future. Projected projects will be defined as a projects that vendor worked on concurrently. Describe vendor s approach in managing projects Were there or will there be any challenges for any of the listed projects? If so describe how vendor dealt or will deal with the projects challenges.

There are no known challenges on any past awarded projects. There are no anticipated challenges on any awarded projects. The experience of all employees coupled with our quality control measures has aided in our positive relationship with our clients. See list below for all projects.

- BMD Management, office cleaning
- Pride Construction, office cleaning & post construction cleaning
- Whiting & Turner, office cleaning & pressure washing
- OIC of South Florida, office cleaning & electrostatic disinfecting
- Commercial Relocation Group, office cleaning
- Alexander Rebb Property Management, lawn maintenance
- Strategic Properties, lawn maintenance
- Brookstone Construction, post construction cleaning & window cleaning
- Camp Live Oak, site cleaning & disinfecting
- Broward County Chemical & Supplies, supply orders
- City of Pompano Beach, office cleaning & pressure washing
- Innovative Healthcare Business Solutions, office cleaning
- Global Construction Services, post construction cleaning
- Unitarian Universalist Church, office cleaning

- Broward County School District, site cleaning in conjunction with custodial staff, post construction cleaning, & electrostatic disinfecting

5 Pricing

See attached pricing sheet

Janitorial Services - Price Sheets - Small Facilities - Group 2 - Ag

ITEM NO.	FACILITY LOCATION	Annual Frequency	Annual Process	Year 1 Unit Price	Year 1 Annual
1	**BIC LANDFILL / North Transfer Station**	12	Basic Cleaning	$ 50.00	$ 600.00
	2780 N. Powerline Road	12	Restrooms	$ 15.00	$ 180.00
	Pompano Beach, FL 33069	12	Floors	$ 105.00	$ 1,260.00
		800	Pressure Cleaning (SQ. FT.)	$ 0.05	$ 40.00
		1	Windows	$ 50.00	$ 50.00
		1	Air Quality	$ -	$ -
		12	Cleaning Supplies	$ 10.00	$ 120.00
		12	Paper Products	$ 35.00	$ 420.00
		800	Carpet Cleaning - Deep (SQ. FT.)	$ 0.13	$ 104.00
		800	Electrostatic Disinfection (SQ. FT.)	$ 0.03	$ 24.00
			Total		$ 2,798.00
2	**HOUSING & COMMUNITY DEVELOPMENT**	12	Basic Cleaning	$ 2,900.00	$ 34,800.00
	110 NE 3rd street/	12	Restrooms	$ 80.00	$ 960.00
	120 NE 3rd street	12	Floors	$ 200.00	$ 2,400.00
	Fort Lauderdale, FL 33011	8,969	Pressure Cleaning (SQ. FT.)	$ 0.05	$ 448.45
		1	Windows	$ 100.00	$ 100.00
		1	Air Quality	$ 60.00	$ 60.00
		12	Cleaning Supplies	$ 80.00	$ 960.00
		12	Paper Products	$ 29.00	$ 348.00
		8,969	Carpet Cleaning - Deep (SQ. FT.)	$ 0.13	$ 1,165.97
		8,939	Electrostatic Disinfection (SQ. FT.)	$ 0.03	$ 268.17
			Total		$ 41,510.59
3	**South Family Success**	12	Basic Cleaning	$ 980.00	$ 11,760.00
	4735 SW 18TH STREET	12	Restrooms	$ 60.00	$ 720.00
	HOLLYWOOD, FL 33023	12	Floors	$ 70.00	$ 840.00
		6,500	Pressure Cleaning (SQ. FT.)	$ 0.05	$ 325.00

1	Windows	$ 130.00	$ 130.00
1	Air Quality	$ 230.00	$ 230.00
12	Cleaning Supplies	$ 30.00	$ 360.00
12	Paper Products	$ 132.00	$ 1,584.00
6,500	Carpet Cleaning - Deep (SQ. FT.)	$ 0.13	$ 845.00
6,500	Electrostatic Disinfection (SQ. FT.)	$ 0.03	$ 195.00
	Total		$ 16,989.00

Total (1) - Summary, all sites	$ 61,297.59

		Year 1	
		Per Hour	**Annual**
Additional Labor:			
Project Supervisor	50 hrs.	$ 30.00	$ 1,500.00
Site Supervisor	50 hrs.	$ 22.75	$ 1,137.50
Full Time Service Crew	50 hrs.	$ 19.50	$ 975.00
Part Time Service Crew	50 hrs.	$ 19.50	$ 975.00
Porter Day/Night	50 hrs.	$ 18.50	$ 925.00
Emergency Services Labor:			
Project Supervisor	50 hrs.	$ 32.00	$ 1,600.00
Site Supervisor	50 hrs.	$ 28.00	$ 1,400.00
Full Time Service Crew	50 hrs.	$ 25.00	$ 1,250.00
Part Time Service Crew	50 hrs.	$ 25.00	$ 1,250.00
Porter Day/Night	50 hrs.	$ 22.00	$ 1,100.00
"Pass thru" (Services/Materials)			$ 1,000.00
	Total (2)		$ 13,112.50

Grand Total - Whole Group
(Total 1 + Total 2)

$ 74,410.09

REGARDLESS OF THE NUMBER OF HOURS WORKED,

YES	X	**Agree to the abo**
NO		**Disagree to the a**

NAME OF COMPANY: **Janitorial 5 Star Services LLC**

AUTHORIZED PERSON NAME: **Kristen Olbel**

AUTHORIZED SIGNATURE: *Kristen Olbel*

By signing this proposal sheet, your firm is agreeing to the terms and conditions of the
All buildings listed in the group must be priced for this proposal sheet to be deter

AUTHORIZED PERSON TITLE: **CEO**

THIS SHEET MUST BE SIGNED AND MUST NOT BE ALTERED O

reement 9 (SBE Reserve)

Year 2		*Two Year*
Unit Price	**Annual**	***Total***
$ 50.00	$ 600.00	$ 1,200.00
$ 15.00	$ 180.00	$ 360.00
$ 105.00	$ 1,260.00	$ 2,520.00
$ 0.05	$ 40.00	$ 80.00
$ 50.00	$ 50.00	$ 100.00
$ -	$ -	$ -
$ 10.00	$ 120.00	$ 240.00
$ 35.00	$ 420.00	$ 840.00
$ 0.13	$ 104.00	$ 208.00
$ 0.03	$ 24.00	$ 48.00
	$ 2,798.00	$ 5,596.00

$ 2,900.00	$ 34,800.00	$ 69,600.00
$ 80.00	$ 960.00	$ 1,920.00
$ 200.00	$ 2,400.00	$ 4,800.00
$ 0.05	$ 448.45	$ 896.90
$ 100.00	$ 100.00	$ 200.00
$ 60.00	$ 60.00	$ 120.00
$ 80.00	$ 960.00	$ 1,920.00
$ 29.00	$ 348.00	$ 696.00
$ 0.13	$ 1,165.97	$ 2,331.94
$ 0.03	$ 268.17	$ 536.34
	$ 41,510.59	$ 83,021.18

$ 980.00	$ 11,760.00	$ 23,520.00
$ 60.00	$ 720.00	$ 1,440.00
$ 70.00	$ 840.00	$ 1,680.00
$ 0.05	$ 325.00	$ 650.00

$ 130.00	$ 130.00	$ 260.00
$ 230.00	$ 230.00	$ 460.00
$ 30.00	$ 360.00	$ 720.00
$ 132.00	$ 1,584.00	$ 3,168.00
$ 0.13	$ 845.00	$ 1,690.00
$ 0.03	$ 195.00	$ 390.00
	$ 16,989.00	$ 33,978.00
	$ 61,297.59	$ 122,595.18

Year 2		
Per Hour	**Annual**	**2 years**
$ 32.00	$ 1,600.00	$ 3,100.00
$ 22.75	$ 1,137.50	$ 2,275.00
$ 21.00	$ 1,050.00	$ 2,025.00
$ 21.00	$ 1,050.00	$ 2,025.00
$ 18.50	$ 925.00	$ 1,850.00
$ 32.00	$ 1,600.00	$ 3,200.00
$ 28.00	$ 1,400.00	$ 2,800.00
$ 25.00	$ 1,250.00	$ 2,500.00
$ 25.00	$ 1,250.00	$ 2,500.00
$ 22.00	$ 1,100.00	$ 2,200.00
	$ 1,000.00	$ 2,000.00
	$ 13,362.50	$ 26,475.00
	$ 74,660.09	$ 149,070.18

ve statement.

above statement.

invitation for proposal.

mined responsive.

DATE: 5/25/2021

R REVISED.

Attachment - A Vendor Reference Verification Broward County School Board

Attachment 11

BROWARD COUNTY FLORIDA

Vendor Reference Verification Form

Broward County Solicitation No. and Title:

RFP No. BLD2121632P1, Janitorial Services -County Facilities

Reference for: Janitorial 5 Star Services LLC

Organization/Firm Name providing reference:

Broward County School District

Contact Name: Ben Osborne Reference date: 05/10/2021

Contact Email: benjamin.osborne@browardschools.com Contact Phone: 954-931-5625

Name of Referenced Project: Janitorial services, emergency services, electrostatic disinfecting

Contract No. Date Services Provided: Project Amount:

09/01/2020 to 05/10/2021 $ 366,166.00

Vendor's role in Project: ☑ Prime Vendor ☐ Subconsultant/Subcontractor

Would you use this vendor again? ☑ Yes ☐ No

Description of services provided by Vendor:

Electrostatic disinfecting, janitorial services, emergency response for janitorial needs

Please rate your experience with the referenced Vendor:	**Needs Improvement**	**Satisfactory**	**Excellent**	**Not Applicable**
1. Vendor's Quality of Service				
a. Responsive	☐	☐	☑	☐
b. Accuracy	☐	☑	☐	☐
c. Deliverables	☐	☑	☐	☐
2. Vendor's Organization:				
a. Staff expertise	☐	☐	☑	☐
b. Professionalism	☐	☐	☑	☐
c. Turnover	☐	☐	☐	☑
3. Timeliness of:				
a. Project	☐	☑	☐	☐
b. Deliverables	☐	☑	☐	☐
4. Project completed within budget	☐	☑	☐	☐
5. Cooperation with:				
a. Your Firm	☐	☐	☑	☐
b. Subcontractor(s)/Subconsultant(s)	☐	☑	☐	☐
c. Regulatory Agency(ies)	☐	☑	☐	☐

Additional Comments: (provide on additional sheet if needed)

THIS SECTION FOR COUNTY USE ONLY

Verified via: ___EMAIL ___VERBAL Verified by: _____ Division: _____ Date: _____

All information provided to Broward County is subject to verification. Vendor acknowledges that inaccurate, untruthful, or incorrect statements made in support of this response may be used by the County as a basis for rejection, rescission of the award, or termination of the contract and may also serve as the basis for debarment of Vendor pursuant to Section 21.119 of the Broward County Procurement Code.

Attachment - B

Vendor Reference Verification

BMD Management

Attachment B

BROWARD COUNTY FLORIDA

Vendor Reference Verification Form

Broward County Solicitation No. and Title:

RFP No. BLD2121632P1, Janitorial Services -County Facilities

Reference for: Janitorial 5 Star Services LLC

Organization/Firm Name providing reference:

BMD Management

Contact Name: Barbara Preston Reference date: 05/10/2021

Contact Email: bpreston@bmdfl.com Contact Phone: 954-784-3031

Name of Referenced Project: 555 SW 12th Ave Pompano Beach, FL

Contract No.	Date Services Provided:	Project Amount:
	10/01/2017 to 05/10/2021	$ 40,000.00

Vendor's role in Project: ☑ Prime Vendor ☐ Subconsultant/Subcontractor

Would you use this vendor again? ☑ Yes ☐ No

Description of services provided by Vendor:

Janitorial services provided 5 days a week.

Please rate your experience with the referenced Vendor:	**Needs Improvement**	**Satisfactory**	**Excellent**	**Not Applicable**
1. Vendor's Quality of Service				
a. Responsive	☐	☐	☑	☐
b. Accuracy	☐	☐	☑	☐
c. Deliverables	☐	☐	☐	☑
2. Vendor's Organization:				
a. Staff expertise	☐	☐	☑	☐
b. Professionalism	☐	☐	☑	☐
c. Turnover	☐	☐	☐	☐
3. Timeliness of:				
a. Project	☐	☐	☑	☐
b. Deliverables	☐	☐	☑	☐
4. Project completed within budget	☐	☐	☑	☐
5. Cooperation with:				
a. Your Firm	☐	☐	☑	☐
b. Subcontractor(s)/Subconsultant(s)	☐	☐	☐	☑
c. Regulatory Agency(ies)	☐	☐	☐	☑

Additional Comments: (provide on additional sheet if needed)

THIS SECTION FOR COUNTY USE ONLY

Verified via: ____EMAIL ____VERBAL Verified by: _____ Division: _____ Date: _____

All information provided to Broward County is subject to verification. Vendor acknowledges that inaccurate, untruthful, or incorrect statements made in support of this response may be used by the County as a basis for rejection, rescission of the award, or termination of the contract and may also serve as the basis for debarment of Vendor pursuant to Section 21.119 of the Broward County Procurement Code.

Attachment - C
Vendor Reference Verification
City of Pompano Beach

Attachment C

BROWARD COUNTY FLORIDA

Vendor Reference Verification Form

Broward County Solicitation No. and Title:

RFP No. BLD2121632P1, Janitorial Services -County Facilities

Reference for: Janitorial 5 Star Services LLC

Organization/Firm Name providing reference:

City of Pompano Beach

Contact Name: Kate Belcher Reference date: 05/10/2021

Contact Email: Kate.Belcher@copbfl.com Contact Phone: 954-786-4575

Name of Referenced Project: Pressure cleaning city pier

Contract No. Date Services Provided: 05/01/2020 to 05/10/2021 Project Amount: $ 70,000.00

Vendor's role in Project: ☑ Prime Vendor ☐ Subconsultant/Subcontractor

Would you use this vendor again? ☐ Yes ☐ No

Description of services provided by Vendor:

Daily maintenance of pier by pressure cleaning and trash pickup. Monthly full pier cleaning by pressure cleaning.

Please rate your experience with the referenced Vendor:	**Needs Improvement**	**Satisfactory**	**Excellent**	**Not Applicable**
1. Vendor's Quality of Service				
a. Responsive	☐	☐	☐ x	☐
b. Accuracy	☐	☐	☐ x	☐
c. Deliverables	☐	☐	☐ x	☐
2. Vendor's Organization:				
a. Staff expertise	☐	☐	☐ x	☐
b. Professionalism	☐	☐	☐ x	☐
c. Turnover	☐	☐	☐ x	☐
3. Timeliness of:				
a. Project	☐	☐	☐ x	☐
b. Deliverables	☐	☐	☐ x	☐
4. Project completed within budget	☐	☐	☐ x	☐
5. Cooperation with:				
a. Your Firm	☐	☐	☐ x	☐
b. Subcontractor(s)/Subconsultant(s)	☐	☐	☐ x	☐
c. Regulatory Agency(ies)	☐	☐	☐ x	☐

Additional Comments: (provide on additional sheet if needed)

THIS SECTION FOR COUNTY USE ONLY

Verified via: ____EMAIL ____VERBAL Verified by: _____ Division: _____ Date: _____

All information provided to Broward County is subject to verification. Vendor acknowledges that inaccurate, untruthful, or incorrect statements made in support of this response may be used by the County as a basis for rejection, rescission of the award, or termination of the contract and may also serve as the basis for debarment of Vendor pursuant to Section 21.119 of the Broward County Procurement Code.

Attachment - D

Broward County Local Business Tax Receipt

Attachment D

BROWARD COUNTY LOCAL BUSINESS TAX RECEIPT

115 S. Andrews Ave., Rm. A-100, Ft. Lauderdale, FL 33301-1895 – 954-831-4000

VALID OCTOBER 1, 2020 THROUGH SEPTEMBER 30, 2021

DBA:
Business Name: JANITORIAL 5 STAR SERVICES

Receipt #: 325-288281
Business Type: CLEANING/JANITORIAL (JANITORIAL)

Owner Name: KRISTEN OLBEL
Business Location: 1961 NE 25 AVE
POMPANO BEACH
Business Phone: 954-702-2053

Business Opened: 01/03/2018
State/County/Cert/Reg:
Exemption Code:

Rooms	Seats	Employees	Machines	Professionals
		1		

For Vending Business Only — Number of Machines: — Vending Type:

Tax Amount	Transfer Fee	NSF Fee	Penalty	Prior Years	Collection Cost	Total Paid
33.00	0.00	0.00	0.00	0.00	0.00	33.00

THIS RECEIPT MUST BE POSTED CONSPICUOUSLY IN YOUR PLACE OF BUSINESS

THIS BECOMES A TAX RECEIPT

WHEN VALIDATED

This tax is levied for the privilege of doing business within Broward County and is non-regulatory in nature. You must meet all County and/or Municipality planning and zoning requirements. This Business Tax Receipt must be transferred when the business is sold, business name has changed or you have moved the business location. This receipt does not indicate that the business is legal or that it is in compliance with State or local laws and regulations.

Mailing Address:

KRISTEN OLBEL
1961 NE 25 AVE
POMPANO BEACH, FL 33062

Receipt #05A-19-00009355
Paid 07/15/2020 33.00

2020 - 2021

BROWARD COUNTY LOCAL BUSINESS TAX RECEIPT

Attachment - E
City of Pompano Beach
Business Tax Receipt

pompano beach
Florida's Warmest Welcome

CITY OF POMPANO BEACH
BUSINESS TAX RECEIPT
FISCAL YEAR: 2020 - 2021

Business Tax Receipt Valid from: October 1, 2020 through September 30, 2021

4466624
JANITORIAL 5 STAR SERVICES LLC
OLBEL, KRISTEN - H/O
1961 NE 25 AVENUE
POMPANO BEACH FL 33062

9/21/2020

THIS IS NOT A BILL

THIS IS YOUR BUSINESS TAX RECEIPT. PLEASE POST IN A CONSPICUOUS PLACE AT THE BUSINESS LOCATION.

BUSINESS OWNER: JANITORIAL 5 STAR SERVICES LLC
BUSINESS LOCATION: 1961 NE 25 AV POMPANO BEACH FL

RECEIPT NO:	CLASSIFICATION
21-00095288	JANITORIAL OR WINDOW CLEANING

NOTICE: A NEW APPLICATON MUST BE FILED IF THE BUSINESS NAME, OWNERSHIP OR ADDRESS IS CHANGED. THE ISSUANCE OF A BUSINESS TAX RECEIPT SHALL NOT BE DEEMED A WAIVER OF ANY PROVISION OF THE CITY CODE NOR SHALL THE ISSUANCE OF A BUSINESS TAX RECEIPT BE CONSTRUED TO BE A JUDGEMENT OF THE CITY AS TO THE COMPETENCE OF THE APPLICANT TO TRANSACT BUSINESS. **THIS DOCUMENT CANNOT BE ALTERED.**

BUSINESS TAX RECEIPTS EXPIRE SEPTEMBER 30TH OF EACH YEAR

Attachment – F
CBE Certification

Attachment F

BLD2121632P1

p. 1618

Broward County Board of County Commissioners

BidSync

5/26/2021

BROWARD COUNTY
FLORIDA

Office of Economic and Small Business Development

Governmental Center Annex
115 S. Andrews Avenue, Room A680 • Fort Lauderdale, Florida 33301 • 954-357-6400 • FAX 954-357-5674 • TTY 954-357-5664

This Certificate is Awarded to:

JANITORIAL 5 STAR SERVICES LLC

As set forth in the Broward County Business Opportunity Act of 2012, the certification requirements have been met for:

County Business Enterprise
Small Business Enterprise
Anniversary Date: January 31st

Authorized Representative

The Office of Economic and Small Business Development must be notified within 30 days of any material changes in the business which may affect ownership and control. Failure to do so may result in the revocation of this certificate and/or imposition of other sanctions.

A Service of the Broward County Board of County Commissioners
www.broward.org/smallbusiness

Attachment – G

SBE Certification

Attachment G

BLD2121632P1

p.1 of 2

Supplier Diversity Outreach Program

THIS CERTIFICATE IS AWARDED TO

Janitorial 5 Star Services, LLC

FOR HAVING SUCCESSFULLY MET THE PRESCRIBED STANDARDS SET FORTH BY THE SUPPLIER DIVERSITY OUTREACH PROGRAM OF THE SCHOOL BOARD OF BROWARD COUNTY, FLORIDA FOR

CERTIFICATION

Small Business Enterprise (SBE)

Non-Minority

ON THIS DAY: September 9, 2019

Jasmine M. Jones
Manager, Supplier Diversity Outreach Program

CERTIFICATION #: WS1850692419

Expiration Date: September 8, 2021

Broward County Board of County Commissioners

BidSync

5/26/2021

Attachment – H
Quality Inspection Form

Attachment F1

JANITORIAL 5 STAR SERVICES LLC

Quality Inspection Form

Date: _____

Location (name/building # etc): _____

Previous inspection date/result: _____

Next Inspection date: _____

Facility contact/signature: _____

Rating used 1-5 (1 = needs more frequent inspection, 5 = standard inspection time)

Facility Area	Common Name (AKA)	Number of Issues Noted	Rating
1. Lobby/Entrance			
2. Common areas (public/service areas)			
3. Employee work areas			
4. Administrative/Private Offices			
5. Employee use areas			
6. Support/Service areas			
7. Specialty areas			
8. Restrooms			
9. Carpet Flooring			
10. Hard Flooring			
11. Administrative Duties			

Attachment – I

Quality Control Inspection

JANITORIAL 5 STAR SERVICES LLC

Quality Control Inspection

Date/time: _____

Location (facility/building): _____

Inspector: _____

Area	Item for Inspection	Satisfactory	Unsatisfactory	Comments
1. Entrance	Free of Debris			
	Trash container, empty/clean liner			
	Ash containers clean			
	Exterior furniture clean			
	Walk-off mat clean			
2. Common areas & Lobby	Trash container, empty/clean liner			
	Carpets vacuum/spot cleaned			
	Hard floors dust/wet mopped			
	Hard floors—shine			
	Entrance doors/glass clean			
	Corners/Edges clean			
	Low dusting			
	High Dusting			
	HVAC vents clean			
	Drinking fountain clean			
3. Admin areas	Trash container, empty/clean liner			
	Carpets vacuum/spot cleaned			
	Hard floors dust/wet mopped			
	Hard floors—shine			
	Entrance doors/glass clean			
	Corners/Edges clean			
	Low dusting			
	High Dusting			
	HVAC vents clean			
	Furniture dust/spot free			
	Telephones clean/sanitized			

4. Kitchen areas	Trash container, empty/clean liner			
	Hard floors dust/wet mopped			
	Corners/Edges clean			
	Drains clean			
	Walls clean			
	HVAC vents clean			
5. Dining & Break areas	Trash container, empty/clean liner			
	Hard floors dust/wet mopped			
	Hard floors—shine			
	Corners/Edges clean			
	Tables/chairs clean			
	Walls clean			
	Serving areas clean			
	HVAC vents clean			
6. Restrooms	Trash container, empty/clean liner			
	Corners/Edges clean			
	Floor clean			
	Walls/partitions clean			
	Mirrors clean			
	Sinks/counters clean			
	Toilets/urinals clean			
	Showers clean			
	Soap/liquids filled			
	Paper towels filled			
	Toilet paper filled			
	Toilet seat/feminine products filled			
	HVAC vents clean			
	Floor drain clean			
7. Janitor closet	Area clean/orderly			
	Mop sink clean			
	Equipment clean/orderly			
	Chemicals orderly/labeled			
	Proper signs clean/visible			
	MSDS			
8. Employee Uniform clean/orderly				
	Badge/keys (if applicable)			

Number of items inspected: _____

Number of items Satisfactory: _____

Number of items Unsatisfactory: _____

WAGES RATES

Janitorial Services

Facilities Management Division

JANITORIAL SERVICES – FACILIITES MANAGEMENT DIVISION
FACILITIES LOCATIONS

WAGE RATES
(FOR LIVING WAGE RATE INFORMATIONAL PURPOSES ONLY EFFECTIVE JANUARY 1, 2021 THRU DECEMBER 31, 2021)

The hourly rate within this attachment shall be in accordance with Broward County Living Wage Ordinance (Sections 26-100 through 26-105 of Article VII, Chapter 26, Broward County Code of Ordinances), as amended, annually adjusted per Living Wage Ordinance.

The completed form should be submitted with the solicitation response prior to the solicitation closing date. If not included with the solicitation response, the proposer is required to provide within three business days of County's request. Vendor may be deemed non-responsible for failure to fully comply within stated timeframes.

The hourly rate must be entered for all personnel positions in accordance with Special Instructions to Vendors, Section J.2. If additional personnel positions are proposed to perform the work, provide information in the applicable sections of this form.

The hourly rate shall be the raw (unburdened) labor rates exclusive of taxes, insurance, overhead, profit, etc.

NOTE: This form is for informational purposes only and will not be used for final evaluation and scoring for Price.

PERSONNEL POSITIONS (Insert below for each position the minimum unburdened hourly rate)

DESCRIPTION	UNIT	(HOURLY RATE (UNBURDENED)
Project Manager or Equivalent	Hour	$ 30.00
Assistant Project Manager or Equivalent	Hour	$ 22.75
Quality Control Manager or Equivalent	Hour	$ 22.75
Shift Supervisor or Equivalent	Hour	$ 22.75
Team Leader/Supervisor or Equivalent	Hour	$ 19.50
Janitorial Worker or Equivalent	Hour	$ 17.05
	Hour	$
	Hour	$

Vendor Name JANITORIAL 5 STAR SERVICES LLC

JANITORIAL SERVICES – FACILITIES MANAGEMENT DIVISION
FACILITIES LOCATIONS

WAGE RATES
(FOR LIVING WAGE RATE INFORMATIONAL PURPOSES ONLY EFFECTIVE JANUARY 1, 2022 THRU DECEMBER 31, 2022)

The hourly rate within this attachment shall be in accordance with Broward County Living Wage Ordinance (Sections 26-100 through 26-105 of Article VII, Chapter 26, Broward County Code of Ordinances), as amended, annually adjusted per Living Wage Ordinance.

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Team Leader/Supervisor or Equivalent	Hour	$ 19.50
Janitorial Worker or Equivalent	Hour	$ 17.05
	Hour	$
	Hour	$

Vendor Name JANITORIAL 5 STAR SERVICES LLC

JANITORIAL SERVICES – FACILITIES MANAMGEMENT DIVISION
FACILITIES LOCATIONS

WAGE RATES
(FOR LIVING WAGE RATE INFORMATIONAL PURPOSES ONLY EFFECTIVE JANUARY 1, 2023 THRU DECEMBER 31, 2023)

The hourly rate within this attachment shall be in accordance with Broward County Living Wage Ordinance (Sections 26-100 through 26-105 of Article VII, Chapter 26, Broward County Code of Ordinances), as amended, annually adjusted per Living Wage Ordinance.

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Shift Supervisor or Equivalent	Hour	$ 22.75
Team Leader/Supervisor or Equivalent	Hour	$ 19.50
Janitorial Worker or Equivalent	Hour	$ 17.05
_____	Hour	$ _____
_____	Hour	$ _____

Vendor Name JANITORIAL 5 STAR SERVICES LLC

2021 Florida Limited Liability Company Annual Report

2021 FLORIDA LIMITED LIABILITY COMPANY ANNUAL REPORT

Broward County Board of
County Commissioners

FILED
Jan 27, 2021
Secretary of State
3489649676CC

DOCUMENT# L17000159119

Entity Name: JANITORIAL 5 STAR SERVICES LLC

Current Principal Place of Business:

1961 NE 25TH AVE
POMPANO BEACH, FL 33062

Current Mailing Address:

1961 NE 25TH AVE
POMPANO BEACH, FL 33062 US

FEI Number: 82-2282100

Certificate of Status Desired: No

Name and Address of Current Registered Agent:

OLBEL, KRISTEN
1961 NE 25TH AVE
POMPANO BEACH, FL 33062 US

The above named entity submits this statement for the purpose of changing its registered office or registered agent, or both, in the State of Florida.

SIGNATURE:

Electronic Signature of Registered Agent — Date

Authorized Person(s) Detail :

Title	CEO
Name	OLBEL, KRISTEN
Address	1961 NE 25TH AVE
City-State-Zip:	POMPANO BEACH FL 33062

Title	COO
Name	OLBEL, MIKELANGE
Address	1961 NE 25TH AVE
City-State-Zip:	POMPANO BEACH FL 33062

I hereby certify that the information indicated on this report or supplemental report is true and accurate and that my electronic signature shall have the same legal effect as if made under oath; that I am a managing member or manager of the limited liability company or the receiver or trustee empowered to execute this report as required by Chapter 605, Florida Statutes; and that my name appears above, or on an attachment with all other like empowered.

SIGNATURE: KRISTEN LYNNE OLBEL CEO 01/27/2021

Electronic Signature of Signing Authorized Person(s) Detail — Date

Living Wage Ordinance Compliance Affidavit Form

LIVING WAGE ORDINANCE COMPLIANCE AFFIDAVIT
FORM

The completed and signed form should be returned with the Vendor's submittal. If not provided with submittal, the Vendor must submit within three business days of County's request. Vendor may be deemed non-responsivefor failure to fully comply within stated timeframes. Vendor should scan and upload the completed, signed form(s) in BidSync.

Covered Employer: Janitorial 5 Star Services LLC

Address: 1961 NE 25th Ave Pompano Beach, FL 33062

Local Contact: Kristen Olbel | E-Mail Address: janitorial5starservices@gmail

Address: 1961 NE 25th Ave Pompano Beach, FL 33062

Contract #

Amount:

Using Agency Janitorial 5 Star Services LLC

Served: Solicitation No. and Title: BLD2121632P1 Janitorial Services - County Facilities

By signing below I hereby certify that the covered employees listed below: (please check one)

A. ☐ Receive a minimum pay of $ _____ per hour and are provided health benefits valued at $ _____ per hour.

B. ☒ Receive a minimum pay of $ 17.05 per hour and are not provided health benefits.

Provide names of hourly employees and their job classifications providing covered services for the above referenced contract:

Name	Job Class	A or B	Name	Job Class	A or B
Lakesha Hanson	Supervisor B				
Kenny Bellinger	Supervisor B				

(Attach Additional sheets in the format above, if needed)

I, Kristen Olbel (Print Name) attest that of Janitorial 5 Star Services (Company) hereby

(1) I have the authority to sign this notarized compliance affidavit, (2) the following information is true, complete and correct and (3) the Vendor certifies that it shall:

a) Pay all employees working on this contract/project, who are covered by the Living Wage Ordinance, as amended, in accordance with wage rates and provisions of the Living Wage Ordinance;

b) Provide the applicable living wage statement regarding wage rates with the employee's first paycheck or direct deposit receipt as required by the Living Wage Ordinance, as amended; and

c) (IF APPLICABLE) If health care benefits are provided under "A" above, the health care benefit meets the standard health benefit plan as described in Section 627.6699 (12)(b)(4), Florida Statutes, as amended. As a principal officer of the covered employer, the undersigned affirms that the referenced Florida Statute has been reviewed and the covered employer's health plan meets all the elements required by the statute, as amended.

Signature Kristen Olbel Title CEO

SWORN TO AND SUBSCRIBED BEFORE ME this 12 day of February, 20 21

STATE OF Fl

COUNTY OF Broward

RENETTE VEDRINE NOTARY PUBLIC STATE OF FLORIDA My Comm. Expires July 22, 2023 No. GG 357147

Notary Public (Sign name of Notary Public) (SEAL) My commission expires: 7/22/23

Personally Known ☐ or Produced Identification ☒ Type of Identification Produced: DL

LETTER OF INTENT

BROWARD COUNTY
FLORIDA
OFFICE OF ECONOMIC AND
SMALL BUSINESS DEVELOPMENT

LETTER OF INTENT

BETWEEN BIDDER/OFFEROR AND COUNTY BUSINESS ENTERPRISE (CBE) FIRM/SUPPLIER

This form is to be completed and signed for each CBE firm. If the PRIME is a CBE firm, please indicate the percentage performing with your own forces.

Solicitation No.: BLD2121632P1

Project Title: Janitorial Services - County Facilities

Bidder/Offeror Name: Janitorial 5 Star Services LLC

Address: 1961 NE 25th Ave City: Pompano Beach State: FL Zip: 33062

Authorized Representative: Kristen Olbel Phone: 954-702-2053

CBE Firm/Supplier Name: _____

Address: _____ City: _____ State: ____ Zip: _____

Authorized Representative: _____ Phone: _____

A. This is a letter of intent between the bidder/offeror on this project and a CBE firm for the CBE to perform work on this project.

B. By signing below, the bidder/offeror is committing to utilize the above-named CBE to perform the work described below.

C. By signing below, the above-named CBE is committing to perform the work described below.

D. By signing below, the bidder/offeror and CBE affirm that if the CBE subcontracts any of the work described below, it may only subcontract that work to another CBE.

Work to be performed by CBE Firm

Description	NAICS[1]	CBE Contract Amount[2]	CBE Percentage of Total Project Value
Janitorial Services (Agreement 1-14)	561720		100.00 %
			%
			%

AFFIRMATION: I hereby affirm that the information above is true and correct.

CBE Firm/Supplier Authorized Representative

Signature: _____ Title: _____ Date: _____

Bidder/Offeror Authorized Representative

Signature: Kristen Olbel Title: CEO Date: 05/25/2021

[1] Visit Census.gov and select NAICS to search and identify the correct codes. Match type of work with NAICS code as closely as possible.

[2] To be provided only when the solicitation requires that bidder/offeror include a dollar amount in its bid/offer.

In the event the bidder/offeror does not receive award of the prime contract, any and all representations in this Letter of Intent and Affirmation shall be null and void.

Rev.: June 2018

Compliance Form No. 004

OSHA Certification

5/26/2021

Certificate of Completion

360training.com

This Certifies That

Kristen Olbel

is awarded this certificate for

OSHA 30 Hour Outreach Training Program - General Industry

Credit Hours: 30.00

Completion Date: 05/10/2019

Curtis Chambers, Trainer C 26-0106073 and G 26-0079775

"As an OSHA authorized trainer, I verify that I have conducted this OSHA outreach training class in accordance with OSHA Outreach Training Program requirements. I will document this class to my authorizing OSHA training organization. Upon successful review of my documentation, I will provide each student their completion card within 90 days of the end of the class."

6801 N Capital of Texas Hwy, Bldg I, Suite 250 ♦ Austin, TX 78731 ♦ 877.881.2235 ♦ www.360training.com

BrdSvRc

Broward County Board of County Commissioners

BLD2121032P1

P. 1637

Certificate of Insurance

BLD2121632P1

CERTIFICATE OF LIABILITY INSURANCE

DATE (MM/DD/YYYY): 05/12/2021

THIS CERTIFICATE IS ISSUED AS A MATTER OF INFORMATION ONLY AND CONFERS NO RIGHTS UPON THE CERTIFICATE HOLDER. THIS CERTIFICATE DOES NOT AFFIRMATIVELY OR NEGATIVELY AMEND, EXTEND OR ALTER THE COVERAGE AFFORDED BY THE POLICIES BELOW. THIS CERTIFICATE OF INSURANCE DOES NOT CONSTITUTE A CONTRACT BETWEEN THE ISSUING INSURER(S), AUTHORIZED REPRESENTATIVE OR PRODUCER, AND THE CERTIFICATE HOLDER.

IMPORTANT: If the certificate holder is an ADDITIONAL INSURED, the policy(ies) must have ADDITIONAL INSURED provisions or be endorsed. If SUBROGATION IS WAIVED, subject to the terms and conditions of the policy, certain policies may require an endorsement. A statement on this certificate does not confer rights to the certificate holder in lieu of such endorsement(s).

PRODUCER	CONTACT NAME: Martha Julius
Mckinley Financial Services 2890 W State Road 84, Suite 119 Fort Lauderdale FL 33312	PHONE (A/C, No, Ext): (954) 938-2685 FAX (A/C, No): (954) 938-2695 E-MAIL ADDRESS: mjulius@mckinleyinsurance.com

INSURED	INSURER(S) AFFORDING COVERAGE	NAIC #
Janitorial 5 Star Services, LLC 1961 NE 25th Ave Pompano Beach FL 33062	INSURER A: ASCENDANT UNDERWRITERS	
	INSURER B: NORMANDY HARBOR INSURANCE COMPANY	
	INSURER C: WESTERN SURETY	
	INSURER D:	
	INSURER E:	
	INSURER F:	

COVERAGES **CERTIFICATE NUMBER:** **REVISION NUMBER:**

THIS IS TO CERTIFY THAT THE POLICIES OF INSURANCE LISTED BELOW HAVE BEEN ISSUED TO THE INSURED NAMED ABOVE FOR THE POLICY PERIOD INDICATED. NOTWITHSTANDING ANY REQUIREMENT, TERM OR CONDITION OF ANY CONTRACT OR OTHER DOCUMENT WITH RESPECT TO WHICH THIS CERTIFICATE MAY BE ISSUED OR MAY PERTAIN, THE INSURANCE AFFORDED BY THE POLICIES DESCRIBED HEREIN IS SUBJECT TO ALL THE TERMS, EXCLUSIONS AND CONDITIONS OF SUCH POLICIES. LIMITS SHOWN MAY HAVE BEEN REDUCED BY PAID CLAIMS.

INSR LTR	TYPE OF INSURANCE	ADDL INSD	SUBR WVD	POLICY NUMBER	POLICY EFF (MM/DD/YYYY)	POLICY EXP (MM/DD/YYYY)	LIMITS	
A	X COMMERCIAL GENERAL LIABILITY CLAIMS-MADE X OCCUR GEN'L AGGREGATE LIMIT APPLIES PER: POLICY PRO-JECT LOC OTHER:	N	N	GL67203-0	09/26/2020	09/26/2021	EACH OCCURRENCE DAMAGE TO RENTED PREMISES (Ea occurrence) MED EXP (Any one person) PERSONAL & ADV INJURY GENERAL AGGREGATE PRODUCTS - COMP/OP AGG	$ 1,000,000 $ 50,000 $ 100,000 $ 1,000,000 $ 2,000,000 $ 1,000,000
	AUTOMOBILE LIABILITY ANY AUTO OWNED AUTOS ONLY HIRED AUTOS ONLY SCHEDULED AUTOS NON-OWNED AUTOS ONLY	N	N	02418855-0	07/24/2020	07/24/2021	COMBINED SINGLE LIMIT (Ea accident) BODILY INJURY (Per person) BODILY INJURY (Per accident) PROPERTY DAMAGE (Per accident)	$ $ 10,000 $ 20,000 $ 10,000
	UMBRELLA LIAB OCCUR EXCESS LIAB CLAIMS-MADE DED RETENTION $						EACH OCCURRENCE AGGREGATE	$ $
B	WORKERS COMPENSATION AND EMPLOYERS' LIABILITY ANY PROPRIETOR/PARTNER/EXECUTIVE OFFICER/MEMBER EXCLUDED? (Mandatory in NH) Y / N: Y If yes, describe under DESCRIPTION OF OPERATIONS below	N / A	JN	NHFL0113342019 01/	01/03/2021	01/03/2022	PER STATUTE OTH-ER E.L. EACH ACCIDENT E.L. DISEASE - EA EMPLOYEE E.L. DISEASE - POLICY LIMIT	$ $ 100,000 $ 100,000 $ 500,000
C	Bond	N	N	C28456	04/13/2020	04/13/2021	LIMITS	50,000

DESCRIPTION OF OPERATIONS / LOCATIONS / VEHICLES (ACORD 101, Additional Remarks Schedule, may be attached if more space is required)

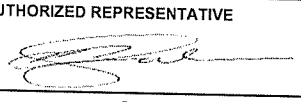
CERTIFICATE HOLDER

To Whom it may Concern

CANCELLATION

SHOULD ANY OF THE ABOVE DESCRIBED POLICIES BE CANCELLED BEFORE THE EXPIRATION DATE THEREOF, NOTICE WILL BE DELIVERED IN ACCORDANCE WITH THE POLICY PROVISIONS.

AUTHORIZED REPRESENTATIVE



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JANITORIAL
5 STAR SERVICES LLC

"Allow us to give you a Star Cleaning"

Employee and Safety Training Manual

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Definition of Terms

Cleaning--Cleaning is removing obvious dirt, debris, and other materials from a surface.

Etiquette Etiquette refers to rules of acceptable behavior. In other words, etiquette by definition refers to the “rules and conventions governing correct or polite behavior in society in general or in a specific social or professional group or situation

Green Cleaning--Green Cleaning is cleaning to protect health without harming the environment.

Falls—

Lockout/Tagout--"Lockout/Tagout (LOTO)" refers to specific practices and procedures to safeguard employees from the unexpected energization or startup of machinery and equipment, or the release of hazardous energy during service or maintenance activities. A lockout/tagout program requires the identification and implementation of practices and procedures necessary to shut down and lockout/tagout machines and equipment. The program requires that certain employees receive training in the lockout tagout procedures and that periodic inspections be conducted to maintain and enhance it.

Safety Safety as it applies to this manual is relative freedom from danger, risk, or threat of harm, injury, or loss to personnel and/or property, whether caused deliberately or by accident.

Sanitizing--Sanitizing or disinfecting is the actual killing of the microorganisms through heat or chemicals.

Security Security as it applies to this manual is prevention of and protection against assault, damage, fire, fraud, invasion of privacy, theft, unlawful entry, and other such occurrences caused by deliberate action.

Slips--A slip occurs when there is too little traction or friction between the shoe and walking surface. You slip when you lose your footing or

grip on a slippery surface.

Trips and Falls A trip is a fall or stumble caused by catching your foot on something. Tripping and falling accidents occur when your foot comes in contact with an object, or drops unexpectedly throwing you offbalance. A fall is when someone or something moves downward to a lower position by the force of gravity.

Universal Precautions--Universal precautions refers to the practice, in medicine, of avoiding contact with patients' bodily fluids, by means of the wearing of nonporous articles such as medical gloves, goggles, and face shields.

Chapter 1: Introduction

WHAT IS THE CUSTODIAL OR JANITORIAL INDUSTRY?

A janitor or custodian is a person who takes care of a building,
such as a school, office building, hospital, or apartment. Janitors are responsible primarily for cleaning, and often though not always some maintenance and security duties. Similar to the custodian or janitor is the building superintendent. Generally a superintendent has more maintenance and managerial duties.

Janitors and custodians may be required to receive training and licensing in various fields, such as Hazmat, CPR, or Boiler Operations, depending on the employer and the specific nature of the job.

A custodian may be considered to be different from a janitor. In some settings janitors are called housekeepers or housekeeping staff and in other settings they are referred to as maintenance or maintenance staff. Institutions have come up with a number of alternative job titles.

PURPOSE OF THIS MANUAL

The purpose of this manual is to acquaint you with cleaning techniques and safety in the Janitorial and Custodial industry. Some typical cleaning jobs may include the following tasks.
Cleaning bathrooms
Sinks
Toilets
Urinals
Cleaning floors
Cleaning carpeting
Cleaning stainless steel and other special surfaces
Clearing tables in lunch room
Emptying trash and recycling bin
Stripping and waxing floors

No matter what job you have as a Janitor or Custodian there are responsibilities associated with your job. One of these responsibilities is safety, safety for you and the safety of your coworkers and guests or patients in your facilities. Over the many years, safety has evolved

into a very high profile responsibility. Depending on where you live and work, safety laws and regulations are becoming more stringent and demanding.

Ideally safety is freedom from danger. Of course, every safety topic for the Janitor or Custodian cannot be covered in this one manual. However we will be discussing many safety topics including protection from the risk of harm or injury, safety devices, and responsibilities.

Topics including general information and new employee orientation will be covered. There are sections on accident prevention, bloodborne pathogens, electrical safety, lockout and tagout, safe lifting, and of course cleaning techniques.

Chapter 2: General Safety Rules for Everyone

The Janitors and Custodians may consist of many groups of employees. As indicated by the different job titles mentioned, jobs in this industry are many and diversified. There are general safety rules that apply to everyone. Some of these rules are discussed here. Horseplay is always prohibited…so don t even think about it

PERSONAL

Personal Hygiene

Hygiene refers to the set of practices associated with the preservation of health and healthy living. Hygiene is a concept related to medicine, as well as to personal and professional care practices related to most aspects of living, although it is most often associated with cleanliness and preventative measures. In medicine, hygiene practices are employed to reduce the incidence and spreading of disease.

Cleanliness requires a daily bath and a change to clean underclothing. Use a deodorant to prevent body odor. If you are a guy, shave daily. Give teeth and hair proper care, everyday. Keep fingernails short and clean. If you are a gal, use cosmetics in moderation. Refrain from the use of heavy scents.

In order to control cross-contamination, hands should be washed after performing cleaning duties. Before continuing on to the next area, wash your hands. Also, wash before meals and after going to the restroom.

Massage hand cleaner around the fingers, knuckles, and hands. Scrub fingernails with a brush. Keep your hands lower than your elbows when washing. Wash vigorously for two minutes. The tap water should be running during the entire process. Use medicated hand moisturizer when skin becomes dry or chapped.

To protect yourself you should use the proper Personal Protective Equipment or the acronym PPE for each cleaning task you perform.

Report to Work Rested

A first step to safety is to report to work rested, alert, and ready to perform your job. Fatigue may affect your ability to work safely. It may also impair your ability to treat your colleagues with the hospitality consistent with your training.

Wear Appropriate Clothing
Next, you should always wear appropriate clothing for your job. Follow your company's dress code. This includes wearing proper footwear for the job.

If you will be working equipment and machinery, don't wear rings and jewelry that can get caught in the moving parts.

Keep long hair tied back or under a hat. This will avoid having your hair getting caught in machines. Clothing should fit properly allowing room for movement without being so loose it could get caught in machinery moving parts.

Report Accidents
Most companies provide necessary first aid and medical treatment for injuries. If you are injured on the job, report the accident to your supervisor immediately, so that proper medical treatment can be provided.

First aid or professional medical treatment will be given as necessary; however, you must report all accidents and injuries when they occur, even if your injury does not require medical treatment.

PERSONAL PROTECTIVE EQUIPMENT

What is personal protective equipment or the acronym PPE and how does it affect you?
Personal protective equipment is equipment that has been designed to protect you from potential injuries. When required for certain job assignments, personal protective equipment will be issued to you It s your responsibility to wear it

Personal protective equipment could include safety glasses when your eyes are exposed to potential injury, gloves to protect your hands, hard hats for head protection, hearing protection for high noise areas, face shields to protect your face, respirators, specialized shoes…all these and more are considered personal protective equipment

Wearing personal protective equipment is important to protect you from injury or illness while performing your job. Some of the personal protective equipment you need may include:

Eye Protection
You should choose the proper type of eye protection for the hazard. For example, safety glasses are not appropriate when working with chemicals that may splash in your face or

eyes. Goggles and a face shield would be the best choice when working with chemicals.
Skin Protection

You should wear the right protective gloves for the hazard or chemicals. Some products can melt or go through the glove. Also protect your skin by wearing a protective apron or smock. If your clothing is soaked with chemicals, change them immediately to prevent prolonged skin contact.

Hearing Protection
Hearing protection may also be required if you work in a noisy area or with noisy equipment such as vacuums and other tools.

Respiratory Protection
Respiratory protection may be required depending on the job and chemical products being used. You must be trained before using a respirator. Discuss the need for this protection with your supervisor.

ELECTRICAL SAFETY

Electrical safety is another important safety consideration. Naturally, everyone has been exposed to electricity and how dangerous it can be if it's misused.

Generally, in the workplace you should always inspect electrical cables, cords, and plugs for frays, cracks, cuts, or defects before you use them. If the electrical tools or equipment you use do not say “Double Insulated on the manufacturer s tag then they must be grounded with a 3-prong plug and a grounded cable. This provides some degree of protection from electrical shock in case of a malfunction or short in the tool. Figure 1 shows a three prong plug and receptacle.

What this means is there must be a third prong on the plug. The third wire goes to ground. In case of a short or malfunction, the electricity will flow though this third wire to ground and not through the person holding the malfunctioning tool or equipment. Of course, if the ground wire is not properly connected to the system or the third prong is missing from the plug, then there is no electrical shock prevention.

Always check and test your equipment for safety before you use it.
Never allow an outlet to be overloaded.

Don t overload circuits by plugging in more than the allowed number of electrical power outlets.

The use of octopus plugs, as shown here, makes a dangerous situation that could cause a fire. Electrical hazards can be caused by faulty electrical tools and equipment, appliances and wiring, electrical outlets, switch panels and electric transformers.
Remember to unplug any electrical appliance before you clean it. Working around water and electricity is dangerous.

Make sure that any electrical or other types of cords do not create tripping hazards. Of course, never clean electrical equipment with flammable or toxic solvents and never use flammables near electrical tools. The sparks from the inside of a machine or tool can cause an explosion.

CONTROL OF HAZARDOUS ENERGY/ LOCKOUT TAGOUT

What is Lockout/Tagout or LOTO?
"Lockout/Tagout or LOTO" refers to specific practices and procedures to safeguard employees from the unexpected energization or startup of machinery and equipment, or the release of hazardous energy during service or maintenance activities. A lockout/tagout program requires the identification and implementation of practices and procedures necessary to shut down and lockout/tagout machines and equipment. The program requires that certain employees receive training in the lockout tagout procedures and that periodic inspections be conducted to maintain and enhance it.

Lockout is the practice of using keyed or combination security devices or “locks to prevent the unwanted activation of mechanical or electrical equipment. Tagout is the practice of using tags in conjunction with locks to increase the visibility and awareness that equipment is not to be energized or activated until such devices are removed. A tagout device is usually a non-reusable type, attachable by hand, self-locking, and non-releasable with a minimum unlocking strength of no less than 50 pounds.

Authorized and Affected Employees for LOTO
Now, before we go much further, let's discuss two categories of employees requiring knowledge and training in lockout tagout procedures The first category is “Authorized Employees These are maintenance personnel who actually use lockout and tagout procedures while they are repairing or maintaining equipment. The second category is “Affected Employees This describes any employee who uses or works around equipment and machinery that may be locked out or tagged out. You need to be able to recognize tags

used by your employer for LOTO It s recommended that virtually all employees be in the “Affected Employee category

What are Hazardous Energy Sources?
Let's begin with some basics, as you'll need these to understand the program. What are hazardous energy sources?

Electricity is used to provide power to a wide variety of machines and equipment. Locking out of electricity prevents electrical equipment from accidental release of electricity during maintenance or repair. The main problem here is locking out electricity does not guarantee that other energy sources won't be released. There may be a steam valve that requires locking out as well or hydraulic, vacuum, or pneumatic pressure, mechanical motion, springs, thermal energy such as steam or heat, or extremely low temperature liquids or gases.

Releases of chemicals or chemical reactions are other energy sources that must be controlled, dissipated, or shut off. Locking out of electricity may not provide adequate protection during maintenance and repair. Each machine or piece of equipment must be inspected by trained employees to determine adequate lockout procedures for all potential hazardous energy sources. Your organization must have these energy sources identified and listed in the written lockout/tagout policy and procedures.

The first step in all lockout/tagout procedures is to identify the potential energy sources that will require control by lockout or tagout. In general, there are 6 types of energy sources that may be encountered. As we discussed earlier, electrical energy is the first type of energy source for consideration. In addition there is mechanical energy, hydraulic energy, pneumatic energy, thermal energy and chemical energy.

Mechanical energy can present a danger from moving parts such as rotating fans, shafts, gears, grinding wheels, moving packer blades, panels, conveyors, and more. Hydraulic systems that work using fluid under pressure are candidates for LOTO procedures. An example of pneumatic energy is air pressure stored on Air Brake Systems. Pneumatic pressure may also be present in air accessories and control systems. Thermal energy is heat, heat from fluids such as coolant and lubricating oils and from hot machinery such as engines, exhaust systems, electric motors, and gear cases are sources of potential thermal energy. Finally, potential energy can be released by chemicals when they react with one another, or react with air and/or water.

Now, that we have identified potential energy sources; we have to determine which switch, valve or other isolating device will be operated to isolate these energy sources. Whenever working on equipment in a manner which any potential energy source could be encountered, the appropriate procedures must be followed to isolate or disable the applicable hazards.

Employee Training for LOTO

Employees or any other authorized and affected employees who may be reasonably expected to use the equipment or procedures for LOTO must receive annual LOTO training from the appropriate training staff. Training requirements are outlined under Code of the Federal Register 29 CFR 1910.147 Section (c)(7) (i),(ii), and (iii). These training programs are designed to provide you with a good understanding of lockout/tagout procedures.

Record Keeping for LOTO

Inspection records and training records will be kept by your employer. Training records will be maintained by employer and they will include an outline of topics covered. In addition, a sign in sheet of attendees will be included with training records. Inspection records will also be kept.

Inspection Methods for LOTO

OSHA requires that a LOTO Program be reviewed once a year and that periodic inspections of the procedures are made to ensure that they are being followed correctly. Inspections may be done in the shops in your physical plant. These shops may include auto, central plant, controls, electric, plumbing, and refrigeration. Inspections are designed to include cataloging the general types of hazardous energy and equipment applicable to each area.

Some inspections may involve questions only; some may include demonstrations; and others may occur during actual LOTO activities. General questions that may be asked include:

1. Who are the authorized employees, i.e. those using LOTO)?
2. Who are the affected employees, i.e. who are employees that could be exposed to LOTO hazards?
3. Are procedures for energy control in place?
4. What equipment is subject to LOTO?
5. Do specific written procedures exist, i.e. written procedures for de-energizing and reenergizing equipment?
6. Where are your locks/tags?
   What if an “Authorized Employee is not available to remove the lock
8. What inspection records exist for your Department?

9. Do you know what training records exist?

Who is Responsible?
Each individual must accept the responsibility to know the rules and to follow your organization's policies and procedures exactly. The primary purpose of any LOTO program is accident prevention. It is designed to safeguard you and those around you. Safety is always a team effort and LOTO is no different. The rules are very important and if you're not sure about a particular procedure don t be afraid to ask questions Ask your supervisor Don't take chances! Failure to properly lockout and tagout when necessary can lead to potentially serious injury.

To make sure the machine doesn't start accidentally, all hazardous energy must be locked out Hazardous energy could be electricity springs under tension gravity…where heavy parts could fall down, liquids, or steam under pressure or other hazardous energy sources. Some common lockout/tagout equipment is shown in Figure 3. The figure illustrates locks with keys and tags.

Even if you don't work in these areas or you're not a mechanic or machine operator, it's important that you know about these tags and locks.

Never Remove LOTO
Never remove any of these tags or locks, unless you're the person who placed them there. Don't attempt to start any machine that has a lock or tag on it. Lockout and tagout procedures save lives.

EMERGENCY ACTIONS

In case of fire, exit the building by appropriate exits. Remain calm and report to your designated area so your supervisor can account for you. It's important to know if anyone is left inside the building or if anyone is missing.

In case of earthquake or a tornado, it's best not to go outside. Falling electrical lines, broken glass, or other dangerous conditions could exist outside your building. Experts recommend that you get under a sturdy desk or other heavy object and Duck, Cover, and Hold.
Duck under a heavy object for safety.
Cover your head with your hands.
Hold that position until it's safe to move.

In cases of emergency you should know elements of your company s emergency plan and be prepared to follow them.
Remain calm and use your good judgment and your training to protect yourself and others.

HOUSEKEEPING FOR EVERYONE

In this case housekeeping means that you should check your work area for materials, cords, cables, or other items that can cause slips, trips, or falls.
Housekeeping is checking your equipment to make sure grease or oil doesn't leak on floors, causing potential slips and falls.
Your housekeeping duties include checking closets in your work area for trash, debris, or other potential hazardous conditions. Then address the issue.
Housekeeping is also taking the time to make sure your entire work area, regardless of your job description, is neat, clean, and organized; including putting tools or utensils where they belong when you've finished using them.
Housekeeping is picking up paper trash or debris when you see it…even if it s not in your department.
Housekeeping is your responsibility, no matter where you work.

SLIPS, TRIPS AND FALLS

Slips, trips, and falls are a major cause of workplace injuries. Believe it or not accidents happen. Fall injuries can happen when a janitor simply steps off of a loading dock. Or perhaps, a truck driver breaks his ankle when jumping down from the cab of his truck.

Causes of Slips, Trips, and Falls
Slips happen when there is too little friction or traction between footwear and the walking surface. It is easy to slip on a wet or oily surface.

Slips and falls happen. Jumping from any elevated surface is hazardous. You can fall from ladders, stairs, or curbs. Slippery floors, debris, or uneven surfaces will potentially cause you to trip or slip and fall. The study of slip, trip, and fall accidents and injury statistics help us to understand where we went wrong. We use information from these studies and statistics to determine how to prevent future accidents.

Is there a magic bullet New floor surfaces “slip resistant shoes--what is the answer? We believe the answer is education, greater awareness, and maintaining a good safety attitude. We all must accept responsibility for working and acting safely.

We just can t run the risk of you your coworkers building occupants vendors or clients slipping and falling. First, we are going to review some of the ways people trip and fall. Next, we will review basic prevention techniques.

When your foot strikes an object causing you to lose your balance, you trip and then you stumble or fall. Slips, trips, and fall injuries are caused by hazardous conditions. Hazardous conditions may include an obstructed view or poor lighting.

Clutter left in isles, trash left on the floor, and protruding chair legs contribute to hazardous conditions. These conditions will certainly lead to accidents if left unattended. Uneven steps, uncovered cables, and open bottom desk drawers also provide circumstances that may lead to trips and falls. Wrinkled carpeting or rolled corners on rubber mats provide another set of hazardous conditions.

Prevention Techniques
Both slips and trips result from some a kind of unintended or unexpected change in the contact between your feet and your walking surface. Good housekeeping is the first and the most important level of prevention for these accidents.

All spills should be cleaned up immediately, especially those in isles and walkways.
Spills and wet areas should be marked with orange cones or “Wet Floor signs
Debris should be mopped or swept from floors, immediately.

Obstacles such as stocking carts, crates, and empty boxes should be removed from walkways. Walkways and isles should be kept free of clutter.

Runners, rubber mats, rugs, and carpets that do not lay flat should always be secured to walking surfaces.

File cabinet and storage drawers should always be left closed.
Remember that wires and cables are potential tripping hazards.

Lighting is important. Be sure to keep work areas and walkways well lit by replacing burned out light bulbs and faulty switches Replacing burned out light bulbs is often part of a janitor s job.

All drains must have drain covers that are secured to the floor.

Clean Up!

Cleaning supplies are often dropped and spilled on the floor It s not good enough just to wipe them up you have to actually clean the surface Let s say someone knocks a bottle of marble cleaner off the shelf and onto the floor. The bottle hits the floor and goes crash! Wax goes everywhere. We now have a hazardous condition. By definition this is certainly a slip, trip and fall hazard.

First you must mark the hazard with a sign or an orange cone.

Next you pick up the container and as much of the wax as possible using a broom and dustpan.

A dustpan is a cleaning utensil commonly used in combination with a brush or broom. Industrial and commercial establishments may provide you with a hinged dustpan on the end of a stick to prevent you from constantly stooping to use it. Handheld dustpans may be used with either a full-size broom or with a smaller whisk broom or brush sometimes called a duster.

Water spills should be mopped, and then wiped dry with a dry rag or towel.

Safety awareness is the key to safety.
You will find that there are many hazards occurring in your working environment on a daily basis. Spilled water ice cubes broken glass and food on the floor…all of these things pose special hazards. Of course, you should immediately clean spills or pick up items on the floor or stairs. The only thing that's going to prevent an accident is for you to be aware of potential hazards and pay attention to your walking surfaces.

If you see something on the floor that doesn t belong there pick it up It s that simple Remember, watch where you walk. Be aware of your surroundings. Always wear approved slip resistant footwear at work. When you see water on the floor or some other hazard, clean it up!

To properly clean up a spill that contains oils, you must first wipe it up and then put some abrasive powder on the contaminated surface. Rub the area to remove any remaining oils. Then clean the floor surface with soap and water, rinse it, and make sure the floor surface is not slick.

Without good housekeeping practices, any other preventive measures will never be fully effective.

Footwear
Footwear is important! Footwear is personal protective equipment where floors may be oily, wet or if workers spend considerable time outdoors. In these circumstances, fall accident prevention should focus on selecting proper footwear. Ordinary tennis shoes are popular, but in wet and slippery environments, they can contribute to accidents and injuries. There is compelling evidence that using slip-resistant footwear reduces accidents.

Effectiveness of slip resistant footwear depends on more than just the footwear design. It is also affected by its use, environmental conditions, and the type of floor surface and finish that is in your working environment.

Behaviors that Lead to Falls
In addition to wearing the wrong footwear, there are behaviors which can lead to slips, trips, and falls. For example, a behavior that can cause a hazardous condition is simply walking too fast or running. Other behaviors that may lead to falls include activities such as not watching where you are going; carrying cleaning buckets and supplies which obstruct your view; wearing sunglasses in low-light areas; failure to use handrails, and allowing yourself to be distracted. These and other behaviors, caused by lack of knowledge, impatience, or bad habits can lead to serious accidents. You can eliminate many slips, trips and fall accidents by simply paying attention and watching where you re going

Warehouse Vehicles
You should never hitch a ride on a forklift pallet jack or in the bed of a truck while you re working. Death or serious injury is a potential result of extra riders falling from these vehicles. The safe way is "NO RIDERS".

Vehicles and the “Three Point System
Janitors and custodians are often moved from one location to another. When getting in and out of vehicles, always practice the "Three-Point System." This is particularly important if you are getting in or out of a truck. This system can significantly reduce the chances of injury through a slip or fall while entering or exiting a vehicle. The Three-Point System means that three of your four limbs are in contact with the vehicle or the ground at all times, either one hand and two feet, or two hands and one foot. In other words, only one limb is in motion at any one time. When getting out of a truck, step down backward.

It is never safe to ride in the back of a truck--if you must, when getting off the bed, step down backward, never "jump" or "fall" down forward.

Stairwells

Stairwells should be well lit with sturdy handrails on both sides. When you are walking down a stairwell, you should always have one free hand. This will allow you to use the handrail. All the steps must be kept free of grease, oil, and obstacles. Obstacles can increase the probability that you or others will have an accident. You should always avoid carrying heavy or bulky objects up or down stairs. Objects that obscure your vision and/or require the use of both hands are a source of hazards. You should carry smaller, lighter loads and make more trips, or obtain help from a coworker. Use an elevator if one is available.

Ladders

Ladders are often used by janitors and custodians. Appropriate ladders should be used when performing jobs such as changing light bulbs, cleaning wall surfaces that are above arms reach, and storing supplies on top shelves. The "Three-Point System" should also be practiced when you use a ladder. This system can significantly reduce the chances of injuring yourself through a slip or fall while climbing ladders. As discussed earlier, the “Three-Point System means that three of your four limbs are in contact with the ladder at all times, either one hand and two feet, or two hands and one foot. Only one limb should be in motion at any one time.

Ladders cause a great number of injuries. Make-shift ladders, chairs, boxes, and barrels should never be used as substitutes for a ladder. The risk of injury is far too great.
The area around the top and bottom of ladder must be kept clear.
Never use a ladder for any purpose other than the one for which it was designed.
Self-supporting step ladders and non-self-supporting extension portable ladders must be able to support at least four times the maximum intended load, except extra-heavy-duty metal or plastic ladders, which must be able to sustain 3.3 times the maximum intended load.

Step Ladders

Figure 8 Example of what not to do. Never stand on the top two steps of a step ladder
Of course we all know to never stand on the top two steps of a step ladder That s just too dangerous and it causes an unsafe shift in the center of gravity of the step ladder.

Don t lean past the rails of the ladder as this also creates instability We call this the belt buckle rule Don t lean past your belt buckle for safety.

When climbing up or down a ladder, always face the ladder.
Naturally don t use a metal ladder when doing electrical work There is a great risk of electrocution or getting a shock that could throw you off the ladder.
Foldout or stepladders must have a metal spreader or locking device to hold the front and back sections in an open position when in use. See the figure above.

Extension Ladders
There are 3 basic requirements for extension ladder setup.
First, the top of the ladder must extend 3 feet or 3 rungs above the point of contact to the structure.

Secondly, it must be setup at the precise angle of 75.5 degrees to provide the proper angle for climbing. The old four to one ratio makes this difficult to achieve, but the correct angle is important An “extension ladder angle verification device is recommended to achieve this angle with accuracy.

Did you know? The most common reason extension ladder accidents occur is due to ladders set up at an improper angle! Several studies show that when workers attempt to set up a ladder at 75.5 degrees without a measurement device, resulting angles varied as much as 9 degrees.

There are commercially available Ladder Angle Verification Devices that are factory set at the OSHA required 75.5-degree angle for correct ladder set up. These devices are simple to use and easily attached to any ladder.

Lets face it without a verification device how do you know that your angle is correct
Ladders are to be kept free of oil, grease, wet paint, and other slipping hazards.
Do not stand above the highest “safe standing level: prescribed by the ladder s manufacturer.

Do not extend the center of your body s torso past either side rail of the ladder In other words don t overreach

Face the ladder while ascending and descending.
Don t carry tools in hand use a tool belt
Wear proper footwear.

FIRE PREVENTION

Good housekeeping is the first step in fire prevention. If you have poor housekeeping, you don't have good fire prevention.

The second step in fire prevention is to know where fire extinguishers are located and how to use them. Fire extinguishers are often marked with a sign as shown in Figure 3. These signs are usually at eye level.

If you don't know how to use the extinguishers at your location, learn how before a fire happens. It's not as easy as it looks because in case of fire, everyone is under pressure and it is easy to panic.

As a review of the use of extinguishers, the first rule is: Life Safety Is Paramount. This means that unless it s safe to do don t try to play the hero Don t try to extinguish a fire that could be hazardous for you or others. Remember, your life is more important than property. The figure below shows a typical fire extinguisher. Fire extinguishers are equipped with a gauge such as the one shown; the needle should be in the green zone - not too high and not too low. There is a nozzle at the end of a hose for aiming. Each extinguisher has a pin to prevent accidental discharging.

However, if extinguishing the fire can be done safely, extinguish it. Use a fire extinguisher. Use the key word PASS, as described below, to remember the proper procedures for extinguishing a fire. First, stand about 8 to 10 feet away from the fire. You don't want to be close to the fire because the pressure of the extinguishing agent may spread the fire. Stay at least 8 to 10 feet away.

The PASS Acronym
P A S S is an acronym that can be used as a quick reference for the operation of a fire extinguisher.
P is for Pull. First you pull the Pin at the top of the extinguisher. The pin releases a locking mechanism and will allow you to discharge the extinguisher.
A is for Aim. Next you aim at the base of the fire, not the flames. This is important-in order to put out the fire, you must extinguish the fuel.
S is for Squeeze. And next you squeeze the lever slowly. This will release the extinguishing agent in the extinguisher. If the handle is released, the discharge will stop.
S is for Sweep. Finally you sweep from side to side using a sweeping motion. Chase the fire into a corner. You must move the fire extinguisher back and forth until the fire is completely out.

It is often a good idea to aim the nozzle in a neutral direction away from anything, and then lightly squeeze the handle. This will give you a feel for your particular extinguisher.
Be sure to operate the extinguisher from a safe distance, several feet away, and then move towards the fire once it starts to diminish. Since different fire extinguishers have distinct recommendations for operating distances, be sure to know the instructions on your fire extinguisher. These instructions should be reviewed the first time you familiarize yourself with your facility. Remember to aim at the base of the fire, and not the flames. Chase the fire into a corner if possible, away from any concentration of flammable materials with a sweeping, herding motion.

A typical fire extinguisher contains 10 seconds of extinguishing power. This could be less if it has already been partially discharged. Always read the instructions that come with the fire extinguisher beforehand and become familiarized with its parts. It is highly recommended that you get hands-on training.
Once the fire is out don t walk away Watch the area for a few minutes in case the fire reignites.

The Fire Triangle
The triangle illustrates the rule that in order to ignite and burn, a fire requires three elements: heat, fuel, and an oxidizing agent, usually oxygen. The fire is prevented or extinguished by removing any one of the three. A fire naturally occurs when the elements are combined in the right mixture. A graphic depiction of the fire triangle is given in the figure below.

The Fire Tetrahedron
It has largely been replaced in the industry by the fire tetrahedron. The removal of heat explains fire suppression in a majority of cases. However, the suppression effect of Halon, which is a stable halocarbon used to put out fires, cannot be explained completely. It can partly be explained by what is called chemical inhibition. That means that it reacts chemically to reduce the concentration of radicals in the flame. These radicals are essential in the chemical reactions. This has led to development of the fire tetrahedron with the bottom representing the sustaining of chemical reactions. This is illustrated in the next figure.

Combustion is a chemical reaction that feeds a fire more heat and allows it to continue. When the fire involves burning metals like lithium, magnesium, or titanium, it becomes even more important to consider the energy release. The metals react faster with water than with oxygen and thereby more energy is released. Putting water on such a fire results in the fire getting hotter or even exploding because the metals react with water in an exothermic

reaction. Some metals also burn in carbon dioxide. Therefore, inert agents for example dry sand must be used to break the chain reaction of metallic combustion.
The take home message here is that you must know what kind of fire you are dealing with to know how to distinguish it. If you are not certain, leave it to the professionals.

CAUSES OF ACCIDENTS AND INJURIES

What causes accidents and injuries? Actually, statistics have been maintained by a number of organizations and insurance companies over the years. With millions and millions of accidents and injuries, it's fairly easy to determine the different accident types, causes, and other information. Accidents are investigated to determine what happened, so precautions and safety standards can be implemented to prevent the same type of accident from being repeated.

That's one reason we have so many safety rules and regulations. If people keep falling off ladders, it could reveal that ladders are unsafe to use. Upon investigation of ladder accidents, professionals can determine how the ladder was used and what actually caused the accident.

In most cases it wasn't the ladder that was unsafe. It was the person using it in an unsafe manner. In fact, this is true of most accidents. You'd be surprised to learn that many ladder accidents and injuries are the result of unsafe acts of people.
That's right, unsafe acts of people.

Not equipment, not floors, not ladders, not machines, but people. How can that be?
People don't try to have accidents and they don't try to injure themselves. We're not saying that physical hazards never cause or contribute to an accident because they do. However, many accidents and injuries are caused by the acts of people…people taking short cuts not following proper procedures, ignoring safety rules, and just not paying attention. Or not being trained in safety procedures.

We should always consider possible risks before starting any job and consider how our actions might affect the safety of ourselves and others.

Safety is everyone s responsibility regardless of where you work Your company has provided you with training and equipment to perform your job safety but safety is really up to you. You need to follow company policies and procedures on every job, every day If you do that you ll be doing your part in helping to reduce accidents and injuries in the workplace.

SAFE LIFTING AND BACK INJURY PREVENTION

Safe Lifting
You ve probably heard it a million times bend your legs not your back The reason you ve heard it so much is back injuries are painful and debilitating and a serious back injury can prevent you from earning a living or enjoying your leisure time. Nobody wants a back injury.

What can you do to help reduce your risk?

Never bend your back when lifting. Never bend over and reach to lift anything. Your back is a complex and sensitive structure made up of vertebrae, discs and nerves. The discs are made of a soft jelly-like substance that acts like shock absorbers between the vertebrae. Bending over and lifting puts pressure on these sensitive discs and greatly increases the likelihood of an injury.

Never twist while lifting. This too can damage your back. You may twist and lift every day and you haven t experienced an injury or back problem yet If you continue to twist and lift, sooner or later, you will have a back injury. Instead of twisting, lift the item safely, pivot your feet then set the item down It doesn t take any more time and it could save your back
If an item is too heavy to lift on your own ask a co-worker to help you Don t try to lift it yourself. You ve been trained and taught proper lifting procedures
Whatever you lift, keep it close to your body.

The figure shown above is an illustration of proper lifting technique. You should lower your body by bending your knees keeping your back perpendicular to the floor. You should keep the object as close to your body as possible and then use your leg muscles to lift the object. But it s your responsibility to lift safely Nobody can do it for you it s your decision Make the right choice, the safe choice.

Tips to Prevent Back Pain
Back pain is a fact of life. Many of us have suffered back pain and we know that it's something to avoid. Most doctors don't agree upon what treatment for back pain is best. However, they all agree exercise and diet will greatly reduce your chances of back pain or injury. Since we're not doctors, you should get medical advice on diet and exercise that's best for you.

Proper work practices will make a difference.

As described in the previous section, there are some safe lifting techniques you can use to reduce the potential of injuries and back pain.
Don t lift heavy objects Get mechanical assistance Use hand trucks and folding carts as illustrated in the figure below.

When lifting avoid bending and twisting always use your leg muscles to lift.
Have lumbar support and armrests where you sit.
Change positions frequently.

Safety is a job requirement, but more importantly, safety is a moral obligation to yourself, the company, co-workers, and your family. One accident is simply one too many.

Exits
It is important to know where exits are located and to make sure they re not blocked Safety awareness will eliminate the vast majority of injuries.

Chapter 3: CLEANING

THREE T S OF CLEANING

In order to think through the proper steps in cleaning anything, you must first identify the problem, and then select the proper cleaning products and tools to do the job. Having done this, it is important to understand how to properly use these cleaning products and tools. This is an essential element of a successful cleaning job. It is important to know how and why certain procedures and products work and why some do not.

In order to increase the cleaning efficiency of any cleaning chemical, one can utilize what is known as "The Three T's of Cleaning".

The first "T" is for Time. If a cleaning compound stays on a surface longer, the cleaning efficiency of the product is enhanced. This fact explains why a foaming product is better than a pure liquid on vertical surfaces. A pure liquid runs down the vertical surface. The foam tends to remain longer on the surface; thus increasing the cleaning efficiency.

The second "T" is for Temperature. When hot water is used in a carpet extractor, or when hot water is combined with high pressure washing, or "steam cleaning", the product performs better.

The third "T" is for Turbulence or Agitation. Ever wonder why a black or brown stripping pad is used with a stripper to remove floor finish? The Brown Stripping Pad is constructed of polyester fibers in a semi open texture nonwoven fabrication. Abrasive particles are distributed throughout and adhered to the pad with a sturdy adhesive. This turbulence speeds the removal of floor finish.

Have you ever washed your car using a rag or sponge? You were adding turbulence which

makes the car get cleaner faster. When hand washing is accomplished, the three "T's" are put to work, and many other cleaning procedures employ the three "T's" of cleaning.

CHEMICALS USED FOR CLEANING AND THE MSDS

Chemicals are a vital part of any cleaning operation Without them we couldn t clean But with them, we need to take precautions. If you follow precautions, the chemicals you work with are safe. But you may need to wear personal protective equipment such as gloves in order to ensure your safety.

How do you know what kind of protection is required for each chemical?
The answer is the Material Safety Data Sheets or MSDS. The MSDS contains all the information you need to know about any chemical you work with such as ingredients, hazards, First Aid, personal protective equipment and more If you re unsure about a chemical ask your supervisor for the MSDS. You can never be too safe or too informed about the chemicals that you use.

Material Safety Data Sheet--MSDS
The Material Safety Data Sheet, commonly called the MSDS, is a component of your University s Chemical Hygiene Plan and Hazard Communication Program The MSDS contains information provided by the chemical manufacturer and is maintained by the University to inform students and staff of the possible hazards associated with chemicals being used in their laboratory or work area. It is a critical part of any laboratory safety program. The goal of the MSDS is to provide you with a summarized, multi-source resource that informs you of certain basic but necessary pieces of information regarding the substance or chemical you are about to use.

The MSDS informs you about the material s physical properties and related health effects personnel protective equipment necessary to protect the you, first aid treatment necessary in the event of an exposure, how to respond to accidents, and the planning that may be necessary in order to safely handle a spill.

The MSDS may vary in style and content, but all contain certain required sections. State and Federal law requires that all manufacturers and distributors of chemical products provide the end user with a manufacturer specific MSDS. One method of accessing is through electronic databases. Many employers keep a notebook with MSDSs for the particular cleaning supplies that you will be using in your job.

What is a Material Safety Data Sheet?
The MSDS is a widely used system for cataloging information on chemicals, chemical compounds, and chemical mixtures. MSDS information may include instructions for the safe use and potential hazards associated with a particular material or product. MSDS can be found anywhere chemicals are being used.

There is also a duty to properly label substances on the basis of physico-chemical, health and/or environmental risk. Labels can include hazard symbols such as the European Union standard black diagonal cross on an orange background, used to denote a harmful substance.

The goal of the MSDS is to provide the user with a summarized, multi-source resource that informs the user of certain basic but necessary pieces of information regarding the substance they are about to use The MSDS informs the user about the material s physical properties and related health effects, personnel protective equipment necessary to protect the user, first aid treatment necessary in the event of an exposure, how to respond to accidents, and the planning that may be necessary in order to safely handle a spill.

Each company can design its own MSDS form, and the sections may be in different order. But, the basic kinds of information on any MSDS will be the same. This is an example of the first page of an MSDS.

Chemical Name
For example, there is always a section that lists the identity of the substance or the chemical name on the label, date the MSDS was prepared, the name and address of the manufacturer, and usually a phone number for emergencies and more information.
Hazardous Ingredients/Chemical Identity

The section on hazardous ingredients and chemical identity includes names of substances in the chemical that might be dangerous, and safe exposure limits such as Permissible Exposure Limit or PEL as set by OSHA or the Threshold Value Limit or TVL. This section also lists common names for the chemical.

Physical Characteristics
The section on physical characteristics describes many physical qualities of the chemical, and lets you know what is usual or safe. For example, it may state how the chemical looks and smells; boiling and melting temperatures--this is important in case a chemical might become a gas you could breathe; evaporation rate; how easily the chemical dissolves; and

how heavy it is--this tells you if it will sink, float, or dissolve in water.

Fire and Explosion Data
The section with fire and explosion data provides information on the lowest temperature when the chemical could catch fire or flash point. It also contains flammability data that lets you know if it's flammable; if it catches fire below 100 degrees Fahrenheit; is combustible; or, if it catches fire above 100 degrees Fahrenheit. In addition, this section lists the best way to put out a fire involving that chemical.

Reactivity
The section on reactivity describes what happens if this chemical comes in contact with air, water, or other chemicals. It also describes conditions, like heat, or materials that can cause the chemical to react by burning, exploding, or releasing dangerous vapors. The chemical is called "incompatible" or "unstable" with these conditions or substances. For example, sodium metal is unstable when it comes in contact with water. It explodes!

Health Hazards
The section on health hazards lists ways the chemical might enter your body, like splashing on your skin or being breathed in as vapor. It will also list possible symptoms of overexposure. This section will provide information about how overexposure might make existing medical conditions worse, and it describes emergency first aid procedures.

Usage, Handling, and Storage
The section on usage, handling and storage describes how to clean up an accidental spill, leak, or release. This part will include any special procedures that might be required for clean-up. It will provide you with information on how to handle, store and dispose of chemicals safety. Remember, if there is an accident, you must notify your laboratory instructor or professor immediately. You may take care of it yourself only if you are trained to do so and are wearing the proper personal protective equipment.

Special Protection and Precautions
This section explains special Personal Protective Equipment to use when working with a chemical. It also describes requirements for special procedures, extra health or safety information, signs that should be posted, and other information not covered in other sections.

It is wise to study MSDSs for any chemicals you will work with in your job. MSDSs for a many commercial substances are not primarily intended for use by the general consumer.

Material safety data sheets focus on the hazards of working with the material in an occupational setting. For example, an MSDS for a cleaning solution is not highly pertinent to someone who uses a can of the cleaner once a year, but they are extremely important to someone who works with a cleaner or a chemical in a confined space for 40 hours a week. You may work in many different departments throughout your facility…housekeeping offices the kitchen, and others. Employees in each of these departments use different chemicals in the performance of their job responsibilities.

You need to be aware of what chemicals are on what items before you use them. Some chemicals when mixed together can be quite deadly Let s give you an example A kitchen employee may have used ammonia on a rag to clean something in the kitchen That s perfectly okay as long as there was proper ventilation. Ammonia on its own is perfectly safe when used properly. But if you take the ammonia soaked rag and use it with detergent containing bleach you have just created a very hazardous condition.

Ammonia and bleach, when mixed together, form a deadly combination called chloramine gas. Chloramine gas can kill you. Never mix bleach and ammonia.

Stain removers and certain detergents can also be a hazard That is why it s vital to your safety and the safety of those around you to always read the chemical label and the MSDS sheet for each chemical that you use and always wear the required personal protective equipment. You can t afford not to

VENTILATION
Most of today s new office buildings and workplaces are highly insulated and practically air tight. While this is great as far as cost effective energy bills go, the down side to tightly insulated buildings is poor indoor air quality. As windows and doors are typically kept shut throughout the day, moisture, and stale air that can carry contaminants and pathogens. The air circulates inside and gives rise to various problems including mold and mildew, health problems, ruined furniture, and peeling paint. The quality of indoor air can be achieved through mechanical ventilation.

An excellent way to ventilate thoroughly, efficiently, and cheaply is to use exhaust fans.
What Are Exhaust Fans?
An exhaust fan is a mechanical ventilation device that helps to draw out stale and impure air from a room or building and bring in fresh air, thereby improving the quality of indoor air.

Exhaust fans

are typically ducted to the exteriors, through which bad indoor air can effectively be removed from your work space. Any volatile cleaning supplies will also be vented.
There is a lot of heat and humidity in the bathrooms and laundry rooms and without proper ventilation, mold and mildew can accumulate. Ventilation also keeps the heat down and makes your facility a more comfortable place to work.

Use spray bottles instead of aerosols for applying chemicals if another means is not possible, and make sure you have proper ventilation when using chemicals. When in a commercial building, make sure ventilation systems are turned on. Inadequate ventilation allows chemical byproducts to be absorbed into porous items such as ceiling tiles and wallboard.

What to do when there is no exhaust fan
If you are cleaning a restroom with no exhaust system prop the door open Place a “Cleaning in Progress sign in the doorway

Whenever possible, use mechanical means rather than chemical means for cleaning. For example, use a microfiber cloth instead of a chemical-based dust control product. Also use a microfiber cloth instead of a feather duster, which causes dust to become airborne.

REPORT HAZARDOUS CONDITIONS

We couldn t possibly cover every safety hazard you may encounter on the job That s why it s up to you to pay attention to safety and do your part to reduce accidents and injuries. You work in the facility every day and no one knows your job better than you.

The training you ve received should help you perform your job in a safe manner But it s really up to you. Obey all posted warning signs. Read and follow all instructions on chemical labels and MSDS sheets. Lift safely. You should always report hazardous conditions to your supervisor, so they can be corrected.

But most of all; use your common sense and good judgment and make yourself personally responsible for a safe and accident free workplace. Take pride in your job and in safety. Nobody can do it for you.

Chapter 4: CLEANING IN THE HEALTH CARE INDUSTRY

Sanitation and good housekeeping can both be defined as the practice of rendering the hospital free from agents injurious to health. Microbiology, the study of microscopic living, plantlike organisms, including bacteria, viruses, yeasts and molds is the biological science on which sanitation is based. There are many communicable diseases known to man. Each one of these diseases or infections is caused by a specific organism. Organisms enter the body through the respiratory tract, digestive tract or through breaks in the skin and multiply, causing tissue injury and body reaction. As the organisms multiply many are shed by the infected person and may be spread to others, thus beginning the cycle again.

BACTERIA

Bacteria are one of the more common microorganisms. Bacteria generally reproduce and multiply by simple division. Each cell reaches maximum size and divides into two parts. The two parts then grow to full size and each divides again. This cycle is repeated again and again. Food and environmental conditions such as moisture, temperature, light, and degree of alkalinity influence the rate of bacterial growth. Presence or absence of oxygen is also an important factor, because some bacteria require the presence of oxygen for growth and others require the absence of oxygen.

VIRUSES

Viruses are much smaller than bacteria and they are very often too small to retain in filters. Viruses are considered by some to be living organisms, by others to be complex protein molecules that are capable of growth and multiplication only in living cells. Because of their size, they can remain suspended for long periods of time or they can be transplanted from place to place through the hospital's air conditioning system.

INFECTION CONTROL

You know about infection, bacteria, and viruses, but how do you control these potential health hazards? Control of infection caused by these bacterial and viral organisms depends on breaking what can be called the chain of infection. This chain consists of the reservoir or source of infection, which might be bacteria laden dust, the means of transmission of the infection such as air and finally, the host. The object of infection control is to eliminate reservoirs and to block the means of transmission.

Pathogenic organisms can be transmitted from the reservoir of infection to the new host in four different ways:

1.The first of these is contact, which includes direct contact such as kissing and indirect contact, which means organisms are passed from their reservoir to some object or substance and then to the host.

2.The second type of transmission is sneezing or coughing, which involves droplets.

3.The third type is droplet nuclei, which are the small residue of evaporated droplets that carry pathogenic organisms. These droplet nuclei remain suspended in the air for long periods of time.

4.The fourth type is dust that has become contaminated, which is present on floors, in clothing, and in bedding and when stirred up by normal activities, moves from place to place.

The first step in infection control is to understand the difference between cleaning and sanitizing.

Cleaning is removing obvious dirt, debris, and other materials from a surface. Sanitizing or disinfecting is the actual killing of the microorganisms through heat or chemicals. Disinfectants are very helpful in infection control. There are specific housekeeping procedures essential in controlling the spread of infection.

Top priority should be given to the cleaning of horizontal surfaces, but also give proper attention to the cleaning of walls and other vertical surfaces. Harmful bacteria, which may be introduced into surroundings in a variety of ways, are often airborne for only a short distance. Then they become attached to both vertical and horizontal surfaces, but especially to floors.

Use wet-cleaning methods such as damp wiping, damp mopping, and wet mopping wherever possible. Ordinary dry dusting methods may serve only to redistribute bacteria-laden dust. The use of properly filtered or built in vacuum cleaners is acceptable for dusting and sweeping operations. Add effective germicides or other pathogen killing chemicals to wet cleaning solutions. Don't mix germicides and detergents because the two ingredients may neutralize each other if the appropriate chemicals are not used. If you want to use a combination of germicide and detergent they should be purchased premixed.

Although, the germicide has some value on the floor itself, its real value is in the reduction of bacterial levels in the mop bucket. Unless checked, bacteria multiply rapidly in the warm, moist environment of mop water and may actually contaminate a floor being cleaned.
Fresh damp wiping cloths, treated dust cloths, and clean wet mops should be used to clean surfaces.

The used wet mops and cleaning cloths must be laundered every day. They should not be left soiled or wet in a work closet overnight. Clean the equipment and storage closet every day. Separate cleaning equipment should be maintained for newborn nursery, postpartum, isolation nursery, delivery suite, operating suite, and the emergency department. Use plastic film or waxed paper bags for the disposal of infected materials.

THE LAUNDRY

Contaminated linens should be handled in accordance with approved techniques. Handling of linen is a crucial phase in infection control because soiled linen is a source of microbial contamination. Processing of soiled linen begins when the linen is removed from the patient, bed, stretcher, physician, nurse, examining table, or operating table.

Laundering removes pathogens by dilution, acidity, and alkalinity in the washing process and by application of extremely high heat of 345 degrees Fahrenheit or more in the ironing process. There are a variety of linen handling, processing, and disposing procedures, each unique to individual hospitals. Be sure to follow your hospital's policies and procedures because this is extremely important in infection control Be sure you ve had the proper training and if you re not sure about something, ask your supervisor.

ODOR CONTROL

Odor control is part of infection control. Odor problems arise as a result of poor sanitation in toilet areas, utility rooms and work closets. Deodorizer blocks or sprays that attempt to mask the odors are a mark of poor housekeeping. The most effective way to deodorize these areas is with fresh air, removal of the causes, and frequent cleaning with a detergent-disinfectant solution. Garbage collection areas and soiled linen storage areas may be sites where bad odors arise. Frequent removal of garbage, cleansing of garbage cans, and use of tight lids and the use of waxed paper or plastic liners in garbage cans will help to keep odors to a minimum. Good ventilation is extremely helpful also.

WASTE

Waste constitutes a problem and can be classified into three types:

Non combustible such as glass tin, casts, and other materials
Combustible such as wet tissue bone garbage flowers or dry combustible such as paper crates, cartons, and trash
Chemicals such as acids flammables and solvents

All waste except chemicals can be further classified as infectious or non-infectious. Cartons and boxes are classified as combustible dry waste, but a gift box discarded by a patient in isolation becomes combustible dry infectious waste. The best advice is to follow your hospitals waste handling and disposing procedures.

INSECT AND RODENT CONTROL

Insect and rodent control is very important in infection control as these pests do carry bacteria and other harmful microorganisms; therefore, each individual should take care in their daily work habits, cleanliness, and assisting the hospital in insect and rodent control program.

SUMMARY

Infection control is critical in hospitals due to a wide variety of potential hazards. Follow your hospital's policies and procedures, be aware of the hazards, and do your part in making your hospital as safe and infection free as possible. Employees and patients deserve no less.

BLOODBORNE PATHOGENS

Okay, let's talk about some of the risks and hazards associated with bloodborne pathogens and ways to avoid them. The first place to start is with training.

Under no circumstances should anyone be allowed to work with bloodborne pathogens in any form without full and complete training. Although you may have a special certification or other external training, your employer is responsible for providing you with thorough, sitespecific training and continued instruction in programs and procedures.

Written standard operating procedures or SOPs must form the basis of your ongoing bloodborne pathogen training program.

Training

If you are likely to be in contact with blood borne pathogens, you will have a program designed to provide a good understanding of bloodborne pathogens, common modes of their transmission, methods of prevention, and other pertinent information.
Bloodborne Pathogen training is required if you can reasonably anticipate facing contact with blood and/or other potentially infectious materials as part of your job duties. All Health Care facilities such as a hospital require bloodborne pathogens training and exposure plans, but there are a wide range of other individuals who may come in contact with blood or potentially infectious materials. These individuals may include industrial nurses, first aid providers, emergency first responders, police, and staff.

Pathogens

The pathogens of primary concern are the human immunodeficiency virus (HIV), hepatitis B virus (HBV), and hepatitis C virus (HCV). You are urged to take advantage of available engineering controls and work practices to prevent exposure to blood and other body fluids.

BLOODBORNE DISEASES

Bloodborne pathogens are microorganisms such as viruses or bacteria that are carried in blood and can cause disease in people. There are many different bloodborne pathogens including malaria, syphilis, and brucellosis, but Hepatitis B or HBV and the Human Immunodeficiency Virus or HIV are the two diseases specifically addressed by the OSHA Bloodborne Pathogen Standard. We are going to provide you with information about hepatitis C; this is a bloodborne pathogen that has no cure.

Hepatitis B

In the United States, approximately 300,000 people are infected with Hepatitis B or HBV annually. Of these cases, small percentages are fatal. "Hepatitis" means "inflammation of the liver," and, as its name implies, Hepatitis B is a virus that infects the liver. While there are several different types of Hepatitis, Hepatitis B is transmitted primarily through "blood to blood" contact. Hepatitis B initially causes inflammation of the liver, but it can lead to more serious conditions such as cirrhosis and liver cancer.

There is no "cure" or specific treatment for HBV, but many people who contract the disease will develop antibodies, which help them get over the infection and protect them from getting it again. The Hepatitis B virus is very durable, and it can survive in dried blood for up to seven days.

HUMAN IMMUNODEFICIENCY VIRUS

AIDS, or acquired immune deficiency syndrome, is caused by a virus called the human immunodeficiency virus, or HIV. Once a person has been infected with HIV, it may be many years before AIDS actually develops. HIV attacks the body's immune system, weakening it so that it cannot fight other deadly diseases. AIDS is a fatal disease, and while treatment for it is improving, there is no known cure.

It is good to know that, the HIV virus is very fragile and will not survive very long outside of the human body. It is primarily of concern to employees providing first aid or medical care in situations involving fresh blood or other potentially infectious materials. Because it is such a devastating disease, all precautions must be taken to avoid exposure.

HEPATITIS C

Hepatitis C is a blood-borne infection caused by an RNA virus, hepatitis C virus (HCV). This virus causes damage to the liver that may result in chronic infection and disease. HCV is unrelated to any of the other known hepatitis viruses (A, B, D and E), and infection is identified by the detection of antibodies to the virus in the blood.
There is no known cure for Hepatitis C.

Risk for exposure
Healthcare personnel are at risk for occupational exposure to bloodborne pathogens, including hepatitis B virus (HBV), hepatitis C virus (HCV), and human immunodeficiency virus (HIV). Exposures occur through needlesticks or cuts from other sharp instruments contaminated with an infected patient's blood or through contact of the eye, nose, mouth, or skin with a patient's blood. Most exposures do not result in infection.

Your employer should have in place a system for reporting exposures in order to quickly evaluate the risk of infection, inform you about treatments available to help prevent infection, monitor you for side effects of treatments, and determine if infection occurs.
How can occupational exposures be prevented?

Many occupational exposures can be prevented. Needle sticks and other cuts can be prevented by using safe techniques. Using appropriate barriers such as gloves, eye and face protection, or gowns when contact with blood is expected can prevent many exposures to the eyes, nose, mouth, or skin.

MODES OF TRANSMISSION

Bloodborne pathogens such as HBV, HCV and HIV can be transmitted through contact with infected human blood and other potentially infectious body fluids. These body fluids include semen, vaginal secretions, cerebrospinal fluid, synovial fluid, pleural fluid, peritoneal fluid, and amniotic fluid.

It is important to know the ways exposure and transmission are most likely to occur in your particular situation, whether it is providing first aid to an individual in an emergency, handling blood samples in the laboratory, or cleaning up blood from a hallway.

Bloodborne pathogens are most commonly transmitted through sexual contact, sharing of hypodermic needles, from mothers to their babies at or before birth, accidental puncture from contaminated needles, broken glass, or other sharps, contact between broken or damaged skin and infected body fluids, contact between mucous membranes and infected body fluids.

Accidental puncture from contaminated needles and other sharps can result in transmission of bloodborne pathogens. Anytime there is blood-to-blood contact with infected blood or body fluids, there is a slight potential for transmission.

Unbroken skin forms an impervious barrier against bloodborne pathogens. Infected blood can enter your system through open sores, cuts, abrasions, acne, and any sort of damaged or broken skin such as sunburn or blisters.

Bloodborne pathogens may also be transmitted through the mucous membranes of the eyes, nose, or mouth.

As an example, a splash of contaminated blood to your eye, nose, or mouth could result in transmission.

PPE, WORK PRACTICES and ENGINEERING CONTROLS

It is extremely important to use personal protective equipment and work practice controls to protect yourself from bloodborne pathogens. "Universal Precautions", also known as “Standard Precautions is the name used to describe a prevention strategy in which all blood and potentially infectious materials are treated as if they are, in fact, infectious, regardless of the perceived status of the source individual.

In other words, whether or not you think the blood or body fluid is infected with bloodborne pathogens, you treat it as if it is. Appropriate use of Personal Protective Equipment (PPE) is required by engineering and work practice controls. Where occupational exposure remains after standard engineering and work practice controls are implemented, personal protective equipment shall be used.

Impermeable gloves must be worn when hand contact with blood or mucous membranes is possible. Gloves must also be worn when Other Potentially Infectious Material or OPIM is possible. Gloves must be worn when non intact skin is anticipated, when performing vascular access procedures, or when handling contaminated items or surfaces.

You must be able to wash your hands after contact with blood or other potentially infectious materials. OSHA requires that employees wash their hands and any other skin with soap and water or flush mucous membranes with water as soon as feasible after contact with blood or other potentially infectious materials.

Protective clothing must be removed before leaving the room, and disposed of in an appropriately designated area or container for storage, washing, decontamination or disposal. Probably the first thing to do in any situation where you may be exposed to bloodborne pathogens is to ensure you are wearing the appropriate personal protective equipment (PPE). For example, you may have noticed that emergency medical personnel, doctors, nurses, dentists, dental assistants, and other health care professionals always wear latex or protective gloves.

Rules to follow

There are some simple rules to follow. When coming in contact with blood borne pathogens, you should always wear personal protective equipment. You should replace PPE that is torn or punctured. You should remove PPE before leaving the work area. If you work in an area with routine exposure to blood or potentially infectious materials, the necessary PPE should be readily accessible. Contaminated PPE should be placed in appropriately labeled bags or containers until it is disposed of, decontaminated, or laundered.

Gloves

Gloves should be made of nitrile a rubber used especially in latex-free gloves; neoprene rubber, or other water impervious materials. If glove material is thin or flimsy, double gloving can provide an additional layer of protection. You should always inspect your gloves for tears or punctures before putting them on. If a glove is damaged, don't use it!

When taking contaminated gloves off, do so carefully. Make sure you don't touch the outside of the gloves with any bare skin, and be sure to dispose of them in a proper container so that no one else will come in contact with them.

REMOVE YOUR GLOVES BEFORE DOING ANY OTHER WORK.

Goggles
Anytime there is a risk of splashing or vaporization of contaminated fluids, goggles and/or other eye protection should be used to protect your eyes. Splashing could occur while cleaning up a spill, during laboratory procedures, or while providing first aid or medical assistance.

Face Shields
Face shields may be worn in addition to goggles to provide additional face protection. A face shield will protect against splashes to the nose and mouth.

Aprons
Aprons may be worn to protect your clothing and to keep blood or other contaminated fluids from soaking through to your skin.

Wearing gloves, gowns, masks, and eye protection can significantly reduce health risks. The new OSHA standard covering bloodborne disease requires that you have appropriate personal protective equipment (PPE) and clothing available.

If you follow safe operating procedures and wear proper personal protective equipment the possibility of contracting a bloodborne disease is greatly reduced.

SELECTING PERSONAL PROTECTIVE EQUIPMENT

Janitors and housekeepers working in health care facilities must use personal protective equipment such as gloves. Single use gloves cannot be washed or decontaminated for reuse. Utility gloves may be decontaminated if they have not been compromised. If you are allergic to standard gloves, you must be provided hypoallergenic gloves or similar alternatives.

You should wear eye and mouth protection such as goggles and masks, glasses with solid side shields, and masks or chin-length face shields when splashes, sprays, splatters, or

droplets of potentially infectious materials pose a hazard through the eyes, nose or mouth. More extensive coverings such as gowns, aprons, surgical caps and hoods, and shoe covers or boots are needed when gross contamination is expected.

OTHER PROTECTIVE PRACTICES

If an your skin or mucous membranes come into contact with blood, you are to wash with soap and water and flush eyes with water as soon as feasible. In addition, you must wash your hands immediately or as soon as feasible after removing gloves. If soap and water are not immediately available, your employer may provide other hand washing measures such as moist towelettes. You still must wash with soap and water as soon as possible.
You must refrain from eating, drinking, smoking, applying cosmetics or lip balm, and handling contact lenses in areas where they may be exposed to blood or other potentially infectious materials.

Normal clothing that becomes contaminated with blood should be removed as soon as possible because fluids can seep through the cloth to come into contact with skin. Remember to use universal precautions and treat all blood or potentially infectious body fluids as if they are contaminated. Avoid contact whenever possible, and whenever it's not, wear personal protective equipment. If you find yourself in a situation where you have to come in contact with blood or other body fluids and you don't have any standard personal protective equipment handy, you can improvise. Use a towel, plastic bag, or some other barrier to help avoid direct contact.

Hygiene Practices
Hand washing is one of the most important and easiest practices used to prevent transmission of bloodborne pathogens. Hands or other exposed skin should be thoroughly washed as soon as possible following an exposure incident. Use soft, antibacterial soap, if possible. Avoid harsh, abrasive soaps, as these may open fragile scabs or other sores. Hands should also be washed immediately or as soon as feasible after removal of gloves or other personal protective equipment.

Because hand washing is so important, you should familiarize yourself with the location of the hand washing facilities nearest to you. Laboratory sinks, public restrooms, janitor closets, and so forth may be used for hand washing if they are normally supplied with soap. If you are working in an area without access to such facilities, you may use an antiseptic cleanser in conjunction either with a clean cloth or paper towels or you may use antiseptic towelettes. If these alternative methods are used, hands should be washed with soap and

running water as soon as possible.

Decontamination
Decontamination should be accomplished by using a solution of 5.25% sodium hypochlorite or household bleach diluted between 1:10 and 1:100 with water. The standard recommendation is to use at least a quarter cup of bleach per one gallon of water. Decontamination can also be accomplished by using Lysol or some other EPA-registered tuberculocidal disinfectant. Check the label of all disinfectants to make sure they meet this requirement.

If you are cleaning up a spill of blood, you can carefully cover the spill with paper towels or rags, then gently pour the 10% solution of bleach over the towels or rags, and leave it for at least 10 minutes.

If you are decontaminating equipment or other objects such as scalpels, microscope slides, broken glass, saw blades, tweezers, mechanical equipment upon which someone has been cut, first aid boxes, or other contaminated equipment, you should leave the disinfectant in place for at least 10 minutes before continuing the cleaning process.

Of course, any materials you use to clean up a spill of blood or potentially infectious materials must be decontaminated immediately, as well. This would include mops, sponges, re-usable gloves, buckets, and pails.

For large blood spills, you should generally contact custodial staff for cleanup. They are trained to do this and use disinfectant to decontaminate the area. However, if you are trained to do so, you can cleanup blood spills if the above procedures are followed.

Sterilization
Sterilization can be achieved using a number of techniques such as heat, irradiation; filtration; and chemical sterilization. In the microbiology laboratory, the most widely used sterilizers are autoclaves. Autoclaves eradicate micro-organisms by use of pressurized steam to cause thermal stress. To achieve a sufficient kill rate, it is necessary to raise the temperature such that even the most thermo-tolerant micro-organisms are inactivated.

Sharps
Needles and broken glass must be disposed of in sharps containers. Improperly disposed needles can cause injury.

Needles
Needles should never be recapped.
Needles should be moved only by using a mechanical device or tool such as forceps, pliers, or broom and dustpan.
Never break or shear needles.
Needles shall be disposed of in labeled sharps containers only.

Sharps containers shall be closable, puncture-resistant, leak-proof on sides and bottom, and must be labeled or color-coded.

When sharps containers are being moved from the area of use, the containers should be closed immediately before removal or replacement to prevent spillage or protrusion of contents during handling or transport.

Broken Glassware
Broken glassware that has been visibly contaminated with blood must be sterilized with an approved disinfectant solution before it is disturbed or cleaned up.

Other Sharps
There are safety dangers associated with accidental breakage of glass capillary tubes. These tubes are used for collection of blood in a variety of health care settings, including hospitals; ambulatory care facilities, physicians' offices, blood donation facilities, and blood testing centers.

Accidental breakage of the tubes has been reported when the tubes are inserted into putty for sealing and during centrifugation.

Blood can spatter, potentially exposing personnel to bloodborne pathogens. The broken glass fragments also can injure the user, resulting in exposure to blood. Breakage during use may result in a penetrating wound and blood inoculation to the user.

To reduce the risk, OSHA recommends that users consider blood collection devices less prone to accidental breakage and readily available, including capillary tubes that are not made of glass, glass capillary tubes wrapped in puncture-resistant film, products that use a method of sealing that does not require pushing one end of the tube into putty to form a plug, or products that allow the blood to be measured without centrifugation.

Signs, Labels, and Color Coding

Warning labels need to be affixed to containers of regulated waste, refrigerators and freezers containing blood or other potentially infectious material; and other containers used to store, transport, or ship blood or other potentially infectious materials.

These labels are fluorescent orange, red, or orange-red. Bags used to dispose of regulated waste must be red or orange red, and they, too, must have the biohazard symbol readily visible upon them. Regulated waste should be double-bagged to guard against the possibility of leakage if the first bag is punctured. Labels should display the universal biohazard symbol.

Emergency Procedures
In an emergency situation involving blood or potentially infectious materials, you should always use Universal Precautions and try to minimize your exposure by wearing gloves, splash goggles, pocket mouth-to-mouth resuscitation masks, and other barrier devices.

If you are exposed
If you are exposed, however, you should wash the exposed area, report the exposure, fill out a report form, and request testing.

1.Wash the exposed area thoroughly with soap and running water. Use non-abrasive, antibacterial soap if possible. If blood is splashed in the eye or mucous membrane, flush the affected area with running water for at least 15 minutes.
2.Report the exposure to your supervisor or instructor as soon as possible.
3.Fill out an exposure report form. This form will be kept in your personnel file so that you can document workplace exposure to hazardous substances. This form can be obtained from your Safety Department.
4.You may also request blood testing or the Hepatitis B vaccination if you have not already received it.

Hepatitis B Vaccinations
Employees who have routine exposure to bloodborne pathogens, such as doctors, nurses, first aid responders, and similar occupations, must be offered the Hepatitis B vaccine series at no cost to themselves. The employees have a right to refuse the vaccination but will need to complete a form documenting their decision not to accept the vaccination.

Record Keeping
Medical records are to be retained for each employee with occupational exposure of bloodborne pathogens for the duration of employment plus 30 years. These records must be

confidential and must include name and social security number; hepatitis B vaccination status, and results of any examinations, medical testing and follow-up procedures; a copy of the healthcare professional's written opinion; and a copy of information provided to the healthcare professional.

Training records must be maintained for three years and must include dates, contents of the training program or a summary, trainer's name and qualifications, names and job titles of all persons attending the sessions.

Medical and Training Records
The Bloodborne Pathogens Standard requires both medical and training records be maintained. For at least the duration of employment plus 30 years, and must be kept confidential not disclosed without written permission of employee, except by law and separate from other personnel records.

Chapter 5: CLEANING PROCEDURES AND TIPS

CLEANING PRINCIPLES

Cleaning can be a rewording and sometimes fun! It helps to know the basic cleaning principles. First look at what it is you want to clean Do you know where the dirt came from If not don t worry. I will give you some ideas on how to find out It s also important to know the different cleaners and when to use them.

Let s get familiar with some basic cleaners
Abrasives work like sandpaper and physically remove dirt. They come in powders, liquids and tools like brushes, sponges and pads.

Acid is the opposite of alkaline and can be used to remove rust stains, water deposits and even clean clogged pipes. Depending on its pH level the lower from 7 the more powerful. 7 being neutral and anything higher is considered a Alkaline. Some acids include lemon juice, (citric acid) vinegar, (acetic acid) and hydrochloric acid.

Alkaline can be used to remove heavy oil and grease, wash windows. Clean coffee and tea stains and dissolve grease. Alkaline include banking soda, ammonia, TSP, acronym for TriSodium Phosphate, and lye.

Bleaches used to bleach out a discoloration by removing or adding oxygen. Bleaches are also used to disinfect because of their ability to kill germs safely. Bleach types include oxygen bleach which adds oxygen, reducing bleach which removes oxygen, and peroxide.

Detergents have the ability to lower surface tension and of deflocculating soil and dirt clumps and keeping them in suspension, so they can be washed away. Detergents are typically considered to be both water and oil soluble, which serves as an emulsifying agent. Detergents are used to clean both soil and grease. Detergents include laundry cleaners or synthetic detergents and soap.

Solvents are capable of dissolving another substance to form a uniformly dispersed mixture. They are chemically capable of dissolving oily and greasy soils and stain and speed up drying time because they evaporate faster than water. The types of solvents are water miscible or wet solvents like alcohol and butyl cello solve, and water immiscible or dry solvents like OMS, acronym for odorless mineral spirits and kerosene.

Enzymes are microorganisms engineered to break down protein and oil into their basic components. Enzymes are sensitive to pH changes and chemical reactions.
Now you have the knowledge of what the basic cleaners do. So now we need to identify the problem.

Some grime you might already know.
Some might be more complicated.
Food might automatically be considered a protein; some foods like juices and condiments contain dye.

Urine is a protein but it s also very acidic and may require a combination of enzyme and alkaline to completely remove it.

The pH Scale
In chemistry, pH is a quantitative scale for measuring the acidity or alkalinity of liquid solutions. The scale runs from the number 0 to 14. The number 7 on the pH scale is neutral, not acid or base. The number 0 on the pH scale is a strong acid. The number 14 is a strong alkali. In the cleaning industry the word “alkali is used to denote base So the pH scale runs from 0 acid to 14 alkali.

On the pH scale each full number increase represents a tenfold increase of the acidity or alkalinity of the solution. It is a geometric progression by the number 10. So pH of 1 is 10 times more powerful than pH of 2. The pH of 3 is 100 times more powerful than pH of 4.
The numbers on the scale denote the “strength characteristics of the solution not the “quantity or dilution of the solution. Whether you have a drum of lye or a table-spoon of lye they both have the same strength characteristics pH.

COLOR CODING OF CLEANING SUPPLIES

Why Color Coding is Important?
Color coding cleaning supplies improves training and communication. It is an intuitive visual coding system, removing language and literacy barriers when training a diverse workforce in proper cleaning processes. Color coding also provides supervisors with quick visual indicators for monitoring employee activity to prevent tool or chemical misuse.
Examples of the Use of Color Coding of Supplies in Cleaning:
Red: High bacteria areas for example restrooms with toilets and urinals.

Red cleaning supplies are used in areas of the restroom that have higher bacteria

concentrations, where sanitation is a priority. Particularly toilets and urinals should have a high priority.

Yellow: Specialty cleaning for gymnasiums and laboratories.

Use for sinks and general restroom cleaning, to prevent cross contamination from toilet and urinal areas. May also be used for specialty cleaning activities such as gymnasiums, laboratories and floor-care projects.

Green: Foodservice areas for example cafeterias and kitchens.

Green cleaning supplies should be used in areas that come into contact with food, including kitchens, cafeterias and employee break rooms. Or for example, a separate color could be used for food preparation areas for an added degree of safety. For example, in food preparation areas, one color, for example a light lime green, could be used for raw meats and another color for preparation of fruits, vegetables, and lettuces, for example a deep woods green.

Blue: General use for example offices, hallways and classrooms.

Blue is used for general cleaning in offices, entrances, hallways and reception areas.

Color Coding Prevents the Misuse of Chemicals
The use of color coding for cleaning supplies prevents the misuse of chemicals and reduces the transfer of harmful substances by separating potentially hazardous cleaning chemicals into their appropriate areas. For example, mopping solutions can be coded for a specific floor to avoid the use of caustic chemicals that may permanently damage the surface.

Simplifies Supply Management
By keeping cleaning tools in their proper areas, color coding allows custodial departments to keep better track of their equipment and supplies. Productivity increases when employees no longer have to search for misplaced tools or proper cleaning equipment.

Improves Efficiency
Color coding enhances the professional appearance of employees and increases their efficiency by making it easy to organize the cleaning process.

Of course every facility is unique. The colors discussed here are just the common colors used in color coding. Additional colors may be used for specific applications, such as color

coding types of chemicals for use with specific flooring materials or counter tops.

In addition, color tape or decals can be applied to your existing or off the shelf cleaning supplies. This gives you the ability to easily change cleaning applications and reassign supplies to different areas or functions as required. For example, color coded decals can be used to change supplies from the general use blue coding to the bathroom red coding.

It is never recommended to reassign any red labeled cleaning supply. Certainly if any red coded supplies are reassigned to any other areas, the supplies must be thoroughly decontaminated, cleaned, and sanitized by disinfection or sterilizing. It would make good sense to dispose of the red supplies and purchase new ones instead of risking cross contamination.

The next figure shows a series of colored and white brushes used in cleaning. Color coded decals or tape can be placed on the handles of the white brushes to achieve color coding.

Chapter 6: Cleaning Office Buildings

As mentioned above there are many different areas in office buildings, hospitals, and schools that require cleaning. Office buildings have restrooms with toilets, urinals, trash cans, and sinks to be cleaned. They also have restaurants, cafeterias, and kitchens that are food service areas. In addition, office areas have entry ways, hallways, and classrooms that must be cleaned. And finally there are specialized areas such as gymnasiums and laboratories that must be cleaned. In this chapter we will address cleaning the areas mentioned above; as well as mirrors, walls, floors, window coverings, upholstery, televisions, and computers.

CLEANING RESTROOMS

We will start with cleaning restrooms The fact is that at least percent of the public s complaints about buildings concern the upkeep of restrooms. According to industry professionals, there is an increase in public awareness of what one can acquire from dirty restrooms. Because of this, owners, operators, manufacturers, distributors and suppliers are all working hard to come up with systems and processes to make cleaning easier, safer, faster and better.

Restroom Deep Cleaning

Indeed, relatively recent innovations in restroom cleaning range from ergonomically designed toilet-bowl brushes and environmentally safe citrus-based cleansers to color-code and even touch-free cleaning systems.

Combined with old-fashioned common sense and attention to detail, the new cleaning improvements make it easier and safer than ever to leave a restroom spotless.
Because the definition of ‘clean is very subjective and varies from one environment to another, it is important to determine what is required in terms of cleanliness. One definition of clean is “free from dirt or impurities

With the exception of critical care areas, such as those found in some health care facilities or food service environments there are few, if any, broadly established cleaning standards.

Toilet Cleaning Today

A workable cleaning schedule is important. Most restrooms are cleaned once a day and sometimes monitored throughout the day. Restrooms with high traffic volume, such as those

in airports, restaurants and other establishments may need attention hourly. According to experts, managers and operators who thoroughly assess the overall use of each restroom in their facility will have far fewer restroom complaints.

Those who devise cleaning schedules that accommodate the need for regular cleaning and maintenance, as well as incidental and as-needed cleaning will not hear any complaints.

Top Five Restroom Complaints
Once the cleaning basics have been established – how clean and how often – cleaning professionals still face every restroom s “Top Five These are the five typical restroom complaints and the most common cleaning challenges that workers face. They are:

1) Cross-contamination hazards
Soap and towel dispensers that don t work
3) Unsightly garbage
4) Soiled or stained surfaces
5) Persistent odors

CROSS-CONTAMINATION

There are a number of ways to prevent the spread of germs when cleaning a restroom. Experts say, first kill the germs by using disinfectant solutions properly. In order to achieve disinfection, it is important to carefully follow label directions on the cleaner container. More often than not, the directions will include specifics on how the cleaner is to be applied, as well as the length of time that it should remain on surfaces in order to achieve the required disinfection levels.

Other recommendations include using a color-coded system when cleaning. With a system like this, tools that are one color can be used for cleaning toilets, while a different color can be reserved for intense work.

This type of system will make sure that management as well as the cleaning staff doesn t use any of these tools outside the restroom.

SOAP AND TOWEL DISPENSERS THAT DON T WORK

This is a case where back-ups make sense.
Managers may want to consider offering patrons both hand towel machines and hand blow

dryers. This is an alternative solution if one or the other is out of order. Frequent service, repair, and replacement of machines also help eliminate this common complaint.

UNSIGHTLY GARBAGE

Regardless of whether a restroom is disinfected properly, unsightly garbage can make it appear unsanitary. Studies show that people often use a paper towel on door handles when leaving restrooms If a garbage receptacle isn t near the door they often drop the towel on the floor.

Analyzing traffic and these types of use patterns will help determine whether alternate placement or additional receptacles are needed.

SOILED OR STAINED SURFACES

An obvious first step in cleaning would be removal of visible soiled surfaces.

The nature of the surface and the soil will affect which tools and cleansers to use. For instance, degreasers might be just the solution for some of the surface stains found in fastfood restaurant facilities.

Industry manufacturers advise that users proceed with caution when using various cleansers. There are many very aggressive cleaners which can remove soil from surfaces, but will also harm finishes.

Surface damage only makes maintaining cleanliness and appearance that much more difficult in the future. Thus, selection of the mildest, yet effective cleaners is the best approach to balance these factors.

PERSISTENT ODORS

When dealing with this common complaint, building managers are advised to look down – at the grout or the floor drain.
Often times, odor-causing bacteria can be found in grout lines where mops may not reach. If this is the case, it may be helpful to re-evaluate the products used to do this cleaning. Bacteria must be killed to remove odor. Other times the best thing to do is to look up, because light fixtures and even ceilings can harbor bacteria or mildew spores. It is important

to note that thorough ventilation can reduce odors in high humidity areas such as restrooms. Make sure all air vents are cleaned.

Managers dealing with a lot of in and out restroom traffic, such as those found in schools and airports should carefully assess regular cleaning schedules to make sure these problems are addressed.

INNOVATIONS

When it comes to cleaning restrooms, manufacturers found that a thorough assessment of cleaning procedures is what led to some of the best innovations.

After spending many years evaluating restroom cleaning and the various procedures called for, manufacturers found two overall problems.

First, there was a very high turnover among employees and training was an issue within janitorial departments.

Second, many janitorial departments rarely updated the tools they used for cleaning, many of which were not ergonomically designed.

In response, the cleaning supply industry soon introduced various ergonomically designed tools. These were designed to reduce back pain through the use of longer handles, which also kept a worker s face away from the toilet bowl containing chemicals and fumes Manufacturers have commented that the use of these types of products will not only make cleaning easier and safer for workers, they will also result in worker retention.

Many of the improvements offered by manufacturers, suppliers, trainers and others in the industry have had a similar value-added impact on restroom cleaning.
Microfiber mop heads and cloths adhere to dirt more efficiently and are easier to lift than traditional “spaghetti mops because they weigh less

Why use microfiber supplies?
Microfiber cleaning cloths provide a non-toxic and chemical free cleaning solution. They are outstanding for allergy and asthma sufferers, as well as anyone with chemical sensitivities. They also provide a healthier cleaning solution because microfiber cleaning supplies can be used without cleaning agents, soap, or detergents. In addition they are gentle on furniture, mirrors, windows, and porcelain as the fiber is fine and it does not leave scratches, mist or

marks.

Microfiber mop heads and cloths are also more environmentally friendly because they use less water they re washable and reduce the amount of trash left at the end of the cleaning day.

Environmentally friendly green cleaning is a trend that has grown stronger in recent years. Many manufacturers have introduced tools that are designed specifically for recycling whenever green cleaning tools wear out. Instead of replacing the entire tool when a part breaks, many manufacturers provide replacement parts.

In addition, many workers use squeegees and water to clean restroom mirrors and windows. The benefit is that departments will use fewer chemicals and will not find trash bins filled with paper towels as a result of cleaning.

Cleaning chemicals should also be considered in green cleaning. There are many manufacturers that provide cleaning products certified with Green Seal.
These new innovations make it easier for companies to accept green cleaning into their programs.

WHAT DOES CLEANING GREEN ENTAIL?

First, a definition Green Cleaning is cleaning to protect health without harming the environment. Basic principles of Green Care are listed below.

Focus on entryways inside and out. An important goal in cleaning green is to trap and remove dirt and pollutants before they enter the building and to frequently clean the entrances and entryway mats.

Minimize particles and chemicals in the air by mechanically capturing dust and dirt, using course spray for chemicals and applying the cleaner to the cloth rather than spraying the surface to be cleaned.

Use chemical management systems for accurate product dilution. Train employees to use chemicals properly to minimize waste and maximize cleaning efficiency, an important element of cleaning green.

You should empty vacuum bags at the end of shifts or when half full for cleaner and more

efficient operating.

Ensure proper vacuuming, extraction, rinsing and drying. Carpets can be a host for moisture problems and mold growth. Green cleaning means minimizing these problems.
Focus on preventative measures. Janitorial staff washes their hands and keeps equipment clean and well maintained.

Focus on touch-points. These are door handles, bright work and other areas where people come in contact with the facility or its fixtures. Focusing here makes cleaning green easier. Apply disinfectant in restrooms properly and make sure the chemical has proper dwell time so that soil is thoroughly removed using less product. Use labels on chemical cleaners for proper use and review the Material Safety Data Sheets.

Promote safety and prevent cross-contamination. Safer products and proper use and storage of chemicals help create a safer environment. As discussed earlier, color-coded tools ensure that pollutants don t get carried from one area such as a restroom to another room.

Whenever possible use Green Cleaning Chemicals and Products Green Seal s Standard for Industrial and Institutional Cleaners (GS-37) certified chemicals for general purpose, washroom, glass, and carpet cleaning.

Use hand soaps that do not contain antimicrobial agents except where required by law or regulations for example healthcare or food preparation.

Microfiber dusting cloths and flat mops to collect dust and dirt pick up dust with minimal water and chemical use. These out-perform traditional dusting and mopping materials and can often be used to remove soils without the need for chemical compounds. Micro-fiber materials can be washed and reused to minimize paper towel waste.

Use of Effective Janitorial Equipment
One example of effective janitorial equipment that is environmentally friendly is the highspeed burnisher with dust control attachments that captures fine particles.

Carpet extractors and automatic floor scrubbers that reduce water consumption are also effective janitorial equipment.

Green cleaning includes the use of “Green Paper products These paper products are rated

for recycled content in janitorial paper products bleached without the use of chlorine or its derivatives. In addition, paper products dispensed from large rolls to minimize packaging and waste are used in Green cleaning. Folded paper towels are discouraged.

“Hands-free paper towel dispensers that reduce the potential for cross-contamination and high-capacity dispensers that promote waste-reduction by controlling towel usage are on the list of “Green Paper products

For all the innovations in the industry, the need for common sense and attention to detail is as great as ever. Training employees properly is a task that experts say should always be at the top of a building manager s “to do list Industry professionals emphasize that it is important to have the proper tools when cleaning, but it may be even more important to have the proper training.

Attention to Detail
Just look at a restroom, any restroom. The entire area may be clean and sparkling, but what about the dirt build-up around stall posts or behind toilets or baseboards. Everything must be cleaned properly or the restroom isn t clean

When cleaning toilets, one of the most important parts is the underside of the lip of the toilet. This is where urine and feces can be splashed and lime, calcium and rust stains can build up That s where bacteria and germs can form quite easily causing a filthy toilet Cleaning the underside of the toilet is extremely important.
Dusting a restroom is also a critical part of your job. Dust, bacteria and germs can settle in vents, on tops of overhead ledges and, of course, on vents.

Cleaning and Sanitizing
Remember there is a difference between cleaning and sanitizing. Cleaning is washing or wiping a surface Cleaning removes dirt dust and debris but it doesn t kill bacteria

Sanitizing kills bacteria.
There are two ways to kill bacteria.

1.One is to use high temperature water, similar to very hot water used in a dishwasher. Hot water sanitizes the dishes and kills bacteria That s not logical for restrooms but you can use an approved sanitizer after cleaning to kill bacteria. Steam cleaners are commercially available.

2.Another way is cleaning and sanitizing. Cleaning and sanitizing is required in making surfaces free of bacteria. Remember that cleaning and sanitizing are two different systems and both are required when servicing restrooms and other areas.
Some sanitizers are called disinfectants and some products combine cleaning and disinfecting ingredients into one product. These combined products work well only on surfaces that are already relatively clean. For dirtier surfaces it is important to clean first and then apply a separate disinfectant.

For the disinfectant or sanitizer to be effective, it must remain in place for at least 10 minutes.

Deep cleaning of restrooms needs to be done at least weekly. However, a deep cleaning may also be required when cleaning a restroom for the first time, or when you encounter a particularly dirty situation. High traffic restrooms may need a deep cleaning once a day even if routine cleaning is done more frequently.

Most deep cleaning can be done with regular chemicals by mixing with less water so that they are more effective. In addition, it may be necessary to spend more time removing soils using brushes and scrub pads.

Steps to Cleaning a Restroom
Don t allow your restroom to become the source of customer or employee complaints Adhere to the following guidelines to insure a cleaner, healthier restroom environment.

GET READY TO CLEAN.
When you are preparing to clean a bathroom, first make list of duties and cleaning supplies that will be required for each job. You should make certain the supply closet is clean and contains the proper supplies and equipment. An example list of cleaning supplies is provided below.

1.Disposable Latex Non-Medical Gloves these gloves come in large, medium, and small sizes.
2.Safety Goggles or Safety Glasses
3.Toilet Bowl Swab
4.Microfiber Mop System
5.High Density Trash Liners 32 Gal.
6.General Purpose Cloth
Extendible Lamb s wool Duster

8.Glass Cleaner Windex® is a common commercially available glass cleaner
9.Cleaner/Disinfectant Lysol® Brand Disinfectant All purpose Cleaner with Bleach and Antibacterial Scrubbing Bubbles® Bathroom Cleaner are common Cleaner/Disinfectants. There are other commercially available Cleaner/Disinfectants for professional cleaning services.
10.Kleenex® Cottonelle Toilet Tissue
11.Health Guards Regular Toilet Seat Cover Refill
Figure 40 Items for cleaning the bathroom
12.Sanitary Napkins or Tampons
13.Paper Towels
14.Hand Soap
"Wet Floor signs

DISINFECT TOILETS, SINKS AND SURFACES

Before disinfecting toilets, sinks and surfaces make sure you are wearing the proper safety items such as gloves and protective eyewear. Be sure to review the MSDS for each chemical that you use. Spray all fixtures with the correct chemicals to allow time to "soak in Wipe clean.

RESTOCK EXPENDABLE SUPPLIES

When you are restocking expendable supplies, always make sure you fill the dispenser with the correct size paper or soap product. Be sure to secure the dispenser after it has been filled.

EMPTY, CLEAN AND RE-LINE WASTE RECEPTACLES

The next job will be to empty, clean and re-line waste receptacles. You should make sure all litter is picked up prior to emptying the receptacles. Use the correct size liners and taper the excess liners by tying on one corner.

SWEEP OR DUST MOP FLOORS

Depending on the floor surface, you will either sweep or dust mop the floor.

CLEAN SINK AND COUNTERS

The next job will be to clean the sink and counters. First, remove all debris from counters. Start at the backsplash of the counter and work towards the drain. Be sure to dry all surfaces.

CLEAN MIRRORS

To clean the mirrors, start in one corner and work from right to left. Use circular cleaning motions for best results. Inspect for streaks and smudges.

SPOT CLEAN WALLS, PARTITIONS, BRIGHT WORK

Spot cleaning is the next job. Using the proper chemicals spot clean all vertical surfaces starting at the bottom and working your way up. Clean all bright work. Bathrooms don't just need to be clean, they need to shine. All that white porcelain, bright work and tile work demands weekly, if not daily attention.

Cleaning Toilets
WHAT YOU NEED:
1. Goggles or glasses.
2. Toilet brush.
3. Gloves.
4. Cleanser for inside of bowl.
5. Cleanser for outside of the toilet.
6. Paper towels or cloths.

REMOVE EVERYTHING FROM AROUND THE TOILET.

Cleaning the toilet is a messy job, and there's always the chance of splashing cleanser or toilet water outside of the actual toilet. Prevent extra cleanup by removing all excess items from around the toilet. Don't forget to remove anything on top of the tank to prevent dropping items into the bowl during cleaning.

FLUSH AND ADD CLEANING SOLUTION.

Flush the toilet with the lid down to prevent splashing or spraying. Add your choice of powdered, liquid, or gel cleanser to the bowl. Try to apply the cleaner as close to the toilet rim as possible to prevent diluted cleanser.

CLEAN THE EXTERIOR OF THE TOILET.

While the cleansing solution soaks into the toilet grime in the bowl, clean the outside of the toilet. Start at the top to prevent dripping on already clean surfaces.

Spray the tank, handle, and tank edges with cleaner and wipe down.
Next do the outside lid of the toilet.
Finally wipe down the entire bowl. Start with the sides and front before cleaning the bottom edges of the toilet where it meets the floor.

CLEAN THE TOILET SEAT.

The toilet seat should never be neglected. It is the part of the toilet that comes into actual contact with people, and it needs to be cleaned thoroughly. Raise the seat. Spray the seat, inside lid and the rim of the toilet with cleanser.

Wipe down the lid, seat, and hinges at the back of the toilet seat. Some toilets have hinges that will pop open to allow better access for cleaning.

CLEAN THE INSIDE OF THE TOILET BOWL.

Begin cleaning the bowl from the top down. Always begin scrubbing under the rim first. Look under the rim to get all the stains and grime scrubbed away.

Even though there are many commercial products available, Lime-A-Way® is a commercial product that is a concentrated blend of mild organic and mineral acids formulated to remove calcium and other hard water mineral deposits from under the rim of toilets. It has a pleasant fragrance and is easy to use. It removes rust, calcium and lime build up from toilets and it effectively cleans even the toughest hard water stains.
Next scrub the bowl. Finally scrub the hole at the bottom of the toilet.
Always flush the toilet with the lid down.

WIPE UP ANY DRIPS OR SPILLS.
Wipe up any drips of cleanser or water that may have occurred.
Put away tools and trash. Replace the items removed at the beginning of the cleaning process.

TIPS FOR CLEANING TOILETS

1. Wear eye protection when cleaning a toilet. It prevents splatters of toilet water and cleaner. You may also want to use gloves to prevent contact with your hands.
2. Flush the toilet with the seat lid down to prevent splattering and splashing.
3. Do not use sponges when you scrub a toilet. Sponges are a great way to breed bacteria, and there are already enough in bathroom. Paper towels are great options because they are thrown away. If you use reusable cloths or microfiber cloths, wash them immediately in their own load on hot water with bleach.

In summary, to properly clean a toilet you should use the appropriate germicide to clean the seat cover top and bottom. Then lift seat cover and clean underside and top of toilet seat, under side and bowl rim, and finally clean the handle and exposed plumbing. Flush toilet with seat down and leave the seat up to indicate you have cleaned commode.

Cleaning Urinals
Some cleaning tools and materials for cleaning urinals are listed below.
1.Bowl swab
2.Trigger sprayer
3.Clean cloths
4.Gloves and goggles
5.Toilet bowl cleaner
6.Cleaner disinfectant, liquid or foam aerosol
In addition to toilets, urinals need to be cleaned, disinfected and deodorized. Disinfecting the urinal reduces the growth and spread of bacteria.

PROCEDURES FOR CLEANING A URINAL

Remember to put on gloves and goggles, and then clean the inside of the urinal.
First, apply 1 to 2 ounces of bowl cleaner evenly onto the bowl swab. Then swab the entire inside surface, under the rim, and where the water outlets are located.
Next, flush urinal and rinse bowl swab thoroughly. Set bowl swab aside, placing it into a carrying container.

Clean and disinfect the flush handle and all the chrome around the urinal. Wipe it dry.
Next, clean the outside of the urinal by spraying with a cleaner disinfectant. Pay special attention to the underside of the outside of the urinal. Wipe with a clean cloth.
Use a new cloth to start the next urinal. Toss used cloth to be laundered.

Mopping Restroom Floors
Cleaning Tools and Materials needed for mopping restroom floors.
1.Pump up sprayer and one bucket with wringer or Two buckets with wringers
2.Wet mop
3.Broom and dust pan
"Wet floor signs
5.Gloves and goggles
6.Cleaner/Disinfectant
7.Cleaning Procedures:
The bathroom floor is mopped to clean and disinfect it and to eliminate odors and bacteria.

PROCEDURE FOR MOPPING A RESTROOM FLOOR

First, put on gloves and personal protection equipment. Remove all movable obstacles from the floor.
Sweep floor and pick up pile with dust pan.
Position the mop bucket or buckets outside door.
Place "Wet floor sign at the entrance

Use either the spray down, mop up method or the two bucket method to get cleaner disinfectant on the floor.
Apply product on floor, starting in the farthest corner.
Work moving backwards towards the door.
Be sure to get disinfectant around toilets, under urinals and under sinks.
Allow to stand amount of time recommended by manufacturer s directions
Dip wet mop into clean water rinse. Wring out dry.
Start at the farthest corner and pick up disinfectant solution that is on the floor.
Dip mop in rinse water frequently. Continue until all disinfectant solution has been picked up.

CLEAN UP AFTER MOPPING

Always clean up after mopping the restroom floor Most facilities have a janitor s closet with a deep well sink and cabinets for supplies. Use this sink to empty the bucket or buckets and sprayer should. And then, you should rinse the mop. All of the tools and materials should be stored properly.

REMOVE CAUTION SIGN AND INSPECT WORK
Review all of the jobs that you just completed. Make sure all dispensers are full, mirrors are streak free, and all fixtures are clean.

Cleaning a Laundry
Cleaning Tools and Materials needed are listed below
1. Vacuum with hospital grade filter, dusting tool
2. Deck brush
3. Mop bucket with wringer
4. Clean cloths
5. Wet/dry vacuum
6. Pump up sprayer
7. Trigger sprayer
8. Clean bucket for rinse water
9. Gloves and goggles
10. Cleaner disinfectant
Laundry rooms must be cleaned to prevent possibility of cross contamination. The laundry is a central location for linen that gets redistributed throughout the facility.

Procedure for Cleaning the Laundry Room

DAILY PROCEDURES
Daily procedures for cleaning the laundry room will include
First put on gloves and goggles.
Next, you should the empty waste receptacles. Remember to tie the liner and dispose of the waste properly. And then, spray the waste receptacles with disinfectant from trigger sprayer, inside and out and wipe them dry with a clean cloth.
Damp dust with a cleaner disinfectant sprayed on a cloth. Rinse used cloth in clear water, reapply disinfectant to continue. All sills and ledges, outsides of wash and drying machines and loading doors should be cleaned. Tables for folding linens should also be cleaned. Vacuum floor surface to remove all lint.
Using a deck brush and water from the mop bucket, remove any accumulations of soap on the floor surface. The last job is to damp mop floor with a cleaner disinfectant starting at the back of the room and mopping to the door Remember to place the “Wet Floor sign at the door
Pick up solution with a wet dry vacuum.

WEEKLY PROCEDURES
Wash walls completely. To wash the walls fill the pump up sprayer with diluted cleaner

disinfectant. And then, spray walls from bottom up. Next, wipe walls dry.
Clean any or all overhead pipes with vacuum dusting tool.
Wash all linen carts. Use trigger sprayer and spray all surfaces with cleaner disinfectant. Let the solution set for a few minutes and then wipe dry.

PERIODIC CLEANING PROCEDURES
The linen storage cupboards should be emptied and cleaned with a cleaner disinfectant.
Washing Walls
Cleaning Tools and Materials needed for washing walls and wall partitions are listed below.
1.Trigger sprayer
2.Clean bucket
3.Clean cloths
4.Gloves and goggles
5.Cleaner disinfectant
6.Cleaning Procedures:

Walls and Wall Partitions are washed because dirty walls are unsanitary. Dirt acts as a breeding ground for bacteria. In addition, dirty walls make the room appear dull.

PROCEDURE FOR WASHING WALLS AND PARTITIONS

Put on gloves and personal protection equipment.
Using a trigger sprayer filled with diluted cleaner disinfectant, spray solution on walls, starting from the bottom and working your way up.
Wipe walls clean from the top down using a clean cloth.
Rinse cloth frequently in clear water rinse.
Thoroughly clean the underside of the partitions. This area becomes dirty from urine splash and needs daily attention.

Window Washing
Cleaning Tools and Materials needed for washing windows.
1.Window squeegee
2.Clean cloths
3.Window tool and bucket or Trigger sprayer
4.Window cleaner
5.Gloves and goggles
6.Cleaning Procedures:
You should pay particular attention to cleaning windows. Clean windows add to the overall

impression of cleanliness. More light comes in clean windows, improving the outlook of those inside the building. Windows need to be cleaned more often in colder weather.

Remember, condensation and temperature fluctuations encourage streaking and dust accumulation on windows. In addition, oils in exhaust and cooking deposit on the glass surfaces in colder weather.

PROCEDURE FOR WASHING A WINDOW

Put on gloves and goggles. Open drapes and raise venetian blinds or shades.
Next you should clear window sill of obstructions. Clean window sills inside and out using glass cleaner and a clean cloth.
Cover window with window cleaner solution using a trigger sprayer or window tool.

USING A SQUEEGEE

Remove solution and dirt from window using a squeegee. Move the squeegee from side to side or in a figure eight motion, or move it from top to bottom of the glass. Wipe off squeegee with clean cloth after each stroke.

After using the squeegee, wipe the glass dry with a clean cloth. When finished, wipe off window sills with a clean cloth. Clean window frames with window cleaner and a clean cloth. When complete, close drapes and put blinds or shades in place.
Clean and return tools and materials to storage area.

Dusting
Prevent dust by using two entrance mats at each entrance. One just outside the door and one just inside the door will reduce the amount of dust, dirt, and debris that enters your facility.

Check and maintain your air filters to make sure they are functioning properly. Air filters will last between 1-3 months, but should be changed as they become clogged with dirt and debris.

By keeping windows closed, you'll prevent dust and debris from blowing into your home. Double check your window and door weather-stripping to make sure it is still functioning properly.

There are many dusting products on the market, but each one has its own set of pros and cons. Use the right dusting tool for your jobs. Microfiber cloth dusting supplies is a favorite. If you use a furniture oil or polish, be sure to follow the directions and don't overuse the product. Overuse or improper use can lead to a buildup on your furniture or clouding of the wood surfaces.

Dust from top to bottom to prevent going over surfaces more than once. Sometimes you may need to wet dust after you dry dust. Always dry dust first. Be careful about allowing even a small amount of water on wood surfaces.

CARE FOR FLOORS

CARE FOR WOOD FLOORS
Regular cleaning keeps wood floors and furniture looking their best. All you need is a good vacuum or microfiber dust mop, a soft cloth, and Murphy Oil Soap. It's easy!
Vacuum your floors and dust furniture daily. Gritty dust can scratch wood surfaces. For effective vacuuming, use a Windsor with Sensor technology. It will automatically adjust to your floor type

And for effective floor cleaning, use the microfiber mop system for both dry dusting and wet mopping. Mop up spills right away to avoid stains.

Cleaning wood floors regularly with Murphy Oil Soap Original Formula is easy. Dilute Murphy s in a bucket according to directions. Use a microfiber wet mop.

Wipe up any excess water with a soft, dry cloth or dry dust mop.
Murphy s isn t just for wood flooring and furniture It also safely cleans laminate flooring and many other surfaces.

CLEANING MARBLE FLOORS

Marble is often used for floors in commercial office buildings and hotels in lobbies in entry ways, halls, and lobbies. Janitors are required to maintain these floor materials.
Marble is generally polished, and unless sealed it is porous and easily stained. Marble is also able to be etched by acids. Marble may be stone, but it stains easily, so you need to wipe anything off that is spilled on it immediately, as you would on a wood surface.
Regular cleaning includes washing marble surface with lukewarm water and wipe dry with a clean cloth. Wiping marble surface with a damp chamois is suggested as it will not leave

streaks.

Unsealed Marble that has become dull can have a shine brought back to it using a commercial marble cleaner and polish. For badly damaged marble surfaces, if it's scratched or etched by excessive wear, you will most likely need to have it professionally polished. Marble professionals have the right equipment for the job and know how to use their tools properly.

There are different types of stains that can affect marble. Organic stains, such as tea or coffee. These stains will need a poultice soaked with 20% peroxide and a few drops of ammonia.

Stains that are oil based, such as the oils from butter, lotions need attention right when the spill occurs. You can do this by spreading the surface with ordinary household corn starch. Let it stand for a few hours, Scrub with a stiff brush and hot sudsy water. Or wipe with a dampened cloth of ammonia.

A commercial rust remover can be used to remove rust stains from an item such as a metal lamp on the surface or metal container. Acid stains, from citrus fruits juices and carbonated beverages should be wiped up immediately; they can etch and dull the surface. If stains seem to be impossible to remove, your Marble professional will be able to help remove them and bring the beauty back to your surface.

CLEANING LINOLEUM AND VINYL FLOORS

Proper care of your linoleum or vinyl floor prevents damage, extends its life and keeps it looking like new for years. You should always vacuum or dust hard floor surfaces before mopping.

Linoleum floors generally require only warm water for cleaning. Most detergents won't rinse clean leaving behind a sticky residue. That residue becomes a magnet, attracting dirt off the bottom of shoes. It builds up, deteriorating the sealant and leaving you with the hard job of stripping and waxing.

If you find your floor requires a cleanser, use Ivory® Liquid dish soap or equivalent. Fill your bucket with suds, mop away then rinse. Ivory rinses clean so the sticky buildup never causes problems. Other detergents can be too harsh for the floor so stick to Ivory or an equivalent. Mix dish soap in a spray bottle of water as an all-purpose cleaner. It's

inexpensive and quite a good cleaner.

Some linoleum floors have grooves so deep you can sink a submarine. Grab a nylon bristle brush other brushes might scratch the floor. Then, fill your bucket or sink with warm water add a good squirt or two of the dish soap and scrub the floor; and then rinse. Your floor needs this deep cleaning only twice a year.

What to do about black heel marks. Not a pretty sight. Spray a little WD-40® on a towel; lightly rub and they disappear without scrubbing. Rinse thoroughly with sudsy water or the floor might be slick.

Carpet Care
Maintaining carpet through regular vacuuming, deep cleaning, and stain removal has many benefits:

- Extend the life of the carpet as ground in soil particles weaken carpet fibers
- Provide a fresh clean look to a room
- Making a room smell better
- Helping allergy and asthma sufferers by removing germs and dust, thus better Indoor Air Quality

VACUUMING

Dirt and grit damage carpet by rubbing against the fibers. Regular vacuuming prevents the deep abrasion that ruins carpet. Remember to change the disposable bags often. Loose threads should be cut off with a scissors.

DEEP CLEANING

Carpet should be deep cleaned with hot water extraction or steam cleaning every 12 to 24 months. Steam cleaning involves spraying a high pressure solution of water and detergent onto the carpet and vacuuming the dirty solution out.

SPOT REMOVAL

It is very important that all stains get prompt attention since stains can be better cleaned right after they happen. Follow these steps when removing a stain.
Remove excess wet stains by blotting with a clean absorbent cloth (use a wet/dry vacuum

for large stains) and dry stains by scraping with a dull edge. Always blot or sponge stains, scrubbing can spread stains and damage carpet fibers.

Apply cleaning solution to a clean absorbent cloth or paper towel. Do not soak the carpet. Working from the edges of the stain to prevent spreading, blot until no more stain is absorbed. If necessary, use your fingertips to work the solution to the base of the stain. Wait 3 minutes for the solution to work.

Apply clean water to another cloth or paper towel. Blot to remove any residue.
Carpet fibers may later absorb deep stains. More cleaning may be necessary.
Allow carpet to dry, vacuum or brush carpet to restore its texture.

Blind Cleaning
When it's time to clean your blinds and shades, even your best friend is hard to find. But there are some simple and effective ways to clean blinds and shades with minimal effort.

ALUMINUM MINI-BLINDS

Use ordinary soft, clean dust cloths, chemically treated dust cloths, vacuum cleaner brush attachments, or other available ordinary household aids. The paint surface of the slats is quite smooth and dust is easily brushed off if done at regular intervals.

To vacuum, use the brush dust head attachment and tilt the slats first up, then down but not entirely exposed to reach the entire top and bottom surfaces.

To dust, use a soft clean cloth or chemically treated dust cloth and tilt the slats as above.

To wash, use a damp cloth or sponge and mild detergent. Use warm or cold water - NOT hot water. Tilt the slats as above. Protect the floor or sill from excess water. The blind can also be taken down, placed in a bath tub of mild soapy water, then rinsed clean, wiped dry, or allowed to dry completely in the open air.

WOOD BLINDS

Care must be taken when cleaning real wood blinds. Washing the blind is NOT recommended. Although the wood is sealed, water or even excessive dampness may cause warping or discoloration of the slats.

Since the surface of the slats is smooth, dust may be easily brushed off at regular intervals using a clean soft dust cloth or a vacuum cleaner brush attachment. Clean them as described above.

FABRIC PLEATED SHADES

Most of the cellular shades, like the Hunter Douglas Duette shade, are anti-static, and they require very little cleaning. A light sweep with your vacuum cleaner brush attachment is all that is needed to keep them dust free. For a more thorough cleaning, the entire shade assembly may be gently wiped with a soft damp cloth using lukewarm (not hot) water.

Take special care when handling opaque blackout shades to avoid creasing, and do not immerse them in water. For tough stains, spot clean with a mild detergent. Some shades, like the Graber CrystalPleat® have a "soft hand" fabric.

Be very careful when trying to clean these types of shades as they tend to "pill". When a fabric pills it becomes covered in small balls of matted fiber because of rubbing.

Computer Rooms
How to clean computer rooms
Things you will need:
1. Air duster
Figure 56 An example of a commercially available air duster
2. Microfiber duster
3. Vacuum cleaner
4. Cotton towel

The flooring beneath our computer desks needs to be cleaned to ensure our computers stay in top working order. Dirt and dust particles building up on the floor below your computer can affect the health of your computer. Clean floors will diminish the risks of fouled circuitry. Regular cleaning of your computer room floors will ensure that your equipment will operate efficiently.

Make sure your computer is turned off before you start. Be careful not to unplug or loosen any plugs. Spray the cords underneath your desk with an air duster.

Get off as much loose dirt and dust particles from the computer cords as possible.
And then, run a microfiber dry duster over any loose cords on the computer room floor.

Remove dust from any outlets and the underside of cords.
Use a hose attachment with an angled edge on your vacuum to remove the dirt from your computer floor. Lift up the cords to get underneath. Do not use the vacuum's sweeper brush on the cords.

Immerse your cotton towel in warm water and wring it out. With the barely wet towel, work under your computer desk to remove any last speck of dust particles from beneath your desk. Do not put the wet rag on the computer's cord.

Dust under computer desks every week. On a monthly basis, follow the entire computer floor cleaning routine.

UPHOLSTERY CLEANING

Upholstered furniture can be very expensive. If you have a sofa, chair, loveseat, or some other type of upholstered furniture that is in good condition but just dirty, these upholstery cleaning tips will save money and time.

The key with upholstered furniture is choosing the appropriate type of cleaning method. For example, an antique chair that is hand embroidered would require a different cleaning technique than a sofa that was store bought.

GETTING THE UPHOLSTERY STAINS OUT

Maintaining clean furniture is part of having a facility where people enjoy working or visiting. With furniture, upholstery is just one aspect but an important one. Think about all the times people have eaten on the sofa, dropping bits of food or drink that leave stains. Then you have the dirty feet, dirty clothing, and just everyday wear and tear that can leave upholstery looking dirty and drab. Getting those stains out does not have to be painful.

The most important thing to remember when cleaning upholstery is to consider the fabric. If you are unsure, you can check with the manufacturer s information Then before you start in cleaning a large stain, we recommend you work first on an inconspicuous area to ensure no discoloration or damage is done. With that done, the following are a few of the more common stains found on upholstery and methods for removing them.

OILY CHEESE STAINS

Cheese is another food product that is seen spilled on upholstery. Again, things like nachos are a favorite snack food but they leave stains. For cheese, mix one teaspoon of mild, ph-balanced detergent with one cup of warm water. With a clean, white towel, blot at the cheese stain. Then mix one tablespoon of regular ammonia with one-half cup of water, again blotting the stain. Finally, blot the stain with clean water to remove any detergent or ammonia and let the area dry.

INK STAINS

Clients or employees may sit down with a pen in their pocket and before you know it, a stain is left. Ballpoint pens, especially blue, are common stain makers. Ink stains can be removed. The key is to be patient and persistent, as ink stains can be stubborn. Just make sure you only blot. Rubbing could cause the ink stain worsen. You have a number of options when removing ink stains.

- Spray hairspray onto a clean, white towel and then dab at the stain, followed by blotting with a clean, dry towel
- Treat a clean, white towel with isopropyl rubbing alcohol. Again, blot the ink stain, followed by a dry towel
- Again, with a clean, white towel, apply nail polish remover or acetone. Blot the ink stain from the outside edges toward the center
- Using a clean, white towel, use spirits of turpentine, blotting as with the other treatment options

Commercial products that work well on ink stains include Carbona or Afta; these are extra strength bio-enzyme cleaners that are formulated to get out tough stains. They come with a builtin applicator brush. With both, you would use a clean, white towel, dabbing the affected area.

COFFEE STAINS

Sipping coffee on an upholstered chair or sofa is everyday occurrence. To get rid of a coffee stain, mix one teaspoon of a mild, ph-balanced detergent with one cup of warm water, then blot from the outside in. Follow this with blotting the stain with a mixture of one-third cup white vinegar with two-thirds cup water. When finished, use a clean, white towel to absorb any excess, allow the area to dry.

VACUUM UPHOLSTERY

Upholstery cleaning tips are important since dust settles onto fabric more than hard surfaces. Therefore, regular cleaning to keep your upholstery looking and smelling clean is essential. In fact, we recommend you clean your upholstery furniture once every two months. Typically, you can use your regular vacuum cleaner with the appropriate attachment to keep it clean. Just keeping the dust off will help furniture last much longer.

Carpet Cleaning
Strive to clean your carpet as soon as you notice any spills or spots on you carpet s surface This action alone can save lots of time and damage, as well.
Before cleaning any surface areas, use a small portion of your cleaning products over a small and hidden area to avoid damage or discoloring of the carpet.

Proper care of your floor prevents damage, extends its life and keeps it looking new for years. How do you properly care for your flooring?

Vacuum carpet regularly, and do not use liquid carpet shampoos to clean them. The shampoo can t be completely rinsed out leaving a sticky residue That residue acts like a big magnet pulling the dirt from the bottom of your shoes. Use dry carpet cleaners instead. Stores selling vacuum cleaners carry them.

Getting out old shampoo becomes the trick. Rent a shampoo machine that cleans with water. You should mix 1 cup vinegar per 2 ½ gallons of water and clean according to directions on the vacuum cleaner. Go back over the carpet with warm water only. The vinegar pulls out the old shampoo cleaning the carpet as well. It may take a time or two, but your carpets will be soft and free from grime. The hot water reactivates the shampoo already in the carpet providing the needed cleansing action.

Stains in carpet can be the difficult to remove. Never rub a stain, just blot. Rubbing breaks down the fibers and spreads the stain. Remove most food stains with shaving cream. Spray on and resist the temptation to rub it in then let it set 15 minutes. Rinse with a vinegar and water solution.

Club soda generally removes red wine stains. Remove red dye stains found in drink mixes, Popsicles, dog and cat food with a 30/70 solution of peroxide to water. Remember peroxide is bleach so test an inconspicuous spot first for color fastness. Apply the mixture, wait 30 minutes then remove as much moisture as possible and rinse with a vinegar/ water solution. If the stain

remains add a bit more peroxide to the mixture and retreat Brake cleaner also does a good quick job of removing most food stains.
Dab a little on a clean cloth and gently blot the stain. Rinse with soap and water. Brake cleaner contains the same chemical professional dry cleaners use to clean stains in clothing. Do not pour brake cleaner directly into the carpet. It could dissolve the adhesive holding the fibers in the carpet.

Oops someone s dog had an accident on the carpet and the stain and smell refuse all attempts at removal. First try an enzyme product. Pour on enough to saturate to the pad and treat an area twice as large as the stain. Urine hits the pad and spreads. Let it set a couple of hours.

Enzyme products are available at commercial janitor supply stores, Pet stores, RV or marine stores. They are used in the holding tanks to dissolve solid material.

If the enzyme product does not remove all the stain or odor, baking soda and peroxide remain your best chance for success. Mix a 30/70 solution of peroxide to water adding 1/2 teaspoon of baking soda per cup of mixture. It bubbles and fizzles, but not before removing the stain and smell. Always test a spot first for colorfastness. Peroxide is bleach and may discolor the carpet. Blot up what you can with an old towel and rinse well with 1/3-cup vinegar per quart of water.

Oil, grease, magic marker and ink can also be the difficult to remove. Most janitorial companies or WalMart carry a product called De-Solv-it® Cleaner. WD-40® or Orange Clean Degreaser® all work wonders removing these stubborn stains.

Rubbing alcohol removes ink. Blot on allow to set 30 minutes and blot to remove. Rinse with sudsy water. Magic marker is generally permanent and you may not be able to remove it.
If you find bubble gum stuck to carpet, freeze it with ice cubes and chip off what you can with the blunt side of a kitchen knife. De-Solv-it® Cleaner removes the rest.

Wax on carpet can also be frozen with ice and chipped off. Wax needs heat for removal. Some newer carpets are quite sensitive to heat and scorch easily. So test an out of the way spot first. You can also use a hair dryer set to the hottest setting. Set your iron to a low to medium heat. The less heat you use, the less chance of scorching your carpet. Take a white paper towel or paper bag with no writing on it as the dye may transfer to the carpet, and then put the towel down on top of the wax. Then iron the towel for no longer than 2 seconds. Move the towel and redo if necessary. Generally once is enough.

Drapery Cleaning

Drapes are notorious for quietly accumulating dirt and absorbing odors, contributing to a room full of grime. In some cases it can aggravate asthma and breathing conditions.

Cleaning the curtains can be a tedious, time-consuming task. To clean drapes, you must haul down the drapes, wash, and re-hang them. Before you start there are some factors you should consider.

Curtain fabric is rarely pre-shrunk like clothing. There's a risk that the fabric will shrink as it is washed and dried, which results in gaps and shortages when the drapes are re-hung.

Heavy fabrics can lose shape when washed turning all those carefully placed creases and pleats into just a memory.

Rarely color-safe, drapery fabric can fade and lose color after a cycle through the washing machine and dryer.

Your company might consider having the drapery cleaning job done professionally; if one is available in your area.

Water can stain certain fabrics such as silk and alter the texture of others, changing the way the curtains hang and fall at the window If you choose to rely on professional curtain cleaners, you may hire two types of cleaning companies. The first will remove the drapes to clean them; expect them be returned within three to five days. The second will use a method to clean the drapes while they remain hanging at the windows.

Companies that promise quick, easy service use one of two processes to do so:

1. The dry cleaning method is accomplished by spraying dry cleaning chemicals onto the drapes and vacuuming off the residue and dirt. Though convenient, keep in mind that the cleaning solvents can be extremely flammable, may linger in your facility and should not be inhaled.
2. The steam-cleaning method is when the cleaners use a controlled attachment to run a steam machine over the drapes, steaming away dirt and odors. This process does not work on watersensitive fabrics such as silk where there is a risk of water damage.

It can be tempting to bring your drapes into local dry cleaners, but keep in mind that dry cleaning yards and yards of fabric can be costly. And since the chemicals used by commercial dry cleaners are designed to clean clothing, the results are never guaranteed when used to clean curtains.

Television Cleaning

TOOLS AND MATERIALS NEEDED

1.Trigger sprayer
2.Clean cloth
3.Gloves and goggles
4.Cleaner disinfectant
In a hospital setting, a television is cleaned and disinfected to reduce the spread of infections that originate in patient contact equipment.
For general public use, televisions are cleaned and kept dust free to increase its life.

PROCEDURE FOR CLEANING A TELEVISION

Put on your gloves and goggles.
Fill trigger sprayer with diluted cleaner disinfectant solution following manufacturer s directions.
Turn off the television. Never clean the television while it is turned on. If the patient/resident is watching it at the time, ask if you may turn it off for cleaning.
Spray disinfectant solution onto clean cloth. Never spray the disinfectant solution directly on the television!
Wipe the front and side vertical surfaces and the top and bottom of the television. Never wipe the back of the unit with a wet cloth!

Chapter 7: Food Service

CLEANING THE KITCHEN FOR THE JANITOR

Kitchen and food service safety is an important topic. Kitchens and food service areas are cleaned by janitors. They must know how to safely clean these areas. They must understand their responsibilities and how they differ from kitchen staff. This chapter covers such topics as slips and falls, cuts, responsibilities for safety, use of wiping cloths, spills, blocking exits, and storage of cleaners.

Slips and Falls

Any spill, especially water spills in the kitchen or food service area should be mopped, and then wiped dry with a dry rag or towel.

When grease, mayonnaise, salad dressing or other items containing oil are involved, after you clean the spill, use an abrasive powder such as a powder cleaner. This removes the oil, under the surface of the floor This is particularly critical on tile and marble floors If you don t use the abrasive powder, the floor will remain very slippery.

When cleaning up broken glass, never use your fingers to pick up the glass. Use a small broom and dustpan.

You should use caution signs in the area to alert others. If you see something on the floor that doesn t belong there pick it up Always wear approved safety resistant safety footwear in the kitchen. When you see water on the floor or some other hazard, clean it up!

About Cuts

Quite a few injuries occur from people opening boxes with box cutters. Box cutters are often called finger cutters. That's right, finger cutters. Devices such as this are designed to cut. They cut cardboard skin fingers hands arms legs…that s their purpose to cut When using cutters, you must keep your free hand out of the cutting path of the blade.

Responsibilities

Employers have the primary responsibility for protecting the safety and health of their workers by providing them with proper equipment that is working properly, personal protective equipment, and a safe working environment. Employees are responsible for following safe work practices. Basically your safety is your responsibility.

Use of Wiping Cloths
Kitchen staff knows to use separate wiping cloths for cleaning surfaces that come into contact with food from cloths used for equipment, prep tables, or cutting boards.
Janitors and custodians are responsible for general cleaning in kitchens and food service areas. Cloths used for floors, walls, countertops can never be used for items that come in contact with food.

Each type of wiping cloth should be stored in its own separate labeled or color coded container containing sanitizing solution. There are at least two types of sanitizing solutions that may be used. One is a bleach solution with a 50-100 parts per million (ppm) of sodium hypochlorite and the other is a quaternary ammonia solution at 200-300 ppm ammonia. Never mix bleach and ammonia!

Spills on the Floor
Spills on the floor are a workplace hazard that must be cleaned up immediately. Janitors or custodians are usually the first to be called when a spill occurs.
Coworkers should be advised about the spill verbally or with a “Wet Floor sign to prevent anyone from accidentally walking through the spill.

It is important to identify the nature of the spill. This will aid in determining how to proceed with clean up. A bucket and mop should be used to apply the correct cleaning solution. Directions for proper use on the cleaning solution container should be followed and any remaining moisture should be cleaned up.

Post warning signs or cones should be used to divert floor traffic until the clean-up site is dry.

Cleaning supplies should be put away properly.

STORING CLEANERS

Cleansers and other non-food items are ALWAYS stored separately from foods. Separate shelves, separate cupboards, sometimes even separate rooms.

Chemicals used by janitors are NEVER stored in food containers, nor are foods to be stored in chemical containers.

Chemicals should be kept in their own original packaging or in other break-resistant, clearly labeled containers.

When using chemicals, follow the handling instructions contained in Material Safety Data Sheets or MSDSs that are available in your workplace.

Chemicals should be kept away from food handling areas. If chemicals come into contact with food, throw the food away.

You should always store chemicals below and away from food and utensils and the farther, the better.

Chapter 8: Storing and Handling Garbage

This chapter covers storing and handling garbage.
Never store garbage in your facility, move it promptly to a waste container outside. This is especially important if you are collecting garbage in a food handling area. Make sure that doors and external windows keep out pests, such as flies and rats.

Careful storage of waste is also important to avoid attracting pests. You should:
Not allow food or other waste to gather in food areas
Keep the storage area clean
Arrange for garbage to be removed regularly.

When you move garbage; wash your hands. Don't wait for garbage to pile up, keep it moving and make regular 'garbage runs' out to the refuse container.

Place garbage in sturdy leak-proof plastic or metal containers with tight-fitting lids.
The containers should be lined with clear plastic bags or with wet-strength paper.
Clean and sanitize garbage containers frequently to prevent odor and keep from attracting insects and other pests.
After any kind of garbage duty you must wash your hands.

WASH YOUR HANDS

Washing your hands is simple, right? But are you sure you are doing it the right way? Here are a few tips for washing your hands.

Wet hands with warm water
Apply a generous amount of soap and lather hands well
Rub hands together for 20 seconds or the amount of time it takes to sing Happy Birthday; paying special attention to the areas between fingers and under nails.

Rinse hands thoroughly with warm water
Dry hands with a disposable towel
Use the disposable towel to turn off the faucet and open the door, if in a public place.

Chapter 9: The End

We have discussed procedures and safety in the Janitorial and Custodial Industry. No matter what occupation you have, remember that there are responsibilities associated with your job.

We have covered many procedures and safety topics. Ideally safety is freedom from danger. As we stated earlier, every topic for the Janitor and Custodian cannot be covered in this one manual. Some of the topics that are covered include protection from the risk of harm or injury, achieving a clean, sanitary environment, procedures for cleaning, safety devices, and responsibilities.

Technology is moving ahead, changes are being made everywhere you go and everyone is busy. Business today is a fast paced no-nonsense environment where productivity and efficiency mean everything.

Each person has the responsibility for safety, not only for yourself and the safety of your coworkers but also for facility occupants.

Janitorial 5 Star Services

Item: **BLD2121632P1:BLD2121632P1:BLD2121632P1:BLD2121632P1:BLD2121632P1:BLD2121632P1:BLD2121632P1:BLD2121632P1:BLD2121632P1:Janitorial Services - Small Facilities Group 3 - Agreement No. 10**

Attachments
Agreement 10 Proposal.pdf
Agreement 10 Pricing Sheet.xlsx
Attachments.pdf
Employee and Safety Training Manual.pdf

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Small Facilities Group 3 (8 Locations)

Janitorial Services – County Facilities

May 26, 2021

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- 5.1 Agreement Pricing Sheet

Ability of Professional Personnel:

Describe the qualifications and relevant experience of the Project Manager and all key staff that are intended to be assigned to this project. Include resumes for the Project Manager and all key staff described Include the qualifications and relevant experience of all subconsultants key staff to be assigned to this project.

Kristen Olbel

Kristen Olbel is the Chief Executive Officer of Janitorial 5 Star Services. She oversees all operations within the company and works closely with all project managers to guarantee optimal results on each contract. Kristen develops and cultivates a positive working relationship with each contract coordinator prior to contract initiation. She designs, fosters, and deploys strategies for generating resources and revenue for the company.

EDUCATION

Bachelor of Arts (Sociology/Criminal Justice & Psychology) University of Dubuque -Dubuque, IA

WORK HISTORY

Janitorial 5 Star Services (Chief of Operation) (20 Years Experience in the Field)
Fort Lauderdale Police Department (Police Officer) (13 Years Experience in the Field)

Mikelange Olbel

Mikelange “Mike Olbel is the Chief Operations Officer of Janitorial Star Services He develops strategic plans to advance the company s mission and objectives to promote revenue profitability and growth as an organization He oversees all operations to ensure all contracts are executed with effectiveness, quality, service, and cost-effective management of resources.

EDUCATION

Masters of Science (Business Administration, Public Administration & Psychology) Iowa State – Ames, IA
Bachelor of Arts (Criminal Justice & Sociology, Minor in Psychology) University of Dubuque -Dubuque, IA

WORK HISTORY

Janitorial 5 Star Services (Chief of Operation) (20 Years Experience in the Field
Team Saving Our Youth Inc Chief Executive Officer Years Experience in the Field)
Community Based Connections, Inc. (Executive Director) (5 Years Experience in the Field)

Lakesha Houston

Lakesha Houston currently oversees all janitorial Broward County contracts to include the Broward County School District. She is experienced in operations and management with over 15 years of experience. She oversees and is responsible for inventory, equipment maintenance, routine and special project scheduling, and quality control.

EDUCATION

High School Diploma — Hallandale High School - Hallandale Beach, FL
Certification – Hack License

WORK HISTORY

Project Manager, Janitorial 5 Star Services
Oct 2020 – Present

Supervisor/Operator, First Transit
June 2017-Oct 2020

Customer Service Representative/Receptionist, Amsg & Associates
June 2014-Dec 2016

Customer Service Representative/Team Lead, Convey Health
Feb 2012-June 2014

Administrative Assistant, Renee s Learning
Jan 2005-Jan 2012

Kenny Bellinger

Kenny Bellinger currently oversees all post-construction janitorial contracts. He is experienced in operations and management with over 30 years of experience. He oversees and is responsible for inventory, equipment maintenance, routine and special project scheduling, and quality control. Kenny coordinates all projects with facility managers prior to initiation.

EDUCATION

Bachelor of Science (Physical Education) — Florida Memorial College – Miami, FL
High School Diploma — Miami Killian Senior High School - Miami, FL

WORK HISTORY

Project Manager, Janitorial 5 Star Services

Dec 2020 – Present

Checking Agent/Directional Staff, Inter-Cruises Shoreline
Dec 2018 – Oct 2020

Janitor/Project Crew, Red Coat Janitorial Service
Jan 2019 – Dec 2019

Shuttle Operator, Vamp Enterprises Supreme Limousine Service
Oct 2017 – July 2018

Mail Courier Hall s Courier Mail Service
Aug 2015 – Nov 2016

Head Basketball Coach, American Basketball Association
Nov 2015 – April 2016

Compliance Officer, Florida Memorial University
2014-2015

Head Basketball Coach, Florida Memorial University
2003-2015

Interim Head Basketball Coach, Florida Memorial College
2003

Assistant Basketball Coach, Florida Memorial College
Dormitory Counselor, Florida Memorial College
1999-2003

Physical Education/Adaptive Teacher, Norwood/Highland Oaks/Hibiscus Elementary Schools
1996-1999

Assistant Basketball Coach, South Broward Senior High School
1998-1999

Assistant Basketball Coach, Miami Norland Senior High School
1995-1998

Assistant Basketball Coach, Edison Senior High School
1986-1989

Recreational Therapist/Human Services Worker II/Behavioral Program Specialist
Landmark Learning Center
1986-1996

Matthew Lawrence

Matthew Lawrence is the Quality Control Manager of Janitorial 5 Star Services. He develops and oversees the implementation of quality control to improve the efficiency of the cleaning process and the overall company. He customizes the quality control projects for each contract to ensure direct, specific attention to each contract/facility.

EDUCATION

Level of Service/Case Management Inventory (LS/CMI) – Ai Alma Institute 2017
Miami-Dade Reentry Task Force - Member 2012
TABE Test – Certified Administrator - Florida Department of Education 2011
Bachelor in Business Management & Marketing - Florida Atlantic University 2007
Florida Workforce Professional - Tier 1 - Dynamic Work Institute 2005

WORK HISTORY

Quality Control Manager, Janitorial 5 Star Services
May 2021 – Present

Workforce Developer/Employment Specialist, OIC of South Florida
02/2012 – Present

Staffing Coordinator, SFN Group
April 2006 – Nov 2010

Case Manager/Employment Specialist/Trainer, South Florida Workforce/Jobs
Aug 2001 – Feb 2006

Matthew Gibson

Matthew Gibson is an Assistant Manager for Janitorial 5 Star Services. He assists the Project Manager with routine cleaning and special projects. He assists with inventory, equipment maintenance, and quality control. Matthew is responsible for training new employees and continuing education for all employees.

EDUCATION

High School Diploma — St. Thomas Aquinas High School – Fort Lauderdale, FL

WORK HISTORY

Assistant Manager/Site Supervisor, Janitorial 5 Star Services
Oct 2020 – Present

Flagger/Safety Operations, AWP

Oct 2020- Feb 2021

Courier, FedEx
April 2018 – Dec 2019

Courier/Supervisor, DHL
Nov 2011 – July 2019

Delivery/Supervisor, Meals on Wheels
March 2015 – June 2018

Disaster Relief, Big Foot Express Hurricane Relief
Fed 2008 – March 2015

Marie Rosier

Marie Rosier is the Chief Financial Officer of Janitorial 5 Star Services. She provides accurate and timely financial reporting to support the daily operations. She improves productivity and decreases risk and liability within the company by budgeting and forecasting projections.

Lorenzo Mills

Lorenzo Mills is a project supervisor for Janitorial 5 Star Services. He manages the pressure washing projects and contracts. He oversees and is responsible for inventory, equipment maintenance, routine and special project scheduling, and quality control. Lorenzo coordinates all projects with facility managers prior to initiation.

Hudson Vilfrard

Hudson Vilfrard is a project supervisor for Janitorial 5 Star Services. He manages the floor cleaning projects and contracts. He oversees and is responsible for inventory, equipment maintenance, routine and special project scheduling, and quality control. Hudson coordinates all projects with facility managers prior to initiation.

1.1 Company Profile

Janitorial Star Services was founded in by Kristen and Mikelange “Mike Olbel This family owned company is located in Pompano Beach, FL and built on 20 years of experience. We provide services to Palm Beach, Broward, and Dade Counties.

We always strive to provide the highest quality cleaning service, and we take pride in maintaining high standards with all our staff. Our services range from the following: New Construction Cleaning, Post-Construction Cleaning, Banks, Churches, Schools, Health Clinics, Pressure Cleaning, Lawn Maintenance, and Commercial Buildings. Janitorial 5 Star Services hires locally through churches, schools, local organizations and returning veterans.

KRISTEN L. OLBEL, BS

Pompano Beach, Florida 33062
(954) 702-2053
Janitorial5starservices@gmail.com

SUMMARY OF QUALIFICATIONS

Accomplished and energetic current business owner and operator with a solid history of achievement in the service industry. Motivated leader with strong organizational and prioritization abilities. Areas of expertise include extreme efficiency and organization, multi-tasking, and quality control with % client satisfaction I ve served as the owner and operator of a cleaning business for the last five years. My strong organizational and multi-tasking skills, as well as superior time and resource management capabilities are:

Strategic Vision
Operations Management
Community & Municipal Relations
Quality Assurance
Contract Management
Strategic Partnerships
Outcomes Measurement
Start-up Capacity Building
Program/Contract Monitoring
Finance, Budgeting and Cost Management

PROFESSIONAL EXPERIENCES

01/2017 – Present CEO, Janitorial 5 Star Services

We have owned & operated our own commercial and residential cleaning business for over 5 years now which includes cleaning and maintenance labor tasks, business management, multi-tasking, client communication and satisfaction, employee management, scheduling, billing etc. **Key accomplishments include:**

- Managed business accounts by networking and communicating with crucial account decision-makers to review service delivery and explore opportunities to develop new business.
- Created culture focused on customer service and satisfaction, resulting in improved customer loyalty and retention.

- Increased revenue and reduced risk by enforcing company policies and improving operations.
- Evaluate and manage employee performance and establish employee training and development plans that align with organization development philosophy.
- Transformed struggling business into an industry leader by restructuring organization and implementing business plan to penetrate new markets.
- Identified areas for expansion by analyzing market, consumer trends, and competition
- Represented the company to the media and trade organizations to support business operations.
- Led management team in all aspects of business development including consumer research, competitive research, and emerging opportunities.

07/2014 –Present **Police Officer, City of Fort Lauderdale**

Protects citizens by preventing crime, enforcing laws, apprehending suspects, and monitoring traffic.
Prevents crime by explaining and enforcing applicable federal, state, and local laws and ordinances; teaching preventive, protective, and defensive tactics; mediating disputes; patrolling assigned area; responding to notices of disturbances; conducting searches; observing suspicious activities; and detaining suspects. **Key accomplishments include:**

- Apprehends suspects by responding to complaints and calls for help, observing violations, and making arrests.
- Conducts criminal investigations by gathering evidence, interviewing victims and witnesses, and interrogating suspects.
- Documents observations and actions by radioing information and completing reports.
- Reports observations and actions by testifying in court.
- Fulfills court orders by serving warrants and commitments.
- Maintains safe traffic conditions by monitoring and directing traffic, enforcing laws and ordinances, investigating accidents, providing escort, and reporting unsafe streets and facilities.
- Minimizes personal injury by rescuing and reviving victims and radioing for medical assistance.
- Maintains operations by following department policies and procedures and recommending changes.
- Ensures operation of equipment by practicing responsible use, completing preventive maintenance requirements, following manufacturer s instructions troubleshooting malfunctions notifying supervisor of needed repairs and evaluating new equipment and techniques.

06/2013 – 07/2014 **Police Officer, Town of Palm Beach**

Protects citizens by preventing crime, enforcing laws, apprehending suspects, and monitoring traffic.
Prevents crime by explaining and enforcing applicable federal, state, and local laws and ordinances; teaching preventive, protective, and defensive tactics; mediating disputes; patrolling assigned area; responding to notices of disturbances; conducting searches; observing suspicious activities; and detaining suspects. **Key accomplishments include:**

- Maintains professional and technical knowledge by studying applicable federal, state, and local laws and ordinances; attending educational workshops; reviewing professional publications; practicing skills; and participating in professional societies.
- Apprehends suspects by responding to complaints and calls for help, observing violations, and making arrests.
- Conducts criminal investigations by gathering evidence, interviewing victims and witnesses, and interrogating suspects.
- Documents observations and actions by radioing information and completing reports.
- Reports observations and actions by testifying in court.
- Fulfills court orders by serving warrants and commitments.
- Maintains safe traffic conditions by monitoring and directing traffic, enforcing laws and ordinances, investigating accidents, providing escort, and reporting unsafe streets and facilities.
- Minimizes personal injury by rescuing and reviving victims and radioing for medical assistance.

- Maintains operations by following department policies and procedures and recommending changes.

09/2008 – 06/2013 Police Officer, City of Dubuque

Protects citizens by preventing crime, enforcing laws, apprehending suspects, and monitoring traffic.
Prevents crime by explaining and enforcing applicable federal, state, and local laws and ordinances; teaching preventive, protective, and defensive tactics; mediating disputes; patrolling assigned area; responding to notices of disturbances; conducting searches; observing suspicious activities; and detaining suspects. **Key accomplishments include:**

- Maintains professional and technical knowledge by studying applicable federal, state, and local laws and ordinances; attending educational workshops; reviewing professional publications; practicing skills; and participating in professional societies.
- Apprehends suspects by responding to complaints and calls for help, observing violations, and making arrests.
- Conducts criminal investigations by gathering evidence, interviewing victims and witnesses, and interrogating suspects.
- Documents observations and actions by radioing information and completing reports.
- Reports observations and actions by testifying in court.
- Fulfills court orders by serving warrants and commitments.
- Maintains safe traffic conditions by monitoring and directing traffic, enforcing laws and ordinances, investigating accidents, providing escort, and reporting unsafe streets and facilities.
- Minimizes personal injury by rescuing and reviving victims and radioing for medical assistance.
- Maintains operations by following department policies and procedures and recommending changes.

09/2000 – 05/2008 Forman, Swift Transition Inc.

Responsible for overseeing daily operations at a worksite to ensure the completion of projects in a safe and efficient manner. Their duties include hiring Construction Workers and trade professionals to perform specific tasks, monitoring budgeting expenses for Workers, supplies or tools and reviewing laws and regulations to maintain a safe work environment.
Key accomplishments include:

- Coordinating daily tasks according to priorities and plans, making changes when necessary due to weather, supply, delivery and personnel
- Delegating individual responsibilities and projects to crew members and contractors
- Recruiting, hiring, training, managing and mentoring employees and contractors
- Providing adequate resources and staffing to meet project schedules, laws, regulations, best practices and safety needs
- Emphasizing safe use of tools, machinery and equipment while providing training on safety gear, helmets and procedures
- Developing and managing project budgets and quality standards for all sites
- Resolving conflicts or miscommunications quickly and amicably
- Regularly reporting project status to supervisors, site engineers and other officials

EDUCATION

University of Dubuque, Dubuque, IA
Bachelors of Arts, Cum Laude, 5/2008

MIKELANGE (MIKE) OLBEL, MS

Pompano Beach, Florida 33062
Janitorial5starservices@gmail.com

SUMMARY OF QUALIFICATIONS

Highly qualified Executive Manager and entrepreneur with several years of experience in organizational leadership and human services administration. Result oriented and multi-talented leader with proven ability to **engage and satisfy customers** (including persons served, funders, constituent groups, and community partners), **leverage community resources**, **convene large groups of stakeholders** to address a common cause, and **work well with a group of volunteer governance board members**. Exceptional leadership and management strengths in:

- Strategic Vision
- Operations Management
- Resource Development
- Quality Assurance
- Human Resource Development
- Grants Writing
- Contract Management
- Community & Municipal Relations
- Strategic Partnerships
- Executive Coaching
- Outcomes Measurement
- Start-up Capacity Building
- Program/Contract Monitoring
- Finance, Budgeting and Cost Management

PROFESSIONAL EXPERIENCES

01/2017 – Present **COO, Janitorial 5 Start Services**

We have owned & operated our own commercial and residential cleaning business for over 5 years now which includes cleaning and maintenance labor tasks, business management, multi-tasking, client communication and satisfaction, employee management, scheduling, billing etc. **Key accomplishments include:**

- Identified and corrected deficiencies with forward-thinking approaches to address organization-wide and department-level problems.
- Supervised Office Manager and Administrative Staff, ensuring that all operating units received adequate support for operations.
- Monitored operations for cost-effectiveness, quality, and productivity, using quantitative data.
- Launched employee outreach programs that fostered productive and proactive work environment.
- Maintained quality and precision by developing culture of stability and strong performance.
- Reviewed systems in place to manage internal controls of all financial activities and contributed strategic planning.
- Led the company to successful product launch and developed initial product roadmap and go-to-market strategy.
- Spearheaded development, implementation, and management of an effective human resources program.

01/2014 – Present **CEO, Community Based Connections, Inc.**

Recruited to turn around the organization s financial and operations performance driving growth to achieve long-term sustainability. Charted an innovative direction in partnership with the Board, senior staff and key funding partners. Manage P&L and

all core functions: operations, human resources, training and development, finance, technology systems, services and programs, fundraising, grant writing, marketing and public relations. Human services organization specializing in early childhood education, juvenile delinquency intervention and prevention, family strengthening, and community development services. **Key accomplishments include:**

- Eliminated agency $60,000 deficit with-in (1) first year.
- Increase agency budget by 80% within two (2) years.
- Decrease agency turnover rate by 97%.
- Evaluate and manager employee performance and establish employee training and development plans that align with organization development philosophy.
- Develop and implement donor base outreach and fundraising.
- Manage and direct the organization toward its primary objectives, based on contractual obligations and under the leadership of the Board of Directors, by performing leadership and high-level management duties personally or through subordinate managers.
- Secured grants afterschool program that s actively working with school leadership parents and child care center directors to enhance the academic and behavior performance of students in grades K-12.
- Grew organization s annual budget from to million in three years
- Developed framework for Juvenile Prevention Initiative that is establishes a continuum of resources to enhance the positive behavior performance of at-risk children and family in Broward County School.
- Establish strategic partnerships with numerous community based organizations, religious partnership, funding entities (i.e. Department of Juvenile Justice and Children Service Council), and community leaders to collaboratively address key community issues.
- Provide visionary leadership, personnel management, and professional development.
- Fiscal management; staff management and development; and volunteer development
- Assisted in creating and renewing policies for Eliminating Schoolhouse to Jailhouse pipeline through efforts of Circuit 17 Juvenile Justice Advisory Board as a Board Member.
- Secured $120,000 in emergency funding for community COVID-19 Resiliency Funds to support Broward County residents food assistance, mortgage assistance, rent assistance, FPL assistance and utilities assistance.

08/2012 – 01/2014 Founder/CEO, Team Saving Our Youth, Inc.

Founder and Chief Executive Officer for 501c(3) human services organization specializing in early childhood education, juvenile delinquency prevention, family strengthening, and community development services. **Key accomplishments include:**

- Manage and direct the organization toward its primary objectives, based on contractual obligations and under the leadership of the Board of Directors, by performing leadership and high level management duties personally or through subordinate managers.
- Secured a $250,000 grant for the Project SOY, Life Line and Transitional Transformation programs which all three programs is actively working with school leadership, parents, and child care center directors to enhance the academic and behavior performance of students in grades K-12.
- Grew organization s annual budget from to in years
- Developed framework for Project SOY Initiative that is establishes a continuum of resources to enhance the positive behavior performance of at-risk children and family in Broward County School.
- Establish strategic partnerships with numerous community based organizations, funding entities (i.e. Department of Juvenile Justice and Children Service Council), and community leaders to collaboratively address key community issues.
- Provide visionary leadership, personnel management, and professional development.
- Assisted in creating and renewing policies for Eliminating Schoolhouse to Jailhouse pipeline.
- Works closely with management and employees to improve work relationships, build morale, and increase.
- Lead, mentor and guide development of talent within the team, which includes succession and development planning, performance management, and recognition.
- Provide active and engaged performance management and promotion of professional development.

01/2011 – 01/2012 Youth Educator, OIC of South Florida, Inc.

Responsible for planning and facilitating grant awarded of $5 million dollars (over a period of 5 years). Evaluating educators and program outcome; marketing organizational federal grant program to possible partners; represented corporation in strategic community programs, community boards, governmental institutions and other organizations that advance the image and visibility of the corporation. Key accomplishments:

- Serves as an interface when needed for senior leadership with strategic community programs, business and community leaders.
- Providing group intervention for adults and at-risk youth ages 13-19; delivering the implementation of program's evaluation instruments, maintain statistics.
- Organized community activities and programs in order to develop and maintain linkages to other community-based organizations, faith-based organization and schools.
- Seeks and develops partnerships with local organizations, and develops new business strategies and relationships that enhance market share and overall performance of organization.
- Supports marketing objectives, plans, and strategies; provides guidance to various marketing efforts, and provides leadership to ensure that individual programs support the overall mission, goals, and objectives of the organization.
- Three years of Planning and Teaching Reducing the Risk curriculum at Coral Glades High School.
- Evaluating educators and program outcome.
- Marketing organizational federal grant program to possible partners.
- Represents organization in strategic community programs, community boards, governmental institutions and other organizations that advance the image and visibility of the organization.
- Serves as an interface when needed for senior leadership with strategic community programs, business and community leaders.
- Delivering the implementation of program's evaluation instruments, maintain statistics, and produce monthly reports on program activities.
- Responsible for evaluating and updating the health education curriculum for use in community-based organizations presentations.
- Over exceed grant numbers three years straight.

08/2012 – 05/2013 Adjunct Professor (Business Leadership), South Florida Bible College

Providing classroom instruction and support to undergraduate students but not limited to: Developed lesson plans and assign projects; developed business department structure; developed program curriculum; facilitated 26 weeks class session on Leadership Development; implemented policy and procedures and implemented and facilitated workshops for employees.

10/2007 – 09/2009 Youth Case Worker, Hillcrest Family Services.

Provided approximately 2 years of direct service and progressive leadership service to this nonprofit human services organization specializing in providing school readiness/early academic success assistance, community based behavioral health, family strengthening, juvenile delinquency prevention, and foster care services to troubled children and families. **Key accomplishments include**:

- Provided proven ability to establish and maintain a therapeutic environment for twelve adolescents diagnosed as exhibiting anti-social behavior demonstrated skills in implementing and coordinating each individual s treatment plan as dictated by head psychiatrist.
- Implemented and coordinated each individual s treatment plans as dictated by head psychiatrist with % completion
- Debriefing University Officials on classified information and providing positive elucidation to handle matter. Assessing client s needs and developed services plans conducted group therapeutic intervention for clients to ensure support system and non-violence conflict operations; arranged and transport clients to daily recreation facilities and providing the highest level of security.
- Provided 100% daily case-log for head psychiatrist in charge and daily intervention notes of client s behavioral provide new employees with on the job training and administer individual s intervention with clients and providing program supervisor report of intervention.
- Assisted clients with self-confidence through intervention for school performance and life expectancy. Provided specialized services that may include detainment, interstate compact, post placement supervision and relative/non-relative caregiver home studies; and arranged and provided quality improvement process.

EDUCATION

Iowa State University, Ames, IA
Master of Science*, Magnum Cum Laude, 5/2010*
Interdisciplinary Graduate Studies: Business Administration, Public Administration & Psychology
Concentration: *Business Management, Public Relations, Public Policies, Human Resources, Business Leadership*
Creative Component (Thesis): Attitudes Towards Hiring Immigrants Among Iowa Small Business Owners and Managers

University of Dubuque*,* Dubuque, IA
Bachelors of Arts, Cum Laude, 5/2008
Major: Sociology & Criminal Justices; Minor: Psychology
Concentration: Social Perspective, Criminology, Attitudes & Behaviors.

BOARD/COUNCIL APPOINTMENTS

- Florida Restorative Justice Association
- Circuit 17th Juvenile Justice Advisory Board
- Housing Authority of Pompano Beach (Commissioner)
- Hopewell Missionary Baptist Church Scholarship Board Member;
- Fathers, Men and Boys Committee Co-Chair Broward County Children s Strategic Planning Council
- Advisory Council Member: Project Bridge for Eckerd

Media & News Journal Appearance

- Future First: Restorative Justice (BECON TV Network)
- New Haitian Generation (BECON TV Network)
- The Westside Gazette
- Hot 105 FM Radio Station: HIV and AIDS Bowling Awareness (2013)
- Des Moines Register "Haitian students at ISU feel devastated hope for good news Iowa
  By: Danny Valentine (Staff Writer)
- Iowa KCCI 8 News Network, Iowa (2010)
- Iowa State Daily Newspaper "Haitian students organize aid efforts in the face of disaster awaiting word from families friends Iowa (2010) By: Tessa Callender & Kyle Peterson (Daily Staff Writers)
- Sun-Sentinel Newspaper "Tri-county Pipeline Florida By: Pat Lammer (Staff Writer)

COMMUNITY AWARDS/RECOGNITIONS

- 2011 Award for Collective Youth Impact (2019)
- 2014 Grant Award Recipient for New Day: Civil Citation & Diversion, Fort Lauderdale, Florida (2014– 2017)
- 2014 Grant Award Recipient for Juvenile Prevention & Diversion Fort Lauderdale, Florida (2014– 2017)
- Excellence in Education Award for Over Exceed Grant Numbers, Fort Lauderdale, Florida(2011– 2012)
- Raised $30,000 in effort with Red Cross for the Haiti Earthquake (2010)
- Student Judicial Board, University of Dubuque, Iowa (2007– 2008)
- Iowa Intercollegiate Academic Scholar, University of Dubuque (2006 –2007)
- Benjamin Franklin Leadership Award, Multicultural Center, University of Dubuque, Iowa (2006 – 2007)
- Wendt Character Scholarship, University of Dubuque, Dubuque, Iowa (2005 – 2007)
- Horatio Alger Scholarship Recipient, Horatio Alger Scholarship, Miami, Florida (2004 – 2007)

2. Total Number of Current Employees
   a. Full Time: 19
   b. Part Time: 40
3. Total Number of Supervisory Employees
   a. Full Time: 3

b. Part Time: 5

4. Total Number of Custodial Workers
   a. Full Time: 16
   b. Part Time: 35
5. Temporary Workers
   All staff are employed with the company.
6. Provide Health Benefits
   Upon being awarded the contract, all employees will be paid per the living wage agreement and provided the opportunity to obtain health benefits.
7. Require criminal background check

   Janitorial 5 Star Services understands security is paramount and thus it is treated as such. All employees undergo a full criminal background. Prior to commencing the contract all employees will meet badging and security standards set forth for each location.

   a. Describe when this occurs and which job categories applies to.

      The background check is completed as part of the hiring process and applies to all positions.

1.2 Company Experience/Reference

Submit references with following info and describe prime vendor s experience on projects similar nature, scope, and duration along with satisfactory completion both on time and within budget.

Janitorial 5 Star Services acted as the prime contractor on the below listed contracts. Please see corresponding attachments for information.

Reference 1 (see attachment A for reference)

Broward County School District

We perform custodial cleaning on a contractual and emergency basis within the Broward County Schools. We perform electrostatic disinfecting to Broward County schools and administrative sites. The schools and administrative sites vary in square footage and height of buildings. All work has been performed within budget and on time. We are the Prime contractor for this contract.

a. Name and location of facility: see list below
b. Size of facility area cleaned (sf): see list below
c. Number of stories (height of building): see list below

d. Total number of worker/supervisors assigned to facility: see list below
e. Total number of facility users, ie. Employees, clients,: see list below
f. Start date and end date of contract: Oct 2020 to present
g. Annual dollar value of contract:
h. Identify operational hours of contract (24 hours a day, 7 days a week, 52 weeks a year): operational hours are 24 hours / 7 days / 52 weeks
i. Identify level of employee background/security checks: state/local through Broward County School District
j. Identify if adhered to green building maintenance standards: yes

Site Name/Type	Size	Site Address
Royal Palm Elementary School	128,943 sf	1951 NW 56th Ave Lauderhill, FL 33313
Plantation High School	343,064 sf	6901 NW 16th St, Plantation, FL 33313
Nova Eisenhower Elementary	97,989 sf	6501 SW 39th St, Davie, FL 33314
South Plantation High School	351,376 sf	1300 SW 54th Ave Plantation, FL
Silver Shore Elementary	109,372 sf	1601 SW 160th Ave Miramar, FL
Thurgood Marshall Elementary	104,460 sf	800 NW 13th St Fort Lauderdale, FL
Bethune Elementary	143,054 sf	2400 Meade St Hollywood, FL 33020
Central Park Elementary	132,169 sf	777 N Nob Hill Rd Plantation, FL
Walter C. Young Middle School	224,196 sf	901 NW 129th Ave Pembroke Pines, FL
Gator Run Elementary	145,398 sf	1101 Glades Pkwy, Weston, FL 33327
Ramblewood Elementary	103,248 sf	8950 Shadowwood Blvd Coral Springs
Pines Lakes Elementary	119,644 sf	10300 Johnson St Pembroke Pines, FL
Coconut Creek Elementary	90,150 sf	500 NW 45th Ave Coconut Creek, FL 33066
Driftwood Elementary	89,165 sf	2700 NW 69th Ave Hollywood, FL 33024
Collins Elementary	56,163 sf	1050 NW 2nd St Dania Beach, FL 33004

Tradewind Elementary	154,166 sf	5400 Johnson Rd Coconut Creek, FL
Rock Island Elementary	95,818 sf	2350 NW 19th St Fort Lauderdale, FL 33311
Maplewood Elementary	101,237 sf	9850 Ramblewood Dr Coral Springs, FL 33071
Endeavour Primary Elementary	57,426 sf	2701 NW 56th Ave Lauderhill, FL
Davie Elementary	94,208 sf	7025 SW 39th St Davie, FL
Meadowbrook Elementary	111,487 sf	2300 SW 46th Ave Fort Lauderdale, FL
Parkway Middle School	289,576 sf	3600 NW 5th Ct, Fort Lauderdale, FL 33311
Silver Lakes Elementary	111,322 sf	2300 SW 173rd Ave Miramar, FL
Palm Cove Elementary	129,311 sf	11601 Washington St Pembroke Pines, FL
Morrow Elementary	91,474 sf	408 SW 76th Ter North Lauderdale, FL
Park Springs Elementary	135,976 sf	5800 NW 66th Ter Coral Springs, FL 33067
Falcon Cove Elementary		4251 Bonaventure Blvd Weston, FL
Manatee Bay Elementary	144,855 sf	19200 Manatee Isles Dr Weston, FL
West Broward High School	357761 sf	500 NW 209th Ave, Pembroke Pines, FL 33029
Pembroke Lakes Elementary	101,646 sf	11251 Taft St Pembroke Pines, FL
Sanders Park Elementary	88,070 sf	800 NW 16th St Pompano Beach, FL 33060
Plantation Park Elementary	76,645 sf	875 SW 54th Ave Plantation FL, 33317
Stirling Elementary	105,533 sf	5500 Stirling Rd Hollywood, FL
Sheridan Park Elementary	115,742 sf	2310 N 70th Ter Hollywood, FL 33068
Everglades Elementary	148,886 sf	2900 Bonaventure Blvd Westin, FL 33311
Dillard Elementary	118,096 sf	2330 NW 12th Ct Fort Lauderdale, FL
Coral Glades High School	301,401 sf	2700 Sportsplex Dr Coral Springs, FL 33065

Fort Lauderdale High School	314,212 sf	1600 NE 4th Ave Fort Lauderdale, FL 33305
Heron Heights Elementary	125,033 sf	11010 Nob Hill Rd Parkland, FL 33076
New Renassiance Middle School	194,973 sf	10701 Miramar Blvd Miramar, FL 33025
McNab Elementary	91969 sf	1350 SE 9th Ave Pompano Beach, FL 33309
Pasadena Lakes Elementary	98,791 sf	8801 Pasadena Blvd Pembroke Pines, FL 33024
Coral Springs High School	346,405 sf	7201 W Sample Rd Coral Springs, FL
Eagle Ridge Elementary	129,983 sf	11500 West View Dr Coral Springs, FL 33076
Quest Center	73,003 sf	6401 Charleston St, Hollywood, FL 33024
Whispering Pines Center	64,049 sf	3609 S Douglas Rd, Miramar, FL 33025
Cross Creek Center	64,013 sf	1010 NW 31st Ave, Pompano Beach, FL 33069
Bright Horizon Center	78,123 sf	3901 NE 1st Terrace, Pompano Beach, FL 33064
Wingate Oaks Center	71,639 sf	1211 NW 33rd Terrace, Fort Lauderdale, FL
Hollywood Park Elementary	80,690 sf	901 N. 69TH Way, Hollywood, FL 33024
West Hollywood Elementay	106,422 sf	6301 Hollywood Blvd, Hollywood, FL 33024
Stirling Elementary	105,533 sf	5500 Stirling Rd, Hollywood, FL 33021
Henry D. Perry Education Center	175,901 sf	3400 Wildcat Way, Miramar, FL 33023
Perry Annabel C. Middle	104,198 sf	6850 SW 34th St., Miramar, FL 33023
Broward Estates Elementary	97,633 sf	441 NW 35th Ave Fort Lauderdale, FL 33311
Martin Luther King Elementary	110,051 sf	591 NW 31st Ave Fort Lauderdale, FL 33311
Larkdale Elementary	78,579 sf	3250 NW 12th Pl Fort Lauderdale, FL 33311
Royal Palm Elementary	128,943 sf	1951 NW 56th Ave Lauderhill, FL 33313

Westwood Heights Elementary	122,314 sf	2861 SW 9th St Fort Lauderdale, FL 33312
Riverland Elementary	105,242 sf	2600 SW 11th Ct Fort Lauderdale, FL 33312
Stephen Foster Elementary	82,499 sf	3471 SW 22nd St Fort Lauderdale, FL 33312
Sheridan Hills Elementary	82,939 sf	5001 Thomas St, Hollywood, FL 33021
Boulevard Heights Elementary	120,614 sf	7201 Johnson St, Hollywood, FL 33024
Pembroke Pines Elementary	105,740 sf	6700 SW 9th St Pembroke Pines, FL 33023
Sunshine Elementary	105,987 sf	7737 La Salle Blvd Miramar, FL 3323
Fairway Elementary	126,678 sf	7850 Fairway Blvd, Miramar, FL 33023
Miramar Elementary	124,613 sf	6831 SW 26th St. Miramar, FL 33023
Pioneer Annex	88,890 sf	5400 SW 90TH AVE COOPER CITY, FL 33328
South Area Bus Complex	18,154 sf	900 S UNIVERSITY DR Pembroke Pines, FL 33024
South Area Maintenance	12,384 sf	1295 N. 21st AVE HOLLYWOOD, FL 33020
Sheridan Technical College		5400 West Sheridan St Hollywood, FL 33021
Sheridan Technical College West Campus		20251 Stirling Rd Pembroke Pines, FL 33332
Sheridan Technical College Bus Lot	35,988 sf	20251 Stirling Rd Pembroke Pines, FL 33332
Talent Development HRD	15,991 sf	3521 DAVIE Rd DAVIE, FL 33314
WEST CENTRAL BUS COMPOUND	39,650 sf	2500 COLLEGE AVE DAVIE, FL 33314
BECON Administration	35,342 sf	6600 SW NOVA Dr DAVIE, FL 33314
McFatter Technical College and High School	255,908 sf	6500 Nova Dr. Davie, FL 33317
Broward Fire Academy		2600 SW 71st Ter Davie, FL 33314
TITLE I (Special Programs Office)	14,405 sf	701 NW 31 AVE FORT LAUDERDALE, FL 33311
Central Area Maintenance		1560 NW 34th Ter Fort Lauderdale, FL 33311

Atlantic Technical College- Arthur Ashe, Jr. Campus		1701 NW 23rd Ave Fort Lauderdale, FL 33311
Rock Island Administrative Site	77,692 sf	2301 NW 26th St Fort Lauderdale, FL 33311
Atlantic Technical College		4700 Coconut Creek Pkwy Coconut Creek, FL 33063
Kathleen C. Wright Administrative Complex	288,348 sf	600 SE 3RD AVE FORT LAUDERALE, FL 33301
Pineridge Education Center	59,456 sf	1251 SW 42nd Ave Fort Lauderdale, FL
Twin Lakes Annex	28,232 sf	4140 NW 10TH AVE OAKLAND PARK, FL 33009
Twin Lakes Warehouse, Maintenance, and Transportation	267,860 sf	3810 NW 10TH AVE OAKLAND PARK, FL 33009
Central Transit		3897 NW 10th Ave Oakland Park, FL 33009
Crystal Lake Middle School	170,584 sf	3551 NE 3rd Ave Pompano Beach, FL 33064
North Area Bus Garage	7,549 sf	2600 NW 18 TER POMPANO BEACH, FL 33060
North Area Bus Complex	17,735 sf	1751 NW 22ND AVE POMPANO BEACH, FL 33060
North Area Portable Annex Training Center	13,222 sf	2251 NW 18TH ST POMPANO BEACH, FL 33060
Cypress Run Education Center	60,474 sf	2800 NW 30th Ave Pompano Beach, FL 33069
North Area Maintenance	66,718 sf	6501 NW 15 AVE FORT LAUDERDALE, FL 33009
Twin Lakes Administrative	40,809 sf	4199 NW 10TH AVE OAKLAND PARK, FL 33009
TSSC Annex	49,103 sf	7770 W OAKLAND PARK BLVD SUNRISE, FL 33351
Technology and Support Service	147,736 sf	7720 W OAKLAND PARK BLVD SUNRISE, FL 33351
Sheridan Technical High School		3775 SW 16th St Fort Lauderdale, FL 33312
Lanier James Education Center	59,082 sf	1050 NW 7th Ct Hallandale Beach, FL 33009
Pompano Administrative Center	32,690 sf	610 NE 13th Ave Pompano Beach, FL 33060

Reference 2 (see attachment B for reference)

BMD Management

We perform daily office cleaning to this facility. It is a two story office building. All work has been performed within budget and on time. We are the Prime contractor for this contract.

a. Name and location of facility: 555 Twelve
b. Size of facility area cleaned (sf): 48,231 sf
c. Number of stories (height of building): 2 stories
d. Total number of worker/supervisors assigned to facility: 4
e. Total number of facility users, ie. Employees, clients: 70 users
f. Start date and end date of contract: 7/1/2017 to present
g. Annual dollar value of contract: $50,000
h. Identify operational hours of contract (24 hours a day, 7 days a week, 52 weeks a year): operational hours are 12 hours /5 days /52 weeks
i. Identify level of employee background/security checks: local/ state check
j. Identify if adhered to green building maintenance standards: yes

Reference 3 (see attachment C for reference)

City of Pompano Beach

We perform daily pressure cleaning service to the city pier. Our service includes trash pick up, daily spot cleaning, and monthly cleaning of entire pier and canopies. All work has been performed within budget and on time. We are the Prime contractor for this contract.

a. Name and location of facility: Pompano Beach Pier (Fisher Family Pier)
b. Size of facility area cleaned: 16,000 sf
c. Number of stories (height of building): pier
d. Total number of worker/supervisors assigned to facility: 2
e. Total number of facility users, ie. Employees, clients: 100 users
f. Start date and end date of contract: 05/2020 to present
g. Annual dollar value of contract: $75,000
h. Identify operational hours of contract (24 hours a day, 7 days a week, 52 weeks a year): Operational hours are 24 hours/7 days /52 weeks
i. Identify level of employee background/security checks: local/state check
j. Identify if adhered to green building maintenance standards: yes

1.3 Experience of Key Personnel

Describe the experience of key personnel (including prime vendor and their subcontractors relevant to providing timely, high quality janitorial service in an environmentally friendly manner to multiple high-profile facilities.

1. List key personnel of the proposed maintenance team, including supervisors, and primary project manager for each agreement of locations listed on the price sheets. Describe the key personnel s relevant experience and the role they will play for each agreement of locations, including the following info: project superintendent, site supervisor, full time service crews.

   Key personnel:

   Project Superintendent

   Kristen Olbel will be the Project Superintendent. Kristen is currently the CEO of Janitorial 5 Star Services and oversees operations. She has over 20 years of experience in the industry providing a vast knowledge to ensure all specifications are met per the customer s specifications. Kristen will meet with Broward County representatives and building managers on a routine basis to guarantee customer satisfaction.

   Project Manager

   Lakesha Houston currently oversees all janitorial Broward County contracts to include the Broward County School District. She is experienced in operations and management with over 15 years of experience. She oversees and is responsible for inventory, equipment maintenance, routine and special project scheduling, and quality control.

   Site Supervisor

   Kenny Bellinger is currently the project manager over post construction contracts for Janitorial 5 Star Services. Kenny is responsible for all labor, supervision, equipment, and quality control. He will provide site supervision on this agreement.

   Matthew Gibson is currently a site supervisor for Janitorial 5 Star Services. He is responsible for site supervision, equipment, and quality control. Matthew will provide site supervision on this agreement.

   Full Service Crews

Janitorial 5 Star Services currently employees over 50 employees. We will staff this agreement with currently employed personnel to provide them the first opportunity. If additional personnel are required, we will hire personnel from the community where the contract site is located. This will allow for a quicker emergency response if required and to meet our company goal of hiring within the community where service is provided.

2. Provide a brief resume of employees who will furnish professional and technical support expertise for each agreement of locations listed on the price sheets. Include: functions in the company, title and number of years of service with company, years of experience in the maintenance of comparably complex facilities and systems.

   See section 1 (Ability of Professional Personnel) for resumes and list of employees.

2 Location

Janitorial 5 Star Services is both a **Local Business** and a **Locally Based Business** as each term is defined by Section 1-74, Broward County Code of Ordinances. Janitorial 5 Star Services is located in Pompano Beach, FL and possesses a Business Tax Receipt with the City of Pompano Beach and Broward County (see attachment D & E).

3 Project Approach

Describe the prime vendor s approach for each agreement of locations vendor is proposing. Include how prime will use subcontractors for each agreement.

Janitorial 5 Star Services is CBE/SBE certified with Broward County. We will be functioning as the Prime Vendor for all agreements. See attachment F & G for certificates. Janitorial 5 Star Services is bidding on all agreements (1-14). See section 1.1 under Company Profile for employee information and number of employees.

3.1 Project approach for each agreement of locations prime vendor is proposing.

a. Describe how you intend to meet or exceed quality standards. Discuss adequacy of weekly service hours proposed to meet the quality specifications described in the RFP.

At Janitorial 5 Star Services we pride ourselves in being able to provide quality and effective service for our clients. We understand that cleanliness isn t just about what is seen, but it goes beyond that. So just like our attitude towards cleaning, we utilize many programs and services to deliver seamless service that isn t seen on the surface. Our personnel will work side by side with the building managers to guarantee standards are met at every level.

We utilize various technology and programs to provide accurate record keeping and scheduling. This will guarantee our staff meets and keeps the required inspection dates which will keep your operations uninterrupted. Our quality control program is designed to keep you, the client, informed so rest assured our real time approach will not leave you wondering about daily or periodic tasks. With these programs and approaches we will not only meet the expectations, but exceed the standards set forth in this RFP.

b. Discuss any exceptions you suggest to minimum proposed service hours.

At Janitorial 5 Star Services we understand time is valuable, but quality will not be sacrificed. We will routinely analyze the current service hours, tasks, and frequency to determine if changes are required or practicable. Based on those findings the appropriate changes will be executed. At Janitorial 5 Star Services our promise to you is quality. It will always remain a constant priority and that expectation will not change. Should any exceptions to the minimum proposed service hours arise we will fully cooperate with Broward County.

c. Describe how you propose to meet minimum work tasks and interface with normal building activities.

Our combined team of managers and supervisors will develop a task specific plan that will be based on the time expected, facility, crew, and equipment required. This task specific plan will then be scheduled in conjunction with the feedback of the building manager. This communication will provide more accurate scheduling and reduce any interference with normal building activities.

Our goal is to provide a service that is unified and conscience of your needs. We believe that your satisfaction is paramount at every level of our contract with you and that starts at the planning stage.

d. Describe how you will maintain public areas, specifically providing high quality floor surfaces.

Janitorial 5 Star Services recognizes the appearance of public or common areas is crucial to your business and daily operations. The appearance of your building creates a mood and message not only to the public you serve, but your staff as well. Our scheduling programs coupled with our training program leaves no room for error. Our staff is more than prepared to keep all areas of your facilities in tip top shape. We provide continuing education and daily/weekly team meetings to keep all employees knowledgeable about their responsibilities. And what is knowledge without the proper equipment? We provide equipment that is appropriate for the task at hand and made with quality to all employees to guarantee the task is completed in a timely and efficient manner.

Our teams are trained in the proper floor cleaning procedures and will follow all requirements set forth in the RFP. Upon award of this contract, all surfaces will be evaluated and assessed to develop the correct and appropriate approach. A schedule will then be created to maintain quality flooring.

3.2 Describe how prime vendor will manage and organize work for each agreement of locations vendor is proposing.

a. State number of crews working for each agreement identified.
   i. Describe how you will schedule basic janitorial service for each facility.
   ii. List the individual building teams that will be working for that agreement per building(s): management, supervisory, maintenance crews.

Janitorial 5 Star Services will deploy the following personnel for each agreement:

a. General Manager
b. Administrative Assistant
c. Project Manager
d. Assistant Project Manager
e. Site Supervisor
f. Porter/Cleaner
g. Project Crew

The agreement will be managed and organized through the use of computer programs. All daily and periodic work will be coordinated and executed through a generated schedule of tasks. In addition, we will continuously monitor and reevaluate to ensure the best strategies are being utilized.

As stated previously, our managers and supervisors will be in constant communication with the building manager and Broward County representatives to provide a well-executed plan. In keeping in constant communication, we can adjust or modify items as required.

b. Describe how you will schedule basic janitorial service for each facility while coordinating with periodic project and annual work task.
   i. Describe crew organization to perform basic and project work.

Janitorial 5 Star Services utilizes computer programs and RFP specifications to determine the appropriate number of employees per a task. With the use of computer programming, we are able to accurately schedule the appropriate number of employees and allocate accordingly. All routine daily work is then coordinated along project work to provide optimal results. Facilities that have additional specifications or requirements will be identified upon execution of the contract and resources will be distributed accordingly.

Our project crews are broken into teams of 3 to 4 employees depending on the task and equipment required. All project crews are managed by a project manager.

Daily/routine work is completed with teams of 3 or 5 employees. The size of the building and level of cleaning are considered prior to scheduling employees. All work will be divided according to light tasks, vacuum and furniture, restrooms, and hard floors.

1. Light Tasks: dust horizontal surfaces; empty and reline trash; spot clean (walls, doors, windows etc).
2. Vacuum and Furniture: pick up trash; spot vacuum low traffic areas; vacuum all high traffic areas; reposition furniture after vacuuming or in office/conference rooms; turn off lights were applicable and secure doors/buildings.
3. Restrooms: refill all dispensers and paper products; empty and reline trash; clean and disinfect all toilets, partitions, counters, sinks, mirrors, fixtures; sweep and mop all hard floors.
4. Hard Floors: dust mop/sweep; spot mop stains; empty and reline trash; pick up trash; and spot mop.

c. Describe and present an example of your reporting system used to compare actual performance to your schedule for regular service.

Our Quality Control Managers develop and implement a routine schedule to monitor and stay ahead of any areas of deficiency. All scheduled visits are monitored and recorded via computer programs. All evaluations are recorded on a performance evaluation form (paper and/or digital) which documents the immediate needs to be addressed. If any inconsistencies are noted they are immediately relayed to the site supervisors for immediate attention. See attachment H & I for Quality Control forms.

d. Describe your capabilities to respond to emergency or disaster situations including of specialized equipment required for de-watering or moisture removal tasks or other special cleaning services.

Janitorial 5 Star Services understands there are situations that arise that cannot be planned for. We have developed a disaster/emergency response plan that utilizes a quick response from our on-call staff and specialized equipment. Our response plan is designed to immediately identify priority areas and limit or extinguish potential damage. Our employees are trained in disaster relief efforts such as smoke and fire remediation, water remediation, and mold remediation. We are confident with our disaster and emergency response plan you will see minimal disruption in services.

3.3 Describe your quality control program for each agreement of locations prime vendor is proposing:

a. Describe how you intend to provide a startup orientation program to bring facilities into compliance with quality standards.

Janitorial 5 Star Services will conduct a meeting prior to the contract starting to recruit the current staff members. We recognize the importance of experience and the current staff members have exactly that. In addition, our employees are properly trained to perform the tasks required so upon execution of this contract they will seamlessly step in. They are trained to identify any deficiencies and quickly correct them as required. In conjunction with our project crews, all sites/locations will be brought to standards specified in the RFP.

Our project managers and site supervisors will work closely with the building managers to identify any current issues with quality standards. A level of high importance will be placed on those issues to ensure standards are met quickly and without delay. We will also begin to identify the equipment and product needs of each location. These items will be purchased and made ready to provide a seamless transition.

We will always be in constant contact with building managers to guarantee this transition period is smooth and frankly unnoticeable to your staff and the people you serve. Our goal is to work hand in hand with you so our process and operations work simultaneously with yours.

b. Discuss your inspection procedures including any technical aids used to monitor performance standards.

As discussed above, our Quality Control Program is designed to stay ahead of any areas of deficiency. We use both digital and written forms to monitor and document deficiencies. All project managers and site supervisors are briefed on all RFP requirements and standards prior to commencement of the contract. Daily and weekly meetings will be conducted to discuss trending deficiencies to identify whether it stems from such issues as training, personnel, or equipment.

c. Describe how prime vendor will achieve the services and quality standards described in the attached Exhibit 1- specifications.

Janitorial 5 Star Services will achieve the services and quality standards described in the attached Exhibit 1 specifications by the following:

1. Implemented Quality Control Program
2. Maintaining proper equipment and well-trained employees
3. Maintaining constant communication with building managers
4. Quick response to service issues or deficiencies
5. Maintaining proper safety measures
6. Utilizing computer programs to schedule daily and periodic tasks

All items listed have been described above.

d. Describe and provide a sample of your reporting system used to compare actual performance to your schedule for regular services.

Janitorial 5 Star Services utilizes both digital and written forms to document performance. All evaluations and inspections are cross referenced to ensure RFP standards are being met or exceeded. See attachment H & I for quality control documents.

e. Describe the activities that can most easily be implemented to maximize opportunities to promote green building cleaning practices.

At Janitorial 5 Star Services we strive to promote and implement green cleaning practices at all facilities/contracts. We understand that our impact on the environment is lasting and we will minimize that impact.

Our project managers and site supervisors will meet with building managers to determine what is currently being implemented at the location, such as recycling, automated lights, or refillable water fountains. We will then merge our own green practices to ensure there is no interruption. We will continue to evaluate new methods, chemical products, or paper products to maximize our green cleaning efforts.

3.4 Company Equipment

a. List current inventory of heavy equipment

We currently have pressure washers, floor machines, carpet extractors, wet/dry vacuums, and backpack vacuums. We have great relationships with our vendors if additional equipment is required whether for emergency or maintenance needs.

b. Provide the response time for mobilization for each piece of equipment.

Mobilization of each piece of equipment is determined based on the location and size of the equipment. We strive to make equipment readily available with a response time of no longer than 24 hours.

c. List the current inventory of machinery for floor care that will be utilized to perform the requirements.

See section 3.4 (a) for list.

d. Describe how vendor will ensure all required equipment is maintained in quality working condition.

We regularly inspect all equipment to guarantee they are working properly. Preventative maintenance is the first step to keeping all equipment functioning properly, and it ensures there is no interruption in service. Additional equipment is readily available should it be required.

e. List office equipment and computer programs that vendor currently possesses in order to deliver electronic communications and reports to county staff.
I.e. computer, fax, scanner, printer, photocopier, adobe acrobat, Microsoft, outlook, excel etc.

Janitorial 5 Star Services currently uses all listed office equipment and computer programs. All employees are provided smart phones to communicate through these programs.

3.5 Company training

a. Provide Safety Training Manual

See attachment J.

b. Employee Training Manual

See attachment J.

c. Describe the training currently in place to assure on-site staff will be pro-active and aware during each shift with regards to notification and documentation of suspicious behavior, abandoned belongings, running water, potential slip and fall conditions, ajar doors.

Janitorial 5 Star Services provides training and retraining on all the listed subjects. We believe repetition is key when making something second nature, and that is exactly how we train our employees to recognize these items. Our managers and supervisors are constantly on the look out for ways to make your facilities safer not only for us, but for your staff and clients too. We regularly meet with

employees regarding safe practices during performance of tasks and security measures within the facilities.

d. Describe training of vendor s supervisors and cleaners in green building cleaning procedures as required for this contract.

All supervisors and cleaners will be trained in the green cleaning procedures of this RFP.

4 Workload of the Firm

List all completed and active projects that vendor has managed within the past five years. In addition, list all projected projects that vendor will be working on in the near future. Projected projects will be defined as a projects that vendor worked on concurrently. Describe vendor s approach in managing projects Were there or will there be any challenges for any of the listed projects? If so describe how vendor dealt or will deal with the projects challenges.

There are no known challenges on any past awarded projects. There are no anticipated challenges on any awarded projects. The experience of all employees coupled with our quality control measures has aided in our positive relationship with our clients. See list below for all projects.

- BMD Management, office cleaning
- Pride Construction, office cleaning & post construction cleaning
- Whiting & Turner, office cleaning & pressure washing
- OIC of South Florida, office cleaning & electrostatic disinfecting
- Commercial Relocation Group, office cleaning
- Alexander Rebb Property Management, lawn maintenance
- Strategic Properties, lawn maintenance
- Brookstone Construction, post construction cleaning & window cleaning
- Camp Live Oak, site cleaning & disinfecting
- Broward County Chemical & Supplies, supply orders
- City of Pompano Beach, office cleaning & pressure washing
- Innovative Healthcare Business Solutions, office cleaning
- Global Construction Services, post construction cleaning
- Unitarian Universalist Church, office cleaning

- Broward County School District, site cleaning in conjunction with custodial staff, post construction cleaning, & electrostatic disinfecting

5 Pricing

See attached pricing sheet

Janitorial Services - Price Sheets - Small Facilities - Group 3 - Agreement 10 (

ITEM NO.	FACILITY LOCATION	Annual Frequency	Annual Process	Year 1 Unit Price	Year 1 Annual	Ye Unit Price
1	**ANIMAL CONTROL SOUTH**	12	Basic Cleaning	$ 2,000.00	$ 24,000.00	$ 2,000.00
	2400 SW 42 STREET	12	Restrooms	$ 170.00	$ 2,040.00	$ 170.00
	FT. LAUDERDALE, FL 33315	12	Floors	$ 205.00	$ 2,460.00	$ 205.00
		14,054	Pressure Cleaning (SQ. FT.)	$ 0.05	$ 702.70	$ 0.05
		1	Windows	$ 100.00	$ 100.00	$ 100.00
		1	Air Quality	$ 160.00	$ 160.00	$ 160.00
		12	Cleaning Supplies	$ 60.00	$ 720.00	$ 60.00
		12	Paper Products	$ 500.00	$ 6,000.00	$ 500.00
		14,054	Carpet Cleaning - Deep (SQ. FT.)	$ 0.13	$ 1,827.02	$ 0.13
		14,054	Electrostatic Disinfection (SQ. FT.)	$ 0.03	$ 421.62	$ 0.03
			Total		$ 38,431.34	
2	**ENVIRONMENTAL PROTECTION &**	12	Basic Cleaning	$ 2,000.00	$ 24,000.00	$ 2,000.00
	GROWTH MANAGEMENT (LAB)	12	Restrooms	$ 200.00	$ 2,400.00	$ 200.00
	3245 COLLEGE AVENUE	12	Floors	$ 300.00	$ 3,600.00	$ 300.00
	DAVIE, FL 33312	10,000	Pressure Cleaning (SQ. FT.)	$ 0.05	$ 500.00	$ 0.05
		1	Windows	$ 80.00	$ 80.00	$ 80.00
		1	Air Quality	$ 150.00	$ 150.00	$ 150.00
		12	Cleaning Supplies	$ 65.00	$ 780.00	$ 65.00
		12	Paper Products	$ 150.00	$ 1,800.00	$ 150.00
		10,000	Carpet Cleaning - Deep (SQ. FT.)	$ 0.13	$ 1,300.00	$ 0.13
		10,000	Electrostatic Disinfection (SQ. FT.)	$ 0.03	$ 300.00	$ 0.03
			Total		$ 34,910.00	
3	**FMD SOUTH REG MAINT OFFICE**	12	Basic Cleaning	$ 650.00	$ 7,800.00	$ 650.00
	8500 Griffin Road	12	Restrooms	$ 40.00	$ 480.00	$ 40.00
	Davie FL, 33328	12	Floors	$ 80.00	$ 960.00	$ 80.00
		3,600	Pressure Cleaning (SQ. FT.)	$ 0.05	$ 180.00	$ 0.05
		1	Windows	$ 50.00	$ 50.00	$ 50.00

		1	Air Quality	$ 60.00	$ 60.00	$ 60.00
		12	Cleaning Supplies	$ 20.00	$ 240.00	$ 20.00
		12	Paper Products	$ 70.00	$ 840.00	$ 70.00
		3,600	Carpet Cleaning - Deep (SQ. FT.)	$ 0.13	$ 468.00	$ 0.13
		3,600	Electrostatic Disinfection (SQ. FT.)	$ 0.03	$ 108.00	$ 0.03
			Total		$ 11,186.00	
4	**FLEET SERVICES # 2** 2515 S.W. 4TH AVE FORT LAUDERDALE, FL 33315	12	Basic Cleaning	$ 300.00	$ 3,600.00	$ 300.00
		12	Restrooms	$ 40.00	$ 480.00	$ 40.00
		12	Floors	$ 50.00	$ 600.00	$ 50.00
		1,100	Pressure Cleaning (SQ. FT.)	$ 0.05	$ 55.00	$ 0.05
		1	Windows	$ 20.00	$ 20.00	$ 20.00
		1	Air Quality	$ -	$ -	$ -
		12	Cleaning Supplies	$ 40.00	$ 480.00	$ 40.00
		12	Paper Products	$ 150.00	$ 1,800.00	$ 150.00
		1,100	Carpet Cleaning - Deep (SQ. FT.)	$ 0.13	$ 143.00	$ 0.13
		1,100	Electrostatic Disinfection (SQ. FT.)	$ 0.03	$ 33.00	$ 0.03
			Total		$ 7,211.00	
5	**FLEET SERVICES #8** 7101 S.W 205 AVENUE FT. LAUDERDALE, FL 33332	12	Basic Cleaning	$ 200.00	$ 2,400.00	$ 200.00
		12	Restrooms	$ 30.00	$ 360.00	$ 30.00
		12	Floors	$ 50.00	$ 600.00	$ 50.00
		470	Pressure Cleaning (SQ. FT.)	$ 0.05	$ 23.50	$ 0.05
		1	Windows	$ 30.00	$ 30.00	$ 30.00
		1	Air Quality	$ -	$ -	$ -
		12	Cleaning Supplies	$ 20.00	$ 240.00	$ 20.00
		12	Paper Products	$ 30.00	$ 360.00	$ 30.00
		470	Carpet Cleaning - Deep (SQ. FT.)	$ 0.13	$ 61.10	$ 0.13
		470	Electrostatic Disinfection (SQ. FT.)	$ 0.03	$ 14.10	$ 0.03
			Total		$ 4,088.70	

ITEM NO.	FACILITY LOCATION	Annual Frequency	Annual Process	Unit Price	Annual	Unit Price
6	**LOW RISE BUILDING (Sched Sect)**	12	Basic Cleaning	$ 700.00	$ 8,400.00	$ 700.00
	2600 SW 4th Avenue	12	Restrooms	$ 75.00	$ 900.00	$ 75.00
	Fort Lauderdale, Fl. 33315	12	Floors	$ 190.00	$ 2,280.00	$ 190.00
		5,000	Pressure Cleaning (SQ. FT.)	$ 0.05	$ 250.00	$ 0.05
		1	Windows	$ 60.00	$ 60.00	$ 60.00
		1	Air Quality	$ 150.00	$ 150.00	$ 150.00
		12	Cleaning Supplies	$ 40.00	$ 480.00	$ 40.00
		12	Paper Products	$ 110.00	$ 1,320.00	$ 110.00
		5,000	Carpet Cleaning - Deep (SQ. FT.)	$ 0.13	$ 650.00	$ 0.13
		5,000	Electrostatic Disinfection (SQ. FT.)	$ 0.03	$ 150.00	$ 0.03
			Total		$ 14,640.00	
7	**MOSQUITO CONTROL**	12	Basic Cleaning	$ 300.00	$ 3,600.00	$ 300.00
	1201 WEST AIRPORT ROAD	12	Restrooms	$ 40.00	$ 480.00	$ 40.00
	PEMBROKE PINES, FL 33023	12	Floors	$ 50.00	$ 600.00	$ 50.00
		1,200	Pressure Cleaning (SQ. FT.)	$ 0.05	$ 60.00	$ 0.05
		1	Windows	$ 20.00	$ 20.00	$ 20.00
		1	Air Quality	$ -	$ -	$ -
		12	Cleaning Supplies	$ 40.00	$ 480.00	$ 40.00
		12	Paper Products	$ 5.00	$ 60.00	$ 5.00
		1,200	Carpet Cleaning - Deep (SQ. FT.)	$ 0.13	$ 156.00	$ 0.13
		1,200	Electrostatic Disinfection (SQ. FT.)	$ 0.03	$ 36.00	$ 0.03
			Total		$ 5,492.00	
8	**LANDFILL**	12	Basic Cleaning	$ 900.00	$ 10,800.00	$ 900.00
	7101 SW 205 AVENUE	12	Restrooms	$ 130.00	$ 1,560.00	$ 130.00
	FT. LAUDERDALE, FL 33332	12	Floors	$ 250.00	$ 3,000.00	$ 250.00
		11,000	Pressure Cleaning (SQ. FT.)	$ 0.05	$ 550.00	$ 0.05
		1	Windows	$ 80.00	$ 80.00	$ 80.00
		1	Air Quality	$ 60.00	$ 60.00	$ 60.00
		12	Cleaning Supplies	$ 65.00	$ 780.00	$ 65.00
		12	Paper Products	$ 30.00	$ 360.00	$ 30.00
		11,000	Carpet Cleaning - Deep (SQ. FT.)	$ 0.13	$ 1,430.00	$ 0.13

11,000	Electrostatic Disinfection (SQ. FT.)	$ 0.03	$ 330.00	$ 0.03
	Total		$ 18,950.00	

Total (1) - Summary, all sites	$ 134,909.04

		Per Hour	Annual	Per Hour
Additional Labor:				
Project Supervisor	50 hrs.	$ 30.00	$ 1,500.00	$ 32.00
Site Supervisor	50 hrs.	$ 22.75	$ 1,137.50	$ 22.75
Full Time Service Crew	50 hrs.	$ 19.50	$ 975.00	$ 21.00
Part Time Service Crew	50 hrs.	$ 19.50	$ 975.00	$ 21.00
Porter Day/Night	50 hrs.	$ 18.50	$ 925.00	$ 18.50
Emergency Services Labor:				
Project Supervisor	50 hrs.	$ 32.00	$ 1,600.00	$ 32.00
Site Supervisor	50 hrs.	$ 28.00	$ 1,400.00	$ 28.00
Full Time Service Crew	50 hrs.	$ 25.00	$ 1,250.00	$ 25.00
Part Time Service Crew	50 hrs.	$ 25.00	$ 1,250.00	$ 25.00
Porter Day/Night	50 hrs.	$ 22.00	$ 1,100.00	$ 22.00
"Pass thru" (Services/Materials)			$ 1,000.00	
	Total (2)		$ 13,112.50	

Grand Total - Whole Group
(Total 1 + Total 2) $ 148,031.54

REGARDLESS OF THE NUMBER OF HOURS WORKED,

YES	X	**Agree to the above stat**
NO		**Disagree to the above s**

NAME OF COMPANY: **Janitorial 5 Star Services LLC**

AUTHORIZED PERSON NAME: **Kristen Olbel**

AUTHORIZED SIGNATURE: *Kristen Olbel*

By signing this proposal sheet, your firm is agreeing to the terms and conditions of the invitatio

All buildings listed in the group must be priced for this proposal sheet to be determined res

AUTHORIZED PERSON TITLE: **CEO** **DATE:**

THIS SHEET MUST BE SIGNED AND MUST NOT BE ALTERED OR REVIS

(SBE Reserve)	
ar 2	
Annual	***Two Year Total***
$ 24,000.00	$ 48,000.00
$ 2,040.00	$ 4,080.00
$ 2,460.00	$ 4,920.00
$ 702.70	$ 1,405.40
$ 100.00	$ 200.00
$ 160.00	$ 320.00
$ 720.00	$ 1,440.00
$ 6,000.00	$ 12,000.00
$ 1,827.02	$ 3,654.04
$ 421.62	$ 843.24
$ 38,431.34	$ 76,862.68

$ 24,000.00	$ 48,000.00
$ 2,400.00	$ 4,800.00
$ 3,600.00	$ 7,200.00
$ 500.00	$ 1,000.00
$ 80.00	$ 160.00
$ 150.00	$ 300.00
$ 780.00	$ 1,560.00
$ 1,800.00	$ 3,600.00
$ 1,300.00	$ 2,600.00
$ 300.00	$ 600.00
$ 34,910.00	$ 69,820.00

$ 7,800.00	$ 15,600.00
$ 480.00	$ 960.00
$ 960.00	$ 1,920.00
$ 180.00	$ 360.00
$ 50.00	$ 100.00

$ 60.00	$ 120.00
$ 240.00	$ 480.00
$ 840.00	$ 1,680.00
$ 468.00	$ 936.00
$ 108.00	$ 216.00
$ 11,186.00	$ 22,372.00

$ 3,600.00	$ 7,200.00
$ 480.00	$ 960.00
$ 600.00	$ 1,200.00
$ 55.00	$ 110.00
$ 20.00	$ 40.00
$ -	$ -
$ 480.00	$ 960.00
$ 1,800.00	$ 3,600.00
$ 143.00	$ 286.00
$ 33.00	$ 66.00
$ 7,211.00	$ 14,422.00

$ 2,400.00	$ 4,800.00
$ 360.00	$ 720.00
$ 600.00	$ 1,200.00
$ 23.50	$ 47.00
$ 30.00	$ 60.00
$ -	$ -
$ 240.00	$ 480.00
$ 360.00	$ 720.00
$ 61.10	$ 122.20
$ 14.10	$ 28.20
$ 4,088.70	$ 8,177.40

Annual	*Two Year Total*
$ 8,400.00	$ 16,800.00
$ 900.00	$ 1,800.00
$ 2,280.00	$ 4,560.00
$ 250.00	$ 500.00
$ 60.00	$ 120.00
$ 150.00	$ 300.00
$ 480.00	$ 960.00
$ 1,320.00	$ 2,640.00
$ 650.00	$ 1,300.00
$ 150.00	$ 300.00
$ 14,640.00	$ 29,280.00

$ 3,600.00	$ 7,200.00
$ 480.00	$ 960.00
$ 600.00	$ 1,200.00
$ 60.00	$ 120.00
$ 20.00	$ 40.00
$ -	$ -
$ 480.00	$ 960.00
$ 60.00	$ 120.00
$ 156.00	$ 312.00
$ 36.00	$ 72.00
$ 5,492.00	$ 10,984.00

$ 10,800.00	$ 21,600.00
$ 1,560.00	$ 3,120.00
$ 3,000.00	$ 6,000.00
$ 550.00	$ 1,100.00
$ 80.00	$ 160.00
$ 60.00	$ 120.00
$ 780.00	$ 1,560.00
$ 360.00	$ 720.00
$ 1,430.00	$ 2,860.00

$ 330.00	$ 660.00
$ 18,950.00	$ 37,900.00
$ 134,909.04	$ 269,818.08

Annual	2 years
$ 1,600.00	$ 3,100.00
$ 1,137.50	$ 2,275.00
$ 1,050.00	$ 2,025.00
$ 1,050.00	$ 2,025.00
$ 925.00	$ 1,850.00
$ 1,600.00	$ 3,200.00
$ 1,400.00	$ 2,800.00
$ 1,250.00	$ 2,500.00
$ 1,250.00	$ 2,500.00
$ 1,100.00	$ 2,200.00
$ 1,000.00	$ 2,000.00
$ 13,362.50	$ 26,475.00
$148,271.54	$ 296,293.08

ement.
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5/25/2021

SED.

Attachment - A Vendor Reference Verification Broward County School Board

Attachment N

BROWARD COUNTY FLORIDA

Vendor Reference Verification Form

Broward County Solicitation No. and Title:

RFP No. BLD2121632P1, Janitorial Services -County Facilities

Reference for: Janitorial 5 Star Services LLC

Organization/Firm Name providing reference:

Broward County School District

Contact Name: Ben Osborne Reference date: 05/10/2021

Contact Email: benjamin.osborne@browardschools.com Contact Phone: 954-931-5625

Name of Referenced Project: Janitorial services, emergency services, electrostatic disinfecting

Contract No.	Date Services Provided:	Project Amount:
	09/01/2020 to 05/10/2021	$ 366,166.00

Vendor's role in Project: ☑ Prime Vendor ☐ Subconsultant/Subcontractor

Would you use this vendor again? ☑ Yes ☐ No

Description of services provided by Vendor:
Electrostatic disinfecting, janitorial services, emergency response for janitorial needs

Please rate your experience with the referenced Vendor:	Needs Improvement	Satisfactory	Excellent	Not Applicable
1. Vendor's Quality of Service				
a. Responsive	☐	☐	☑	☐
b. Accuracy	☐	☑	☐	☐
c. Deliverables	☐	☑	☐	☐
2. Vendor's Organization:				
a. Staff expertise	☐	☐	☑	☐
b. Professionalism	☐	☐	☑	☐
c. Turnover	☐	☐	☐	☑
3. Timeliness of:				
a. Project	☐	☑	☐	☐
b. Deliverables	☐	☑	☐	☐
4. Project completed within budget	☐	☑	☐	☐
5. Cooperation with:				
a. Your Firm	☐	☐	☑	☐
b. Subcontractor(s)/Subconsultant(s)	☐	☑	☐	☐
c. Regulatory Agency(ies)	☐	☑	☐	☐

Additional Comments: (provide on additional sheet if needed)

THIS SECTION FOR COUNTY USE ONLY

Verified via: ____EMAIL ____VERBAL Verified by: _____ Division: _____ Date: _____

All information provided to Broward County is subject to verification. Vendor acknowledges that inaccurate, untruthful, or incorrect statements made in support of this response may be used by the County as a basis for rejection, rescission of the award, or termination of the contract and may also serve as the basis for debarment of Vendor pursuant to Section 21.119 of the Broward County Procurement Code.

Attachment - B

Vendor Reference Verification

BMD Management

Attachment B

BROWARD COUNTY FLORIDA

Vendor Reference Verification Form

Broward County Solicitation No. and Title:

RFP No. BLD2121632P1, Janitorial Services -County Facilities

Reference for: Janitorial 5 Star Services LLC

Organization/Firm Name providing reference:

BMD Management

Contact Name: Barbara Preston Reference date: 05/10/2021

Contact Email: bpreston@bmdfl.com Contact Phone: 954-784-3031

Name of Referenced Project: 555 SW 12th Ave Pompano Beach, FL

Contract No.	Date Services Provided:	Project Amount:
	10/01/2017 to 05/10/2021	$ 40,000.00

Vendor's role in Project: ☑ Prime Vendor ☐ Subconsultant/Subcontractor

Would you use this vendor again? ☑ Yes ☐ No

Description of services provided by Vendor:

Janitorial services provided 5 days a week.

Please rate your experience with the referenced Vendor:	**Needs Improvement**	**Satisfactory**	**Excellent**	**Not Applicable**
1. Vendor's Quality of Service				
a. Responsive	☐	☐	☑	☐
b. Accuracy	☐	☐	☑	☐
c. Deliverables	☐	☐	☐	☑
2. Vendor's Organization:				
a. Staff expertise	☐	☐	☑	☐
b. Professionalism	☐	☐	☑	☐
c. Turnover	☐	☐	☐	☐
3. Timeliness of:				
a. Project	☐	☐	☑	☐
b. Deliverables	☐	☐	☑	☐
4. Project completed within budget	☐	☐	☑	☐
5. Cooperation with:				
a. Your Firm	☐	☐	☑	☐
b. Subcontractor(s)/Subconsultant(s)	☐	☐	☐	☑
c. Regulatory Agency(ies)	☐	☐	☐	☑

Additional Comments: (provide on additional sheet if needed)

THIS SECTION FOR COUNTY USE ONLY

Verified via: ____EMAIL ____VERBAL Verified by: _____ Division: _____ Date: _____

All information provided to Broward County is subject to verification. Vendor acknowledges that inaccurate, untruthful, or incorrect statements made in support of this response may be used by the County as a basis for rejection, rescission of the award, or termination of the contract and may also serve as the basis for debarment of Vendor pursuant to Section 21.119 of the Broward County Procurement Code.

Attachment - C
Vendor Reference Verification
City of Pompano Beach

Attachment C

BROWARD COUNTY FLORIDA

Vendor Reference Verification Form

Broward County Solicitation No. and Title:

RFP No. BLD2121632P1, Janitorial Services -County Facilities

Reference for: Janitorial 5 Star Services LLC

Organization/Firm Name providing reference:

City of Pompano Beach

Contact Name: Kate Belcher Reference date: 05/10/2021

Contact Email: Kate.Belcher@copbfl.com Contact Phone: 954-786-4575

Name of Referenced Project: Pressure cleaning city pier

Contract No. Date Services Provided: 05/01/2020 to 05/10/2021 Project Amount: $ 70,000.00

Vendor's role in Project: ☑ Prime Vendor ☐ Subconsultant/Subcontractor

Would you use this vendor again? ☐ Yes ☐ No

Description of services provided by Vendor:

Daily maintenance of pier by pressure cleaning and trash pickup. Monthly full pier cleaning by pressure cleaning.

Please rate your experience with the referenced Vendor:	Needs Improvement	Satisfactory	Excellent	Not Applicable
1. Vendor's Quality of Service				
a. Responsive	☐	☐	☐ x	☐
b. Accuracy	☐	☐	☐ x	☐
c. Deliverables	☐	☐	☐ x	☐
2. Vendor's Organization:				
a. Staff expertise	☐	☐	☐ x	☐
b. Professionalism	☐	☐	☐ x	☐
c. Turnover	☐	☐	☐ x	☐
3. Timeliness of:				
a. Project	☐	☐	☐ x	☐
b. Deliverables	☐	☐	☐ x	☐
4. Project completed within budget	☐	☐	☐ x	☐
5. Cooperation with:				
a. Your Firm	☐	☐	☐ x	☐
b. Subcontractor(s)/Subconsultant(s)	☐	☐	☐ x	☐
c. Regulatory Agency(ies)	☐	☐	☐ x	☐

Additional Comments: (provide on additional sheet if needed)

THIS SECTION FOR COUNTY USE ONLY

Verified via: ____EMAIL ____VERBAL Verified by: _____ Division: _____ Date: _____

All information provided to Broward County is subject to verification. Vendor acknowledges that inaccurate, untruthful, or incorrect statements made in support of this response may be used by the County as a basis for rejection, rescission of the award, or termination of the contract and may also serve as the basis for debarment of Vendor pursuant to Section 21.119 of the Broward County Procurement Code.

Attachment - D

Broward County Local Business Tax Receipt

Attachment D

BROWARD COUNTY LOCAL BUSINESS TAX RECEIPT

115 S. Andrews Ave., Rm. A-100, Ft. Lauderdale, FL 33301-1895 – 954-831-4000

VALID OCTOBER 1, 2020 THROUGH SEPTEMBER 30, 2021

DBA:
Business Name: JANITORIAL 5 STAR SERVICES

Receipt #: 325-288281
Business Type: CLEANING/JANITORIAL (JANITORIAL)

Owner Name: KRISTEN OLBEL
Business Location: 1961 NE 25 AVE
POMPANO BEACH
Business Phone: 954-702-2053

Business Opened: 01/03/2018
State/County/Cert/Reg:
Exemption Code:

Rooms	Seats	Employees	Machines	Professionals
		1		

For Vending Business Only — Number of Machines: — Vending Type:

Tax Amount	Transfer Fee	NSF Fee	Penalty	Prior Years	Collection Cost	Total Paid
33.00	0.00	0.00	0.00	0.00	0.00	33.00

THIS RECEIPT MUST BE POSTED CONSPICUOUSLY IN YOUR PLACE OF BUSINESS

THIS BECOMES A TAX RECEIPT

WHEN VALIDATED

This tax is levied for the privilege of doing business within Broward County and is non-regulatory in nature. You must meet all County and/or Municipality planning and zoning requirements. This Business Tax Receipt must be transferred when the business is sold, business name has changed or you have moved the business location. This receipt does not indicate that the business is legal or that it is in compliance with State or local laws and regulations.

Mailing Address:

KRISTEN OLBEL
1961 NE 25 AVE
POMPANO BEACH, FL 33062

Receipt #05A-19-00009355
Paid 07/15/2020 33.00

2020 - 2021

BROWARD COUNTY LOCAL BUSINESS TAX RECEIPT

Attachment - E
City of Pompano Beach
Business Tax Receipt

pompano beach
Florida's Warmest Welcome

CITY OF POMPANO BEACH
BUSINESS TAX RECEIPT
FISCAL YEAR: 2020 - 2021

Business Tax Receipt Valid from: October 1, 2020 through September 30, 2021

4466624
JANITORIAL 5 STAR SERVICES LLC
OLBEL, KRISTEN - H/O
1961 NE 25 AVENUE
POMPANO BEACH FL 33062

9/21/2020

THIS IS NOT A BILL

THIS IS YOUR BUSINESS TAX RECEIPT. PLEASE POST IN A CONSPICUOUS PLACE AT THE BUSINESS LOCATION.

BUSINESS OWNER: JANITORIAL 5 STAR SERVICES LLC
BUSINESS LOCATION: 1961 NE 25 AV POMPANO BEACH FL

RECEIPT NO:	CLASSIFICATION
21-00095288	JANITORIAL OR WINDOW CLEANING

NOTICE: A NEW APPLICATON MUST BE FILED IF THE BUSINESS NAME, OWNERSHIP OR ADDRESS IS CHANGED. THE ISSUANCE OF A BUSINESS TAX RECEIPT SHALL NOT BE DEEMED A WAIVER OF ANY PROVISION OF THE CITY CODE NOR SHALL THE ISSUANCE OF A BUSINESS TAX RECEIPT BE CONSTRUED TO BE A JUDGEMENT OF THE CITY AS TO THE COMPETENCE OF THE APPLICANT TO TRANSACT BUSINESS. **THIS DOCUMENT CANNOT BE ALTERED.**

BUSINESS TAX RECEIPTS EXPIRE SEPTEMBER 30TH OF EACH YEAR

Attachment – F

CBE Certification

Attachment F

BLD2121632P1

p. 1813

Broward County Board of County Commissioners

BidSync

5/26/2021

BROWARD COUNTY FLORIDA

Office of Economic and Small Business Development

Governmental Center Annex
115 S. Andrews Avenue, Room A680 • Fort Lauderdale, Florida 33301 • 954-357-6400 • FAX 954-357-5674 • TTY 954-357-5664

This Certificate is Awarded to:

JANITORIAL 5 STAR SERVICES LLC

As set forth in the Broward County Business Opportunity Act of 2012, the certification requirements have been met for:

County Business Enterprise
Small Business Enterprise
Anniversary Date: January 31st

Authorized Representative

The Office of Economic and Small Business Development must be notified within 30 days of any material changes in the business which may affect ownership and control. Failure to do so may result in the revocation of this certificate and/or imposition of other sanctions.

A Service of the Broward County Board of County Commissioners
www.broward.org/smallbusiness

Attachment – G

SBE Certification

Attachment 6

BLD2121632P1

p.1846

Supplier Diversity Outreach Program

THIS CERTIFICATE IS AWARDED TO

Janitorial 5 Star Services, LLC

FOR HAVING SUCCESSFULLY MET THE PRESCRIBED STANDARDS SET FORTH BY THE SUPPLIER DIVERSITY OUTREACH PROGRAM OF THE SCHOOL BOARD OF BROWARD COUNTY, FLORIDA FOR

CERTIFICATION

Small Business Enterprise (SBE)

Non-Minority

ON THIS DAY: September 9, 2019

Jasmine M. Jones
Manager, Supplier Diversity Outreach Program

CERTIFICATION #: WS1850692419

Expiration Date: September 8, 2021

Broward County Board of County Commissioners

BidSync

5/26/2021

Attachment – H
Quality Inspection Form

Attachment F1

JANITORIAL 5 STAR SERVICES LLC

Quality Inspection Form

Date: _____

Location (name/building # etc): _____

Previous inspection date/result: _____

Next Inspection date: _____

Facility contact/signature: _____

Rating used 1-5 (1 = needs more frequent inspection, 5 = standard inspection time)

Facility Area	Common Name (AKA)	Number of Issues Noted	Rating
1. Lobby/Entrance			
2. Common areas (public/service areas)			
3. Employee work areas			
4. Administrative/Private Offices			
5. Employee use areas			
6. Support/Service areas			
7. Specialty areas			
8. Restrooms			
9. Carpet Flooring			
10. Hard Flooring			
11. Administrative Duties			

Attachment – I

Quality Control Inspection

Attachment 1 (pg 1)

JANITORIAL 5 STAR SERVICES LLC

Quality Control Inspection

Date/time: _____

Location (facility/building): _____

Inspector: _____

Area	Item for Inspection	Satisfactory	Unsatisfactory	Comments
1. Entrance	Free of Debris			
	Trash container, empty/clean liner			
	Ash containers clean			
	Exterior furniture clean			
	Walk-off mat clean			
2. Common areas & Lobby	Trash container, empty/clean liner			
	Carpets vacuum/spot cleaned			
	Hard floors dust/wet mopped			
	Hard floors—shine			
	Entrance doors/glass clean			
	Corners/Edges clean			
	Low dusting			
	High Dusting			
	HVAC vents clean			
	Drinking fountain clean			
3. Admin areas	Trash container, empty/clean liner			
	Carpets vacuum/spot cleaned			
	Hard floors dust/wet mopped			
	Hard floors—shine			
	Entrance doors/glass clean			
	Corners/Edges clean			
	Low dusting			
	High Dusting			
	HVAC vents clean			
	Furniture dust/spot free			
	Telephones clean/sanitized			

4. Kitchen areas	Trash container, empty/clean liner			
	Hard floors dust/wet mopped			
	Corners/Edges clean			
	Drains clean			
	Walls clean			
	HVAC vents clean			
5. Dining & Break areas	Trash container, empty/clean liner			
	Hard floors dust/wet mopped			
	Hard floors—shine			
	Corners/Edges clean			
	Tables/chairs clean			
	Walls clean			
	Serving areas clean			
	HVAC vents clean			
6. Restrooms	Trash container, empty/clean liner			
	Corners/Edges clean			
	Floor clean			
	Walls/partitions clean			
	Mirrors clean			
	Sinks/counters clean			
	Toilets/urinals clean			
	Showers clean			
	Soap/liquids filled			
	Paper towels filled			
	Toilet paper filled			
	Toilet seat/feminine products filled			
	HVAC vents clean			
	Floor drain clean			
7. Janitor closet	Area clean/orderly			
	Mop sink clean			
	Equipment clean/orderly			
	Chemicals orderly/labeled			
	Proper signs clean/visible			
	MSDS			
8. Employee Uniform clean/orderly				
	Badge/keys (if applicable)			

Number of items inspected: _____

Number of items Satisfactory: _____

Number of items Unsatisfactory: _____

WAGES RATES

Janitorial Services

Facilities Management Division

JANITORIAL SERVICES – FACILIITES MANAGEMENT DIVISION
FACILITIES LOCATIONS

WAGE RATES
(FOR LIVING WAGE RATE INFORMATIONAL PURPOSES ONLY EFFECTIVE JANUARY 1, 2021 THRU DECEMBER 31, 2021)

The hourly rate within this attachment shall be in accordance with Broward County Living Wage Ordinance (Sections 26-100 through 26-105 of Article VII, Chapter 26, Broward County Code of Ordinances), as amended, annually adjusted per Living Wage Ordinance.

The completed form should be submitted with the solicitation response prior to the solicitation closing date. If not included with the solicitation response, the proposer is required to provide within three business days of County's request. Vendor may be deemed non-responsible for failure to fully comply within stated timeframes.

The hourly rate must be entered for all personnel positions in accordance with Special Instructions to Vendors, Section J.2. If additional personnel positions are proposed to perform the work, provide information in the applicable sections of this form.

The hourly rate shall be the raw (unburdened) labor rates exclusive of taxes, insurance, overhead, profit, etc.

NOTE: This form is for informational purposes only and will not be used for final evaluation and scoring for Price.

PERSONNEL POSITIONS (Insert below for each position the minimum unburdened hourly rate)

DESCRIPTION	UNIT	(HOURLY RATE (UNBURDENED)
Project Manager or Equivalent	Hour	$ 30.00
Assistant Project Manager or Equivalent	Hour	$ 22.75
Quality Control Manager or Equivalent	Hour	$ 22.75
Shift Supervisor or Equivalent	Hour	$ 22.75
Team Leader/Supervisor or Equivalent	Hour	$ 19.50
Janitorial Worker or Equivalent	Hour	$ 17.05
	Hour	$
	Hour	$

Vendor Name JANITORIAL 5 STAR SERVICES LLC

JANITORIAL SERVICES – FACILITIES MANAGEMENT DIVISION
FACILITIES LOCATIONS

WAGE RATES
(FOR LIVING WAGE RATE INFORMATIONAL PURPOSES ONLY EFFECTIVE JANUARY 1, 2022 THRU DECEMBER 31, 2022)

The hourly rate within this attachment shall be in accordance with Broward County Living Wage Ordinance (Sections 26-100 through 26-105 of Article VII, Chapter 26, Broward County Code of Ordinances), as amended, annually adjusted per Living Wage Ordinance.

The completed form should be submitted with the solicitation response prior to the solicitation closing date. If not included with the solicitation response, the proposer is required to provide within three business days of County's request. Vendor may be deemed non-responsible for failure to fully comply within stated timeframes.

The hourly rate must be entered for all personnel positions in accordance with Special Instructions to Vendors, Section J.2. If additional personnel positions are proposed to perform the work, provide information in the applicable sections of this form.

The hourly rate shall be the raw (unburdened) labor rates exclusive of taxes, insurance, overhead, profit, etc.

NOTE: This form is for informational purposes only and will not be used for final evaluation and scoring for Price.

PERSONNEL POSITIONS (Insert below for each position the minimum unburdened hourly rate)

DESCRIPTION	UNIT	(HOURLY RATE (UNBURDENED)
Project Manager or Equivalent	Hour	$ 30.00
Assistant Project Manager or Equivalent	Hour	$ 22.75
Quality Control Manager or Equivalent	Hour	$ 22.75
Shift Supervisor or Equivalent	Hour	$ 22.75
Team Leader/Supervisor or Equivalent	Hour	$ 19.50
Janitorial Worker or Equivalent	Hour	$ 17.05
	Hour	$
	Hour	$

Vendor Name JANITORIAL 5 STAR SERVICES LLC

JANITORIAL SERVICES – FACILITIES MANAMGEMENT DIVISION
FACILITIES LOCATIONS

WAGE RATES
(FOR LIVING WAGE RATE INFORMATIONAL PURPOSES ONLY EFFECTIVE JANUARY 1, 2023 THRU DECEMBER 31, 2023)

The hourly rate within this attachment shall be in accordance with Broward County Living Wage Ordinance (Sections 26-100 through 26-105 of Article VII, Chapter 26, Broward County Code of Ordinances), as amended, annually adjusted per Living Wage Ordinance.

The completed form should be submitted with the solicitation response prior to the solicitation closing date. If not included with the solicitation response, the proposer is required to provide within three business days of County's request. Vendor may be deemed non-responsible for failure to fully comply within stated timeframes.

The hourly rate must be entered for all personnel positions in accordance with Special Instructions to Vendors, Section J.2. If additional personnel positions are proposed to perform the work, provide information in the applicable sections of this form.

The hourly rate shall be the raw (unburdened) labor rates exclusive of taxes, insurance, overhead, profit, etc.

NOTE: This form is for informational purposes only and will not be used for final evaluation and scoring for Price.

PERSONNEL POSITIONS (Insert below for each position the minimum unburdened hourly rate)

DESCRIPTION	UNIT	(HOURLY RATE UNBURDENED)
Project Manager or Equivalent	Hour	$ 30.00
Assistant Project Manager or Equivalent	Hour	$ 22.75
Quality Control Manager or Equivalent	Hour	$ 22.75
Shift Supervisor or Equivalent	Hour	$ 22.75
Team Leader/Supervisor or Equivalent	Hour	$ 19.50
Janitorial Worker or Equivalent	Hour	$ 17.05
_____	Hour	$ _____
_____	Hour	$ _____

Vendor Name JANITORIAL 5 STAR SERVICES LLC

2021 Florida Limited Liability Company Annual Report

2021 FLORIDA LIMITED LIABILITY COMPANY ANNUAL REPORT

Broward County Board of County Commissioners

FILED
Jan 27, 2021
Secretary of State
3489649676CC

DOCUMENT# L17000159119

Entity Name: JANITORIAL 5 STAR SERVICES LLC

Current Principal Place of Business:

1961 NE 25TH AVE
POMPANO BEACH, FL 33062

Current Mailing Address:

1961 NE 25TH AVE
POMPANO BEACH, FL 33062 US

FEI Number: 82-2282100

Certificate of Status Desired: No

Name and Address of Current Registered Agent:

OLBEL, KRISTEN
1961 NE 25TH AVE
POMPANO BEACH, FL 33062 US

The above named entity submits this statement for the purpose of changing its registered office or registered agent, or both, in the State of Florida.

SIGNATURE:

Electronic Signature of Registered Agent — Date

Authorized Person(s) Detail :

Title	CEO
Name	OLBEL, KRISTEN
Address	1961 NE 25TH AVE
City-State-Zip:	POMPANO BEACH FL 33062

Title	COO
Name	OLBEL, MIKELANGE
Address	1961 NE 25TH AVE
City-State-Zip:	POMPANO BEACH FL 33062

I hereby certify that the information indicated on this report or supplemental report is true and accurate and that my electronic signature shall have the same legal effect as if made under oath; that I am a managing member or manager of the limited liability company or the receiver or trustee empowered to execute this report as required by Chapter 605, Florida Statutes; and that my name appears above, or on an attachment with all other like empowered.

SIGNATURE: KRISTEN LYNNE OLBEL CEO 01/27/2021

Electronic Signature of Signing Authorized Person(s) Detail — Date

Living Wage Ordinance Compliance Affidavit Form

LIVING WAGE ORDINANCE COMPLIANCE AFFIDAVIT
FORM

The completed and signed form should be returned with the Vendor's submittal. If not provided with submittal, the Vendor must submit within three business days of County's request. Vendor may be deemed non-responsivefor failure to fully comply within stated timeframes. Vendor should scan and upload the completed, signed form(s) in BidSync.

Covered Employer: Janitorial 5 Star Services LLC

Address: 1961 NE 25th Ave Pompano Beach, FL 33062

Local Contact: Kristen Olbel | E-Mail Address: janitorial5starservices@gmail

Address: 1961 NE 25th Ave Pompano Beach, FL 33062

Contract #

Amount:

Using Agency Janitorial 5 Star Services LLC

Served: Solicitation No. and Title: BLD2121632P1 Janitorial Services - County Facilities

By signing below I hereby certify that the covered employees listed below: (please check one)

A. ☐ Receive a minimum pay of $ _____ per hour and are provided health benefits valued at $ _____ per hour.

B. ☒ Receive a minimum pay of $ 17.05 per hour and are not provided health benefits.

Provide names of hourly employees and their job classifications providing covered services for the above referenced contract:

Name	Job Class	A or B	Name	Job Class	A or B
Lakesha Hanson	Supervisor	B			
Kenny Bellinger	Supervisor	B			

(Attach Additional sheets in the format above, if needed)

I, Kristen Olbel (Print Name) attest that of Janitorial 5 Star Services (Company) hereby

(1) I have the authority to sign this notarized compliance affidavit, (2) the following information is true, complete and correct and (3) the Vendor certifies that it shall:

a) Pay all employees working on this contract/project, who are covered by the Living Wage Ordinance, as amended, in accordance with wage rates and provisions of the Living Wage Ordinance;

b) Provide the applicable living wage statement regarding wage rates with the employee's first paycheck or direct deposit receipt as required by the Living Wage Ordinance, as amended; and

c) (IF APPLICABLE) If health care benefits are provided under "A" above, the health care benefit meets the standard health benefit plan as described in Section 627.6699 (12)(b)(4), Florida Statutes, as amended. As a principal officer of the covered employer, the undersigned affirms that the referenced Florida Statute has been reviewed and the covered employer's health plan meets all the elements required by the statute, as amended.

Signature Kristen Olbel Title CEO

SWORN TO AND SUBSCRIBED BEFORE ME this 12 day of May, 20 21

STATE OF Fl

COUNTY OF Broward

RENETTE VEDRINE NOTARY PUBLIC STATE OF FLORIDA My Comm. Expires July 22, 2023 No. GG 357147

Notary Public (Sign name of Notary Public)

My commission expires: 7/22/23 (SEAL)

Personally Known ☐ or Produced Identification ☒ Type of Identification Produced: DL

LETTER OF INTENT

BROWARD COUNTY
FLORIDA
OFFICE OF ECONOMIC AND
SMALL BUSINESS DEVELOPMENT

LETTER OF INTENT

BETWEEN BIDDER/OFFEROR AND COUNTY BUSINESS ENTERPRISE (CBE) FIRM/SUPPLIER

This form is to be completed and signed for each CBE firm. If the PRIME is a CBE firm, please indicate the percentage performing with your own forces.

Solicitation No.: BLD2121632P1

Project Title: Janitorial Services - County Facilities

Bidder/Offeror Name: Janitorial 5 Star Services LLC

Address: 1961 NE 25th Ave City: Pompano Beach State: FL Zip: 33062

Authorized Representative: Kristen Olbel Phone: 954-702-2053

CBE Firm/Supplier Name: _____

Address: _____ City: _____ State: ____ Zip: _____

Authorized Representative: _____ Phone: _____

A. This is a letter of intent between the bidder/offeror on this project and a CBE firm for the CBE to perform work on this project.

B. By signing below, the bidder/offeror is committing to utilize the above-named CBE to perform the work described below.

C. By signing below, the above-named CBE is committing to perform the work described below.

D. By signing below, the bidder/offeror and CBE affirm that if the CBE subcontracts any of the work described below, it may only subcontract that work to another CBE.

Work to be performed by CBE Firm

Description	NAICS[1]	CBE Contract Amount[2]	CBE Percentage of Total Project Value
Janitorial Services (Agreement 1-14)	561720		100.00 %
			%
			%

AFFIRMATION: I hereby affirm that the information above is true and correct.

CBE Firm/Supplier Authorized Representative

Signature: _____ Title: _____ Date: _____

Bidder/Offeror Authorized Representative

Signature: Kristen Olbel Title: CEO Date: 05/25/2021

[1] Visit Census.gov and select NAICS to search and identify the correct codes. Match type of work with NAICS code as closely as possible.

[2] To be provided only when the solicitation requires that bidder/offeror include a dollar amount in its bid/offer.

In the event the bidder/offeror does not receive award of the prime contract, any and all representations in this Letter of Intent and Affirmation shall be null and void.

Rev.: June 2018

Compliance Form No. 004

OSHA Certification

5/26/2021

Certificate of Completion

360training.com

This Certifies That

Kristen Olbel

is awarded this certificate for

OSHA 30 Hour Outreach Training Program - General Industry

Credit Hours: 30.00

Completion Date: 05/10/2019

Curtis Chambers, Trainer C 26-0106073 and G 26-0079775

"As an OSHA authorized trainer, I verify that I have conducted this OSHA outreach training class in accordance with OSHA Outreach Training Program requirements. I will document this class to my authorizing OSHA training organization. Upon successful review of my documentation, I will provide each student their completion card within 90 days of the end of the class."

6801 N Capital of Texas Hwy, Bldg I, Suite 250 ♦ Austin, TX 78731 ♦ 877.881.2235 ♦ www.360training.com

BrdSyRc

Broward County Board of County Commissioners

BLD2121032P1

P. 1832

Certificate of Insurance

BLD2121632P1

CERTIFICATE OF LIABILITY INSURANCE

DATE (MM/DD/YYYY): 05/12/2021

THIS CERTIFICATE IS ISSUED AS A MATTER OF INFORMATION ONLY AND CONFERS NO RIGHTS UPON THE CERTIFICATE HOLDER. THIS CERTIFICATE DOES NOT AFFIRMATIVELY OR NEGATIVELY AMEND, EXTEND OR ALTER THE COVERAGE AFFORDED BY THE POLICIES BELOW. THIS CERTIFICATE OF INSURANCE DOES NOT CONSTITUTE A CONTRACT BETWEEN THE ISSUING INSURER(S), AUTHORIZED REPRESENTATIVE OR PRODUCER, AND THE CERTIFICATE HOLDER.

IMPORTANT: If the certificate holder is an ADDITIONAL INSURED, the policy(ies) must have ADDITIONAL INSURED provisions or be endorsed. If SUBROGATION IS WAIVED, subject to the terms and conditions of the policy, certain policies may require an endorsement. A statement on this certificate does not confer rights to the certificate holder in lieu of such endorsement(s).

PRODUCER	CONTACT NAME: Martha Julius
Mckinley Financial Services 2890 W State Road 84, Suite 119 Fort Lauderdale FL 33312	PHONE (A/C, No, Ext): (954) 938-2685 FAX (A/C, No): (954) 938-2695 E-MAIL ADDRESS: mjulius@mckinleyinsurance.com

INSURED	INSURER(S) AFFORDING COVERAGE	NAIC #
Janitorial 5 Star Services, LLC 1961 NE 25th Ave Pompano Beach FL 33062	INSURER A: ASCENDANT UNDERWRITERS	
	INSURER B: NORMANDY HARBOR INSURANCE COMPANY	
	INSURER C: WESTERN SURETY	
	INSURER D:	
	INSURER E:	
	INSURER F:	

COVERAGES **CERTIFICATE NUMBER:** **REVISION NUMBER:**

THIS IS TO CERTIFY THAT THE POLICIES OF INSURANCE LISTED BELOW HAVE BEEN ISSUED TO THE INSURED NAMED ABOVE FOR THE POLICY PERIOD INDICATED. NOTWITHSTANDING ANY REQUIREMENT, TERM OR CONDITION OF ANY CONTRACT OR OTHER DOCUMENT WITH RESPECT TO WHICH THIS CERTIFICATE MAY BE ISSUED OR MAY PERTAIN, THE INSURANCE AFFORDED BY THE POLICIES DESCRIBED HEREIN IS SUBJECT TO ALL THE TERMS, EXCLUSIONS AND CONDITIONS OF SUCH POLICIES. LIMITS SHOWN MAY HAVE BEEN REDUCED BY PAID CLAIMS.

INSR LTR	TYPE OF INSURANCE	ADDL INSD	SUBR WVD	POLICY NUMBER	POLICY EFF (MM/DD/YYYY)	POLICY EXP (MM/DD/YYYY)	LIMITS	
A	X COMMERCIAL GENERAL LIABILITY CLAIMS-MADE X OCCUR GEN'L AGGREGATE LIMIT APPLIES PER: POLICY PRO-JECT LOC OTHER:	N	N	GL67203-0	09/26/2020	09/26/2021	EACH OCCURRENCE DAMAGE TO RENTED PREMISES (Ea occurrence) MED EXP (Any one person) PERSONAL & ADV INJURY GENERAL AGGREGATE PRODUCTS - COMP/OP AGG	$ 1,000,000 $ 50,000 $ 100,000 $ 1,000,000 $ 2,000,000 $ 1,000,000
	AUTOMOBILE LIABILITY ANY AUTO OWNED AUTOS ONLY HIRED AUTOS ONLY SCHEDULED AUTOS NON-OWNED AUTOS ONLY	N	N	02418855-0	07/24/2020	07/24/2021	COMBINED SINGLE LIMIT (Ea accident) BODILY INJURY (Per person) BODILY INJURY (Per accident) PROPERTY DAMAGE (Per accident)	$ $ 10,000 $ 20,000 $ 10,000
	UMBRELLA LIAB OCCUR EXCESS LIAB CLAIMS-MADE DED RETENTION $						EACH OCCURRENCE AGGREGATE	$ $
B	WORKERS COMPENSATION AND EMPLOYERS' LIABILITY ANY PROPRIETOR/PARTNER/EXECUTIVE OFFICER/MEMBER EXCLUDED? (Mandatory in NH) Y / N: Y If yes, describe under DESCRIPTION OF OPERATIONS below	N / A	JN	NHFL0113342019 01/	01/03/2021	01/03/2022	PER STATUTE OTH-ER E.L. EACH ACCIDENT E.L. DISEASE - EA EMPLOYEE E.L. DISEASE - POLICY LIMIT	$ $ 100,000 $ 100,000 $ 500,000
C	Bond	N	N	C28456	04/13/2020	04/13/2021	LIMITS	50,000

DESCRIPTION OF OPERATIONS / LOCATIONS / VEHICLES (ACORD 101, Additional Remarks Schedule, may be attached if more space is required)

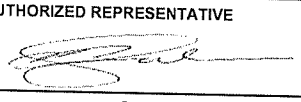
CERTIFICATE HOLDER

To Whom it may Concern

CANCELLATION

SHOULD ANY OF THE ABOVE DESCRIBED POLICIES BE CANCELLED BEFORE THE EXPIRATION DATE THEREOF, NOTICE WILL BE DELIVERED IN ACCORDANCE WITH THE POLICY PROVISIONS.

AUTHORIZED REPRESENTATIVE



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JANITORIAL
5 STAR SERVICES LLC

"Allow us to give you a Star Cleaning"

Employee and Safety Training Manual

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Definition of Terms

Cleaning--Cleaning is removing obvious dirt, debris, and other materials from a surface.

Etiquette Etiquette refers to rules of acceptable behavior. In other words, etiquette by definition refers to the “rules and conventions governing correct or polite behavior in society in general or in a specific social or professional group or situation

Green Cleaning--Green Cleaning is cleaning to protect health without harming the environment.

Falls—

Lockout/Tagout--"Lockout/Tagout (LOTO)" refers to specific practices and procedures to safeguard employees from the unexpected energization or startup of machinery and equipment, or the release of hazardous energy during service or maintenance activities. A lockout/tagout program requires the identification and implementation of practices and procedures necessary to shut down and lockout/tagout machines and equipment. The program requires that certain employees receive training in the lockout tagout procedures and that periodic inspections be conducted to maintain and enhance it.

Safety Safety as it applies to this manual is relative freedom from danger, risk, or threat of harm, injury, or loss to personnel and/or property, whether caused deliberately or by accident.

Sanitizing--Sanitizing or disinfecting is the actual killing of the microorganisms through heat or chemicals.

Security Security as it applies to this manual is prevention of and protection against assault, damage, fire, fraud, invasion of privacy, theft, unlawful entry, and other such occurrences caused by deliberate action.

Slips--A slip occurs when there is too little traction or friction between the shoe and walking surface. You slip when you lose your footing or

grip on a slippery surface.

Trips and Falls A trip is a fall or stumble caused by catching your foot on something. Tripping and falling accidents occur when your foot comes in contact with an object, or drops unexpectedly throwing you offbalance. A fall is when someone or something moves downward to a lower position by the force of gravity.

Universal Precautions--Universal precautions refers to the practice, in medicine, of avoiding contact with patients' bodily fluids, by means of the wearing of nonporous articles such as medical gloves, goggles, and face shields.

Chapter 1: Introduction

WHAT IS THE CUSTODIAL OR JANITORIAL INDUSTRY?

A janitor or custodian is a person who takes care of a building,
such as a school, office building, hospital, or apartment. Janitors are responsible primarily for cleaning, and often though not always some maintenance and security duties. Similar to the custodian or janitor is the building superintendent. Generally a superintendent has more maintenance and managerial duties.

Janitors and custodians may be required to receive training and licensing in various fields, such as Hazmat, CPR, or Boiler Operations, depending on the employer and the specific nature of the job.

A custodian may be considered to be different from a janitor. In some settings janitors are called housekeepers or housekeeping staff and in other settings they are referred to as maintenance or maintenance staff. Institutions have come up with a number of alternative job titles.

PURPOSE OF THIS MANUAL

The purpose of this manual is to acquaint you with cleaning techniques and safety in the Janitorial and Custodial industry. Some typical cleaning jobs may include the following tasks.
Cleaning bathrooms
Sinks
Toilets
Urinals
Cleaning floors
Cleaning carpeting
Cleaning stainless steel and other special surfaces
Clearing tables in lunch room
Emptying trash and recycling bin
Stripping and waxing floors

No matter what job you have as a Janitor or Custodian there are responsibilities associated with your job. One of these responsibilities is safety, safety for you and the safety of your coworkers and guests or patients in your facilities. Over the many years, safety has evolved

into a very high profile responsibility. Depending on where you live and work, safety laws and regulations are becoming more stringent and demanding.

Ideally safety is freedom from danger. Of course, every safety topic for the Janitor or Custodian cannot be covered in this one manual. However we will be discussing many safety topics including protection from the risk of harm or injury, safety devices, and responsibilities.

Topics including general information and new employee orientation will be covered. There are sections on accident prevention, bloodborne pathogens, electrical safety, lockout and tagout, safe lifting, and of course cleaning techniques.

Chapter 2: General Safety Rules for Everyone

The Janitors and Custodians may consist of many groups of employees. As indicated by the different job titles mentioned, jobs in this industry are many and diversified. There are general safety rules that apply to everyone. Some of these rules are discussed here. Horseplay is always prohibited…so don t even think about it

PERSONAL

Personal Hygiene

Hygiene refers to the set of practices associated with the preservation of health and healthy living. Hygiene is a concept related to medicine, as well as to personal and professional care practices related to most aspects of living, although it is most often associated with cleanliness and preventative measures. In medicine, hygiene practices are employed to reduce the incidence and spreading of disease.

Cleanliness requires a daily bath and a change to clean underclothing. Use a deodorant to prevent body odor. If you are a guy, shave daily. Give teeth and hair proper care, everyday. Keep fingernails short and clean. If you are a gal, use cosmetics in moderation. Refrain from the use of heavy scents.

In order to control cross-contamination, hands should be washed after performing cleaning duties. Before continuing on to the next area, wash your hands. Also, wash before meals and after going to the restroom.

Massage hand cleaner around the fingers, knuckles, and hands. Scrub fingernails with a brush. Keep your hands lower than your elbows when washing. Wash vigorously for two minutes. The tap water should be running during the entire process. Use medicated hand moisturizer when skin becomes dry or chapped.

To protect yourself you should use the proper Personal Protective Equipment or the acronym PPE for each cleaning task you perform.

Report to Work Rested

A first step to safety is to report to work rested, alert, and ready to perform your job. Fatigue may affect your ability to work safely. It may also impair your ability to treat your colleagues with the hospitality consistent with your training.

Wear Appropriate Clothing
Next, you should always wear appropriate clothing for your job. Follow your company's dress code. This includes wearing proper footwear for the job.

If you will be working equipment and machinery, don't wear rings and jewelry that can get caught in the moving parts.

Keep long hair tied back or under a hat. This will avoid having your hair getting caught in machines. Clothing should fit properly allowing room for movement without being so loose it could get caught in machinery moving parts.

Report Accidents
Most companies provide necessary first aid and medical treatment for injuries. If you are injured on the job, report the accident to your supervisor immediately, so that proper medical treatment can be provided.

First aid or professional medical treatment will be given as necessary; however, you must report all accidents and injuries when they occur, even if your injury does not require medical treatment.

PERSONAL PROTECTIVE EQUIPMENT

What is personal protective equipment or the acronym PPE and how does it affect you?
Personal protective equipment is equipment that has been designed to protect you from potential injuries. When required for certain job assignments, personal protective equipment will be issued to you It s your responsibility to wear it

Personal protective equipment could include safety glasses when your eyes are exposed to potential injury, gloves to protect your hands, hard hats for head protection, hearing protection for high noise areas, face shields to protect your face, respirators, specialized shoes…all these and more are considered personal protective equipment

Wearing personal protective equipment is important to protect you from injury or illness while performing your job. Some of the personal protective equipment you need may include:

Eye Protection
You should choose the proper type of eye protection for the hazard. For example, safety glasses are not appropriate when working with chemicals that may splash in your face or

eyes. Goggles and a face shield would be the best choice when working with chemicals.
Skin Protection

You should wear the right protective gloves for the hazard or chemicals. Some products can melt or go through the glove. Also protect your skin by wearing a protective apron or smock. If your clothing is soaked with chemicals, change them immediately to prevent prolonged skin contact.

Hearing Protection
Hearing protection may also be required if you work in a noisy area or with noisy equipment such as vacuums and other tools.

Respiratory Protection
Respiratory protection may be required depending on the job and chemical products being used. You must be trained before using a respirator. Discuss the need for this protection with your supervisor.

ELECTRICAL SAFETY

Electrical safety is another important safety consideration. Naturally, everyone has been exposed to electricity and how dangerous it can be if it's misused.

Generally, in the workplace you should always inspect electrical cables, cords, and plugs for frays, cracks, cuts, or defects before you use them. If the electrical tools or equipment you use do not say “Double Insulated on the manufacturer s tag then they must be grounded with a 3-prong plug and a grounded cable. This provides some degree of protection from electrical shock in case of a malfunction or short in the tool. Figure 1 shows a three prong plug and receptacle.

What this means is there must be a third prong on the plug. The third wire goes to ground. In case of a short or malfunction, the electricity will flow though this third wire to ground and not through the person holding the malfunctioning tool or equipment. Of course, if the ground wire is not properly connected to the system or the third prong is missing from the plug, then there is no electrical shock prevention.

Always check and test your equipment for safety before you use it.
Never allow an outlet to be overloaded.

Don t overload circuits by plugging in more than the allowed number of electrical power outlets.

The use of octopus plugs, as shown here, makes a dangerous situation that could cause a fire. Electrical hazards can be caused by faulty electrical tools and equipment, appliances and wiring, electrical outlets, switch panels and electric transformers.
Remember to unplug any electrical appliance before you clean it. Working around water and electricity is dangerous.

Make sure that any electrical or other types of cords do not create tripping hazards. Of course, never clean electrical equipment with flammable or toxic solvents and never use flammables near electrical tools. The sparks from the inside of a machine or tool can cause an explosion.

CONTROL OF HAZARDOUS ENERGY/ LOCKOUT TAGOUT

What is Lockout/Tagout or LOTO?
"Lockout/Tagout or LOTO" refers to specific practices and procedures to safeguard employees from the unexpected energization or startup of machinery and equipment, or the release of hazardous energy during service or maintenance activities. A lockout/tagout program requires the identification and implementation of practices and procedures necessary to shut down and lockout/tagout machines and equipment. The program requires that certain employees receive training in the lockout tagout procedures and that periodic inspections be conducted to maintain and enhance it.

Lockout is the practice of using keyed or combination security devices or “locks to prevent the unwanted activation of mechanical or electrical equipment. Tagout is the practice of using tags in conjunction with locks to increase the visibility and awareness that equipment is not to be energized or activated until such devices are removed. A tagout device is usually a non-reusable type, attachable by hand, self-locking, and non-releasable with a minimum unlocking strength of no less than 50 pounds.

Authorized and Affected Employees for LOTO
Now, before we go much further, let's discuss two categories of employees requiring knowledge and training in lockout tagout procedures The first category is “Authorized Employees These are maintenance personnel who actually use lockout and tagout procedures while they are repairing or maintaining equipment. The second category is “Affected Employees This describes any employee who uses or works around equipment and machinery that may be locked out or tagged out. You need to be able to recognize tags

used by your employer for LOTO It s recommended that virtually all employees be in the “Affected Employee category

What are Hazardous Energy Sources?
Let's begin with some basics, as you'll need these to understand the program. What are hazardous energy sources?

Electricity is used to provide power to a wide variety of machines and equipment. Locking out of electricity prevents electrical equipment from accidental release of electricity during maintenance or repair. The main problem here is locking out electricity does not guarantee that other energy sources won't be released. There may be a steam valve that requires locking out as well or hydraulic, vacuum, or pneumatic pressure, mechanical motion, springs, thermal energy such as steam or heat, or extremely low temperature liquids or gases.

Releases of chemicals or chemical reactions are other energy sources that must be controlled, dissipated, or shut off. Locking out of electricity may not provide adequate protection during maintenance and repair. Each machine or piece of equipment must be inspected by trained employees to determine adequate lockout procedures for all potential hazardous energy sources. Your organization must have these energy sources identified and listed in the written lockout/tagout policy and procedures.

The first step in all lockout/tagout procedures is to identify the potential energy sources that will require control by lockout or tagout. In general, there are 6 types of energy sources that may be encountered. As we discussed earlier, electrical energy is the first type of energy source for consideration. In addition there is mechanical energy, hydraulic energy, pneumatic energy, thermal energy and chemical energy.

Mechanical energy can present a danger from moving parts such as rotating fans, shafts, gears, grinding wheels, moving packer blades, panels, conveyors, and more. Hydraulic systems that work using fluid under pressure are candidates for LOTO procedures. An example of pneumatic energy is air pressure stored on Air Brake Systems. Pneumatic pressure may also be present in air accessories and control systems. Thermal energy is heat, heat from fluids such as coolant and lubricating oils and from hot machinery such as engines, exhaust systems, electric motors, and gear cases are sources of potential thermal energy. Finally, potential energy can be released by chemicals when they react with one another, or react with air and/or water.

Now, that we have identified potential energy sources; we have to determine which switch, valve or other isolating device will be operated to isolate these energy sources. Whenever working on equipment in a manner which any potential energy source could be encountered, the appropriate procedures must be followed to isolate or disable the applicable hazards.

Employee Training for LOTO
Employees or any other authorized and affected employees who may be reasonably expected to use the equipment or procedures for LOTO must receive annual LOTO training from the appropriate training staff. Training requirements are outlined under Code of the Federal Register 29 CFR 1910.147 Section (c)(7) (i),(ii), and (iii). These training programs are designed to provide you with a good understanding of lockout/tagout procedures.

Record Keeping for LOTO
Inspection records and training records will be kept by your employer. Training records will be maintained by employer and they will include an outline of topics covered. In addition, a sign in sheet of attendees will be included with training records. Inspection records will also be kept.

Inspection Methods for LOTO
OSHA requires that a LOTO Program be reviewed once a year and that periodic inspections of the procedures are made to ensure that they are being followed correctly. Inspections may be done in the shops in your physical plant. These shops may include auto, central plant, controls, electric, plumbing, and refrigeration. Inspections are designed to include cataloging the general types of hazardous energy and equipment applicable to each area.

Some inspections may involve questions only; some may include demonstrations; and others may occur during actual LOTO activities. General questions that may be asked include:
1. Who are the authorized employees, i.e. those using LOTO)?
2. Who are the affected employees, i.e. who are employees that could be exposed to LOTO hazards?
3. Are procedures for energy control in place?
4. What equipment is subject to LOTO?
5. Do specific written procedures exist, i.e. written procedures for de-energizing and reenergizing equipment?
6. Where are your locks/tags?
   What if an “Authorized Employee is not available to remove the lock
8. What inspection records exist for your Department?

9. Do you know what training records exist?

Who is Responsible?
Each individual must accept the responsibility to know the rules and to follow your organization's policies and procedures exactly. The primary purpose of any LOTO program is accident prevention. It is designed to safeguard you and those around you. Safety is always a team effort and LOTO is no different. The rules are very important and if you're not sure about a particular procedure don t be afraid to ask questions Ask your supervisor Don't take chances! Failure to properly lockout and tagout when necessary can lead to potentially serious injury.

To make sure the machine doesn't start accidentally, all hazardous energy must be locked out Hazardous energy could be electricity springs under tension gravity…where heavy parts could fall down, liquids, or steam under pressure or other hazardous energy sources. Some common lockout/tagout equipment is shown in Figure 3. The figure illustrates locks with keys and tags.

Even if you don't work in these areas or you're not a mechanic or machine operator, it's important that you know about these tags and locks.

Never Remove LOTO
Never remove any of these tags or locks, unless you're the person who placed them there. Don't attempt to start any machine that has a lock or tag on it. Lockout and tagout procedures save lives.

EMERGENCY ACTIONS

In case of fire, exit the building by appropriate exits. Remain calm and report to your designated area so your supervisor can account for you. It's important to know if anyone is left inside the building or if anyone is missing.

In case of earthquake or a tornado, it's best not to go outside. Falling electrical lines, broken glass, or other dangerous conditions could exist outside your building. Experts recommend that you get under a sturdy desk or other heavy object and Duck, Cover, and Hold.
Duck under a heavy object for safety.
Cover your head with your hands.
Hold that position until it's safe to move.

In cases of emergency you should know elements of your company s emergency plan and be prepared to follow them.
Remain calm and use your good judgment and your training to protect yourself and others.

HOUSEKEEPING FOR EVERYONE

In this case housekeeping means that you should check your work area for materials, cords, cables, or other items that can cause slips, trips, or falls.
Housekeeping is checking your equipment to make sure grease or oil doesn't leak on floors, causing potential slips and falls.
Your housekeeping duties include checking closets in your work area for trash, debris, or other potential hazardous conditions. Then address the issue.
Housekeeping is also taking the time to make sure your entire work area, regardless of your job description, is neat, clean, and organized; including putting tools or utensils where they belong when you've finished using them.
Housekeeping is picking up paper trash or debris when you see it…even if it s not in your department.
Housekeeping is your responsibility, no matter where you work.

SLIPS, TRIPS AND FALLS

Slips, trips, and falls are a major cause of workplace injuries. Believe it or not accidents happen. Fall injuries can happen when a janitor simply steps off of a loading dock. Or perhaps, a truck driver breaks his ankle when jumping down from the cab of his truck.

Causes of Slips, Trips, and Falls
Slips happen when there is too little friction or traction between footwear and the walking surface. It is easy to slip on a wet or oily surface.

Slips and falls happen. Jumping from any elevated surface is hazardous. You can fall from ladders, stairs, or curbs. Slippery floors, debris, or uneven surfaces will potentially cause you to trip or slip and fall. The study of slip, trip, and fall accidents and injury statistics help us to understand where we went wrong. We use information from these studies and statistics to determine how to prevent future accidents.

Is there a magic bullet New floor surfaces “slip resistant shoes--what is the answer? We believe the answer is education, greater awareness, and maintaining a good safety attitude. We all must accept responsibility for working and acting safely.

We just can t run the risk of you your coworkers building occupants vendors or clients slipping and falling. First, we are going to review some of the ways people trip and fall. Next, we will review basic prevention techniques.

When your foot strikes an object causing you to lose your balance, you trip and then you stumble or fall. Slips, trips, and fall injuries are caused by hazardous conditions. Hazardous conditions may include an obstructed view or poor lighting.

Clutter left in isles, trash left on the floor, and protruding chair legs contribute to hazardous conditions. These conditions will certainly lead to accidents if left unattended. Uneven steps, uncovered cables, and open bottom desk drawers also provide circumstances that may lead to trips and falls. Wrinkled carpeting or rolled corners on rubber mats provide another set of hazardous conditions.

Prevention Techniques
Both slips and trips result from some a kind of unintended or unexpected change in the contact between your feet and your walking surface. Good housekeeping is the first and the most important level of prevention for these accidents.

All spills should be cleaned up immediately, especially those in isles and walkways.
Spills and wet areas should be marked with orange cones or “Wet Floor signs
Debris should be mopped or swept from floors, immediately.

Obstacles such as stocking carts, crates, and empty boxes should be removed from walkways. Walkways and isles should be kept free of clutter.

Runners, rubber mats, rugs, and carpets that do not lay flat should always be secured to walking surfaces.

File cabinet and storage drawers should always be left closed.
Remember that wires and cables are potential tripping hazards.

Lighting is important. Be sure to keep work areas and walkways well lit by replacing burned out light bulbs and faulty switches Replacing burned out light bulbs is often part of a janitor s job.

All drains must have drain covers that are secured to the floor.

Clean Up!

Cleaning supplies are often dropped and spilled on the floor It s not good enough just to wipe them up you have to actually clean the surface Let s say someone knocks a bottle of marble cleaner off the shelf and onto the floor. The bottle hits the floor and goes crash! Wax goes everywhere. We now have a hazardous condition. By definition this is certainly a slip, trip and fall hazard.

First you must mark the hazard with a sign or an orange cone.

Next you pick up the container and as much of the wax as possible using a broom and dustpan.

A dustpan is a cleaning utensil commonly used in combination with a brush or broom. Industrial and commercial establishments may provide you with a hinged dustpan on the end of a stick to prevent you from constantly stooping to use it. Handheld dustpans may be used with either a full-size broom or with a smaller whisk broom or brush sometimes called a duster.

Water spills should be mopped, and then wiped dry with a dry rag or towel.

Safety awareness is the key to safety.
You will find that there are many hazards occurring in your working environment on a daily basis. Spilled water ice cubes broken glass and food on the floor…all of these things pose special hazards. Of course, you should immediately clean spills or pick up items on the floor or stairs. The only thing that's going to prevent an accident is for you to be aware of potential hazards and pay attention to your walking surfaces.

If you see something on the floor that doesn t belong there pick it up It s that simple Remember, watch where you walk. Be aware of your surroundings. Always wear approved slip resistant footwear at work. When you see water on the floor or some other hazard, clean it up!

To properly clean up a spill that contains oils, you must first wipe it up and then put some abrasive powder on the contaminated surface. Rub the area to remove any remaining oils. Then clean the floor surface with soap and water, rinse it, and make sure the floor surface is not slick.

Without good housekeeping practices, any other preventive measures will never be fully effective.

Footwear

Footwear is important! Footwear is personal protective equipment where floors may be oily, wet or if workers spend considerable time outdoors. In these circumstances, fall accident prevention should focus on selecting proper footwear. Ordinary tennis shoes are popular, but in wet and slippery environments, they can contribute to accidents and injuries. There is compelling evidence that using slip-resistant footwear reduces accidents.

Effectiveness of slip resistant footwear depends on more than just the footwear design. It is also affected by its use, environmental conditions, and the type of floor surface and finish that is in your working environment.

Behaviors that Lead to Falls

In addition to wearing the wrong footwear, there are behaviors which can lead to slips, trips, and falls. For example, a behavior that can cause a hazardous condition is simply walking too fast or running. Other behaviors that may lead to falls include activities such as not watching where you are going; carrying cleaning buckets and supplies which obstruct your view; wearing sunglasses in low-light areas; failure to use handrails, and allowing yourself to be distracted. These and other behaviors, caused by lack of knowledge, impatience, or bad habits can lead to serious accidents. You can eliminate many slips, trips and fall accidents by simply paying attention and watching where you re going

Warehouse Vehicles

You should never hitch a ride on a forklift pallet jack or in the bed of a truck while you re working. Death or serious injury is a potential result of extra riders falling from these vehicles. The safe way is "NO RIDERS".

Vehicles and the “Three Point System

Janitors and custodians are often moved from one location to another. When getting in and out of vehicles, always practice the "Three-Point System." This is particularly important if you are getting in or out of a truck. This system can significantly reduce the chances of injury through a slip or fall while entering or exiting a vehicle. The Three-Point System means that three of your four limbs are in contact with the vehicle or the ground at all times, either one hand and two feet, or two hands and one foot. In other words, only one limb is in motion at any one time. When getting out of a truck, step down backward.

It is never safe to ride in the back of a truck--if you must, when getting off the bed, step down backward, never "jump" or "fall" down forward.

Stairwells

Stairwells should be well lit with sturdy handrails on both sides. When you are walking down a stairwell, you should always have one free hand. This will allow you to use the handrail. All the steps must be kept free of grease, oil, and obstacles. Obstacles can increase the probability that you or others will have an accident. You should always avoid carrying heavy or bulky objects up or down stairs. Objects that obscure your vision and/or require the use of both hands are a source of hazards. You should carry smaller, lighter loads and make more trips, or obtain help from a coworker. Use an elevator if one is available.

Ladders

Ladders are often used by janitors and custodians. Appropriate ladders should be used when performing jobs such as changing light bulbs, cleaning wall surfaces that are above arms reach, and storing supplies on top shelves. The "Three-Point System" should also be practiced when you use a ladder. This system can significantly reduce the chances of injuring yourself through a slip or fall while climbing ladders. As discussed earlier, the “Three-Point System means that three of your four limbs are in contact with the ladder at all times, either one hand and two feet, or two hands and one foot. Only one limb should be in motion at any one time.

Ladders cause a great number of injuries. Make-shift ladders, chairs, boxes, and barrels should never be used as substitutes for a ladder. The risk of injury is far too great.
The area around the top and bottom of ladder must be kept clear.
Never use a ladder for any purpose other than the one for which it was designed.
Self-supporting step ladders and non-self-supporting extension portable ladders must be able to support at least four times the maximum intended load, except extra-heavy-duty metal or plastic ladders, which must be able to sustain 3.3 times the maximum intended load.

Step Ladders

Figure 8 Example of what not to do. Never stand on the top two steps of a step ladder
Of course we all know to never stand on the top two steps of a step ladder That s just too dangerous and it causes an unsafe shift in the center of gravity of the step ladder.

Don t lean past the rails of the ladder as this also creates instability We call this the belt buckle rule Don t lean past your belt buckle for safety.

When climbing up or down a ladder, always face the ladder.
Naturally don t use a metal ladder when doing electrical work There is a great risk of electrocution or getting a shock that could throw you off the ladder.
Foldout or stepladders must have a metal spreader or locking device to hold the front and back sections in an open position when in use. See the figure above.

Extension Ladders
There are 3 basic requirements for extension ladder setup.
First, the top of the ladder must extend 3 feet or 3 rungs above the point of contact to the structure.

Secondly, it must be setup at the precise angle of 75.5 degrees to provide the proper angle for climbing. The old four to one ratio makes this difficult to achieve, but the correct angle is important An “extension ladder angle verification device is recommended to achieve this angle with accuracy.

Did you know? The most common reason extension ladder accidents occur is due to ladders set up at an improper angle! Several studies show that when workers attempt to set up a ladder at 75.5 degrees without a measurement device, resulting angles varied as much as 9 degrees.

There are commercially available Ladder Angle Verification Devices that are factory set at the OSHA required 75.5-degree angle for correct ladder set up. These devices are simple to use and easily attached to any ladder.

Lets face it without a verification device how do you know that your angle is correct
Ladders are to be kept free of oil, grease, wet paint, and other slipping hazards.
Do not stand above the highest “safe standing level: prescribed by the ladder s manufacturer.

Do not extend the center of your body s torso past either side rail of the ladder In other words don t overreach

Face the ladder while ascending and descending.
Don t carry tools in hand use a tool belt
Wear proper footwear.

FIRE PREVENTION

Good housekeeping is the first step in fire prevention. If you have poor housekeeping, you don't have good fire prevention.

The second step in fire prevention is to know where fire extinguishers are located and how to use them. Fire extinguishers are often marked with a sign as shown in Figure 3. These signs are usually at eye level.

If you don't know how to use the extinguishers at your location, learn how before a fire happens. It's not as easy as it looks because in case of fire, everyone is under pressure and it is easy to panic.

As a review of the use of extinguishers, the first rule is: Life Safety Is Paramount. This means that unless it s safe to do don t try to play the hero Don t try to extinguish a fire that could be hazardous for you or others. Remember, your life is more important than property. The figure below shows a typical fire extinguisher. Fire extinguishers are equipped with a gauge such as the one shown; the needle should be in the green zone - not too high and not too low. There is a nozzle at the end of a hose for aiming. Each extinguisher has a pin to prevent accidental discharging.

However, if extinguishing the fire can be done safely, extinguish it. Use a fire extinguisher. Use the key word PASS, as described below, to remember the proper procedures for extinguishing a fire. First, stand about 8 to 10 feet away from the fire. You don't want to be close to the fire because the pressure of the extinguishing agent may spread the fire. Stay at least 8 to 10 feet away.

The PASS Acronym
P A S S is an acronym that can be used as a quick reference for the operation of a fire extinguisher.
P is for Pull. First you pull the Pin at the top of the extinguisher. The pin releases a locking mechanism and will allow you to discharge the extinguisher.
A is for Aim. Next you aim at the base of the fire, not the flames. This is important-in order to put out the fire, you must extinguish the fuel.
S is for Squeeze. And next you squeeze the lever slowly. This will release the extinguishing agent in the extinguisher. If the handle is released, the discharge will stop.
S is for Sweep. Finally you sweep from side to side using a sweeping motion. Chase the fire into a corner. You must move the fire extinguisher back and forth until the fire is completely out.

It is often a good idea to aim the nozzle in a neutral direction away from anything, and then lightly squeeze the handle. This will give you a feel for your particular extinguisher.
Be sure to operate the extinguisher from a safe distance, several feet away, and then move towards the fire once it starts to diminish. Since different fire extinguishers have distinct recommendations for operating distances, be sure to know the instructions on your fire extinguisher. These instructions should be reviewed the first time you familiarize yourself with your facility. Remember to aim at the base of the fire, and not the flames. Chase the fire into a corner if possible, away from any concentration of flammable materials with a sweeping, herding motion.

A typical fire extinguisher contains 10 seconds of extinguishing power. This could be less if it has already been partially discharged. Always read the instructions that come with the fire extinguisher beforehand and become familiarized with its parts. It is highly recommended that you get hands-on training.
Once the fire is out don t walk away Watch the area for a few minutes in case the fire reignites.

The Fire Triangle
The triangle illustrates the rule that in order to ignite and burn, a fire requires three elements: heat, fuel, and an oxidizing agent, usually oxygen. The fire is prevented or extinguished by removing any one of the three. A fire naturally occurs when the elements are combined in the right mixture. A graphic depiction of the fire triangle is given in the figure below.

The Fire Tetrahedron
It has largely been replaced in the industry by the fire tetrahedron. The removal of heat explains fire suppression in a majority of cases. However, the suppression effect of Halon, which is a stable halocarbon used to put out fires, cannot be explained completely. It can partly be explained by what is called chemical inhibition. That means that it reacts chemically to reduce the concentration of radicals in the flame. These radicals are essential in the chemical reactions. This has led to development of the fire tetrahedron with the bottom representing the sustaining of chemical reactions. This is illustrated in the next figure.

Combustion is a chemical reaction that feeds a fire more heat and allows it to continue. When the fire involves burning metals like lithium, magnesium, or titanium, it becomes even more important to consider the energy release. The metals react faster with water than with oxygen and thereby more energy is released. Putting water on such a fire results in the fire getting hotter or even exploding because the metals react with water in an exothermic

reaction. Some metals also burn in carbon dioxide. Therefore, inert agents for example dry sand must be used to break the chain reaction of metallic combustion.
The take home message here is that you must know what kind of fire you are dealing with to know how to distinguish it. If you are not certain, leave it to the professionals.

CAUSES OF ACCIDENTS AND INJURIES

What causes accidents and injuries? Actually, statistics have been maintained by a number of organizations and insurance companies over the years. With millions and millions of accidents and injuries, it's fairly easy to determine the different accident types, causes, and other information. Accidents are investigated to determine what happened, so precautions and safety standards can be implemented to prevent the same type of accident from being repeated.

That's one reason we have so many safety rules and regulations. If people keep falling off ladders, it could reveal that ladders are unsafe to use. Upon investigation of ladder accidents, professionals can determine how the ladder was used and what actually caused the accident.

In most cases it wasn't the ladder that was unsafe. It was the person using it in an unsafe manner. In fact, this is true of most accidents. You'd be surprised to learn that many ladder accidents and injuries are the result of unsafe acts of people.
That's right, unsafe acts of people.

Not equipment, not floors, not ladders, not machines, but people. How can that be?
People don't try to have accidents and they don't try to injure themselves. We're not saying that physical hazards never cause or contribute to an accident because they do. However, many accidents and injuries are caused by the acts of people…people taking short cuts not following proper procedures, ignoring safety rules, and just not paying attention. Or not being trained in safety procedures.

We should always consider possible risks before starting any job and consider how our actions might affect the safety of ourselves and others.

Safety is everyone s responsibility regardless of where you work Your company has provided you with training and equipment to perform your job safety but safety is really up to you. You need to follow company policies and procedures on every job, every day If you do that you ll be doing your part in helping to reduce accidents and injuries in the workplace.

SAFE LIFTING AND BACK INJURY PREVENTION

Safe Lifting
You ve probably heard it a million times bend your legs not your back The reason you ve heard it so much is back injuries are painful and debilitating and a serious back injury can prevent you from earning a living or enjoying your leisure time. Nobody wants a back injury.

What can you do to help reduce your risk?

Never bend your back when lifting. Never bend over and reach to lift anything. Your back is a complex and sensitive structure made up of vertebrae, discs and nerves. The discs are made of a soft jelly-like substance that acts like shock absorbers between the vertebrae. Bending over and lifting puts pressure on these sensitive discs and greatly increases the likelihood of an injury.

Never twist while lifting. This too can damage your back. You may twist and lift every day and you haven t experienced an injury or back problem yet If you continue to twist and lift, sooner or later, you will have a back injury. Instead of twisting, lift the item safely, pivot your feet then set the item down It doesn t take any more time and it could save your back
If an item is too heavy to lift on your own ask a co-worker to help you Don t try to lift it yourself. You ve been trained and taught proper lifting procedures
Whatever you lift, keep it close to your body.

The figure shown above is an illustration of proper lifting technique. You should lower your body by bending your knees keeping your back perpendicular to the floor. You should keep the object as close to your body as possible and then use your leg muscles to lift the object. But it s your responsibility to lift safely Nobody can do it for you it s your decision Make the right choice, the safe choice.

Tips to Prevent Back Pain
Back pain is a fact of life. Many of us have suffered back pain and we know that it's something to avoid. Most doctors don't agree upon what treatment for back pain is best. However, they all agree exercise and diet will greatly reduce your chances of back pain or injury. Since we're not doctors, you should get medical advice on diet and exercise that's best for you.

Proper work practices will make a difference.

As described in the previous section, there are some safe lifting techniques you can use to reduce the potential of injuries and back pain.
Don t lift heavy objects Get mechanical assistance Use hand trucks and folding carts as illustrated in the figure below.

When lifting avoid bending and twisting always use your leg muscles to lift.
Have lumbar support and armrests where you sit.
Change positions frequently.

Safety is a job requirement, but more importantly, safety is a moral obligation to yourself, the company, co-workers, and your family. One accident is simply one too many.

Exits
It is important to know where exits are located and to make sure they re not blocked Safety awareness will eliminate the vast majority of injuries.

Chapter 3: CLEANING

THREE T S OF CLEANING

In order to think through the proper steps in cleaning anything, you must first identify the problem, and then select the proper cleaning products and tools to do the job. Having done this, it is important to understand how to properly use these cleaning products and tools. This is an essential element of a successful cleaning job. It is important to know how and why certain procedures and products work and why some do not.

In order to increase the cleaning efficiency of any cleaning chemical, one can utilize what is known as "The Three T's of Cleaning".

The first "T" is for Time. If a cleaning compound stays on a surface longer, the cleaning efficiency of the product is enhanced. This fact explains why a foaming product is better than a pure liquid on vertical surfaces. A pure liquid runs down the vertical surface. The foam tends to remain longer on the surface; thus increasing the cleaning efficiency.

The second "T" is for Temperature. When hot water is used in a carpet extractor, or when hot water is combined with high pressure washing, or "steam cleaning", the product performs better.

The third "T" is for Turbulence or Agitation. Ever wonder why a black or brown stripping pad is used with a stripper to remove floor finish? The Brown Stripping Pad is constructed of polyester fibers in a semi open texture nonwoven fabrication. Abrasive particles are distributed throughout and adhered to the pad with a sturdy adhesive. This turbulence speeds the removal of floor finish.

Have you ever washed your car using a rag or sponge? You were adding turbulence which

makes the car get cleaner faster. When hand washing is accomplished, the three "T's" are put to work, and many other cleaning procedures employ the three "T's" of cleaning.

CHEMICALS USED FOR CLEANING AND THE MSDS

Chemicals are a vital part of any cleaning operation Without them we couldn t clean But with them, we need to take precautions. If you follow precautions, the chemicals you work with are safe. But you may need to wear personal protective equipment such as gloves in order to ensure your safety.

How do you know what kind of protection is required for each chemical?
The answer is the Material Safety Data Sheets or MSDS. The MSDS contains all the information you need to know about any chemical you work with such as ingredients, hazards, First Aid, personal protective equipment and more If you re unsure about a chemical ask your supervisor for the MSDS. You can never be too safe or too informed about the chemicals that you use.

Material Safety Data Sheet--MSDS
The Material Safety Data Sheet, commonly called the MSDS, is a component of your University s Chemical Hygiene Plan and Hazard Communication Program The MSDS contains information provided by the chemical manufacturer and is maintained by the University to inform students and staff of the possible hazards associated with chemicals being used in their laboratory or work area. It is a critical part of any laboratory safety program. The goal of the MSDS is to provide you with a summarized, multi-source resource that informs you of certain basic but necessary pieces of information regarding the substance or chemical you are about to use.

The MSDS informs you about the material s physical properties and related health effects personnel protective equipment necessary to protect the you, first aid treatment necessary in the event of an exposure, how to respond to accidents, and the planning that may be necessary in order to safely handle a spill.

The MSDS may vary in style and content, but all contain certain required sections. State and Federal law requires that all manufacturers and distributors of chemical products provide the end user with a manufacturer specific MSDS. One method of accessing is through electronic databases. Many employers keep a notebook with MSDSs for the particular cleaning supplies that you will be using in your job.

What is a Material Safety Data Sheet?
The MSDS is a widely used system for cataloging information on chemicals, chemical compounds, and chemical mixtures. MSDS information may include instructions for the safe use and potential hazards associated with a particular material or product. MSDS can be found anywhere chemicals are being used.

There is also a duty to properly label substances on the basis of physico-chemical, health and/or environmental risk. Labels can include hazard symbols such as the European Union standard black diagonal cross on an orange background, used to denote a harmful substance.

The goal of the MSDS is to provide the user with a summarized, multi-source resource that informs the user of certain basic but necessary pieces of information regarding the substance they are about to use The MSDS informs the user about the material s physical properties and related health effects, personnel protective equipment necessary to protect the user, first aid treatment necessary in the event of an exposure, how to respond to accidents, and the planning that may be necessary in order to safely handle a spill.

Each company can design its own MSDS form, and the sections may be in different order. But, the basic kinds of information on any MSDS will be the same. This is an example of the first page of an MSDS.

Chemical Name
For example, there is always a section that lists the identity of the substance or the chemical name on the label, date the MSDS was prepared, the name and address of the manufacturer, and usually a phone number for emergencies and more information.
Hazardous Ingredients/Chemical Identity

The section on hazardous ingredients and chemical identity includes names of substances in the chemical that might be dangerous, and safe exposure limits such as Permissible Exposure Limit or PEL as set by OSHA or the Threshold Value Limit or TVL. This section also lists common names for the chemical.

Physical Characteristics
The section on physical characteristics describes many physical qualities of the chemical, and lets you know what is usual or safe. For example, it may state how the chemical looks and smells; boiling and melting temperatures--this is important in case a chemical might become a gas you could breathe; evaporation rate; how easily the chemical dissolves; and

how heavy it is--this tells you if it will sink, float, or dissolve in water.

Fire and Explosion Data
The section with fire and explosion data provides information on the lowest temperature when the chemical could catch fire or flash point. It also contains flammability data that lets you know if it's flammable; if it catches fire below 100 degrees Fahrenheit; is combustible; or, if it catches fire above 100 degrees Fahrenheit. In addition, this section lists the best way to put out a fire involving that chemical.

Reactivity
The section on reactivity describes what happens if this chemical comes in contact with air, water, or other chemicals. It also describes conditions, like heat, or materials that can cause the chemical to react by burning, exploding, or releasing dangerous vapors. The chemical is called "incompatible" or "unstable" with these conditions or substances. For example, sodium metal is unstable when it comes in contact with water. It explodes!

Health Hazards
The section on health hazards lists ways the chemical might enter your body, like splashing on your skin or being breathed in as vapor. It will also list possible symptoms of overexposure. This section will provide information about how overexposure might make existing medical conditions worse, and it describes emergency first aid procedures.

Usage, Handling, and Storage
The section on usage, handling and storage describes how to clean up an accidental spill, leak, or release. This part will include any special procedures that might be required for clean-up. It will provide you with information on how to handle, store and dispose of chemicals safety. Remember, if there is an accident, you must notify your laboratory instructor or professor immediately. You may take care of it yourself only if you are trained to do so and are wearing the proper personal protective equipment.

Special Protection and Precautions
This section explains special Personal Protective Equipment to use when working with a chemical. It also describes requirements for special procedures, extra health or safety information, signs that should be posted, and other information not covered in other sections.

It is wise to study MSDSs for any chemicals you will work with in your job. MSDSs for a many commercial substances are not primarily intended for use by the general consumer.

Material safety data sheets focus on the hazards of working with the material in an occupational setting. For example, an MSDS for a cleaning solution is not highly pertinent to someone who uses a can of the cleaner once a year, but they are extremely important to someone who works with a cleaner or a chemical in a confined space for 40 hours a week. You may work in many different departments throughout your facility…housekeeping offices the kitchen, and others. Employees in each of these departments use different chemicals in the performance of their job responsibilities.

You need to be aware of what chemicals are on what items before you use them. Some chemicals when mixed together can be quite deadly Let s give you an example A kitchen employee may have used ammonia on a rag to clean something in the kitchen That s perfectly okay as long as there was proper ventilation. Ammonia on its own is perfectly safe when used properly. But if you take the ammonia soaked rag and use it with detergent containing bleach you have just created a very hazardous condition.

Ammonia and bleach, when mixed together, form a deadly combination called chloramine gas. Chloramine gas can kill you. Never mix bleach and ammonia.

Stain removers and certain detergents can also be a hazard That is why it s vital to your safety and the safety of those around you to always read the chemical label and the MSDS sheet for each chemical that you use and always wear the required personal protective equipment. You can t afford not to

VENTILATION
Most of today s new office buildings and workplaces are highly insulated and practically air tight. While this is great as far as cost effective energy bills go, the down side to tightly insulated buildings is poor indoor air quality. As windows and doors are typically kept shut throughout the day, moisture, and stale air that can carry contaminants and pathogens. The air circulates inside and gives rise to various problems including mold and mildew, health problems, ruined furniture, and peeling paint. The quality of indoor air can be achieved through mechanical ventilation.

An excellent way to ventilate thoroughly, efficiently, and cheaply is to use exhaust fans.
What Are Exhaust Fans?
An exhaust fan is a mechanical ventilation device that helps to draw out stale and impure air from a room or building and bring in fresh air, thereby improving the quality of indoor air.

Exhaust fans

are typically ducted to the exteriors, through which bad indoor air can effectively be removed from your work space. Any volatile cleaning supplies will also be vented.
There is a lot of heat and humidity in the bathrooms and laundry rooms and without proper ventilation, mold and mildew can accumulate. Ventilation also keeps the heat down and makes your facility a more comfortable place to work.

Use spray bottles instead of aerosols for applying chemicals if another means is not possible, and make sure you have proper ventilation when using chemicals. When in a commercial building, make sure ventilation systems are turned on. Inadequate ventilation allows chemical byproducts to be absorbed into porous items such as ceiling tiles and wallboard.

What to do when there is no exhaust fan
If you are cleaning a restroom with no exhaust system prop the door open Place a “Cleaning in Progress sign in the doorway

Whenever possible, use mechanical means rather than chemical means for cleaning. For example, use a microfiber cloth instead of a chemical-based dust control product. Also use a microfiber cloth instead of a feather duster, which causes dust to become airborne.

REPORT HAZARDOUS CONDITIONS

We couldn t possibly cover every safety hazard you may encounter on the job That s why it s up to you to pay attention to safety and do your part to reduce accidents and injuries. You work in the facility every day and no one knows your job better than you.

The training you ve received should help you perform your job in a safe manner But it s really up to you. Obey all posted warning signs. Read and follow all instructions on chemical labels and MSDS sheets. Lift safely. You should always report hazardous conditions to your supervisor, so they can be corrected.

But most of all; use your common sense and good judgment and make yourself personally responsible for a safe and accident free workplace. Take pride in your job and in safety. Nobody can do it for you.

Chapter 4: CLEANING IN THE HEALTH CARE INDUSTRY

Sanitation and good housekeeping can both be defined as the practice of rendering the hospital free from agents injurious to health. Microbiology, the study of microscopic living, plantlike organisms, including bacteria, viruses, yeasts and molds is the biological science on which sanitation is based. There are many communicable diseases known to man. Each one of these diseases or infections is caused by a specific organism. Organisms enter the body through the respiratory tract, digestive tract or through breaks in the skin and multiply, causing tissue injury and body reaction. As the organisms multiply many are shed by the infected person and may be spread to others, thus beginning the cycle again.

BACTERIA

Bacteria are one of the more common microorganisms. Bacteria generally reproduce and multiply by simple division. Each cell reaches maximum size and divides into two parts. The two parts then grow to full size and each divides again. This cycle is repeated again and again. Food and environmental conditions such as moisture, temperature, light, and degree of alkalinity influence the rate of bacterial growth. Presence or absence of oxygen is also an important factor, because some bacteria require the presence of oxygen for growth and others require the absence of oxygen.

VIRUSES

Viruses are much smaller than bacteria and they are very often too small to retain in filters. Viruses are considered by some to be living organisms, by others to be complex protein molecules that are capable of growth and multiplication only in living cells. Because of their size, they can remain suspended for long periods of time or they can be transplanted from place to place through the hospital's air conditioning system.

INFECTION CONTROL

You know about infection, bacteria, and viruses, but how do you control these potential health hazards? Control of infection caused by these bacterial and viral organisms depends on breaking what can be called the chain of infection. This chain consists of the reservoir or source of infection, which might be bacteria laden dust, the means of transmission of the infection such as air and finally, the host. The object of infection control is to eliminate reservoirs and to block the means of transmission.

Pathogenic organisms can be transmitted from the reservoir of infection to the new host in four different ways:

1.The first of these is contact, which includes direct contact such as kissing and indirect contact, which means organisms are passed from their reservoir to some object or substance and then to the host.

2.The second type of transmission is sneezing or coughing, which involves droplets.

3.The third type is droplet nuclei, which are the small residue of evaporated droplets that carry pathogenic organisms. These droplet nuclei remain suspended in the air for long periods of time.

4.The fourth type is dust that has become contaminated, which is present on floors, in clothing, and in bedding and when stirred up by normal activities, moves from place to place.

The first step in infection control is to understand the difference between cleaning and sanitizing.

Cleaning is removing obvious dirt, debris, and other materials from a surface. Sanitizing or disinfecting is the actual killing of the microorganisms through heat or chemicals. Disinfectants are very helpful in infection control. There are specific housekeeping procedures essential in controlling the spread of infection.

Top priority should be given to the cleaning of horizontal surfaces, but also give proper attention to the cleaning of walls and other vertical surfaces. Harmful bacteria, which may be introduced into surroundings in a variety of ways, are often airborne for only a short distance. Then they become attached to both vertical and horizontal surfaces, but especially to floors.

Use wet-cleaning methods such as damp wiping, damp mopping, and wet mopping wherever possible. Ordinary dry dusting methods may serve only to redistribute bacteria-laden dust. The use of properly filtered or built in vacuum cleaners is acceptable for dusting and sweeping operations. Add effective germicides or other pathogen killing chemicals to wet cleaning solutions. Don't mix germicides and detergents because the two ingredients may neutralize each other if the appropriate chemicals are not used. If you want to use a combination of germicide and detergent they should be purchased premixed.

Although, the germicide has some value on the floor itself, its real value is in the reduction of bacterial levels in the mop bucket. Unless checked, bacteria multiply rapidly in the warm, moist environment of mop water and may actually contaminate a floor being cleaned.
Fresh damp wiping cloths, treated dust cloths, and clean wet mops should be used to clean surfaces.

The used wet mops and cleaning cloths must be laundered every day. They should not be left soiled or wet in a work closet overnight. Clean the equipment and storage closet every day. Separate cleaning equipment should be maintained for newborn nursery, postpartum, isolation nursery, delivery suite, operating suite, and the emergency department. Use plastic film or waxed paper bags for the disposal of infected materials.

THE LAUNDRY

Contaminated linens should be handled in accordance with approved techniques. Handling of linen is a crucial phase in infection control because soiled linen is a source of microbial contamination. Processing of soiled linen begins when the linen is removed from the patient, bed, stretcher, physician, nurse, examining table, or operating table.

Laundering removes pathogens by dilution, acidity, and alkalinity in the washing process and by application of extremely high heat of 345 degrees Fahrenheit or more in the ironing process. There are a variety of linen handling, processing, and disposing procedures, each unique to individual hospitals. Be sure to follow your hospital's policies and procedures because this is extremely important in infection control Be sure you ve had the proper training and if you re not sure about something, ask your supervisor.

ODOR CONTROL

Odor control is part of infection control. Odor problems arise as a result of poor sanitation in toilet areas, utility rooms and work closets. Deodorizer blocks or sprays that attempt to mask the odors are a mark of poor housekeeping. The most effective way to deodorize these areas is with fresh air, removal of the causes, and frequent cleaning with a detergent-disinfectant solution. Garbage collection areas and soiled linen storage areas may be sites where bad odors arise. Frequent removal of garbage, cleansing of garbage cans, and use of tight lids and the use of waxed paper or plastic liners in garbage cans will help to keep odors to a minimum. Good ventilation is extremely helpful also.

WASTE

Waste constitutes a problem and can be classified into three types:

Non combustible such as glass tin, casts, and other materials
Combustible such as wet tissue bone garbage flowers or dry combustible such as paper crates, cartons, and trash
Chemicals such as acids flammables and solvents

All waste except chemicals can be further classified as infectious or non-infectious. Cartons and boxes are classified as combustible dry waste, but a gift box discarded by a patient in isolation becomes combustible dry infectious waste. The best advice is to follow your hospitals waste handling and disposing procedures.

INSECT AND RODENT CONTROL

Insect and rodent control is very important in infection control as these pests do carry bacteria and other harmful microorganisms; therefore, each individual should take care in their daily work habits, cleanliness, and assisting the hospital in insect and rodent control program.

SUMMARY

Infection control is critical in hospitals due to a wide variety of potential hazards. Follow your hospital's policies and procedures, be aware of the hazards, and do your part in making your hospital as safe and infection free as possible. Employees and patients deserve no less.

BLOODBORNE PATHOGENS

Okay, let's talk about some of the risks and hazards associated with bloodborne pathogens and ways to avoid them. The first place to start is with training.

Under no circumstances should anyone be allowed to work with bloodborne pathogens in any form without full and complete training. Although you may have a special certification or other external training, your employer is responsible for providing you with thorough, sitespecific training and continued instruction in programs and procedures.

Written standard operating procedures or SOPs must form the basis of your ongoing bloodborne pathogen training program.

Training

If you are likely to be in contact with blood borne pathogens, you will have a program designed to provide a good understanding of bloodborne pathogens, common modes of their transmission, methods of prevention, and other pertinent information.
Bloodborne Pathogen training is required if you can reasonably anticipate facing contact with blood and/or other potentially infectious materials as part of your job duties. All Health Care facilities such as a hospital require bloodborne pathogens training and exposure plans, but there are a wide range of other individuals who may come in contact with blood or potentially infectious materials. These individuals may include industrial nurses, first aid providers, emergency first responders, police, and staff.

Pathogens

The pathogens of primary concern are the human immunodeficiency virus (HIV), hepatitis B virus (HBV), and hepatitis C virus (HCV). You are urged to take advantage of available engineering controls and work practices to prevent exposure to blood and other body fluids.

BLOODBORNE DISEASES

Bloodborne pathogens are microorganisms such as viruses or bacteria that are carried in blood and can cause disease in people. There are many different bloodborne pathogens including malaria, syphilis, and brucellosis, but Hepatitis B or HBV and the Human Immunodeficiency Virus or HIV are the two diseases specifically addressed by the OSHA Bloodborne Pathogen Standard. We are going to provide you with information about hepatitis C; this is a bloodborne pathogen that has no cure.

Hepatitis B

In the United States, approximately 300,000 people are infected with Hepatitis B or HBV annually. Of these cases, small percentages are fatal. "Hepatitis" means "inflammation of the liver," and, as its name implies, Hepatitis B is a virus that infects the liver. While there are several different types of Hepatitis, Hepatitis B is transmitted primarily through "blood to blood" contact. Hepatitis B initially causes inflammation of the liver, but it can lead to more serious conditions such as cirrhosis and liver cancer.

There is no "cure" or specific treatment for HBV, but many people who contract the disease will develop antibodies, which help them get over the infection and protect them from getting it again. The Hepatitis B virus is very durable, and it can survive in dried blood for up to seven days.

HUMAN IMMUNODEFICIENCY VIRUS

AIDS, or acquired immune deficiency syndrome, is caused by a virus called the human immunodeficiency virus, or HIV. Once a person has been infected with HIV, it may be many years before AIDS actually develops. HIV attacks the body's immune system, weakening it so that it cannot fight other deadly diseases. AIDS is a fatal disease, and while treatment for it is improving, there is no known cure.

It is good to know that, the HIV virus is very fragile and will not survive very long outside of the human body. It is primarily of concern to employees providing first aid or medical care in situations involving fresh blood or other potentially infectious materials. Because it is such a devastating disease, all precautions must be taken to avoid exposure.

HEPATITIS C

Hepatitis C is a blood-borne infection caused by an RNA virus, hepatitis C virus (HCV). This virus causes damage to the liver that may result in chronic infection and disease. HCV is unrelated to any of the other known hepatitis viruses (A, B, D and E), and infection is identified by the detection of antibodies to the virus in the blood.
There is no known cure for Hepatitis C.

Risk for exposure
Healthcare personnel are at risk for occupational exposure to bloodborne pathogens, including hepatitis B virus (HBV), hepatitis C virus (HCV), and human immunodeficiency virus (HIV). Exposures occur through needlesticks or cuts from other sharp instruments contaminated with an infected patient's blood or through contact of the eye, nose, mouth, or skin with a patient's blood. Most exposures do not result in infection.

Your employer should have in place a system for reporting exposures in order to quickly evaluate the risk of infection, inform you about treatments available to help prevent infection, monitor you for side effects of treatments, and determine if infection occurs.
How can occupational exposures be prevented?

Many occupational exposures can be prevented. Needle sticks and other cuts can be prevented by using safe techniques. Using appropriate barriers such as gloves, eye and face protection, or gowns when contact with blood is expected can prevent many exposures to the eyes, nose, mouth, or skin.

MODES OF TRANSMISSION

Bloodborne pathogens such as HBV, HCV and HIV can be transmitted through contact with infected human blood and other potentially infectious body fluids. These body fluids include semen, vaginal secretions, cerebrospinal fluid, synovial fluid, pleural fluid, peritoneal fluid, and amniotic fluid.

It is important to know the ways exposure and transmission are most likely to occur in your particular situation, whether it is providing first aid to an individual in an emergency, handling blood samples in the laboratory, or cleaning up blood from a hallway.

Bloodborne pathogens are most commonly transmitted through sexual contact, sharing of hypodermic needles, from mothers to their babies at or before birth, accidental puncture from contaminated needles, broken glass, or other sharps, contact between broken or damaged skin and infected body fluids, contact between mucous membranes and infected body fluids.

Accidental puncture from contaminated needles and other sharps can result in transmission of bloodborne pathogens. Anytime there is blood-to-blood contact with infected blood or body fluids, there is a slight potential for transmission.

Unbroken skin forms an impervious barrier against bloodborne pathogens. Infected blood can enter your system through open sores, cuts, abrasions, acne, and any sort of damaged or broken skin such as sunburn or blisters.

Bloodborne pathogens may also be transmitted through the mucous membranes of the eyes, nose, or mouth.

As an example, a splash of contaminated blood to your eye, nose, or mouth could result in transmission.

PPE, WORK PRACTICES and ENGINEERING CONTROLS

It is extremely important to use personal protective equipment and work practice controls to protect yourself from bloodborne pathogens. "Universal Precautions", also known as “Standard Precautions is the name used to describe a prevention strategy in which all blood and potentially infectious materials are treated as if they are, in fact, infectious, regardless of the perceived status of the source individual.

In other words, whether or not you think the blood or body fluid is infected with bloodborne pathogens, you treat it as if it is. Appropriate use of Personal Protective Equipment (PPE) is required by engineering and work practice controls. Where occupational exposure remains after standard engineering and work practice controls are implemented, personal protective equipment shall be used.

Impermeable gloves must be worn when hand contact with blood or mucous membranes is possible. Gloves must also be worn when Other Potentially Infectious Material or OPIM is possible. Gloves must be worn when non intact skin is anticipated, when performing vascular access procedures, or when handling contaminated items or surfaces.

You must be able to wash your hands after contact with blood or other potentially infectious materials. OSHA requires that employees wash their hands and any other skin with soap and water or flush mucous membranes with water as soon as feasible after contact with blood or other potentially infectious materials.

Protective clothing must be removed before leaving the room, and disposed of in an appropriately designated area or container for storage, washing, decontamination or disposal. Probably the first thing to do in any situation where you may be exposed to bloodborne pathogens is to ensure you are wearing the appropriate personal protective equipment (PPE). For example, you may have noticed that emergency medical personnel, doctors, nurses, dentists, dental assistants, and other health care professionals always wear latex or protective gloves.

Rules to follow

There are some simple rules to follow. When coming in contact with blood borne pathogens, you should always wear personal protective equipment. You should replace PPE that is torn or punctured. You should remove PPE before leaving the work area. If you work in an area with routine exposure to blood or potentially infectious materials, the necessary PPE should be readily accessible. Contaminated PPE should be placed in appropriately labeled bags or containers until it is disposed of, decontaminated, or laundered.

Gloves

Gloves should be made of nitrile a rubber used especially in latex-free gloves; neoprene rubber, or other water impervious materials. If glove material is thin or flimsy, double gloving can provide an additional layer of protection. You should always inspect your gloves for tears or punctures before putting them on. If a glove is damaged, don't use it!

When taking contaminated gloves off, do so carefully. Make sure you don't touch the outside of the gloves with any bare skin, and be sure to dispose of them in a proper container so that no one else will come in contact with them.

REMOVE YOUR GLOVES BEFORE DOING ANY OTHER WORK.

Goggles
Anytime there is a risk of splashing or vaporization of contaminated fluids, goggles and/or other eye protection should be used to protect your eyes. Splashing could occur while cleaning up a spill, during laboratory procedures, or while providing first aid or medical assistance.

Face Shields
Face shields may be worn in addition to goggles to provide additional face protection. A face shield will protect against splashes to the nose and mouth.

Aprons
Aprons may be worn to protect your clothing and to keep blood or other contaminated fluids from soaking through to your skin.

Wearing gloves, gowns, masks, and eye protection can significantly reduce health risks. The new OSHA standard covering bloodborne disease requires that you have appropriate personal protective equipment (PPE) and clothing available.

If you follow safe operating procedures and wear proper personal protective equipment the possibility of contracting a bloodborne disease is greatly reduced.

SELECTING PERSONAL PROTECTIVE EQUIPMENT

Janitors and housekeepers working in health care facilities must use personal protective equipment such as gloves. Single use gloves cannot be washed or decontaminated for reuse. Utility gloves may be decontaminated if they have not been compromised. If you are allergic to standard gloves, you must be provided hypoallergenic gloves or similar alternatives.

You should wear eye and mouth protection such as goggles and masks, glasses with solid side shields, and masks or chin-length face shields when splashes, sprays, splatters, or

droplets of potentially infectious materials pose a hazard through the eyes, nose or mouth. More extensive coverings such as gowns, aprons, surgical caps and hoods, and shoe covers or boots are needed when gross contamination is expected.

OTHER PROTECTIVE PRACTICES

If an your skin or mucous membranes come into contact with blood, you are to wash with soap and water and flush eyes with water as soon as feasible. In addition, you must wash your hands immediately or as soon as feasible after removing gloves. If soap and water are not immediately available, your employer may provide other hand washing measures such as moist towelettes. You still must wash with soap and water as soon as possible.
You must refrain from eating, drinking, smoking, applying cosmetics or lip balm, and handling contact lenses in areas where they may be exposed to blood or other potentially infectious materials.

Normal clothing that becomes contaminated with blood should be removed as soon as possible because fluids can seep through the cloth to come into contact with skin. Remember to use universal precautions and treat all blood or potentially infectious body fluids as if they are contaminated. Avoid contact whenever possible, and whenever it's not, wear personal protective equipment. If you find yourself in a situation where you have to come in contact with blood or other body fluids and you don't have any standard personal protective equipment handy, you can improvise. Use a towel, plastic bag, or some other barrier to help avoid direct contact.

Hygiene Practices
Hand washing is one of the most important and easiest practices used to prevent transmission of bloodborne pathogens. Hands or other exposed skin should be thoroughly washed as soon as possible following an exposure incident. Use soft, antibacterial soap, if possible. Avoid harsh, abrasive soaps, as these may open fragile scabs or other sores. Hands should also be washed immediately or as soon as feasible after removal of gloves or other personal protective equipment.

Because hand washing is so important, you should familiarize yourself with the location of the hand washing facilities nearest to you. Laboratory sinks, public restrooms, janitor closets, and so forth may be used for hand washing if they are normally supplied with soap. If you are working in an area without access to such facilities, you may use an antiseptic cleanser in conjunction either with a clean cloth or paper towels or you may use antiseptic towelettes. If these alternative methods are used, hands should be washed with soap and

running water as soon as possible.

Decontamination
Decontamination should be accomplished by using a solution of 5.25% sodium hypochlorite or household bleach diluted between 1:10 and 1:100 with water. The standard recommendation is to use at least a quarter cup of bleach per one gallon of water. Decontamination can also be accomplished by using Lysol or some other EPA-registered tuberculocidal disinfectant. Check the label of all disinfectants to make sure they meet this requirement.

If you are cleaning up a spill of blood, you can carefully cover the spill with paper towels or rags, then gently pour the 10% solution of bleach over the towels or rags, and leave it for at least 10 minutes.

If you are decontaminating equipment or other objects such as scalpels, microscope slides, broken glass, saw blades, tweezers, mechanical equipment upon which someone has been cut, first aid boxes, or other contaminated equipment, you should leave the disinfectant in place for at least 10 minutes before continuing the cleaning process.

Of course, any materials you use to clean up a spill of blood or potentially infectious materials must be decontaminated immediately, as well. This would include mops, sponges, re-usable gloves, buckets, and pails.

For large blood spills, you should generally contact custodial staff for cleanup. They are trained to do this and use disinfectant to decontaminate the area. However, if you are trained to do so, you can cleanup blood spills if the above procedures are followed.

Sterilization
Sterilization can be achieved using a number of techniques such as heat, irradiation; filtration; and chemical sterilization. In the microbiology laboratory, the most widely used sterilizers are autoclaves. Autoclaves eradicate micro-organisms by use of pressurized steam to cause thermal stress. To achieve a sufficient kill rate, it is necessary to raise the temperature such that even the most thermo-tolerant micro-organisms are inactivated.

Sharps
Needles and broken glass must be disposed of in sharps containers. Improperly disposed needles can cause injury.

Needles
Needles should never be recapped.
Needles should be moved only by using a mechanical device or tool such as forceps, pliers, or broom and dustpan.
Never break or shear needles.
Needles shall be disposed of in labeled sharps containers only.

Sharps containers shall be closable, puncture-resistant, leak-proof on sides and bottom, and must be labeled or color-coded.

When sharps containers are being moved from the area of use, the containers should be closed immediately before removal or replacement to prevent spillage or protrusion of contents during handling or transport.

Broken Glassware
Broken glassware that has been visibly contaminated with blood must be sterilized with an approved disinfectant solution before it is disturbed or cleaned up.

Other Sharps
There are safety dangers associated with accidental breakage of glass capillary tubes. These tubes are used for collection of blood in a variety of health care settings, including hospitals; ambulatory care facilities, physicians' offices, blood donation facilities, and blood testing centers.

Accidental breakage of the tubes has been reported when the tubes are inserted into putty for sealing and during centrifugation.

Blood can spatter, potentially exposing personnel to bloodborne pathogens. The broken glass fragments also can injure the user, resulting in exposure to blood. Breakage during use may result in a penetrating wound and blood inoculation to the user.

To reduce the risk, OSHA recommends that users consider blood collection devices less prone to accidental breakage and readily available, including capillary tubes that are not made of glass, glass capillary tubes wrapped in puncture-resistant film, products that use a method of sealing that does not require pushing one end of the tube into putty to form a plug, or products that allow the blood to be measured without centrifugation.

Signs, Labels, and Color Coding

Warning labels need to be affixed to containers of regulated waste, refrigerators and freezers containing blood or other potentially infectious material; and other containers used to store, transport, or ship blood or other potentially infectious materials.

These labels are fluorescent orange, red, or orange-red. Bags used to dispose of regulated waste must be red or orange red, and they, too, must have the biohazard symbol readily visible upon them. Regulated waste should be double-bagged to guard against the possibility of leakage if the first bag is punctured. Labels should display the universal biohazard symbol.

Emergency Procedures
In an emergency situation involving blood or potentially infectious materials, you should always use Universal Precautions and try to minimize your exposure by wearing gloves, splash goggles, pocket mouth-to-mouth resuscitation masks, and other barrier devices.

If you are exposed
If you are exposed, however, you should wash the exposed area, report the exposure, fill out a report form, and request testing.

1.Wash the exposed area thoroughly with soap and running water. Use non-abrasive, antibacterial soap if possible. If blood is splashed in the eye or mucous membrane, flush the affected area with running water for at least 15 minutes.
2.Report the exposure to your supervisor or instructor as soon as possible.
3.Fill out an exposure report form. This form will be kept in your personnel file so that you can document workplace exposure to hazardous substances. This form can be obtained from your Safety Department.
4.You may also request blood testing or the Hepatitis B vaccination if you have not already received it.

Hepatitis B Vaccinations
Employees who have routine exposure to bloodborne pathogens, such as doctors, nurses, first aid responders, and similar occupations, must be offered the Hepatitis B vaccine series at no cost to themselves. The employees have a right to refuse the vaccination but will need to complete a form documenting their decision not to accept the vaccination.

Record Keeping
Medical records are to be retained for each employee with occupational exposure of bloodborne pathogens for the duration of employment plus 30 years. These records must be

confidential and must include name and social security number; hepatitis B vaccination status, and results of any examinations, medical testing and follow-up procedures; a copy of the healthcare professional's written opinion; and a copy of information provided to the healthcare professional.

Training records must be maintained for three years and must include dates, contents of the training program or a summary, trainer's name and qualifications, names and job titles of all persons attending the sessions.

Medical and Training Records
The Bloodborne Pathogens Standard requires both medical and training records be maintained. For at least the duration of employment plus 30 years, and must be kept confidential not disclosed without written permission of employee, except by law and separate from other personnel records.

Chapter 5: CLEANING PROCEDURES AND TIPS

CLEANING PRINCIPLES

Cleaning can be a rewording and sometimes fun! It helps to know the basic cleaning principles. First look at what it is you want to clean Do you know where the dirt came from If not don t worry. I will give you some ideas on how to find out It s also important to know the different cleaners and when to use them.

Let s get familiar with some basic cleaners
Abrasives work like sandpaper and physically remove dirt. They come in powders, liquids and tools like brushes, sponges and pads.

Acid is the opposite of alkaline and can be used to remove rust stains, water deposits and even clean clogged pipes. Depending on its pH level the lower from 7 the more powerful. 7 being neutral and anything higher is considered a Alkaline. Some acids include lemon juice, (citric acid) vinegar, (acetic acid) and hydrochloric acid.

Alkaline can be used to remove heavy oil and grease, wash windows. Clean coffee and tea stains and dissolve grease. Alkaline include banking soda, ammonia, TSP, acronym for TriSodium Phosphate, and lye.

Bleaches used to bleach out a discoloration by removing or adding oxygen. Bleaches are also used to disinfect because of their ability to kill germs safely. Bleach types include oxygen bleach which adds oxygen, reducing bleach which removes oxygen, and peroxide.

Detergents have the ability to lower surface tension and of deflocculating soil and dirt clumps and keeping them in suspension, so they can be washed away. Detergents are typically considered to be both water and oil soluble, which serves as an emulsifying agent. Detergents are used to clean both soil and grease. Detergents include laundry cleaners or synthetic detergents and soap.

Solvents are capable of dissolving another substance to form a uniformly dispersed mixture. They are chemically capable of dissolving oily and greasy soils and stain and speed up drying time because they evaporate faster than water. The types of solvents are water miscible or wet solvents like alcohol and butyl cello solve, and water immiscible or dry solvents like OMS, acronym for odorless mineral spirits and kerosene.

Enzymes are microorganisms engineered to break down protein and oil into their basic components. Enzymes are sensitive to pH changes and chemical reactions.
Now you have the knowledge of what the basic cleaners do. So now we need to identify the problem.

Some grime you might already know.
Some might be more complicated.
Food might automatically be considered a protein; some foods like juices and condiments contain dye.

Urine is a protein but it s also very acidic and may require a combination of enzyme and alkaline to completely remove it.

The pH Scale
In chemistry, pH is a quantitative scale for measuring the acidity or alkalinity of liquid solutions. The scale runs from the number 0 to 14. The number 7 on the pH scale is neutral, not acid or base. The number 0 on the pH scale is a strong acid. The number 14 is a strong alkali. In the cleaning industry the word “alkali is used to denote base So the pH scale runs from 0 acid to 14 alkali.

On the pH scale each full number increase represents a tenfold increase of the acidity or alkalinity of the solution. It is a geometric progression by the number 10. So pH of 1 is 10 times more powerful than pH of 2. The pH of 3 is 100 times more powerful than pH of 4.
The numbers on the scale denote the “strength characteristics of the solution not the “quantity or dilution of the solution. Whether you have a drum of lye or a table-spoon of lye they both have the same strength characteristics pH.

COLOR CODING OF CLEANING SUPPLIES

Why Color Coding is Important?
Color coding cleaning supplies improves training and communication. It is an intuitive visual coding system, removing language and literacy barriers when training a diverse workforce in proper cleaning processes. Color coding also provides supervisors with quick visual indicators for monitoring employee activity to prevent tool or chemical misuse.
Examples of the Use of Color Coding of Supplies in Cleaning:
Red: High bacteria areas for example restrooms with toilets and urinals.

Red cleaning supplies are used in areas of the restroom that have higher bacteria

concentrations, where sanitation is a priority. Particularly toilets and urinals should have a high priority.

Yellow: Specialty cleaning for gymnasiums and laboratories.

Use for sinks and general restroom cleaning, to prevent cross contamination from toilet and urinal areas. May also be used for specialty cleaning activities such as gymnasiums, laboratories and floor-care projects.

Green: Foodservice areas for example cafeterias and kitchens.

Green cleaning supplies should be used in areas that come into contact with food, including kitchens, cafeterias and employee break rooms. Or for example, a separate color could be used for food preparation areas for an added degree of safety. For example, in food preparation areas, one color, for example a light lime green, could be used for raw meats and another color for preparation of fruits, vegetables, and lettuces, for example a deep woods green.

Blue: General use for example offices, hallways and classrooms.

Blue is used for general cleaning in offices, entrances, hallways and reception areas.

Color Coding Prevents the Misuse of Chemicals
The use of color coding for cleaning supplies prevents the misuse of chemicals and reduces the transfer of harmful substances by separating potentially hazardous cleaning chemicals into their appropriate areas. For example, mopping solutions can be coded for a specific floor to avoid the use of caustic chemicals that may permanently damage the surface.

Simplifies Supply Management
By keeping cleaning tools in their proper areas, color coding allows custodial departments to keep better track of their equipment and supplies. Productivity increases when employees no longer have to search for misplaced tools or proper cleaning equipment.

Improves Efficiency
Color coding enhances the professional appearance of employees and increases their efficiency by making it easy to organize the cleaning process.

Of course every facility is unique. The colors discussed here are just the common colors used in color coding. Additional colors may be used for specific applications, such as color

coding types of chemicals for use with specific flooring materials or counter tops.

In addition, color tape or decals can be applied to your existing or off the shelf cleaning supplies. This gives you the ability to easily change cleaning applications and reassign supplies to different areas or functions as required. For example, color coded decals can be used to change supplies from the general use blue coding to the bathroom red coding.

It is never recommended to reassign any red labeled cleaning supply. Certainly if any red coded supplies are reassigned to any other areas, the supplies must be thoroughly decontaminated, cleaned, and sanitized by disinfection or sterilizing. It would make good sense to dispose of the red supplies and purchase new ones instead of risking cross contamination.

The next figure shows a series of colored and white brushes used in cleaning. Color coded decals or tape can be placed on the handles of the white brushes to achieve color coding.

Chapter 6: Cleaning Office Buildings

As mentioned above there are many different areas in office buildings, hospitals, and schools that require cleaning. Office buildings have restrooms with toilets, urinals, trash cans, and sinks to be cleaned. They also have restaurants, cafeterias, and kitchens that are food service areas. In addition, office areas have entry ways, hallways, and classrooms that must be cleaned. And finally there are specialized areas such as gymnasiums and laboratories that must be cleaned. In this chapter we will address cleaning the areas mentioned above; as well as mirrors, walls, floors, window coverings, upholstery, televisions, and computers.

CLEANING RESTROOMS

We will start with cleaning restrooms The fact is that at least percent of the public s complaints about buildings concern the upkeep of restrooms. According to industry professionals, there is an increase in public awareness of what one can acquire from dirty restrooms. Because of this, owners, operators, manufacturers, distributors and suppliers are all working hard to come up with systems and processes to make cleaning easier, safer, faster and better.

Restroom Deep Cleaning

Indeed, relatively recent innovations in restroom cleaning range from ergonomically designed toilet-bowl brushes and environmentally safe citrus-based cleansers to color-code and even touch-free cleaning systems.

Combined with old-fashioned common sense and attention to detail, the new cleaning improvements make it easier and safer than ever to leave a restroom spotless.
Because the definition of ‘clean is very subjective and varies from one environment to another, it is important to determine what is required in terms of cleanliness. One definition of clean is “free from dirt or impurities

With the exception of critical care areas, such as those found in some health care facilities or food service environments there are few, if any, broadly established cleaning standards.

Toilet Cleaning Today

A workable cleaning schedule is important. Most restrooms are cleaned once a day and sometimes monitored throughout the day. Restrooms with high traffic volume, such as those

in airports, restaurants and other establishments may need attention hourly. According to experts, managers and operators who thoroughly assess the overall use of each restroom in their facility will have far fewer restroom complaints.

Those who devise cleaning schedules that accommodate the need for regular cleaning and maintenance, as well as incidental and as-needed cleaning will not hear any complaints.

Top Five Restroom Complaints
Once the cleaning basics have been established – how clean and how often – cleaning professionals still face every restroom s “Top Five These are the five typical restroom complaints and the most common cleaning challenges that workers face. They are:

1) Cross-contamination hazards
Soap and towel dispensers that don t work
3) Unsightly garbage
4) Soiled or stained surfaces
5) Persistent odors

CROSS-CONTAMINATION

There are a number of ways to prevent the spread of germs when cleaning a restroom. Experts say, first kill the germs by using disinfectant solutions properly. In order to achieve disinfection, it is important to carefully follow label directions on the cleaner container. More often than not, the directions will include specifics on how the cleaner is to be applied, as well as the length of time that it should remain on surfaces in order to achieve the required disinfection levels.

Other recommendations include using a color-coded system when cleaning. With a system like this, tools that are one color can be used for cleaning toilets, while a different color can be reserved for intense work.

This type of system will make sure that management as well as the cleaning staff doesn t use any of these tools outside the restroom.

SOAP AND TOWEL DISPENSERS THAT DON T WORK

This is a case where back-ups make sense.
Managers may want to consider offering patrons both hand towel machines and hand blow

dryers. This is an alternative solution if one or the other is out of order. Frequent service, repair, and replacement of machines also help eliminate this common complaint.

UNSIGHTLY GARBAGE

Regardless of whether a restroom is disinfected properly, unsightly garbage can make it appear unsanitary. Studies show that people often use a paper towel on door handles when leaving restrooms If a garbage receptacle isn t near the door they often drop the towel on the floor.

Analyzing traffic and these types of use patterns will help determine whether alternate placement or additional receptacles are needed.

SOILED OR STAINED SURFACES

An obvious first step in cleaning would be removal of visible soiled surfaces.

The nature of the surface and the soil will affect which tools and cleansers to use. For instance, degreasers might be just the solution for some of the surface stains found in fastfood restaurant facilities.

Industry manufacturers advise that users proceed with caution when using various cleansers. There are many very aggressive cleaners which can remove soil from surfaces, but will also harm finishes.

Surface damage only makes maintaining cleanliness and appearance that much more difficult in the future. Thus, selection of the mildest, yet effective cleaners is the best approach to balance these factors.

PERSISTENT ODORS

When dealing with this common complaint, building managers are advised to look down – at the grout or the floor drain.
Often times, odor-causing bacteria can be found in grout lines where mops may not reach. If this is the case, it may be helpful to re-evaluate the products used to do this cleaning. Bacteria must be killed to remove odor. Other times the best thing to do is to look up, because light fixtures and even ceilings can harbor bacteria or mildew spores. It is important

to note that thorough ventilation can reduce odors in high humidity areas such as restrooms. Make sure all air vents are cleaned.

Managers dealing with a lot of in and out restroom traffic, such as those found in schools and airports should carefully assess regular cleaning schedules to make sure these problems are addressed.

INNOVATIONS

When it comes to cleaning restrooms, manufacturers found that a thorough assessment of cleaning procedures is what led to some of the best innovations.

After spending many years evaluating restroom cleaning and the various procedures called for, manufacturers found two overall problems.

First, there was a very high turnover among employees and training was an issue within janitorial departments.

Second, many janitorial departments rarely updated the tools they used for cleaning, many of which were not ergonomically designed.

In response, the cleaning supply industry soon introduced various ergonomically designed tools. These were designed to reduce back pain through the use of longer handles, which also kept a worker s face away from the toilet bowl containing chemicals and fumes Manufacturers have commented that the use of these types of products will not only make cleaning easier and safer for workers, they will also result in worker retention.

Many of the improvements offered by manufacturers, suppliers, trainers and others in the industry have had a similar value-added impact on restroom cleaning.
Microfiber mop heads and cloths adhere to dirt more efficiently and are easier to lift than traditional “spaghetti mops because they weigh less

Why use microfiber supplies?
Microfiber cleaning cloths provide a non-toxic and chemical free cleaning solution. They are outstanding for allergy and asthma sufferers, as well as anyone with chemical sensitivities. They also provide a healthier cleaning solution because microfiber cleaning supplies can be used without cleaning agents, soap, or detergents. In addition they are gentle on furniture, mirrors, windows, and porcelain as the fiber is fine and it does not leave scratches, mist or

marks.

Microfiber mop heads and cloths are also more environmentally friendly because they use less water they re washable and reduce the amount of trash left at the end of the cleaning day.

Environmentally friendly green cleaning is a trend that has grown stronger in recent years. Many manufacturers have introduced tools that are designed specifically for recycling whenever green cleaning tools wear out. Instead of replacing the entire tool when a part breaks, many manufacturers provide replacement parts.

In addition, many workers use squeegees and water to clean restroom mirrors and windows. The benefit is that departments will use fewer chemicals and will not find trash bins filled with paper towels as a result of cleaning.

Cleaning chemicals should also be considered in green cleaning. There are many manufacturers that provide cleaning products certified with Green Seal.
These new innovations make it easier for companies to accept green cleaning into their programs.

WHAT DOES CLEANING GREEN ENTAIL?

First, a definition Green Cleaning is cleaning to protect health without harming the environment. Basic principles of Green Care are listed below.

Focus on entryways inside and out. An important goal in cleaning green is to trap and remove dirt and pollutants before they enter the building and to frequently clean the entrances and entryway mats.

Minimize particles and chemicals in the air by mechanically capturing dust and dirt, using course spray for chemicals and applying the cleaner to the cloth rather than spraying the surface to be cleaned.

Use chemical management systems for accurate product dilution. Train employees to use chemicals properly to minimize waste and maximize cleaning efficiency, an important element of cleaning green.

You should empty vacuum bags at the end of shifts or when half full for cleaner and more

efficient operating.

Ensure proper vacuuming, extraction, rinsing and drying. Carpets can be a host for moisture problems and mold growth. Green cleaning means minimizing these problems.
Focus on preventative measures. Janitorial staff washes their hands and keeps equipment clean and well maintained.

Focus on touch-points. These are door handles, bright work and other areas where people come in contact with the facility or its fixtures. Focusing here makes cleaning green easier. Apply disinfectant in restrooms properly and make sure the chemical has proper dwell time so that soil is thoroughly removed using less product. Use labels on chemical cleaners for proper use and review the Material Safety Data Sheets.

Promote safety and prevent cross-contamination. Safer products and proper use and storage of chemicals help create a safer environment. As discussed earlier, color-coded tools ensure that pollutants don t get carried from one area such as a restroom to another room.

Whenever possible use Green Cleaning Chemicals and Products Green Seal s Standard for Industrial and Institutional Cleaners (GS-37) certified chemicals for general purpose, washroom, glass, and carpet cleaning.

Use hand soaps that do not contain antimicrobial agents except where required by law or regulations for example healthcare or food preparation.

Microfiber dusting cloths and flat mops to collect dust and dirt pick up dust with minimal water and chemical use. These out-perform traditional dusting and mopping materials and can often be used to remove soils without the need for chemical compounds. Micro-fiber materials can be washed and reused to minimize paper towel waste.

Use of Effective Janitorial Equipment
One example of effective janitorial equipment that is environmentally friendly is the highspeed burnisher with dust control attachments that captures fine particles.

Carpet extractors and automatic floor scrubbers that reduce water consumption are also effective janitorial equipment.

Green cleaning includes the use of “Green Paper products These paper products are rated

for recycled content in janitorial paper products bleached without the use of chlorine or its derivatives. In addition, paper products dispensed from large rolls to minimize packaging and waste are used in Green cleaning. Folded paper towels are discouraged.

“Hands-free paper towel dispensers that reduce the potential for cross-contamination and high-capacity dispensers that promote waste-reduction by controlling towel usage are on the list of “Green Paper products

For all the innovations in the industry, the need for common sense and attention to detail is as great as ever. Training employees properly is a task that experts say should always be at the top of a building manager s “to do list Industry professionals emphasize that it is important to have the proper tools when cleaning, but it may be even more important to have the proper training.

Attention to Detail
Just look at a restroom, any restroom. The entire area may be clean and sparkling, but what about the dirt build-up around stall posts or behind toilets or baseboards. Everything must be cleaned properly or the restroom isn t clean

When cleaning toilets, one of the most important parts is the underside of the lip of the toilet. This is where urine and feces can be splashed and lime, calcium and rust stains can build up That s where bacteria and germs can form quite easily causing a filthy toilet Cleaning the underside of the toilet is extremely important.
Dusting a restroom is also a critical part of your job. Dust, bacteria and germs can settle in vents, on tops of overhead ledges and, of course, on vents.

Cleaning and Sanitizing
Remember there is a difference between cleaning and sanitizing. Cleaning is washing or wiping a surface Cleaning removes dirt dust and debris but it doesn t kill bacteria

Sanitizing kills bacteria.
There are two ways to kill bacteria.

1.One is to use high temperature water, similar to very hot water used in a dishwasher. Hot water sanitizes the dishes and kills bacteria That s not logical for restrooms but you can use an approved sanitizer after cleaning to kill bacteria. Steam cleaners are commercially available.

2.Another way is cleaning and sanitizing. Cleaning and sanitizing is required in making surfaces free of bacteria. Remember that cleaning and sanitizing are two different systems and both are required when servicing restrooms and other areas.
Some sanitizers are called disinfectants and some products combine cleaning and disinfecting ingredients into one product. These combined products work well only on surfaces that are already relatively clean. For dirtier surfaces it is important to clean first and then apply a separate disinfectant.

For the disinfectant or sanitizer to be effective, it must remain in place for at least 10 minutes.

Deep cleaning of restrooms needs to be done at least weekly. However, a deep cleaning may also be required when cleaning a restroom for the first time, or when you encounter a particularly dirty situation. High traffic restrooms may need a deep cleaning once a day even if routine cleaning is done more frequently.

Most deep cleaning can be done with regular chemicals by mixing with less water so that they are more effective. In addition, it may be necessary to spend more time removing soils using brushes and scrub pads.

Steps to Cleaning a Restroom
Don t allow your restroom to become the source of customer or employee complaints Adhere to the following guidelines to insure a cleaner, healthier restroom environment.

GET READY TO CLEAN.
When you are preparing to clean a bathroom, first make list of duties and cleaning supplies that will be required for each job. You should make certain the supply closet is clean and contains the proper supplies and equipment. An example list of cleaning supplies is provided below.

1.Disposable Latex Non-Medical Gloves these gloves come in large, medium, and small sizes.
2.Safety Goggles or Safety Glasses
3.Toilet Bowl Swab
4.Microfiber Mop System
5.High Density Trash Liners 32 Gal.
6.General Purpose Cloth
  Extendible Lamb s wool Duster

8.Glass Cleaner Windex® is a common commercially available glass cleaner
9.Cleaner/Disinfectant Lysol® Brand Disinfectant All purpose Cleaner with Bleach and Antibacterial Scrubbing Bubbles® Bathroom Cleaner are common Cleaner/Disinfectants. There are other commercially available Cleaner/Disinfectants for professional cleaning services.
10.Kleenex® Cottonelle Toilet Tissue
11.Health Guards Regular Toilet Seat Cover Refill
Figure 40 Items for cleaning the bathroom
12.Sanitary Napkins or Tampons
13.Paper Towels
14.Hand Soap
"Wet Floor signs

DISINFECT TOILETS, SINKS AND SURFACES

Before disinfecting toilets, sinks and surfaces make sure you are wearing the proper safety items such as gloves and protective eyewear. Be sure to review the MSDS for each chemical that you use. Spray all fixtures with the correct chemicals to allow time to "soak in Wipe clean.

RESTOCK EXPENDABLE SUPPLIES

When you are restocking expendable supplies, always make sure you fill the dispenser with the correct size paper or soap product. Be sure to secure the dispenser after it has been filled.

EMPTY, CLEAN AND RE-LINE WASTE RECEPTACLES

The next job will be to empty, clean and re-line waste receptacles. You should make sure all litter is picked up prior to emptying the receptacles. Use the correct size liners and taper the excess liners by tying on one corner.

SWEEP OR DUST MOP FLOORS

Depending on the floor surface, you will either sweep or dust mop the floor.

CLEAN SINK AND COUNTERS

The next job will be to clean the sink and counters. First, remove all debris from counters. Start at the backsplash of the counter and work towards the drain. Be sure to dry all surfaces.

CLEAN MIRRORS

To clean the mirrors, start in one corner and work from right to left. Use circular cleaning motions for best results. Inspect for streaks and smudges.

SPOT CLEAN WALLS, PARTITIONS, BRIGHT WORK

Spot cleaning is the next job. Using the proper chemicals spot clean all vertical surfaces starting at the bottom and working your way up. Clean all bright work. Bathrooms don't just need to be clean, they need to shine. All that white porcelain, bright work and tile work demands weekly, if not daily attention.

Cleaning Toilets
WHAT YOU NEED:
1. Goggles or glasses.
2. Toilet brush.
3. Gloves.
4. Cleanser for inside of bowl.
5. Cleanser for outside of the toilet.
6. Paper towels or cloths.

REMOVE EVERYTHING FROM AROUND THE TOILET.

Cleaning the toilet is a messy job, and there's always the chance of splashing cleanser or toilet water outside of the actual toilet. Prevent extra cleanup by removing all excess items from around the toilet. Don't forget to remove anything on top of the tank to prevent dropping items into the bowl during cleaning.

FLUSH AND ADD CLEANING SOLUTION.

Flush the toilet with the lid down to prevent splashing or spraying. Add your choice of powdered, liquid, or gel cleanser to the bowl. Try to apply the cleaner as close to the toilet rim as possible to prevent diluted cleanser.

CLEAN THE EXTERIOR OF THE TOILET.

While the cleansing solution soaks into the toilet grime in the bowl, clean the outside of the toilet. Start at the top to prevent dripping on already clean surfaces.

Spray the tank, handle, and tank edges with cleaner and wipe down.
Next do the outside lid of the toilet.
Finally wipe down the entire bowl. Start with the sides and front before cleaning the bottom edges of the toilet where it meets the floor.

CLEAN THE TOILET SEAT.

The toilet seat should never be neglected. It is the part of the toilet that comes into actual contact with people, and it needs to be cleaned thoroughly. Raise the seat. Spray the seat, inside lid and the rim of the toilet with cleanser.

Wipe down the lid, seat, and hinges at the back of the toilet seat. Some toilets have hinges that will pop open to allow better access for cleaning.

CLEAN THE INSIDE OF THE TOILET BOWL.

Begin cleaning the bowl from the top down. Always begin scrubbing under the rim first. Look under the rim to get all the stains and grime scrubbed away.

Even though there are many commercial products available, Lime-A-Way® is a commercial product that is a concentrated blend of mild organic and mineral acids formulated to remove calcium and other hard water mineral deposits from under the rim of toilets. It has a pleasant fragrance and is easy to use. It removes rust, calcium and lime build up from toilets and it effectively cleans even the toughest hard water stains.
Next scrub the bowl. Finally scrub the hole at the bottom of the toilet.
Always flush the toilet with the lid down.

WIPE UP ANY DRIPS OR SPILLS.
Wipe up any drips of cleanser or water that may have occurred.
Put away tools and trash. Replace the items removed at the beginning of the cleaning process.

TIPS FOR CLEANING TOILETS

1. Wear eye protection when cleaning a toilet. It prevents splatters of toilet water and cleaner. You may also want to use gloves to prevent contact with your hands.
2. Flush the toilet with the seat lid down to prevent splattering and splashing.
3. Do not use sponges when you scrub a toilet. Sponges are a great way to breed bacteria, and there are already enough in bathroom. Paper towels are great options because they are thrown away. If you use reusable cloths or microfiber cloths, wash them immediately in their own load on hot water with bleach.

In summary, to properly clean a toilet you should use the appropriate germicide to clean the seat cover top and bottom. Then lift seat cover and clean underside and top of toilet seat, under side and bowl rim, and finally clean the handle and exposed plumbing. Flush toilet with seat down and leave the seat up to indicate you have cleaned commode.

Cleaning Urinals
Some cleaning tools and materials for cleaning urinals are listed below.
1.Bowl swab
2.Trigger sprayer
3.Clean cloths
4.Gloves and goggles
5.Toilet bowl cleaner
6.Cleaner disinfectant, liquid or foam aerosol
In addition to toilets, urinals need to be cleaned, disinfected and deodorized. Disinfecting the urinal reduces the growth and spread of bacteria.

PROCEDURES FOR CLEANING A URINAL

Remember to put on gloves and goggles, and then clean the inside of the urinal.
First, apply 1 to 2 ounces of bowl cleaner evenly onto the bowl swab. Then swab the entire inside surface, under the rim, and where the water outlets are located.
Next, flush urinal and rinse bowl swab thoroughly. Set bowl swab aside, placing it into a carrying container.

Clean and disinfect the flush handle and all the chrome around the urinal. Wipe it dry.
Next, clean the outside of the urinal by spraying with a cleaner disinfectant. Pay special attention to the underside of the outside of the urinal. Wipe with a clean cloth.
Use a new cloth to start the next urinal. Toss used cloth to be laundered.

Mopping Restroom Floors
Cleaning Tools and Materials needed for mopping restroom floors.
1.Pump up sprayer and one bucket with wringer or Two buckets with wringers
2.Wet mop
3.Broom and dust pan
"Wet floor signs
5.Gloves and goggles
6.Cleaner/Disinfectant
7.Cleaning Procedures:
The bathroom floor is mopped to clean and disinfect it and to eliminate odors and bacteria.

PROCEDURE FOR MOPPING A RESTROOM FLOOR

First, put on gloves and personal protection equipment. Remove all movable obstacles from the floor.
Sweep floor and pick up pile with dust pan.
Position the mop bucket or buckets outside door.
Place "Wet floor sign at the entrance

Use either the spray down, mop up method or the two bucket method to get cleaner disinfectant on the floor.
Apply product on floor, starting in the farthest corner.
Work moving backwards towards the door.
Be sure to get disinfectant around toilets, under urinals and under sinks.
Allow to stand amount of time recommended by manufacturer s directions
Dip wet mop into clean water rinse. Wring out dry.
Start at the farthest corner and pick up disinfectant solution that is on the floor.
Dip mop in rinse water frequently. Continue until all disinfectant solution has been picked up.

CLEAN UP AFTER MOPPING

Always clean up after mopping the restroom floor Most facilities have a janitor s closet with a deep well sink and cabinets for supplies. Use this sink to empty the bucket or buckets and sprayer should. And then, you should rinse the mop. All of the tools and materials should be stored properly.

REMOVE CAUTION SIGN AND INSPECT WORK
Review all of the jobs that you just completed. Make sure all dispensers are full, mirrors are streak free, and all fixtures are clean.

Cleaning a Laundry
Cleaning Tools and Materials needed are listed below
1. Vacuum with hospital grade filter, dusting tool
2. Deck brush
3. Mop bucket with wringer
4. Clean cloths
5. Wet/dry vacuum
6. Pump up sprayer
7. Trigger sprayer
8. Clean bucket for rinse water
9. Gloves and goggles
10. Cleaner disinfectant
Laundry rooms must be cleaned to prevent possibility of cross contamination. The laundry is a central location for linen that gets redistributed throughout the facility.

Procedure for Cleaning the Laundry Room

DAILY PROCEDURES
Daily procedures for cleaning the laundry room will include
First put on gloves and goggles.
Next, you should the empty waste receptacles. Remember to tie the liner and dispose of the waste properly. And then, spray the waste receptacles with disinfectant from trigger sprayer, inside and out and wipe them dry with a clean cloth.
Damp dust with a cleaner disinfectant sprayed on a cloth. Rinse used cloth in clear water, reapply disinfectant to continue. All sills and ledges, outsides of wash and drying machines and loading doors should be cleaned. Tables for folding linens should also be cleaned. Vacuum floor surface to remove all lint.
Using a deck brush and water from the mop bucket, remove any accumulations of soap on the floor surface. The last job is to damp mop floor with a cleaner disinfectant starting at the back of the room and mopping to the door Remember to place the “Wet Floor sign at the door
Pick up solution with a wet dry vacuum.

WEEKLY PROCEDURES
Wash walls completely. To wash the walls fill the pump up sprayer with diluted cleaner

disinfectant. And then, spray walls from bottom up. Next, wipe walls dry.
Clean any or all overhead pipes with vacuum dusting tool.
Wash all linen carts. Use trigger sprayer and spray all surfaces with cleaner disinfectant. Let the solution set for a few minutes and then wipe dry.

PERIODIC CLEANING PROCEDURES
The linen storage cupboards should be emptied and cleaned with a cleaner disinfectant.
Washing Walls
Cleaning Tools and Materials needed for washing walls and wall partitions are listed below.
1.Trigger sprayer
2.Clean bucket
3.Clean cloths
4.Gloves and goggles
5.Cleaner disinfectant
6.Cleaning Procedures:

Walls and Wall Partitions are washed because dirty walls are unsanitary. Dirt acts as a breeding ground for bacteria. In addition, dirty walls make the room appear dull.

PROCEDURE FOR WASHING WALLS AND PARTITIONS

Put on gloves and personal protection equipment.
Using a trigger sprayer filled with diluted cleaner disinfectant, spray solution on walls, starting from the bottom and working your way up.
Wipe walls clean from the top down using a clean cloth.
Rinse cloth frequently in clear water rinse.
Thoroughly clean the underside of the partitions. This area becomes dirty from urine splash and needs daily attention.

Window Washing
Cleaning Tools and Materials needed for washing windows.
1.Window squeegee
2.Clean cloths
3.Window tool and bucket or Trigger sprayer
4.Window cleaner
5.Gloves and goggles
6.Cleaning Procedures:
You should pay particular attention to cleaning windows. Clean windows add to the overall

impression of cleanliness. More light comes in clean windows, improving the outlook of those inside the building. Windows need to be cleaned more often in colder weather.

Remember, condensation and temperature fluctuations encourage streaking and dust accumulation on windows. In addition, oils in exhaust and cooking deposit on the glass surfaces in colder weather.

PROCEDURE FOR WASHING A WINDOW

Put on gloves and goggles. Open drapes and raise venetian blinds or shades.
Next you should clear window sill of obstructions. Clean window sills inside and out using glass cleaner and a clean cloth.
Cover window with window cleaner solution using a trigger sprayer or window tool.

USING A SQUEEGEE

Remove solution and dirt from window using a squeegee. Move the squeegee from side to side or in a figure eight motion, or move it from top to bottom of the glass. Wipe off squeegee with clean cloth after each stroke.

After using the squeegee, wipe the glass dry with a clean cloth. When finished, wipe off window sills with a clean cloth. Clean window frames with window cleaner and a clean cloth. When complete, close drapes and put blinds or shades in place.
Clean and return tools and materials to storage area.

Dusting
Prevent dust by using two entrance mats at each entrance. One just outside the door and one just inside the door will reduce the amount of dust, dirt, and debris that enters your facility.

Check and maintain your air filters to make sure they are functioning properly. Air filters will last between 1-3 months, but should be changed as they become clogged with dirt and debris.

By keeping windows closed, you'll prevent dust and debris from blowing into your home. Double check your window and door weather-stripping to make sure it is still functioning properly.

There are many dusting products on the market, but each one has its own set of pros and cons. Use the right dusting tool for your jobs. Microfiber cloth dusting supplies is a favorite. If you use a furniture oil or polish, be sure to follow the directions and don't overuse the product. Overuse or improper use can lead to a buildup on your furniture or clouding of the wood surfaces.

Dust from top to bottom to prevent going over surfaces more than once. Sometimes you may need to wet dust after you dry dust. Always dry dust first. Be careful about allowing even a small amount of water on wood surfaces.

CARE FOR FLOORS

CARE FOR WOOD FLOORS
Regular cleaning keeps wood floors and furniture looking their best. All you need is a good vacuum or microfiber dust mop, a soft cloth, and Murphy Oil Soap. It's easy!
Vacuum your floors and dust furniture daily. Gritty dust can scratch wood surfaces. For effective vacuuming, use a Windsor with Sensor technology. It will automatically adjust to your floor type

And for effective floor cleaning, use the microfiber mop system for both dry dusting and wet mopping. Mop up spills right away to avoid stains.

Cleaning wood floors regularly with Murphy Oil Soap Original Formula is easy. Dilute Murphy s in a bucket according to directions. Use a microfiber wet mop.

Wipe up any excess water with a soft, dry cloth or dry dust mop.
Murphy s isn t just for wood flooring and furniture It also safely cleans laminate flooring and many other surfaces.

CLEANING MARBLE FLOORS

Marble is often used for floors in commercial office buildings and hotels in lobbies in entry ways, halls, and lobbies. Janitors are required to maintain these floor materials.
Marble is generally polished, and unless sealed it is porous and easily stained. Marble is also able to be etched by acids. Marble may be stone, but it stains easily, so you need to wipe anything off that is spilled on it immediately, as you would on a wood surface.
Regular cleaning includes washing marble surface with lukewarm water and wipe dry with a clean cloth. Wiping marble surface with a damp chamois is suggested as it will not leave

streaks.

Unsealed Marble that has become dull can have a shine brought back to it using a commercial marble cleaner and polish. For badly damaged marble surfaces, if it's scratched or etched by excessive wear, you will most likely need to have it professionally polished. Marble professionals have the right equipment for the job and know how to use their tools properly.

There are different types of stains that can affect marble. Organic stains, such as tea or coffee. These stains will need a poultice soaked with 20% peroxide and a few drops of ammonia.

Stains that are oil based, such as the oils from butter, lotions need attention right when the spill occurs. You can do this by spreading the surface with ordinary household corn starch. Let it stand for a few hours, Scrub with a stiff brush and hot sudsy water. Or wipe with a dampened cloth of ammonia.

A commercial rust remover can be used to remove rust stains from an item such as a metal lamp on the surface or metal container. Acid stains, from citrus fruits juices and carbonated beverages should be wiped up immediately; they can etch and dull the surface. If stains seem to be impossible to remove, your Marble professional will be able to help remove them and bring the beauty back to your surface.

CLEANING LINOLEUM AND VINYL FLOORS

Proper care of your linoleum or vinyl floor prevents damage, extends its life and keeps it looking like new for years. You should always vacuum or dust hard floor surfaces before mopping.

Linoleum floors generally require only warm water for cleaning. Most detergents won't rinse clean leaving behind a sticky residue. That residue becomes a magnet, attracting dirt off the bottom of shoes. It builds up, deteriorating the sealant and leaving you with the hard job of stripping and waxing.

If you find your floor requires a cleanser, use Ivory® Liquid dish soap or equivalent. Fill your bucket with suds, mop away then rinse. Ivory rinses clean so the sticky buildup never causes problems. Other detergents can be too harsh for the floor so stick to Ivory or an equivalent. Mix dish soap in a spray bottle of water as an all-purpose cleaner. It's

inexpensive and quite a good cleaner.

Some linoleum floors have grooves so deep you can sink a submarine. Grab a nylon bristle brush other brushes might scratch the floor. Then, fill your bucket or sink with warm water add a good squirt or two of the dish soap and scrub the floor; and then rinse. Your floor needs this deep cleaning only twice a year.

What to do about black heel marks. Not a pretty sight. Spray a little WD-40® on a towel; lightly rub and they disappear without scrubbing. Rinse thoroughly with sudsy water or the floor might be slick.

Carpet Care
Maintaining carpet through regular vacuuming, deep cleaning, and stain removal has many benefits:

Extend the life of the carpet as ground in soil particles weaken carpet fibers
Provide a fresh clean look to a room
Making a room smell better
Helping allergy and asthma sufferers by removing germs and dust, thus better Indoor Air Quality

VACUUMING

Dirt and grit damage carpet by rubbing against the fibers. Regular vacuuming prevents the deep abrasion that ruins carpet. Remember to change the disposable bags often. Loose threads should be cut off with a scissors.

DEEP CLEANING

Carpet should be deep cleaned with hot water extraction or steam cleaning every 12 to 24 months. Steam cleaning involves spraying a high pressure solution of water and detergent onto the carpet and vacuuming the dirty solution out.

SPOT REMOVAL

It is very important that all stains get prompt attention since stains can be better cleaned right after they happen. Follow these steps when removing a stain.
Remove excess wet stains by blotting with a clean absorbent cloth (use a wet/dry vacuum

for large stains) and dry stains by scraping with a dull edge. Always blot or sponge stains, scrubbing can spread stains and damage carpet fibers.

Apply cleaning solution to a clean absorbent cloth or paper towel. Do not soak the carpet. Working from the edges of the stain to prevent spreading, blot until no more stain is absorbed. If necessary, use your fingertips to work the solution to the base of the stain. Wait 3 minutes for the solution to work.

Apply clean water to another cloth or paper towel. Blot to remove any residue.
Carpet fibers may later absorb deep stains. More cleaning may be necessary.
Allow carpet to dry, vacuum or brush carpet to restore its texture.

Blind Cleaning
When it's time to clean your blinds and shades, even your best friend is hard to find. But there are some simple and effective ways to clean blinds and shades with minimal effort.

ALUMINUM MINI-BLINDS

Use ordinary soft, clean dust cloths, chemically treated dust cloths, vacuum cleaner brush attachments, or other available ordinary household aids. The paint surface of the slats is quite smooth and dust is easily brushed off if done at regular intervals.

To vacuum, use the brush dust head attachment and tilt the slats first up, then down but not entirely exposed to reach the entire top and bottom surfaces.

To dust, use a soft clean cloth or chemically treated dust cloth and tilt the slats as above.

To wash, use a damp cloth or sponge and mild detergent. Use warm or cold water - NOT hot water. Tilt the slats as above. Protect the floor or sill from excess water. The blind can also be taken down, placed in a bath tub of mild soapy water, then rinsed clean, wiped dry, or allowed to dry completely in the open air.

WOOD BLINDS

Care must be taken when cleaning real wood blinds. Washing the blind is NOT recommended. Although the wood is sealed, water or even excessive dampness may cause warping or discoloration of the slats.

Since the surface of the slats is smooth, dust may be easily brushed off at regular intervals using a clean soft dust cloth or a vacuum cleaner brush attachment. Clean them as described above.

FABRIC PLEATED SHADES

Most of the cellular shades, like the Hunter Douglas Duette shade, are anti-static, and they require very little cleaning. A light sweep with your vacuum cleaner brush attachment is all that is needed to keep them dust free. For a more thorough cleaning, the entire shade assembly may be gently wiped with a soft damp cloth using lukewarm (not hot) water.

Take special care when handling opaque blackout shades to avoid creasing, and do not immerse them in water. For tough stains, spot clean with a mild detergent. Some shades, like the Graber CrystalPleat® have a "soft hand" fabric.

Be very careful when trying to clean these types of shades as they tend to "pill". When a fabric pills it becomes covered in small balls of matted fiber because of rubbing.

Computer Rooms
How to clean computer rooms
Things you will need:
1. Air duster
Figure 56 An example of a commercially available air duster
2. Microfiber duster
3. Vacuum cleaner
4. Cotton towel

The flooring beneath our computer desks needs to be cleaned to ensure our computers stay in top working order. Dirt and dust particles building up on the floor below your computer can affect the health of your computer. Clean floors will diminish the risks of fouled circuitry. Regular cleaning of your computer room floors will ensure that your equipment will operate efficiently.

Make sure your computer is turned off before you start. Be careful not to unplug or loosen any plugs. Spray the cords underneath your desk with an air duster.

Get off as much loose dirt and dust particles from the computer cords as possible.
And then, run a microfiber dry duster over any loose cords on the computer room floor.

Remove dust from any outlets and the underside of cords.
Use a hose attachment with an angled edge on your vacuum to remove the dirt from your computer floor. Lift up the cords to get underneath. Do not use the vacuum's sweeper brush on the cords.

Immerse your cotton towel in warm water and wring it out. With the barely wet towel, work under your computer desk to remove any last speck of dust particles from beneath your desk. Do not put the wet rag on the computer's cord.

Dust under computer desks every week. On a monthly basis, follow the entire computer floor cleaning routine.

UPHOLSTERY CLEANING

Upholstered furniture can be very expensive. If you have a sofa, chair, loveseat, or some other type of upholstered furniture that is in good condition but just dirty, these upholstery cleaning tips will save money and time.

The key with upholstered furniture is choosing the appropriate type of cleaning method. For example, an antique chair that is hand embroidered would require a different cleaning technique than a sofa that was store bought.

GETTING THE UPHOLSTERY STAINS OUT

Maintaining clean furniture is part of having a facility where people enjoy working or visiting. With furniture, upholstery is just one aspect but an important one. Think about all the times people have eaten on the sofa, dropping bits of food or drink that leave stains. Then you have the dirty feet, dirty clothing, and just everyday wear and tear that can leave upholstery looking dirty and drab. Getting those stains out does not have to be painful.

The most important thing to remember when cleaning upholstery is to consider the fabric. If you are unsure, you can check with the manufacturer s information Then before you start in cleaning a large stain, we recommend you work first on an inconspicuous area to ensure no discoloration or damage is done. With that done, the following are a few of the more common stains found on upholstery and methods for removing them.

OILY CHEESE STAINS

Cheese is another food product that is seen spilled on upholstery. Again, things like nachos are a favorite snack food but they leave stains. For cheese, mix one teaspoon of mild, ph-balanced detergent with one cup of warm water. With a clean, white towel, blot at the cheese stain. Then mix one tablespoon of regular ammonia with one-half cup of water, again blotting the stain. Finally, blot the stain with clean water to remove any detergent or ammonia and let the area dry.

INK STAINS

Clients or employees may sit down with a pen in their pocket and before you know it, a stain is left. Ballpoint pens, especially blue, are common stain makers. Ink stains can be removed. The key is to be patient and persistent, as ink stains can be stubborn. Just make sure you only blot. Rubbing could cause the ink stain worsen. You have a number of options when removing ink stains.

- Spray hairspray onto a clean, white towel and then dab at the stain, followed by blotting with a clean, dry towel
- Treat a clean, white towel with isopropyl rubbing alcohol. Again, blot the ink stain, followed by a dry towel
- Again, with a clean, white towel, apply nail polish remover or acetone. Blot the ink stain from the outside edges toward the center
- Using a clean, white towel, use spirits of turpentine, blotting as with the other treatment options

Commercial products that work well on ink stains include Carbona or Afta; these are extra strength bio-enzyme cleaners that are formulated to get out tough stains. They come with a builtin applicator brush. With both, you would use a clean, white towel, dabbing the affected area.

COFFEE STAINS

Sipping coffee on an upholstered chair or sofa is everyday occurrence. To get rid of a coffee stain, mix one teaspoon of a mild, ph-balanced detergent with one cup of warm water, then blot from the outside in. Follow this with blotting the stain with a mixture of one-third cup white vinegar with two-thirds cup water. When finished, use a clean, white towel to absorb any excess, allow the area to dry.

VACUUM UPHOLSTERY

Upholstery cleaning tips are important since dust settles onto fabric more than hard surfaces. Therefore, regular cleaning to keep your upholstery looking and smelling clean is essential. In fact, we recommend you clean your upholstery furniture once every two months. Typically, you can use your regular vacuum cleaner with the appropriate attachment to keep it clean. Just keeping the dust off will help furniture last much longer.

Carpet Cleaning
Strive to clean your carpet as soon as you notice any spills or spots on you carpet s surface This action alone can save lots of time and damage, as well.
Before cleaning any surface areas, use a small portion of your cleaning products over a small and hidden area to avoid damage or discoloring of the carpet.

Proper care of your floor prevents damage, extends its life and keeps it looking new for years. How do you properly care for your flooring?

Vacuum carpet regularly, and do not use liquid carpet shampoos to clean them. The shampoo can t be completely rinsed out leaving a sticky residue That residue acts like a big magnet pulling the dirt from the bottom of your shoes. Use dry carpet cleaners instead. Stores selling vacuum cleaners carry them.

Getting out old shampoo becomes the trick. Rent a shampoo machine that cleans with water. You should mix 1 cup vinegar per 2 ½ gallons of water and clean according to directions on the vacuum cleaner. Go back over the carpet with warm water only. The vinegar pulls out the old shampoo cleaning the carpet as well. It may take a time or two, but your carpets will be soft and free from grime. The hot water reactivates the shampoo already in the carpet providing the needed cleansing action.

Stains in carpet can be the difficult to remove. Never rub a stain, just blot. Rubbing breaks down the fibers and spreads the stain. Remove most food stains with shaving cream. Spray on and resist the temptation to rub it in then let it set 15 minutes. Rinse with a vinegar and water solution.

Club soda generally removes red wine stains. Remove red dye stains found in drink mixes, Popsicles, dog and cat food with a 30/70 solution of peroxide to water. Remember peroxide is bleach so test an inconspicuous spot first for color fastness. Apply the mixture, wait 30 minutes then remove as much moisture as possible and rinse with a vinegar/ water solution. If the stain

remains add a bit more peroxide to the mixture and retreat Brake cleaner also does a good quick job of removing most food stains.
Dab a little on a clean cloth and gently blot the stain. Rinse with soap and water. Brake cleaner contains the same chemical professional dry cleaners use to clean stains in clothing. Do not pour brake cleaner directly into the carpet. It could dissolve the adhesive holding the fibers in the carpet.

Oops someone s dog had an accident on the carpet and the stain and smell refuse all attempts at removal. First try an enzyme product. Pour on enough to saturate to the pad and treat an area twice as large as the stain. Urine hits the pad and spreads. Let it set a couple of hours.

Enzyme products are available at commercial janitor supply stores, Pet stores, RV or marine stores. They are used in the holding tanks to dissolve solid material.

If the enzyme product does not remove all the stain or odor, baking soda and peroxide remain your best chance for success. Mix a 30/70 solution of peroxide to water adding 1/2 teaspoon of baking soda per cup of mixture. It bubbles and fizzles, but not before removing the stain and smell. Always test a spot first for colorfastness. Peroxide is bleach and may discolor the carpet. Blot up what you can with an old towel and rinse well with 1/3-cup vinegar per quart of water.

Oil, grease, magic marker and ink can also be the difficult to remove. Most janitorial companies or WalMart carry a product called De-Solv-it® Cleaner. WD-40® or Orange Clean Degreaser® all work wonders removing these stubborn stains.

Rubbing alcohol removes ink. Blot on allow to set 30 minutes and blot to remove. Rinse with sudsy water. Magic marker is generally permanent and you may not be able to remove it.
If you find bubble gum stuck to carpet, freeze it with ice cubes and chip off what you can with the blunt side of a kitchen knife. De-Solv-it® Cleaner removes the rest.

Wax on carpet can also be frozen with ice and chipped off. Wax needs heat for removal. Some newer carpets are quite sensitive to heat and scorch easily. So test an out of the way spot first. You can also use a hair dryer set to the hottest setting. Set your iron to a low to medium heat. The less heat you use, the less chance of scorching your carpet. Take a white paper towel or paper bag with no writing on it as the dye may transfer to the carpet, and then put the towel down on top of the wax. Then iron the towel for no longer than 2 seconds. Move the towel and redo if necessary. Generally once is enough.

Drapery Cleaning

Drapes are notorious for quietly accumulating dirt and absorbing odors, contributing to a room full of grime. In some cases it can aggravate asthma and breathing conditions.

Cleaning the curtains can be a tedious, time-consuming task. To clean drapes, you must haul down the drapes, wash, and re-hang them. Before you start there are some factors you should consider.

Curtain fabric is rarely pre-shrunk like clothing. There's a risk that the fabric will shrink as it is washed and dried, which results in gaps and shortages when the drapes are re-hung.

Heavy fabrics can lose shape when washed turning all those carefully placed creases and pleats into just a memory.

Rarely color-safe, drapery fabric can fade and lose color after a cycle through the washing machine and dryer.

Your company might consider having the drapery cleaning job done professionally; if one is available in your area.

Water can stain certain fabrics such as silk and alter the texture of others, changing the way the curtains hang and fall at the window If you choose to rely on professional curtain cleaners, you may hire two types of cleaning companies. The first will remove the drapes to clean them; expect them be returned within three to five days. The second will use a method to clean the drapes while they remain hanging at the windows.

Companies that promise quick, easy service use one of two processes to do so:

1. The dry cleaning method is accomplished by spraying dry cleaning chemicals onto the drapes and vacuuming off the residue and dirt. Though convenient, keep in mind that the cleaning solvents can be extremely flammable, may linger in your facility and should not be inhaled.
2. The steam-cleaning method is when the cleaners use a controlled attachment to run a steam machine over the drapes, steaming away dirt and odors. This process does not work on watersensitive fabrics such as silk where there is a risk of water damage.

It can be tempting to bring your drapes into local dry cleaners, but keep in mind that dry cleaning yards and yards of fabric can be costly. And since the chemicals used by commercial dry cleaners are designed to clean clothing, the results are never guaranteed when used to clean curtains.

Television Cleaning

TOOLS AND MATERIALS NEEDED

1.Trigger sprayer
2.Clean cloth
3.Gloves and goggles
4.Cleaner disinfectant
In a hospital setting, a television is cleaned and disinfected to reduce the spread of infections that originate in patient contact equipment.
For general public use, televisions are cleaned and kept dust free to increase its life.

PROCEDURE FOR CLEANING A TELEVISION

Put on your gloves and goggles.
Fill trigger sprayer with diluted cleaner disinfectant solution following manufacturer s directions.
Turn off the television. Never clean the television while it is turned on. If the patient/resident is watching it at the time, ask if you may turn it off for cleaning.
Spray disinfectant solution onto clean cloth. Never spray the disinfectant solution directly on the television!
Wipe the front and side vertical surfaces and the top and bottom of the television. Never wipe the back of the unit with a wet cloth!

Chapter 7: Food Service

CLEANING THE KITCHEN FOR THE JANITOR

Kitchen and food service safety is an important topic. Kitchens and food service areas are cleaned by janitors. They must know how to safely clean these areas. They must understand their responsibilities and how they differ from kitchen staff. This chapter covers such topics as slips and falls, cuts, responsibilities for safety, use of wiping cloths, spills, blocking exits, and storage of cleaners.

Slips and Falls

Any spill, especially water spills in the kitchen or food service area should be mopped, and then wiped dry with a dry rag or towel.

When grease, mayonnaise, salad dressing or other items containing oil are involved, after you clean the spill, use an abrasive powder such as a powder cleaner. This removes the oil, under the surface of the floor This is particularly critical on tile and marble floors If you don t use the abrasive powder, the floor will remain very slippery.

When cleaning up broken glass, never use your fingers to pick up the glass. Use a small broom and dustpan.

You should use caution signs in the area to alert others. If you see something on the floor that doesn t belong there pick it up Always wear approved safety resistant safety footwear in the kitchen. When you see water on the floor or some other hazard, clean it up!

About Cuts

Quite a few injuries occur from people opening boxes with box cutters. Box cutters are often called finger cutters. That's right, finger cutters. Devices such as this are designed to cut. They cut cardboard skin fingers hands arms legs…that s their purpose to cut When using cutters, you must keep your free hand out of the cutting path of the blade.

Responsibilities

Employers have the primary responsibility for protecting the safety and health of their workers by providing them with proper equipment that is working properly, personal protective equipment, and a safe working environment. Employees are responsible for following safe work practices. Basically your safety is your responsibility.

Use of Wiping Cloths
Kitchen staff knows to use separate wiping cloths for cleaning surfaces that come into contact with food from cloths used for equipment, prep tables, or cutting boards.
Janitors and custodians are responsible for general cleaning in kitchens and food service areas. Cloths used for floors, walls, countertops can never be used for items that come in contact with food.

Each type of wiping cloth should be stored in its own separate labeled or color coded container containing sanitizing solution. There are at least two types of sanitizing solutions that may be used. One is a bleach solution with a 50-100 parts per million (ppm) of sodium hypochlorite and the other is a quaternary ammonia solution at 200-300 ppm ammonia. Never mix bleach and ammonia!

Spills on the Floor
Spills on the floor are a workplace hazard that must be cleaned up immediately. Janitors or custodians are usually the first to be called when a spill occurs.
Coworkers should be advised about the spill verbally or with a “Wet Floor sign to prevent anyone from accidentally walking through the spill.

It is important to identify the nature of the spill. This will aid in determining how to proceed with clean up. A bucket and mop should be used to apply the correct cleaning solution. Directions for proper use on the cleaning solution container should be followed and any remaining moisture should be cleaned up.

Post warning signs or cones should be used to divert floor traffic until the clean-up site is dry.

Cleaning supplies should be put away properly.

STORING CLEANERS

Cleansers and other non-food items are ALWAYS stored separately from foods. Separate shelves, separate cupboards, sometimes even separate rooms.

Chemicals used by janitors are NEVER stored in food containers, nor are foods to be stored in chemical containers.

Chemicals should be kept in their own original packaging or in other break-resistant, clearly labeled containers.

When using chemicals, follow the handling instructions contained in Material Safety Data Sheets or MSDSs that are available in your workplace.

Chemicals should be kept away from food handling areas. If chemicals come into contact with food, throw the food away.

You should always store chemicals below and away from food and utensils and the farther, the better.

Chapter 8: Storing and Handling Garbage

This chapter covers storing and handling garbage.
Never store garbage in your facility, move it promptly to a waste container outside. This is especially important if you are collecting garbage in a food handling area. Make sure that doors and external windows keep out pests, such as flies and rats.

Careful storage of waste is also important to avoid attracting pests. You should:
Not allow food or other waste to gather in food areas
Keep the storage area clean
Arrange for garbage to be removed regularly.

When you move garbage; wash your hands. Don't wait for garbage to pile up, keep it moving and make regular 'garbage runs' out to the refuse container.

Place garbage in sturdy leak-proof plastic or metal containers with tight-fitting lids.
The containers should be lined with clear plastic bags or with wet-strength paper.
Clean and sanitize garbage containers frequently to prevent odor and keep from attracting insects and other pests.
After any kind of garbage duty you must wash your hands.

WASH YOUR HANDS

Washing your hands is simple, right? But are you sure you are doing it the right way? Here are a few tips for washing your hands.

Wet hands with warm water
Apply a generous amount of soap and lather hands well
Rub hands together for 20 seconds or the amount of time it takes to sing Happy Birthday; paying special attention to the areas between fingers and under nails.

Rinse hands thoroughly with warm water
Dry hands with a disposable towel
Use the disposable towel to turn off the faucet and open the door, if in a public place.

Chapter 9: The End

We have discussed procedures and safety in the Janitorial and Custodial Industry. No matter what occupation you have, remember that there are responsibilities associated with your job.

We have covered many procedures and safety topics. Ideally safety is freedom from danger. As we stated earlier, every topic for the Janitor and Custodian cannot be covered in this one manual. Some of the topics that are covered include protection from the risk of harm or injury, achieving a clean, sanitary environment, procedures for cleaning, safety devices, and responsibilities.

Technology is moving ahead, changes are being made everywhere you go and everyone is busy. Business today is a fast paced no-nonsense environment where productivity and efficiency mean everything.

Each person has the responsibility for safety, not only for yourself and the safety of your coworkers but also for facility occupants.

Janitorial 5 Star Services

Item: **BLD2121632P1:BLD2121632P1:BLD2121632P1:BLD2121632P1:BLD2121632P1:BLD2121632P1:BLD2121632P1:BLD2121632P1:BLD2121632P1:BLD2121632P1:Janitorial Services - Small Facilities Group 4 - Agreement No. 11**

Attachments
Agreement 11 Proposal.pdf
Agreement 11 Pricing Sheet.xlsx
Attachments.pdf
Employee and Safety Training Manual.pdf

JANITORIAL
5 STAR SERVICES LLC

"Allow us to give you a Star Cleaning"

1961 NE 25th Ave

Pompano Beach, FL 33062

954-702-2053

954-552-4571

Solicitation BLD2121632P1

Agreement No. 11

Small Facilities Group 4 (4 Locations)

Janitorial Services – County Facilities

May 26, 2021

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Ability of Professional Personnel:

Describe the qualifications and relevant experience of the Project Manager and all key staff that are intended to be assigned to this project. Include resumes for the Project Manager and all key staff described Include the qualifications and relevant experience of all subconsultants key staff to be assigned to this project.

Kristen Olbel

Kristen Olbel is the Chief Executive Officer of Janitorial 5 Star Services. She oversees all operations within the company and works closely with all project managers to guarantee optimal results on each contract. Kristen develops and cultivates a positive working relationship with each contract coordinator prior to contract initiation. She designs, fosters, and deploys strategies for generating resources and revenue for the company.

EDUCATION

Bachelor of Arts (Sociology/Criminal Justice & Psychology) University of Dubuque -Dubuque, IA

WORK HISTORY

Janitorial 5 Star Services (Chief of Operation) (20 Years Experience in the Field)
Fort Lauderdale Police Department (Police Officer) (13 Years Experience in the Field)

Mikelange Olbel

Mikelange “Mike Olbel is the Chief Operations Officer of Janitorial Star Services He develops strategic plans to advance the company s mission and objectives to promote revenue profitability and growth as an organization He oversees all operations to ensure all contracts are executed with effectiveness, quality, service, and cost-effective management of resources.

EDUCATION

Masters of Science (Business Administration, Public Administration & Psychology) Iowa State – Ames, IA
Bachelor of Arts (Criminal Justice & Sociology, Minor in Psychology) University of Dubuque -Dubuque, IA

WORK HISTORY

Janitorial 5 Star Services (Chief of Operation) (20 Years Experience in the Field
Team Saving Our Youth Inc Chief Executive Officer Years Experience in the Field)
Community Based Connections, Inc. (Executive Director) (5 Years Experience in the Field)

Lakesha Houston

Lakesha Houston currently oversees all janitorial Broward County contracts to include the Broward County School District. She is experienced in operations and management with over 15 years of experience. She oversees and is responsible for inventory, equipment maintenance, routine and special project scheduling, and quality control.

EDUCATION

High School Diploma — Hallandale High School - Hallandale Beach, FL
Certification – Hack License

WORK HISTORY

Project Manager, Janitorial 5 Star Services
Oct 2020 – Present

Supervisor/Operator, First Transit
June 2017-Oct 2020

Customer Service Representative/Receptionist, Amsg & Associates
June 2014-Dec 2016

Customer Service Representative/Team Lead, Convey Health
Feb 2012-June 2014

Administrative Assistant, Renee s Learning
Jan 2005-Jan 2012

Kenny Bellinger

Kenny Bellinger currently oversees all post-construction janitorial contracts. He is experienced in operations and management with over 30 years of experience. He oversees and is responsible for inventory, equipment maintenance, routine and special project scheduling, and quality control. Kenny coordinates all projects with facility managers prior to initiation.

EDUCATION

Bachelor of Science (Physical Education) — Florida Memorial College – Miami, FL
High School Diploma — Miami Killian Senior High School - Miami, FL

WORK HISTORY

Project Manager, Janitorial 5 Star Services

Dec 2020 – Present

Checking Agent/Directional Staff, Inter-Cruises Shoreline
Dec 2018 – Oct 2020

Janitor/Project Crew, Red Coat Janitorial Service
Jan 2019 – Dec 2019

Shuttle Operator, Vamp Enterprises Supreme Limousine Service
Oct 2017 – July 2018

Mail Courier Hall s Courier Mail Service
Aug 2015 – Nov 2016

Head Basketball Coach, American Basketball Association
Nov 2015 – April 2016

Compliance Officer, Florida Memorial University
2014-2015

Head Basketball Coach, Florida Memorial University
2003-2015

Interim Head Basketball Coach, Florida Memorial College
2003

Assistant Basketball Coach, Florida Memorial College
Dormitory Counselor, Florida Memorial College
1999-2003

Physical Education/Adaptive Teacher, Norwood/Highland Oaks/Hibiscus Elementary Schools
1996-1999

Assistant Basketball Coach, South Broward Senior High School
1998-1999

Assistant Basketball Coach, Miami Norland Senior High School
1995-1998

Assistant Basketball Coach, Edison Senior High School
1986-1989

Recreational Therapist/Human Services Worker II/Behavioral Program Specialist
Landmark Learning Center
1986-1996

Matthew Lawrence

Matthew Lawrence is the Quality Control Manager of Janitorial 5 Star Services. He develops and oversees the implementation of quality control to improve the efficiency of the cleaning process and the overall company. He customizes the quality control projects for each contract to ensure direct, specific attention to each contract/facility.

EDUCATION

Level of Service/Case Management Inventory (LS/CMI) – Ai Alma Institute 2017
Miami-Dade Reentry Task Force - Member 2012
TABE Test – Certified Administrator - Florida Department of Education 2011
Bachelor in Business Management & Marketing - Florida Atlantic University 2007
Florida Workforce Professional - Tier 1 - Dynamic Work Institute 2005

WORK HISTORY

Quality Control Manager, Janitorial 5 Star Services
May 2021 – Present

Workforce Developer/Employment Specialist, OIC of South Florida
02/2012 – Present

Staffing Coordinator, SFN Group
April 2006 – Nov 2010

Case Manager/Employment Specialist/Trainer, South Florida Workforce/Jobs
Aug 2001 – Feb 2006

Matthew Gibson

Matthew Gibson is an Assistant Manager for Janitorial 5 Star Services. He assists the Project Manager with routine cleaning and special projects. He assists with inventory, equipment maintenance, and quality control. Matthew is responsible for training new employees and continuing education for all employees.

EDUCATION

High School Diploma — St. Thomas Aquinas High School – Fort Lauderdale, FL

WORK HISTORY

Assistant Manager/Site Supervisor, Janitorial 5 Star Services
Oct 2020 – Present

Flagger/Safety Operations, AWP

Oct 2020- Feb 2021

Courier, FedEx
April 2018 – Dec 2019

Courier/Supervisor, DHL
Nov 2011 – July 2019

Delivery/Supervisor, Meals on Wheels
March 2015 – June 2018

Disaster Relief, Big Foot Express Hurricane Relief
Fed 2008 – March 2015

Marie Rosier

Marie Rosier is the Chief Financial Officer of Janitorial 5 Star Services. She provides accurate and timely financial reporting to support the daily operations. She improves productivity and decreases risk and liability within the company by budgeting and forecasting projections.

Lorenzo Mills

Lorenzo Mills is a project supervisor for Janitorial 5 Star Services. He manages the pressure washing projects and contracts. He oversees and is responsible for inventory, equipment maintenance, routine and special project scheduling, and quality control. Lorenzo coordinates all projects with facility managers prior to initiation.

Hudson Vilfrard

Hudson Vilfrard is a project supervisor for Janitorial 5 Star Services. He manages the floor cleaning projects and contracts. He oversees and is responsible for inventory, equipment maintenance, routine and special project scheduling, and quality control. Hudson coordinates all projects with facility managers prior to initiation.

1.1 Company Profile

Janitorial Star Services was founded in by Kristen and Mikelange “Mike Olbel This family owned company is located in Pompano Beach, FL and built on 20 years of experience. We provide services to Palm Beach, Broward, and Dade Counties.

We always strive to provide the highest quality cleaning service, and we take pride in maintaining high standards with all our staff. Our services range from the following: New Construction Cleaning, Post-Construction Cleaning, Banks, Churches, Schools, Health Clinics, Pressure Cleaning, Lawn Maintenance, and Commercial Buildings. Janitorial 5 Star Services hires locally through churches, schools, local organizations and returning veterans.

KRISTEN L. OLBEL, BS

Pompano Beach, Florida 33062
(954) 702-2053
Janitorial5starservices@gmail.com

SUMMARY OF QUALIFICATIONS

Accomplished and energetic current business owner and operator with a solid history of achievement in the service industry. Motivated leader with strong organizational and prioritization abilities. Areas of expertise include extreme efficiency and organization, multi-tasking, and quality control with % client satisfaction I ve served as the owner and operator of a cleaning business for the last five years. My strong organizational and multi-tasking skills, as well as superior time and resource management capabilities are:

Strategic Vision
Operations Management
Community & Municipal Relations
Quality Assurance
Contract Management
Strategic Partnerships
Outcomes Measurement
Start-up Capacity Building
Program/Contract Monitoring
Finance, Budgeting and Cost Management

PROFESSIONAL EXPERIENCES

01/2017 – Present CEO, Janitorial 5 Star Services

We have owned & operated our own commercial and residential cleaning business for over 5 years now which includes cleaning and maintenance labor tasks, business management, multi-tasking, client communication and satisfaction, employee management, scheduling, billing etc. **Key accomplishments include:**

- Managed business accounts by networking and communicating with crucial account decision-makers to review service delivery and explore opportunities to develop new business.
- Created culture focused on customer service and satisfaction, resulting in improved customer loyalty and retention.

- Increased revenue and reduced risk by enforcing company policies and improving operations.
- Evaluate and manage employee performance and establish employee training and development plans that align with organization development philosophy.
- Transformed struggling business into an industry leader by restructuring organization and implementing business plan to penetrate new markets.
- Identified areas for expansion by analyzing market, consumer trends, and competition
- Represented the company to the media and trade organizations to support business operations.
- Led management team in all aspects of business development including consumer research, competitive research, and emerging opportunities.

07/2014 –Present **Police Officer, City of Fort Lauderdale**

Protects citizens by preventing crime, enforcing laws, apprehending suspects, and monitoring traffic.
Prevents crime by explaining and enforcing applicable federal, state, and local laws and ordinances; teaching preventive, protective, and defensive tactics; mediating disputes; patrolling assigned area; responding to notices of disturbances; conducting searches; observing suspicious activities; and detaining suspects. **Key accomplishments include:**

- Apprehends suspects by responding to complaints and calls for help, observing violations, and making arrests.
- Conducts criminal investigations by gathering evidence, interviewing victims and witnesses, and interrogating suspects.
- Documents observations and actions by radioing information and completing reports.
- Reports observations and actions by testifying in court.
- Fulfills court orders by serving warrants and commitments.
- Maintains safe traffic conditions by monitoring and directing traffic, enforcing laws and ordinances, investigating accidents, providing escort, and reporting unsafe streets and facilities.
- Minimizes personal injury by rescuing and reviving victims and radioing for medical assistance.
- Maintains operations by following department policies and procedures and recommending changes.
- Ensures operation of equipment by practicing responsible use, completing preventive maintenance requirements, following manufacturer s instructions troubleshooting malfunctions notifying supervisor of needed repairs and evaluating new equipment and techniques.

06/2013 – 07/2014 **Police Officer, Town of Palm Beach**

Protects citizens by preventing crime, enforcing laws, apprehending suspects, and monitoring traffic.
Prevents crime by explaining and enforcing applicable federal, state, and local laws and ordinances; teaching preventive, protective, and defensive tactics; mediating disputes; patrolling assigned area; responding to notices of disturbances; conducting searches; observing suspicious activities; and detaining suspects. **Key accomplishments include:**

- Maintains professional and technical knowledge by studying applicable federal, state, and local laws and ordinances; attending educational workshops; reviewing professional publications; practicing skills; and participating in professional societies.
- Apprehends suspects by responding to complaints and calls for help, observing violations, and making arrests.
- Conducts criminal investigations by gathering evidence, interviewing victims and witnesses, and interrogating suspects.
- Documents observations and actions by radioing information and completing reports.
- Reports observations and actions by testifying in court.
- Fulfills court orders by serving warrants and commitments.
- Maintains safe traffic conditions by monitoring and directing traffic, enforcing laws and ordinances, investigating accidents, providing escort, and reporting unsafe streets and facilities.
- Minimizes personal injury by rescuing and reviving victims and radioing for medical assistance.

- Maintains operations by following department policies and procedures and recommending changes.

09/2008 – 06/2013 Police Officer, City of Dubuque

Protects citizens by preventing crime, enforcing laws, apprehending suspects, and monitoring traffic.
Prevents crime by explaining and enforcing applicable federal, state, and local laws and ordinances; teaching preventive, protective, and defensive tactics; mediating disputes; patrolling assigned area; responding to notices of disturbances; conducting searches; observing suspicious activities; and detaining suspects. **Key accomplishments include:**

- Maintains professional and technical knowledge by studying applicable federal, state, and local laws and ordinances; attending educational workshops; reviewing professional publications; practicing skills; and participating in professional societies.
- Apprehends suspects by responding to complaints and calls for help, observing violations, and making arrests.
- Conducts criminal investigations by gathering evidence, interviewing victims and witnesses, and interrogating suspects.
- Documents observations and actions by radioing information and completing reports.
- Reports observations and actions by testifying in court.
- Fulfills court orders by serving warrants and commitments.
- Maintains safe traffic conditions by monitoring and directing traffic, enforcing laws and ordinances, investigating accidents, providing escort, and reporting unsafe streets and facilities.
- Minimizes personal injury by rescuing and reviving victims and radioing for medical assistance.
- Maintains operations by following department policies and procedures and recommending changes.

09/2000 – 05/2008 Forman, Swift Transition Inc.

Responsible for overseeing daily operations at a worksite to ensure the completion of projects in a safe and efficient manner. Their duties include hiring Construction Workers and trade professionals to perform specific tasks, monitoring budgeting expenses for Workers, supplies or tools and reviewing laws and regulations to maintain a safe work environment.
Key accomplishments include:

- Coordinating daily tasks according to priorities and plans, making changes when necessary due to weather, supply, delivery and personnel
- Delegating individual responsibilities and projects to crew members and contractors
- Recruiting, hiring, training, managing and mentoring employees and contractors
- Providing adequate resources and staffing to meet project schedules, laws, regulations, best practices and safety needs
- Emphasizing safe use of tools, machinery and equipment while providing training on safety gear, helmets and procedures
- Developing and managing project budgets and quality standards for all sites
- Resolving conflicts or miscommunications quickly and amicably
- Regularly reporting project status to supervisors, site engineers and other officials

EDUCATION

University of Dubuque, Dubuque, IA
Bachelors of Arts, Cum Laude, 5/2008

MIKELANGE (MIKE) OLBEL, MS

Pompano Beach, Florida 33062
Janitorial5starservices@gmail.com

SUMMARY OF QUALIFICATIONS

Highly qualified Executive Manager and entrepreneur with several years of experience in organizational leadership and human services administration. Result oriented and multi-talented leader with proven ability to **engage and satisfy customers** (including persons served, funders, constituent groups, and community partners), **leverage community resources**, **convene large groups of stakeholders** to address a common cause, and **work well with a group of volunteer governance board members**. Exceptional leadership and management strengths in:

- Strategic Vision
- Operations Management
- Resource Development
- Quality Assurance
- Human Resource Development
- Grants Writing
- Contract Management
- Community & Municipal Relations
- Strategic Partnerships
- Executive Coaching
- Outcomes Measurement
- Start-up Capacity Building
- Program/Contract Monitoring
- Finance, Budgeting and Cost Management

PROFESSIONAL EXPERIENCES

01/2017 – Present **COO, Janitorial 5 Start Services**

We have owned & operated our own commercial and residential cleaning business for over 5 years now which includes cleaning and maintenance labor tasks, business management, multi-tasking, client communication and satisfaction, employee management, scheduling, billing etc. **Key accomplishments include:**

- Identified and corrected deficiencies with forward-thinking approaches to address organization-wide and department-level problems.
- Supervised Office Manager and Administrative Staff, ensuring that all operating units received adequate support for operations.
- Monitored operations for cost-effectiveness, quality, and productivity, using quantitative data.
- Launched employee outreach programs that fostered productive and proactive work environment.
- Maintained quality and precision by developing culture of stability and strong performance.
- Reviewed systems in place to manage internal controls of all financial activities and contributed strategic planning.
- Led the company to successful product launch and developed initial product roadmap and go-to-market strategy.
- Spearheaded development, implementation, and management of an effective human resources program.

01/2014 – Present **CEO, Community Based Connections, Inc.**

Recruited to turn around the organization s financial and operations performance driving growth to achieve long-term sustainability. Charted an innovative direction in partnership with the Board, senior staff and key funding partners. Manage P&L and

all core functions: operations, human resources, training and development, finance, technology systems, services and programs, fundraising, grant writing, marketing and public relations. Human services organization specializing in early childhood education, juvenile delinquency intervention and prevention, family strengthening, and community development services. **Key accomplishments include:**

- Eliminated agency $60,000 deficit with-in (1) first year.
- Increase agency budget by 80% within two (2) years.
- Decrease agency turnover rate by 97%.
- Evaluate and manager employee performance and establish employee training and development plans that align with organization development philosophy.
- Develop and implement donor base outreach and fundraising.
- Manage and direct the organization toward its primary objectives, based on contractual obligations and under the leadership of the Board of Directors, by performing leadership and high-level management duties personally or through subordinate managers.
- Secured grants afterschool program that s actively working with school leadership parents and child care center directors to enhance the academic and behavior performance of students in grades K-12.
- Grew organization s annual budget from to million in three years
- Developed framework for Juvenile Prevention Initiative that is establishes a continuum of resources to enhance the positive behavior performance of at-risk children and family in Broward County School.
- Establish strategic partnerships with numerous community based organizations, religious partnership, funding entities (i.e. Department of Juvenile Justice and Children Service Council), and community leaders to collaboratively address key community issues.
- Provide visionary leadership, personnel management, and professional development.
- Fiscal management; staff management and development; and volunteer development
- Assisted in creating and renewing policies for Eliminating Schoolhouse to Jailhouse pipeline through efforts of Circuit 17 Juvenile Justice Advisory Board as a Board Member.
- Secured $120,000 in emergency funding for community COVID-19 Resiliency Funds to support Broward County residents food assistance, mortgage assistance, rent assistance, FPL assistance and utilities assistance.

08/2012 – 01/2014 Founder/CEO, Team Saving Our Youth, Inc.

Founder and Chief Executive Officer for 501c(3) human services organization specializing in early childhood education, juvenile delinquency prevention, family strengthening, and community development services. **Key accomplishments include:**

- Manage and direct the organization toward its primary objectives, based on contractual obligations and under the leadership of the Board of Directors, by performing leadership and high level management duties personally or through subordinate managers.
- Secured a $250,000 grant for the Project SOY, Life Line and Transitional Transformation programs which all three programs is actively working with school leadership, parents, and child care center directors to enhance the academic and behavior performance of students in grades K-12.
- Grew organization s annual budget from to in years
- Developed framework for Project SOY Initiative that is establishes a continuum of resources to enhance the positive behavior performance of at-risk children and family in Broward County School.
- Establish strategic partnerships with numerous community based organizations, funding entities (i.e. Department of Juvenile Justice and Children Service Council), and community leaders to collaboratively address key community issues.
- Provide visionary leadership, personnel management, and professional development.
- Assisted in creating and renewing policies for Eliminating Schoolhouse to Jailhouse pipeline.
- Works closely with management and employees to improve work relationships, build morale, and increase.
- Lead, mentor and guide development of talent within the team, which includes succession and development planning, performance management, and recognition.
- Provide active and engaged performance management and promotion of professional development.

01/2011 – 01/2012 Youth Educator, OIC of South Florida, Inc.

Responsible for planning and facilitating grant awarded of $5 million dollars (over a period of 5 years). Evaluating educators and program outcome; marketing organizational federal grant program to possible partners; represented corporation in strategic community programs, community boards, governmental institutions and other organizations that advance the image and visibility of the corporation. Key accomplishments:

- Serves as an interface when needed for senior leadership with strategic community programs, business and community leaders.
- Providing group intervention for adults and at-risk youth ages 13-19; delivering the implementation of program's evaluation instruments, maintain statistics.
- Organized community activities and programs in order to develop and maintain linkages to other community-based organizations, faith-based organization and schools.
- Seeks and develops partnerships with local organizations, and develops new business strategies and relationships that enhance market share and overall performance of organization.
- Supports marketing objectives, plans, and strategies; provides guidance to various marketing efforts, and provides leadership to ensure that individual programs support the overall mission, goals, and objectives of the organization.
- Three years of Planning and Teaching Reducing the Risk curriculum at Coral Glades High School.
- Evaluating educators and program outcome.
- Marketing organizational federal grant program to possible partners.
- Represents organization in strategic community programs, community boards, governmental institutions and other organizations that advance the image and visibility of the organization.
- Serves as an interface when needed for senior leadership with strategic community programs, business and community leaders.
- Delivering the implementation of program's evaluation instruments, maintain statistics, and produce monthly reports on program activities.
- Responsible for evaluating and updating the health education curriculum for use in community-based organizations presentations.
- Over exceed grant numbers three years straight.

08/2012 – 05/2013 Adjunct Professor (Business Leadership), South Florida Bible College

Providing classroom instruction and support to undergraduate students but not limited to: Developed lesson plans and assign projects; developed business department structure; developed program curriculum; facilitated 26 weeks class session on Leadership Development; implemented policy and procedures and implemented and facilitated workshops for employees.

10/2007 – 09/2009 Youth Case Worker, Hillcrest Family Services.

Provided approximately 2 years of direct service and progressive leadership service to this nonprofit human services organization specializing in providing school readiness/early academic success assistance, community based behavioral health, family strengthening, juvenile delinquency prevention, and foster care services to troubled children and families. **Key accomplishments include**:

- Provided proven ability to establish and maintain a therapeutic environment for twelve adolescents diagnosed as exhibiting anti-social behavior demonstrated skills in implementing and coordinating each individual s treatment plan as dictated by head psychiatrist.
- Implemented and coordinated each individual s treatment plans as dictated by head psychiatrist with % completion
- Debriefing University Officials on classified information and providing positive elucidation to handle matter. Assessing client s needs and developed services plans conducted group therapeutic intervention for clients to ensure support system and non-violence conflict operations; arranged and transport clients to daily recreation facilities and providing the highest level of security.
- Provided 100% daily case-log for head psychiatrist in charge and daily intervention notes of client s behavioral provide new employees with on the job training and administer individual s intervention with clients and providing program supervisor report of intervention.
- Assisted clients with self-confidence through intervention for school performance and life expectancy. Provided specialized services that may include detainment, interstate compact, post placement supervision and relative/non-relative caregiver home studies; and arranged and provided quality improvement process.

EDUCATION

Iowa State University, Ames, IA
Master of Science*, Magnum Cum Laude, 5/2010*
Interdisciplinary Graduate Studies: Business Administration, Public Administration & Psychology
Concentration: *Business Management, Public Relations, Public Policies, Human Resources, Business Leadership*
Creative Component (Thesis): Attitudes Towards Hiring Immigrants Among Iowa Small Business Owners and Managers

University of Dubuque*,* Dubuque, IA
Bachelors of Arts, Cum Laude, 5/2008
Major: Sociology & Criminal Justices; Minor: Psychology
Concentration: Social Perspective, Criminology, Attitudes & Behaviors.

BOARD/COUNCIL APPOINTMENTS

- Florida Restorative Justice Association
- Circuit 17th Juvenile Justice Advisory Board
- Housing Authority of Pompano Beach (Commissioner)
- Hopewell Missionary Baptist Church Scholarship Board Member;
- Fathers, Men and Boys Committee Co-Chair Broward County Children s Strategic Planning Council
- Advisory Council Member: Project Bridge for Eckerd

Media & News Journal Appearance

- Future First: Restorative Justice (BECON TV Network)
- New Haitian Generation (BECON TV Network)
- The Westside Gazette
- Hot 105 FM Radio Station: HIV and AIDS Bowling Awareness (2013)
- Des Moines Register "Haitian students at ISU feel devastated hope for good news Iowa
  By: Danny Valentine (Staff Writer)
- Iowa KCCI 8 News Network, Iowa (2010)
- Iowa State Daily Newspaper "Haitian students organize aid efforts in the face of disaster awaiting word from families friends Iowa (2010) By: Tessa Callender & Kyle Peterson (Daily Staff Writers)
- Sun-Sentinel Newspaper "Tri-county Pipeline Florida By: Pat Lammer (Staff Writer)

COMMUNITY AWARDS/RECOGNITIONS

- 2011 Award for Collective Youth Impact (2019)
- 2014 Grant Award Recipient for New Day: Civil Citation & Diversion, Fort Lauderdale, Florida (2014– 2017)
- 2014 Grant Award Recipient for Juvenile Prevention & Diversion Fort Lauderdale, Florida (2014– 2017)
- Excellence in Education Award for Over Exceed Grant Numbers, Fort Lauderdale, Florida(2011– 2012)
- Raised $30,000 in effort with Red Cross for the Haiti Earthquake (2010)
- Student Judicial Board, University of Dubuque, Iowa (2007– 2008)
- Iowa Intercollegiate Academic Scholar, University of Dubuque (2006 –2007)
- Benjamin Franklin Leadership Award, Multicultural Center, University of Dubuque, Iowa (2006 – 2007)
- Wendt Character Scholarship, University of Dubuque, Dubuque, Iowa (2005 – 2007)
- Horatio Alger Scholarship Recipient, Horatio Alger Scholarship, Miami, Florida (2004 – 2007)

2. Total Number of Current Employees
   a. Full Time: 19
   b. Part Time: 40
3. Total Number of Supervisory Employees
   a. Full Time: 3

b. Part Time: 5

4. Total Number of Custodial Workers
   a. Full Time: 16
   b. Part Time: 35
5. Temporary Workers
   All staff are employed with the company.
6. Provide Health Benefits
   Upon being awarded the contract, all employees will be paid per the living wage agreement and provided the opportunity to obtain health benefits.
7. Require criminal background check

   Janitorial 5 Star Services understands security is paramount and thus it is treated as such. All employees undergo a full criminal background. Prior to commencing the contract all employees will meet badging and security standards set forth for each location.

   a. Describe when this occurs and which job categories applies to.

      The background check is completed as part of the hiring process and applies to all positions.

1.2 Company Experience/Reference

Submit references with following info and describe prime vendor s experience on projects similar nature, scope, and duration along with satisfactory completion both on time and within budget.

Janitorial 5 Star Services acted as the prime contractor on the below listed contracts. Please see corresponding attachments for information.

Reference 1 (see attachment A for reference)

Broward County School District

We perform custodial cleaning on a contractual and emergency basis within the Broward County Schools. We perform electrostatic disinfecting to Broward County schools and administrative sites. The schools and administrative sites vary in square footage and height of buildings. All work has been performed within budget and on time. We are the Prime contractor for this contract.

a. Name and location of facility: see list below
b. Size of facility area cleaned (sf): see list below
c. Number of stories (height of building): see list below

d. Total number of worker/supervisors assigned to facility: see list below
e. Total number of facility users, ie. Employees, clients,: see list below
f. Start date and end date of contract: Oct 2020 to present
g. Annual dollar value of contract:
h. Identify operational hours of contract (24 hours a day, 7 days a week, 52 weeks a year): operational hours are 24 hours / 7 days / 52 weeks
i. Identify level of employee background/security checks: state/local through Broward County School District
j. Identify if adhered to green building maintenance standards: yes

Site Name/Type	Size	Site Address
Royal Palm Elementary School	128,943 sf	1951 NW 56th Ave Lauderhill, FL 33313
Plantation High School	343,064 sf	6901 NW 16th St, Plantation, FL 33313
Nova Eisenhower Elementary	97,989 sf	6501 SW 39th St, Davie, FL 33314
South Plantation High School	351,376 sf	1300 SW 54th Ave Plantation, FL
Silver Shore Elementary	109,372 sf	1601 SW 160th Ave Miramar, FL
Thurgood Marshall Elementary	104,460 sf	800 NW 13th St Fort Lauderdale, FL
Bethune Elementary	143,054 sf	2400 Meade St Hollywood, FL 33020
Central Park Elementary	132,169 sf	777 N Nob Hill Rd Plantation, FL
Walter C. Young Middle School	224,196 sf	901 NW 129th Ave Pembroke Pines, FL
Gator Run Elementary	145,398 sf	1101 Glades Pkwy, Weston, FL 33327
Ramblewood Elementary	103,248 sf	8950 Shadowwood Blvd Coral Springs
Pines Lakes Elementary	119,644 sf	10300 Johnson St Pembroke Pines, FL
Coconut Creek Elementary	90,150 sf	500 NW 45th Ave Coconut Creek, FL 33066
Driftwood Elementary	89,165 sf	2700 NW 69th Ave Hollywood, FL 33024
Collins Elementary	56,163 sf	1050 NW 2nd St Dania Beach, FL 33004

Tradewind Elementary	154,166 sf	5400 Johnson Rd Coconut Creek, FL
Rock Island Elementary	95,818 sf	2350 NW 19th St Fort Lauderdale, FL 33311
Maplewood Elementary	101,237 sf	9850 Ramblewood Dr Coral Springs, FL 33071
Endeavour Primary Elementary	57,426 sf	2701 NW 56th Ave Lauderhill, FL
Davie Elementary	94,208 sf	7025 SW 39th St Davie, FL
Meadowbrook Elementary	111,487 sf	2300 SW 46th Ave Fort Lauderdale, FL
Parkway Middle School	289,576 sf	3600 NW 5th Ct, Fort Lauderdale, FL 33311
Silver Lakes Elementary	111,322 sf	2300 SW 173rd Ave Miramar, FL
Palm Cove Elementary	129,311 sf	11601 Washington St Pembroke Pines, FL
Morrow Elementary	91,474 sf	408 SW 76th Ter North Lauderdale, FL
Park Springs Elementary	135,976 sf	5800 NW 66th Ter Coral Springs, FL 33067
Falcon Cove Elementary		4251 Bonaventure Blvd Weston, FL
Manatee Bay Elementary	144,855 sf	19200 Manatee Isles Dr Weston, FL
West Broward High School	357761 sf	500 NW 209th Ave, Pembroke Pines, FL 33029
Pembroke Lakes Elementary	101,646 sf	11251 Taft St Pembroke Pines, FL
Sanders Park Elementary	88,070 sf	800 NW 16th St Pompano Beach, FL 33060
Plantation Park Elementary	76,645 sf	875 SW 54th Ave Plantation FL, 33317
Stirling Elementary	105,533 sf	5500 Stirling Rd Hollywood, FL
Sheridan Park Elementary	115,742 sf	2310 N 70th Ter Hollywood, FL 33068
Everglades Elementary	148,886 sf	2900 Bonaventure Blvd Westin, FL 33311
Dillard Elementary	118,096 sf	2330 NW 12th Ct Fort Lauderdale, FL
Coral Glades High School	301,401 sf	2700 Sportsplex Dr Coral Springs, FL 33065

Fort Lauderdale High School	314,212 sf	1600 NE 4th Ave Fort Lauderdale, FL 33305
Heron Heights Elementary	125,033 sf	11010 Nob Hill Rd Parkland, FL 33076
New Renassiance Middle School	194,973 sf	10701 Miramar Blvd Miramar, FL 33025
McNab Elementary	91969 sf	1350 SE 9th Ave Pompano Beach, FL 33309
Pasadena Lakes Elementary	98,791 sf	8801 Pasadena Blvd Pembroke Pines, FL 33024
Coral Springs High School	346,405 sf	7201 W Sample Rd Coral Springs, FL
Eagle Ridge Elementary	129,983 sf	11500 West View Dr Coral Springs, FL 33076
Quest Center	73,003 sf	6401 Charleston St, Hollywood, FL 33024
Whispering Pines Center	64,049 sf	3609 S Douglas Rd, Miramar, FL 33025
Cross Creek Center	64,013 sf	1010 NW 31st Ave, Pompano Beach, FL 33069
Bright Horizon Center	78,123 sf	3901 NE 1st Terrace, Pompano Beach, FL 33064
Wingate Oaks Center	71,639 sf	1211 NW 33rd Terrace, Fort Lauderdale, FL
Hollywood Park Elementary	80,690 sf	901 N. 69TH Way, Hollywood, FL 33024
West Hollywood Elementay	106,422 sf	6301 Hollywood Blvd, Hollywood, FL 33024
Stirling Elementary	105,533 sf	5500 Stirling Rd, Hollywood, FL 33021
Henry D. Perry Education Center	175,901 sf	3400 Wildcat Way, Miramar, FL 33023
Perry Annabel C. Middle	104,198 sf	6850 SW 34th St., Miramar, FL 33023
Broward Estates Elementary	97,633 sf	441 NW 35th Ave Fort Lauderdale, FL 33311
Martin Luther King Elementary	110,051 sf	591 NW 31st Ave Fort Lauderdale, FL 33311
Larkdale Elementary	78,579 sf	3250 NW 12th Pl Fort Lauderdale, FL 33311
Royal Palm Elementary	128,943 sf	1951 NW 56th Ave Lauderhill, FL 33313

Westwood Heights Elementary	122,314 sf	2861 SW 9th St Fort Lauderdale, FL 33312
Riverland Elementary	105,242 sf	2600 SW 11th Ct Fort Lauderdale, FL 33312
Stephen Foster Elementary	82,499 sf	3471 SW 22nd St Fort Lauderdale, FL 33312
Sheridan Hills Elementary	82,939 sf	5001 Thomas St, Hollywood, FL 33021
Boulevard Heights Elementary	120,614 sf	7201 Johnson St, Hollywood, FL 33024
Pembroke Pines Elementary	105,740 sf	6700 SW 9th St Pembroke Pines, FL 33023
Sunshine Elementary	105,987 sf	7737 La Salle Blvd Miramar, FL 3323
Fairway Elementary	126,678 sf	7850 Fairway Blvd, Miramar, FL 33023
Miramar Elementary	124,613 sf	6831 SW 26th St. Miramar, FL 33023
Pioneer Annex	88,890 sf	5400 SW 90TH AVE COOPER CITY, FL 33328
South Area Bus Complex	18,154 sf	900 S UNIVERSITY DR Pembroke Pines, FL 33024
South Area Maintenance	12,384 sf	1295 N. 21st AVE HOLLYWOOD, FL 33020
Sheridan Technical College		5400 West Sheridan St Hollywood, FL 33021
Sheridan Technical College West Campus		20251 Stirling Rd Pembroke Pines, FL 33332
Sheridan Technical College Bus Lot	35,988 sf	20251 Stirling Rd Pembroke Pines, FL 33332
Talent Development HRD	15,991 sf	3521 DAVIE Rd DAVIE, FL 33314
WEST CENTRAL BUS COMPOUND	39,650 sf	2500 COLLEGE AVE DAVIE, FL 33314
BECON Administration	35,342 sf	6600 SW NOVA Dr DAVIE, FL 33314
McFatter Technical College and High School	255,908 sf	6500 Nova Dr. Davie, FL 33317
Broward Fire Academy		2600 SW 71st Ter Davie, FL 33314
TITLE I (Special Programs Office)	14,405 sf	701 NW 31 AVE FORT LAUDERDALE, FL 33311
Central Area Maintenance		1560 NW 34th Ter Fort Lauderdale, FL 33311

Atlantic Technical College- Arthur Ashe, Jr. Campus		1701 NW 23rd Ave Fort Lauderdale, FL 33311
Rock Island Administrative Site	77,692 sf	2301 NW 26th St Fort Lauderdale, FL 33311
Atlantic Technical College		4700 Coconut Creek Pkwy Coconut Creek, FL 33063
Kathleen C. Wright Administrative Complex	288,348 sf	600 SE 3RD AVE FORT LAUDERALE, FL 33301
Pineridge Education Center	59,456 sf	1251 SW 42nd Ave Fort Lauderdale, FL
Twin Lakes Annex	28,232 sf	4140 NW 10TH AVE OAKLAND PARK, FL 33009
Twin Lakes Warehouse, Maintenance, and Transportation	267,860 sf	3810 NW 10TH AVE OAKLAND PARK, FL 33009
Central Transit		3897 NW 10th Ave Oakland Park, FL 33009
Crystal Lake Middle School	170,584 sf	3551 NE 3rd Ave Pompano Beach, FL 33064
North Area Bus Garage	7,549 sf	2600 NW 18 TER POMPANO BEACH, FL 33060
North Area Bus Complex	17,735 sf	1751 NW 22ND AVE POMPANO BEACH, FL 33060
North Area Portable Annex Training Center	13,222 sf	2251 NW 18TH ST POMPANO BEACH, FL 33060
Cypress Run Education Center	60,474 sf	2800 NW 30th Ave Pompano Beach, FL 33069
North Area Maintenance	66,718 sf	6501 NW 15 AVE FORT LAUDERDALE, FL 33009
Twin Lakes Administrative	40,809 sf	4199 NW 10TH AVE OAKLAND PARK, FL 33009
TSSC Annex	49,103 sf	7770 W OAKLAND PARK BLVD SUNRISE, FL 33351
Technology and Support Service	147,736 sf	7720 W OAKLAND PARK BLVD SUNRISE, FL 33351
Sheridan Technical High School		3775 SW 16th St Fort Lauderdale, FL 33312
Lanier James Education Center	59,082 sf	1050 NW 7th Ct Hallandale Beach, FL 33009
Pompano Administrative Center	32,690 sf	610 NE 13th Ave Pompano Beach, FL 33060

Reference 2 (see attachment B for reference)

BMD Management

We perform daily office cleaning to this facility. It is a two story office building. All work has been performed within budget and on time. We are the Prime contractor for this contract.

a. Name and location of facility: 555 Twelve
b. Size of facility area cleaned (sf): 48,231 sf
c. Number of stories (height of building): 2 stories
d. Total number of worker/supervisors assigned to facility: 4
e. Total number of facility users, ie. Employees, clients: 70 users
f. Start date and end date of contract: 7/1/2017 to present
g. Annual dollar value of contract: $50,000
h. Identify operational hours of contract (24 hours a day, 7 days a week, 52 weeks a year): operational hours are 12 hours /5 days /52 weeks
i. Identify level of employee background/security checks: local/ state check
j. Identify if adhered to green building maintenance standards: yes

Reference 3 (see attachment C for reference)

City of Pompano Beach

We perform daily pressure cleaning service to the city pier. Our service includes trash pick up, daily spot cleaning, and monthly cleaning of entire pier and canopies. All work has been performed within budget and on time. We are the Prime contractor for this contract.

a. Name and location of facility: Pompano Beach Pier (Fisher Family Pier)
b. Size of facility area cleaned: 16,000 sf
c. Number of stories (height of building): pier
d. Total number of worker/supervisors assigned to facility: 2
e. Total number of facility users, ie. Employees, clients: 100 users
f. Start date and end date of contract: 05/2020 to present
g. Annual dollar value of contract: $75,000
h. Identify operational hours of contract (24 hours a day, 7 days a week, 52 weeks a year): Operational hours are 24 hours/7 days /52 weeks
i. Identify level of employee background/security checks: local/state check
j. Identify if adhered to green building maintenance standards: yes

1.3 Experience of Key Personnel

Describe the experience of key personnel (including prime vendor and their subcontractors relevant to providing timely, high quality janitorial service in an environmentally friendly manner to multiple high-profile facilities.

1. List key personnel of the proposed maintenance team, including supervisors, and primary project manager for each agreement of locations listed on the price sheets. Describe the key personnel s relevant experience and the role they will play for each agreement of locations, including the following info: project superintendent, site supervisor, full time service crews.

   Key personnel:

   Project Superintendent

   Kristen Olbel will be the Project Superintendent. Kristen is currently the CEO of Janitorial 5 Star Services and oversees operations. She has over 20 years of experience in the industry providing a vast knowledge to ensure all specifications are met per the customer s specifications. Kristen will meet with Broward County representatives and building managers on a routine basis to guarantee customer satisfaction.

   Project Manager

   Lakesha Houston currently oversees all janitorial Broward County contracts to include the Broward County School District. She is experienced in operations and management with over 15 years of experience. She oversees and is responsible for inventory, equipment maintenance, routine and special project scheduling, and quality control.

   Site Supervisor

   Kenny Bellinger is currently the project manager over post construction contracts for Janitorial 5 Star Services. Kenny is responsible for all labor, supervision, equipment, and quality control. He will provide site supervision on this agreement.

   Matthew Gibson is currently a site supervisor for Janitorial 5 Star Services. He is responsible for site supervision, equipment, and quality control. Matthew will provide site supervision on this agreement.

   Full Service Crews

Janitorial 5 Star Services currently employees over 50 employees. We will staff this agreement with currently employed personnel to provide them the first opportunity. If additional personnel are required, we will hire personnel from the community where the contract site is located. This will allow for a quicker emergency response if required and to meet our company goal of hiring within the community where service is provided.

2. Provide a brief resume of employees who will furnish professional and technical support expertise for each agreement of locations listed on the price sheets. Include: functions in the company, title and number of years of service with company, years of experience in the maintenance of comparably complex facilities and systems.

   See section 1 (Ability of Professional Personnel) for resumes and list of employees.

2 Location

Janitorial 5 Star Services is both a **Local Business** and a **Locally Based Business** as each term is defined by Section 1-74, Broward County Code of Ordinances. Janitorial 5 Star Services is located in Pompano Beach, FL and possesses a Business Tax Receipt with the City of Pompano Beach and Broward County (see attachment D & E).

3 Project Approach

Describe the prime vendor s approach for each agreement of locations vendor is proposing. Include how prime will use subcontractors for each agreement.

Janitorial 5 Star Services is CBE/SBE certified with Broward County. We will be functioning as the Prime Vendor for all agreements. See attachment F & G for certificates. Janitorial 5 Star Services is bidding on all agreements (1-14). See section 1.1 under Company Profile for employee information and number of employees.

3.1 Project approach for each agreement of locations prime vendor is proposing.

a. Describe how you intend to meet or exceed quality standards. Discuss adequacy of weekly service hours proposed to meet the quality specifications described in the RFP.

At Janitorial 5 Star Services we pride ourselves in being able to provide quality and effective service for our clients. We understand that cleanliness isn t just about what is seen, but it goes beyond that. So just like our attitude towards cleaning, we utilize many programs and services to deliver seamless service that isn t seen on the surface. Our personnel will work side by side with the building managers to guarantee standards are met at every level.

We utilize various technology and programs to provide accurate record keeping and scheduling. This will guarantee our staff meets and keeps the required inspection dates which will keep your operations uninterrupted. Our quality control program is designed to keep you, the client, informed so rest assured our real time approach will not leave you wondering about daily or periodic tasks. With these programs and approaches we will not only meet the expectations, but exceed the standards set forth in this RFP.

b. Discuss any exceptions you suggest to minimum proposed service hours.

At Janitorial 5 Star Services we understand time is valuable, but quality will not be sacrificed. We will routinely analyze the current service hours, tasks, and frequency to determine if changes are required or practicable. Based on those findings the appropriate changes will be executed. At Janitorial 5 Star Services our promise to you is quality. It will always remain a constant priority and that expectation will not change. Should any exceptions to the minimum proposed service hours arise we will fully cooperate with Broward County.

c. Describe how you propose to meet minimum work tasks and interface with normal building activities.

Our combined team of managers and supervisors will develop a task specific plan that will be based on the time expected, facility, crew, and equipment required. This task specific plan will then be scheduled in conjunction with the feedback of the building manager. This communication will provide more accurate scheduling and reduce any interference with normal building activities.

Our goal is to provide a service that is unified and conscience of your needs. We believe that your satisfaction is paramount at every level of our contract with you and that starts at the planning stage.

d. Describe how you will maintain public areas, specifically providing high quality floor surfaces.

Janitorial 5 Star Services recognizes the appearance of public or common areas is crucial to your business and daily operations. The appearance of your building creates a mood and message not only to the public you serve, but your staff as well. Our scheduling programs coupled with our training program leaves no room for error. Our staff is more than prepared to keep all areas of your facilities in tip top shape. We provide continuing education and daily/weekly team meetings to keep all employees knowledgeable about their responsibilities. And what is knowledge without the proper equipment? We provide equipment that is appropriate for the task at hand and made with quality to all employees to guarantee the task is completed in a timely and efficient manner.

Our teams are trained in the proper floor cleaning procedures and will follow all requirements set forth in the RFP. Upon award of this contract, all surfaces will be evaluated and assessed to develop the correct and appropriate approach. A schedule will then be created to maintain quality flooring.

3.2 Describe how prime vendor will manage and organize work for each agreement of locations vendor is proposing.

a. State number of crews working for each agreement identified.
   i. Describe how you will schedule basic janitorial service for each facility.
   ii. List the individual building teams that will be working for that agreement per building(s): management, supervisory, maintenance crews.

Janitorial 5 Star Services will deploy the following personnel for each agreement:

a. General Manager
b. Administrative Assistant
c. Project Manager
d. Assistant Project Manager
e. Site Supervisor
f. Porter/Cleaner
g. Project Crew

The agreement will be managed and organized through the use of computer programs. All daily and periodic work will be coordinated and executed through a generated schedule of tasks. In addition, we will continuously monitor and reevaluate to ensure the best strategies are being utilized.

As stated previously, our managers and supervisors will be in constant communication with the building manager and Broward County representatives to provide a well-executed plan. In keeping in constant communication, we can adjust or modify items as required.

b. Describe how you will schedule basic janitorial service for each facility while coordinating with periodic project and annual work task.
   i. Describe crew organization to perform basic and project work.

Janitorial 5 Star Services utilizes computer programs and RFP specifications to determine the appropriate number of employees per a task. With the use of computer programming, we are able to accurately schedule the appropriate number of employees and allocate accordingly. All routine daily work is then coordinated along project work to provide optimal results. Facilities that have additional specifications or requirements will be identified upon execution of the contract and resources will be distributed accordingly.

Our project crews are broken into teams of 3 to 4 employees depending on the task and equipment required. All project crews are managed by a project manager.

Daily/routine work is completed with teams of 3 or 5 employees. The size of the building and level of cleaning are considered prior to scheduling employees. All work will be divided according to light tasks, vacuum and furniture, restrooms, and hard floors.

1. Light Tasks: dust horizontal surfaces; empty and reline trash; spot clean (walls, doors, windows etc).
2. Vacuum and Furniture: pick up trash; spot vacuum low traffic areas; vacuum all high traffic areas; reposition furniture after vacuuming or in office/conference rooms; turn off lights were applicable and secure doors/buildings.
3. Restrooms: refill all dispensers and paper products; empty and reline trash; clean and disinfect all toilets, partitions, counters, sinks, mirrors, fixtures; sweep and mop all hard floors.
4. Hard Floors: dust mop/sweep; spot mop stains; empty and reline trash; pick up trash; and spot mop.

c. Describe and present an example of your reporting system used to compare actual performance to your schedule for regular service.

Our Quality Control Managers develop and implement a routine schedule to monitor and stay ahead of any areas of deficiency. All scheduled visits are monitored and recorded via computer programs. All evaluations are recorded on a performance evaluation form (paper and/or digital) which documents the immediate needs to be addressed. If any inconsistencies are noted they are immediately relayed to the site supervisors for immediate attention. See attachment H & I for Quality Control forms.

d. Describe your capabilities to respond to emergency or disaster situations including of specialized equipment required for de-watering or moisture removal tasks or other special cleaning services.

Janitorial 5 Star Services understands there are situations that arise that cannot be planned for. We have developed a disaster/emergency response plan that utilizes a quick response from our on-call staff and specialized equipment. Our response plan is designed to immediately identify priority areas and limit or extinguish potential damage. Our employees are trained in disaster relief efforts such as smoke and fire remediation, water remediation, and mold remediation. We are confident with our disaster and emergency response plan you will see minimal disruption in services.

3.3 Describe your quality control program for each agreement of locations prime vendor is proposing:

a. Describe how you intend to provide a startup orientation program to bring facilities into compliance with quality standards.

Janitorial 5 Star Services will conduct a meeting prior to the contract starting to recruit the current staff members. We recognize the importance of experience and the current staff members have exactly that. In addition, our employees are properly trained to perform the tasks required so upon execution of this contract they will seamlessly step in. They are trained to identify any deficiencies and quickly correct them as required. In conjunction with our project crews, all sites/locations will be brought to standards specified in the RFP.

Our project managers and site supervisors will work closely with the building managers to identify any current issues with quality standards. A level of high importance will be placed on those issues to ensure standards are met quickly and without delay. We will also begin to identify the equipment and product needs of each location. These items will be purchased and made ready to provide a seamless transition.

We will always be in constant contact with building managers to guarantee this transition period is smooth and frankly unnoticeable to your staff and the people you serve. Our goal is to work hand in hand with you so our process and operations work simultaneously with yours.

b. Discuss your inspection procedures including any technical aids used to monitor performance standards.

As discussed above, our Quality Control Program is designed to stay ahead of any areas of deficiency. We use both digital and written forms to monitor and document deficiencies. All project managers and site supervisors are briefed on all RFP requirements and standards prior to commencement of the contract. Daily and weekly meetings will be conducted to discuss trending deficiencies to identify whether it stems from such issues as training, personnel, or equipment.

c. Describe how prime vendor will achieve the services and quality standards described in the attached Exhibit 1- specifications.

Janitorial 5 Star Services will achieve the services and quality standards described in the attached Exhibit 1 specifications by the following:

1. Implemented Quality Control Program
2. Maintaining proper equipment and well-trained employees
3. Maintaining constant communication with building managers
4. Quick response to service issues or deficiencies
5. Maintaining proper safety measures
6. Utilizing computer programs to schedule daily and periodic tasks

All items listed have been described above.

d. Describe and provide a sample of your reporting system used to compare actual performance to your schedule for regular services.

Janitorial 5 Star Services utilizes both digital and written forms to document performance. All evaluations and inspections are cross referenced to ensure RFP standards are being met or exceeded. See attachment H & I for quality control documents.

e. Describe the activities that can most easily be implemented to maximize opportunities to promote green building cleaning practices.

At Janitorial 5 Star Services we strive to promote and implement green cleaning practices at all facilities/contracts. We understand that our impact on the environment is lasting and we will minimize that impact.

Our project managers and site supervisors will meet with building managers to determine what is currently being implemented at the location, such as recycling, automated lights, or refillable water fountains. We will then merge our own green practices to ensure there is no interruption. We will continue to evaluate new methods, chemical products, or paper products to maximize our green cleaning efforts.

3.4 Company Equipment

a. List current inventory of heavy equipment

We currently have pressure washers, floor machines, carpet extractors, wet/dry vacuums, and backpack vacuums. We have great relationships with our vendors if additional equipment is required whether for emergency or maintenance needs.

b. Provide the response time for mobilization for each piece of equipment.

Mobilization of each piece of equipment is determined based on the location and size of the equipment. We strive to make equipment readily available with a response time of no longer than 24 hours.

c. List the current inventory of machinery for floor care that will be utilized to perform the requirements.

See section 3.4 (a) for list.

d. Describe how vendor will ensure all required equipment is maintained in quality working condition.

We regularly inspect all equipment to guarantee they are working properly. Preventative maintenance is the first step to keeping all equipment functioning properly, and it ensures there is no interruption in service. Additional equipment is readily available should it be required.

e. List office equipment and computer programs that vendor currently possesses in order to deliver electronic communications and reports to county staff.
I.e. computer, fax, scanner, printer, photocopier, adobe acrobat, Microsoft, outlook, excel etc.

Janitorial 5 Star Services currently uses all listed office equipment and computer programs. All employees are provided smart phones to communicate through these programs.

3.5 Company training

a. Provide Safety Training Manual

See attachment J.

b. Employee Training Manual

See attachment J.

c. Describe the training currently in place to assure on-site staff will be pro-active and aware during each shift with regards to notification and documentation of suspicious behavior, abandoned belongings, running water, potential slip and fall conditions, ajar doors.

Janitorial 5 Star Services provides training and retraining on all the listed subjects. We believe repetition is key when making something second nature, and that is exactly how we train our employees to recognize these items. Our managers and supervisors are constantly on the look out for ways to make your facilities safer not only for us, but for your staff and clients too. We regularly meet with

employees regarding safe practices during performance of tasks and security measures within the facilities.

d. Describe training of vendor s supervisors and cleaners in green building cleaning procedures as required for this contract.

All supervisors and cleaners will be trained in the green cleaning procedures of this RFP.

4 Workload of the Firm

List all completed and active projects that vendor has managed within the past five years. In addition, list all projected projects that vendor will be working on in the near future. Projected projects will be defined as a projects that vendor worked on concurrently. Describe vendor s approach in managing projects Were there or will there be any challenges for any of the listed projects? If so describe how vendor dealt or will deal with the projects challenges.

There are no known challenges on any past awarded projects. There are no anticipated challenges on any awarded projects. The experience of all employees coupled with our quality control measures has aided in our positive relationship with our clients. See list below for all projects.

- BMD Management, office cleaning
- Pride Construction, office cleaning & post construction cleaning
- Whiting & Turner, office cleaning & pressure washing
- OIC of South Florida, office cleaning & electrostatic disinfecting
- Commercial Relocation Group, office cleaning
- Alexander Rebb Property Management, lawn maintenance
- Strategic Properties, lawn maintenance
- Brookstone Construction, post construction cleaning & window cleaning
- Camp Live Oak, site cleaning & disinfecting
- Broward County Chemical & Supplies, supply orders
- City of Pompano Beach, office cleaning & pressure washing
- Innovative Healthcare Business Solutions, office cleaning
- Global Construction Services, post construction cleaning
- Unitarian Universalist Church, office cleaning

- Broward County School District, site cleaning in conjunction with custodial staff, post construction cleaning, & electrostatic disinfecting

5 Pricing

See attached pricing sheet

Janitorial Services - Price Sheets - Small Facilities - Group 4 - Ag Reserve)

ITEM NO.	FACILITY LOCATION	Annual Frequency	Annual Process	Year 1 Unit Price	Year 1 Annual	Ye Unit Price
1	**FLEET SERVICES # 3**	12	Basic Cleaning	$ 450.00	$ 5,400.00	$ 450.00
	1600 N.W. 30 TH AVE.	12	Restrooms	$ 30.00	$ 360.00	$ 30.00
	POMPANO BEACH, FL. 33069	12	Floors	$ 80.00	$ 960.00	$ 80.00
		2,771	Pressure Cleaning (SQ. FT.)	$ 0.05	$ 138.55	$ 0.05
		1	Windows	$ 30.00	$ 30.00	$ 30.00
		1	Air Quality	$ -	$ -	$ -
		12	Cleaning Supplies	$ 20.00	$ 240.00	$ 20.00
		12	Paper Products	$ 230.00	$ 2,760.00	$ 230.00
		2,771	Carpet Cleaning - Deep (SQ. FT.)	$ 0.13	$ 360.23	$ 0.13
		2,771	Electrostatic Disinfection (SQ. FT.)	$ 0.03	$ 83.13	$ 0.03
			Total		$ 10,331.91	
2	**FAMILY SUCCESS CENTER NORTHWEST**	12	Basic Cleaning	$ 2,500.00	$ 30,000.00	$ 2,500.00
	10077 NW 29th Street	12	Restrooms	$ 150.00	$ 1,800.00	$ 150.00
	Coral Springs, Fl. 33065	12	Floors	$ 230.00	$ 2,760.00	$ 230.00
		13,680	Pressure Cleaning (SQ. FT.)	$ 0.05	$ 684.00	$ 0.05
		1	Windows	$ 100.00	$ 100.00	$ 100.00
		1	Air Quality	$ 120.00	$ 120.00	$ 120.00
		12	Cleaning Supplies	$ 160.00	$ 1,920.00	$ 160.00
		12	Paper Products	$ 450.00	$ 5,400.00	$ 450.00
		13,680	Carpet Cleaning - Deep (SQ. FT.)	$ 0.13	$ 1,778.40	$ 0.13
		13,680	Electrostatic Disinfection (SQ. FT.)	$ 0.03	$ 410.40	$ 0.03
			Total		$ 44,972.80	
3	**REVENUE COLLECTION/ AUTO TAG**	12	Basic Cleaning	$ 3,700.00	$ 44,400.00	$ 3,700.00
	1800 NW 66 Avenue	12	Restrooms	$ 100.00	$ 1,200.00	$ 100.00
	Plantation, FL	12	Floors	$ 230.00	$ 2,760.00	$ 230.00

		16,225	Pressure Cleaning (SQ. FT.)	$ 0.05	$ 811.25	$ 0.05
		1	Windows	$ 100.00	$ 100.00	$ 100.00
		1	Air Quality	$ 120.00	$ 120.00	$ 120.00
		12	Cleaning Supplies	$ 150.00	$ 1,800.00	$ 150.00
		12	Paper Products	$ 350.00	$ 4,200.00	$ 350.00
		16,225	Carpet Cleaning - Deep (SQ. FT.)	$ 0.13	$ 2,109.25	$ 0.13
		16,225	Electrostatic Disinfection (SQ. FT.)	$ 0.03	$ 486.75	$ 0.03
			Total		$ 57,987.25	
4	**OFFICE OF JUSTICE SERVICES**	12	Basic Cleaning	$ 1,100.00	$ 13,200.00	$ 1,100.00
	624 NW 15 Way	12	Restrooms	$ 80.00	$ 960.00	$ 80.00
	Fort Lauderdale, FL 33311	12	Floors	$ 100.00	$ 1,200.00	$ 100.00
		4,920	Pressure Cleaning (SQ. FT.)	$ 0.05	$ 246.00	$ 0.05
		1	Windows	$ 80.00	$ 80.00	$ 80.00
		1	Air Quality	$ 100.00	$ 100.00	$ 100.00
		12	Cleaning Supplies	$ 30.00	$ 360.00	$ 30.00
		12	Paper Products	$ 110.00	$ 1,320.00	$ 110.00
		4,920	Carpet Cleaning - Deep (SQ. FT.)	$ 0.13	$ 639.60	$ 0.13
		4,920	Electrostatic Disinfection (SQ. FT.)	$ 0.03	$ 147.60	$ 0.03
			Total		$ 18,253.20	
	˙otal (1) - Summary, all sites				$ 131,545.16	

		Per Hour	Annual	Per Hour
Additional Labor:				
Project Supervisor	50 hrs.	$ 30.00	$ 1,500.00	$ 32.00
Site Supervisor	50 hrs.	$ 22.75	$ 1,137.50	$ 22.75
Full Time Service Crew	50 hrs.	$ 19.50	$ 975.00	$ 21.00
Part Time Service Crew	50 hrs.	$ 19.50	$ 975.00	$ 21.00
Porter Day/Night	50 hrs.	$ 18.50	$ 925.00	$ 18.50
Emergency Services Labor:				
Project Supervisor	50 hrs.	$ 32.00	$ 1,600.00	$ 32.00
Site Supervisor	50 hrs.	$ 28.00	$ 1,400.00	$ 28.00
Full Time Service Crew	50 hrs.	$ 25.00	$ 1,250.00	$ 25.00

Part Time Service Crew	50 hrs.	$ 25.00	$ 1,250.00	$ 25.00
Porter Day/Night	50 hrs.	$ 22.00	$ 1,100.00	$ 22.00
"Pass thru" (Services/Materials)			$ 1,000.00	
	Total (2)		$ 13,112.50	

	Year 1	Ye
Grand Total - Whole Group	$ 144,657.66	
(Total 1 + Total 2)		

REGARDLESS OF THE NUMBER OF HOURS WORKED,

YES	X	**Agree to the above state**
NO		**Disagree to the above st**

NAME OF COMPANY: **Janitorial 5 Star Services LLC**

AUTHORIZED PERSON NAME: **Kristen Olbel**

AUTHORIZED SIGNATURE: *Kristen Olbel*

By signing this proposal sheet, your firm is agreeing to the terms and conditions of the invitat

All buildings listed in the group must be priced for this proposal sheet to be determined

AUTHORIZED PERSON TITLE: **CEO** **DATE:**

THIS SHEET MUST BE SIGNED AND MUST NOT BE ALTERED OR REV

reement 11 (SBE

ar 2	
Annual	*Two Year Total*
$ 5,400.00	$ 10,800.00
$ 360.00	$ 720.00
$ 960.00	$ 1,920.00
$ 138.55	$ 277.10
$ 30.00	$ 60.00
$ -	$ -
$ 240.00	$ 480.00
$ 2,760.00	$ 5,520.00
$ 360.23	$ 720.46
$ 83.13	$ 166.26
$ 10,331.91	$ 20,663.82

$ 30,000.00	$ 60,000.00
$ 1,800.00	$ 3,600.00
$ 2,760.00	$ 5,520.00
$ 684.00	$ 1,368.00
$ 100.00	$ 200.00
$ 120.00	$ 240.00
$ 1,920.00	$ 3,840.00
$ 5,400.00	$ 10,800.00
$ 1,778.40	$ 3,556.80
$ 410.40	$ 820.80
$ 44,972.80	$ 89,945.60

$ 44,400.00	$ 88,800.00
$ 1,200.00	$ 2,400.00
$ 2,760.00	$ 5,520.00

$ 811.25	$ 1,622.50
$ 100.00	$ 200.00
$ 120.00	$ 240.00
$ 1,800.00	$ 3,600.00
$ 4,200.00	$ 8,400.00
$ 2,109.25	$ 4,218.50
$ 486.75	$ 973.50
$ 57,987.25	$ 115,974.50

$ 13,200.00	$ 26,400.00
$ 960.00	$ 1,920.00
$ 1,200.00	$ 2,400.00
$ 246.00	$ 492.00
$ 80.00	$ 160.00
$ 100.00	$ 200.00
$ 360.00	$ 720.00
$ 1,320.00	$ 2,640.00
$ 639.60	$ 1,279.20
$ 147.60	$ 295.20
$ 18,253.20	$ 36,506.40

$ 131,545.16	$ 263,090.32

Annual	2 years
$ 1,600.00	$ 3,100.00
$ 1,137.50	$ 2,275.00
$ 1,050.00	$ 2,025.00
$ 1,050.00	$ 2,025.00
$ 925.00	$ 1,850.00
$ 1,600.00	$ 3,200.00
$ 1,400.00	$ 2,800.00
$ 1,250.00	$ 2,500.00

$ 1,250.00	$ 2,500.00
$ 1,100.00	$ 2,200.00
$ 1,000.00	$ 2,000.00
$ 13,362.50	$ 26,475.00

ar 2	
$ 144,907.66	$ 289,565.32

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5/25/2021

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Attachment - A Vendor Reference Verification Broward County School Board

Attachment II

BROWARD COUNTY FLORIDA

Vendor Reference Verification Form

Broward County Solicitation No. and Title:

RFP No. BLD2121632P1, Janitorial Services -County Facilities

Reference for: Janitorial 5 Star Services LLC

Organization/Firm Name providing reference:

Broward County School District

Contact Name: Ben Osborne Reference date: 05/10/2021

Contact Email: benjamin.osborne@browardschools.com Contact Phone: 954-931-5625

Name of Referenced Project: Janitorial services, emergency services, electrostatic disinfecting

Contract No. Date Services Provided: Project Amount:

09/01/2020 to 05/10/2021 $ 366,166.00

Vendor's role in Project: ☑ Prime Vendor ☐ Subconsultant/Subcontractor

Would you use this vendor again? ☑ Yes ☐ No

Description of services provided by Vendor:

Electrostatic disinfecting, janitorial services, emergency response for janitorial needs

Please rate your experience with the referenced Vendor:	**Needs Improvement**	**Satisfactory**	**Excellent**	**Not Applicable**
1. Vendor's Quality of Service				
a. Responsive	☐	☐	☑	☐
b. Accuracy	☐	☑	☐	☐
c. Deliverables	☐	☑	☐	☐
2. Vendor's Organization:				
a. Staff expertise	☐	☐	☑	☐
b. Professionalism	☐	☐	☑	☐
c. Turnover	☐	☐	☐	☑
3. Timeliness of:				
a. Project	☐	☑	☐	☐
b. Deliverables	☐	☑	☐	☐
4. Project completed within budget	☐	☑	☐	☐
5. Cooperation with:				
a. Your Firm	☐	☐	☑	☐
b. Subcontractor(s)/Subconsultant(s)	☐	☑	☐	☐
c. Regulatory Agency(ies)	☐	☑	☐	☐

Additional Comments: (provide on additional sheet if needed)

THIS SECTION FOR COUNTY USE ONLY

Verified via: ____EMAIL ____VERBAL Verified by: _____ Division: _____ Date: _____

All information provided to Broward County is subject to verification. Vendor acknowledges that inaccurate, untruthful, or incorrect statements made in support of this response may be used by the County as a basis for rejection, rescission of the award, or termination of the contract and may also serve as the basis for debarment of Vendor pursuant to Section 21.119 of the Broward County Procurement Code.

Attachment - B

Vendor Reference Verification

BMD Management

Attachment B

BROWARD COUNTY FLORIDA

Vendor Reference Verification Form

Broward County Solicitation No. and Title:

RFP No. BLD2121632P1, Janitorial Services -County Facilities

Reference for: Janitorial 5 Star Services LLC

Organization/Firm Name providing reference:

BMD Management

Contact Name: Barbara Preston Reference date: 05/10/2021

Contact Email: bpreston@bmdfl.com Contact Phone: 954-784-3031

Name of Referenced Project: 555 SW 12th Ave Pompano Beach, FL

Contract No.	Date Services Provided:	Project Amount:
	10/01/2017 to 05/10/2021	$ 40,000.00

Vendor's role in Project: ☑ Prime Vendor ☐ Subconsultant/Subcontractor

Would you use this vendor again? ☑ Yes ☐ No

Description of services provided by Vendor:

Janitorial services provided 5 days a week.

Please rate your experience with the referenced Vendor:	**Needs Improvement**	**Satisfactory**	**Excellent**	**Not Applicable**
1. Vendor's Quality of Service				
a. Responsive	☐	☐	☑	☐
b. Accuracy	☐	☐	☑	☐
c. Deliverables	☐	☐	☐	☑
2. Vendor's Organization:				
a. Staff expertise	☐	☐	☑	☐
b. Professionalism	☐	☐	☑	☐
c. Turnover	☐	☐	☐	☐
3. Timeliness of:				
a. Project	☐	☐	☑	☐
b. Deliverables	☐	☐	☑	☐
4. Project completed within budget	☐	☐	☑	☐
5. Cooperation with:				
a. Your Firm	☐	☐	☑	☐
b. Subcontractor(s)/Subconsultant(s)	☐	☐	☐	☑
c. Regulatory Agency(ies)	☐	☐	☐	☑

Additional Comments: (provide on additional sheet if needed)

THIS SECTION FOR COUNTY USE ONLY

Verified via: ____EMAIL ____VERBAL Verified by: _____ Division: _____ Date: _____

All information provided to Broward County is subject to verification. Vendor acknowledges that inaccurate, untruthful, or incorrect statements made in support of this response may be used by the County as a basis for rejection, rescission of the award, or termination of the contract and may also serve as the basis for debarment of Vendor pursuant to Section 21.119 of the Broward County Procurement Code.

Attachment - C
Vendor Reference Verification
City of Pompano Beach

Attachment C

BROWARD COUNTY FLORIDA

Vendor Reference Verification Form

Broward County Solicitation No. and Title:

RFP No. BLD2121632P1, Janitorial Services -County Facilities

Reference for: Janitorial 5 Star Services LLC

Organization/Firm Name providing reference:

City of Pompano Beach

Contact Name: Kate Belcher Reference date: 05/10/2021

Contact Email: Kate.Belcher@copbfl.com Contact Phone: 954-786-4575

Name of Referenced Project: Pressure cleaning city pier

Contract No. Date Services Provided: 05/01/2020 to 05/10/2021 Project Amount: $ 70,000.00

Vendor's role in Project: ☑ Prime Vendor ☐ Subconsultant/Subcontractor

Would you use this vendor again? ☐ Yes ☐ No

Description of services provided by Vendor:

Daily maintenance of pier by pressure cleaning and trash pickup. Monthly full pier cleaning by pressure cleaning.

Please rate your experience with the referenced Vendor:	Needs Improvement	Satisfactory	Excellent	Not Applicable
1. Vendor's Quality of Service				
a. Responsive	☐	☐	☐ x	☐
b. Accuracy	☐	☐	☐ x	☐
c. Deliverables	☐	☐	☐ x	☐
2. Vendor's Organization:				
a. Staff expertise	☐	☐	☐ x	☐
b. Professionalism	☐	☐	☐ x	☐
c. Turnover	☐	☐	☐ x	☐
3. Timeliness of:				
a. Project	☐	☐	☐ x	☐
b. Deliverables	☐	☐	☐ x	☐
4. Project completed within budget	☐	☐	☐ x	☐
5. Cooperation with:				
a. Your Firm	☐	☐	☐ x	☐
b. Subcontractor(s)/Subconsultant(s)	☐	☐	☐ x	☐
c. Regulatory Agency(ies)	☐	☐	☐ x	☐

Additional Comments: (provide on additional sheet if needed)

THIS SECTION FOR COUNTY USE ONLY

Verified via: ____EMAIL ____VERBAL Verified by: _____ Division: _____ Date: _____

All information provided to Broward County is subject to verification. Vendor acknowledges that inaccurate, untruthful, or incorrect statements made in support of this response may be used by the County as a basis for rejection, rescission of the award, or termination of the contract and may also serve as the basis for debarment of Vendor pursuant to Section 21.119 of the Broward County Procurement Code.

Attachment - D

Broward County Local Business Tax Receipt

Attachment D

BROWARD COUNTY LOCAL BUSINESS TAX RECEIPT

115 S. Andrews Ave., Rm. A-100, Ft. Lauderdale, FL 33301-1895 – 954-831-4000

VALID OCTOBER 1, 2020 THROUGH SEPTEMBER 30, 2021

DBA:
Business Name: JANITORIAL 5 STAR SERVICES

Receipt #: 325-288281
Business Type: CLEANING/JANITORIAL (JANITORIAL)

Owner Name: KRISTEN OLBEL
Business Location: 1961 NE 25 AVE
POMPANO BEACH
Business Phone: 954-702-2053

Business Opened: 01/03/2018
State/County/Cert/Reg:
Exemption Code:

Rooms	Seats	Employees	Machines	Professionals
		1		

For Vending Business Only — Number of Machines: — Vending Type:

Tax Amount	Transfer Fee	NSF Fee	Penalty	Prior Years	Collection Cost	Total Paid
33.00	0.00	0.00	0.00	0.00	0.00	33.00

THIS RECEIPT MUST BE POSTED CONSPICUOUSLY IN YOUR PLACE OF BUSINESS

THIS BECOMES A TAX RECEIPT

WHEN VALIDATED

This tax is levied for the privilege of doing business within Broward County and is non-regulatory in nature. You must meet all County and/or Municipality planning and zoning requirements. This Business Tax Receipt must be transferred when the business is sold, business name has changed or you have moved the business location. This receipt does not indicate that the business is legal or that it is in compliance with State or local laws and regulations.

Mailing Address:

KRISTEN OLBEL
1961 NE 25 AVE
POMPANO BEACH, FL 33062

Receipt #05A-19-00009355
Paid 07/15/2020 33.00

2020 - 2021

BROWARD COUNTY LOCAL BUSINESS TAX RECEIPT

Attachment - E
City of Pompano Beach
Business Tax Receipt

pompano beach
Florida's Warmest Welcome

CITY OF POMPANO BEACH
BUSINESS TAX RECEIPT
FISCAL YEAR: 2020 - 2021

Business Tax Receipt Valid from: October 1, 2020 through September 30, 2021

4466624 9/21/2020
JANITORIAL 5 STAR SERVICES LLC
OLBEL, KRISTEN - H/O
1961 NE 25 AVENUE
POMPANO BEACH FL 33062

THIS IS NOT A BILL

THIS IS YOUR BUSINESS TAX RECEIPT. PLEASE POST IN A CONSPICUOUS PLACE AT THE BUSINESS LOCATION.

BUSINESS OWNER: JANITORIAL 5 STAR SERVICES LLC
BUSINESS LOCATION: 1961 NE 25 AV POMPANO BEACH FL

RECEIPT NO:	CLASSIFICATION
21-00095288	JANITORIAL OR WINDOW CLEANING

NOTICE: A NEW APPLICATON MUST BE FILED IF THE BUSINESS NAME, OWNERSHIP OR ADDRESS IS CHANGED. THE ISSUANCE OF A BUSINESS TAX RECEIPT SHALL NOT BE DEEMED A WAIVER OF ANY PROVISION OF THE CITY CODE NOR SHALL THE ISSUANCE OF A BUSINESS TAX RECEIPT BE CONSTRUED TO BE A JUDGEMENT OF THE CITY AS TO THE COMPETENCE OF THE APPLICANT TO TRANSACT BUSINESS. **THIS DOCUMENT CANNOT BE ALTERED.**

BUSINESS TAX RECEIPTS EXPIRE SEPTEMBER 30TH OF EACH YEAR

Attachment – F

CBE Certification

Attachment F

BLD2121632P1

p. 2006

Broward County Board of County Commissioners

BidSync

5/26/2021

BROWARD COUNTY
FLORIDA

Office of Economic and Small Business Development

Governmental Center Annex
115 S. Andrews Avenue, Room A680 • Fort Lauderdale, Florida 33301 • 954-357-6400 • FAX 954-357-5674 • TTY 954-357-5664

This Certificate is Awarded to:

JANITORIAL 5 STAR SERVICES LLC

As set forth in the Broward County Business Opportunity Act of 2012, the certification requirements have been met for:

County Business Enterprise
Small Business Enterprise
Anniversary Date: January 31st

Authorized Representative

The Office of Economic and Small Business Development must be notified within 30 days of any material changes in the business which may affect ownership and control. Failure to do so may result in the revocation of this certificate and/or imposition of other sanctions.

A Service of the Broward County Board of County Commissioners
www.broward.org/smallbusiness

Attachment – G

SBE Certification

Attachment G

BLD2121632P1

p.2048

Supplier Diversity Outreach Program

THIS CERTIFICATE IS AWARDED TO

Janitorial 5 Star Services, LLC

FOR HAVING SUCCESSFULLY MET THE PRESCRIBED STANDARDS SET FORTH BY THE SUPPLIER DIVERSITY OUTREACH PROGRAM OF THE SCHOOL BOARD OF BROWARD COUNTY, FLORIDA FOR

CERTIFICATION

Small Business Enterprise (SBE)

Non-Minority

ON THIS DAY: September 9, 2019

Jasmine M. Jones
Manager, Supplier Diversity Outreach Program

CERTIFICATION #: WS1850692419

Expiration Date: September 8, 2021

Broward County Board of Commissioners

BidSync

5/26/2021

Attachment – H
Quality Inspection Form

Attachment F1

JANITORIAL 5 STAR SERVICES LLC

Quality Inspection Form

Date: _____

Location (name/building # etc): _____

Previous inspection date/result: _____

Next Inspection date: _____

Facility contact/signature: _____

Rating used 1-5 (1 = needs more frequent inspection, 5 = standard inspection time)

Facility Area	Common Name (AKA)	Number of Issues Noted	Rating
1. Lobby/Entrance			
2. Common areas (public/service areas)			
3. Employee work areas			
4. Administrative/Private Offices			
5. Employee use areas			
6. Support/Service areas			
7. Specialty areas			
8. Restrooms			
9. Carpet Flooring			
10. Hard Flooring			
11. Administrative Duties			

Attachment – I

Quality Control Inspection

JANITORIAL 5 STAR SERVICES LLC

Quality Control Inspection

Date/time: _____

Location (facility/building): _____

Inspector: _____

Area	Item for Inspection	Satisfactory	Unsatisfactory	Comments
1. Entrance	Free of Debris			
	Trash container, empty/clean liner			
	Ash containers clean			
	Exterior furniture clean			
	Walk-off mat clean			
2. Common areas & Lobby	Trash container, empty/clean liner			
	Carpets vacuum/spot cleaned			
	Hard floors dust/wet mopped			
	Hard floors—shine			
	Entrance doors/glass clean			
	Corners/Edges clean			
	Low dusting			
	High Dusting			
	HVAC vents clean			
	Drinking fountain clean			
3. Admin areas	Trash container, empty/clean liner			
	Carpets vacuum/spot cleaned			
	Hard floors dust/wet mopped			
	Hard floors—shine			
	Entrance doors/glass clean			
	Corners/Edges clean			
	Low dusting			
	High Dusting			
	HVAC vents clean			
	Furniture dust/spot free			
	Telephones clean/sanitized			

4. Kitchen areas	Trash container, empty/clean liner	_____	_____	_____
	Hard floors dust/wet mopped	_____	_____	_____
	Corners/Edges clean	_____	_____	_____
	Drains clean	_____	_____	_____
	Walls clean	_____	_____	_____
	HVAC vents clean	_____	_____	_____
5. Dining & Break areas	Trash container, empty/clean liner	_____	_____	_____
	Hard floors dust/wet mopped	_____	_____	_____
	Hard floors—shine	_____	_____	_____
	Corners/Edges clean	_____	_____	_____
	Tables/chairs clean	_____	_____	_____
	Walls clean	_____	_____	_____
	Serving areas clean	_____	_____	_____
	HVAC vents clean	_____	_____	_____
6. Restrooms	Trash container, empty/clean liner	_____	_____	_____
	Corners/Edges clean	_____	_____	_____
	Floor clean	_____	_____	_____
	Walls/partitions clean	_____	_____	_____
	Mirrors clean	_____	_____	_____
	Sinks/counters clean	_____	_____	_____
	Toilets/urinals clean	_____	_____	_____
	Showers clean	_____	_____	_____
	Soap/liquids filled	_____	_____	_____
	Paper towels filled	_____	_____	_____
	Toilet paper filled	_____	_____	_____
	Toilet seat/feminine products filled	_____	_____	_____
	HVAC vents clean	_____	_____	_____
	Floor drain clean	_____	_____	_____
7. Janitor closet	Area clean/orderly	_____	_____	_____
	Mop sink clean	_____	_____	_____
	Equipment clean/orderly	_____	_____	_____
	Chemicals orderly/labeled	_____	_____	_____
	Proper signs clean/visible	_____	_____	_____
	MSDS	_____	_____	_____
8. Employee Uniform clean/orderly		_____	_____	_____
	Badge/keys (if applicable)	_____	_____	_____

Number of items inspected: _____
Number of items Satisfactory: _____
Number of items Unsatisfactory: _____

WAGES RATES

Janitorial Services

Facilities Management Division

JANITORIAL SERVICES – FACILIITES MANAGEMENT DIVISION
FACILITIES LOCATIONS

WAGE RATES
(FOR LIVING WAGE RATE INFORMATIONAL PURPOSES ONLY EFFECTIVE JANUARY 1, 2021 THRU DECEMBER 31, 2021)

The hourly rate within this attachment shall be in accordance with Broward County Living Wage Ordinance (Sections 26-100 through 26-105 of Article VII, Chapter 26, Broward County Code of Ordinances), as amended, annually adjusted per Living Wage Ordinance.

The completed form should be submitted with the solicitation response prior to the solicitation closing date. If not included with the solicitation response, the proposer is required to provide within three business days of County's request. Vendor may be deemed non-responsible for failure to fully comply within stated timeframes.

The hourly rate must be entered for all personnel positions in accordance with Special Instructions to Vendors, Section J.2. If additional personnel positions are proposed to perform the work, provide information in the applicable sections of this form.

The hourly rate shall be the raw (unburdened) labor rates exclusive of taxes, insurance, overhead, profit, etc.

NOTE: This form is for informational purposes only and will not be used for final evaluation and scoring for Price.

PERSONNEL POSITIONS (Insert below for each position the minimum unburdened hourly rate)

DESCRIPTION	UNIT	(HOURLY RATE (UNBURDENED)
Project Manager or Equivalent	Hour	$ 30.00
Assistant Project Manager or Equivalent	Hour	$ 22.75
Quality Control Manager or Equivalent	Hour	$ 22.75
Shift Supervisor or Equivalent	Hour	$ 22.75
Team Leader/Supervisor or Equivalent	Hour	$ 19.50
Janitorial Worker or Equivalent	Hour	$ 17.05
	Hour	$
	Hour	$

Vendor Name JANITORIAL 5 STAR SERVICES LLC

JANITORIAL SERVICES – FACILITIES MANAGEMENT DIVISION
FACILITIES LOCATIONS

WAGE RATES
(FOR LIVING WAGE RATE INFORMATIONAL PURPOSES ONLY EFFECTIVE JANUARY 1, 2022 THRU DECEMBER 31, 2022)

The hourly rate within this attachment shall be in accordance with Broward County Living Wage Ordinance (Sections 26-100 through 26-105 of Article VII, Chapter 26, Broward County Code of Ordinances), as amended, annually adjusted per Living Wage Ordinance.

The completed form should be submitted with the solicitation response prior to the solicitation closing date. If not included with the solicitation response, the proposer is required to provide within three business days of County's request. Vendor may be deemed non-responsible for failure to fully comply within stated timeframes.

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Assistant Project Manager or Equivalent	Hour	$ 22.75
Quality Control Manager or Equivalent	Hour	$ 22.75
Shift Supervisor or Equivalent	Hour	$ 22.75
Team Leader/Supervisor or Equivalent	Hour	$ 19.50
Janitorial Worker or Equivalent	Hour	$ 17.05
	Hour	$
	Hour	$

Vendor Name JANITORIAL 5 STAR SERVICES LLC

JANITORIAL SERVICES – FACILITIES MANAMGEMENT DIVISION
FACILITIES LOCATIONS

WAGE RATES
(FOR LIVING WAGE RATE INFORMATIONAL PURPOSES ONLY EFFECTIVE JANUARY 1, 2023 THRU DECEMBER 31, 2023)

The hourly rate within this attachment shall be in accordance with Broward County Living Wage Ordinance (Sections 26-100 through 26-105 of Article VII, Chapter 26, Broward County Code of Ordinances), as amended, annually adjusted per Living Wage Ordinance.

The completed form should be submitted with the solicitation response prior to the solicitation closing date. If not included with the solicitation response, the proposer is required to provide within three business days of County's request. Vendor may be deemed non-responsible for failure to fully comply within stated timeframes.

The hourly rate must be entered for all personnel positions in accordance with Special Instructions to Vendors, Section J.2. If additional personnel positions are proposed to perform the work, provide information in the applicable sections of this form.

The hourly rate shall be the raw (unburdened) labor rates exclusive of taxes, insurance, overhead, profit, etc.

NOTE: This form is for informational purposes only and will not be used for final evaluation and scoring for Price.

PERSONNEL POSITIONS (Insert below for each position the minimum unburdened hourly rate)

DESCRIPTION	UNIT	(HOURLY RATE UNBURDENED)
Project Manager or Equivalent	Hour	$ 30.00
Assistant Project Manager or Equivalent	Hour	$ 22.75
Quality Control Manager or Equivalent	Hour	$ 22.75
Shift Supervisor or Equivalent	Hour	$ 22.75
Team Leader/Supervisor or Equivalent	Hour	$ 19.50
Janitorial Worker or Equivalent	Hour	$ 17.05
_____	Hour	$ _____
_____	Hour	$ _____

Vendor Name JANITORIAL 5 STAR SERVICES LLC

2021 Florida Limited Liability Company Annual Report

2021 FLORIDA LIMITED LIABILITY COMPANY ANNUAL REPORT

Broward County Board of
County Commissioners

FILED
Jan 27, 2021
Secretary of State
3489649676CC

DOCUMENT# L17000159119

Entity Name: JANITORIAL 5 STAR SERVICES LLC

Current Principal Place of Business:

1961 NE 25TH AVE
POMPANO BEACH, FL 33062

Current Mailing Address:

1961 NE 25TH AVE
POMPANO BEACH, FL 33062 US

FEI Number: 82-2282100

Certificate of Status Desired: No

Name and Address of Current Registered Agent:

OLBEL, KRISTEN
1961 NE 25TH AVE
POMPANO BEACH, FL 33062 US

The above named entity submits this statement for the purpose of changing its registered office or registered agent, or both, in the State of Florida.

SIGNATURE:

Electronic Signature of Registered Agent — Date

Authorized Person(s) Detail :

Title	CEO
Name	OLBEL, KRISTEN
Address	1961 NE 25TH AVE
City-State-Zip:	POMPANO BEACH FL 33062

Title	COO
Name	OLBEL, MIKELANGE
Address	1961 NE 25TH AVE
City-State-Zip:	POMPANO BEACH FL 33062

I hereby certify that the information indicated on this report or supplemental report is true and accurate and that my electronic signature shall have the same legal effect as if made under oath; that I am a managing member or manager of the limited liability company or the receiver or trustee empowered to execute this report as required by Chapter 605, Florida Statutes; and that my name appears above, or on an attachment with all other like empowered.

SIGNATURE: KRISTEN LYNNE OLBEL CEO 01/27/2021

Electronic Signature of Signing Authorized Person(s) Detail — Date

Living Wage Ordinance Compliance Affidavit Form

LIVING WAGE ORDINANCE COMPLIANCE AFFIDAVIT
FORM

The completed and signed form should be returned with the Vendor's submittal. If not provided with submittal, the Vendor must submit within three business days of County's request. Vendor may be deemed non-responsivefor failure to fully comply within stated timeframes. Vendor should scan and upload the completed, signed form(s) in BidSync.

Covered Employer: Janitorial 5 Star Services LLC

Address: 1961 NE 25th Ave Pompano Beach, FL 33062

Local Contact: Kristen Olbel | E-Mail Address: janitorial5starservices@gmail

Address: 1961 NE 25th Ave Pompano Beach, FL 33062

Contract #

Amount:

Using Agency Janitorial 5 Star Services LLC

Served: Solicitation No. and Title: BLD2121632P1 Janitorial Services - County Facilities

By signing below I hereby certify that the covered employees listed below: (please check one)

A. ☐ Receive a minimum pay of $ _____ per hour and are provided health benefits valued at $ _____ per hour.

B. ☒ Receive a minimum pay of $ 17.05 per hour and are not provided health benefits.

Provide names of hourly employees and their job classifications providing covered services for the above referenced contract:

Name	Job Class	A or B	Name	Job Class	A or B
Lakesha Hanson	Supervisor	B			
Kenny Bellinger	Supervisor	B			

(Attach Additional sheets in the format above, if needed)

I, Kristen Olbel (Print Name) attest that of Janitorial 5 Star Services (Company) hereby

(1) I have the authority to sign this notarized compliance affidavit, (2) the following information is true, complete and correct and (3) the Vendor certifies that it shall:

a) Pay all employees working on this contract/project, who are covered by the Living Wage Ordinance, as amended, in accordance with wage rates and provisions of the Living Wage Ordinance;

b) Provide the applicable living wage statement regarding wage rates with the employee's first paycheck or direct deposit receipt as required by the Living Wage Ordinance, as amended; and

c) (IF APPLICABLE) If health care benefits are provided under "A" above, the health care benefit meets the standard health benefit plan as described in Section 627.6699 (12)(b)(4), Florida Statutes, as amended. As a principal officer of the covered employer, the undersigned affirms that the referenced Florida Statute has been reviewed and the covered employer's health plan meets all the elements required by the statute, as amended.

Signature Kristen Olbel Title CEO

SWORN TO AND SUBSCRIBED BEFORE ME this 12 day of May,

20 21

STATE OF Fl

COUNTY OF Broward

RENETTE VEDRINE NOTARY My Comm. Expires July 22, 2023 No. GG 357147 PUBLIC STATE OF FLORIDA

Notary Public (Sign name of Notary Public)

My commission expires: 7/22/23 (SEAL)

Personally Known ☐ or Produced Identification ☒ Type of Identification Produced: DL

LETTER OF INTENT

BROWARD COUNTY
FLORIDA
OFFICE OF ECONOMIC AND
SMALL BUSINESS DEVELOPMENT

LETTER OF INTENT

BETWEEN BIDDER/OFFEROR AND COUNTY BUSINESS ENTERPRISE (CBE) FIRM/SUPPLIER

This form is to be completed and signed for each CBE firm. If the PRIME is a CBE firm, please indicate the percentage performing with your own forces.

Solicitation No.: BLD2121632P1

Project Title: Janitorial Services - County Facilities

Bidder/Offeror Name: Janitorial 5 Star Services LLC

Address: 1961 NE 25th Ave City: Pompano Beach State: FL Zip: 33062

Authorized Representative: Kristen Olbel Phone: 954-702-2053

CBE Firm/Supplier Name: _____

Address: _____ City: _____ State: ____ Zip: _____

Authorized Representative: _____ Phone: _____

A. This is a letter of intent between the bidder/offeror on this project and a CBE firm for the CBE to perform work on this project.

B. By signing below, the bidder/offeror is committing to utilize the above-named CBE to perform the work described below.

C. By signing below, the above-named CBE is committing to perform the work described below.

D. By signing below, the bidder/offeror and CBE affirm that if the CBE subcontracts any of the work described below, it may only subcontract that work to another CBE.

Work to be performed by CBE Firm

Description	NAICS[1]	CBE Contract Amount[2]	CBE Percentage of Total Project Value
Janitorial Services (Agreement 1-14)	561720		100.00 %
			%
			%

AFFIRMATION: I hereby affirm that the information above is true and correct.

CBE Firm/Supplier Authorized Representative

Signature: _____ Title: _____ Date: _____

Bidder/Offeror Authorized Representative

Signature: Kristen Olbel Title: CEO Date: 05/25/2021

[1] Visit Census.gov and select NAICS to search and identify the correct codes. Match type of work with NAICS code as closely as possible.

[2] To be provided only when the solicitation requires that bidder/offeror include a dollar amount in its bid/offer.

In the event the bidder/offeror does not receive award of the prime contract, any and all representations in this Letter of Intent and Affirmation shall be null and void.

Rev.: June 2018

Compliance Form No. 004

OSHA Certification

Certificate of Insurance

BLD2121632P1

CERTIFICATE OF LIABILITY INSURANCE

DATE (MM/DD/YYYY): 05/12/2021

THIS CERTIFICATE IS ISSUED AS A MATTER OF INFORMATION ONLY AND CONFERS NO RIGHTS UPON THE CERTIFICATE HOLDER. THIS CERTIFICATE DOES NOT AFFIRMATIVELY OR NEGATIVELY AMEND, EXTEND OR ALTER THE COVERAGE AFFORDED BY THE POLICIES BELOW. THIS CERTIFICATE OF INSURANCE DOES NOT CONSTITUTE A CONTRACT BETWEEN THE ISSUING INSURER(S), AUTHORIZED REPRESENTATIVE OR PRODUCER, AND THE CERTIFICATE HOLDER.

IMPORTANT: If the certificate holder is an ADDITIONAL INSURED, the policy(ies) must have ADDITIONAL INSURED provisions or be endorsed. If SUBROGATION IS WAIVED, subject to the terms and conditions of the policy, certain policies may require an endorsement. A statement on this certificate does not confer rights to the certificate holder in lieu of such endorsement(s).

PRODUCER	CONTACT NAME: Martha Julius
Mckinley Financial Services 2890 W State Road 84, Suite 119 Fort Lauderdale FL 33312	PHONE (A/C, No, Ext): (954) 938-2685 FAX (A/C, No): (954) 938-2695 E-MAIL ADDRESS: mjulius@mckinleyinsurance.com

INSURED	INSURER(S) AFFORDING COVERAGE	NAIC #
Janitorial 5 Star Services, LLC 1961 NE 25th Ave Pompano Beach FL 33062	INSURER A: ASCENDANT UNDERWRITERS	
	INSURER B: NORMANDY HARBOR INSURANCE COMPANY	
	INSURER C: WESTERN SURETY	
	INSURER D:	
	INSURER E:	
	INSURER F:	

COVERAGES **CERTIFICATE NUMBER:** **REVISION NUMBER:**

THIS IS TO CERTIFY THAT THE POLICIES OF INSURANCE LISTED BELOW HAVE BEEN ISSUED TO THE INSURED NAMED ABOVE FOR THE POLICY PERIOD INDICATED. NOTWITHSTANDING ANY REQUIREMENT, TERM OR CONDITION OF ANY CONTRACT OR OTHER DOCUMENT WITH RESPECT TO WHICH THIS CERTIFICATE MAY BE ISSUED OR MAY PERTAIN, THE INSURANCE AFFORDED BY THE POLICIES DESCRIBED HEREIN IS SUBJECT TO ALL THE TERMS, EXCLUSIONS AND CONDITIONS OF SUCH POLICIES. LIMITS SHOWN MAY HAVE BEEN REDUCED BY PAID CLAIMS.

INSR LTR	TYPE OF INSURANCE	ADDL INSD	SUBR WVD	POLICY NUMBER	POLICY EFF (MM/DD/YYYY)	POLICY EXP (MM/DD/YYYY)	LIMITS	
A	X COMMERCIAL GENERAL LIABILITY CLAIMS-MADE X OCCUR GEN'L AGGREGATE LIMIT APPLIES PER: POLICY PRO-JECT LOC OTHER:	N	N	GL67203-0	09/26/2020	09/26/2021	EACH OCCURRENCE DAMAGE TO RENTED PREMISES (Ea occurrence) MED EXP (Any one person) PERSONAL & ADV INJURY GENERAL AGGREGATE PRODUCTS - COMP/OP AGG	$ 1,000,000 $ 50,000 $ 100,000 $ 1,000,000 $ 2,000,000 $ 1,000,000
	AUTOMOBILE LIABILITY ANY AUTO OWNED AUTOS ONLY HIRED AUTOS ONLY SCHEDULED AUTOS NON-OWNED AUTOS ONLY	N	N	02418855-0	07/24/2020	07/24/2021	COMBINED SINGLE LIMIT (Ea accident) BODILY INJURY (Per person) BODILY INJURY (Per accident) PROPERTY DAMAGE (Per accident)	$ $ 10,000 $ 20,000 $ 10,000
	UMBRELLA LIAB OCCUR EXCESS LIAB CLAIMS-MADE DED RETENTION $						EACH OCCURRENCE AGGREGATE	$ $
B	WORKERS COMPENSATION AND EMPLOYERS' LIABILITY ANY PROPRIETOR/PARTNER/EXECUTIVE OFFICER/MEMBER EXCLUDED? (Mandatory in NH) Y / N: Y If yes, describe under DESCRIPTION OF OPERATIONS below	N / A	JN	NHFL0113342019 01/	01/03/2021	01/03/2022	PER STATUTE OTH-ER E.L. EACH ACCIDENT E.L. DISEASE - EA EMPLOYEE E.L. DISEASE - POLICY LIMIT	$ $ 100,000 $ 100,000 $ 500,000
C	Bond	N	N	C28456	04/13/2020	04/13/2021	LIMITS	50,000

DESCRIPTION OF OPERATIONS / LOCATIONS / VEHICLES (ACORD 101, Additional Remarks Schedule, may be attached if more space is required)

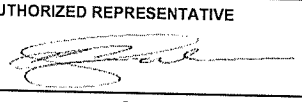
CERTIFICATE HOLDER

To Whom it may Concern

CANCELLATION

SHOULD ANY OF THE ABOVE DESCRIBED POLICIES BE CANCELLED BEFORE THE EXPIRATION DATE THEREOF, NOTICE WILL BE DELIVERED IN ACCORDANCE WITH THE POLICY PROVISIONS.

AUTHORIZED REPRESENTATIVE



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JANITORIAL
5 STAR SERVICES LLC

"Allow us to give you a Star Cleaning"

Employee and Safety Training Manual

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Definition of Terms

Cleaning--Cleaning is removing obvious dirt, debris, and other materials from a surface.

Etiquette Etiquette refers to rules of acceptable behavior. In other words, etiquette by definition refers to the “rules and conventions governing correct or polite behavior in society in general or in a specific social or professional group or situation

Green Cleaning--Green Cleaning is cleaning to protect health without harming the environment.

Falls—

Lockout/Tagout--"Lockout/Tagout (LOTO)" refers to specific practices and procedures to safeguard employees from the unexpected energization or startup of machinery and equipment, or the release of hazardous energy during service or maintenance activities. A lockout/tagout program requires the identification and implementation of practices and procedures necessary to shut down and lockout/tagout machines and equipment. The program requires that certain employees receive training in the lockout tagout procedures and that periodic inspections be conducted to maintain and enhance it.

Safety Safety as it applies to this manual is relative freedom from danger, risk, or threat of harm, injury, or loss to personnel and/or property, whether caused deliberately or by accident.

Sanitizing--Sanitizing or disinfecting is the actual killing of the microorganisms through heat or chemicals.

Security Security as it applies to this manual is prevention of and protection against assault, damage, fire, fraud, invasion of privacy, theft, unlawful entry, and other such occurrences caused by deliberate action.

Slips--A slip occurs when there is too little traction or friction between the shoe and walking surface. You slip when you lose your footing or

grip on a slippery surface.

Trips and Falls A trip is a fall or stumble caused by catching your foot on something. Tripping and falling accidents occur when your foot comes in contact with an object, or drops unexpectedly throwing you offbalance. A fall is when someone or something moves downward to a lower position by the force of gravity.

Universal Precautions--Universal precautions refers to the practice, in medicine, of avoiding contact with patients' bodily fluids, by means of the wearing of nonporous articles such as medical gloves, goggles, and face shields.

Chapter 1: Introduction

WHAT IS THE CUSTODIAL OR JANITORIAL INDUSTRY?

A janitor or custodian is a person who takes care of a building,
such as a school, office building, hospital, or apartment. Janitors are responsible primarily for cleaning, and often though not always some maintenance and security duties. Similar to the custodian or janitor is the building superintendent. Generally a superintendent has more maintenance and managerial duties.

Janitors and custodians may be required to receive training and licensing in various fields, such as Hazmat, CPR, or Boiler Operations, depending on the employer and the specific nature of the job.

A custodian may be considered to be different from a janitor. In some settings janitors are called housekeepers or housekeeping staff and in other settings they are referred to as maintenance or maintenance staff. Institutions have come up with a number of alternative job titles.

PURPOSE OF THIS MANUAL

The purpose of this manual is to acquaint you with cleaning techniques and safety in the Janitorial and Custodial industry. Some typical cleaning jobs may include the following tasks.
Cleaning bathrooms
Sinks
Toilets
Urinals
Cleaning floors
Cleaning carpeting
Cleaning stainless steel and other special surfaces
Clearing tables in lunch room
Emptying trash and recycling bin
Stripping and waxing floors

No matter what job you have as a Janitor or Custodian there are responsibilities associated with your job. One of these responsibilities is safety, safety for you and the safety of your coworkers and guests or patients in your facilities. Over the many years, safety has evolved

into a very high profile responsibility. Depending on where you live and work, safety laws and regulations are becoming more stringent and demanding.

Ideally safety is freedom from danger. Of course, every safety topic for the Janitor or Custodian cannot be covered in this one manual. However we will be discussing many safety topics including protection from the risk of harm or injury, safety devices, and responsibilities.

Topics including general information and new employee orientation will be covered. There are sections on accident prevention, bloodborne pathogens, electrical safety, lockout and tagout, safe lifting, and of course cleaning techniques.

Chapter 2: General Safety Rules for Everyone

The Janitors and Custodians may consist of many groups of employees. As indicated by the different job titles mentioned, jobs in this industry are many and diversified. There are general safety rules that apply to everyone. Some of these rules are discussed here. Horseplay is always prohibited…so don t even think about it

PERSONAL

Personal Hygiene

Hygiene refers to the set of practices associated with the preservation of health and healthy living. Hygiene is a concept related to medicine, as well as to personal and professional care practices related to most aspects of living, although it is most often associated with cleanliness and preventative measures. In medicine, hygiene practices are employed to reduce the incidence and spreading of disease.

Cleanliness requires a daily bath and a change to clean underclothing. Use a deodorant to prevent body odor. If you are a guy, shave daily. Give teeth and hair proper care, everyday. Keep fingernails short and clean. If you are a gal, use cosmetics in moderation. Refrain from the use of heavy scents.

In order to control cross-contamination, hands should be washed after performing cleaning duties. Before continuing on to the next area, wash your hands. Also, wash before meals and after going to the restroom.

Massage hand cleaner around the fingers, knuckles, and hands. Scrub fingernails with a brush. Keep your hands lower than your elbows when washing. Wash vigorously for two minutes. The tap water should be running during the entire process. Use medicated hand moisturizer when skin becomes dry or chapped.

To protect yourself you should use the proper Personal Protective Equipment or the acronym PPE for each cleaning task you perform.

Report to Work Rested

A first step to safety is to report to work rested, alert, and ready to perform your job. Fatigue may affect your ability to work safely. It may also impair your ability to treat your colleagues with the hospitality consistent with your training.

Wear Appropriate Clothing
Next, you should always wear appropriate clothing for your job. Follow your company's dress code. This includes wearing proper footwear for the job.

If you will be working equipment and machinery, don't wear rings and jewelry that can get caught in the moving parts.

Keep long hair tied back or under a hat. This will avoid having your hair getting caught in machines. Clothing should fit properly allowing room for movement without being so loose it could get caught in machinery moving parts.

Report Accidents
Most companies provide necessary first aid and medical treatment for injuries. If you are injured on the job, report the accident to your supervisor immediately, so that proper medical treatment can be provided.

First aid or professional medical treatment will be given as necessary; however, you must report all accidents and injuries when they occur, even if your injury does not require medical treatment.

PERSONAL PROTECTIVE EQUIPMENT

What is personal protective equipment or the acronym PPE and how does it affect you?
Personal protective equipment is equipment that has been designed to protect you from potential injuries. When required for certain job assignments, personal protective equipment will be issued to you It s your responsibility to wear it

Personal protective equipment could include safety glasses when your eyes are exposed to potential injury, gloves to protect your hands, hard hats for head protection, hearing protection for high noise areas, face shields to protect your face, respirators, specialized shoes…all these and more are considered personal protective equipment

Wearing personal protective equipment is important to protect you from injury or illness while performing your job. Some of the personal protective equipment you need may include:

Eye Protection
You should choose the proper type of eye protection for the hazard. For example, safety glasses are not appropriate when working with chemicals that may splash in your face or

eyes. Goggles and a face shield would be the best choice when working with chemicals.
Skin Protection

You should wear the right protective gloves for the hazard or chemicals. Some products can melt or go through the glove. Also protect your skin by wearing a protective apron or smock. If your clothing is soaked with chemicals, change them immediately to prevent prolonged skin contact.

Hearing Protection
Hearing protection may also be required if you work in a noisy area or with noisy equipment such as vacuums and other tools.

Respiratory Protection
Respiratory protection may be required depending on the job and chemical products being used. You must be trained before using a respirator. Discuss the need for this protection with your supervisor.

ELECTRICAL SAFETY

Electrical safety is another important safety consideration. Naturally, everyone has been exposed to electricity and how dangerous it can be if it's misused.

Generally, in the workplace you should always inspect electrical cables, cords, and plugs for frays, cracks, cuts, or defects before you use them. If the electrical tools or equipment you use do not say “Double Insulated on the manufacturer s tag then they must be grounded with a 3-prong plug and a grounded cable. This provides some degree of protection from electrical shock in case of a malfunction or short in the tool. Figure 1 shows a three prong plug and receptacle.

What this means is there must be a third prong on the plug. The third wire goes to ground. In case of a short or malfunction, the electricity will flow though this third wire to ground and not through the person holding the malfunctioning tool or equipment. Of course, if the ground wire is not properly connected to the system or the third prong is missing from the plug, then there is no electrical shock prevention.

Always check and test your equipment for safety before you use it.
Never allow an outlet to be overloaded.

Don t overload circuits by plugging in more than the allowed number of electrical power outlets.

The use of octopus plugs, as shown here, makes a dangerous situation that could cause a fire. Electrical hazards can be caused by faulty electrical tools and equipment, appliances and wiring, electrical outlets, switch panels and electric transformers.
Remember to unplug any electrical appliance before you clean it. Working around water and electricity is dangerous.

Make sure that any electrical or other types of cords do not create tripping hazards. Of course, never clean electrical equipment with flammable or toxic solvents and never use flammables near electrical tools. The sparks from the inside of a machine or tool can cause an explosion.

CONTROL OF HAZARDOUS ENERGY/ LOCKOUT TAGOUT

What is Lockout/Tagout or LOTO?
"Lockout/Tagout or LOTO" refers to specific practices and procedures to safeguard employees from the unexpected energization or startup of machinery and equipment, or the release of hazardous energy during service or maintenance activities. A lockout/tagout program requires the identification and implementation of practices and procedures necessary to shut down and lockout/tagout machines and equipment. The program requires that certain employees receive training in the lockout tagout procedures and that periodic inspections be conducted to maintain and enhance it.

Lockout is the practice of using keyed or combination security devices or “locks to prevent the unwanted activation of mechanical or electrical equipment. Tagout is the practice of using tags in conjunction with locks to increase the visibility and awareness that equipment is not to be energized or activated until such devices are removed. A tagout device is usually a non-reusable type, attachable by hand, self-locking, and non-releasable with a minimum unlocking strength of no less than 50 pounds.

Authorized and Affected Employees for LOTO
Now, before we go much further, let's discuss two categories of employees requiring knowledge and training in lockout tagout procedures The first category is “Authorized Employees These are maintenance personnel who actually use lockout and tagout procedures while they are repairing or maintaining equipment. The second category is “Affected Employees This describes any employee who uses or works around equipment and machinery that may be locked out or tagged out. You need to be able to recognize tags

used by your employer for LOTO It s recommended that virtually all employees be in the “Affected Employee category

What are Hazardous Energy Sources?
Let's begin with some basics, as you'll need these to understand the program. What are hazardous energy sources?

Electricity is used to provide power to a wide variety of machines and equipment. Locking out of electricity prevents electrical equipment from accidental release of electricity during maintenance or repair. The main problem here is locking out electricity does not guarantee that other energy sources won't be released. There may be a steam valve that requires locking out as well or hydraulic, vacuum, or pneumatic pressure, mechanical motion, springs, thermal energy such as steam or heat, or extremely low temperature liquids or gases.

Releases of chemicals or chemical reactions are other energy sources that must be controlled, dissipated, or shut off. Locking out of electricity may not provide adequate protection during maintenance and repair. Each machine or piece of equipment must be inspected by trained employees to determine adequate lockout procedures for all potential hazardous energy sources. Your organization must have these energy sources identified and listed in the written lockout/tagout policy and procedures.

The first step in all lockout/tagout procedures is to identify the potential energy sources that will require control by lockout or tagout. In general, there are 6 types of energy sources that may be encountered. As we discussed earlier, electrical energy is the first type of energy source for consideration. In addition there is mechanical energy, hydraulic energy, pneumatic energy, thermal energy and chemical energy.

Mechanical energy can present a danger from moving parts such as rotating fans, shafts, gears, grinding wheels, moving packer blades, panels, conveyors, and more. Hydraulic systems that work using fluid under pressure are candidates for LOTO procedures. An example of pneumatic energy is air pressure stored on Air Brake Systems. Pneumatic pressure may also be present in air accessories and control systems. Thermal energy is heat, heat from fluids such as coolant and lubricating oils and from hot machinery such as engines, exhaust systems, electric motors, and gear cases are sources of potential thermal energy. Finally, potential energy can be released by chemicals when they react with one another, or react with air and/or water.

Now, that we have identified potential energy sources; we have to determine which switch, valve or other isolating device will be operated to isolate these energy sources. Whenever working on equipment in a manner which any potential energy source could be encountered, the appropriate procedures must be followed to isolate or disable the applicable hazards.

Employee Training for LOTO

Employees or any other authorized and affected employees who may be reasonably expected to use the equipment or procedures for LOTO must receive annual LOTO training from the appropriate training staff. Training requirements are outlined under Code of the Federal Register 29 CFR 1910.147 Section (c)(7) (i),(ii), and (iii). These training programs are designed to provide you with a good understanding of lockout/tagout procedures.

Record Keeping for LOTO

Inspection records and training records will be kept by your employer. Training records will be maintained by employer and they will include an outline of topics covered. In addition, a sign in sheet of attendees will be included with training records. Inspection records will also be kept.

Inspection Methods for LOTO

OSHA requires that a LOTO Program be reviewed once a year and that periodic inspections of the procedures are made to ensure that they are being followed correctly. Inspections may be done in the shops in your physical plant. These shops may include auto, central plant, controls, electric, plumbing, and refrigeration. Inspections are designed to include cataloging the general types of hazardous energy and equipment applicable to each area.

Some inspections may involve questions only; some may include demonstrations; and others may occur during actual LOTO activities. General questions that may be asked include:

1. Who are the authorized employees, i.e. those using LOTO)?
2. Who are the affected employees, i.e. who are employees that could be exposed to LOTO hazards?
3. Are procedures for energy control in place?
4. What equipment is subject to LOTO?
5. Do specific written procedures exist, i.e. written procedures for de-energizing and reenergizing equipment?
6. Where are your locks/tags?
   What if an “Authorized Employee is not available to remove the lock
8. What inspection records exist for your Department?

9. Do you know what training records exist?

Who is Responsible?
Each individual must accept the responsibility to know the rules and to follow your organization's policies and procedures exactly. The primary purpose of any LOTO program is accident prevention. It is designed to safeguard you and those around you. Safety is always a team effort and LOTO is no different. The rules are very important and if you're not sure about a particular procedure don t be afraid to ask questions Ask your supervisor Don't take chances! Failure to properly lockout and tagout when necessary can lead to potentially serious injury.

To make sure the machine doesn't start accidentally, all hazardous energy must be locked out Hazardous energy could be electricity springs under tension gravity…where heavy parts could fall down, liquids, or steam under pressure or other hazardous energy sources. Some common lockout/tagout equipment is shown in Figure 3. The figure illustrates locks with keys and tags.

Even if you don't work in these areas or you're not a mechanic or machine operator, it's important that you know about these tags and locks.

Never Remove LOTO
Never remove any of these tags or locks, unless you're the person who placed them there. Don't attempt to start any machine that has a lock or tag on it. Lockout and tagout procedures save lives.

EMERGENCY ACTIONS

In case of fire, exit the building by appropriate exits. Remain calm and report to your designated area so your supervisor can account for you. It's important to know if anyone is left inside the building or if anyone is missing.

In case of earthquake or a tornado, it's best not to go outside. Falling electrical lines, broken glass, or other dangerous conditions could exist outside your building. Experts recommend that you get under a sturdy desk or other heavy object and Duck, Cover, and Hold.
Duck under a heavy object for safety.
Cover your head with your hands.
Hold that position until it's safe to move.

In cases of emergency you should know elements of your company s emergency plan and be prepared to follow them.
Remain calm and use your good judgment and your training to protect yourself and others.

HOUSEKEEPING FOR EVERYONE

In this case housekeeping means that you should check your work area for materials, cords, cables, or other items that can cause slips, trips, or falls.
Housekeeping is checking your equipment to make sure grease or oil doesn't leak on floors, causing potential slips and falls.
Your housekeeping duties include checking closets in your work area for trash, debris, or other potential hazardous conditions. Then address the issue.
Housekeeping is also taking the time to make sure your entire work area, regardless of your job description, is neat, clean, and organized; including putting tools or utensils where they belong when you've finished using them.
Housekeeping is picking up paper trash or debris when you see it…even if it s not in your department.
Housekeeping is your responsibility, no matter where you work.

SLIPS, TRIPS AND FALLS

Slips, trips, and falls are a major cause of workplace injuries. Believe it or not accidents happen. Fall injuries can happen when a janitor simply steps off of a loading dock. Or perhaps, a truck driver breaks his ankle when jumping down from the cab of his truck.

Causes of Slips, Trips, and Falls
Slips happen when there is too little friction or traction between footwear and the walking surface. It is easy to slip on a wet or oily surface.

Slips and falls happen. Jumping from any elevated surface is hazardous. You can fall from ladders, stairs, or curbs. Slippery floors, debris, or uneven surfaces will potentially cause you to trip or slip and fall. The study of slip, trip, and fall accidents and injury statistics help us to understand where we went wrong. We use information from these studies and statistics to determine how to prevent future accidents.

Is there a magic bullet New floor surfaces “slip resistant shoes--what is the answer? We believe the answer is education, greater awareness, and maintaining a good safety attitude. We all must accept responsibility for working and acting safely.

We just can t run the risk of you your coworkers building occupants vendors or clients slipping and falling. First, we are going to review some of the ways people trip and fall. Next, we will review basic prevention techniques.

When your foot strikes an object causing you to lose your balance, you trip and then you stumble or fall. Slips, trips, and fall injuries are caused by hazardous conditions. Hazardous conditions may include an obstructed view or poor lighting.

Clutter left in isles, trash left on the floor, and protruding chair legs contribute to hazardous conditions. These conditions will certainly lead to accidents if left unattended. Uneven steps, uncovered cables, and open bottom desk drawers also provide circumstances that may lead to trips and falls. Wrinkled carpeting or rolled corners on rubber mats provide another set of hazardous conditions.

Prevention Techniques
Both slips and trips result from some a kind of unintended or unexpected change in the contact between your feet and your walking surface. Good housekeeping is the first and the most important level of prevention for these accidents.

All spills should be cleaned up immediately, especially those in isles and walkways.
Spills and wet areas should be marked with orange cones or “Wet Floor signs
Debris should be mopped or swept from floors, immediately.

Obstacles such as stocking carts, crates, and empty boxes should be removed from walkways. Walkways and isles should be kept free of clutter.

Runners, rubber mats, rugs, and carpets that do not lay flat should always be secured to walking surfaces.

File cabinet and storage drawers should always be left closed.
Remember that wires and cables are potential tripping hazards.

Lighting is important. Be sure to keep work areas and walkways well lit by replacing burned out light bulbs and faulty switches Replacing burned out light bulbs is often part of a janitor s job.

All drains must have drain covers that are secured to the floor.

Clean Up!

Cleaning supplies are often dropped and spilled on the floor It s not good enough just to wipe them up you have to actually clean the surface Let s say someone knocks a bottle of marble cleaner off the shelf and onto the floor. The bottle hits the floor and goes crash! Wax goes everywhere. We now have a hazardous condition. By definition this is certainly a slip, trip and fall hazard.

First you must mark the hazard with a sign or an orange cone.

Next you pick up the container and as much of the wax as possible using a broom and dustpan.

A dustpan is a cleaning utensil commonly used in combination with a brush or broom. Industrial and commercial establishments may provide you with a hinged dustpan on the end of a stick to prevent you from constantly stooping to use it. Handheld dustpans may be used with either a full-size broom or with a smaller whisk broom or brush sometimes called a duster.

Water spills should be mopped, and then wiped dry with a dry rag or towel.

Safety awareness is the key to safety.
You will find that there are many hazards occurring in your working environment on a daily basis. Spilled water ice cubes broken glass and food on the floor…all of these things pose special hazards. Of course, you should immediately clean spills or pick up items on the floor or stairs. The only thing that's going to prevent an accident is for you to be aware of potential hazards and pay attention to your walking surfaces.

If you see something on the floor that doesn t belong there pick it up It s that simple Remember, watch where you walk. Be aware of your surroundings. Always wear approved slip resistant footwear at work. When you see water on the floor or some other hazard, clean it up!

To properly clean up a spill that contains oils, you must first wipe it up and then put some abrasive powder on the contaminated surface. Rub the area to remove any remaining oils. Then clean the floor surface with soap and water, rinse it, and make sure the floor surface is not slick.

Without good housekeeping practices, any other preventive measures will never be fully effective.

Footwear

Footwear is important! Footwear is personal protective equipment where floors may be oily, wet or if workers spend considerable time outdoors. In these circumstances, fall accident prevention should focus on selecting proper footwear. Ordinary tennis shoes are popular, but in wet and slippery environments, they can contribute to accidents and injuries. There is compelling evidence that using slip-resistant footwear reduces accidents.

Effectiveness of slip resistant footwear depends on more than just the footwear design. It is also affected by its use, environmental conditions, and the type of floor surface and finish that is in your working environment.

Behaviors that Lead to Falls

In addition to wearing the wrong footwear, there are behaviors which can lead to slips, trips, and falls. For example, a behavior that can cause a hazardous condition is simply walking too fast or running. Other behaviors that may lead to falls include activities such as not watching where you are going; carrying cleaning buckets and supplies which obstruct your view; wearing sunglasses in low-light areas; failure to use handrails, and allowing yourself to be distracted. These and other behaviors, caused by lack of knowledge, impatience, or bad habits can lead to serious accidents. You can eliminate many slips, trips and fall accidents by simply paying attention and watching where you re going

Warehouse Vehicles

You should never hitch a ride on a forklift pallet jack or in the bed of a truck while you re working. Death or serious injury is a potential result of extra riders falling from these vehicles. The safe way is "NO RIDERS".

Vehicles and the “Three Point System

Janitors and custodians are often moved from one location to another. When getting in and out of vehicles, always practice the "Three-Point System." This is particularly important if you are getting in or out of a truck. This system can significantly reduce the chances of injury through a slip or fall while entering or exiting a vehicle. The Three-Point System means that three of your four limbs are in contact with the vehicle or the ground at all times, either one hand and two feet, or two hands and one foot. In other words, only one limb is in motion at any one time. When getting out of a truck, step down backward.

It is never safe to ride in the back of a truck--if you must, when getting off the bed, step down backward, never "jump" or "fall" down forward.

Stairwells

Stairwells should be well lit with sturdy handrails on both sides. When you are walking down a stairwell, you should always have one free hand. This will allow you to use the handrail. All the steps must be kept free of grease, oil, and obstacles. Obstacles can increase the probability that you or others will have an accident. You should always avoid carrying heavy or bulky objects up or down stairs. Objects that obscure your vision and/or require the use of both hands are a source of hazards. You should carry smaller, lighter loads and make more trips, or obtain help from a coworker. Use an elevator if one is available.

Ladders

Ladders are often used by janitors and custodians. Appropriate ladders should be used when performing jobs such as changing light bulbs, cleaning wall surfaces that are above arms reach, and storing supplies on top shelves. The "Three-Point System" should also be practiced when you use a ladder. This system can significantly reduce the chances of injuring yourself through a slip or fall while climbing ladders. As discussed earlier, the “Three-Point System means that three of your four limbs are in contact with the ladder at all times, either one hand and two feet, or two hands and one foot. Only one limb should be in motion at any one time.

Ladders cause a great number of injuries. Make-shift ladders, chairs, boxes, and barrels should never be used as substitutes for a ladder. The risk of injury is far too great.
The area around the top and bottom of ladder must be kept clear.
Never use a ladder for any purpose other than the one for which it was designed.
Self-supporting step ladders and non-self-supporting extension portable ladders must be able to support at least four times the maximum intended load, except extra-heavy-duty metal or plastic ladders, which must be able to sustain 3.3 times the maximum intended load.

Step Ladders

Figure 8 Example of what not to do. Never stand on the top two steps of a step ladder
Of course we all know to never stand on the top two steps of a step ladder That s just too dangerous and it causes an unsafe shift in the center of gravity of the step ladder.

Don t lean past the rails of the ladder as this also creates instability We call this the belt buckle rule Don t lean past your belt buckle for safety.

When climbing up or down a ladder, always face the ladder.
Naturally don t use a metal ladder when doing electrical work There is a great risk of electrocution or getting a shock that could throw you off the ladder.
Foldout or stepladders must have a metal spreader or locking device to hold the front and back sections in an open position when in use. See the figure above.

Extension Ladders
There are 3 basic requirements for extension ladder setup.
First, the top of the ladder must extend 3 feet or 3 rungs above the point of contact to the structure.

Secondly, it must be setup at the precise angle of 75.5 degrees to provide the proper angle for climbing. The old four to one ratio makes this difficult to achieve, but the correct angle is important An “extension ladder angle verification device is recommended to achieve this angle with accuracy.

Did you know? The most common reason extension ladder accidents occur is due to ladders set up at an improper angle! Several studies show that when workers attempt to set up a ladder at 75.5 degrees without a measurement device, resulting angles varied as much as 9 degrees.

There are commercially available Ladder Angle Verification Devices that are factory set at the OSHA required 75.5-degree angle for correct ladder set up. These devices are simple to use and easily attached to any ladder.

Lets face it without a verification device how do you know that your angle is correct
Ladders are to be kept free of oil, grease, wet paint, and other slipping hazards.
Do not stand above the highest “safe standing level: prescribed by the ladder s manufacturer.

Do not extend the center of your body s torso past either side rail of the ladder In other words don t overreach

Face the ladder while ascending and descending.
Don t carry tools in hand use a tool belt
Wear proper footwear.

FIRE PREVENTION

Good housekeeping is the first step in fire prevention. If you have poor housekeeping, you don't have good fire prevention.

The second step in fire prevention is to know where fire extinguishers are located and how to use them. Fire extinguishers are often marked with a sign as shown in Figure 3. These signs are usually at eye level.

If you don't know how to use the extinguishers at your location, learn how before a fire happens. It's not as easy as it looks because in case of fire, everyone is under pressure and it is easy to panic.

As a review of the use of extinguishers, the first rule is: Life Safety Is Paramount. This means that unless it s safe to do don t try to play the hero Don t try to extinguish a fire that could be hazardous for you or others. Remember, your life is more important than property. The figure below shows a typical fire extinguisher. Fire extinguishers are equipped with a gauge such as the one shown; the needle should be in the green zone - not too high and not too low. There is a nozzle at the end of a hose for aiming. Each extinguisher has a pin to prevent accidental discharging.

However, if extinguishing the fire can be done safely, extinguish it. Use a fire extinguisher. Use the key word PASS, as described below, to remember the proper procedures for extinguishing a fire. First, stand about 8 to 10 feet away from the fire. You don't want to be close to the fire because the pressure of the extinguishing agent may spread the fire. Stay at least 8 to 10 feet away.

The PASS Acronym
P A S S is an acronym that can be used as a quick reference for the operation of a fire extinguisher.
P is for Pull. First you pull the Pin at the top of the extinguisher. The pin releases a locking mechanism and will allow you to discharge the extinguisher.
A is for Aim. Next you aim at the base of the fire, not the flames. This is important-in order to put out the fire, you must extinguish the fuel.
S is for Squeeze. And next you squeeze the lever slowly. This will release the extinguishing agent in the extinguisher. If the handle is released, the discharge will stop.
S is for Sweep. Finally you sweep from side to side using a sweeping motion. Chase the fire into a corner. You must move the fire extinguisher back and forth until the fire is completely out.

It is often a good idea to aim the nozzle in a neutral direction away from anything, and then lightly squeeze the handle. This will give you a feel for your particular extinguisher.
Be sure to operate the extinguisher from a safe distance, several feet away, and then move towards the fire once it starts to diminish. Since different fire extinguishers have distinct recommendations for operating distances, be sure to know the instructions on your fire extinguisher. These instructions should be reviewed the first time you familiarize yourself with your facility. Remember to aim at the base of the fire, and not the flames. Chase the fire into a corner if possible, away from any concentration of flammable materials with a sweeping, herding motion.

A typical fire extinguisher contains 10 seconds of extinguishing power. This could be less if it has already been partially discharged. Always read the instructions that come with the fire extinguisher beforehand and become familiarized with its parts. It is highly recommended that you get hands-on training.
Once the fire is out don t walk away Watch the area for a few minutes in case the fire reignites.

The Fire Triangle
The triangle illustrates the rule that in order to ignite and burn, a fire requires three elements: heat, fuel, and an oxidizing agent, usually oxygen. The fire is prevented or extinguished by removing any one of the three. A fire naturally occurs when the elements are combined in the right mixture. A graphic depiction of the fire triangle is given in the figure below.

The Fire Tetrahedron
It has largely been replaced in the industry by the fire tetrahedron. The removal of heat explains fire suppression in a majority of cases. However, the suppression effect of Halon, which is a stable halocarbon used to put out fires, cannot be explained completely. It can partly be explained by what is called chemical inhibition. That means that it reacts chemically to reduce the concentration of radicals in the flame. These radicals are essential in the chemical reactions. This has led to development of the fire tetrahedron with the bottom representing the sustaining of chemical reactions. This is illustrated in the next figure.

Combustion is a chemical reaction that feeds a fire more heat and allows it to continue. When the fire involves burning metals like lithium, magnesium, or titanium, it becomes even more important to consider the energy release. The metals react faster with water than with oxygen and thereby more energy is released. Putting water on such a fire results in the fire getting hotter or even exploding because the metals react with water in an exothermic

reaction. Some metals also burn in carbon dioxide. Therefore, inert agents for example dry sand must be used to break the chain reaction of metallic combustion.
The take home message here is that you must know what kind of fire you are dealing with to know how to distinguish it. If you are not certain, leave it to the professionals.

CAUSES OF ACCIDENTS AND INJURIES

What causes accidents and injuries? Actually, statistics have been maintained by a number of organizations and insurance companies over the years. With millions and millions of accidents and injuries, it's fairly easy to determine the different accident types, causes, and other information. Accidents are investigated to determine what happened, so precautions and safety standards can be implemented to prevent the same type of accident from being repeated.

That's one reason we have so many safety rules and regulations. If people keep falling off ladders, it could reveal that ladders are unsafe to use. Upon investigation of ladder accidents, professionals can determine how the ladder was used and what actually caused the accident.

In most cases it wasn't the ladder that was unsafe. It was the person using it in an unsafe manner. In fact, this is true of most accidents. You'd be surprised to learn that many ladder accidents and injuries are the result of unsafe acts of people.
That's right, unsafe acts of people.

Not equipment, not floors, not ladders, not machines, but people. How can that be?
People don't try to have accidents and they don't try to injure themselves. We're not saying that physical hazards never cause or contribute to an accident because they do. However, many accidents and injuries are caused by the acts of people…people taking short cuts not following proper procedures, ignoring safety rules, and just not paying attention. Or not being trained in safety procedures.

We should always consider possible risks before starting any job and consider how our actions might affect the safety of ourselves and others.

Safety is everyone s responsibility regardless of where you work Your company has provided you with training and equipment to perform your job safety but safety is really up to you. You need to follow company policies and procedures on every job, every day If you do that you ll be doing your part in helping to reduce accidents and injuries in the workplace.

SAFE LIFTING AND BACK INJURY PREVENTION

Safe Lifting
You ve probably heard it a million times bend your legs not your back The reason you ve heard it so much is back injuries are painful and debilitating and a serious back injury can prevent you from earning a living or enjoying your leisure time. Nobody wants a back injury.

What can you do to help reduce your risk?

Never bend your back when lifting. Never bend over and reach to lift anything. Your back is a complex and sensitive structure made up of vertebrae, discs and nerves. The discs are made of a soft jelly-like substance that acts like shock absorbers between the vertebrae. Bending over and lifting puts pressure on these sensitive discs and greatly increases the likelihood of an injury.

Never twist while lifting. This too can damage your back. You may twist and lift every day and you haven t experienced an injury or back problem yet If you continue to twist and lift, sooner or later, you will have a back injury. Instead of twisting, lift the item safely, pivot your feet then set the item down It doesn t take any more time and it could save your back
If an item is too heavy to lift on your own ask a co-worker to help you Don t try to lift it yourself. You ve been trained and taught proper lifting procedures
Whatever you lift, keep it close to your body.

The figure shown above is an illustration of proper lifting technique. You should lower your body by bending your knees keeping your back perpendicular to the floor. You should keep the object as close to your body as possible and then use your leg muscles to lift the object. But it s your responsibility to lift safely Nobody can do it for you it s your decision Make the right choice, the safe choice.

Tips to Prevent Back Pain
Back pain is a fact of life. Many of us have suffered back pain and we know that it's something to avoid. Most doctors don't agree upon what treatment for back pain is best. However, they all agree exercise and diet will greatly reduce your chances of back pain or injury. Since we're not doctors, you should get medical advice on diet and exercise that's best for you.

Proper work practices will make a difference.

As described in the previous section, there are some safe lifting techniques you can use to reduce the potential of injuries and back pain.
Don t lift heavy objects Get mechanical assistance Use hand trucks and folding carts as illustrated in the figure below.

When lifting avoid bending and twisting always use your leg muscles to lift.
Have lumbar support and armrests where you sit.
Change positions frequently.

Safety is a job requirement, but more importantly, safety is a moral obligation to yourself, the company, co-workers, and your family. One accident is simply one too many.

Exits
It is important to know where exits are located and to make sure they re not blocked Safety awareness will eliminate the vast majority of injuries.

Chapter 3: CLEANING

THREE T S OF CLEANING

In order to think through the proper steps in cleaning anything, you must first identify the problem, and then select the proper cleaning products and tools to do the job. Having done this, it is important to understand how to properly use these cleaning products and tools. This is an essential element of a successful cleaning job. It is important to know how and why certain procedures and products work and why some do not.

In order to increase the cleaning efficiency of any cleaning chemical, one can utilize what is known as "The Three T's of Cleaning".

The first "T" is for Time. If a cleaning compound stays on a surface longer, the cleaning efficiency of the product is enhanced. This fact explains why a foaming product is better than a pure liquid on vertical surfaces. A pure liquid runs down the vertical surface. The foam tends to remain longer on the surface; thus increasing the cleaning efficiency.

The second "T" is for Temperature. When hot water is used in a carpet extractor, or when hot water is combined with high pressure washing, or "steam cleaning", the product performs better.

The third "T" is for Turbulence or Agitation. Ever wonder why a black or brown stripping pad is used with a stripper to remove floor finish? The Brown Stripping Pad is constructed of polyester fibers in a semi open texture nonwoven fabrication. Abrasive particles are distributed throughout and adhered to the pad with a sturdy adhesive. This turbulence speeds the removal of floor finish.

Have you ever washed your car using a rag or sponge? You were adding turbulence which

makes the car get cleaner faster. When hand washing is accomplished, the three "T's" are put to work, and many other cleaning procedures employ the three "T's" of cleaning.

CHEMICALS USED FOR CLEANING AND THE MSDS

Chemicals are a vital part of any cleaning operation Without them we couldn t clean But with them, we need to take precautions. If you follow precautions, the chemicals you work with are safe. But you may need to wear personal protective equipment such as gloves in order to ensure your safety.

How do you know what kind of protection is required for each chemical?
The answer is the Material Safety Data Sheets or MSDS. The MSDS contains all the information you need to know about any chemical you work with such as ingredients, hazards, First Aid, personal protective equipment and more If you re unsure about a chemical ask your supervisor for the MSDS. You can never be too safe or too informed about the chemicals that you use.

Material Safety Data Sheet--MSDS
The Material Safety Data Sheet, commonly called the MSDS, is a component of your University s Chemical Hygiene Plan and Hazard Communication Program The MSDS contains information provided by the chemical manufacturer and is maintained by the University to inform students and staff of the possible hazards associated with chemicals being used in their laboratory or work area. It is a critical part of any laboratory safety program. The goal of the MSDS is to provide you with a summarized, multi-source resource that informs you of certain basic but necessary pieces of information regarding the substance or chemical you are about to use.

The MSDS informs you about the material s physical properties and related health effects personnel protective equipment necessary to protect the you, first aid treatment necessary in the event of an exposure, how to respond to accidents, and the planning that may be necessary in order to safely handle a spill.

The MSDS may vary in style and content, but all contain certain required sections. State and Federal law requires that all manufacturers and distributors of chemical products provide the end user with a manufacturer specific MSDS. One method of accessing is through electronic databases. Many employers keep a notebook with MSDSs for the particular cleaning supplies that you will be using in your job.

What is a Material Safety Data Sheet?
The MSDS is a widely used system for cataloging information on chemicals, chemical compounds, and chemical mixtures. MSDS information may include instructions for the safe use and potential hazards associated with a particular material or product. MSDS can be found anywhere chemicals are being used.

There is also a duty to properly label substances on the basis of physico-chemical, health and/or environmental risk. Labels can include hazard symbols such as the European Union standard black diagonal cross on an orange background, used to denote a harmful substance.

The goal of the MSDS is to provide the user with a summarized, multi-source resource that informs the user of certain basic but necessary pieces of information regarding the substance they are about to use The MSDS informs the user about the material s physical properties and related health effects, personnel protective equipment necessary to protect the user, first aid treatment necessary in the event of an exposure, how to respond to accidents, and the planning that may be necessary in order to safely handle a spill.

Each company can design its own MSDS form, and the sections may be in different order. But, the basic kinds of information on any MSDS will be the same. This is an example of the first page of an MSDS.

Chemical Name
For example, there is always a section that lists the identity of the substance or the chemical name on the label, date the MSDS was prepared, the name and address of the manufacturer, and usually a phone number for emergencies and more information.
Hazardous Ingredients/Chemical Identity

The section on hazardous ingredients and chemical identity includes names of substances in the chemical that might be dangerous, and safe exposure limits such as Permissible Exposure Limit or PEL as set by OSHA or the Threshold Value Limit or TVL. This section also lists common names for the chemical.

Physical Characteristics
The section on physical characteristics describes many physical qualities of the chemical, and lets you know what is usual or safe. For example, it may state how the chemical looks and smells; boiling and melting temperatures--this is important in case a chemical might become a gas you could breathe; evaporation rate; how easily the chemical dissolves; and

how heavy it is--this tells you if it will sink, float, or dissolve in water.

Fire and Explosion Data
The section with fire and explosion data provides information on the lowest temperature when the chemical could catch fire or flash point. It also contains flammability data that lets you know if it's flammable; if it catches fire below 100 degrees Fahrenheit; is combustible; or, if it catches fire above 100 degrees Fahrenheit. In addition, this section lists the best way to put out a fire involving that chemical.

Reactivity
The section on reactivity describes what happens if this chemical comes in contact with air, water, or other chemicals. It also describes conditions, like heat, or materials that can cause the chemical to react by burning, exploding, or releasing dangerous vapors. The chemical is called "incompatible" or "unstable" with these conditions or substances. For example, sodium metal is unstable when it comes in contact with water. It explodes!

Health Hazards
The section on health hazards lists ways the chemical might enter your body, like splashing on your skin or being breathed in as vapor. It will also list possible symptoms of overexposure. This section will provide information about how overexposure might make existing medical conditions worse, and it describes emergency first aid procedures.

Usage, Handling, and Storage
The section on usage, handling and storage describes how to clean up an accidental spill, leak, or release. This part will include any special procedures that might be required for clean-up. It will provide you with information on how to handle, store and dispose of chemicals safety. Remember, if there is an accident, you must notify your laboratory instructor or professor immediately. You may take care of it yourself only if you are trained to do so and are wearing the proper personal protective equipment.

Special Protection and Precautions
This section explains special Personal Protective Equipment to use when working with a chemical. It also describes requirements for special procedures, extra health or safety information, signs that should be posted, and other information not covered in other sections.

It is wise to study MSDSs for any chemicals you will work with in your job. MSDSs for a many commercial substances are not primarily intended for use by the general consumer.

Material safety data sheets focus on the hazards of working with the material in an occupational setting. For example, an MSDS for a cleaning solution is not highly pertinent to someone who uses a can of the cleaner once a year, but they are extremely important to someone who works with a cleaner or a chemical in a confined space for 40 hours a week. You may work in many different departments throughout your facility…housekeeping offices the kitchen, and others. Employees in each of these departments use different chemicals in the performance of their job responsibilities.

You need to be aware of what chemicals are on what items before you use them. Some chemicals when mixed together can be quite deadly Let s give you an example A kitchen employee may have used ammonia on a rag to clean something in the kitchen That s perfectly okay as long as there was proper ventilation. Ammonia on its own is perfectly safe when used properly. But if you take the ammonia soaked rag and use it with detergent containing bleach you have just created a very hazardous condition.

Ammonia and bleach, when mixed together, form a deadly combination called chloramine gas. Chloramine gas can kill you. Never mix bleach and ammonia.

Stain removers and certain detergents can also be a hazard That is why it s vital to your safety and the safety of those around you to always read the chemical label and the MSDS sheet for each chemical that you use and always wear the required personal protective equipment. You can t afford not to

VENTILATION
Most of today s new office buildings and workplaces are highly insulated and practically air tight. While this is great as far as cost effective energy bills go, the down side to tightly insulated buildings is poor indoor air quality. As windows and doors are typically kept shut throughout the day, moisture, and stale air that can carry contaminants and pathogens. The air circulates inside and gives rise to various problems including mold and mildew, health problems, ruined furniture, and peeling paint. The quality of indoor air can be achieved through mechanical ventilation.

An excellent way to ventilate thoroughly, efficiently, and cheaply is to use exhaust fans.
What Are Exhaust Fans?
An exhaust fan is a mechanical ventilation device that helps to draw out stale and impure air from a room or building and bring in fresh air, thereby improving the quality of indoor air.

Exhaust fans

are typically ducted to the exteriors, through which bad indoor air can effectively be removed from your work space. Any volatile cleaning supplies will also be vented.
There is a lot of heat and humidity in the bathrooms and laundry rooms and without proper ventilation, mold and mildew can accumulate. Ventilation also keeps the heat down and makes your facility a more comfortable place to work.

Use spray bottles instead of aerosols for applying chemicals if another means is not possible, and make sure you have proper ventilation when using chemicals. When in a commercial building, make sure ventilation systems are turned on. Inadequate ventilation allows chemical byproducts to be absorbed into porous items such as ceiling tiles and wallboard.

What to do when there is no exhaust fan
If you are cleaning a restroom with no exhaust system prop the door open Place a “Cleaning in Progress sign in the doorway

Whenever possible, use mechanical means rather than chemical means for cleaning. For example, use a microfiber cloth instead of a chemical-based dust control product. Also use a microfiber cloth instead of a feather duster, which causes dust to become airborne.

REPORT HAZARDOUS CONDITIONS

We couldn t possibly cover every safety hazard you may encounter on the job That s why it s up to you to pay attention to safety and do your part to reduce accidents and injuries. You work in the facility every day and no one knows your job better than you.

The training you ve received should help you perform your job in a safe manner But it s really up to you. Obey all posted warning signs. Read and follow all instructions on chemical labels and MSDS sheets. Lift safely. You should always report hazardous conditions to your supervisor, so they can be corrected.

But most of all; use your common sense and good judgment and make yourself personally responsible for a safe and accident free workplace. Take pride in your job and in safety. Nobody can do it for you.

Chapter 4: CLEANING IN THE HEALTH CARE INDUSTRY

Sanitation and good housekeeping can both be defined as the practice of rendering the hospital free from agents injurious to health. Microbiology, the study of microscopic living, plantlike organisms, including bacteria, viruses, yeasts and molds is the biological science on which sanitation is based. There are many communicable diseases known to man. Each one of these diseases or infections is caused by a specific organism. Organisms enter the body through the respiratory tract, digestive tract or through breaks in the skin and multiply, causing tissue injury and body reaction. As the organisms multiply many are shed by the infected person and may be spread to others, thus beginning the cycle again.

BACTERIA

Bacteria are one of the more common microorganisms. Bacteria generally reproduce and multiply by simple division. Each cell reaches maximum size and divides into two parts. The two parts then grow to full size and each divides again. This cycle is repeated again and again. Food and environmental conditions such as moisture, temperature, light, and degree of alkalinity influence the rate of bacterial growth. Presence or absence of oxygen is also an important factor, because some bacteria require the presence of oxygen for growth and others require the absence of oxygen.

VIRUSES

Viruses are much smaller than bacteria and they are very often too small to retain in filters. Viruses are considered by some to be living organisms, by others to be complex protein molecules that are capable of growth and multiplication only in living cells. Because of their size, they can remain suspended for long periods of time or they can be transplanted from place to place through the hospital's air conditioning system.

INFECTION CONTROL

You know about infection, bacteria, and viruses, but how do you control these potential health hazards? Control of infection caused by these bacterial and viral organisms depends on breaking what can be called the chain of infection. This chain consists of the reservoir or source of infection, which might be bacteria laden dust, the means of transmission of the infection such as air and finally, the host. The object of infection control is to eliminate reservoirs and to block the means of transmission.

Pathogenic organisms can be transmitted from the reservoir of infection to the new host in four different ways:

1.The first of these is contact, which includes direct contact such as kissing and indirect contact, which means organisms are passed from their reservoir to some object or substance and then to the host.

2.The second type of transmission is sneezing or coughing, which involves droplets.

3.The third type is droplet nuclei, which are the small residue of evaporated droplets that carry pathogenic organisms. These droplet nuclei remain suspended in the air for long periods of time.

4.The fourth type is dust that has become contaminated, which is present on floors, in clothing, and in bedding and when stirred up by normal activities, moves from place to place.

The first step in infection control is to understand the difference between cleaning and sanitizing.

Cleaning is removing obvious dirt, debris, and other materials from a surface. Sanitizing or disinfecting is the actual killing of the microorganisms through heat or chemicals. Disinfectants are very helpful in infection control. There are specific housekeeping procedures essential in controlling the spread of infection.

Top priority should be given to the cleaning of horizontal surfaces, but also give proper attention to the cleaning of walls and other vertical surfaces. Harmful bacteria, which may be introduced into surroundings in a variety of ways, are often airborne for only a short distance. Then they become attached to both vertical and horizontal surfaces, but especially to floors.

Use wet-cleaning methods such as damp wiping, damp mopping, and wet mopping wherever possible. Ordinary dry dusting methods may serve only to redistribute bacteria-laden dust. The use of properly filtered or built in vacuum cleaners is acceptable for dusting and sweeping operations. Add effective germicides or other pathogen killing chemicals to wet cleaning solutions. Don't mix germicides and detergents because the two ingredients may neutralize each other if the appropriate chemicals are not used. If you want to use a combination of germicide and detergent they should be purchased premixed.

Although, the germicide has some value on the floor itself, its real value is in the reduction of bacterial levels in the mop bucket. Unless checked, bacteria multiply rapidly in the warm, moist environment of mop water and may actually contaminate a floor being cleaned.
Fresh damp wiping cloths, treated dust cloths, and clean wet mops should be used to clean surfaces.

The used wet mops and cleaning cloths must be laundered every day. They should not be left soiled or wet in a work closet overnight. Clean the equipment and storage closet every day. Separate cleaning equipment should be maintained for newborn nursery, postpartum, isolation nursery, delivery suite, operating suite, and the emergency department. Use plastic film or waxed paper bags for the disposal of infected materials.

THE LAUNDRY

Contaminated linens should be handled in accordance with approved techniques. Handling of linen is a crucial phase in infection control because soiled linen is a source of microbial contamination. Processing of soiled linen begins when the linen is removed from the patient, bed, stretcher, physician, nurse, examining table, or operating table.

Laundering removes pathogens by dilution, acidity, and alkalinity in the washing process and by application of extremely high heat of 345 degrees Fahrenheit or more in the ironing process. There are a variety of linen handling, processing, and disposing procedures, each unique to individual hospitals. Be sure to follow your hospital's policies and procedures because this is extremely important in infection control Be sure you ve had the proper training and if you re not sure about something, ask your supervisor.

ODOR CONTROL

Odor control is part of infection control. Odor problems arise as a result of poor sanitation in toilet areas, utility rooms and work closets. Deodorizer blocks or sprays that attempt to mask the odors are a mark of poor housekeeping. The most effective way to deodorize these areas is with fresh air, removal of the causes, and frequent cleaning with a detergent-disinfectant solution. Garbage collection areas and soiled linen storage areas may be sites where bad odors arise. Frequent removal of garbage, cleansing of garbage cans, and use of tight lids and the use of waxed paper or plastic liners in garbage cans will help to keep odors to a minimum. Good ventilation is extremely helpful also.

WASTE

Waste constitutes a problem and can be classified into three types:

Non combustible such as glass tin, casts, and other materials
Combustible such as wet tissue bone garbage flowers or dry combustible such as paper crates, cartons, and trash
Chemicals such as acids flammables and solvents

All waste except chemicals can be further classified as infectious or non-infectious. Cartons and boxes are classified as combustible dry waste, but a gift box discarded by a patient in isolation becomes combustible dry infectious waste. The best advice is to follow your hospitals waste handling and disposing procedures.

INSECT AND RODENT CONTROL

Insect and rodent control is very important in infection control as these pests do carry bacteria and other harmful microorganisms; therefore, each individual should take care in their daily work habits, cleanliness, and assisting the hospital in insect and rodent control program.

SUMMARY

Infection control is critical in hospitals due to a wide variety of potential hazards. Follow your hospital's policies and procedures, be aware of the hazards, and do your part in making your hospital as safe and infection free as possible. Employees and patients deserve no less.

BLOODBORNE PATHOGENS

Okay, let's talk about some of the risks and hazards associated with bloodborne pathogens and ways to avoid them. The first place to start is with training.

Under no circumstances should anyone be allowed to work with bloodborne pathogens in any form without full and complete training. Although you may have a special certification or other external training, your employer is responsible for providing you with thorough, sitespecific training and continued instruction in programs and procedures.

Written standard operating procedures or SOPs must form the basis of your ongoing bloodborne pathogen training program.

Training

If you are likely to be in contact with blood borne pathogens, you will have a program designed to provide a good understanding of bloodborne pathogens, common modes of their transmission, methods of prevention, and other pertinent information.
Bloodborne Pathogen training is required if you can reasonably anticipate facing contact with blood and/or other potentially infectious materials as part of your job duties. All Health Care facilities such as a hospital require bloodborne pathogens training and exposure plans, but there are a wide range of other individuals who may come in contact with blood or potentially infectious materials. These individuals may include industrial nurses, first aid providers, emergency first responders, police, and staff.

Pathogens

The pathogens of primary concern are the human immunodeficiency virus (HIV), hepatitis B virus (HBV), and hepatitis C virus (HCV). You are urged to take advantage of available engineering controls and work practices to prevent exposure to blood and other body fluids.

BLOODBORNE DISEASES

Bloodborne pathogens are microorganisms such as viruses or bacteria that are carried in blood and can cause disease in people. There are many different bloodborne pathogens including malaria, syphilis, and brucellosis, but Hepatitis B or HBV and the Human Immunodeficiency Virus or HIV are the two diseases specifically addressed by the OSHA Bloodborne Pathogen Standard. We are going to provide you with information about hepatitis C; this is a bloodborne pathogen that has no cure.

Hepatitis B

In the United States, approximately 300,000 people are infected with Hepatitis B or HBV annually. Of these cases, small percentages are fatal. "Hepatitis" means "inflammation of the liver," and, as its name implies, Hepatitis B is a virus that infects the liver. While there are several different types of Hepatitis, Hepatitis B is transmitted primarily through "blood to blood" contact. Hepatitis B initially causes inflammation of the liver, but it can lead to more serious conditions such as cirrhosis and liver cancer.

There is no "cure" or specific treatment for HBV, but many people who contract the disease will develop antibodies, which help them get over the infection and protect them from getting it again. The Hepatitis B virus is very durable, and it can survive in dried blood for up to seven days.

HUMAN IMMUNODEFICIENCY VIRUS

AIDS, or acquired immune deficiency syndrome, is caused by a virus called the human immunodeficiency virus, or HIV. Once a person has been infected with HIV, it may be many years before AIDS actually develops. HIV attacks the body's immune system, weakening it so that it cannot fight other deadly diseases. AIDS is a fatal disease, and while treatment for it is improving, there is no known cure.

It is good to know that, the HIV virus is very fragile and will not survive very long outside of the human body. It is primarily of concern to employees providing first aid or medical care in situations involving fresh blood or other potentially infectious materials. Because it is such a devastating disease, all precautions must be taken to avoid exposure.

HEPATITIS C

Hepatitis C is a blood-borne infection caused by an RNA virus, hepatitis C virus (HCV). This virus causes damage to the liver that may result in chronic infection and disease. HCV is unrelated to any of the other known hepatitis viruses (A, B, D and E), and infection is identified by the detection of antibodies to the virus in the blood.
There is no known cure for Hepatitis C.

Risk for exposure
Healthcare personnel are at risk for occupational exposure to bloodborne pathogens, including hepatitis B virus (HBV), hepatitis C virus (HCV), and human immunodeficiency virus (HIV). Exposures occur through needlesticks or cuts from other sharp instruments contaminated with an infected patient's blood or through contact of the eye, nose, mouth, or skin with a patient's blood. Most exposures do not result in infection.

Your employer should have in place a system for reporting exposures in order to quickly evaluate the risk of infection, inform you about treatments available to help prevent infection, monitor you for side effects of treatments, and determine if infection occurs.
How can occupational exposures be prevented?

Many occupational exposures can be prevented. Needle sticks and other cuts can be prevented by using safe techniques. Using appropriate barriers such as gloves, eye and face protection, or gowns when contact with blood is expected can prevent many exposures to the eyes, nose, mouth, or skin.

MODES OF TRANSMISSION

Bloodborne pathogens such as HBV, HCV and HIV can be transmitted through contact with infected human blood and other potentially infectious body fluids. These body fluids include semen, vaginal secretions, cerebrospinal fluid, synovial fluid, pleural fluid, peritoneal fluid, and amniotic fluid.

It is important to know the ways exposure and transmission are most likely to occur in your particular situation, whether it is providing first aid to an individual in an emergency, handling blood samples in the laboratory, or cleaning up blood from a hallway.

Bloodborne pathogens are most commonly transmitted through sexual contact, sharing of hypodermic needles, from mothers to their babies at or before birth, accidental puncture from contaminated needles, broken glass, or other sharps, contact between broken or damaged skin and infected body fluids, contact between mucous membranes and infected body fluids.

Accidental puncture from contaminated needles and other sharps can result in transmission of bloodborne pathogens. Anytime there is blood-to-blood contact with infected blood or body fluids, there is a slight potential for transmission.

Unbroken skin forms an impervious barrier against bloodborne pathogens. Infected blood can enter your system through open sores, cuts, abrasions, acne, and any sort of damaged or broken skin such as sunburn or blisters.

Bloodborne pathogens may also be transmitted through the mucous membranes of the eyes, nose, or mouth.

As an example, a splash of contaminated blood to your eye, nose, or mouth could result in transmission.

PPE, WORK PRACTICES and ENGINEERING CONTROLS

It is extremely important to use personal protective equipment and work practice controls to protect yourself from bloodborne pathogens. "Universal Precautions", also known as “Standard Precautions is the name used to describe a prevention strategy in which all blood and potentially infectious materials are treated as if they are, in fact, infectious, regardless of the perceived status of the source individual.

In other words, whether or not you think the blood or body fluid is infected with bloodborne pathogens, you treat it as if it is. Appropriate use of Personal Protective Equipment (PPE) is required by engineering and work practice controls. Where occupational exposure remains after standard engineering and work practice controls are implemented, personal protective equipment shall be used.

Impermeable gloves must be worn when hand contact with blood or mucous membranes is possible. Gloves must also be worn when Other Potentially Infectious Material or OPIM is possible. Gloves must be worn when non intact skin is anticipated, when performing vascular access procedures, or when handling contaminated items or surfaces.

You must be able to wash your hands after contact with blood or other potentially infectious materials. OSHA requires that employees wash their hands and any other skin with soap and water or flush mucous membranes with water as soon as feasible after contact with blood or other potentially infectious materials.

Protective clothing must be removed before leaving the room, and disposed of in an appropriately designated area or container for storage, washing, decontamination or disposal. Probably the first thing to do in any situation where you may be exposed to bloodborne pathogens is to ensure you are wearing the appropriate personal protective equipment (PPE). For example, you may have noticed that emergency medical personnel, doctors, nurses, dentists, dental assistants, and other health care professionals always wear latex or protective gloves.

Rules to follow

There are some simple rules to follow. When coming in contact with blood borne pathogens, you should always wear personal protective equipment. You should replace PPE that is torn or punctured. You should remove PPE before leaving the work area. If you work in an area with routine exposure to blood or potentially infectious materials, the necessary PPE should be readily accessible. Contaminated PPE should be placed in appropriately labeled bags or containers until it is disposed of, decontaminated, or laundered.

Gloves

Gloves should be made of nitrile a rubber used especially in latex-free gloves; neoprene rubber, or other water impervious materials. If glove material is thin or flimsy, double gloving can provide an additional layer of protection. You should always inspect your gloves for tears or punctures before putting them on. If a glove is damaged, don't use it!

When taking contaminated gloves off, do so carefully. Make sure you don't touch the outside of the gloves with any bare skin, and be sure to dispose of them in a proper container so that no one else will come in contact with them.

REMOVE YOUR GLOVES BEFORE DOING ANY OTHER WORK.

Goggles
Anytime there is a risk of splashing or vaporization of contaminated fluids, goggles and/or other eye protection should be used to protect your eyes. Splashing could occur while cleaning up a spill, during laboratory procedures, or while providing first aid or medical assistance.

Face Shields
Face shields may be worn in addition to goggles to provide additional face protection. A face shield will protect against splashes to the nose and mouth.

Aprons
Aprons may be worn to protect your clothing and to keep blood or other contaminated fluids from soaking through to your skin.

Wearing gloves, gowns, masks, and eye protection can significantly reduce health risks. The new OSHA standard covering bloodborne disease requires that you have appropriate personal protective equipment (PPE) and clothing available.

If you follow safe operating procedures and wear proper personal protective equipment the possibility of contracting a bloodborne disease is greatly reduced.

SELECTING PERSONAL PROTECTIVE EQUIPMENT

Janitors and housekeepers working in health care facilities must use personal protective equipment such as gloves. Single use gloves cannot be washed or decontaminated for reuse. Utility gloves may be decontaminated if they have not been compromised. If you are allergic to standard gloves, you must be provided hypoallergenic gloves or similar alternatives.

You should wear eye and mouth protection such as goggles and masks, glasses with solid side shields, and masks or chin-length face shields when splashes, sprays, splatters, or

droplets of potentially infectious materials pose a hazard through the eyes, nose or mouth. More extensive coverings such as gowns, aprons, surgical caps and hoods, and shoe covers or boots are needed when gross contamination is expected.

OTHER PROTECTIVE PRACTICES

If an your skin or mucous membranes come into contact with blood, you are to wash with soap and water and flush eyes with water as soon as feasible. In addition, you must wash your hands immediately or as soon as feasible after removing gloves. If soap and water are not immediately available, your employer may provide other hand washing measures such as moist towelettes. You still must wash with soap and water as soon as possible.
You must refrain from eating, drinking, smoking, applying cosmetics or lip balm, and handling contact lenses in areas where they may be exposed to blood or other potentially infectious materials.

Normal clothing that becomes contaminated with blood should be removed as soon as possible because fluids can seep through the cloth to come into contact with skin. Remember to use universal precautions and treat all blood or potentially infectious body fluids as if they are contaminated. Avoid contact whenever possible, and whenever it's not, wear personal protective equipment. If you find yourself in a situation where you have to come in contact with blood or other body fluids and you don't have any standard personal protective equipment handy, you can improvise. Use a towel, plastic bag, or some other barrier to help avoid direct contact.

Hygiene Practices
Hand washing is one of the most important and easiest practices used to prevent transmission of bloodborne pathogens. Hands or other exposed skin should be thoroughly washed as soon as possible following an exposure incident. Use soft, antibacterial soap, if possible. Avoid harsh, abrasive soaps, as these may open fragile scabs or other sores. Hands should also be washed immediately or as soon as feasible after removal of gloves or other personal protective equipment.

Because hand washing is so important, you should familiarize yourself with the location of the hand washing facilities nearest to you. Laboratory sinks, public restrooms, janitor closets, and so forth may be used for hand washing if they are normally supplied with soap. If you are working in an area without access to such facilities, you may use an antiseptic cleanser in conjunction either with a clean cloth or paper towels or you may use antiseptic towelettes. If these alternative methods are used, hands should be washed with soap and

running water as soon as possible.

Decontamination
Decontamination should be accomplished by using a solution of 5.25% sodium hypochlorite or household bleach diluted between 1:10 and 1:100 with water. The standard recommendation is to use at least a quarter cup of bleach per one gallon of water. Decontamination can also be accomplished by using Lysol or some other EPA-registered tuberculocidal disinfectant. Check the label of all disinfectants to make sure they meet this requirement.

If you are cleaning up a spill of blood, you can carefully cover the spill with paper towels or rags, then gently pour the 10% solution of bleach over the towels or rags, and leave it for at least 10 minutes.

If you are decontaminating equipment or other objects such as scalpels, microscope slides, broken glass, saw blades, tweezers, mechanical equipment upon which someone has been cut, first aid boxes, or other contaminated equipment, you should leave the disinfectant in place for at least 10 minutes before continuing the cleaning process.

Of course, any materials you use to clean up a spill of blood or potentially infectious materials must be decontaminated immediately, as well. This would include mops, sponges, re-usable gloves, buckets, and pails.

For large blood spills, you should generally contact custodial staff for cleanup. They are trained to do this and use disinfectant to decontaminate the area. However, if you are trained to do so, you can cleanup blood spills if the above procedures are followed.

Sterilization
Sterilization can be achieved using a number of techniques such as heat, irradiation; filtration; and chemical sterilization. In the microbiology laboratory, the most widely used sterilizers are autoclaves. Autoclaves eradicate micro-organisms by use of pressurized steam to cause thermal stress. To achieve a sufficient kill rate, it is necessary to raise the temperature such that even the most thermo-tolerant micro-organisms are inactivated.

Sharps
Needles and broken glass must be disposed of in sharps containers. Improperly disposed needles can cause injury.

Needles
Needles should never be recapped.
Needles should be moved only by using a mechanical device or tool such as forceps, pliers, or broom and dustpan.
Never break or shear needles.
Needles shall be disposed of in labeled sharps containers only.

Sharps containers shall be closable, puncture-resistant, leak-proof on sides and bottom, and must be labeled or color-coded.

When sharps containers are being moved from the area of use, the containers should be closed immediately before removal or replacement to prevent spillage or protrusion of contents during handling or transport.

Broken Glassware
Broken glassware that has been visibly contaminated with blood must be sterilized with an approved disinfectant solution before it is disturbed or cleaned up.

Other Sharps
There are safety dangers associated with accidental breakage of glass capillary tubes. These tubes are used for collection of blood in a variety of health care settings, including hospitals; ambulatory care facilities, physicians' offices, blood donation facilities, and blood testing centers.

Accidental breakage of the tubes has been reported when the tubes are inserted into putty for sealing and during centrifugation.

Blood can spatter, potentially exposing personnel to bloodborne pathogens. The broken glass fragments also can injure the user, resulting in exposure to blood. Breakage during use may result in a penetrating wound and blood inoculation to the user.

To reduce the risk, OSHA recommends that users consider blood collection devices less prone to accidental breakage and readily available, including capillary tubes that are not made of glass, glass capillary tubes wrapped in puncture-resistant film, products that use a method of sealing that does not require pushing one end of the tube into putty to form a plug, or products that allow the blood to be measured without centrifugation.

Signs, Labels, and Color Coding

Warning labels need to be affixed to containers of regulated waste, refrigerators and freezers containing blood or other potentially infectious material; and other containers used to store, transport, or ship blood or other potentially infectious materials.

These labels are fluorescent orange, red, or orange-red. Bags used to dispose of regulated waste must be red or orange red, and they, too, must have the biohazard symbol readily visible upon them. Regulated waste should be double-bagged to guard against the possibility of leakage if the first bag is punctured. Labels should display the universal biohazard symbol.

Emergency Procedures
In an emergency situation involving blood or potentially infectious materials, you should always use Universal Precautions and try to minimize your exposure by wearing gloves, splash goggles, pocket mouth-to-mouth resuscitation masks, and other barrier devices.

If you are exposed
If you are exposed, however, you should wash the exposed area, report the exposure, fill out a report form, and request testing.

1.Wash the exposed area thoroughly with soap and running water. Use non-abrasive, antibacterial soap if possible. If blood is splashed in the eye or mucous membrane, flush the affected area with running water for at least 15 minutes.
2.Report the exposure to your supervisor or instructor as soon as possible.
3.Fill out an exposure report form. This form will be kept in your personnel file so that you can document workplace exposure to hazardous substances. This form can be obtained from your Safety Department.
4.You may also request blood testing or the Hepatitis B vaccination if you have not already received it.

Hepatitis B Vaccinations
Employees who have routine exposure to bloodborne pathogens, such as doctors, nurses, first aid responders, and similar occupations, must be offered the Hepatitis B vaccine series at no cost to themselves. The employees have a right to refuse the vaccination but will need to complete a form documenting their decision not to accept the vaccination.

Record Keeping
Medical records are to be retained for each employee with occupational exposure of bloodborne pathogens for the duration of employment plus 30 years. These records must be

confidential and must include name and social security number; hepatitis B vaccination status, and results of any examinations, medical testing and follow-up procedures; a copy of the healthcare professional's written opinion; and a copy of information provided to the healthcare professional.

Training records must be maintained for three years and must include dates, contents of the training program or a summary, trainer's name and qualifications, names and job titles of all persons attending the sessions.

Medical and Training Records
The Bloodborne Pathogens Standard requires both medical and training records be maintained. For at least the duration of employment plus 30 years, and must be kept confidential not disclosed without written permission of employee, except by law and separate from other personnel records.

Chapter 5: CLEANING PROCEDURES AND TIPS

CLEANING PRINCIPLES

Cleaning can be a rewording and sometimes fun! It helps to know the basic cleaning principles. First look at what it is you want to clean Do you know where the dirt came from If not don t worry. I will give you some ideas on how to find out It s also important to know the different cleaners and when to use them.

Let s get familiar with some basic cleaners
Abrasives work like sandpaper and physically remove dirt. They come in powders, liquids and tools like brushes, sponges and pads.

Acid is the opposite of alkaline and can be used to remove rust stains, water deposits and even clean clogged pipes. Depending on its pH level the lower from 7 the more powerful. 7 being neutral and anything higher is considered a Alkaline. Some acids include lemon juice, (citric acid) vinegar, (acetic acid) and hydrochloric acid.

Alkaline can be used to remove heavy oil and grease, wash windows. Clean coffee and tea stains and dissolve grease. Alkaline include banking soda, ammonia, TSP, acronym for TriSodium Phosphate, and lye.

Bleaches used to bleach out a discoloration by removing or adding oxygen. Bleaches are also used to disinfect because of their ability to kill germs safely. Bleach types include oxygen bleach which adds oxygen, reducing bleach which removes oxygen, and peroxide.

Detergents have the ability to lower surface tension and of deflocculating soil and dirt clumps and keeping them in suspension, so they can be washed away. Detergents are typically considered to be both water and oil soluble, which serves as an emulsifying agent. Detergents are used to clean both soil and grease. Detergents include laundry cleaners or synthetic detergents and soap.

Solvents are capable of dissolving another substance to form a uniformly dispersed mixture. They are chemically capable of dissolving oily and greasy soils and stain and speed up drying time because they evaporate faster than water. The types of solvents are water miscible or wet solvents like alcohol and butyl cello solve, and water immiscible or dry solvents like OMS, acronym for odorless mineral spirits and kerosene.

Enzymes are microorganisms engineered to break down protein and oil into their basic components. Enzymes are sensitive to pH changes and chemical reactions.
Now you have the knowledge of what the basic cleaners do. So now we need to identify the problem.

Some grime you might already know.
Some might be more complicated.
Food might automatically be considered a protein; some foods like juices and condiments contain dye.

Urine is a protein but it s also very acidic and may require a combination of enzyme and alkaline to completely remove it.

The pH Scale
In chemistry, pH is a quantitative scale for measuring the acidity or alkalinity of liquid solutions. The scale runs from the number 0 to 14. The number 7 on the pH scale is neutral, not acid or base. The number 0 on the pH scale is a strong acid. The number 14 is a strong alkali. In the cleaning industry the word “alkali is used to denote base So the pH scale runs from 0 acid to 14 alkali.

On the pH scale each full number increase represents a tenfold increase of the acidity or alkalinity of the solution. It is a geometric progression by the number 10. So pH of 1 is 10 times more powerful than pH of 2. The pH of 3 is 100 times more powerful than pH of 4.
The numbers on the scale denote the “strength characteristics of the solution not the “quantity or dilution of the solution. Whether you have a drum of lye or a table-spoon of lye they both have the same strength characteristics pH.

COLOR CODING OF CLEANING SUPPLIES

Why Color Coding is Important?
Color coding cleaning supplies improves training and communication. It is an intuitive visual coding system, removing language and literacy barriers when training a diverse workforce in proper cleaning processes. Color coding also provides supervisors with quick visual indicators for monitoring employee activity to prevent tool or chemical misuse.
Examples of the Use of Color Coding of Supplies in Cleaning:
Red: High bacteria areas for example restrooms with toilets and urinals.

Red cleaning supplies are used in areas of the restroom that have higher bacteria

concentrations, where sanitation is a priority. Particularly toilets and urinals should have a high priority.

Yellow: Specialty cleaning for gymnasiums and laboratories.

Use for sinks and general restroom cleaning, to prevent cross contamination from toilet and urinal areas. May also be used for specialty cleaning activities such as gymnasiums, laboratories and floor-care projects.

Green: Foodservice areas for example cafeterias and kitchens.

Green cleaning supplies should be used in areas that come into contact with food, including kitchens, cafeterias and employee break rooms. Or for example, a separate color could be used for food preparation areas for an added degree of safety. For example, in food preparation areas, one color, for example a light lime green, could be used for raw meats and another color for preparation of fruits, vegetables, and lettuces, for example a deep woods green.

Blue: General use for example offices, hallways and classrooms.

Blue is used for general cleaning in offices, entrances, hallways and reception areas.

Color Coding Prevents the Misuse of Chemicals
The use of color coding for cleaning supplies prevents the misuse of chemicals and reduces the transfer of harmful substances by separating potentially hazardous cleaning chemicals into their appropriate areas. For example, mopping solutions can be coded for a specific floor to avoid the use of caustic chemicals that may permanently damage the surface.

Simplifies Supply Management
By keeping cleaning tools in their proper areas, color coding allows custodial departments to keep better track of their equipment and supplies. Productivity increases when employees no longer have to search for misplaced tools or proper cleaning equipment.

Improves Efficiency
Color coding enhances the professional appearance of employees and increases their efficiency by making it easy to organize the cleaning process.

Of course every facility is unique. The colors discussed here are just the common colors used in color coding. Additional colors may be used for specific applications, such as color

coding types of chemicals for use with specific flooring materials or counter tops.

In addition, color tape or decals can be applied to your existing or off the shelf cleaning supplies. This gives you the ability to easily change cleaning applications and reassign supplies to different areas or functions as required. For example, color coded decals can be used to change supplies from the general use blue coding to the bathroom red coding.

It is never recommended to reassign any red labeled cleaning supply. Certainly if any red coded supplies are reassigned to any other areas, the supplies must be thoroughly decontaminated, cleaned, and sanitized by disinfection or sterilizing. It would make good sense to dispose of the red supplies and purchase new ones instead of risking cross contamination.

The next figure shows a series of colored and white brushes used in cleaning. Color coded decals or tape can be placed on the handles of the white brushes to achieve color coding.

Chapter 6: Cleaning Office Buildings

As mentioned above there are many different areas in office buildings, hospitals, and schools that require cleaning. Office buildings have restrooms with toilets, urinals, trash cans, and sinks to be cleaned. They also have restaurants, cafeterias, and kitchens that are food service areas. In addition, office areas have entry ways, hallways, and classrooms that must be cleaned. And finally there are specialized areas such as gymnasiums and laboratories that must be cleaned. In this chapter we will address cleaning the areas mentioned above; as well as mirrors, walls, floors, window coverings, upholstery, televisions, and computers.

CLEANING RESTROOMS

We will start with cleaning restrooms The fact is that at least percent of the public s complaints about buildings concern the upkeep of restrooms. According to industry professionals, there is an increase in public awareness of what one can acquire from dirty restrooms. Because of this, owners, operators, manufacturers, distributors and suppliers are all working hard to come up with systems and processes to make cleaning easier, safer, faster and better.

Restroom Deep Cleaning

Indeed, relatively recent innovations in restroom cleaning range from ergonomically designed toilet-bowl brushes and environmentally safe citrus-based cleansers to color-code and even touch-free cleaning systems.

Combined with old-fashioned common sense and attention to detail, the new cleaning improvements make it easier and safer than ever to leave a restroom spotless.
Because the definition of ‘clean is very subjective and varies from one environment to another, it is important to determine what is required in terms of cleanliness. One definition of clean is “free from dirt or impurities

With the exception of critical care areas, such as those found in some health care facilities or food service environments there are few, if any, broadly established cleaning standards.

Toilet Cleaning Today

A workable cleaning schedule is important. Most restrooms are cleaned once a day and sometimes monitored throughout the day. Restrooms with high traffic volume, such as those

in airports, restaurants and other establishments may need attention hourly. According to experts, managers and operators who thoroughly assess the overall use of each restroom in their facility will have far fewer restroom complaints.

Those who devise cleaning schedules that accommodate the need for regular cleaning and maintenance, as well as incidental and as-needed cleaning will not hear any complaints.

Top Five Restroom Complaints
Once the cleaning basics have been established – how clean and how often – cleaning professionals still face every restroom s “Top Five These are the five typical restroom complaints and the most common cleaning challenges that workers face. They are:

1) Cross-contamination hazards
Soap and towel dispensers that don t work
3) Unsightly garbage
4) Soiled or stained surfaces
5) Persistent odors

CROSS-CONTAMINATION

There are a number of ways to prevent the spread of germs when cleaning a restroom. Experts say, first kill the germs by using disinfectant solutions properly. In order to achieve disinfection, it is important to carefully follow label directions on the cleaner container. More often than not, the directions will include specifics on how the cleaner is to be applied, as well as the length of time that it should remain on surfaces in order to achieve the required disinfection levels.

Other recommendations include using a color-coded system when cleaning. With a system like this, tools that are one color can be used for cleaning toilets, while a different color can be reserved for intense work.

This type of system will make sure that management as well as the cleaning staff doesn t use any of these tools outside the restroom.

SOAP AND TOWEL DISPENSERS THAT DON T WORK

This is a case where back-ups make sense.
Managers may want to consider offering patrons both hand towel machines and hand blow

dryers. This is an alternative solution if one or the other is out of order. Frequent service, repair, and replacement of machines also help eliminate this common complaint.

UNSIGHTLY GARBAGE

Regardless of whether a restroom is disinfected properly, unsightly garbage can make it appear unsanitary. Studies show that people often use a paper towel on door handles when leaving restrooms If a garbage receptacle isn t near the door they often drop the towel on the floor.

Analyzing traffic and these types of use patterns will help determine whether alternate placement or additional receptacles are needed.

SOILED OR STAINED SURFACES

An obvious first step in cleaning would be removal of visible soiled surfaces.

The nature of the surface and the soil will affect which tools and cleansers to use. For instance, degreasers might be just the solution for some of the surface stains found in fastfood restaurant facilities.

Industry manufacturers advise that users proceed with caution when using various cleansers. There are many very aggressive cleaners which can remove soil from surfaces, but will also harm finishes.

Surface damage only makes maintaining cleanliness and appearance that much more difficult in the future. Thus, selection of the mildest, yet effective cleaners is the best approach to balance these factors.

PERSISTENT ODORS

When dealing with this common complaint, building managers are advised to look down – at the grout or the floor drain.
Often times, odor-causing bacteria can be found in grout lines where mops may not reach. If this is the case, it may be helpful to re-evaluate the products used to do this cleaning. Bacteria must be killed to remove odor. Other times the best thing to do is to look up, because light fixtures and even ceilings can harbor bacteria or mildew spores. It is important

to note that thorough ventilation can reduce odors in high humidity areas such as restrooms. Make sure all air vents are cleaned.

Managers dealing with a lot of in and out restroom traffic, such as those found in schools and airports should carefully assess regular cleaning schedules to make sure these problems are addressed.

INNOVATIONS

When it comes to cleaning restrooms, manufacturers found that a thorough assessment of cleaning procedures is what led to some of the best innovations.

After spending many years evaluating restroom cleaning and the various procedures called for, manufacturers found two overall problems.

First, there was a very high turnover among employees and training was an issue within janitorial departments.

Second, many janitorial departments rarely updated the tools they used for cleaning, many of which were not ergonomically designed.

In response, the cleaning supply industry soon introduced various ergonomically designed tools. These were designed to reduce back pain through the use of longer handles, which also kept a worker s face away from the toilet bowl containing chemicals and fumes Manufacturers have commented that the use of these types of products will not only make cleaning easier and safer for workers, they will also result in worker retention.

Many of the improvements offered by manufacturers, suppliers, trainers and others in the industry have had a similar value-added impact on restroom cleaning.
Microfiber mop heads and cloths adhere to dirt more efficiently and are easier to lift than traditional “spaghetti mops because they weigh less

Why use microfiber supplies?
Microfiber cleaning cloths provide a non-toxic and chemical free cleaning solution. They are outstanding for allergy and asthma sufferers, as well as anyone with chemical sensitivities. They also provide a healthier cleaning solution because microfiber cleaning supplies can be used without cleaning agents, soap, or detergents. In addition they are gentle on furniture, mirrors, windows, and porcelain as the fiber is fine and it does not leave scratches, mist or

marks.

Microfiber mop heads and cloths are also more environmentally friendly because they use less water they re washable and reduce the amount of trash left at the end of the cleaning day.

Environmentally friendly green cleaning is a trend that has grown stronger in recent years. Many manufacturers have introduced tools that are designed specifically for recycling whenever green cleaning tools wear out. Instead of replacing the entire tool when a part breaks, many manufacturers provide replacement parts.

In addition, many workers use squeegees and water to clean restroom mirrors and windows. The benefit is that departments will use fewer chemicals and will not find trash bins filled with paper towels as a result of cleaning.

Cleaning chemicals should also be considered in green cleaning. There are many manufacturers that provide cleaning products certified with Green Seal.
These new innovations make it easier for companies to accept green cleaning into their programs.

WHAT DOES CLEANING GREEN ENTAIL?

First, a definition Green Cleaning is cleaning to protect health without harming the environment. Basic principles of Green Care are listed below.

Focus on entryways inside and out. An important goal in cleaning green is to trap and remove dirt and pollutants before they enter the building and to frequently clean the entrances and entryway mats.

Minimize particles and chemicals in the air by mechanically capturing dust and dirt, using course spray for chemicals and applying the cleaner to the cloth rather than spraying the surface to be cleaned.

Use chemical management systems for accurate product dilution. Train employees to use chemicals properly to minimize waste and maximize cleaning efficiency, an important element of cleaning green.

You should empty vacuum bags at the end of shifts or when half full for cleaner and more

efficient operating.

Ensure proper vacuuming, extraction, rinsing and drying. Carpets can be a host for moisture problems and mold growth. Green cleaning means minimizing these problems.
Focus on preventative measures. Janitorial staff washes their hands and keeps equipment clean and well maintained.

Focus on touch-points. These are door handles, bright work and other areas where people come in contact with the facility or its fixtures. Focusing here makes cleaning green easier. Apply disinfectant in restrooms properly and make sure the chemical has proper dwell time so that soil is thoroughly removed using less product. Use labels on chemical cleaners for proper use and review the Material Safety Data Sheets.

Promote safety and prevent cross-contamination. Safer products and proper use and storage of chemicals help create a safer environment. As discussed earlier, color-coded tools ensure that pollutants don t get carried from one area such as a restroom to another room.

Whenever possible use Green Cleaning Chemicals and Products Green Seal s Standard for Industrial and Institutional Cleaners (GS-37) certified chemicals for general purpose, washroom, glass, and carpet cleaning.

Use hand soaps that do not contain antimicrobial agents except where required by law or regulations for example healthcare or food preparation.

Microfiber dusting cloths and flat mops to collect dust and dirt pick up dust with minimal water and chemical use. These out-perform traditional dusting and mopping materials and can often be used to remove soils without the need for chemical compounds. Micro-fiber materials can be washed and reused to minimize paper towel waste.

Use of Effective Janitorial Equipment
One example of effective janitorial equipment that is environmentally friendly is the highspeed burnisher with dust control attachments that captures fine particles.

Carpet extractors and automatic floor scrubbers that reduce water consumption are also effective janitorial equipment.

Green cleaning includes the use of “Green Paper products These paper products are rated

for recycled content in janitorial paper products bleached without the use of chlorine or its derivatives. In addition, paper products dispensed from large rolls to minimize packaging and waste are used in Green cleaning. Folded paper towels are discouraged.

“Hands-free paper towel dispensers that reduce the potential for cross-contamination and high-capacity dispensers that promote waste-reduction by controlling towel usage are on the list of “Green Paper products

For all the innovations in the industry, the need for common sense and attention to detail is as great as ever. Training employees properly is a task that experts say should always be at the top of a building manager s “to do list Industry professionals emphasize that it is important to have the proper tools when cleaning, but it may be even more important to have the proper training.

Attention to Detail
Just look at a restroom, any restroom. The entire area may be clean and sparkling, but what about the dirt build-up around stall posts or behind toilets or baseboards. Everything must be cleaned properly or the restroom isn t clean

When cleaning toilets, one of the most important parts is the underside of the lip of the toilet. This is where urine and feces can be splashed and lime, calcium and rust stains can build up That s where bacteria and germs can form quite easily causing a filthy toilet Cleaning the underside of the toilet is extremely important.
Dusting a restroom is also a critical part of your job. Dust, bacteria and germs can settle in vents, on tops of overhead ledges and, of course, on vents.

Cleaning and Sanitizing
Remember there is a difference between cleaning and sanitizing. Cleaning is washing or wiping a surface Cleaning removes dirt dust and debris but it doesn t kill bacteria

Sanitizing kills bacteria.
There are two ways to kill bacteria.

1.One is to use high temperature water, similar to very hot water used in a dishwasher. Hot water sanitizes the dishes and kills bacteria That s not logical for restrooms but you can use an approved sanitizer after cleaning to kill bacteria. Steam cleaners are commercially available.

2.Another way is cleaning and sanitizing. Cleaning and sanitizing is required in making surfaces free of bacteria. Remember that cleaning and sanitizing are two different systems and both are required when servicing restrooms and other areas.
Some sanitizers are called disinfectants and some products combine cleaning and disinfecting ingredients into one product. These combined products work well only on surfaces that are already relatively clean. For dirtier surfaces it is important to clean first and then apply a separate disinfectant.

For the disinfectant or sanitizer to be effective, it must remain in place for at least 10 minutes.

Deep cleaning of restrooms needs to be done at least weekly. However, a deep cleaning may also be required when cleaning a restroom for the first time, or when you encounter a particularly dirty situation. High traffic restrooms may need a deep cleaning once a day even if routine cleaning is done more frequently.

Most deep cleaning can be done with regular chemicals by mixing with less water so that they are more effective. In addition, it may be necessary to spend more time removing soils using brushes and scrub pads.

Steps to Cleaning a Restroom
Don t allow your restroom to become the source of customer or employee complaints Adhere to the following guidelines to insure a cleaner, healthier restroom environment.

GET READY TO CLEAN.
When you are preparing to clean a bathroom, first make list of duties and cleaning supplies that will be required for each job. You should make certain the supply closet is clean and contains the proper supplies and equipment. An example list of cleaning supplies is provided below.

1.Disposable Latex Non-Medical Gloves these gloves come in large, medium, and small sizes.
2.Safety Goggles or Safety Glasses
3.Toilet Bowl Swab
4.Microfiber Mop System
5.High Density Trash Liners 32 Gal.
6.General Purpose Cloth
  Extendible Lamb s wool Duster

8.Glass Cleaner Windex® is a common commercially available glass cleaner
9.Cleaner/Disinfectant Lysol® Brand Disinfectant All purpose Cleaner with Bleach and Antibacterial Scrubbing Bubbles® Bathroom Cleaner are common Cleaner/Disinfectants. There are other commercially available Cleaner/Disinfectants for professional cleaning services.
10.Kleenex® Cottonelle Toilet Tissue
11.Health Guards Regular Toilet Seat Cover Refill
Figure 40 Items for cleaning the bathroom
12.Sanitary Napkins or Tampons
13.Paper Towels
14.Hand Soap
"Wet Floor signs

DISINFECT TOILETS, SINKS AND SURFACES

Before disinfecting toilets, sinks and surfaces make sure you are wearing the proper safety items such as gloves and protective eyewear. Be sure to review the MSDS for each chemical that you use. Spray all fixtures with the correct chemicals to allow time to "soak in Wipe clean.

RESTOCK EXPENDABLE SUPPLIES

When you are restocking expendable supplies, always make sure you fill the dispenser with the correct size paper or soap product. Be sure to secure the dispenser after it has been filled.

EMPTY, CLEAN AND RE-LINE WASTE RECEPTACLES

The next job will be to empty, clean and re-line waste receptacles. You should make sure all litter is picked up prior to emptying the receptacles. Use the correct size liners and taper the excess liners by tying on one corner.

SWEEP OR DUST MOP FLOORS

Depending on the floor surface, you will either sweep or dust mop the floor.

CLEAN SINK AND COUNTERS

The next job will be to clean the sink and counters. First, remove all debris from counters. Start at the backsplash of the counter and work towards the drain. Be sure to dry all surfaces.

CLEAN MIRRORS

To clean the mirrors, start in one corner and work from right to left. Use circular cleaning motions for best results. Inspect for streaks and smudges.

SPOT CLEAN WALLS, PARTITIONS, BRIGHT WORK

Spot cleaning is the next job. Using the proper chemicals spot clean all vertical surfaces starting at the bottom and working your way up. Clean all bright work. Bathrooms don't just need to be clean, they need to shine. All that white porcelain, bright work and tile work demands weekly, if not daily attention.

Cleaning Toilets
WHAT YOU NEED:
1. Goggles or glasses.
2. Toilet brush.
3. Gloves.
4. Cleanser for inside of bowl.
5. Cleanser for outside of the toilet.
6. Paper towels or cloths.

REMOVE EVERYTHING FROM AROUND THE TOILET.

Cleaning the toilet is a messy job, and there's always the chance of splashing cleanser or toilet water outside of the actual toilet. Prevent extra cleanup by removing all excess items from around the toilet. Don't forget to remove anything on top of the tank to prevent dropping items into the bowl during cleaning.

FLUSH AND ADD CLEANING SOLUTION.

Flush the toilet with the lid down to prevent splashing or spraying. Add your choice of powdered, liquid, or gel cleanser to the bowl. Try to apply the cleaner as close to the toilet rim as possible to prevent diluted cleanser.

CLEAN THE EXTERIOR OF THE TOILET.

While the cleansing solution soaks into the toilet grime in the bowl, clean the outside of the toilet. Start at the top to prevent dripping on already clean surfaces.

Spray the tank, handle, and tank edges with cleaner and wipe down.
Next do the outside lid of the toilet.
Finally wipe down the entire bowl. Start with the sides and front before cleaning the bottom edges of the toilet where it meets the floor.

CLEAN THE TOILET SEAT.

The toilet seat should never be neglected. It is the part of the toilet that comes into actual contact with people, and it needs to be cleaned thoroughly. Raise the seat. Spray the seat, inside lid and the rim of the toilet with cleanser.

Wipe down the lid, seat, and hinges at the back of the toilet seat. Some toilets have hinges that will pop open to allow better access for cleaning.

CLEAN THE INSIDE OF THE TOILET BOWL.

Begin cleaning the bowl from the top down. Always begin scrubbing under the rim first. Look under the rim to get all the stains and grime scrubbed away.

Even though there are many commercial products available, Lime-A-Way® is a commercial product that is a concentrated blend of mild organic and mineral acids formulated to remove calcium and other hard water mineral deposits from under the rim of toilets. It has a pleasant fragrance and is easy to use. It removes rust, calcium and lime build up from toilets and it effectively cleans even the toughest hard water stains.
Next scrub the bowl. Finally scrub the hole at the bottom of the toilet.
Always flush the toilet with the lid down.

WIPE UP ANY DRIPS OR SPILLS.
Wipe up any drips of cleanser or water that may have occurred.
Put away tools and trash. Replace the items removed at the beginning of the cleaning process.

TIPS FOR CLEANING TOILETS

1. Wear eye protection when cleaning a toilet. It prevents splatters of toilet water and cleaner. You may also want to use gloves to prevent contact with your hands.
2. Flush the toilet with the seat lid down to prevent splattering and splashing.
3. Do not use sponges when you scrub a toilet. Sponges are a great way to breed bacteria, and there are already enough in bathroom. Paper towels are great options because they are thrown away. If you use reusable cloths or microfiber cloths, wash them immediately in their own load on hot water with bleach.

In summary, to properly clean a toilet you should use the appropriate germicide to clean the seat cover top and bottom. Then lift seat cover and clean underside and top of toilet seat, under side and bowl rim, and finally clean the handle and exposed plumbing. Flush toilet with seat down and leave the seat up to indicate you have cleaned commode.

Cleaning Urinals
Some cleaning tools and materials for cleaning urinals are listed below.
1.Bowl swab
2.Trigger sprayer
3.Clean cloths
4.Gloves and goggles
5.Toilet bowl cleaner
6.Cleaner disinfectant, liquid or foam aerosol
In addition to toilets, urinals need to be cleaned, disinfected and deodorized. Disinfecting the urinal reduces the growth and spread of bacteria.

PROCEDURES FOR CLEANING A URINAL

Remember to put on gloves and goggles, and then clean the inside of the urinal.
First, apply 1 to 2 ounces of bowl cleaner evenly onto the bowl swab. Then swab the entire inside surface, under the rim, and where the water outlets are located.
Next, flush urinal and rinse bowl swab thoroughly. Set bowl swab aside, placing it into a carrying container.

Clean and disinfect the flush handle and all the chrome around the urinal. Wipe it dry.
Next, clean the outside of the urinal by spraying with a cleaner disinfectant. Pay special attention to the underside of the outside of the urinal. Wipe with a clean cloth.
Use a new cloth to start the next urinal. Toss used cloth to be laundered.

Mopping Restroom Floors
Cleaning Tools and Materials needed for mopping restroom floors.
1.Pump up sprayer and one bucket with wringer or Two buckets with wringers
2.Wet mop
3.Broom and dust pan
"Wet floor signs
5.Gloves and goggles
6.Cleaner/Disinfectant
7.Cleaning Procedures:
The bathroom floor is mopped to clean and disinfect it and to eliminate odors and bacteria.

PROCEDURE FOR MOPPING A RESTROOM FLOOR

First, put on gloves and personal protection equipment. Remove all movable obstacles from the floor.
Sweep floor and pick up pile with dust pan.
Position the mop bucket or buckets outside door.
Place "Wet floor sign at the entrance

Use either the spray down, mop up method or the two bucket method to get cleaner disinfectant on the floor.
Apply product on floor, starting in the farthest corner.
Work moving backwards towards the door.
Be sure to get disinfectant around toilets, under urinals and under sinks.
Allow to stand amount of time recommended by manufacturer s directions
Dip wet mop into clean water rinse. Wring out dry.
Start at the farthest corner and pick up disinfectant solution that is on the floor.
Dip mop in rinse water frequently. Continue until all disinfectant solution has been picked up.

CLEAN UP AFTER MOPPING

Always clean up after mopping the restroom floor Most facilities have a janitor s closet with a deep well sink and cabinets for supplies. Use this sink to empty the bucket or buckets and sprayer should. And then, you should rinse the mop. All of the tools and materials should be stored properly.

REMOVE CAUTION SIGN AND INSPECT WORK
Review all of the jobs that you just completed. Make sure all dispensers are full, mirrors are streak free, and all fixtures are clean.

Cleaning a Laundry
Cleaning Tools and Materials needed are listed below
1. Vacuum with hospital grade filter, dusting tool
2. Deck brush
3. Mop bucket with wringer
4. Clean cloths
5. Wet/dry vacuum
6. Pump up sprayer
7. Trigger sprayer
8. Clean bucket for rinse water
9. Gloves and goggles
10. Cleaner disinfectant
Laundry rooms must be cleaned to prevent possibility of cross contamination. The laundry is a central location for linen that gets redistributed throughout the facility.

Procedure for Cleaning the Laundry Room

DAILY PROCEDURES
Daily procedures for cleaning the laundry room will include
First put on gloves and goggles.
Next, you should the empty waste receptacles. Remember to tie the liner and dispose of the waste properly. And then, spray the waste receptacles with disinfectant from trigger sprayer, inside and out and wipe them dry with a clean cloth.
Damp dust with a cleaner disinfectant sprayed on a cloth. Rinse used cloth in clear water, reapply disinfectant to continue. All sills and ledges, outsides of wash and drying machines and loading doors should be cleaned. Tables for folding linens should also be cleaned. Vacuum floor surface to remove all lint.
Using a deck brush and water from the mop bucket, remove any accumulations of soap on the floor surface. The last job is to damp mop floor with a cleaner disinfectant starting at the back of the room and mopping to the door Remember to place the “Wet Floor sign at the door
Pick up solution with a wet dry vacuum.

WEEKLY PROCEDURES
Wash walls completely. To wash the walls fill the pump up sprayer with diluted cleaner

disinfectant. And then, spray walls from bottom up. Next, wipe walls dry.
Clean any or all overhead pipes with vacuum dusting tool.
Wash all linen carts. Use trigger sprayer and spray all surfaces with cleaner disinfectant. Let the solution set for a few minutes and then wipe dry.

PERIODIC CLEANING PROCEDURES
The linen storage cupboards should be emptied and cleaned with a cleaner disinfectant.
Washing Walls
Cleaning Tools and Materials needed for washing walls and wall partitions are listed below.
1.Trigger sprayer
2.Clean bucket
3.Clean cloths
4.Gloves and goggles
5.Cleaner disinfectant
6.Cleaning Procedures:

Walls and Wall Partitions are washed because dirty walls are unsanitary. Dirt acts as a breeding ground for bacteria. In addition, dirty walls make the room appear dull.

PROCEDURE FOR WASHING WALLS AND PARTITIONS

Put on gloves and personal protection equipment.
Using a trigger sprayer filled with diluted cleaner disinfectant, spray solution on walls, starting from the bottom and working your way up.
Wipe walls clean from the top down using a clean cloth.
Rinse cloth frequently in clear water rinse.
Thoroughly clean the underside of the partitions. This area becomes dirty from urine splash and needs daily attention.

Window Washing
Cleaning Tools and Materials needed for washing windows.
1.Window squeegee
2.Clean cloths
3.Window tool and bucket or Trigger sprayer
4.Window cleaner
5.Gloves and goggles
6.Cleaning Procedures:
You should pay particular attention to cleaning windows. Clean windows add to the overall

impression of cleanliness. More light comes in clean windows, improving the outlook of those inside the building. Windows need to be cleaned more often in colder weather.

Remember, condensation and temperature fluctuations encourage streaking and dust accumulation on windows. In addition, oils in exhaust and cooking deposit on the glass surfaces in colder weather.

PROCEDURE FOR WASHING A WINDOW

Put on gloves and goggles. Open drapes and raise venetian blinds or shades.
Next you should clear window sill of obstructions. Clean window sills inside and out using glass cleaner and a clean cloth.
Cover window with window cleaner solution using a trigger sprayer or window tool.

USING A SQUEEGEE

Remove solution and dirt from window using a squeegee. Move the squeegee from side to side or in a figure eight motion, or move it from top to bottom of the glass. Wipe off squeegee with clean cloth after each stroke.

After using the squeegee, wipe the glass dry with a clean cloth. When finished, wipe off window sills with a clean cloth. Clean window frames with window cleaner and a clean cloth. When complete, close drapes and put blinds or shades in place.
Clean and return tools and materials to storage area.

Dusting
Prevent dust by using two entrance mats at each entrance. One just outside the door and one just inside the door will reduce the amount of dust, dirt, and debris that enters your facility.

Check and maintain your air filters to make sure they are functioning properly. Air filters will last between 1-3 months, but should be changed as they become clogged with dirt and debris.

By keeping windows closed, you'll prevent dust and debris from blowing into your home. Double check your window and door weather-stripping to make sure it is still functioning properly.

There are many dusting products on the market, but each one has its own set of pros and cons. Use the right dusting tool for your jobs. Microfiber cloth dusting supplies is a favorite. If you use a furniture oil or polish, be sure to follow the directions and don't overuse the product. Overuse or improper use can lead to a buildup on your furniture or clouding of the wood surfaces.

Dust from top to bottom to prevent going over surfaces more than once. Sometimes you may need to wet dust after you dry dust. Always dry dust first. Be careful about allowing even a small amount of water on wood surfaces.

CARE FOR FLOORS

CARE FOR WOOD FLOORS
Regular cleaning keeps wood floors and furniture looking their best. All you need is a good vacuum or microfiber dust mop, a soft cloth, and Murphy Oil Soap. It's easy!
Vacuum your floors and dust furniture daily. Gritty dust can scratch wood surfaces. For effective vacuuming, use a Windsor with Sensor technology. It will automatically adjust to your floor type

And for effective floor cleaning, use the microfiber mop system for both dry dusting and wet mopping. Mop up spills right away to avoid stains.

Cleaning wood floors regularly with Murphy Oil Soap Original Formula is easy. Dilute Murphy s in a bucket according to directions. Use a microfiber wet mop.

Wipe up any excess water with a soft, dry cloth or dry dust mop.
Murphy s isn t just for wood flooring and furniture It also safely cleans laminate flooring and many other surfaces.

CLEANING MARBLE FLOORS

Marble is often used for floors in commercial office buildings and hotels in lobbies in entry ways, halls, and lobbies. Janitors are required to maintain these floor materials.
Marble is generally polished, and unless sealed it is porous and easily stained. Marble is also able to be etched by acids. Marble may be stone, but it stains easily, so you need to wipe anything off that is spilled on it immediately, as you would on a wood surface.
Regular cleaning includes washing marble surface with lukewarm water and wipe dry with a clean cloth. Wiping marble surface with a damp chamois is suggested as it will not leave

streaks.

Unsealed Marble that has become dull can have a shine brought back to it using a commercial marble cleaner and polish. For badly damaged marble surfaces, if it's scratched or etched by excessive wear, you will most likely need to have it professionally polished. Marble professionals have the right equipment for the job and know how to use their tools properly.

There are different types of stains that can affect marble. Organic stains, such as tea or coffee. These stains will need a poultice soaked with 20% peroxide and a few drops of ammonia.

Stains that are oil based, such as the oils from butter, lotions need attention right when the spill occurs. You can do this by spreading the surface with ordinary household corn starch. Let it stand for a few hours, Scrub with a stiff brush and hot sudsy water. Or wipe with a dampened cloth of ammonia.

A commercial rust remover can be used to remove rust stains from an item such as a metal lamp on the surface or metal container. Acid stains, from citrus fruits juices and carbonated beverages should be wiped up immediately; they can etch and dull the surface. If stains seem to be impossible to remove, your Marble professional will be able to help remove them and bring the beauty back to your surface.

CLEANING LINOLEUM AND VINYL FLOORS

Proper care of your linoleum or vinyl floor prevents damage, extends its life and keeps it looking like new for years. You should always vacuum or dust hard floor surfaces before mopping.

Linoleum floors generally require only warm water for cleaning. Most detergents won't rinse clean leaving behind a sticky residue. That residue becomes a magnet, attracting dirt off the bottom of shoes. It builds up, deteriorating the sealant and leaving you with the hard job of stripping and waxing.

If you find your floor requires a cleanser, use Ivory® Liquid dish soap or equivalent. Fill your bucket with suds, mop away then rinse. Ivory rinses clean so the sticky buildup never causes problems. Other detergents can be too harsh for the floor so stick to Ivory or an equivalent. Mix dish soap in a spray bottle of water as an all-purpose cleaner. It's

inexpensive and quite a good cleaner.

Some linoleum floors have grooves so deep you can sink a submarine. Grab a nylon bristle brush other brushes might scratch the floor. Then, fill your bucket or sink with warm water add a good squirt or two of the dish soap and scrub the floor; and then rinse. Your floor needs this deep cleaning only twice a year.

What to do about black heel marks. Not a pretty sight. Spray a little WD-40® on a towel; lightly rub and they disappear without scrubbing. Rinse thoroughly with sudsy water or the floor might be slick.

Carpet Care
Maintaining carpet through regular vacuuming, deep cleaning, and stain removal has many benefits:

- Extend the life of the carpet as ground in soil particles weaken carpet fibers
- Provide a fresh clean look to a room
- Making a room smell better
- Helping allergy and asthma sufferers by removing germs and dust, thus better Indoor Air Quality

VACUUMING

Dirt and grit damage carpet by rubbing against the fibers. Regular vacuuming prevents the deep abrasion that ruins carpet. Remember to change the disposable bags often. Loose threads should be cut off with a scissors.

DEEP CLEANING

Carpet should be deep cleaned with hot water extraction or steam cleaning every 12 to 24 months. Steam cleaning involves spraying a high pressure solution of water and detergent onto the carpet and vacuuming the dirty solution out.

SPOT REMOVAL

It is very important that all stains get prompt attention since stains can be better cleaned right after they happen. Follow these steps when removing a stain.
Remove excess wet stains by blotting with a clean absorbent cloth (use a wet/dry vacuum

for large stains) and dry stains by scraping with a dull edge. Always blot or sponge stains, scrubbing can spread stains and damage carpet fibers.

Apply cleaning solution to a clean absorbent cloth or paper towel. Do not soak the carpet. Working from the edges of the stain to prevent spreading, blot until no more stain is absorbed. If necessary, use your fingertips to work the solution to the base of the stain. Wait 3 minutes for the solution to work.

Apply clean water to another cloth or paper towel. Blot to remove any residue.
Carpet fibers may later absorb deep stains. More cleaning may be necessary.
Allow carpet to dry, vacuum or brush carpet to restore its texture.

Blind Cleaning
When it's time to clean your blinds and shades, even your best friend is hard to find. But there are some simple and effective ways to clean blinds and shades with minimal effort.

ALUMINUM MINI-BLINDS

Use ordinary soft, clean dust cloths, chemically treated dust cloths, vacuum cleaner brush attachments, or other available ordinary household aids. The paint surface of the slats is quite smooth and dust is easily brushed off if done at regular intervals.

To vacuum, use the brush dust head attachment and tilt the slats first up, then down but not entirely exposed to reach the entire top and bottom surfaces.

To dust, use a soft clean cloth or chemically treated dust cloth and tilt the slats as above.

To wash, use a damp cloth or sponge and mild detergent. Use warm or cold water - NOT hot water. Tilt the slats as above. Protect the floor or sill from excess water. The blind can also be taken down, placed in a bath tub of mild soapy water, then rinsed clean, wiped dry, or allowed to dry completely in the open air.

WOOD BLINDS

Care must be taken when cleaning real wood blinds. Washing the blind is NOT recommended. Although the wood is sealed, water or even excessive dampness may cause warping or discoloration of the slats.

Since the surface of the slats is smooth, dust may be easily brushed off at regular intervals using a clean soft dust cloth or a vacuum cleaner brush attachment. Clean them as described above.

FABRIC PLEATED SHADES

Most of the cellular shades, like the Hunter Douglas Duette shade, are anti-static, and they require very little cleaning. A light sweep with your vacuum cleaner brush attachment is all that is needed to keep them dust free. For a more thorough cleaning, the entire shade assembly may be gently wiped with a soft damp cloth using lukewarm (not hot) water.

Take special care when handling opaque blackout shades to avoid creasing, and do not immerse them in water. For tough stains, spot clean with a mild detergent. Some shades, like the Graber CrystalPleat® have a "soft hand" fabric.

Be very careful when trying to clean these types of shades as they tend to "pill". When a fabric pills it becomes covered in small balls of matted fiber because of rubbing.

Computer Rooms
How to clean computer rooms
Things you will need:
1. Air duster
Figure 56 An example of a commercially available air duster
2. Microfiber duster
3. Vacuum cleaner
4. Cotton towel

The flooring beneath our computer desks needs to be cleaned to ensure our computers stay in top working order. Dirt and dust particles building up on the floor below your computer can affect the health of your computer. Clean floors will diminish the risks of fouled circuitry. Regular cleaning of your computer room floors will ensure that your equipment will operate efficiently.

Make sure your computer is turned off before you start. Be careful not to unplug or loosen any plugs. Spray the cords underneath your desk with an air duster.

Get off as much loose dirt and dust particles from the computer cords as possible.
And then, run a microfiber dry duster over any loose cords on the computer room floor.

Remove dust from any outlets and the underside of cords.
Use a hose attachment with an angled edge on your vacuum to remove the dirt from your computer floor. Lift up the cords to get underneath. Do not use the vacuum's sweeper brush on the cords.

Immerse your cotton towel in warm water and wring it out. With the barely wet towel, work under your computer desk to remove any last speck of dust particles from beneath your desk. Do not put the wet rag on the computer's cord.

Dust under computer desks every week. On a monthly basis, follow the entire computer floor cleaning routine.

UPHOLSTERY CLEANING

Upholstered furniture can be very expensive. If you have a sofa, chair, loveseat, or some other type of upholstered furniture that is in good condition but just dirty, these upholstery cleaning tips will save money and time.

The key with upholstered furniture is choosing the appropriate type of cleaning method. For example, an antique chair that is hand embroidered would require a different cleaning technique than a sofa that was store bought.

GETTING THE UPHOLSTERY STAINS OUT

Maintaining clean furniture is part of having a facility where people enjoy working or visiting. With furniture, upholstery is just one aspect but an important one. Think about all the times people have eaten on the sofa, dropping bits of food or drink that leave stains. Then you have the dirty feet, dirty clothing, and just everyday wear and tear that can leave upholstery looking dirty and drab. Getting those stains out does not have to be painful.

The most important thing to remember when cleaning upholstery is to consider the fabric. If you are unsure, you can check with the manufacturer s information Then before you start in cleaning a large stain, we recommend you work first on an inconspicuous area to ensure no discoloration or damage is done. With that done, the following are a few of the more common stains found on upholstery and methods for removing them.

OILY CHEESE STAINS

Cheese is another food product that is seen spilled on upholstery. Again, things like nachos are a favorite snack food but they leave stains. For cheese, mix one teaspoon of mild, ph-balanced detergent with one cup of warm water. With a clean, white towel, blot at the cheese stain. Then mix one tablespoon of regular ammonia with one-half cup of water, again blotting the stain. Finally, blot the stain with clean water to remove any detergent or ammonia and let the area dry.

INK STAINS

Clients or employees may sit down with a pen in their pocket and before you know it, a stain is left. Ballpoint pens, especially blue, are common stain makers. Ink stains can be removed. The key is to be patient and persistent, as ink stains can be stubborn. Just make sure you only blot. Rubbing could cause the ink stain worsen. You have a number of options when removing ink stains.

- Spray hairspray onto a clean, white towel and then dab at the stain, followed by blotting with a clean, dry towel
- Treat a clean, white towel with isopropyl rubbing alcohol. Again, blot the ink stain, followed by a dry towel
- Again, with a clean, white towel, apply nail polish remover or acetone. Blot the ink stain from the outside edges toward the center
- Using a clean, white towel, use spirits of turpentine, blotting as with the other treatment options

Commercial products that work well on ink stains include Carbona or Afta; these are extra strength bio-enzyme cleaners that are formulated to get out tough stains. They come with a builtin applicator brush. With both, you would use a clean, white towel, dabbing the affected area.

COFFEE STAINS

Sipping coffee on an upholstered chair or sofa is everyday occurrence. To get rid of a coffee stain, mix one teaspoon of a mild, ph-balanced detergent with one cup of warm water, then blot from the outside in. Follow this with blotting the stain with a mixture of one-third cup white vinegar with two-thirds cup water. When finished, use a clean, white towel to absorb any excess, allow the area to dry.

VACUUM UPHOLSTERY

Upholstery cleaning tips are important since dust settles onto fabric more than hard surfaces. Therefore, regular cleaning to keep your upholstery looking and smelling clean is essential. In fact, we recommend you clean your upholstery furniture once every two months. Typically, you can use your regular vacuum cleaner with the appropriate attachment to keep it clean. Just keeping the dust off will help furniture last much longer.

Carpet Cleaning
Strive to clean your carpet as soon as you notice any spills or spots on you carpet s surface This action alone can save lots of time and damage, as well.
Before cleaning any surface areas, use a small portion of your cleaning products over a small and hidden area to avoid damage or discoloring of the carpet.

Proper care of your floor prevents damage, extends its life and keeps it looking new for years. How do you properly care for your flooring?

Vacuum carpet regularly, and do not use liquid carpet shampoos to clean them. The shampoo can t be completely rinsed out leaving a sticky residue That residue acts like a big magnet pulling the dirt from the bottom of your shoes. Use dry carpet cleaners instead. Stores selling vacuum cleaners carry them.

Getting out old shampoo becomes the trick. Rent a shampoo machine that cleans with water. You should mix 1 cup vinegar per 2 ½ gallons of water and clean according to directions on the vacuum cleaner. Go back over the carpet with warm water only. The vinegar pulls out the old shampoo cleaning the carpet as well. It may take a time or two, but your carpets will be soft and free from grime. The hot water reactivates the shampoo already in the carpet providing the needed cleansing action.

Stains in carpet can be the difficult to remove. Never rub a stain, just blot. Rubbing breaks down the fibers and spreads the stain. Remove most food stains with shaving cream. Spray on and resist the temptation to rub it in then let it set 15 minutes. Rinse with a vinegar and water solution.

Club soda generally removes red wine stains. Remove red dye stains found in drink mixes, Popsicles, dog and cat food with a 30/70 solution of peroxide to water. Remember peroxide is bleach so test an inconspicuous spot first for color fastness. Apply the mixture, wait 30 minutes then remove as much moisture as possible and rinse with a vinegar/ water solution. If the stain

remains add a bit more peroxide to the mixture and retreat Brake cleaner also does a good quick job of removing most food stains.
Dab a little on a clean cloth and gently blot the stain. Rinse with soap and water. Brake cleaner contains the same chemical professional dry cleaners use to clean stains in clothing. Do not pour brake cleaner directly into the carpet. It could dissolve the adhesive holding the fibers in the carpet.

Oops someone s dog had an accident on the carpet and the stain and smell refuse all attempts at removal. First try an enzyme product. Pour on enough to saturate to the pad and treat an area twice as large as the stain. Urine hits the pad and spreads. Let it set a couple of hours.

Enzyme products are available at commercial janitor supply stores, Pet stores, RV or marine stores. They are used in the holding tanks to dissolve solid material.

If the enzyme product does not remove all the stain or odor, baking soda and peroxide remain your best chance for success. Mix a 30/70 solution of peroxide to water adding 1/2 teaspoon of baking soda per cup of mixture. It bubbles and fizzles, but not before removing the stain and smell. Always test a spot first for colorfastness. Peroxide is bleach and may discolor the carpet. Blot up what you can with an old towel and rinse well with 1/3-cup vinegar per quart of water.

Oil, grease, magic marker and ink can also be the difficult to remove. Most janitorial companies or WalMart carry a product called De-Solv-it® Cleaner. WD-40® or Orange Clean Degreaser® all work wonders removing these stubborn stains.

Rubbing alcohol removes ink. Blot on allow to set 30 minutes and blot to remove. Rinse with sudsy water. Magic marker is generally permanent and you may not be able to remove it.
If you find bubble gum stuck to carpet, freeze it with ice cubes and chip off what you can with the blunt side of a kitchen knife. De-Solv-it® Cleaner removes the rest.

Wax on carpet can also be frozen with ice and chipped off. Wax needs heat for removal. Some newer carpets are quite sensitive to heat and scorch easily. So test an out of the way spot first. You can also use a hair dryer set to the hottest setting. Set your iron to a low to medium heat. The less heat you use, the less chance of scorching your carpet. Take a white paper towel or paper bag with no writing on it as the dye may transfer to the carpet, and then put the towel down on top of the wax. Then iron the towel for no longer than 2 seconds. Move the towel and redo if necessary. Generally once is enough.

Drapery Cleaning

Drapes are notorious for quietly accumulating dirt and absorbing odors, contributing to a room full of grime. In some cases it can aggravate asthma and breathing conditions.

Cleaning the curtains can be a tedious, time-consuming task. To clean drapes, you must haul down the drapes, wash, and re-hang them. Before you start there are some factors you should consider.

Curtain fabric is rarely pre-shrunk like clothing. There's a risk that the fabric will shrink as it is washed and dried, which results in gaps and shortages when the drapes are re-hung.

Heavy fabrics can lose shape when washed turning all those carefully placed creases and pleats into just a memory.

Rarely color-safe, drapery fabric can fade and lose color after a cycle through the washing machine and dryer.

Your company might consider having the drapery cleaning job done professionally; if one is available in your area.

Water can stain certain fabrics such as silk and alter the texture of others, changing the way the curtains hang and fall at the window If you choose to rely on professional curtain cleaners, you may hire two types of cleaning companies. The first will remove the drapes to clean them; expect them be returned within three to five days. The second will use a method to clean the drapes while they remain hanging at the windows.

Companies that promise quick, easy service use one of two processes to do so:

1. The dry cleaning method is accomplished by spraying dry cleaning chemicals onto the drapes and vacuuming off the residue and dirt. Though convenient, keep in mind that the cleaning solvents can be extremely flammable, may linger in your facility and should not be inhaled.
2. The steam-cleaning method is when the cleaners use a controlled attachment to run a steam machine over the drapes, steaming away dirt and odors. This process does not work on watersensitive fabrics such as silk where there is a risk of water damage.

It can be tempting to bring your drapes into local dry cleaners, but keep in mind that dry cleaning yards and yards of fabric can be costly. And since the chemicals used by commercial dry cleaners are designed to clean clothing, the results are never guaranteed when used to clean curtains.

Television Cleaning

TOOLS AND MATERIALS NEEDED

1.Trigger sprayer
2.Clean cloth
3.Gloves and goggles
4.Cleaner disinfectant
In a hospital setting, a television is cleaned and disinfected to reduce the spread of infections that originate in patient contact equipment.
For general public use, televisions are cleaned and kept dust free to increase its life.

PROCEDURE FOR CLEANING A TELEVISION

Put on your gloves and goggles.
Fill trigger sprayer with diluted cleaner disinfectant solution following manufacturer s directions.
Turn off the television. Never clean the television while it is turned on. If the patient/resident is watching it at the time, ask if you may turn it off for cleaning.
Spray disinfectant solution onto clean cloth. Never spray the disinfectant solution directly on the television!
Wipe the front and side vertical surfaces and the top and bottom of the television. Never wipe the back of the unit with a wet cloth!

Chapter 7: Food Service

CLEANING THE KITCHEN FOR THE JANITOR

Kitchen and food service safety is an important topic. Kitchens and food service areas are cleaned by janitors. They must know how to safely clean these areas. They must understand their responsibilities and how they differ from kitchen staff. This chapter covers such topics as slips and falls, cuts, responsibilities for safety, use of wiping cloths, spills, blocking exits, and storage of cleaners.

Slips and Falls

Any spill, especially water spills in the kitchen or food service area should be mopped, and then wiped dry with a dry rag or towel.

When grease, mayonnaise, salad dressing or other items containing oil are involved, after you clean the spill, use an abrasive powder such as a powder cleaner. This removes the oil, under the surface of the floor This is particularly critical on tile and marble floors If you don t use the abrasive powder, the floor will remain very slippery.

When cleaning up broken glass, never use your fingers to pick up the glass. Use a small broom and dustpan.

You should use caution signs in the area to alert others. If you see something on the floor that doesn t belong there pick it up Always wear approved safety resistant safety footwear in the kitchen. When you see water on the floor or some other hazard, clean it up!

About Cuts

Quite a few injuries occur from people opening boxes with box cutters. Box cutters are often called finger cutters. That's right, finger cutters. Devices such as this are designed to cut. They cut cardboard skin fingers hands arms legs…that s their purpose to cut When using cutters, you must keep your free hand out of the cutting path of the blade.

Responsibilities

Employers have the primary responsibility for protecting the safety and health of their workers by providing them with proper equipment that is working properly, personal protective equipment, and a safe working environment. Employees are responsible for following safe work practices. Basically your safety is your responsibility.

Use of Wiping Cloths
Kitchen staff knows to use separate wiping cloths for cleaning surfaces that come into contact with food from cloths used for equipment, prep tables, or cutting boards.
Janitors and custodians are responsible for general cleaning in kitchens and food service areas. Cloths used for floors, walls, countertops can never be used for items that come in contact with food.

Each type of wiping cloth should be stored in its own separate labeled or color coded container containing sanitizing solution. There are at least two types of sanitizing solutions that may be used. One is a bleach solution with a 50-100 parts per million (ppm) of sodium hypochlorite and the other is a quaternary ammonia solution at 200-300 ppm ammonia. Never mix bleach and ammonia!

Spills on the Floor
Spills on the floor are a workplace hazard that must be cleaned up immediately. Janitors or custodians are usually the first to be called when a spill occurs.
Coworkers should be advised about the spill verbally or with a “Wet Floor sign to prevent anyone from accidentally walking through the spill.

It is important to identify the nature of the spill. This will aid in determining how to proceed with clean up. A bucket and mop should be used to apply the correct cleaning solution. Directions for proper use on the cleaning solution container should be followed and any remaining moisture should be cleaned up.

Post warning signs or cones should be used to divert floor traffic until the clean-up site is dry.

Cleaning supplies should be put away properly.

STORING CLEANERS

Cleansers and other non-food items are ALWAYS stored separately from foods. Separate shelves, separate cupboards, sometimes even separate rooms.

Chemicals used by janitors are NEVER stored in food containers, nor are foods to be stored in chemical containers.

Chemicals should be kept in their own original packaging or in other break-resistant, clearly labeled containers.

When using chemicals, follow the handling instructions contained in Material Safety Data Sheets or MSDSs that are available in your workplace.

Chemicals should be kept away from food handling areas. If chemicals come into contact with food, throw the food away.

You should always store chemicals below and away from food and utensils and the farther, the better.

Chapter 8: Storing and Handling Garbage

This chapter covers storing and handling garbage.
Never store garbage in your facility, move it promptly to a waste container outside. This is especially important if you are collecting garbage in a food handling area. Make sure that doors and external windows keep out pests, such as flies and rats.

Careful storage of waste is also important to avoid attracting pests. You should:
Not allow food or other waste to gather in food areas
Keep the storage area clean
Arrange for garbage to be removed regularly.

When you move garbage; wash your hands. Don't wait for garbage to pile up, keep it moving and make regular 'garbage runs' out to the refuse container.

Place garbage in sturdy leak-proof plastic or metal containers with tight-fitting lids.
The containers should be lined with clear plastic bags or with wet-strength paper.
Clean and sanitize garbage containers frequently to prevent odor and keep from attracting insects and other pests.
After any kind of garbage duty you must wash your hands.

WASH YOUR HANDS

Washing your hands is simple, right? But are you sure you are doing it the right way? Here are a few tips for washing your hands.

Wet hands with warm water
Apply a generous amount of soap and lather hands well
Rub hands together for 20 seconds or the amount of time it takes to sing Happy Birthday; paying special attention to the areas between fingers and under nails.

Rinse hands thoroughly with warm water
Dry hands with a disposable towel
Use the disposable towel to turn off the faucet and open the door, if in a public place.

Chapter 9: The End

We have discussed procedures and safety in the Janitorial and Custodial Industry. No matter what occupation you have, remember that there are responsibilities associated with your job.

We have covered many procedures and safety topics. Ideally safety is freedom from danger. As we stated earlier, every topic for the Janitor and Custodian cannot be covered in this one manual. Some of the topics that are covered include protection from the risk of harm or injury, achieving a clean, sanitary environment, procedures for cleaning, safety devices, and responsibilities.

Technology is moving ahead, changes are being made everywhere you go and everyone is busy. Business today is a fast paced no-nonsense environment where productivity and efficiency mean everything.

Each person has the responsibility for safety, not only for yourself and the safety of your coworkers but also for facility occupants.

Janitorial 5 Star Services

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Services - BCJC West Building Bridges 4 & 5 - Agreement No. 12

Attachments
Agreement 12 Proposal.pdf
Agreement 12 Pricing Sheet.xlsx
Attachments.pdf
Employee and Safety Training Manual.pdf

JANITORIAL
5 STAR SERVICES LLC

"Allow us to give you a Star Cleaning"

1961 NE 25th Ave

Pompano Beach, FL 33062

954-702-2053

954-552-4571

Solicitation BLD2121632P1

Agreement No. 12

BCJC West Building, Bridges 4 & 5 (1 Location)

Janitorial Services – County Facilities

May 26, 2021

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Ability of Professional Personnel:

Describe the qualifications and relevant experience of the Project Manager and all key staff that are intended to be assigned to this project. Include resumes for the Project Manager and all key staff described Include the qualifications and relevant experience of all subconsultants key staff to be assigned to this project.

Kristen Olbel

Kristen Olbel is the Chief Executive Officer of Janitorial 5 Star Services. She oversees all operations within the company and works closely with all project managers to guarantee optimal results on each contract. Kristen develops and cultivates a positive working relationship with each contract coordinator prior to contract initiation. She designs, fosters, and deploys strategies for generating resources and revenue for the company.

EDUCATION

Bachelor of Arts (Sociology/Criminal Justice & Psychology) University of Dubuque -Dubuque, IA

WORK HISTORY

Janitorial 5 Star Services (Chief of Operation) (20 Years Experience in the Field)
Fort Lauderdale Police Department (Police Officer) (13 Years Experience in the Field)

Mikelange Olbel

Mikelange “Mike Olbel is the Chief Operations Officer of Janitorial Star Services He develops strategic plans to advance the company s mission and objectives to promote revenue profitability and growth as an organization He oversees all operations to ensure all contracts are executed with effectiveness, quality, service, and cost-effective management of resources.

EDUCATION

Masters of Science (Business Administration, Public Administration & Psychology) Iowa State – Ames, IA
Bachelor of Arts (Criminal Justice & Sociology, Minor in Psychology) University of Dubuque -Dubuque, IA

WORK HISTORY

Janitorial 5 Star Services (Chief of Operation) (20 Years Experience in the Field
Team Saving Our Youth Inc Chief Executive Officer Years Experience in the Field)
Community Based Connections, Inc. (Executive Director) (5 Years Experience in the Field)

Lakesha Houston

Lakesha Houston currently oversees all janitorial Broward County contracts to include the Broward County School District. She is experienced in operations and management with over 15 years of experience. She oversees and is responsible for inventory, equipment maintenance, routine and special project scheduling, and quality control.

EDUCATION

High School Diploma — Hallandale High School - Hallandale Beach, FL
Certification – Hack License

WORK HISTORY

Project Manager, Janitorial 5 Star Services
Oct 2020 – Present

Supervisor/Operator, First Transit
June 2017-Oct 2020

Customer Service Representative/Receptionist, Amsg & Associates
June 2014-Dec 2016

Customer Service Representative/Team Lead, Convey Health
Feb 2012-June 2014

Administrative Assistant, Renee s Learning
Jan 2005-Jan 2012

Kenny Bellinger

Kenny Bellinger currently oversees all post-construction janitorial contracts. He is experienced in operations and management with over 30 years of experience. He oversees and is responsible for inventory, equipment maintenance, routine and special project scheduling, and quality control. Kenny coordinates all projects with facility managers prior to initiation.

EDUCATION

Bachelor of Science (Physical Education) — Florida Memorial College – Miami, FL
High School Diploma — Miami Killian Senior High School - Miami, FL

WORK HISTORY

Project Manager, Janitorial 5 Star Services

Dec 2020 – Present

Checking Agent/Directional Staff, Inter-Cruises Shoreline
Dec 2018 – Oct 2020

Janitor/Project Crew, Red Coat Janitorial Service
Jan 2019 – Dec 2019

Shuttle Operator, Vamp Enterprises Supreme Limousine Service
Oct 2017 – July 2018

Mail Courier Hall s Courier Mail Service
Aug 2015 – Nov 2016

Head Basketball Coach, American Basketball Association
Nov 2015 – April 2016

Compliance Officer, Florida Memorial University
2014-2015

Head Basketball Coach, Florida Memorial University
2003-2015

Interim Head Basketball Coach, Florida Memorial College
2003

Assistant Basketball Coach, Florida Memorial College
Dormitory Counselor, Florida Memorial College
1999-2003

Physical Education/Adaptive Teacher, Norwood/Highland Oaks/Hibiscus Elementary Schools
1996-1999

Assistant Basketball Coach, South Broward Senior High School
1998-1999

Assistant Basketball Coach, Miami Norland Senior High School
1995-1998

Assistant Basketball Coach, Edison Senior High School
1986-1989

Recreational Therapist/Human Services Worker II/Behavioral Program Specialist
Landmark Learning Center
1986-1996

Matthew Lawrence

Matthew Lawrence is the Quality Control Manager of Janitorial 5 Star Services. He develops and oversees the implementation of quality control to improve the efficiency of the cleaning process and the overall company. He customizes the quality control projects for each contract to ensure direct, specific attention to each contract/facility.

EDUCATION

Level of Service/Case Management Inventory (LS/CMI) – Ai Alma Institute 2017
Miami-Dade Reentry Task Force - Member 2012
TABE Test – Certified Administrator - Florida Department of Education 2011
Bachelor in Business Management & Marketing - Florida Atlantic University 2007
Florida Workforce Professional - Tier 1 - Dynamic Work Institute 2005

WORK HISTORY

Quality Control Manager, Janitorial 5 Star Services
May 2021 – Present

Workforce Developer/Employment Specialist, OIC of South Florida
02/2012 – Present

Staffing Coordinator, SFN Group
April 2006 – Nov 2010

Case Manager/Employment Specialist/Trainer, South Florida Workforce/Jobs
Aug 2001 – Feb 2006

Matthew Gibson

Matthew Gibson is an Assistant Manager for Janitorial 5 Star Services. He assists the Project Manager with routine cleaning and special projects. He assists with inventory, equipment maintenance, and quality control. Matthew is responsible for training new employees and continuing education for all employees.

EDUCATION

High School Diploma — St. Thomas Aquinas High School – Fort Lauderdale, FL

WORK HISTORY

Assistant Manager/Site Supervisor, Janitorial 5 Star Services
Oct 2020 – Present

Flagger/Safety Operations, AWP

Oct 2020- Feb 2021

Courier, FedEx
April 2018 – Dec 2019

Courier/Supervisor, DHL
Nov 2011 – July 2019

Delivery/Supervisor, Meals on Wheels
March 2015 – June 2018

Disaster Relief, Big Foot Express Hurricane Relief
Fed 2008 – March 2015

Marie Rosier

Marie Rosier is the Chief Financial Officer of Janitorial 5 Star Services. She provides accurate and timely financial reporting to support the daily operations. She improves productivity and decreases risk and liability within the company by budgeting and forecasting projections.

Lorenzo Mills

Lorenzo Mills is a project supervisor for Janitorial 5 Star Services. He manages the pressure washing projects and contracts. He oversees and is responsible for inventory, equipment maintenance, routine and special project scheduling, and quality control. Lorenzo coordinates all projects with facility managers prior to initiation.

Hudson Vilfrard

Hudson Vilfrard is a project supervisor for Janitorial 5 Star Services. He manages the floor cleaning projects and contracts. He oversees and is responsible for inventory, equipment maintenance, routine and special project scheduling, and quality control. Hudson coordinates all projects with facility managers prior to initiation.

1.1 Company Profile

Janitorial Star Services was founded in by Kristen and Mikelange “Mike Olbel This family owned company is located in Pompano Beach, FL and built on 20 years of experience. We provide services to Palm Beach, Broward, and Dade Counties.

We always strive to provide the highest quality cleaning service, and we take pride in maintaining high standards with all our staff. Our services range from the following: New Construction Cleaning, Post-Construction Cleaning, Banks, Churches, Schools, Health Clinics, Pressure Cleaning, Lawn Maintenance, and Commercial Buildings. Janitorial 5 Star Services hires locally through churches, schools, local organizations and returning veterans.

KRISTEN L. OLBEL, BS

Pompano Beach, Florida 33062
(954) 702-2053
Janitorial5starservices@gmail.com

SUMMARY OF QUALIFICATIONS

Accomplished and energetic current business owner and operator with a solid history of achievement in the service industry. Motivated leader with strong organizational and prioritization abilities. Areas of expertise include extreme efficiency and organization, multi-tasking, and quality control with % client satisfaction I ve served as the owner and operator of a cleaning business for the last five years. My strong organizational and multi-tasking skills, as well as superior time and resource management capabilities are:

Strategic Vision
Operations Management
Community & Municipal Relations
Quality Assurance
Contract Management
Strategic Partnerships
Outcomes Measurement
Start-up Capacity Building
Program/Contract Monitoring
Finance, Budgeting and Cost Management

PROFESSIONAL EXPERIENCES

01/2017 – Present CEO, Janitorial 5 Star Services

We have owned & operated our own commercial and residential cleaning business for over 5 years now which includes cleaning and maintenance labor tasks, business management, multi-tasking, client communication and satisfaction, employee management, scheduling, billing etc. **Key accomplishments include:**

- Managed business accounts by networking and communicating with crucial account decision-makers to review service delivery and explore opportunities to develop new business.
- Created culture focused on customer service and satisfaction, resulting in improved customer loyalty and retention.

- Increased revenue and reduced risk by enforcing company policies and improving operations.
- Evaluate and manage employee performance and establish employee training and development plans that align with organization development philosophy.
- Transformed struggling business into an industry leader by restructuring organization and implementing business plan to penetrate new markets.
- Identified areas for expansion by analyzing market, consumer trends, and competition
- Represented the company to the media and trade organizations to support business operations.
- Led management team in all aspects of business development including consumer research, competitive research, and emerging opportunities.

07/2014 –Present **Police Officer, City of Fort Lauderdale**

Protects citizens by preventing crime, enforcing laws, apprehending suspects, and monitoring traffic.
Prevents crime by explaining and enforcing applicable federal, state, and local laws and ordinances; teaching preventive, protective, and defensive tactics; mediating disputes; patrolling assigned area; responding to notices of disturbances; conducting searches; observing suspicious activities; and detaining suspects. **Key accomplishments include:**

- Apprehends suspects by responding to complaints and calls for help, observing violations, and making arrests.
- Conducts criminal investigations by gathering evidence, interviewing victims and witnesses, and interrogating suspects.
- Documents observations and actions by radioing information and completing reports.
- Reports observations and actions by testifying in court.
- Fulfills court orders by serving warrants and commitments.
- Maintains safe traffic conditions by monitoring and directing traffic, enforcing laws and ordinances, investigating accidents, providing escort, and reporting unsafe streets and facilities.
- Minimizes personal injury by rescuing and reviving victims and radioing for medical assistance.
- Maintains operations by following department policies and procedures and recommending changes.
- Ensures operation of equipment by practicing responsible use, completing preventive maintenance requirements, following manufacturer s instructions troubleshooting malfunctions notifying supervisor of needed repairs and evaluating new equipment and techniques.

06/2013 – 07/2014 **Police Officer, Town of Palm Beach**

Protects citizens by preventing crime, enforcing laws, apprehending suspects, and monitoring traffic.
Prevents crime by explaining and enforcing applicable federal, state, and local laws and ordinances; teaching preventive, protective, and defensive tactics; mediating disputes; patrolling assigned area; responding to notices of disturbances; conducting searches; observing suspicious activities; and detaining suspects. **Key accomplishments include:**

- Maintains professional and technical knowledge by studying applicable federal, state, and local laws and ordinances; attending educational workshops; reviewing professional publications; practicing skills; and participating in professional societies.
- Apprehends suspects by responding to complaints and calls for help, observing violations, and making arrests.
- Conducts criminal investigations by gathering evidence, interviewing victims and witnesses, and interrogating suspects.
- Documents observations and actions by radioing information and completing reports.
- Reports observations and actions by testifying in court.
- Fulfills court orders by serving warrants and commitments.
- Maintains safe traffic conditions by monitoring and directing traffic, enforcing laws and ordinances, investigating accidents, providing escort, and reporting unsafe streets and facilities.
- Minimizes personal injury by rescuing and reviving victims and radioing for medical assistance.

- Maintains operations by following department policies and procedures and recommending changes.

09/2008 – 06/2013 Police Officer, City of Dubuque

Protects citizens by preventing crime, enforcing laws, apprehending suspects, and monitoring traffic.
Prevents crime by explaining and enforcing applicable federal, state, and local laws and ordinances; teaching preventive, protective, and defensive tactics; mediating disputes; patrolling assigned area; responding to notices of disturbances; conducting searches; observing suspicious activities; and detaining suspects. **Key accomplishments include:**

- Maintains professional and technical knowledge by studying applicable federal, state, and local laws and ordinances; attending educational workshops; reviewing professional publications; practicing skills; and participating in professional societies.
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- Reports observations and actions by testifying in court.
- Fulfills court orders by serving warrants and commitments.
- Maintains safe traffic conditions by monitoring and directing traffic, enforcing laws and ordinances, investigating accidents, providing escort, and reporting unsafe streets and facilities.
- Minimizes personal injury by rescuing and reviving victims and radioing for medical assistance.
- Maintains operations by following department policies and procedures and recommending changes.

09/2000 – 05/2008 Forman, Swift Transition Inc.

Responsible for overseeing daily operations at a worksite to ensure the completion of projects in a safe and efficient manner. Their duties include hiring Construction Workers and trade professionals to perform specific tasks, monitoring budgeting expenses for Workers, supplies or tools and reviewing laws and regulations to maintain a safe work environment.
Key accomplishments include:

- Coordinating daily tasks according to priorities and plans, making changes when necessary due to weather, supply, delivery and personnel
- Delegating individual responsibilities and projects to crew members and contractors
- Recruiting, hiring, training, managing and mentoring employees and contractors
- Providing adequate resources and staffing to meet project schedules, laws, regulations, best practices and safety needs
- Emphasizing safe use of tools, machinery and equipment while providing training on safety gear, helmets and procedures
- Developing and managing project budgets and quality standards for all sites
- Resolving conflicts or miscommunications quickly and amicably
- Regularly reporting project status to supervisors, site engineers and other officials

EDUCATION

University of Dubuque, Dubuque, IA
Bachelors of Arts, Cum Laude, 5/2008

MIKELANGE (MIKE) OLBEL, MS

Pompano Beach, Florida 33062
Janitorial5starservices@gmail.com

SUMMARY OF QUALIFICATIONS

Highly qualified Executive Manager and entrepreneur with several years of experience in organizational leadership and human services administration. Result oriented and multi-talented leader with proven ability to **engage and satisfy customers** (including persons served, funders, constituent groups, and community partners), **leverage community resources**, **convene large groups of stakeholders** to address a common cause, and **work well with a group of volunteer governance board members**. Exceptional leadership and management strengths in:

- Strategic Vision
- Operations Management
- Resource Development
- Quality Assurance
- Human Resource Development
- Grants Writing
- Contract Management
- Community & Municipal Relations
- Strategic Partnerships
- Executive Coaching
- Outcomes Measurement
- Start-up Capacity Building
- Program/Contract Monitoring
- Finance, Budgeting and Cost Management

PROFESSIONAL EXPERIENCES

01/2017 – Present **COO, Janitorial 5 Start Services**

We have owned & operated our own commercial and residential cleaning business for over 5 years now which includes cleaning and maintenance labor tasks, business management, multi-tasking, client communication and satisfaction, employee management, scheduling, billing etc. **Key accomplishments include:**

- Identified and corrected deficiencies with forward-thinking approaches to address organization-wide and department-level problems.
- Supervised Office Manager and Administrative Staff, ensuring that all operating units received adequate support for operations.
- Monitored operations for cost-effectiveness, quality, and productivity, using quantitative data.
- Launched employee outreach programs that fostered productive and proactive work environment.
- Maintained quality and precision by developing culture of stability and strong performance.
- Reviewed systems in place to manage internal controls of all financial activities and contributed strategic planning.
- Led the company to successful product launch and developed initial product roadmap and go-to-market strategy.
- Spearheaded development, implementation, and management of an effective human resources program.

01/2014 – Present **CEO, Community Based Connections, Inc.**

Recruited to turn around the organization s financial and operations performance driving growth to achieve long-term sustainability. Charted an innovative direction in partnership with the Board, senior staff and key funding partners. Manage P&L and

all core functions: operations, human resources, training and development, finance, technology systems, services and programs, fundraising, grant writing, marketing and public relations. Human services organization specializing in early childhood education, juvenile delinquency intervention and prevention, family strengthening, and community development services. **Key accomplishments include:**

- Eliminated agency $60,000 deficit with-in (1) first year.
- Increase agency budget by 80% within two (2) years.
- Decrease agency turnover rate by 97%.
- Evaluate and manager employee performance and establish employee training and development plans that align with organization development philosophy.
- Develop and implement donor base outreach and fundraising.
- Manage and direct the organization toward its primary objectives, based on contractual obligations and under the leadership of the Board of Directors, by performing leadership and high-level management duties personally or through subordinate managers.
- Secured grants afterschool program that s actively working with school leadership parents and child care center directors to enhance the academic and behavior performance of students in grades K-12.
- Grew organization s annual budget from to million in three years
- Developed framework for Juvenile Prevention Initiative that is establishes a continuum of resources to enhance the positive behavior performance of at-risk children and family in Broward County School.
- Establish strategic partnerships with numerous community based organizations, religious partnership, funding entities (i.e. Department of Juvenile Justice and Children Service Council), and community leaders to collaboratively address key community issues.
- Provide visionary leadership, personnel management, and professional development.
- Fiscal management; staff management and development; and volunteer development
- Assisted in creating and renewing policies for Eliminating Schoolhouse to Jailhouse pipeline through efforts of Circuit 17 Juvenile Justice Advisory Board as a Board Member.
- Secured $120,000 in emergency funding for community COVID-19 Resiliency Funds to support Broward County residents food assistance, mortgage assistance, rent assistance, FPL assistance and utilities assistance.

08/2012 – 01/2014 Founder/CEO, Team Saving Our Youth, Inc.

Founder and Chief Executive Officer for 501c(3) human services organization specializing in early childhood education, juvenile delinquency prevention, family strengthening, and community development services. **Key accomplishments include:**

- Manage and direct the organization toward its primary objectives, based on contractual obligations and under the leadership of the Board of Directors, by performing leadership and high level management duties personally or through subordinate managers.
- Secured a $250,000 grant for the Project SOY, Life Line and Transitional Transformation programs which all three programs is actively working with school leadership, parents, and child care center directors to enhance the academic and behavior performance of students in grades K-12.
- Grew organization s annual budget from to in years
- Developed framework for Project SOY Initiative that is establishes a continuum of resources to enhance the positive behavior performance of at-risk children and family in Broward County School.
- Establish strategic partnerships with numerous community based organizations, funding entities (i.e. Department of Juvenile Justice and Children Service Council), and community leaders to collaboratively address key community issues.
- Provide visionary leadership, personnel management, and professional development.
- Assisted in creating and renewing policies for Eliminating Schoolhouse to Jailhouse pipeline.
- Works closely with management and employees to improve work relationships, build morale, and increase.
- Lead, mentor and guide development of talent within the team, which includes succession and development planning, performance management, and recognition.
- Provide active and engaged performance management and promotion of professional development.

01/2011 – 01/2012 Youth Educator, OIC of South Florida, Inc.

Responsible for planning and facilitating grant awarded of $5 million dollars (over a period of 5 years). Evaluating educators and program outcome; marketing organizational federal grant program to possible partners; represented corporation in strategic community programs, community boards, governmental institutions and other organizations that advance the image and visibility of the corporation. Key accomplishments:

- Serves as an interface when needed for senior leadership with strategic community programs, business and community leaders.
- Providing group intervention for adults and at-risk youth ages 13-19; delivering the implementation of program's evaluation instruments, maintain statistics.
- Organized community activities and programs in order to develop and maintain linkages to other community-based organizations, faith-based organization and schools.
- Seeks and develops partnerships with local organizations, and develops new business strategies and relationships that enhance market share and overall performance of organization.
- Supports marketing objectives, plans, and strategies; provides guidance to various marketing efforts, and provides leadership to ensure that individual programs support the overall mission, goals, and objectives of the organization.
- Three years of Planning and Teaching Reducing the Risk curriculum at Coral Glades High School.
- Evaluating educators and program outcome.
- Marketing organizational federal grant program to possible partners.
- Represents organization in strategic community programs, community boards, governmental institutions and other organizations that advance the image and visibility of the organization.
- Serves as an interface when needed for senior leadership with strategic community programs, business and community leaders.
- Delivering the implementation of program's evaluation instruments, maintain statistics, and produce monthly reports on program activities.
- Responsible for evaluating and updating the health education curriculum for use in community-based organizations presentations.
- Over exceed grant numbers three years straight.

08/2012 – 05/2013 Adjunct Professor (Business Leadership), South Florida Bible College

Providing classroom instruction and support to undergraduate students but not limited to: Developed lesson plans and assign projects; developed business department structure; developed program curriculum; facilitated 26 weeks class session on Leadership Development; implemented policy and procedures and implemented and facilitated workshops for employees.

10/2007 – 09/2009 Youth Case Worker, Hillcrest Family Services.

Provided approximately 2 years of direct service and progressive leadership service to this nonprofit human services organization specializing in providing school readiness/early academic success assistance, community based behavioral health, family strengthening, juvenile delinquency prevention, and foster care services to troubled children and families. **Key accomplishments include**:

- Provided proven ability to establish and maintain a therapeutic environment for twelve adolescents diagnosed as exhibiting anti-social behavior demonstrated skills in implementing and coordinating each individual s treatment plan as dictated by head psychiatrist.
- Implemented and coordinated each individual s treatment plans as dictated by head psychiatrist with % completion
- Debriefing University Officials on classified information and providing positive elucidation to handle matter. Assessing client s needs and developed services plans conducted group therapeutic intervention for clients to ensure support system and non-violence conflict operations; arranged and transport clients to daily recreation facilities and providing the highest level of security.
- Provided 100% daily case-log for head psychiatrist in charge and daily intervention notes of client s behavioral provide new employees with on the job training and administer individual s intervention with clients and providing program supervisor report of intervention.
- Assisted clients with self-confidence through intervention for school performance and life expectancy. Provided specialized services that may include detainment, interstate compact, post placement supervision and relative/non-relative caregiver home studies; and arranged and provided quality improvement process.

EDUCATION

Iowa State University, Ames, IA
Master of Science*, Magnum Cum Laude, 5/2010*
Interdisciplinary Graduate Studies: Business Administration, Public Administration & Psychology
Concentration: *Business Management, Public Relations, Public Policies, Human Resources, Business Leadership*
Creative Component (Thesis): Attitudes Towards Hiring Immigrants Among Iowa Small Business Owners and Managers

University of Dubuque*,* Dubuque, IA
Bachelors of Arts, Cum Laude, 5/2008
Major: Sociology & Criminal Justices; Minor: Psychology
Concentration: Social Perspective, Criminology, Attitudes & Behaviors.

BOARD/COUNCIL APPOINTMENTS

- Florida Restorative Justice Association
- Circuit 17th Juvenile Justice Advisory Board
- Housing Authority of Pompano Beach (Commissioner)
- Hopewell Missionary Baptist Church Scholarship Board Member;
- Fathers, Men and Boys Committee Co-Chair Broward County Children s Strategic Planning Council
- Advisory Council Member: Project Bridge for Eckerd

Media & News Journal Appearance

- Future First: Restorative Justice (BECON TV Network)
- New Haitian Generation (BECON TV Network)
- The Westside Gazette
- Hot 105 FM Radio Station: HIV and AIDS Bowling Awareness (2013)
- Des Moines Register "Haitian students at ISU feel devastated hope for good news Iowa
  By: Danny Valentine (Staff Writer)
- Iowa KCCI 8 News Network, Iowa (2010)
- Iowa State Daily Newspaper "Haitian students organize aid efforts in the face of disaster awaiting word from families friends Iowa (2010) By: Tessa Callender & Kyle Peterson (Daily Staff Writers)
- Sun-Sentinel Newspaper "Tri-county Pipeline Florida By: Pat Lammer (Staff Writer)

COMMUNITY AWARDS/RECOGNITIONS

- 2011 Award for Collective Youth Impact (2019)
- 2014 Grant Award Recipient for New Day: Civil Citation & Diversion, Fort Lauderdale, Florida (2014– 2017)
- 2014 Grant Award Recipient for Juvenile Prevention & Diversion Fort Lauderdale, Florida (2014– 2017)
- Excellence in Education Award for Over Exceed Grant Numbers, Fort Lauderdale, Florida(2011– 2012)
- Raised $30,000 in effort with Red Cross for the Haiti Earthquake (2010)
- Student Judicial Board, University of Dubuque, Iowa (2007– 2008)
- Iowa Intercollegiate Academic Scholar, University of Dubuque (2006 –2007)
- Benjamin Franklin Leadership Award, Multicultural Center, University of Dubuque, Iowa (2006 – 2007)
- Wendt Character Scholarship, University of Dubuque, Dubuque, Iowa (2005 – 2007)
- Horatio Alger Scholarship Recipient, Horatio Alger Scholarship, Miami, Florida (2004 – 2007)

2. Total Number of Current Employees
   a. Full Time: 19
   b. Part Time: 40
3. Total Number of Supervisory Employees
   a. Full Time: 3

b. Part Time: 5

4. Total Number of Custodial Workers
   a. Full Time: 16
   b. Part Time: 35
5. Temporary Workers
   All staff are employed with the company.
6. Provide Health Benefits
   Upon being awarded the contract, all employees will be paid per the living wage agreement and provided the opportunity to obtain health benefits.
7. Require criminal background check

   Janitorial 5 Star Services understands security is paramount and thus it is treated as such. All employees undergo a full criminal background. Prior to commencing the contract all employees will meet badging and security standards set forth for each location.

   a. Describe when this occurs and which job categories applies to.

      The background check is completed as part of the hiring process and applies to all positions.

1.2 Company Experience/Reference

Submit references with following info and describe prime vendor s experience on projects similar nature, scope, and duration along with satisfactory completion both on time and within budget.

Janitorial 5 Star Services acted as the prime contractor on the below listed contracts. Please see corresponding attachments for information.

Reference 1 (see attachment A for reference)

Broward County School District

We perform custodial cleaning on a contractual and emergency basis within the Broward County Schools. We perform electrostatic disinfecting to Broward County schools and administrative sites. The schools and administrative sites vary in square footage and height of buildings. All work has been performed within budget and on time. We are the Prime contractor for this contract.

a. Name and location of facility: see list below
b. Size of facility area cleaned (sf): see list below
c. Number of stories (height of building): see list below

d. Total number of worker/supervisors assigned to facility: see list below
e. Total number of facility users, ie. Employees, clients,: see list below
f. Start date and end date of contract: Oct 2020 to present
g. Annual dollar value of contract:
h. Identify operational hours of contract (24 hours a day, 7 days a week, 52 weeks a year): operational hours are 24 hours / 7 days / 52 weeks
i. Identify level of employee background/security checks: state/local through Broward County School District
j. Identify if adhered to green building maintenance standards: yes

Site Name/Type	Size	Site Address
Royal Palm Elementary School	128,943 sf	1951 NW 56th Ave Lauderhill, FL 33313
Plantation High School	343,064 sf	6901 NW 16th St, Plantation, FL 33313
Nova Eisenhower Elementary	97,989 sf	6501 SW 39th St, Davie, FL 33314
South Plantation High School	351,376 sf	1300 SW 54th Ave Plantation, FL
Silver Shore Elementary	109,372 sf	1601 SW 160th Ave Miramar, FL
Thurgood Marshall Elementary	104,460 sf	800 NW 13th St Fort Lauderdale, FL
Bethune Elementary	143,054 sf	2400 Meade St Hollywood, FL 33020
Central Park Elementary	132,169 sf	777 N Nob Hill Rd Plantation, FL
Walter C. Young Middle School	224,196 sf	901 NW 129th Ave Pembroke Pines, FL
Gator Run Elementary	145,398 sf	1101 Glades Pkwy, Weston, FL 33327
Ramblewood Elementary	103,248 sf	8950 Shadowwood Blvd Coral Springs
Pines Lakes Elementary	119,644 sf	10300 Johnson St Pembroke Pines, FL
Coconut Creek Elementary	90,150 sf	500 NW 45th Ave Coconut Creek, FL 33066
Driftwood Elementary	89,165 sf	2700 NW 69th Ave Hollywood, FL 33024
Collins Elementary	56,163 sf	1050 NW 2nd St Dania Beach, FL 33004

Tradewind Elementary	154,166 sf	5400 Johnson Rd Coconut Creek, FL
Rock Island Elementary	95,818 sf	2350 NW 19th St Fort Lauderdale, FL 33311
Maplewood Elementary	101,237 sf	9850 Ramblewood Dr Coral Springs, FL 33071
Endeavour Primary Elementary	57,426 sf	2701 NW 56th Ave Lauderhill, FL
Davie Elementary	94,208 sf	7025 SW 39th St Davie, FL
Meadowbrook Elementary	111,487 sf	2300 SW 46th Ave Fort Lauderdale, FL
Parkway Middle School	289,576 sf	3600 NW 5th Ct, Fort Lauderdale, FL 33311
Silver Lakes Elementary	111,322 sf	2300 SW 173rd Ave Miramar, FL
Palm Cove Elementary	129,311 sf	11601 Washington St Pembroke Pines, FL
Morrow Elementary	91,474 sf	408 SW 76th Ter North Lauderdale, FL
Park Springs Elementary	135,976 sf	5800 NW 66th Ter Coral Springs, FL 33067
Falcon Cove Elementary		4251 Bonaventure Blvd Weston, FL
Manatee Bay Elementary	144,855 sf	19200 Manatee Isles Dr Weston, FL
West Broward High School	357761 sf	500 NW 209th Ave, Pembroke Pines, FL 33029
Pembroke Lakes Elementary	101,646 sf	11251 Taft St Pembroke Pines, FL
Sanders Park Elementary	88,070 sf	800 NW 16th St Pompano Beach, FL 33060
Plantation Park Elementary	76,645 sf	875 SW 54th Ave Plantation FL, 33317
Stirling Elementary	105,533 sf	5500 Stirling Rd Hollywood, FL
Sheridan Park Elementary	115,742 sf	2310 N 70th Ter Hollywood, FL 33068
Everglades Elementary	148,886 sf	2900 Bonaventure Blvd Westin, FL 33311
Dillard Elementary	118,096 sf	2330 NW 12th Ct Fort Lauderdale, FL
Coral Glades High School	301,401 sf	2700 Sportsplex Dr Coral Springs, FL 33065

Fort Lauderdale High School	314,212 sf	1600 NE 4th Ave Fort Lauderdale, FL 33305
Heron Heights Elementary	125,033 sf	11010 Nob Hill Rd Parkland, FL 33076
New Renassiance Middle School	194,973 sf	10701 Miramar Blvd Miramar, FL 33025
McNab Elementary	91969 sf	1350 SE 9th Ave Pompano Beach, FL 33309
Pasadena Lakes Elementary	98,791 sf	8801 Pasadena Blvd Pembroke Pines, FL 33024
Coral Springs High School	346,405 sf	7201 W Sample Rd Coral Springs, FL
Eagle Ridge Elementary	129,983 sf	11500 West View Dr Coral Springs, FL 33076
Quest Center	73,003 sf	6401 Charleston St, Hollywood, FL 33024
Whispering Pines Center	64,049 sf	3609 S Douglas Rd, Miramar, FL 33025
Cross Creek Center	64,013 sf	1010 NW 31st Ave, Pompano Beach, FL 33069
Bright Horizon Center	78,123 sf	3901 NE 1st Terrace, Pompano Beach, FL 33064
Wingate Oaks Center	71,639 sf	1211 NW 33rd Terrace, Fort Lauderdale, FL
Hollywood Park Elementary	80,690 sf	901 N. 69TH Way, Hollywood, FL 33024
West Hollywood Elementay	106,422 sf	6301 Hollywood Blvd, Hollywood, FL 33024
Stirling Elementary	105,533 sf	5500 Stirling Rd, Hollywood, FL 33021
Henry D. Perry Education Center	175,901 sf	3400 Wildcat Way, Miramar, FL 33023
Perry Annabel C. Middle	104,198 sf	6850 SW 34th St., Miramar, FL 33023
Broward Estates Elementary	97,633 sf	441 NW 35th Ave Fort Lauderdale, FL 33311
Martin Luther King Elementary	110,051 sf	591 NW 31st Ave Fort Lauderdale, FL 33311
Larkdale Elementary	78,579 sf	3250 NW 12th Pl Fort Lauderdale, FL 33311
Royal Palm Elementary	128,943 sf	1951 NW 56th Ave Lauderhill, FL 33313

Westwood Heights Elementary	122,314 sf	2861 SW 9th St Fort Lauderdale, FL 33312
Riverland Elementary	105,242 sf	2600 SW 11th Ct Fort Lauderdale, FL 33312
Stephen Foster Elementary	82,499 sf	3471 SW 22nd St Fort Lauderdale, FL 33312
Sheridan Hills Elementary	82,939 sf	5001 Thomas St, Hollywood, FL 33021
Boulevard Heights Elementary	120,614 sf	7201 Johnson St, Hollywood, FL 33024
Pembroke Pines Elementary	105,740 sf	6700 SW 9th St Pembroke Pines, FL 33023
Sunshine Elementary	105,987 sf	7737 La Salle Blvd Miramar, FL 3323
Fairway Elementary	126,678 sf	7850 Fairway Blvd, Miramar, FL 33023
Miramar Elementary	124,613 sf	6831 SW 26th St. Miramar, FL 33023
Pioneer Annex	88,890 sf	5400 SW 90TH AVE COOPER CITY, FL 33328
South Area Bus Complex	18,154 sf	900 S UNIVERSITY DR Pembroke Pines, FL 33024
South Area Maintenance	12,384 sf	1295 N. 21st AVE HOLLYWOOD, FL 33020
Sheridan Technical College		5400 West Sheridan St Hollywood, FL 33021
Sheridan Technical College West Campus		20251 Stirling Rd Pembroke Pines, FL 33332
Sheridan Technical College Bus Lot	35,988 sf	20251 Stirling Rd Pembroke Pines, FL 33332
Talent Development HRD	15,991 sf	3521 DAVIE Rd DAVIE, FL 33314
WEST CENTRAL BUS COMPOUND	39,650 sf	2500 COLLEGE AVE DAVIE, FL 33314
BECON Administration	35,342 sf	6600 SW NOVA Dr DAVIE, FL 33314
McFatter Technical College and High School	255,908 sf	6500 Nova Dr. Davie, FL 33317
Broward Fire Academy		2600 SW 71st Ter Davie, FL 33314
TITLE I (Special Programs Office)	14,405 sf	701 NW 31 AVE FORT LAUDERDALE, FL 33311
Central Area Maintenance		1560 NW 34th Ter Fort Lauderdale, FL 33311

Atlantic Technical College- Arthur Ashe, Jr. Campus		1701 NW 23rd Ave Fort Lauderdale, FL 33311
Rock Island Administrative Site	77,692 sf	2301 NW 26th St Fort Lauderdale, FL 33311
Atlantic Technical College		4700 Coconut Creek Pkwy Coconut Creek, FL 33063
Kathleen C. Wright Administrative Complex	288,348 sf	600 SE 3RD AVE FORT LAUDERALE, FL 33301
Pineridge Education Center	59,456 sf	1251 SW 42nd Ave Fort Lauderdale, FL
Twin Lakes Annex	28,232 sf	4140 NW 10TH AVE OAKLAND PARK, FL 33009
Twin Lakes Warehouse, Maintenance, and Transportation	267,860 sf	3810 NW 10TH AVE OAKLAND PARK, FL 33009
Central Transit		3897 NW 10th Ave Oakland Park, FL 33009
Crystal Lake Middle School	170,584 sf	3551 NE 3rd Ave Pompano Beach, FL 33064
North Area Bus Garage	7,549 sf	2600 NW 18 TER POMPANO BEACH, FL 33060
North Area Bus Complex	17,735 sf	1751 NW 22ND AVE POMPANO BEACH, FL 33060
North Area Portable Annex Training Center	13,222 sf	2251 NW 18TH ST POMPANO BEACH, FL 33060
Cypress Run Education Center	60,474 sf	2800 NW 30th Ave Pompano Beach, FL 33069
North Area Maintenance	66,718 sf	6501 NW 15 AVE FORT LAUDERDALE, FL 33009
Twin Lakes Administrative	40,809 sf	4199 NW 10TH AVE OAKLAND PARK, FL 33009
TSSC Annex	49,103 sf	7770 W OAKLAND PARK BLVD SUNRISE, FL 33351
Technology and Support Service	147,736 sf	7720 W OAKLAND PARK BLVD SUNRISE, FL 33351
Sheridan Technical High School		3775 SW 16th St Fort Lauderdale, FL 33312
Lanier James Education Center	59,082 sf	1050 NW 7th Ct Hallandale Beach, FL 33009
Pompano Administrative Center	32,690 sf	610 NE 13th Ave Pompano Beach, FL 33060

Reference 2 (see attachment B for reference)

BMD Management

We perform daily office cleaning to this facility. It is a two story office building. All work has been performed within budget and on time. We are the Prime contractor for this contract.

a. Name and location of facility: 555 Twelve
b. Size of facility area cleaned (sf): 48,231 sf
c. Number of stories (height of building): 2 stories
d. Total number of worker/supervisors assigned to facility: 4
e. Total number of facility users, ie. Employees, clients: 70 users
f. Start date and end date of contract: 7/1/2017 to present
g. Annual dollar value of contract: $50,000
h. Identify operational hours of contract (24 hours a day, 7 days a week, 52 weeks a year): operational hours are 12 hours /5 days /52 weeks
i. Identify level of employee background/security checks: local/ state check
j. Identify if adhered to green building maintenance standards: yes

Reference 3 (see attachment C for reference)

City of Pompano Beach

We perform daily pressure cleaning service to the city pier. Our service includes trash pick up, daily spot cleaning, and monthly cleaning of entire pier and canopies. All work has been performed within budget and on time. We are the Prime contractor for this contract.

a. Name and location of facility: Pompano Beach Pier (Fisher Family Pier)
b. Size of facility area cleaned: 16,000 sf
c. Number of stories (height of building): pier
d. Total number of worker/supervisors assigned to facility: 2
e. Total number of facility users, ie. Employees, clients: 100 users
f. Start date and end date of contract: 05/2020 to present
g. Annual dollar value of contract: $75,000
h. Identify operational hours of contract (24 hours a day, 7 days a week, 52 weeks a year): Operational hours are 24 hours/7 days /52 weeks
i. Identify level of employee background/security checks: local/state check
j. Identify if adhered to green building maintenance standards: yes

1.3 Experience of Key Personnel

Describe the experience of key personnel (including prime vendor and their subcontractors relevant to providing timely, high quality janitorial service in an environmentally friendly manner to multiple high-profile facilities.

1. List key personnel of the proposed maintenance team, including supervisors, and primary project manager for each agreement of locations listed on the price sheets. Describe the key personnel s relevant experience and the role they will play for each agreement of locations, including the following info: project superintendent, site supervisor, full time service crews.

   Key personnel:

   Project Superintendent

   Kristen Olbel will be the Project Superintendent. Kristen is currently the CEO of Janitorial 5 Star Services and oversees operations. She has over 20 years of experience in the industry providing a vast knowledge to ensure all specifications are met per the customer s specifications. Kristen will meet with Broward County representatives and building managers on a routine basis to guarantee customer satisfaction.

   Project Manager

   Lakesha Houston currently oversees all janitorial Broward County contracts to include the Broward County School District. She is experienced in operations and management with over 15 years of experience. She oversees and is responsible for inventory, equipment maintenance, routine and special project scheduling, and quality control.

   Site Supervisor

   Kenny Bellinger is currently the project manager over post construction contracts for Janitorial 5 Star Services. Kenny is responsible for all labor, supervision, equipment, and quality control. He will provide site supervision on this agreement.

   Matthew Gibson is currently a site supervisor for Janitorial 5 Star Services. He is responsible for site supervision, equipment, and quality control. Matthew will provide site supervision on this agreement.

   Full Service Crews

Janitorial 5 Star Services currently employees over 50 employees. We will staff this agreement with currently employed personnel to provide them the first opportunity. If additional personnel are required, we will hire personnel from the community where the contract site is located. This will allow for a quicker emergency response if required and to meet our company goal of hiring within the community where service is provided.

2. Provide a brief resume of employees who will furnish professional and technical support expertise for each agreement of locations listed on the price sheets. Include: functions in the company, title and number of years of service with company, years of experience in the maintenance of comparably complex facilities and systems.

   See section 1 (Ability of Professional Personnel) for resumes and list of employees.

2 Location

Janitorial 5 Star Services is both a **Local Business** and a **Locally Based Business** as each term is defined by Section 1-74, Broward County Code of Ordinances. Janitorial 5 Star Services is located in Pompano Beach, FL and possesses a Business Tax Receipt with the City of Pompano Beach and Broward County (see attachment D & E).

3 Project Approach

Describe the prime vendor s approach for each agreement of locations vendor is proposing. Include how prime will use subcontractors for each agreement.

Janitorial 5 Star Services is CBE/SBE certified with Broward County. We will be functioning as the Prime Vendor for all agreements. See attachment F & G for certificates. Janitorial 5 Star Services is bidding on all agreements (1-14). See section 1.1 under Company Profile for employee information and number of employees.

3.1 Project approach for each agreement of locations prime vendor is proposing.

a. Describe how you intend to meet or exceed quality standards. Discuss adequacy of weekly service hours proposed to meet the quality specifications described in the RFP.

At Janitorial 5 Star Services we pride ourselves in being able to provide quality and effective service for our clients. We understand that cleanliness isn t just about what is seen, but it goes beyond that. So just like our attitude towards cleaning, we utilize many programs and services to deliver seamless service that isn t seen on the surface. Our personnel will work side by side with the building managers to guarantee standards are met at every level.

We utilize various technology and programs to provide accurate record keeping and scheduling. This will guarantee our staff meets and keeps the required inspection dates which will keep your operations uninterrupted. Our quality control program is designed to keep you, the client, informed so rest assured our real time approach will not leave you wondering about daily or periodic tasks. With these programs and approaches we will not only meet the expectations, but exceed the standards set forth in this RFP.

b. Discuss any exceptions you suggest to minimum proposed service hours.

At Janitorial 5 Star Services we understand time is valuable, but quality will not be sacrificed. We will routinely analyze the current service hours, tasks, and frequency to determine if changes are required or practicable. Based on those findings the appropriate changes will be executed. At Janitorial 5 Star Services our promise to you is quality. It will always remain a constant priority and that expectation will not change. Should any exceptions to the minimum proposed service hours arise we will fully cooperate with Broward County.

c. Describe how you propose to meet minimum work tasks and interface with normal building activities.

Our combined team of managers and supervisors will develop a task specific plan that will be based on the time expected, facility, crew, and equipment required. This task specific plan will then be scheduled in conjunction with the feedback of the building manager. This communication will provide more accurate scheduling and reduce any interference with normal building activities.

Our goal is to provide a service that is unified and conscience of your needs. We believe that your satisfaction is paramount at every level of our contract with you and that starts at the planning stage.

d. Describe how you will maintain public areas, specifically providing high quality floor surfaces.

Janitorial 5 Star Services recognizes the appearance of public or common areas is crucial to your business and daily operations. The appearance of your building creates a mood and message not only to the public you serve, but your staff as well. Our scheduling programs coupled with our training program leaves no room for error. Our staff is more than prepared to keep all areas of your facilities in tip top shape. We provide continuing education and daily/weekly team meetings to keep all employees knowledgeable about their responsibilities. And what is knowledge without the proper equipment? We provide equipment that is appropriate for the task at hand and made with quality to all employees to guarantee the task is completed in a timely and efficient manner.

Our teams are trained in the proper floor cleaning procedures and will follow all requirements set forth in the RFP. Upon award of this contract, all surfaces will be evaluated and assessed to develop the correct and appropriate approach. A schedule will then be created to maintain quality flooring.

3.2 Describe how prime vendor will manage and organize work for each agreement of locations vendor is proposing.

a. State number of crews working for each agreement identified.
   i. Describe how you will schedule basic janitorial service for each facility.
   ii. List the individual building teams that will be working for that agreement per building(s): management, supervisory, maintenance crews.

Janitorial 5 Star Services will deploy the following personnel for each agreement:

a. General Manager
b. Administrative Assistant
c. Project Manager
d. Assistant Project Manager
e. Site Supervisor
f. Porter/Cleaner
g. Project Crew

The agreement will be managed and organized through the use of computer programs. All daily and periodic work will be coordinated and executed through a generated schedule of tasks. In addition, we will continuously monitor and reevaluate to ensure the best strategies are being utilized.

As stated previously, our managers and supervisors will be in constant communication with the building manager and Broward County representatives to provide a well-executed plan. In keeping in constant communication, we can adjust or modify items as required.

b. Describe how you will schedule basic janitorial service for each facility while coordinating with periodic project and annual work task.
   i. Describe crew organization to perform basic and project work.

Janitorial 5 Star Services utilizes computer programs and RFP specifications to determine the appropriate number of employees per a task. With the use of computer programming, we are able to accurately schedule the appropriate number of employees and allocate accordingly. All routine daily work is then coordinated along project work to provide optimal results. Facilities that have additional specifications or requirements will be identified upon execution of the contract and resources will be distributed accordingly.

Our project crews are broken into teams of 3 to 4 employees depending on the task and equipment required. All project crews are managed by a project manager.

Daily/routine work is completed with teams of 3 or 5 employees. The size of the building and level of cleaning are considered prior to scheduling employees. All work will be divided according to light tasks, vacuum and furniture, restrooms, and hard floors.

1. Light Tasks: dust horizontal surfaces; empty and reline trash; spot clean (walls, doors, windows etc).
2. Vacuum and Furniture: pick up trash; spot vacuum low traffic areas; vacuum all high traffic areas; reposition furniture after vacuuming or in office/conference rooms; turn off lights were applicable and secure doors/buildings.
3. Restrooms: refill all dispensers and paper products; empty and reline trash; clean and disinfect all toilets, partitions, counters, sinks, mirrors, fixtures; sweep and mop all hard floors.
4. Hard Floors: dust mop/sweep; spot mop stains; empty and reline trash; pick up trash; and spot mop.

c. Describe and present an example of your reporting system used to compare actual performance to your schedule for regular service.

Our Quality Control Managers develop and implement a routine schedule to monitor and stay ahead of any areas of deficiency. All scheduled visits are monitored and recorded via computer programs. All evaluations are recorded on a performance evaluation form (paper and/or digital) which documents the immediate needs to be addressed. If any inconsistencies are noted they are immediately relayed to the site supervisors for immediate attention. See attachment H & I for Quality Control forms.

d. Describe your capabilities to respond to emergency or disaster situations including of specialized equipment required for de-watering or moisture removal tasks or other special cleaning services.

Janitorial 5 Star Services understands there are situations that arise that cannot be planned for. We have developed a disaster/emergency response plan that utilizes a quick response from our on-call staff and specialized equipment. Our response plan is designed to immediately identify priority areas and limit or extinguish potential damage. Our employees are trained in disaster relief efforts such as smoke and fire remediation, water remediation, and mold remediation. We are confident with our disaster and emergency response plan you will see minimal disruption in services.

3.3 Describe your quality control program for each agreement of locations prime vendor is proposing:

a. Describe how you intend to provide a startup orientation program to bring facilities into compliance with quality standards.

Janitorial 5 Star Services will conduct a meeting prior to the contract starting to recruit the current staff members. We recognize the importance of experience and the current staff members have exactly that. In addition, our employees are properly trained to perform the tasks required so upon execution of this contract they will seamlessly step in. They are trained to identify any deficiencies and quickly correct them as required. In conjunction with our project crews, all sites/locations will be brought to standards specified in the RFP.

Our project managers and site supervisors will work closely with the building managers to identify any current issues with quality standards. A level of high importance will be placed on those issues to ensure standards are met quickly and without delay. We will also begin to identify the equipment and product needs of each location. These items will be purchased and made ready to provide a seamless transition.

We will always be in constant contact with building managers to guarantee this transition period is smooth and frankly unnoticeable to your staff and the people you serve. Our goal is to work hand in hand with you so our process and operations work simultaneously with yours.

b. Discuss your inspection procedures including any technical aids used to monitor performance standards.

As discussed above, our Quality Control Program is designed to stay ahead of any areas of deficiency. We use both digital and written forms to monitor and document deficiencies. All project managers and site supervisors are briefed on all RFP requirements and standards prior to commencement of the contract. Daily and weekly meetings will be conducted to discuss trending deficiencies to identify whether it stems from such issues as training, personnel, or equipment.

c. Describe how prime vendor will achieve the services and quality standards described in the attached Exhibit 1- specifications.

Janitorial 5 Star Services will achieve the services and quality standards described in the attached Exhibit 1 specifications by the following:

1. Implemented Quality Control Program
2. Maintaining proper equipment and well-trained employees
3. Maintaining constant communication with building managers
4. Quick response to service issues or deficiencies
5. Maintaining proper safety measures
6. Utilizing computer programs to schedule daily and periodic tasks

All items listed have been described above.

d. Describe and provide a sample of your reporting system used to compare actual performance to your schedule for regular services.

Janitorial 5 Star Services utilizes both digital and written forms to document performance. All evaluations and inspections are cross referenced to ensure RFP standards are being met or exceeded. See attachment H & I for quality control documents.

e. Describe the activities that can most easily be implemented to maximize opportunities to promote green building cleaning practices.

At Janitorial 5 Star Services we strive to promote and implement green cleaning practices at all facilities/contracts. We understand that our impact on the environment is lasting and we will minimize that impact.

Our project managers and site supervisors will meet with building managers to determine what is currently being implemented at the location, such as recycling, automated lights, or refillable water fountains. We will then merge our own green practices to ensure there is no interruption. We will continue to evaluate new methods, chemical products, or paper products to maximize our green cleaning efforts.

3.4 Company Equipment

a. List current inventory of heavy equipment

We currently have pressure washers, floor machines, carpet extractors, wet/dry vacuums, and backpack vacuums. We have great relationships with our vendors if additional equipment is required whether for emergency or maintenance needs.

b. Provide the response time for mobilization for each piece of equipment.

Mobilization of each piece of equipment is determined based on the location and size of the equipment. We strive to make equipment readily available with a response time of no longer than 24 hours.

c. List the current inventory of machinery for floor care that will be utilized to perform the requirements.

See section 3.4 (a) for list.

d. Describe how vendor will ensure all required equipment is maintained in quality working condition.

We regularly inspect all equipment to guarantee they are working properly. Preventative maintenance is the first step to keeping all equipment functioning properly, and it ensures there is no interruption in service. Additional equipment is readily available should it be required.

e. List office equipment and computer programs that vendor currently possesses in order to deliver electronic communications and reports to county staff.
I.e. computer, fax, scanner, printer, photocopier, adobe acrobat, Microsoft, outlook, excel etc.

Janitorial 5 Star Services currently uses all listed office equipment and computer programs. All employees are provided smart phones to communicate through these programs.

3.5 Company training

a. Provide Safety Training Manual

See attachment J.

b. Employee Training Manual

See attachment J.

c. Describe the training currently in place to assure on-site staff will be pro-active and aware during each shift with regards to notification and documentation of suspicious behavior, abandoned belongings, running water, potential slip and fall conditions, ajar doors.

Janitorial 5 Star Services provides training and retraining on all the listed subjects. We believe repetition is key when making something second nature, and that is exactly how we train our employees to recognize these items. Our managers and supervisors are constantly on the look out for ways to make your facilities safer not only for us, but for your staff and clients too. We regularly meet with

employees regarding safe practices during performance of tasks and security measures within the facilities.

d. Describe training of vendor s supervisors and cleaners in green building cleaning procedures as required for this contract.

All supervisors and cleaners will be trained in the green cleaning procedures of this RFP.

4 Workload of the Firm

List all completed and active projects that vendor has managed within the past five years. In addition, list all projected projects that vendor will be working on in the near future. Projected projects will be defined as a projects that vendor worked on concurrently. Describe vendor s approach in managing projects Were there or will there be any challenges for any of the listed projects? If so describe how vendor dealt or will deal with the projects challenges.

There are no known challenges on any past awarded projects. There are no anticipated challenges on any awarded projects. The experience of all employees coupled with our quality control measures has aided in our positive relationship with our clients. See list below for all projects.

- BMD Management, office cleaning
- Pride Construction, office cleaning & post construction cleaning
- Whiting & Turner, office cleaning & pressure washing
- OIC of South Florida, office cleaning & electrostatic disinfecting
- Commercial Relocation Group, office cleaning
- Alexander Rebb Property Management, lawn maintenance
- Strategic Properties, lawn maintenance
- Brookstone Construction, post construction cleaning & window cleaning
- Camp Live Oak, site cleaning & disinfecting
- Broward County Chemical & Supplies, supply orders
- City of Pompano Beach, office cleaning & pressure washing
- Innovative Healthcare Business Solutions, office cleaning
- Global Construction Services, post construction cleaning
- Unitarian Universalist Church, office cleaning

- Broward County School District, site cleaning in conjunction with custodial staff, post construction cleaning, & electrostatic disinfecting

5 Pricing

See attached pricing sheet

Janitorial Services - Price Sheets - BCJC West Building, Bridges 4 (CBE Reserve)

ITEM NO.	FACILITY LOCATION	Annual Frequency	Annual Process	Year 1 Unit Price	Year 1 Annual	Y Unit Price
1	**BCJC West Building**	**12**	Basic Cleaning	$102,500.00	$ 1,230,000.00	$102,500.00
	Bridge 4 and Bridge 5	**12**	Restrooms	$ 6,200.00	$ 74,400.00	$ 6,200.00
	201 SE 6 Street	**12**	Floors	$ 8,150.00	$ 97,800.00	$ 8,150.00
	Fort Lauderdale, Florida 33301	**Hourly**	Porter (325Hrs./Month)	$ 18.50	$ 72,150.00	$ 18.50
		34,050	Pressure Cleaning (SQ. FT.)	$ 0.05	$ 1,702.50	$ 0.05
		1	Windows	$21,500.00	$ 21,500.00	$21,500.00
		1	Air Quality	$25,000.00	$ 25,000.00	$25,000.00
		12	Cleaning Supplies	$ 3,200.00	$ 38,400.00	$ 3,200.00
		12	Paper Products	$ 8,000.00	$ 96,000.00	$ 8,000.00
		34,050	Carpet Cleaning - Deep (SQ. FT.)	$ 0.13	$ 4,426.50	$ 0.13
		34,050	Electrostatic Disinfection (SQ. FT.)	$ 0.03	$ 1,021.50	$ 0.03
			Total		$ 1,662,400.50	
	otal (1) - Summary, all sites				$ 1,662,400.50	

			Per Hour	Annual	Per Hour
Additional Labor:					
	Project Supervisor	50 hrs.	$ 30.00	$ 1,500.00	$ 32.00
	Site Supervisor	50 hrs.	$ 22.75	$ 1,137.50	$ 22.75
	Full Time Service Crew	50 hrs.	$ 19.50	$ 975.00	$ 21.00
	Part Time Service Crew	50 hrs.	$ 19.50	$ 975.00	$ 21.00
	Porter Day/Night	50 hrs.	$ 18.50	$ 925.00	$ 18.50
Emergency Services Labor:					
	Project Supervisor	50 hrs.	$ 32.00	$ 1,600.00	$ 32.00
	Site Supervisor	50 hrs.	$ 28.00	$ 1,400.00	$ 28.00
	Full Time Service Crew	50 hrs.	$ 25.00	$ 1,250.00	$ 25.00
	Part Time Service Crew	50 hrs.	$ 25.00	$ 1,250.00	$ 25.00
	Porter Day/Night	50 hrs.	$ 22.00	$ 1,100.00	$ 22.00
"Pass thru" (Services/Materials)				$ 1,000.00	
		Total (2)		$ 13,112.50	

Grand Total - Whole Group **(Total 1 + Total 2)**	$ 1,675,523.00

REGARDLESS OF THE NUMBER OF HOURS WORKED,

YES	X	**Agree to the above staten**
NO		**Disagree to the above sta**

NAME OF COMPANY: **Janitorial 5 Star Services LLC**

AUTHORIZED PERSON NAME: **Kristen Olbel**

AUTHORIZED SIGNATURE: *Kristen Olbel*

By signing this proposal sheet, your firm is agreeing to the terms and conditions of the invita

All buildings listed in the group must be priced for this proposal sheet to be determined

AUTHORIZED PERSON TITLE: **CEO** **DATE:**

THIS SHEET MUST BE SIGNED AND MUST NOT BE ALTERED OR RE

& 5 - Agreement 12

ear 2	
Annual	*Two Year Total*
$ 1,230,000.00	$ 2,460,000.00
$ 74,400.00	$ 148,800.00
$ 97,800.00	$ 195,600.00
$ 72,150.00	$ 144,300.00
$ 1,702.50	$ 3,405.00
$ 21,500.00	$ 43,000.00
$ 25,000.00	$ 50,000.00
$ 38,400.00	$ 76,800.00
$ 96,000.00	$ 192,000.00
$ 4,426.50	$ 8,853.00
$ 1,021.50	$ 2,043.00
$ 1,662,400.50	$ 3,324,801.00

$ 1,662,400.50	$ 3,324,801.00

Annual	2 years
$ 1,600.00	$ 3,100.00
$ 1,137.50	$ 2,275.00
$ 1,050.00	$ 2,025.00
$ 1,050.00	$ 2,025.00
$ 925.00	$ 1,850.00
$ 1,600.00	$ 3,200.00
$ 1,400.00	$ 2,800.00
$ 1,250.00	$ 2,500.00
$ 1,250.00	$ 2,500.00
$ 1,100.00	$ 2,200.00
$ 1,000.00	$ 2,000.00
$ 13,362.50	$ 26,475.00

$ 1,675,763.00	$ 3,351,276.00

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5/25/2021

VISED.

Attachment - A Vendor Reference Verification Broward County School Board

Attachment II

BROWARD COUNTY FLORIDA

Vendor Reference Verification Form

Broward County Solicitation No. and Title:

RFP No. BLD2121632P1, Janitorial Services -County Facilities

Reference for: Janitorial 5 Star Services LLC

Organization/Firm Name providing reference:

Broward County School District

Contact Name: Ben Osborne Reference date: 05/10/2021

Contact Email: benjamin.osborne@browardschools.com Contact Phone: 954-931-5625

Name of Referenced Project: Janitorial services, emergency services, electrostatic disinfecting

Contract No.	Date Services Provided:	Project Amount:
	09/01/2020 to 05/10/2021	$ 366,166.00

Vendor's role in Project: ☑ Prime Vendor ☐ Subconsultant/Subcontractor

Would you use this vendor again? ☑ Yes ☐ No

Description of services provided by Vendor:
Electrostatic disinfecting, janitorial services, emergency response for janitorial needs

Please rate your experience with the referenced Vendor:	Needs Improvement	Satisfactory	Excellent	Not Applicable
1. Vendor's Quality of Service				
a. Responsive	☐	☐	☑	☐
b. Accuracy	☐	☑	☐	☐
c. Deliverables	☐	☑	☐	☐
2. Vendor's Organization:				
a. Staff expertise	☐	☐	☑	☐
b. Professionalism	☐	☐	☑	☐
c. Turnover	☐	☐	☐	☑
3. Timeliness of:				
a. Project	☐	☑	☐	☐
b. Deliverables	☐	☑	☐	☐
4. Project completed within budget	☐	☑	☐	☐
5. Cooperation with:				
a. Your Firm	☐	☐	☑	☐
b. Subcontractor(s)/Subconsultant(s)	☐	☑	☐	☐
c. Regulatory Agency(ies)	☐	☑	☐	☐

Additional Comments: (provide on additional sheet if needed)

THIS SECTION FOR COUNTY USE ONLY

Verified via: ____EMAIL ____VERBAL Verified by: _____ Division: _____ Date: _____

All information provided to Broward County is subject to verification. Vendor acknowledges that inaccurate, untruthful, or incorrect statements made in support of this response may be used by the County as a basis for rejection, rescission of the award, or termination of the contract and may also serve as the basis for debarment of Vendor pursuant to Section 21.119 of the Broward County Procurement Code.

Attachment - B

Vendor Reference Verification

BMD Management

Attachment B

BROWARD COUNTY FLORIDA

Vendor Reference Verification Form

Broward County Solicitation No. and Title:

RFP No. BLD2121632P1, Janitorial Services -County Facilities

Reference for: Janitorial 5 Star Services LLC

Organization/Firm Name providing reference:

BMD Management

Contact Name: Barbara Preston Reference date: 05/10/2021

Contact Email: bpreston@bmdfl.com Contact Phone: 954-784-3031

Name of Referenced Project: 555 SW 12th Ave Pompano Beach, FL

Contract No. Date Services Provided: Project Amount:

10/01/2017 to 05/10/2021 $ 40,000.00

Vendor's role in Project: ☑ Prime Vendor ☐ Subconsultant/Subcontractor

Would you use this vendor again? ☑ Yes ☐ No

Description of services provided by Vendor:

Janitorial services provided 5 days a week.

Please rate your experience with the referenced Vendor:	**Needs Improvement**	**Satisfactory**	**Excellent**	**Not Applicable**
1. Vendor's Quality of Service				
a. Responsive	☐	☐	☑	☐
b. Accuracy	☐	☐	☑	☐
c. Deliverables	☐	☐	☐	☑
2. Vendor's Organization:				
a. Staff expertise	☐	☐	☑	☐
b. Professionalism	☐	☐	☑	☐
c. Turnover	☐	☐	☐	☐
3. Timeliness of:				
a. Project	☐	☐	☑	☐
b. Deliverables	☐	☐	☑	☐
4. Project completed within budget	☐	☐	☑	☐
5. Cooperation with:				
a. Your Firm	☐	☐	☑	☐
b. Subcontractor(s)/Subconsultant(s)	☐	☐	☐	☑
c. Regulatory Agency(ies)	☐	☐	☐	☑

Additional Comments: (provide on additional sheet if needed)

THIS SECTION FOR COUNTY USE ONLY

Verified via: ____EMAIL ____VERBAL Verified by: _____ Division: _____ Date: _____

All information provided to Broward County is subject to verification. Vendor acknowledges that inaccurate, untruthful, or incorrect statements made in support of this response may be used by the County as a basis for rejection, rescission of the award, or termination of the contract and may also serve as the basis for debarment of Vendor pursuant to Section 21.119 of the Broward County Procurement Code.

Attachment - C
Vendor Reference Verification
City of Pompano Beach

Attachment C

BROWARD COUNTY FLORIDA

Vendor Reference Verification Form

Broward County Solicitation No. and Title:

RFP No. BLD2121632P1, Janitorial Services -County Facilities

Reference for: Janitorial 5 Star Services LLC

Organization/Firm Name providing reference:

City of Pompano Beach

Contact Name: Kate Belcher Reference date: 05/10/2021

Contact Email: Kate.Belcher@copbfl.com Contact Phone: 954-786-4575

Name of Referenced Project: Pressure cleaning city pier

Contract No. Date Services Provided: 05/01/2020 to 05/10/2021 Project Amount: $ 70,000.00

Vendor's role in Project: ☑ Prime Vendor ☐ Subconsultant/Subcontractor

Would you use this vendor again? ☐ Yes ☐ No

Description of services provided by Vendor:

Daily maintenance of pier by pressure cleaning and trash pickup. Monthly full pier cleaning by pressure cleaning.

Please rate your experience with the referenced Vendor:	**Needs Improvement**	**Satisfactory**	**Excellent**	**Not Applicable**
1. Vendor's Quality of Service				
a. Responsive	☐	☐	☐ x	☐
b. Accuracy	☐	☐	☐ x	☐
c. Deliverables	☐	☐	☐ x	☐
2. Vendor's Organization:				
a. Staff expertise	☐	☐	☐ x	☐
b. Professionalism	☐	☐	☐ x	☐
c. Turnover	☐	☐	☐ x	☐
3. Timeliness of:				
a. Project	☐	☐	☐ x	☐
b. Deliverables	☐	☐	☐ x	☐
4. Project completed within budget	☐	☐	☐ x	☐
5. Cooperation with:				
a. Your Firm	☐	☐	☐ x	☐
b. Subcontractor(s)/Subconsultant(s)	☐	☐	☐ x	☐
c. Regulatory Agency(ies)	☐	☐	☐ x	☐

Additional Comments: (provide on additional sheet if needed)

THIS SECTION FOR COUNTY USE ONLY

Verified via: ____EMAIL ____VERBAL Verified by: _____ Division: _____ Date: _____

All information provided to Broward County is subject to verification. Vendor acknowledges that inaccurate, untruthful, or incorrect statements made in support of this response may be used by the County as a basis for rejection, rescission of the award, or termination of the contract and may also serve as the basis for debarment of Vendor pursuant to Section 21.119 of the Broward County Procurement Code.

Attachment - D

Broward County Local Business Tax Receipt

Attachment D

BROWARD COUNTY LOCAL BUSINESS TAX RECEIPT

115 S. Andrews Ave., Rm. A-100, Ft. Lauderdale, FL 33301-1895 – 954-831-4000

VALID OCTOBER 1, 2020 THROUGH SEPTEMBER 30, 2021

DBA:
Business Name: JANITORIAL 5 STAR SERVICES

Receipt #: 325-288281
Business Type: CLEANING/JANITORIAL (JANITORIAL)

Owner Name: KRISTEN OLBEL
Business Location: 1961 NE 25 AVE
POMPANO BEACH
Business Phone: 954-702-2053

Business Opened: 01/03/2018
State/County/Cert/Reg:
Exemption Code:

Rooms	Seats	Employees	Machines	Professionals
		1		

For Vending Business Only — Number of Machines: — Vending Type:

Tax Amount	Transfer Fee	NSF Fee	Penalty	Prior Years	Collection Cost	Total Paid
33.00	0.00	0.00	0.00	0.00	0.00	33.00

THIS RECEIPT MUST BE POSTED CONSPICUOUSLY IN YOUR PLACE OF BUSINESS

THIS BECOMES A TAX RECEIPT

WHEN VALIDATED

This tax is levied for the privilege of doing business within Broward County and is non-regulatory in nature. You must meet all County and/or Municipality planning and zoning requirements. This Business Tax Receipt must be transferred when the business is sold, business name has changed or you have moved the business location. This receipt does not indicate that the business is legal or that it is in compliance with State or local laws and regulations.

Mailing Address:

KRISTEN OLBEL
1961 NE 25 AVE
POMPANO BEACH, FL 33062

Receipt #05A-19-00009355
Paid 07/15/2020 33.00

2020 - 2021

BROWARD COUNTY LOCAL BUSINESS TAX RECEIPT

Attachment - E
City of Pompano Beach
Business Tax Receipt

pompano beach
Florida's Warmest Welcome

CITY OF POMPANO BEACH
BUSINESS TAX RECEIPT
FISCAL YEAR: 2020 - 2021

Business Tax Receipt Valid from: October 1, 2020 through September 30, 2021

4466624
JANITORIAL 5 STAR SERVICES LLC
OLBEL, KRISTEN - H/O
1961 NE 25 AVENUE
POMPANO BEACH FL 33062

9/21/2020

THIS IS NOT A BILL

THIS IS YOUR BUSINESS TAX RECEIPT. PLEASE POST IN A CONSPICUOUS PLACE AT THE BUSINESS LOCATION.

BUSINESS OWNER: JANITORIAL 5 STAR SERVICES LLC
BUSINESS LOCATION: 1961 NE 25 AV POMPANO BEACH FL

RECEIPT NO:	CLASSIFICATION
21-00095288	JANITORIAL OR WINDOW CLEANING

NOTICE: A NEW APPLICATON MUST BE FILED IF THE BUSINESS NAME, OWNERSHIP OR ADDRESS IS CHANGED. THE ISSUANCE OF A BUSINESS TAX RECEIPT SHALL NOT BE DEEMED A WAIVER OF ANY PROVISION OF THE CITY CODE NOR SHALL THE ISSUANCE OF A BUSINESS TAX RECEIPT BE CONSTRUED TO BE A JUDGEMENT OF THE CITY AS TO THE COMPETENCE OF THE APPLICANT TO TRANSACT BUSINESS. **THIS DOCUMENT CANNOT BE ALTERED.**

BUSINESS TAX RECEIPTS EXPIRE SEPTEMBER 30TH OF EACH YEAR

Attachment – F

CBE Certification

Attachment F

BLD2121632P1

p. 2197

Broward County Board of County Commissioners

BidSync

5/26/2021

BROWARD COUNTY
FLORIDA

Office of Economic and Small Business Development

Governmental Center Annex
115 S. Andrews Avenue, Room A680 • Fort Lauderdale, Florida 33301 • 954-357-6400 • FAX 954-357-5674 • TTY 954-357-5664

This Certificate is Awarded to:

JANITORIAL 5 STAR SERVICES LLC

As set forth in the Broward County Business Opportunity Act of 2012, the certification requirements have been met for:

County Business Enterprise
Small Business Enterprise
Anniversary Date: January 31st

Authorized Representative

The Office of Economic and Small Business Development must be notified within 30 days of any material changes in the business which may affect ownership and control. Failure to do so may result in the revocation of this certificate and/or imposition of other sanctions.

A Service of the Broward County Board of County Commissioners
www.broward.org/smallbusiness

Attachment – G

SBE Certification

Attachment 6

BLD2121632P1

p.2 of 3

Supplier Diversity Outreach Program

THIS CERTIFICATE IS AWARDED TO

Janitorial 5 Star Services, LLC

FOR HAVING SUCCESSFULLY MET THE PRESCRIBED STANDARDS SET FORTH BY THE SUPPLIER DIVERSITY OUTREACH PROGRAM OF THE SCHOOL BOARD OF BROWARD COUNTY, FLORIDA FOR

CERTIFICATION

Small Business Enterprise (SBE)

Non-Minority

ON THIS DAY: September 9, 2019

Jasmine M. Jones
Manager, Supplier Diversity Outreach Program

CERTIFICATION #: WS1850692419

Expiration Date: September 8, 2021

Broward County Board of Commissioners

BidSync

5/26/2021

Attachment – H
Quality Inspection Form

Attachment F1

JANITORIAL 5 STAR SERVICES LLC

Quality Inspection Form

Date: _____

Location (name/building # etc): _____

Previous inspection date/result: _____

Next Inspection date: _____

Facility contact/signature: _____

Rating used 1-5 (1 = needs more frequent inspection, 5 = standard inspection time)

Facility Area	Common Name (AKA)	Number of Issues Noted	Rating
1. Lobby/Entrance			
2. Common areas (public/service areas)			
3. Employee work areas			
4. Administrative/Private Offices			
5. Employee use areas			
6. Support/Service areas			
7. Specialty areas			
8. Restrooms			
9. Carpet Flooring			
10. Hard Flooring			
11. Administrative Duties			

Attachment – I

Quality Control Inspection

JANITORIAL 5 STAR SERVICES LLC

Quality Control Inspection

Date/time: _____

Location (facility/building): _____

Inspector: _____

Area	Item for Inspection	Satisfactory	Unsatisfactory	Comments
1. Entrance	Free of Debris			
	Trash container, empty/clean liner			
	Ash containers clean			
	Exterior furniture clean			
	Walk-off mat clean			
2. Common areas & Lobby	Trash container, empty/clean liner			
	Carpets vacuum/spot cleaned			
	Hard floors dust/wet mopped			
	Hard floors—shine			
	Entrance doors/glass clean			
	Corners/Edges clean			
	Low dusting			
	High Dusting			
	HVAC vents clean			
	Drinking fountain clean			
3. Admin areas	Trash container, empty/clean liner			
	Carpets vacuum/spot cleaned			
	Hard floors dust/wet mopped			
	Hard floors—shine			
	Entrance doors/glass clean			
	Corners/Edges clean			
	Low dusting			
	High Dusting			
	HVAC vents clean			
	Furniture dust/spot free			
	Telephones clean/sanitized			

4. Kitchen areas	Trash container, empty/clean liner	_____	_____	_____
	Hard floors dust/wet mopped	_____	_____	_____
	Corners/Edges clean	_____	_____	_____
	Drains clean	_____	_____	_____
	Walls clean	_____	_____	_____
	HVAC vents clean	_____	_____	_____
5. Dining & Break areas	Trash container, empty/clean liner	_____	_____	_____
	Hard floors dust/wet mopped	_____	_____	_____
	Hard floors—shine	_____	_____	_____
	Corners/Edges clean	_____	_____	_____
	Tables/chairs clean	_____	_____	_____
	Walls clean	_____	_____	_____
	Serving areas clean	_____	_____	_____
	HVAC vents clean	_____	_____	_____
6. Restrooms	Trash container, empty/clean liner	_____	_____	_____
	Corners/Edges clean	_____	_____	_____
	Floor clean	_____	_____	_____
	Walls/partitions clean	_____	_____	_____
	Mirrors clean	_____	_____	_____
	Sinks/counters clean	_____	_____	_____
	Toilets/urinals clean	_____	_____	_____
	Showers clean	_____	_____	_____
	Soap/liquids filled	_____	_____	_____
	Paper towels filled	_____	_____	_____
	Toilet paper filled	_____	_____	_____
	Toilet seat/feminine products filled	_____	_____	_____
	HVAC vents clean	_____	_____	_____
	Floor drain clean	_____	_____	_____
7. Janitor closet	Area clean/orderly	_____	_____	_____
	Mop sink clean	_____	_____	_____
	Equipment clean/orderly	_____	_____	_____
	Chemicals orderly/labeled	_____	_____	_____
	Proper signs clean/visible	_____	_____	_____
	MSDS	_____	_____	_____
8. Employee Uniform clean/orderly		_____	_____	_____
	Badge/keys (if applicable)	_____	_____	_____

Number of items inspected: _____
Number of items Satisfactory: _____
Number of items Unsatisfactory: _____

WAGES RATES

Janitorial Services

Facilities Management Division

JANITORIAL SERVICES – FACILIITES MANAGEMENT DIVISION
FACILITIES LOCATIONS

WAGE RATES
(FOR LIVING WAGE RATE INFORMATIONAL PURPOSES ONLY EFFECTIVE JANUARY 1, 2021 THRU DECEMBER 31, 2021)

The hourly rate within this attachment shall be in accordance with Broward County Living Wage Ordinance (Sections 26-100 through 26-105 of Article VII, Chapter 26, Broward County Code of Ordinances), as amended, annually adjusted per Living Wage Ordinance.

The completed form should be submitted with the solicitation response prior to the solicitation closing date. If not included with the solicitation response, the proposer is required to provide within three business days of County's request. Vendor may be deemed non-responsible for failure to fully comply within stated timeframes.

The hourly rate must be entered for all personnel positions in accordance with Special Instructions to Vendors, Section J.2. If additional personnel positions are proposed to perform the work, provide information in the applicable sections of this form.

The hourly rate shall be the raw (unburdened) labor rates exclusive of taxes, insurance, overhead, profit, etc.

NOTE: This form is for informational purposes only and will not be used for final evaluation and scoring for Price.

PERSONNEL POSITIONS (Insert below for each position the minimum unburdened hourly rate)

DESCRIPTION	UNIT	(HOURLY RATE (UNBURDENED)
Project Manager or Equivalent	Hour	$ 30.00
Assistant Project Manager or Equivalent	Hour	$ 22.75
Quality Control Manager or Equivalent	Hour	$ 22.75
Shift Supervisor or Equivalent	Hour	$ 22.75
Team Leader/Supervisor or Equivalent	Hour	$ 19.50
Janitorial Worker or Equivalent	Hour	$ 17.05
	Hour	$
	Hour	$

Vendor Name JANITORIAL 5 STAR SERVICES LLC

JANITORIAL SERVICES – FACILITIES MANAGEMENT DIVISION
FACILITIES LOCATIONS

WAGE RATES
(FOR LIVING WAGE RATE INFORMATIONAL PURPOSES ONLY EFFECTIVE JANUARY 1, 2022 THRU DECEMBER 31, 2022)

The hourly rate within this attachment shall be in accordance with Broward County Living Wage Ordinance (Sections 26-100 through 26-105 of Article VII, Chapter 26, Broward County Code of Ordinances), as amended, annually adjusted per Living Wage Ordinance.

The completed form should be submitted with the solicitation response prior to the solicitation closing date. If not included with the solicitation response, the proposer is required to provide within three business days of County's request. Vendor may be deemed non-responsible for failure to fully comply within stated timeframes.

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The hourly rate shall be the raw (unburdened) labor rates exclusive of taxes, insurance, overhead, profit, etc.

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PERSONNEL POSITIONS (Insert below for each position the minimum unburdened hourly rate)

DESCRIPTION	UNIT	(HOURLY RATE (UNBURDENED)
Project Manager or Equivalent	Hour	$ 30.00
Assistant Project Manager or Equivalent	Hour	$ 22.75
Quality Control Manager or Equivalent	Hour	$ 22.75
Shift Supervisor or Equivalent	Hour	$ 22.75
Team Leader/Supervisor or Equivalent	Hour	$ 19.50
Janitorial Worker or Equivalent	Hour	$ 17.05
	Hour	$
	Hour	$

Vendor Name JANITORIAL 5 STAR SERVICES LLC

JANITORIAL SERVICES – FACILITIES MANAMGEMENT DIVISION
FACILITIES LOCATIONS

WAGE RATES
(FOR LIVING WAGE RATE INFORMATIONAL PURPOSES ONLY EFFECTIVE JANUARY 1, 2023 THRU DECEMBER 31, 2023)

The hourly rate within this attachment shall be in accordance with Broward County Living Wage Ordinance (Sections 26-100 through 26-105 of Article VII, Chapter 26, Broward County Code of Ordinances), as amended, annually adjusted per Living Wage Ordinance.

The completed form should be submitted with the solicitation response prior to the solicitation closing date. If not included with the solicitation response, the proposer is required to provide within three business days of County's request. Vendor may be deemed non-responsible for failure to fully comply within stated timeframes.

The hourly rate must be entered for all personnel positions in accordance with Special Instructions to Vendors, Section J.2. If additional personnel positions are proposed to perform the work, provide information in the applicable sections of this form.

The hourly rate shall be the raw (unburdened) labor rates exclusive of taxes, insurance, overhead, profit, etc.

NOTE: This form is for informational purposes only and will not be used for final evaluation and scoring for Price.

PERSONNEL POSITIONS (Insert below for each position the minimum unburdened hourly rate)

DESCRIPTION	UNIT	(HOURLY RATE UNBURDENED)
Project Manager or Equivalent	Hour	$ 30.00
Assistant Project Manager or Equivalent	Hour	$ 22.75
Quality Control Manager or Equivalent	Hour	$ 22.75
Shift Supervisor or Equivalent	Hour	$ 22.75
Team Leader/Supervisor or Equivalent	Hour	$ 19.50
Janitorial Worker or Equivalent	Hour	$ 17.05
_____	Hour	$ _____
_____	Hour	$ _____

Vendor Name JANITORIAL 5 STAR SERVICES LLC

2021 Florida Limited Liability Company Annual Report

2021 FLORIDA LIMITED LIABILITY COMPANY ANNUAL REPORT

Broward County Board of
County Commissioners

FILED
Jan 27, 2021
Secretary of State
3489649676CC

DOCUMENT# L17000159119

Entity Name: JANITORIAL 5 STAR SERVICES LLC

Current Principal Place of Business:

1961 NE 25TH AVE
POMPANO BEACH, FL 33062

Current Mailing Address:

1961 NE 25TH AVE
POMPANO BEACH, FL 33062 US

FEI Number: 82-2282100

Certificate of Status Desired: No

Name and Address of Current Registered Agent:

OLBEL, KRISTEN
1961 NE 25TH AVE
POMPANO BEACH, FL 33062 US

The above named entity submits this statement for the purpose of changing its registered office or registered agent, or both, in the State of Florida.

SIGNATURE:

Electronic Signature of Registered Agent — Date

Authorized Person(s) Detail :

Title	CEO
Name	OLBEL, KRISTEN
Address	1961 NE 25TH AVE
City-State-Zip:	POMPANO BEACH FL 33062

Title	COO
Name	OLBEL, MIKELANGE
Address	1961 NE 25TH AVE
City-State-Zip:	POMPANO BEACH FL 33062

I hereby certify that the information indicated on this report or supplemental report is true and accurate and that my electronic signature shall have the same legal effect as if made under oath; that I am a managing member or manager of the limited liability company or the receiver or trustee empowered to execute this report as required by Chapter 605, Florida Statutes; and that my name appears above, or on an attachment with all other like empowered.

SIGNATURE: KRISTEN LYNNE OLBEL CEO 01/27/2021

Electronic Signature of Signing Authorized Person(s) Detail — Date

Living Wage Ordinance Compliance Affidavit Form

LIVING WAGE ORDINANCE COMPLIANCE AFFIDAVIT
FORM

The completed and signed form should be returned with the Vendor's submittal. If not provided with submittal, the Vendor must submit within three business days of County's request. Vendor may be deemed non-responsivefor failure to fully comply within stated timeframes. Vendor should scan and upload the completed, signed form(s) in BidSync.

Covered Employer: Janitorial 5 Star Services LLC

Address: 1961 NE 25th Ave Pompano Beach, FL 33062

Local Contact: Kristen Olbel | E-Mail Address: janitorial5starservices@gmail

Address: 1961 NE 25th Ave Pompano Beach, FL 33062

Contract #

Amount:

Using Agency Janitorial 5 Star Services LLC

Served: Solicitation No. and Title: BLD2121632P1 Janitorial Services - County Facilities

By signing below I hereby certify that the covered employees listed below: (please check one)

A. ☐ Receive a minimum pay of $ _____ per hour and are provided health benefits valued at $ _____ per hour.

B. ☒ Receive a minimum pay of $ 17.05 per hour and are not provided health benefits.

Provide names of hourly employees and their job classifications providing covered services for the above referenced contract:

Name	Job Class	A or B	Name	Job Class	A or B
Lakesha Hanson	Supervisor B				
Kenny Bellinger	Supervisor B				

(Attach Additional sheets in the format above, if needed)

I, Kristen Olbel (Print Name) attest that of Janitorial 5 Star Services (Company) hereby

(1) I have the authority to sign this notarized compliance affidavit, (2) the following information is true, complete and correct and (3) the Vendor certifies that it shall:

a) Pay all employees working on this contract/project, who are covered by the Living Wage Ordinance, as amended, in accordance with wage rates and provisions of the Living Wage Ordinance;

b) Provide the applicable living wage statement regarding wage rates with the employee's first paycheck or direct deposit receipt as required by the Living Wage Ordinance, as amended; and

c) (IF APPLICABLE) If health care benefits are provided under "A" above, the health care benefit meets the standard health benefit plan as described in Section 627.6699 (12)(b)(4), Florida Statutes, as amended. As a principal officer of the covered employer, the undersigned affirms that the referenced Florida Statute has been reviewed and the covered employer's health plan meets all the elements required by the statute, as amended.

Signature Kristen Olbel Title CEO

SWORN TO AND SUBSCRIBED BEFORE ME this 12 day of May, 20 21

STATE OF Fl

COUNTY OF Broward

RENETTE VEDRINE NOTARY PUBLIC STATE OF FLORIDA My Comm. Expires July 22, 2023 No. GG 357147

Notary Public (Sign name of Notary Public) (SEAL) My commission expires: 7/22/23

Personally Known ☐ or Produced Identification ☒ Type of Identification Produced: DL

LETTER OF INTENT

BROWARD COUNTY
FLORIDA
OFFICE OF ECONOMIC AND SMALL BUSINESS DEVELOPMENT

LETTER OF INTENT

BETWEEN BIDDER/OFFEROR AND COUNTY BUSINESS ENTERPRISE (CBE) FIRM/SUPPLIER

This form is to be completed and signed for each CBE firm. If the PRIME is a CBE firm, please indicate the percentage performing with your own forces.

Solicitation No.: BLD2121632P1

Project Title: Janitorial Services - County Facilities

Bidder/Offeror Name: Janitorial 5 Star Services LLC

Address: 1961 NE 25th Ave City: Pompano Beach State: FL Zip: 33062

Authorized Representative: Kristen Olbel Phone: 954-702-2053

CBE Firm/Supplier Name: _____

Address: _____ City: _____ State: ____ Zip: _____

Authorized Representative: _____ Phone: _____

A. This is a letter of intent between the bidder/offeror on this project and a CBE firm for the CBE to perform work on this project.

B. By signing below, the bidder/offeror is committing to utilize the above-named CBE to perform the work described below.

C. By signing below, the above-named CBE is committing to perform the work described below.

D. By signing below, the bidder/offeror and CBE affirm that if the CBE subcontracts any of the work described below, it may only subcontract that work to another CBE.

Work to be performed by CBE Firm

Description	NAICS[1]	CBE Contract Amount[2]	CBE Percentage of Total Project Value
Janitorial Services (Agreement 1-14)	561720		100.00 %
			%
			%

AFFIRMATION: I hereby affirm that the information above is true and correct.

CBE Firm/Supplier Authorized Representative

Signature: _____ Title: _____ Date: _____

Bidder/Offeror Authorized Representative

Signature: Kristen Olbel Title: CEO Date: 05/25/2021

[1] Visit Census.gov and select NAICS to search and identify the correct codes. Match type of work with NAICS code as closely as possible.

[2] To be provided only when the solicitation requires that bidder/offeror include a dollar amount in its bid/offer.

In the event the bidder/offeror does not receive award of the prime contract, any and all representations in this Letter of Intent and Affirmation shall be null and void.

Rev.: June 2018

Compliance Form No. 004

OSHA Certification

5/26/2021

Certificate of Completion

360training.com

This Certifies That

Kristen Olbel

is awarded this certificate for

OSHA 30 Hour Outreach Training Program - General Industry

Credit Hours: 30.00

Completion Date: 05/10/2019

Curtis Chambers, Trainer C 26-0106073 and G 26-0079775

"As an OSHA authorized trainer, I verify that I have conducted this OSHA outreach training class in accordance with OSHA Outreach Training Program requirements. I will document this class to my authorizing OSHA training organization. Upon successful review of my documentation, I will provide each student their completion card within 90 days of the end of the class."

6801 N Capital of Texas Hwy, Bldg I, Suite 250 ♦ Austin, TX 78731 ♦ 877.881.2235 ♦ www.360training.com

BrdSyRc

Broward County Board of County Commissioners

BLD2121032P1

P-2216

Certificate of Insurance

BLD2121632P1

CERTIFICATE OF LIABILITY INSURANCE

DATE (MM/DD/YYYY): 05/12/2021

THIS CERTIFICATE IS ISSUED AS A MATTER OF INFORMATION ONLY AND CONFERS NO RIGHTS UPON THE CERTIFICATE HOLDER. THIS CERTIFICATE DOES NOT AFFIRMATIVELY OR NEGATIVELY AMEND, EXTEND OR ALTER THE COVERAGE AFFORDED BY THE POLICIES BELOW. THIS CERTIFICATE OF INSURANCE DOES NOT CONSTITUTE A CONTRACT BETWEEN THE ISSUING INSURER(S), AUTHORIZED REPRESENTATIVE OR PRODUCER, AND THE CERTIFICATE HOLDER.

IMPORTANT: If the certificate holder is an ADDITIONAL INSURED, the policy(ies) must have ADDITIONAL INSURED provisions or be endorsed. If SUBROGATION IS WAIVED, subject to the terms and conditions of the policy, certain policies may require an endorsement. A statement on this certificate does not confer rights to the certificate holder in lieu of such endorsement(s).

PRODUCER	CONTACT NAME: Martha Julius
Mckinley Financial Services 2890 W State Road 84, Suite 119 Fort Lauderdale FL 33312	PHONE (A/C, No, Ext): (954) 938-2685 FAX (A/C, No): (954) 938-2695 E-MAIL ADDRESS: mjulius@mckinleyinsurance.com

INSURED	INSURER(S) AFFORDING COVERAGE	NAIC #
Janitorial 5 Star Services, LLC 1961 NE 25th Ave Pompano Beach FL 33062	INSURER A: ASCENDANT UNDERWRITERS	
	INSURER B: NORMANDY HARBOR INSURANCE COMPANY	
	INSURER C: WESTERN SURETY	
	INSURER D:	
	INSURER E:	
	INSURER F:	

COVERAGES **CERTIFICATE NUMBER:** **REVISION NUMBER:**

THIS IS TO CERTIFY THAT THE POLICIES OF INSURANCE LISTED BELOW HAVE BEEN ISSUED TO THE INSURED NAMED ABOVE FOR THE POLICY PERIOD INDICATED. NOTWITHSTANDING ANY REQUIREMENT, TERM OR CONDITION OF ANY CONTRACT OR OTHER DOCUMENT WITH RESPECT TO WHICH THIS CERTIFICATE MAY BE ISSUED OR MAY PERTAIN, THE INSURANCE AFFORDED BY THE POLICIES DESCRIBED HEREIN IS SUBJECT TO ALL THE TERMS, EXCLUSIONS AND CONDITIONS OF SUCH POLICIES. LIMITS SHOWN MAY HAVE BEEN REDUCED BY PAID CLAIMS.

INSR LTR	TYPE OF INSURANCE	ADDL INSD	SUBR WVD	POLICY NUMBER	POLICY EFF (MM/DD/YYYY)	POLICY EXP (MM/DD/YYYY)	LIMITS	
A	X COMMERCIAL GENERAL LIABILITY CLAIMS-MADE X OCCUR GEN'L AGGREGATE LIMIT APPLIES PER: POLICY PRO-JECT LOC OTHER:	N	N	GL67203-0	09/26/2020	09/26/2021	EACH OCCURRENCE DAMAGE TO RENTED PREMISES (Ea occurrence) MED EXP (Any one person) PERSONAL & ADV INJURY GENERAL AGGREGATE PRODUCTS - COMP/OP AGG	$ 1,000,000 $ 50,000 $ 100,000 $ 1,000,000 $ 2,000,000 $ 1,000,000
	AUTOMOBILE LIABILITY ANY AUTO OWNED AUTOS ONLY HIRED AUTOS ONLY SCHEDULED AUTOS NON-OWNED AUTOS ONLY	N	N	02418855-0	07/24/2020	07/24/2021	COMBINED SINGLE LIMIT (Ea accident) BODILY INJURY (Per person) BODILY INJURY (Per accident) PROPERTY DAMAGE (Per accident)	$ $ 10,000 $ 20,000 $ 10,000
	UMBRELLA LIAB OCCUR EXCESS LIAB CLAIMS-MADE DED RETENTION $						EACH OCCURRENCE AGGREGATE	$ $
B	WORKERS COMPENSATION AND EMPLOYERS' LIABILITY ANY PROPRIETOR/PARTNER/EXECUTIVE OFFICER/MEMBER EXCLUDED? (Mandatory in NH) Y / N: Y If yes, describe under DESCRIPTION OF OPERATIONS below	N / A	JN	NHFL0113342019 01/	01/03/2021	01/03/2022	PER STATUTE OTH-ER E.L. EACH ACCIDENT E.L. DISEASE - EA EMPLOYEE E.L. DISEASE - POLICY LIMIT	$ $ 100,000 $ 100,000 $ 500,000
C	Bond	N	N	C28456	04/13/2020	04/13/2021	LIMITS	50,000

DESCRIPTION OF OPERATIONS / LOCATIONS / VEHICLES (ACORD 101, Additional Remarks Schedule, may be attached if more space is required)

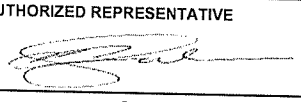
CERTIFICATE HOLDER

To Whom it may Concern

CANCELLATION

SHOULD ANY OF THE ABOVE DESCRIBED POLICIES BE CANCELLED BEFORE THE EXPIRATION DATE THEREOF, NOTICE WILL BE DELIVERED IN ACCORDANCE WITH THE POLICY PROVISIONS.

AUTHORIZED REPRESENTATIVE



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JANITORIAL
5 STAR SERVICES LLC

"Allow us to give you a Star Cleaning"

Employee and Safety Training Manual

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Definition of Terms

Cleaning--Cleaning is removing obvious dirt, debris, and other materials from a surface.

Etiquette Etiquette refers to rules of acceptable behavior. In other words, etiquette by definition refers to the “rules and conventions governing correct or polite behavior in society in general or in a specific social or professional group or situation

Green Cleaning--Green Cleaning is cleaning to protect health without harming the environment.

Falls—

Lockout/Tagout--"Lockout/Tagout (LOTO)" refers to specific practices and procedures to safeguard employees from the unexpected energization or startup of machinery and equipment, or the release of hazardous energy during service or maintenance activities. A lockout/tagout program requires the identification and implementation of practices and procedures necessary to shut down and lockout/tagout machines and equipment. The program requires that certain employees receive training in the lockout tagout procedures and that periodic inspections be conducted to maintain and enhance it.

Safety Safety as it applies to this manual is relative freedom from danger, risk, or threat of harm, injury, or loss to personnel and/or property, whether caused deliberately or by accident.

Sanitizing--Sanitizing or disinfecting is the actual killing of the microorganisms through heat or chemicals.

Security Security as it applies to this manual is prevention of and protection against assault, damage, fire, fraud, invasion of privacy, theft, unlawful entry, and other such occurrences caused by deliberate action.

Slips--A slip occurs when there is too little traction or friction between the shoe and walking surface. You slip when you lose your footing or

grip on a slippery surface.

Trips and Falls A trip is a fall or stumble caused by catching your foot on something. Tripping and falling accidents occur when your foot comes in contact with an object, or drops unexpectedly throwing you offbalance. A fall is when someone or something moves downward to a lower position by the force of gravity.

Universal Precautions--Universal precautions refers to the practice, in medicine, of avoiding contact with patients' bodily fluids, by means of the wearing of nonporous articles such as medical gloves, goggles, and face shields.

Chapter 1: Introduction

WHAT IS THE CUSTODIAL OR JANITORIAL INDUSTRY?

A janitor or custodian is a person who takes care of a building,
such as a school, office building, hospital, or apartment. Janitors are responsible primarily for cleaning, and often though not always some maintenance and security duties. Similar to the custodian or janitor is the building superintendent. Generally a superintendent has more maintenance and managerial duties.

Janitors and custodians may be required to receive training and licensing in various fields, such as Hazmat, CPR, or Boiler Operations, depending on the employer and the specific nature of the job.

A custodian may be considered to be different from a janitor. In some settings janitors are called housekeepers or housekeeping staff and in other settings they are referred to as maintenance or maintenance staff. Institutions have come up with a number of alternative job titles.

PURPOSE OF THIS MANUAL

The purpose of this manual is to acquaint you with cleaning techniques and safety in the Janitorial and Custodial industry. Some typical cleaning jobs may include the following tasks.
Cleaning bathrooms
Sinks
Toilets
Urinals
Cleaning floors
Cleaning carpeting
Cleaning stainless steel and other special surfaces
Clearing tables in lunch room
Emptying trash and recycling bin
Stripping and waxing floors

No matter what job you have as a Janitor or Custodian there are responsibilities associated with your job. One of these responsibilities is safety, safety for you and the safety of your coworkers and guests or patients in your facilities. Over the many years, safety has evolved

into a very high profile responsibility. Depending on where you live and work, safety laws and regulations are becoming more stringent and demanding.

Ideally safety is freedom from danger. Of course, every safety topic for the Janitor or Custodian cannot be covered in this one manual. However we will be discussing many safety topics including protection from the risk of harm or injury, safety devices, and responsibilities.

Topics including general information and new employee orientation will be covered. There are sections on accident prevention, bloodborne pathogens, electrical safety, lockout and tagout, safe lifting, and of course cleaning techniques.

Chapter 2: General Safety Rules for Everyone

The Janitors and Custodians may consist of many groups of employees. As indicated by the different job titles mentioned, jobs in this industry are many and diversified. There are general safety rules that apply to everyone. Some of these rules are discussed here. Horseplay is always prohibited…so don t even think about it

PERSONAL

Personal Hygiene

Hygiene refers to the set of practices associated with the preservation of health and healthy living. Hygiene is a concept related to medicine, as well as to personal and professional care practices related to most aspects of living, although it is most often associated with cleanliness and preventative measures. In medicine, hygiene practices are employed to reduce the incidence and spreading of disease.

Cleanliness requires a daily bath and a change to clean underclothing. Use a deodorant to prevent body odor. If you are a guy, shave daily. Give teeth and hair proper care, everyday. Keep fingernails short and clean. If you are a gal, use cosmetics in moderation. Refrain from the use of heavy scents.

In order to control cross-contamination, hands should be washed after performing cleaning duties. Before continuing on to the next area, wash your hands. Also, wash before meals and after going to the restroom.

Massage hand cleaner around the fingers, knuckles, and hands. Scrub fingernails with a brush. Keep your hands lower than your elbows when washing. Wash vigorously for two minutes. The tap water should be running during the entire process. Use medicated hand moisturizer when skin becomes dry or chapped.

To protect yourself you should use the proper Personal Protective Equipment or the acronym PPE for each cleaning task you perform.

Report to Work Rested

A first step to safety is to report to work rested, alert, and ready to perform your job. Fatigue may affect your ability to work safely. It may also impair your ability to treat your colleagues with the hospitality consistent with your training.

Wear Appropriate Clothing
Next, you should always wear appropriate clothing for your job. Follow your company's dress code. This includes wearing proper footwear for the job.

If you will be working equipment and machinery, don't wear rings and jewelry that can get caught in the moving parts.

Keep long hair tied back or under a hat. This will avoid having your hair getting caught in machines. Clothing should fit properly allowing room for movement without being so loose it could get caught in machinery moving parts.

Report Accidents
Most companies provide necessary first aid and medical treatment for injuries. If you are injured on the job, report the accident to your supervisor immediately, so that proper medical treatment can be provided.

First aid or professional medical treatment will be given as necessary; however, you must report all accidents and injuries when they occur, even if your injury does not require medical treatment.

PERSONAL PROTECTIVE EQUIPMENT

What is personal protective equipment or the acronym PPE and how does it affect you?
Personal protective equipment is equipment that has been designed to protect you from potential injuries. When required for certain job assignments, personal protective equipment will be issued to you It s your responsibility to wear it

Personal protective equipment could include safety glasses when your eyes are exposed to potential injury, gloves to protect your hands, hard hats for head protection, hearing protection for high noise areas, face shields to protect your face, respirators, specialized shoes…all these and more are considered personal protective equipment

Wearing personal protective equipment is important to protect you from injury or illness while performing your job. Some of the personal protective equipment you need may include:

Eye Protection
You should choose the proper type of eye protection for the hazard. For example, safety glasses are not appropriate when working with chemicals that may splash in your face or

eyes. Goggles and a face shield would be the best choice when working with chemicals.
Skin Protection

You should wear the right protective gloves for the hazard or chemicals. Some products can melt or go through the glove. Also protect your skin by wearing a protective apron or smock. If your clothing is soaked with chemicals, change them immediately to prevent prolonged skin contact.

Hearing Protection
Hearing protection may also be required if you work in a noisy area or with noisy equipment such as vacuums and other tools.

Respiratory Protection
Respiratory protection may be required depending on the job and chemical products being used. You must be trained before using a respirator. Discuss the need for this protection with your supervisor.

ELECTRICAL SAFETY

Electrical safety is another important safety consideration. Naturally, everyone has been exposed to electricity and how dangerous it can be if it's misused.

Generally, in the workplace you should always inspect electrical cables, cords, and plugs for frays, cracks, cuts, or defects before you use them. If the electrical tools or equipment you use do not say “Double Insulated on the manufacturer s tag then they must be grounded with a 3-prong plug and a grounded cable. This provides some degree of protection from electrical shock in case of a malfunction or short in the tool. Figure 1 shows a three prong plug and receptacle.

What this means is there must be a third prong on the plug. The third wire goes to ground. In case of a short or malfunction, the electricity will flow though this third wire to ground and not through the person holding the malfunctioning tool or equipment. Of course, if the ground wire is not properly connected to the system or the third prong is missing from the plug, then there is no electrical shock prevention.

Always check and test your equipment for safety before you use it.
Never allow an outlet to be overloaded.

Don t overload circuits by plugging in more than the allowed number of electrical power outlets.

The use of octopus plugs, as shown here, makes a dangerous situation that could cause a fire. Electrical hazards can be caused by faulty electrical tools and equipment, appliances and wiring, electrical outlets, switch panels and electric transformers.
Remember to unplug any electrical appliance before you clean it. Working around water and electricity is dangerous.

Make sure that any electrical or other types of cords do not create tripping hazards. Of course, never clean electrical equipment with flammable or toxic solvents and never use flammables near electrical tools. The sparks from the inside of a machine or tool can cause an explosion.

CONTROL OF HAZARDOUS ENERGY/ LOCKOUT TAGOUT

What is Lockout/Tagout or LOTO?
"Lockout/Tagout or LOTO" refers to specific practices and procedures to safeguard employees from the unexpected energization or startup of machinery and equipment, or the release of hazardous energy during service or maintenance activities. A lockout/tagout program requires the identification and implementation of practices and procedures necessary to shut down and lockout/tagout machines and equipment. The program requires that certain employees receive training in the lockout tagout procedures and that periodic inspections be conducted to maintain and enhance it.

Lockout is the practice of using keyed or combination security devices or “locks to prevent the unwanted activation of mechanical or electrical equipment. Tagout is the practice of using tags in conjunction with locks to increase the visibility and awareness that equipment is not to be energized or activated until such devices are removed. A tagout device is usually a non-reusable type, attachable by hand, self-locking, and non-releasable with a minimum unlocking strength of no less than 50 pounds.

Authorized and Affected Employees for LOTO
Now, before we go much further, let's discuss two categories of employees requiring knowledge and training in lockout tagout procedures The first category is “Authorized Employees These are maintenance personnel who actually use lockout and tagout procedures while they are repairing or maintaining equipment. The second category is “Affected Employees This describes any employee who uses or works around equipment and machinery that may be locked out or tagged out. You need to be able to recognize tags

used by your employer for LOTO It s recommended that virtually all employees be in the “Affected Employee category

What are Hazardous Energy Sources?
Let's begin with some basics, as you'll need these to understand the program. What are hazardous energy sources?

Electricity is used to provide power to a wide variety of machines and equipment. Locking out of electricity prevents electrical equipment from accidental release of electricity during maintenance or repair. The main problem here is locking out electricity does not guarantee that other energy sources won't be released. There may be a steam valve that requires locking out as well or hydraulic, vacuum, or pneumatic pressure, mechanical motion, springs, thermal energy such as steam or heat, or extremely low temperature liquids or gases.

Releases of chemicals or chemical reactions are other energy sources that must be controlled, dissipated, or shut off. Locking out of electricity may not provide adequate protection during maintenance and repair. Each machine or piece of equipment must be inspected by trained employees to determine adequate lockout procedures for all potential hazardous energy sources. Your organization must have these energy sources identified and listed in the written lockout/tagout policy and procedures.

The first step in all lockout/tagout procedures is to identify the potential energy sources that will require control by lockout or tagout. In general, there are 6 types of energy sources that may be encountered. As we discussed earlier, electrical energy is the first type of energy source for consideration. In addition there is mechanical energy, hydraulic energy, pneumatic energy, thermal energy and chemical energy.

Mechanical energy can present a danger from moving parts such as rotating fans, shafts, gears, grinding wheels, moving packer blades, panels, conveyors, and more. Hydraulic systems that work using fluid under pressure are candidates for LOTO procedures. An example of pneumatic energy is air pressure stored on Air Brake Systems. Pneumatic pressure may also be present in air accessories and control systems. Thermal energy is heat, heat from fluids such as coolant and lubricating oils and from hot machinery such as engines, exhaust systems, electric motors, and gear cases are sources of potential thermal energy. Finally, potential energy can be released by chemicals when they react with one another, or react with air and/or water.

Now, that we have identified potential energy sources; we have to determine which switch, valve or other isolating device will be operated to isolate these energy sources. Whenever working on equipment in a manner which any potential energy source could be encountered, the appropriate procedures must be followed to isolate or disable the applicable hazards.

Employee Training for LOTO
Employees or any other authorized and affected employees who may be reasonably expected to use the equipment or procedures for LOTO must receive annual LOTO training from the appropriate training staff. Training requirements are outlined under Code of the Federal Register 29 CFR 1910.147 Section (c)(7) (i),(ii), and (iii). These training programs are designed to provide you with a good understanding of lockout/tagout procedures.

Record Keeping for LOTO
Inspection records and training records will be kept by your employer. Training records will be maintained by employer and they will include an outline of topics covered. In addition, a sign in sheet of attendees will be included with training records. Inspection records will also be kept.

Inspection Methods for LOTO
OSHA requires that a LOTO Program be reviewed once a year and that periodic inspections of the procedures are made to ensure that they are being followed correctly. Inspections may be done in the shops in your physical plant. These shops may include auto, central plant, controls, electric, plumbing, and refrigeration. Inspections are designed to include cataloging the general types of hazardous energy and equipment applicable to each area.

Some inspections may involve questions only; some may include demonstrations; and others may occur during actual LOTO activities. General questions that may be asked include:
1. Who are the authorized employees, i.e. those using LOTO)?
2. Who are the affected employees, i.e. who are employees that could be exposed to LOTO hazards?
3. Are procedures for energy control in place?
4. What equipment is subject to LOTO?
5. Do specific written procedures exist, i.e. written procedures for de-energizing and reenergizing equipment?
6. Where are your locks/tags?
   What if an “Authorized Employee is not available to remove the lock
8. What inspection records exist for your Department?

9. Do you know what training records exist?

Who is Responsible?
Each individual must accept the responsibility to know the rules and to follow your organization's policies and procedures exactly. The primary purpose of any LOTO program is accident prevention. It is designed to safeguard you and those around you. Safety is always a team effort and LOTO is no different. The rules are very important and if you're not sure about a particular procedure don t be afraid to ask questions Ask your supervisor Don't take chances! Failure to properly lockout and tagout when necessary can lead to potentially serious injury.

To make sure the machine doesn't start accidentally, all hazardous energy must be locked out Hazardous energy could be electricity springs under tension gravity…where heavy parts could fall down, liquids, or steam under pressure or other hazardous energy sources. Some common lockout/tagout equipment is shown in Figure 3. The figure illustrates locks with keys and tags.

Even if you don't work in these areas or you're not a mechanic or machine operator, it's important that you know about these tags and locks.

Never Remove LOTO
Never remove any of these tags or locks, unless you're the person who placed them there. Don't attempt to start any machine that has a lock or tag on it. Lockout and tagout procedures save lives.

EMERGENCY ACTIONS

In case of fire, exit the building by appropriate exits. Remain calm and report to your designated area so your supervisor can account for you. It's important to know if anyone is left inside the building or if anyone is missing.

In case of earthquake or a tornado, it's best not to go outside. Falling electrical lines, broken glass, or other dangerous conditions could exist outside your building. Experts recommend that you get under a sturdy desk or other heavy object and Duck, Cover, and Hold.
Duck under a heavy object for safety.
Cover your head with your hands.
Hold that position until it's safe to move.

In cases of emergency you should know elements of your company s emergency plan and be prepared to follow them.
Remain calm and use your good judgment and your training to protect yourself and others.

HOUSEKEEPING FOR EVERYONE

In this case housekeeping means that you should check your work area for materials, cords, cables, or other items that can cause slips, trips, or falls.
Housekeeping is checking your equipment to make sure grease or oil doesn't leak on floors, causing potential slips and falls.
Your housekeeping duties include checking closets in your work area for trash, debris, or other potential hazardous conditions. Then address the issue.
Housekeeping is also taking the time to make sure your entire work area, regardless of your job description, is neat, clean, and organized; including putting tools or utensils where they belong when you've finished using them.
Housekeeping is picking up paper trash or debris when you see it…even if it s not in your department.
Housekeeping is your responsibility, no matter where you work.

SLIPS, TRIPS AND FALLS

Slips, trips, and falls are a major cause of workplace injuries. Believe it or not accidents happen. Fall injuries can happen when a janitor simply steps off of a loading dock. Or perhaps, a truck driver breaks his ankle when jumping down from the cab of his truck.

Causes of Slips, Trips, and Falls
Slips happen when there is too little friction or traction between footwear and the walking surface. It is easy to slip on a wet or oily surface.

Slips and falls happen. Jumping from any elevated surface is hazardous. You can fall from ladders, stairs, or curbs. Slippery floors, debris, or uneven surfaces will potentially cause you to trip or slip and fall. The study of slip, trip, and fall accidents and injury statistics help us to understand where we went wrong. We use information from these studies and statistics to determine how to prevent future accidents.

Is there a magic bullet New floor surfaces “slip resistant shoes--what is the answer? We believe the answer is education, greater awareness, and maintaining a good safety attitude. We all must accept responsibility for working and acting safely.

We just can t run the risk of you your coworkers building occupants vendors or clients slipping and falling. First, we are going to review some of the ways people trip and fall. Next, we will review basic prevention techniques.

When your foot strikes an object causing you to lose your balance, you trip and then you stumble or fall. Slips, trips, and fall injuries are caused by hazardous conditions. Hazardous conditions may include an obstructed view or poor lighting.

Clutter left in isles, trash left on the floor, and protruding chair legs contribute to hazardous conditions. These conditions will certainly lead to accidents if left unattended. Uneven steps, uncovered cables, and open bottom desk drawers also provide circumstances that may lead to trips and falls. Wrinkled carpeting or rolled corners on rubber mats provide another set of hazardous conditions.

Prevention Techniques
Both slips and trips result from some a kind of unintended or unexpected change in the contact between your feet and your walking surface. Good housekeeping is the first and the most important level of prevention for these accidents.

All spills should be cleaned up immediately, especially those in isles and walkways.
Spills and wet areas should be marked with orange cones or “Wet Floor signs
Debris should be mopped or swept from floors, immediately.

Obstacles such as stocking carts, crates, and empty boxes should be removed from walkways. Walkways and isles should be kept free of clutter.

Runners, rubber mats, rugs, and carpets that do not lay flat should always be secured to walking surfaces.

File cabinet and storage drawers should always be left closed.
Remember that wires and cables are potential tripping hazards.

Lighting is important. Be sure to keep work areas and walkways well lit by replacing burned out light bulbs and faulty switches Replacing burned out light bulbs is often part of a janitor s job.

All drains must have drain covers that are secured to the floor.

Clean Up!

Cleaning supplies are often dropped and spilled on the floor It s not good enough just to wipe them up you have to actually clean the surface Let s say someone knocks a bottle of marble cleaner off the shelf and onto the floor. The bottle hits the floor and goes crash! Wax goes everywhere. We now have a hazardous condition. By definition this is certainly a slip, trip and fall hazard.

First you must mark the hazard with a sign or an orange cone.

Next you pick up the container and as much of the wax as possible using a broom and dustpan.

A dustpan is a cleaning utensil commonly used in combination with a brush or broom. Industrial and commercial establishments may provide you with a hinged dustpan on the end of a stick to prevent you from constantly stooping to use it. Handheld dustpans may be used with either a full-size broom or with a smaller whisk broom or brush sometimes called a duster.

Water spills should be mopped, and then wiped dry with a dry rag or towel.

Safety awareness is the key to safety.
You will find that there are many hazards occurring in your working environment on a daily basis. Spilled water ice cubes broken glass and food on the floor…all of these things pose special hazards. Of course, you should immediately clean spills or pick up items on the floor or stairs. The only thing that's going to prevent an accident is for you to be aware of potential hazards and pay attention to your walking surfaces.

If you see something on the floor that doesn t belong there pick it up It s that simple Remember, watch where you walk. Be aware of your surroundings. Always wear approved slip resistant footwear at work. When you see water on the floor or some other hazard, clean it up!

To properly clean up a spill that contains oils, you must first wipe it up and then put some abrasive powder on the contaminated surface. Rub the area to remove any remaining oils. Then clean the floor surface with soap and water, rinse it, and make sure the floor surface is not slick.

Without good housekeeping practices, any other preventive measures will never be fully effective.

Footwear
Footwear is important! Footwear is personal protective equipment where floors may be oily, wet or if workers spend considerable time outdoors. In these circumstances, fall accident prevention should focus on selecting proper footwear. Ordinary tennis shoes are popular, but in wet and slippery environments, they can contribute to accidents and injuries. There is compelling evidence that using slip-resistant footwear reduces accidents.

Effectiveness of slip resistant footwear depends on more than just the footwear design. It is also affected by its use, environmental conditions, and the type of floor surface and finish that is in your working environment.

Behaviors that Lead to Falls
In addition to wearing the wrong footwear, there are behaviors which can lead to slips, trips, and falls. For example, a behavior that can cause a hazardous condition is simply walking too fast or running. Other behaviors that may lead to falls include activities such as not watching where you are going; carrying cleaning buckets and supplies which obstruct your view; wearing sunglasses in low-light areas; failure to use handrails, and allowing yourself to be distracted. These and other behaviors, caused by lack of knowledge, impatience, or bad habits can lead to serious accidents. You can eliminate many slips, trips and fall accidents by simply paying attention and watching where you re going

Warehouse Vehicles
You should never hitch a ride on a forklift pallet jack or in the bed of a truck while you re working. Death or serious injury is a potential result of extra riders falling from these vehicles. The safe way is "NO RIDERS".

Vehicles and the “Three Point System
Janitors and custodians are often moved from one location to another. When getting in and out of vehicles, always practice the "Three-Point System." This is particularly important if you are getting in or out of a truck. This system can significantly reduce the chances of injury through a slip or fall while entering or exiting a vehicle. The Three-Point System means that three of your four limbs are in contact with the vehicle or the ground at all times, either one hand and two feet, or two hands and one foot. In other words, only one limb is in motion at any one time. When getting out of a truck, step down backward.

It is never safe to ride in the back of a truck--if you must, when getting off the bed, step down backward, never "jump" or "fall" down forward.

Stairwells

Stairwells should be well lit with sturdy handrails on both sides. When you are walking down a stairwell, you should always have one free hand. This will allow you to use the handrail. All the steps must be kept free of grease, oil, and obstacles. Obstacles can increase the probability that you or others will have an accident. You should always avoid carrying heavy or bulky objects up or down stairs. Objects that obscure your vision and/or require the use of both hands are a source of hazards. You should carry smaller, lighter loads and make more trips, or obtain help from a coworker. Use an elevator if one is available.

Ladders

Ladders are often used by janitors and custodians. Appropriate ladders should be used when performing jobs such as changing light bulbs, cleaning wall surfaces that are above arms reach, and storing supplies on top shelves. The "Three-Point System" should also be practiced when you use a ladder. This system can significantly reduce the chances of injuring yourself through a slip or fall while climbing ladders. As discussed earlier, the “Three-Point System means that three of your four limbs are in contact with the ladder at all times, either one hand and two feet, or two hands and one foot. Only one limb should be in motion at any one time.

Ladders cause a great number of injuries. Make-shift ladders, chairs, boxes, and barrels should never be used as substitutes for a ladder. The risk of injury is far too great.
The area around the top and bottom of ladder must be kept clear.
Never use a ladder for any purpose other than the one for which it was designed.
Self-supporting step ladders and non-self-supporting extension portable ladders must be able to support at least four times the maximum intended load, except extra-heavy-duty metal or plastic ladders, which must be able to sustain 3.3 times the maximum intended load.

Step Ladders

Figure 8 Example of what not to do. Never stand on the top two steps of a step ladder
Of course we all know to never stand on the top two steps of a step ladder That s just too dangerous and it causes an unsafe shift in the center of gravity of the step ladder.

Don t lean past the rails of the ladder as this also creates instability We call this the belt buckle rule Don t lean past your belt buckle for safety.

When climbing up or down a ladder, always face the ladder.
Naturally don t use a metal ladder when doing electrical work There is a great risk of electrocution or getting a shock that could throw you off the ladder.
Foldout or stepladders must have a metal spreader or locking device to hold the front and back sections in an open position when in use. See the figure above.

Extension Ladders
There are 3 basic requirements for extension ladder setup.
First, the top of the ladder must extend 3 feet or 3 rungs above the point of contact to the structure.

Secondly, it must be setup at the precise angle of 75.5 degrees to provide the proper angle for climbing. The old four to one ratio makes this difficult to achieve, but the correct angle is important An “extension ladder angle verification device is recommended to achieve this angle with accuracy.

Did you know? The most common reason extension ladder accidents occur is due to ladders set up at an improper angle! Several studies show that when workers attempt to set up a ladder at 75.5 degrees without a measurement device, resulting angles varied as much as 9 degrees.

There are commercially available Ladder Angle Verification Devices that are factory set at the OSHA required 75.5-degree angle for correct ladder set up. These devices are simple to use and easily attached to any ladder.

Lets face it without a verification device how do you know that your angle is correct
Ladders are to be kept free of oil, grease, wet paint, and other slipping hazards.
Do not stand above the highest “safe standing level: prescribed by the ladder s manufacturer.

Do not extend the center of your body s torso past either side rail of the ladder In other words don t overreach

Face the ladder while ascending and descending.
Don t carry tools in hand use a tool belt
Wear proper footwear.

FIRE PREVENTION

Good housekeeping is the first step in fire prevention. If you have poor housekeeping, you don't have good fire prevention.

The second step in fire prevention is to know where fire extinguishers are located and how to use them. Fire extinguishers are often marked with a sign as shown in Figure 3. These signs are usually at eye level.

If you don't know how to use the extinguishers at your location, learn how before a fire happens. It's not as easy as it looks because in case of fire, everyone is under pressure and it is easy to panic.

As a review of the use of extinguishers, the first rule is: Life Safety Is Paramount. This means that unless it s safe to do don t try to play the hero Don t try to extinguish a fire that could be hazardous for you or others. Remember, your life is more important than property. The figure below shows a typical fire extinguisher. Fire extinguishers are equipped with a gauge such as the one shown; the needle should be in the green zone - not too high and not too low. There is a nozzle at the end of a hose for aiming. Each extinguisher has a pin to prevent accidental discharging.

However, if extinguishing the fire can be done safely, extinguish it. Use a fire extinguisher. Use the key word PASS, as described below, to remember the proper procedures for extinguishing a fire. First, stand about 8 to 10 feet away from the fire. You don't want to be close to the fire because the pressure of the extinguishing agent may spread the fire. Stay at least 8 to 10 feet away.

The PASS Acronym
P A S S is an acronym that can be used as a quick reference for the operation of a fire extinguisher.
P is for Pull. First you pull the Pin at the top of the extinguisher. The pin releases a locking mechanism and will allow you to discharge the extinguisher.
A is for Aim. Next you aim at the base of the fire, not the flames. This is important-in order to put out the fire, you must extinguish the fuel.
S is for Squeeze. And next you squeeze the lever slowly. This will release the extinguishing agent in the extinguisher. If the handle is released, the discharge will stop.
S is for Sweep. Finally you sweep from side to side using a sweeping motion. Chase the fire into a corner. You must move the fire extinguisher back and forth until the fire is completely out.

It is often a good idea to aim the nozzle in a neutral direction away from anything, and then lightly squeeze the handle. This will give you a feel for your particular extinguisher.
Be sure to operate the extinguisher from a safe distance, several feet away, and then move towards the fire once it starts to diminish. Since different fire extinguishers have distinct recommendations for operating distances, be sure to know the instructions on your fire extinguisher. These instructions should be reviewed the first time you familiarize yourself with your facility. Remember to aim at the base of the fire, and not the flames. Chase the fire into a corner if possible, away from any concentration of flammable materials with a sweeping, herding motion.

A typical fire extinguisher contains 10 seconds of extinguishing power. This could be less if it has already been partially discharged. Always read the instructions that come with the fire extinguisher beforehand and become familiarized with its parts. It is highly recommended that you get hands-on training.
Once the fire is out don t walk away Watch the area for a few minutes in case the fire reignites.

The Fire Triangle
The triangle illustrates the rule that in order to ignite and burn, a fire requires three elements: heat, fuel, and an oxidizing agent, usually oxygen. The fire is prevented or extinguished by removing any one of the three. A fire naturally occurs when the elements are combined in the right mixture. A graphic depiction of the fire triangle is given in the figure below.

The Fire Tetrahedron
It has largely been replaced in the industry by the fire tetrahedron. The removal of heat explains fire suppression in a majority of cases. However, the suppression effect of Halon, which is a stable halocarbon used to put out fires, cannot be explained completely. It can partly be explained by what is called chemical inhibition. That means that it reacts chemically to reduce the concentration of radicals in the flame. These radicals are essential in the chemical reactions. This has led to development of the fire tetrahedron with the bottom representing the sustaining of chemical reactions. This is illustrated in the next figure.

Combustion is a chemical reaction that feeds a fire more heat and allows it to continue. When the fire involves burning metals like lithium, magnesium, or titanium, it becomes even more important to consider the energy release. The metals react faster with water than with oxygen and thereby more energy is released. Putting water on such a fire results in the fire getting hotter or even exploding because the metals react with water in an exothermic

reaction. Some metals also burn in carbon dioxide. Therefore, inert agents for example dry sand must be used to break the chain reaction of metallic combustion.
The take home message here is that you must know what kind of fire you are dealing with to know how to distinguish it. If you are not certain, leave it to the professionals.

CAUSES OF ACCIDENTS AND INJURIES

What causes accidents and injuries? Actually, statistics have been maintained by a number of organizations and insurance companies over the years. With millions and millions of accidents and injuries, it's fairly easy to determine the different accident types, causes, and other information. Accidents are investigated to determine what happened, so precautions and safety standards can be implemented to prevent the same type of accident from being repeated.

That's one reason we have so many safety rules and regulations. If people keep falling off ladders, it could reveal that ladders are unsafe to use. Upon investigation of ladder accidents, professionals can determine how the ladder was used and what actually caused the accident.

In most cases it wasn't the ladder that was unsafe. It was the person using it in an unsafe manner. In fact, this is true of most accidents. You'd be surprised to learn that many ladder accidents and injuries are the result of unsafe acts of people.
That's right, unsafe acts of people.

Not equipment, not floors, not ladders, not machines, but people. How can that be?
People don't try to have accidents and they don't try to injure themselves. We're not saying that physical hazards never cause or contribute to an accident because they do. However, many accidents and injuries are caused by the acts of people…people taking short cuts not following proper procedures, ignoring safety rules, and just not paying attention. Or not being trained in safety procedures.

We should always consider possible risks before starting any job and consider how our actions might affect the safety of ourselves and others.

Safety is everyone s responsibility regardless of where you work Your company has provided you with training and equipment to perform your job safety but safety is really up to you. You need to follow company policies and procedures on every job, every day If you do that you ll be doing your part in helping to reduce accidents and injuries in the workplace.

SAFE LIFTING AND BACK INJURY PREVENTION

Safe Lifting
You ve probably heard it a million times bend your legs not your back The reason you ve heard it so much is back injuries are painful and debilitating and a serious back injury can prevent you from earning a living or enjoying your leisure time. Nobody wants a back injury.

What can you do to help reduce your risk?

Never bend your back when lifting. Never bend over and reach to lift anything. Your back is a complex and sensitive structure made up of vertebrae, discs and nerves. The discs are made of a soft jelly-like substance that acts like shock absorbers between the vertebrae. Bending over and lifting puts pressure on these sensitive discs and greatly increases the likelihood of an injury.

Never twist while lifting. This too can damage your back. You may twist and lift every day and you haven t experienced an injury or back problem yet If you continue to twist and lift, sooner or later, you will have a back injury. Instead of twisting, lift the item safely, pivot your feet then set the item down It doesn t take any more time and it could save your back
If an item is too heavy to lift on your own ask a co-worker to help you Don t try to lift it yourself. You ve been trained and taught proper lifting procedures
Whatever you lift, keep it close to your body.

The figure shown above is an illustration of proper lifting technique. You should lower your body by bending your knees keeping your back perpendicular to the floor. You should keep the object as close to your body as possible and then use your leg muscles to lift the object. But it s your responsibility to lift safely Nobody can do it for you it s your decision Make the right choice, the safe choice.

Tips to Prevent Back Pain
Back pain is a fact of life. Many of us have suffered back pain and we know that it's something to avoid. Most doctors don't agree upon what treatment for back pain is best. However, they all agree exercise and diet will greatly reduce your chances of back pain or injury. Since we're not doctors, you should get medical advice on diet and exercise that's best for you.

Proper work practices will make a difference.

As described in the previous section, there are some safe lifting techniques you can use to reduce the potential of injuries and back pain.
Don t lift heavy objects Get mechanical assistance Use hand trucks and folding carts as illustrated in the figure below.

When lifting avoid bending and twisting always use your leg muscles to lift.
Have lumbar support and armrests where you sit.
Change positions frequently.

Safety is a job requirement, but more importantly, safety is a moral obligation to yourself, the company, co-workers, and your family. One accident is simply one too many.

Exits
It is important to know where exits are located and to make sure they re not blocked Safety awareness will eliminate the vast majority of injuries.

Chapter 3: CLEANING

THREE T S OF CLEANING

In order to think through the proper steps in cleaning anything, you must first identify the problem, and then select the proper cleaning products and tools to do the job. Having done this, it is important to understand how to properly use these cleaning products and tools. This is an essential element of a successful cleaning job. It is important to know how and why certain procedures and products work and why some do not.

In order to increase the cleaning efficiency of any cleaning chemical, one can utilize what is known as "The Three T's of Cleaning".

The first "T" is for Time. If a cleaning compound stays on a surface longer, the cleaning efficiency of the product is enhanced. This fact explains why a foaming product is better than a pure liquid on vertical surfaces. A pure liquid runs down the vertical surface. The foam tends to remain longer on the surface; thus increasing the cleaning efficiency.

The second "T" is for Temperature. When hot water is used in a carpet extractor, or when hot water is combined with high pressure washing, or "steam cleaning", the product performs better.

The third "T" is for Turbulence or Agitation. Ever wonder why a black or brown stripping pad is used with a stripper to remove floor finish? The Brown Stripping Pad is constructed of polyester fibers in a semi open texture nonwoven fabrication. Abrasive particles are distributed throughout and adhered to the pad with a sturdy adhesive. This turbulence speeds the removal of floor finish.

Have you ever washed your car using a rag or sponge? You were adding turbulence which

makes the car get cleaner faster. When hand washing is accomplished, the three "T's" are put to work, and many other cleaning procedures employ the three "T's" of cleaning.

CHEMICALS USED FOR CLEANING AND THE MSDS

Chemicals are a vital part of any cleaning operation Without them we couldn t clean But with them, we need to take precautions. If you follow precautions, the chemicals you work with are safe. But you may need to wear personal protective equipment such as gloves in order to ensure your safety.

How do you know what kind of protection is required for each chemical?
The answer is the Material Safety Data Sheets or MSDS. The MSDS contains all the information you need to know about any chemical you work with such as ingredients, hazards, First Aid, personal protective equipment and more If you re unsure about a chemical ask your supervisor for the MSDS. You can never be too safe or too informed about the chemicals that you use.

Material Safety Data Sheet--MSDS
The Material Safety Data Sheet, commonly called the MSDS, is a component of your University s Chemical Hygiene Plan and Hazard Communication Program The MSDS contains information provided by the chemical manufacturer and is maintained by the University to inform students and staff of the possible hazards associated with chemicals being used in their laboratory or work area. It is a critical part of any laboratory safety program. The goal of the MSDS is to provide you with a summarized, multi-source resource that informs you of certain basic but necessary pieces of information regarding the substance or chemical you are about to use.

The MSDS informs you about the material s physical properties and related health effects personnel protective equipment necessary to protect the you, first aid treatment necessary in the event of an exposure, how to respond to accidents, and the planning that may be necessary in order to safely handle a spill.

The MSDS may vary in style and content, but all contain certain required sections. State and Federal law requires that all manufacturers and distributors of chemical products provide the end user with a manufacturer specific MSDS. One method of accessing is through electronic databases. Many employers keep a notebook with MSDSs for the particular cleaning supplies that you will be using in your job.

What is a Material Safety Data Sheet?
The MSDS is a widely used system for cataloging information on chemicals, chemical compounds, and chemical mixtures. MSDS information may include instructions for the safe use and potential hazards associated with a particular material or product. MSDS can be found anywhere chemicals are being used.

There is also a duty to properly label substances on the basis of physico-chemical, health and/or environmental risk. Labels can include hazard symbols such as the European Union standard black diagonal cross on an orange background, used to denote a harmful substance.

The goal of the MSDS is to provide the user with a summarized, multi-source resource that informs the user of certain basic but necessary pieces of information regarding the substance they are about to use The MSDS informs the user about the material s physical properties and related health effects, personnel protective equipment necessary to protect the user, first aid treatment necessary in the event of an exposure, how to respond to accidents, and the planning that may be necessary in order to safely handle a spill.

Each company can design its own MSDS form, and the sections may be in different order. But, the basic kinds of information on any MSDS will be the same. This is an example of the first page of an MSDS.

Chemical Name
For example, there is always a section that lists the identity of the substance or the chemical name on the label, date the MSDS was prepared, the name and address of the manufacturer, and usually a phone number for emergencies and more information.
Hazardous Ingredients/Chemical Identity

The section on hazardous ingredients and chemical identity includes names of substances in the chemical that might be dangerous, and safe exposure limits such as Permissible Exposure Limit or PEL as set by OSHA or the Threshold Value Limit or TVL. This section also lists common names for the chemical.

Physical Characteristics
The section on physical characteristics describes many physical qualities of the chemical, and lets you know what is usual or safe. For example, it may state how the chemical looks and smells; boiling and melting temperatures--this is important in case a chemical might become a gas you could breathe; evaporation rate; how easily the chemical dissolves; and

how heavy it is--this tells you if it will sink, float, or dissolve in water.

Fire and Explosion Data
The section with fire and explosion data provides information on the lowest temperature when the chemical could catch fire or flash point. It also contains flammability data that lets you know if it's flammable; if it catches fire below 100 degrees Fahrenheit; is combustible; or, if it catches fire above 100 degrees Fahrenheit. In addition, this section lists the best way to put out a fire involving that chemical.

Reactivity
The section on reactivity describes what happens if this chemical comes in contact with air, water, or other chemicals. It also describes conditions, like heat, or materials that can cause the chemical to react by burning, exploding, or releasing dangerous vapors. The chemical is called "incompatible" or "unstable" with these conditions or substances. For example, sodium metal is unstable when it comes in contact with water. It explodes!

Health Hazards
The section on health hazards lists ways the chemical might enter your body, like splashing on your skin or being breathed in as vapor. It will also list possible symptoms of overexposure. This section will provide information about how overexposure might make existing medical conditions worse, and it describes emergency first aid procedures.

Usage, Handling, and Storage
The section on usage, handling and storage describes how to clean up an accidental spill, leak, or release. This part will include any special procedures that might be required for clean-up. It will provide you with information on how to handle, store and dispose of chemicals safety. Remember, if there is an accident, you must notify your laboratory instructor or professor immediately. You may take care of it yourself only if you are trained to do so and are wearing the proper personal protective equipment.

Special Protection and Precautions
This section explains special Personal Protective Equipment to use when working with a chemical. It also describes requirements for special procedures, extra health or safety information, signs that should be posted, and other information not covered in other sections.

It is wise to study MSDSs for any chemicals you will work with in your job. MSDSs for a many commercial substances are not primarily intended for use by the general consumer.

Material safety data sheets focus on the hazards of working with the material in an occupational setting. For example, an MSDS for a cleaning solution is not highly pertinent to someone who uses a can of the cleaner once a year, but they are extremely important to someone who works with a cleaner or a chemical in a confined space for 40 hours a week. You may work in many different departments throughout your facility…housekeeping offices the kitchen, and others. Employees in each of these departments use different chemicals in the performance of their job responsibilities.

You need to be aware of what chemicals are on what items before you use them. Some chemicals when mixed together can be quite deadly Let s give you an example A kitchen employee may have used ammonia on a rag to clean something in the kitchen That s perfectly okay as long as there was proper ventilation. Ammonia on its own is perfectly safe when used properly. But if you take the ammonia soaked rag and use it with detergent containing bleach you have just created a very hazardous condition.

Ammonia and bleach, when mixed together, form a deadly combination called chloramine gas. Chloramine gas can kill you. Never mix bleach and ammonia.

Stain removers and certain detergents can also be a hazard That is why it s vital to your safety and the safety of those around you to always read the chemical label and the MSDS sheet for each chemical that you use and always wear the required personal protective equipment. You can t afford not to

VENTILATION
Most of today s new office buildings and workplaces are highly insulated and practically air tight. While this is great as far as cost effective energy bills go, the down side to tightly insulated buildings is poor indoor air quality. As windows and doors are typically kept shut throughout the day, moisture, and stale air that can carry contaminants and pathogens. The air circulates inside and gives rise to various problems including mold and mildew, health problems, ruined furniture, and peeling paint. The quality of indoor air can be achieved through mechanical ventilation.

An excellent way to ventilate thoroughly, efficiently, and cheaply is to use exhaust fans.
What Are Exhaust Fans?
An exhaust fan is a mechanical ventilation device that helps to draw out stale and impure air from a room or building and bring in fresh air, thereby improving the quality of indoor air.

Exhaust fans

are typically ducted to the exteriors, through which bad indoor air can effectively be removed from your work space. Any volatile cleaning supplies will also be vented.
There is a lot of heat and humidity in the bathrooms and laundry rooms and without proper ventilation, mold and mildew can accumulate. Ventilation also keeps the heat down and makes your facility a more comfortable place to work.

Use spray bottles instead of aerosols for applying chemicals if another means is not possible, and make sure you have proper ventilation when using chemicals. When in a commercial building, make sure ventilation systems are turned on. Inadequate ventilation allows chemical byproducts to be absorbed into porous items such as ceiling tiles and wallboard.

What to do when there is no exhaust fan
If you are cleaning a restroom with no exhaust system prop the door open Place a “Cleaning in Progress sign in the doorway

Whenever possible, use mechanical means rather than chemical means for cleaning. For example, use a microfiber cloth instead of a chemical-based dust control product. Also use a microfiber cloth instead of a feather duster, which causes dust to become airborne.

REPORT HAZARDOUS CONDITIONS

We couldn t possibly cover every safety hazard you may encounter on the job That s why it s up to you to pay attention to safety and do your part to reduce accidents and injuries. You work in the facility every day and no one knows your job better than you.

The training you ve received should help you perform your job in a safe manner But it s really up to you. Obey all posted warning signs. Read and follow all instructions on chemical labels and MSDS sheets. Lift safely. You should always report hazardous conditions to your supervisor, so they can be corrected.

But most of all; use your common sense and good judgment and make yourself personally responsible for a safe and accident free workplace. Take pride in your job and in safety. Nobody can do it for you.

Chapter 4: CLEANING IN THE HEALTH CARE INDUSTRY

Sanitation and good housekeeping can both be defined as the practice of rendering the hospital free from agents injurious to health. Microbiology, the study of microscopic living, plantlike organisms, including bacteria, viruses, yeasts and molds is the biological science on which sanitation is based. There are many communicable diseases known to man. Each one of these diseases or infections is caused by a specific organism. Organisms enter the body through the respiratory tract, digestive tract or through breaks in the skin and multiply, causing tissue injury and body reaction. As the organisms multiply many are shed by the infected person and may be spread to others, thus beginning the cycle again.

BACTERIA

Bacteria are one of the more common microorganisms. Bacteria generally reproduce and multiply by simple division. Each cell reaches maximum size and divides into two parts. The two parts then grow to full size and each divides again. This cycle is repeated again and again. Food and environmental conditions such as moisture, temperature, light, and degree of alkalinity influence the rate of bacterial growth. Presence or absence of oxygen is also an important factor, because some bacteria require the presence of oxygen for growth and others require the absence of oxygen.

VIRUSES

Viruses are much smaller than bacteria and they are very often too small to retain in filters. Viruses are considered by some to be living organisms, by others to be complex protein molecules that are capable of growth and multiplication only in living cells. Because of their size, they can remain suspended for long periods of time or they can be transplanted from place to place through the hospital's air conditioning system.

INFECTION CONTROL

You know about infection, bacteria, and viruses, but how do you control these potential health hazards? Control of infection caused by these bacterial and viral organisms depends on breaking what can be called the chain of infection. This chain consists of the reservoir or source of infection, which might be bacteria laden dust, the means of transmission of the infection such as air and finally, the host. The object of infection control is to eliminate reservoirs and to block the means of transmission.

Pathogenic organisms can be transmitted from the reservoir of infection to the new host in four different ways:

1.The first of these is contact, which includes direct contact such as kissing and indirect contact, which means organisms are passed from their reservoir to some object or substance and then to the host.

2.The second type of transmission is sneezing or coughing, which involves droplets.

3.The third type is droplet nuclei, which are the small residue of evaporated droplets that carry pathogenic organisms. These droplet nuclei remain suspended in the air for long periods of time.

4.The fourth type is dust that has become contaminated, which is present on floors, in clothing, and in bedding and when stirred up by normal activities, moves from place to place.

The first step in infection control is to understand the difference between cleaning and sanitizing.

Cleaning is removing obvious dirt, debris, and other materials from a surface. Sanitizing or disinfecting is the actual killing of the microorganisms through heat or chemicals. Disinfectants are very helpful in infection control. There are specific housekeeping procedures essential in controlling the spread of infection.

Top priority should be given to the cleaning of horizontal surfaces, but also give proper attention to the cleaning of walls and other vertical surfaces. Harmful bacteria, which may be introduced into surroundings in a variety of ways, are often airborne for only a short distance. Then they become attached to both vertical and horizontal surfaces, but especially to floors.

Use wet-cleaning methods such as damp wiping, damp mopping, and wet mopping wherever possible. Ordinary dry dusting methods may serve only to redistribute bacteria-laden dust. The use of properly filtered or built in vacuum cleaners is acceptable for dusting and sweeping operations. Add effective germicides or other pathogen killing chemicals to wet cleaning solutions. Don't mix germicides and detergents because the two ingredients may neutralize each other if the appropriate chemicals are not used. If you want to use a combination of germicide and detergent they should be purchased premixed.

Although, the germicide has some value on the floor itself, its real value is in the reduction of bacterial levels in the mop bucket. Unless checked, bacteria multiply rapidly in the warm, moist environment of mop water and may actually contaminate a floor being cleaned.
Fresh damp wiping cloths, treated dust cloths, and clean wet mops should be used to clean surfaces.

The used wet mops and cleaning cloths must be laundered every day. They should not be left soiled or wet in a work closet overnight. Clean the equipment and storage closet every day. Separate cleaning equipment should be maintained for newborn nursery, postpartum, isolation nursery, delivery suite, operating suite, and the emergency department. Use plastic film or waxed paper bags for the disposal of infected materials.

THE LAUNDRY

Contaminated linens should be handled in accordance with approved techniques. Handling of linen is a crucial phase in infection control because soiled linen is a source of microbial contamination. Processing of soiled linen begins when the linen is removed from the patient, bed, stretcher, physician, nurse, examining table, or operating table.

Laundering removes pathogens by dilution, acidity, and alkalinity in the washing process and by application of extremely high heat of 345 degrees Fahrenheit or more in the ironing process. There are a variety of linen handling, processing, and disposing procedures, each unique to individual hospitals. Be sure to follow your hospital's policies and procedures because this is extremely important in infection control Be sure you ve had the proper training and if you re not sure about something, ask your supervisor.

ODOR CONTROL

Odor control is part of infection control. Odor problems arise as a result of poor sanitation in toilet areas, utility rooms and work closets. Deodorizer blocks or sprays that attempt to mask the odors are a mark of poor housekeeping. The most effective way to deodorize these areas is with fresh air, removal of the causes, and frequent cleaning with a detergent-disinfectant solution. Garbage collection areas and soiled linen storage areas may be sites where bad odors arise. Frequent removal of garbage, cleansing of garbage cans, and use of tight lids and the use of waxed paper or plastic liners in garbage cans will help to keep odors to a minimum. Good ventilation is extremely helpful also.

WASTE

Waste constitutes a problem and can be classified into three types:

Non combustible such as glass tin, casts, and other materials
Combustible such as wet tissue bone garbage flowers or dry combustible such as paper crates, cartons, and trash
Chemicals such as acids flammables and solvents

All waste except chemicals can be further classified as infectious or non-infectious. Cartons and boxes are classified as combustible dry waste, but a gift box discarded by a patient in isolation becomes combustible dry infectious waste. The best advice is to follow your hospitals waste handling and disposing procedures.

INSECT AND RODENT CONTROL

Insect and rodent control is very important in infection control as these pests do carry bacteria and other harmful microorganisms; therefore, each individual should take care in their daily work habits, cleanliness, and assisting the hospital in insect and rodent control program.

SUMMARY

Infection control is critical in hospitals due to a wide variety of potential hazards. Follow your hospital's policies and procedures, be aware of the hazards, and do your part in making your hospital as safe and infection free as possible. Employees and patients deserve no less.

BLOODBORNE PATHOGENS

Okay, let's talk about some of the risks and hazards associated with bloodborne pathogens and ways to avoid them. The first place to start is with training.

Under no circumstances should anyone be allowed to work with bloodborne pathogens in any form without full and complete training. Although you may have a special certification or other external training, your employer is responsible for providing you with thorough, sitespecific training and continued instruction in programs and procedures.

Written standard operating procedures or SOPs must form the basis of your ongoing bloodborne pathogen training program.

Training

If you are likely to be in contact with blood borne pathogens, you will have a program designed to provide a good understanding of bloodborne pathogens, common modes of their transmission, methods of prevention, and other pertinent information.
Bloodborne Pathogen training is required if you can reasonably anticipate facing contact with blood and/or other potentially infectious materials as part of your job duties. All Health Care facilities such as a hospital require bloodborne pathogens training and exposure plans, but there are a wide range of other individuals who may come in contact with blood or potentially infectious materials. These individuals may include industrial nurses, first aid providers, emergency first responders, police, and staff.

Pathogens

The pathogens of primary concern are the human immunodeficiency virus (HIV), hepatitis B virus (HBV), and hepatitis C virus (HCV). You are urged to take advantage of available engineering controls and work practices to prevent exposure to blood and other body fluids.

BLOODBORNE DISEASES

Bloodborne pathogens are microorganisms such as viruses or bacteria that are carried in blood and can cause disease in people. There are many different bloodborne pathogens including malaria, syphilis, and brucellosis, but Hepatitis B or HBV and the Human Immunodeficiency Virus or HIV are the two diseases specifically addressed by the OSHA Bloodborne Pathogen Standard. We are going to provide you with information about hepatitis C; this is a bloodborne pathogen that has no cure.

Hepatitis B

In the United States, approximately 300,000 people are infected with Hepatitis B or HBV annually. Of these cases, small percentages are fatal. "Hepatitis" means "inflammation of the liver," and, as its name implies, Hepatitis B is a virus that infects the liver. While there are several different types of Hepatitis, Hepatitis B is transmitted primarily through "blood to blood" contact. Hepatitis B initially causes inflammation of the liver, but it can lead to more serious conditions such as cirrhosis and liver cancer.

There is no "cure" or specific treatment for HBV, but many people who contract the disease will develop antibodies, which help them get over the infection and protect them from getting it again. The Hepatitis B virus is very durable, and it can survive in dried blood for up to seven days.

HUMAN IMMUNODEFICIENCY VIRUS

AIDS, or acquired immune deficiency syndrome, is caused by a virus called the human immunodeficiency virus, or HIV. Once a person has been infected with HIV, it may be many years before AIDS actually develops. HIV attacks the body's immune system, weakening it so that it cannot fight other deadly diseases. AIDS is a fatal disease, and while treatment for it is improving, there is no known cure.

It is good to know that, the HIV virus is very fragile and will not survive very long outside of the human body. It is primarily of concern to employees providing first aid or medical care in situations involving fresh blood or other potentially infectious materials. Because it is such a devastating disease, all precautions must be taken to avoid exposure.

HEPATITIS C

Hepatitis C is a blood-borne infection caused by an RNA virus, hepatitis C virus (HCV). This virus causes damage to the liver that may result in chronic infection and disease. HCV is unrelated to any of the other known hepatitis viruses (A, B, D and E), and infection is identified by the detection of antibodies to the virus in the blood.
There is no known cure for Hepatitis C.

Risk for exposure
Healthcare personnel are at risk for occupational exposure to bloodborne pathogens, including hepatitis B virus (HBV), hepatitis C virus (HCV), and human immunodeficiency virus (HIV). Exposures occur through needlesticks or cuts from other sharp instruments contaminated with an infected patient's blood or through contact of the eye, nose, mouth, or skin with a patient's blood. Most exposures do not result in infection.

Your employer should have in place a system for reporting exposures in order to quickly evaluate the risk of infection, inform you about treatments available to help prevent infection, monitor you for side effects of treatments, and determine if infection occurs.
How can occupational exposures be prevented?

Many occupational exposures can be prevented. Needle sticks and other cuts can be prevented by using safe techniques. Using appropriate barriers such as gloves, eye and face protection, or gowns when contact with blood is expected can prevent many exposures to the eyes, nose, mouth, or skin.

MODES OF TRANSMISSION

Bloodborne pathogens such as HBV, HCV and HIV can be transmitted through contact with infected human blood and other potentially infectious body fluids. These body fluids include semen, vaginal secretions, cerebrospinal fluid, synovial fluid, pleural fluid, peritoneal fluid, and amniotic fluid.

It is important to know the ways exposure and transmission are most likely to occur in your particular situation, whether it is providing first aid to an individual in an emergency, handling blood samples in the laboratory, or cleaning up blood from a hallway.

Bloodborne pathogens are most commonly transmitted through sexual contact, sharing of hypodermic needles, from mothers to their babies at or before birth, accidental puncture from contaminated needles, broken glass, or other sharps, contact between broken or damaged skin and infected body fluids, contact between mucous membranes and infected body fluids.

Accidental puncture from contaminated needles and other sharps can result in transmission of bloodborne pathogens. Anytime there is blood-to-blood contact with infected blood or body fluids, there is a slight potential for transmission.

Unbroken skin forms an impervious barrier against bloodborne pathogens. Infected blood can enter your system through open sores, cuts, abrasions, acne, and any sort of damaged or broken skin such as sunburn or blisters.

Bloodborne pathogens may also be transmitted through the mucous membranes of the eyes, nose, or mouth.

As an example, a splash of contaminated blood to your eye, nose, or mouth could result in transmission.

PPE, WORK PRACTICES and ENGINEERING CONTROLS

It is extremely important to use personal protective equipment and work practice controls to protect yourself from bloodborne pathogens. "Universal Precautions", also known as “Standard Precautions is the name used to describe a prevention strategy in which all blood and potentially infectious materials are treated as if they are, in fact, infectious, regardless of the perceived status of the source individual.

In other words, whether or not you think the blood or body fluid is infected with bloodborne pathogens, you treat it as if it is. Appropriate use of Personal Protective Equipment (PPE) is required by engineering and work practice controls. Where occupational exposure remains after standard engineering and work practice controls are implemented, personal protective equipment shall be used.

Impermeable gloves must be worn when hand contact with blood or mucous membranes is possible. Gloves must also be worn when Other Potentially Infectious Material or OPIM is possible. Gloves must be worn when non intact skin is anticipated, when performing vascular access procedures, or when handling contaminated items or surfaces.

You must be able to wash your hands after contact with blood or other potentially infectious materials. OSHA requires that employees wash their hands and any other skin with soap and water or flush mucous membranes with water as soon as feasible after contact with blood or other potentially infectious materials.

Protective clothing must be removed before leaving the room, and disposed of in an appropriately designated area or container for storage, washing, decontamination or disposal. Probably the first thing to do in any situation where you may be exposed to bloodborne pathogens is to ensure you are wearing the appropriate personal protective equipment (PPE). For example, you may have noticed that emergency medical personnel, doctors, nurses, dentists, dental assistants, and other health care professionals always wear latex or protective gloves.

Rules to follow

There are some simple rules to follow. When coming in contact with blood borne pathogens, you should always wear personal protective equipment. You should replace PPE that is torn or punctured. You should remove PPE before leaving the work area. If you work in an area with routine exposure to blood or potentially infectious materials, the necessary PPE should be readily accessible. Contaminated PPE should be placed in appropriately labeled bags or containers until it is disposed of, decontaminated, or laundered.

Gloves

Gloves should be made of nitrile a rubber used especially in latex-free gloves; neoprene rubber, or other water impervious materials. If glove material is thin or flimsy, double gloving can provide an additional layer of protection. You should always inspect your gloves for tears or punctures before putting them on. If a glove is damaged, don't use it!

When taking contaminated gloves off, do so carefully. Make sure you don't touch the outside of the gloves with any bare skin, and be sure to dispose of them in a proper container so that no one else will come in contact with them.

REMOVE YOUR GLOVES BEFORE DOING ANY OTHER WORK.

Goggles
Anytime there is a risk of splashing or vaporization of contaminated fluids, goggles and/or other eye protection should be used to protect your eyes. Splashing could occur while cleaning up a spill, during laboratory procedures, or while providing first aid or medical assistance.

Face Shields
Face shields may be worn in addition to goggles to provide additional face protection. A face shield will protect against splashes to the nose and mouth.

Aprons
Aprons may be worn to protect your clothing and to keep blood or other contaminated fluids from soaking through to your skin.

Wearing gloves, gowns, masks, and eye protection can significantly reduce health risks. The new OSHA standard covering bloodborne disease requires that you have appropriate personal protective equipment (PPE) and clothing available.

If you follow safe operating procedures and wear proper personal protective equipment the possibility of contracting a bloodborne disease is greatly reduced.

SELECTING PERSONAL PROTECTIVE EQUIPMENT

Janitors and housekeepers working in health care facilities must use personal protective equipment such as gloves. Single use gloves cannot be washed or decontaminated for reuse. Utility gloves may be decontaminated if they have not been compromised. If you are allergic to standard gloves, you must be provided hypoallergenic gloves or similar alternatives.

You should wear eye and mouth protection such as goggles and masks, glasses with solid side shields, and masks or chin-length face shields when splashes, sprays, splatters, or

droplets of potentially infectious materials pose a hazard through the eyes, nose or mouth. More extensive coverings such as gowns, aprons, surgical caps and hoods, and shoe covers or boots are needed when gross contamination is expected.

OTHER PROTECTIVE PRACTICES

If an your skin or mucous membranes come into contact with blood, you are to wash with soap and water and flush eyes with water as soon as feasible. In addition, you must wash your hands immediately or as soon as feasible after removing gloves. If soap and water are not immediately available, your employer may provide other hand washing measures such as moist towelettes. You still must wash with soap and water as soon as possible.
You must refrain from eating, drinking, smoking, applying cosmetics or lip balm, and handling contact lenses in areas where they may be exposed to blood or other potentially infectious materials.

Normal clothing that becomes contaminated with blood should be removed as soon as possible because fluids can seep through the cloth to come into contact with skin. Remember to use universal precautions and treat all blood or potentially infectious body fluids as if they are contaminated. Avoid contact whenever possible, and whenever it's not, wear personal protective equipment. If you find yourself in a situation where you have to come in contact with blood or other body fluids and you don't have any standard personal protective equipment handy, you can improvise. Use a towel, plastic bag, or some other barrier to help avoid direct contact.

Hygiene Practices
Hand washing is one of the most important and easiest practices used to prevent transmission of bloodborne pathogens. Hands or other exposed skin should be thoroughly washed as soon as possible following an exposure incident. Use soft, antibacterial soap, if possible. Avoid harsh, abrasive soaps, as these may open fragile scabs or other sores. Hands should also be washed immediately or as soon as feasible after removal of gloves or other personal protective equipment.

Because hand washing is so important, you should familiarize yourself with the location of the hand washing facilities nearest to you. Laboratory sinks, public restrooms, janitor closets, and so forth may be used for hand washing if they are normally supplied with soap. If you are working in an area without access to such facilities, you may use an antiseptic cleanser in conjunction either with a clean cloth or paper towels or you may use antiseptic towelettes. If these alternative methods are used, hands should be washed with soap and

running water as soon as possible.

Decontamination
Decontamination should be accomplished by using a solution of 5.25% sodium hypochlorite or household bleach diluted between 1:10 and 1:100 with water. The standard recommendation is to use at least a quarter cup of bleach per one gallon of water. Decontamination can also be accomplished by using Lysol or some other EPA-registered tuberculocidal disinfectant. Check the label of all disinfectants to make sure they meet this requirement.

If you are cleaning up a spill of blood, you can carefully cover the spill with paper towels or rags, then gently pour the 10% solution of bleach over the towels or rags, and leave it for at least 10 minutes.

If you are decontaminating equipment or other objects such as scalpels, microscope slides, broken glass, saw blades, tweezers, mechanical equipment upon which someone has been cut, first aid boxes, or other contaminated equipment, you should leave the disinfectant in place for at least 10 minutes before continuing the cleaning process.

Of course, any materials you use to clean up a spill of blood or potentially infectious materials must be decontaminated immediately, as well. This would include mops, sponges, re-usable gloves, buckets, and pails.

For large blood spills, you should generally contact custodial staff for cleanup. They are trained to do this and use disinfectant to decontaminate the area. However, if you are trained to do so, you can cleanup blood spills if the above procedures are followed.

Sterilization
Sterilization can be achieved using a number of techniques such as heat, irradiation; filtration; and chemical sterilization. In the microbiology laboratory, the most widely used sterilizers are autoclaves. Autoclaves eradicate micro-organisms by use of pressurized steam to cause thermal stress. To achieve a sufficient kill rate, it is necessary to raise the temperature such that even the most thermo-tolerant micro-organisms are inactivated.

Sharps
Needles and broken glass must be disposed of in sharps containers. Improperly disposed needles can cause injury.

Needles
Needles should never be recapped.
Needles should be moved only by using a mechanical device or tool such as forceps, pliers, or broom and dustpan.
Never break or shear needles.
Needles shall be disposed of in labeled sharps containers only.

Sharps containers shall be closable, puncture-resistant, leak-proof on sides and bottom, and must be labeled or color-coded.

When sharps containers are being moved from the area of use, the containers should be closed immediately before removal or replacement to prevent spillage or protrusion of contents during handling or transport.

Broken Glassware
Broken glassware that has been visibly contaminated with blood must be sterilized with an approved disinfectant solution before it is disturbed or cleaned up.

Other Sharps
There are safety dangers associated with accidental breakage of glass capillary tubes. These tubes are used for collection of blood in a variety of health care settings, including hospitals; ambulatory care facilities, physicians' offices, blood donation facilities, and blood testing centers.

Accidental breakage of the tubes has been reported when the tubes are inserted into putty for sealing and during centrifugation.

Blood can spatter, potentially exposing personnel to bloodborne pathogens. The broken glass fragments also can injure the user, resulting in exposure to blood. Breakage during use may result in a penetrating wound and blood inoculation to the user.

To reduce the risk, OSHA recommends that users consider blood collection devices less prone to accidental breakage and readily available, including capillary tubes that are not made of glass, glass capillary tubes wrapped in puncture-resistant film, products that use a method of sealing that does not require pushing one end of the tube into putty to form a plug, or products that allow the blood to be measured without centrifugation.

Signs, Labels, and Color Coding

Warning labels need to be affixed to containers of regulated waste, refrigerators and freezers containing blood or other potentially infectious material; and other containers used to store, transport, or ship blood or other potentially infectious materials.

These labels are fluorescent orange, red, or orange-red. Bags used to dispose of regulated waste must be red or orange red, and they, too, must have the biohazard symbol readily visible upon them. Regulated waste should be double-bagged to guard against the possibility of leakage if the first bag is punctured. Labels should display the universal biohazard symbol.

Emergency Procedures
In an emergency situation involving blood or potentially infectious materials, you should always use Universal Precautions and try to minimize your exposure by wearing gloves, splash goggles, pocket mouth-to-mouth resuscitation masks, and other barrier devices.

If you are exposed
If you are exposed, however, you should wash the exposed area, report the exposure, fill out a report form, and request testing.

1.Wash the exposed area thoroughly with soap and running water. Use non-abrasive, antibacterial soap if possible. If blood is splashed in the eye or mucous membrane, flush the affected area with running water for at least 15 minutes.
2.Report the exposure to your supervisor or instructor as soon as possible.
3.Fill out an exposure report form. This form will be kept in your personnel file so that you can document workplace exposure to hazardous substances. This form can be obtained from your Safety Department.
4.You may also request blood testing or the Hepatitis B vaccination if you have not already received it.

Hepatitis B Vaccinations
Employees who have routine exposure to bloodborne pathogens, such as doctors, nurses, first aid responders, and similar occupations, must be offered the Hepatitis B vaccine series at no cost to themselves. The employees have a right to refuse the vaccination but will need to complete a form documenting their decision not to accept the vaccination.

Record Keeping
Medical records are to be retained for each employee with occupational exposure of bloodborne pathogens for the duration of employment plus 30 years. These records must be

confidential and must include name and social security number; hepatitis B vaccination status, and results of any examinations, medical testing and follow-up procedures; a copy of the healthcare professional's written opinion; and a copy of information provided to the healthcare professional.

Training records must be maintained for three years and must include dates, contents of the training program or a summary, trainer's name and qualifications, names and job titles of all persons attending the sessions.

Medical and Training Records
The Bloodborne Pathogens Standard requires both medical and training records be maintained. For at least the duration of employment plus 30 years, and must be kept confidential not disclosed without written permission of employee, except by law and separate from other personnel records.

Chapter 5: CLEANING PROCEDURES AND TIPS

CLEANING PRINCIPLES

Cleaning can be a rewording and sometimes fun! It helps to know the basic cleaning principles. First look at what it is you want to clean Do you know where the dirt came from If not don t worry. I will give you some ideas on how to find out It s also important to know the different cleaners and when to use them.

Let s get familiar with some basic cleaners
Abrasives work like sandpaper and physically remove dirt. They come in powders, liquids and tools like brushes, sponges and pads.

Acid is the opposite of alkaline and can be used to remove rust stains, water deposits and even clean clogged pipes. Depending on its pH level the lower from 7 the more powerful. 7 being neutral and anything higher is considered a Alkaline. Some acids include lemon juice, (citric acid) vinegar, (acetic acid) and hydrochloric acid.

Alkaline can be used to remove heavy oil and grease, wash windows. Clean coffee and tea stains and dissolve grease. Alkaline include banking soda, ammonia, TSP, acronym for TriSodium Phosphate, and lye.

Bleaches used to bleach out a discoloration by removing or adding oxygen. Bleaches are also used to disinfect because of their ability to kill germs safely. Bleach types include oxygen bleach which adds oxygen, reducing bleach which removes oxygen, and peroxide.

Detergents have the ability to lower surface tension and of deflocculating soil and dirt clumps and keeping them in suspension, so they can be washed away. Detergents are typically considered to be both water and oil soluble, which serves as an emulsifying agent. Detergents are used to clean both soil and grease. Detergents include laundry cleaners or synthetic detergents and soap.

Solvents are capable of dissolving another substance to form a uniformly dispersed mixture. They are chemically capable of dissolving oily and greasy soils and stain and speed up drying time because they evaporate faster than water. The types of solvents are water miscible or wet solvents like alcohol and butyl cello solve, and water immiscible or dry solvents like OMS, acronym for odorless mineral spirits and kerosene.

Enzymes are microorganisms engineered to break down protein and oil into their basic components. Enzymes are sensitive to pH changes and chemical reactions.
Now you have the knowledge of what the basic cleaners do. So now we need to identify the problem.

Some grime you might already know.
Some might be more complicated.
Food might automatically be considered a protein; some foods like juices and condiments contain dye.

Urine is a protein but it s also very acidic and may require a combination of enzyme and alkaline to completely remove it.

The pH Scale
In chemistry, pH is a quantitative scale for measuring the acidity or alkalinity of liquid solutions. The scale runs from the number 0 to 14. The number 7 on the pH scale is neutral, not acid or base. The number 0 on the pH scale is a strong acid. The number 14 is a strong alkali. In the cleaning industry the word “alkali is used to denote base So the pH scale runs from 0 acid to 14 alkali.

On the pH scale each full number increase represents a tenfold increase of the acidity or alkalinity of the solution. It is a geometric progression by the number 10. So pH of 1 is 10 times more powerful than pH of 2. The pH of 3 is 100 times more powerful than pH of 4.
The numbers on the scale denote the “strength characteristics of the solution not the “quantity or dilution of the solution. Whether you have a drum of lye or a table-spoon of lye they both have the same strength characteristics pH.

COLOR CODING OF CLEANING SUPPLIES

Why Color Coding is Important?
Color coding cleaning supplies improves training and communication. It is an intuitive visual coding system, removing language and literacy barriers when training a diverse workforce in proper cleaning processes. Color coding also provides supervisors with quick visual indicators for monitoring employee activity to prevent tool or chemical misuse.
Examples of the Use of Color Coding of Supplies in Cleaning:
Red: High bacteria areas for example restrooms with toilets and urinals.

Red cleaning supplies are used in areas of the restroom that have higher bacteria

concentrations, where sanitation is a priority. Particularly toilets and urinals should have a high priority.

Yellow: Specialty cleaning for gymnasiums and laboratories.

Use for sinks and general restroom cleaning, to prevent cross contamination from toilet and urinal areas. May also be used for specialty cleaning activities such as gymnasiums, laboratories and floor-care projects.

Green: Foodservice areas for example cafeterias and kitchens.

Green cleaning supplies should be used in areas that come into contact with food, including kitchens, cafeterias and employee break rooms. Or for example, a separate color could be used for food preparation areas for an added degree of safety. For example, in food preparation areas, one color, for example a light lime green, could be used for raw meats and another color for preparation of fruits, vegetables, and lettuces, for example a deep woods green.

Blue: General use for example offices, hallways and classrooms.

Blue is used for general cleaning in offices, entrances, hallways and reception areas.

Color Coding Prevents the Misuse of Chemicals
The use of color coding for cleaning supplies prevents the misuse of chemicals and reduces the transfer of harmful substances by separating potentially hazardous cleaning chemicals into their appropriate areas. For example, mopping solutions can be coded for a specific floor to avoid the use of caustic chemicals that may permanently damage the surface.

Simplifies Supply Management
By keeping cleaning tools in their proper areas, color coding allows custodial departments to keep better track of their equipment and supplies. Productivity increases when employees no longer have to search for misplaced tools or proper cleaning equipment.

Improves Efficiency
Color coding enhances the professional appearance of employees and increases their efficiency by making it easy to organize the cleaning process.

Of course every facility is unique. The colors discussed here are just the common colors used in color coding. Additional colors may be used for specific applications, such as color

coding types of chemicals for use with specific flooring materials or counter tops.

In addition, color tape or decals can be applied to your existing or off the shelf cleaning supplies. This gives you the ability to easily change cleaning applications and reassign supplies to different areas or functions as required. For example, color coded decals can be used to change supplies from the general use blue coding to the bathroom red coding.

It is never recommended to reassign any red labeled cleaning supply. Certainly if any red coded supplies are reassigned to any other areas, the supplies must be thoroughly decontaminated, cleaned, and sanitized by disinfection or sterilizing. It would make good sense to dispose of the red supplies and purchase new ones instead of risking cross contamination.

The next figure shows a series of colored and white brushes used in cleaning. Color coded decals or tape can be placed on the handles of the white brushes to achieve color coding.

Chapter 6: Cleaning Office Buildings

As mentioned above there are many different areas in office buildings, hospitals, and schools that require cleaning. Office buildings have restrooms with toilets, urinals, trash cans, and sinks to be cleaned. They also have restaurants, cafeterias, and kitchens that are food service areas. In addition, office areas have entry ways, hallways, and classrooms that must be cleaned. And finally there are specialized areas such as gymnasiums and laboratories that must be cleaned. In this chapter we will address cleaning the areas mentioned above; as well as mirrors, walls, floors, window coverings, upholstery, televisions, and computers.

CLEANING RESTROOMS

We will start with cleaning restrooms The fact is that at least percent of the public s complaints about buildings concern the upkeep of restrooms. According to industry professionals, there is an increase in public awareness of what one can acquire from dirty restrooms. Because of this, owners, operators, manufacturers, distributors and suppliers are all working hard to come up with systems and processes to make cleaning easier, safer, faster and better.

Restroom Deep Cleaning

Indeed, relatively recent innovations in restroom cleaning range from ergonomically designed toilet-bowl brushes and environmentally safe citrus-based cleansers to color-code and even touch-free cleaning systems.

Combined with old-fashioned common sense and attention to detail, the new cleaning improvements make it easier and safer than ever to leave a restroom spotless.
Because the definition of ‘clean is very subjective and varies from one environment to another, it is important to determine what is required in terms of cleanliness. One definition of clean is “free from dirt or impurities

With the exception of critical care areas, such as those found in some health care facilities or food service environments there are few, if any, broadly established cleaning standards.

Toilet Cleaning Today

A workable cleaning schedule is important. Most restrooms are cleaned once a day and sometimes monitored throughout the day. Restrooms with high traffic volume, such as those

in airports, restaurants and other establishments may need attention hourly. According to experts, managers and operators who thoroughly assess the overall use of each restroom in their facility will have far fewer restroom complaints.

Those who devise cleaning schedules that accommodate the need for regular cleaning and maintenance, as well as incidental and as-needed cleaning will not hear any complaints.

Top Five Restroom Complaints
Once the cleaning basics have been established – how clean and how often – cleaning professionals still face every restroom s “Top Five These are the five typical restroom complaints and the most common cleaning challenges that workers face. They are:

1) Cross-contamination hazards
Soap and towel dispensers that don t work
3) Unsightly garbage
4) Soiled or stained surfaces
5) Persistent odors

CROSS-CONTAMINATION

There are a number of ways to prevent the spread of germs when cleaning a restroom. Experts say, first kill the germs by using disinfectant solutions properly. In order to achieve disinfection, it is important to carefully follow label directions on the cleaner container. More often than not, the directions will include specifics on how the cleaner is to be applied, as well as the length of time that it should remain on surfaces in order to achieve the required disinfection levels.

Other recommendations include using a color-coded system when cleaning. With a system like this, tools that are one color can be used for cleaning toilets, while a different color can be reserved for intense work.

This type of system will make sure that management as well as the cleaning staff doesn t use any of these tools outside the restroom.

SOAP AND TOWEL DISPENSERS THAT DON T WORK

This is a case where back-ups make sense.
Managers may want to consider offering patrons both hand towel machines and hand blow

dryers. This is an alternative solution if one or the other is out of order. Frequent service, repair, and replacement of machines also help eliminate this common complaint.

UNSIGHTLY GARBAGE

Regardless of whether a restroom is disinfected properly, unsightly garbage can make it appear unsanitary. Studies show that people often use a paper towel on door handles when leaving restrooms If a garbage receptacle isn t near the door they often drop the towel on the floor.

Analyzing traffic and these types of use patterns will help determine whether alternate placement or additional receptacles are needed.

SOILED OR STAINED SURFACES

An obvious first step in cleaning would be removal of visible soiled surfaces.

The nature of the surface and the soil will affect which tools and cleansers to use. For instance, degreasers might be just the solution for some of the surface stains found in fastfood restaurant facilities.

Industry manufacturers advise that users proceed with caution when using various cleansers. There are many very aggressive cleaners which can remove soil from surfaces, but will also harm finishes.

Surface damage only makes maintaining cleanliness and appearance that much more difficult in the future. Thus, selection of the mildest, yet effective cleaners is the best approach to balance these factors.

PERSISTENT ODORS

When dealing with this common complaint, building managers are advised to look down – at the grout or the floor drain.
Often times, odor-causing bacteria can be found in grout lines where mops may not reach. If this is the case, it may be helpful to re-evaluate the products used to do this cleaning. Bacteria must be killed to remove odor. Other times the best thing to do is to look up, because light fixtures and even ceilings can harbor bacteria or mildew spores. It is important

to note that thorough ventilation can reduce odors in high humidity areas such as restrooms. Make sure all air vents are cleaned.

Managers dealing with a lot of in and out restroom traffic, such as those found in schools and airports should carefully assess regular cleaning schedules to make sure these problems are addressed.

INNOVATIONS

When it comes to cleaning restrooms, manufacturers found that a thorough assessment of cleaning procedures is what led to some of the best innovations.

After spending many years evaluating restroom cleaning and the various procedures called for, manufacturers found two overall problems.

First, there was a very high turnover among employees and training was an issue within janitorial departments.

Second, many janitorial departments rarely updated the tools they used for cleaning, many of which were not ergonomically designed.

In response, the cleaning supply industry soon introduced various ergonomically designed tools. These were designed to reduce back pain through the use of longer handles, which also kept a worker s face away from the toilet bowl containing chemicals and fumes Manufacturers have commented that the use of these types of products will not only make cleaning easier and safer for workers, they will also result in worker retention.

Many of the improvements offered by manufacturers, suppliers, trainers and others in the industry have had a similar value-added impact on restroom cleaning.
Microfiber mop heads and cloths adhere to dirt more efficiently and are easier to lift than traditional “spaghetti mops because they weigh less

Why use microfiber supplies?
Microfiber cleaning cloths provide a non-toxic and chemical free cleaning solution. They are outstanding for allergy and asthma sufferers, as well as anyone with chemical sensitivities. They also provide a healthier cleaning solution because microfiber cleaning supplies can be used without cleaning agents, soap, or detergents. In addition they are gentle on furniture, mirrors, windows, and porcelain as the fiber is fine and it does not leave scratches, mist or

marks.

Microfiber mop heads and cloths are also more environmentally friendly because they use less water they re washable and reduce the amount of trash left at the end of the cleaning day.

Environmentally friendly green cleaning is a trend that has grown stronger in recent years. Many manufacturers have introduced tools that are designed specifically for recycling whenever green cleaning tools wear out. Instead of replacing the entire tool when a part breaks, many manufacturers provide replacement parts.

In addition, many workers use squeegees and water to clean restroom mirrors and windows. The benefit is that departments will use fewer chemicals and will not find trash bins filled with paper towels as a result of cleaning.

Cleaning chemicals should also be considered in green cleaning. There are many manufacturers that provide cleaning products certified with Green Seal.
These new innovations make it easier for companies to accept green cleaning into their programs.

WHAT DOES CLEANING GREEN ENTAIL?

First, a definition Green Cleaning is cleaning to protect health without harming the environment. Basic principles of Green Care are listed below.

Focus on entryways inside and out. An important goal in cleaning green is to trap and remove dirt and pollutants before they enter the building and to frequently clean the entrances and entryway mats.

Minimize particles and chemicals in the air by mechanically capturing dust and dirt, using course spray for chemicals and applying the cleaner to the cloth rather than spraying the surface to be cleaned.

Use chemical management systems for accurate product dilution. Train employees to use chemicals properly to minimize waste and maximize cleaning efficiency, an important element of cleaning green.

You should empty vacuum bags at the end of shifts or when half full for cleaner and more

efficient operating.

Ensure proper vacuuming, extraction, rinsing and drying. Carpets can be a host for moisture problems and mold growth. Green cleaning means minimizing these problems.
Focus on preventative measures. Janitorial staff washes their hands and keeps equipment clean and well maintained.

Focus on touch-points. These are door handles, bright work and other areas where people come in contact with the facility or its fixtures. Focusing here makes cleaning green easier. Apply disinfectant in restrooms properly and make sure the chemical has proper dwell time so that soil is thoroughly removed using less product. Use labels on chemical cleaners for proper use and review the Material Safety Data Sheets.

Promote safety and prevent cross-contamination. Safer products and proper use and storage of chemicals help create a safer environment. As discussed earlier, color-coded tools ensure that pollutants don t get carried from one area such as a restroom to another room.

Whenever possible use Green Cleaning Chemicals and Products Green Seal s Standard for Industrial and Institutional Cleaners (GS-37) certified chemicals for general purpose, washroom, glass, and carpet cleaning.

Use hand soaps that do not contain antimicrobial agents except where required by law or regulations for example healthcare or food preparation.

Microfiber dusting cloths and flat mops to collect dust and dirt pick up dust with minimal water and chemical use. These out-perform traditional dusting and mopping materials and can often be used to remove soils without the need for chemical compounds. Micro-fiber materials can be washed and reused to minimize paper towel waste.

Use of Effective Janitorial Equipment
One example of effective janitorial equipment that is environmentally friendly is the highspeed burnisher with dust control attachments that captures fine particles.

Carpet extractors and automatic floor scrubbers that reduce water consumption are also effective janitorial equipment.

Green cleaning includes the use of “Green Paper products These paper products are rated

for recycled content in janitorial paper products bleached without the use of chlorine or its derivatives. In addition, paper products dispensed from large rolls to minimize packaging and waste are used in Green cleaning. Folded paper towels are discouraged.

“Hands-free paper towel dispensers that reduce the potential for cross-contamination and high-capacity dispensers that promote waste-reduction by controlling towel usage are on the list of “Green Paper products

For all the innovations in the industry, the need for common sense and attention to detail is as great as ever. Training employees properly is a task that experts say should always be at the top of a building manager s “to do list Industry professionals emphasize that it is important to have the proper tools when cleaning, but it may be even more important to have the proper training.

Attention to Detail
Just look at a restroom, any restroom. The entire area may be clean and sparkling, but what about the dirt build-up around stall posts or behind toilets or baseboards. Everything must be cleaned properly or the restroom isn t clean

When cleaning toilets, one of the most important parts is the underside of the lip of the toilet. This is where urine and feces can be splashed and lime, calcium and rust stains can build up That s where bacteria and germs can form quite easily causing a filthy toilet Cleaning the underside of the toilet is extremely important.
Dusting a restroom is also a critical part of your job. Dust, bacteria and germs can settle in vents, on tops of overhead ledges and, of course, on vents.

Cleaning and Sanitizing
Remember there is a difference between cleaning and sanitizing. Cleaning is washing or wiping a surface Cleaning removes dirt dust and debris but it doesn t kill bacteria

Sanitizing kills bacteria.
There are two ways to kill bacteria.

1.One is to use high temperature water, similar to very hot water used in a dishwasher. Hot water sanitizes the dishes and kills bacteria That s not logical for restrooms but you can use an approved sanitizer after cleaning to kill bacteria. Steam cleaners are commercially available.

2.Another way is cleaning and sanitizing. Cleaning and sanitizing is required in making surfaces free of bacteria. Remember that cleaning and sanitizing are two different systems and both are required when servicing restrooms and other areas.
Some sanitizers are called disinfectants and some products combine cleaning and disinfecting ingredients into one product. These combined products work well only on surfaces that are already relatively clean. For dirtier surfaces it is important to clean first and then apply a separate disinfectant.

For the disinfectant or sanitizer to be effective, it must remain in place for at least 10 minutes.

Deep cleaning of restrooms needs to be done at least weekly. However, a deep cleaning may also be required when cleaning a restroom for the first time, or when you encounter a particularly dirty situation. High traffic restrooms may need a deep cleaning once a day even if routine cleaning is done more frequently.

Most deep cleaning can be done with regular chemicals by mixing with less water so that they are more effective. In addition, it may be necessary to spend more time removing soils using brushes and scrub pads.

Steps to Cleaning a Restroom
Don t allow your restroom to become the source of customer or employee complaints Adhere to the following guidelines to insure a cleaner, healthier restroom environment.

GET READY TO CLEAN.
When you are preparing to clean a bathroom, first make list of duties and cleaning supplies that will be required for each job. You should make certain the supply closet is clean and contains the proper supplies and equipment. An example list of cleaning supplies is provided below.

1.Disposable Latex Non-Medical Gloves these gloves come in large, medium, and small sizes.
2.Safety Goggles or Safety Glasses
3.Toilet Bowl Swab
4.Microfiber Mop System
5.High Density Trash Liners 32 Gal.
6.General Purpose Cloth
Extendible Lamb s wool Duster

8.Glass Cleaner Windex® is a common commercially available glass cleaner
9.Cleaner/Disinfectant Lysol® Brand Disinfectant All purpose Cleaner with Bleach and Antibacterial Scrubbing Bubbles® Bathroom Cleaner are common Cleaner/Disinfectants. There are other commercially available Cleaner/Disinfectants for professional cleaning services.
10.Kleenex® Cottonelle Toilet Tissue
11.Health Guards Regular Toilet Seat Cover Refill
Figure 40 Items for cleaning the bathroom
12.Sanitary Napkins or Tampons
13.Paper Towels
14.Hand Soap
"Wet Floor signs

DISINFECT TOILETS, SINKS AND SURFACES

Before disinfecting toilets, sinks and surfaces make sure you are wearing the proper safety items such as gloves and protective eyewear. Be sure to review the MSDS for each chemical that you use. Spray all fixtures with the correct chemicals to allow time to "soak in Wipe clean.

RESTOCK EXPENDABLE SUPPLIES

When you are restocking expendable supplies, always make sure you fill the dispenser with the correct size paper or soap product. Be sure to secure the dispenser after it has been filled.

EMPTY, CLEAN AND RE-LINE WASTE RECEPTACLES

The next job will be to empty, clean and re-line waste receptacles. You should make sure all litter is picked up prior to emptying the receptacles. Use the correct size liners and taper the excess liners by tying on one corner.

SWEEP OR DUST MOP FLOORS

Depending on the floor surface, you will either sweep or dust mop the floor.

CLEAN SINK AND COUNTERS

The next job will be to clean the sink and counters. First, remove all debris from counters. Start at the backsplash of the counter and work towards the drain. Be sure to dry all surfaces.

CLEAN MIRRORS

To clean the mirrors, start in one corner and work from right to left. Use circular cleaning motions for best results. Inspect for streaks and smudges.

SPOT CLEAN WALLS, PARTITIONS, BRIGHT WORK

Spot cleaning is the next job. Using the proper chemicals spot clean all vertical surfaces starting at the bottom and working your way up. Clean all bright work. Bathrooms don't just need to be clean, they need to shine. All that white porcelain, bright work and tile work demands weekly, if not daily attention.

Cleaning Toilets
WHAT YOU NEED:
1. Goggles or glasses.
2. Toilet brush.
3. Gloves.
4. Cleanser for inside of bowl.
5. Cleanser for outside of the toilet.
6. Paper towels or cloths.

REMOVE EVERYTHING FROM AROUND THE TOILET.

Cleaning the toilet is a messy job, and there's always the chance of splashing cleanser or toilet water outside of the actual toilet. Prevent extra cleanup by removing all excess items from around the toilet. Don't forget to remove anything on top of the tank to prevent dropping items into the bowl during cleaning.

FLUSH AND ADD CLEANING SOLUTION.

Flush the toilet with the lid down to prevent splashing or spraying. Add your choice of powdered, liquid, or gel cleanser to the bowl. Try to apply the cleaner as close to the toilet rim as possible to prevent diluted cleanser.

CLEAN THE EXTERIOR OF THE TOILET.

While the cleansing solution soaks into the toilet grime in the bowl, clean the outside of the toilet. Start at the top to prevent dripping on already clean surfaces.

Spray the tank, handle, and tank edges with cleaner and wipe down.
Next do the outside lid of the toilet.
Finally wipe down the entire bowl. Start with the sides and front before cleaning the bottom edges of the toilet where it meets the floor.

CLEAN THE TOILET SEAT.

The toilet seat should never be neglected. It is the part of the toilet that comes into actual contact with people, and it needs to be cleaned thoroughly. Raise the seat. Spray the seat, inside lid and the rim of the toilet with cleanser.

Wipe down the lid, seat, and hinges at the back of the toilet seat. Some toilets have hinges that will pop open to allow better access for cleaning.

CLEAN THE INSIDE OF THE TOILET BOWL.

Begin cleaning the bowl from the top down. Always begin scrubbing under the rim first. Look under the rim to get all the stains and grime scrubbed away.

Even though there are many commercial products available, Lime-A-Way® is a commercial product that is a concentrated blend of mild organic and mineral acids formulated to remove calcium and other hard water mineral deposits from under the rim of toilets. It has a pleasant fragrance and is easy to use. It removes rust, calcium and lime build up from toilets and it effectively cleans even the toughest hard water stains.
Next scrub the bowl. Finally scrub the hole at the bottom of the toilet.
Always flush the toilet with the lid down.

WIPE UP ANY DRIPS OR SPILLS.
Wipe up any drips of cleanser or water that may have occurred.
Put away tools and trash. Replace the items removed at the beginning of the cleaning process.

TIPS FOR CLEANING TOILETS

1. Wear eye protection when cleaning a toilet. It prevents splatters of toilet water and cleaner. You may also want to use gloves to prevent contact with your hands.
2. Flush the toilet with the seat lid down to prevent splattering and splashing.
3. Do not use sponges when you scrub a toilet. Sponges are a great way to breed bacteria, and there are already enough in bathroom. Paper towels are great options because they are thrown away. If you use reusable cloths or microfiber cloths, wash them immediately in their own load on hot water with bleach.

In summary, to properly clean a toilet you should use the appropriate germicide to clean the seat cover top and bottom. Then lift seat cover and clean underside and top of toilet seat, under side and bowl rim, and finally clean the handle and exposed plumbing. Flush toilet with seat down and leave the seat up to indicate you have cleaned commode.

Cleaning Urinals
Some cleaning tools and materials for cleaning urinals are listed below.
1.Bowl swab
2.Trigger sprayer
3.Clean cloths
4.Gloves and goggles
5.Toilet bowl cleaner
6.Cleaner disinfectant, liquid or foam aerosol
In addition to toilets, urinals need to be cleaned, disinfected and deodorized. Disinfecting the urinal reduces the growth and spread of bacteria.

PROCEDURES FOR CLEANING A URINAL

Remember to put on gloves and goggles, and then clean the inside of the urinal.
First, apply 1 to 2 ounces of bowl cleaner evenly onto the bowl swab. Then swab the entire inside surface, under the rim, and where the water outlets are located.
Next, flush urinal and rinse bowl swab thoroughly. Set bowl swab aside, placing it into a carrying container.

Clean and disinfect the flush handle and all the chrome around the urinal. Wipe it dry.
Next, clean the outside of the urinal by spraying with a cleaner disinfectant. Pay special attention to the underside of the outside of the urinal. Wipe with a clean cloth.
Use a new cloth to start the next urinal. Toss used cloth to be laundered.

Mopping Restroom Floors
Cleaning Tools and Materials needed for mopping restroom floors.
1.Pump up sprayer and one bucket with wringer or Two buckets with wringers
2.Wet mop
3.Broom and dust pan
"Wet floor signs
5.Gloves and goggles
6.Cleaner/Disinfectant
7.Cleaning Procedures:
The bathroom floor is mopped to clean and disinfect it and to eliminate odors and bacteria.

PROCEDURE FOR MOPPING A RESTROOM FLOOR

First, put on gloves and personal protection equipment. Remove all movable obstacles from the floor.
Sweep floor and pick up pile with dust pan.
Position the mop bucket or buckets outside door.
Place "Wet floor sign at the entrance

Use either the spray down, mop up method or the two bucket method to get cleaner disinfectant on the floor.
Apply product on floor, starting in the farthest corner.
Work moving backwards towards the door.
Be sure to get disinfectant around toilets, under urinals and under sinks.
Allow to stand amount of time recommended by manufacturer s directions
Dip wet mop into clean water rinse. Wring out dry.
Start at the farthest corner and pick up disinfectant solution that is on the floor.
Dip mop in rinse water frequently. Continue until all disinfectant solution has been picked up.

CLEAN UP AFTER MOPPING

Always clean up after mopping the restroom floor Most facilities have a janitor s closet with a deep well sink and cabinets for supplies. Use this sink to empty the bucket or buckets and sprayer should. And then, you should rinse the mop. All of the tools and materials should be stored properly.

REMOVE CAUTION SIGN AND INSPECT WORK
Review all of the jobs that you just completed. Make sure all dispensers are full, mirrors are streak free, and all fixtures are clean.

Cleaning a Laundry
Cleaning Tools and Materials needed are listed below
1. Vacuum with hospital grade filter, dusting tool
2. Deck brush
3. Mop bucket with wringer
4. Clean cloths
5. Wet/dry vacuum
6. Pump up sprayer
7. Trigger sprayer
8. Clean bucket for rinse water
9. Gloves and goggles
10. Cleaner disinfectant
Laundry rooms must be cleaned to prevent possibility of cross contamination. The laundry is a central location for linen that gets redistributed throughout the facility.

Procedure for Cleaning the Laundry Room

DAILY PROCEDURES
Daily procedures for cleaning the laundry room will include
First put on gloves and goggles.
Next, you should the empty waste receptacles. Remember to tie the liner and dispose of the waste properly. And then, spray the waste receptacles with disinfectant from trigger sprayer, inside and out and wipe them dry with a clean cloth.
Damp dust with a cleaner disinfectant sprayed on a cloth. Rinse used cloth in clear water, reapply disinfectant to continue. All sills and ledges, outsides of wash and drying machines and loading doors should be cleaned. Tables for folding linens should also be cleaned. Vacuum floor surface to remove all lint.
Using a deck brush and water from the mop bucket, remove any accumulations of soap on the floor surface. The last job is to damp mop floor with a cleaner disinfectant starting at the back of the room and mopping to the door Remember to place the “Wet Floor sign at the door
Pick up solution with a wet dry vacuum.

WEEKLY PROCEDURES
Wash walls completely. To wash the walls fill the pump up sprayer with diluted cleaner

disinfectant. And then, spray walls from bottom up. Next, wipe walls dry.
Clean any or all overhead pipes with vacuum dusting tool.
Wash all linen carts. Use trigger sprayer and spray all surfaces with cleaner disinfectant. Let the solution set for a few minutes and then wipe dry.

PERIODIC CLEANING PROCEDURES
The linen storage cupboards should be emptied and cleaned with a cleaner disinfectant.
Washing Walls
Cleaning Tools and Materials needed for washing walls and wall partitions are listed below.
1.Trigger sprayer
2.Clean bucket
3.Clean cloths
4.Gloves and goggles
5.Cleaner disinfectant
6.Cleaning Procedures:

Walls and Wall Partitions are washed because dirty walls are unsanitary. Dirt acts as a breeding ground for bacteria. In addition, dirty walls make the room appear dull.

PROCEDURE FOR WASHING WALLS AND PARTITIONS

Put on gloves and personal protection equipment.
Using a trigger sprayer filled with diluted cleaner disinfectant, spray solution on walls, starting from the bottom and working your way up.
Wipe walls clean from the top down using a clean cloth.
Rinse cloth frequently in clear water rinse.
Thoroughly clean the underside of the partitions. This area becomes dirty from urine splash and needs daily attention.

Window Washing
Cleaning Tools and Materials needed for washing windows.
1.Window squeegee
2.Clean cloths
3.Window tool and bucket or Trigger sprayer
4.Window cleaner
5.Gloves and goggles
6.Cleaning Procedures:
You should pay particular attention to cleaning windows. Clean windows add to the overall

impression of cleanliness. More light comes in clean windows, improving the outlook of those inside the building. Windows need to be cleaned more often in colder weather.

Remember, condensation and temperature fluctuations encourage streaking and dust accumulation on windows. In addition, oils in exhaust and cooking deposit on the glass surfaces in colder weather.

PROCEDURE FOR WASHING A WINDOW

Put on gloves and goggles. Open drapes and raise venetian blinds or shades.
Next you should clear window sill of obstructions. Clean window sills inside and out using glass cleaner and a clean cloth.
Cover window with window cleaner solution using a trigger sprayer or window tool.

USING A SQUEEGEE

Remove solution and dirt from window using a squeegee. Move the squeegee from side to side or in a figure eight motion, or move it from top to bottom of the glass. Wipe off squeegee with clean cloth after each stroke.

After using the squeegee, wipe the glass dry with a clean cloth. When finished, wipe off window sills with a clean cloth. Clean window frames with window cleaner and a clean cloth. When complete, close drapes and put blinds or shades in place.
Clean and return tools and materials to storage area.

Dusting
Prevent dust by using two entrance mats at each entrance. One just outside the door and one just inside the door will reduce the amount of dust, dirt, and debris that enters your facility.

Check and maintain your air filters to make sure they are functioning properly. Air filters will last between 1-3 months, but should be changed as they become clogged with dirt and debris.

By keeping windows closed, you'll prevent dust and debris from blowing into your home. Double check your window and door weather-stripping to make sure it is still functioning properly.

There are many dusting products on the market, but each one has its own set of pros and cons. Use the right dusting tool for your jobs. Microfiber cloth dusting supplies is a favorite. If you use a furniture oil or polish, be sure to follow the directions and don't overuse the product. Overuse or improper use can lead to a buildup on your furniture or clouding of the wood surfaces.

Dust from top to bottom to prevent going over surfaces more than once. Sometimes you may need to wet dust after you dry dust. Always dry dust first. Be careful about allowing even a small amount of water on wood surfaces.

CARE FOR FLOORS

CARE FOR WOOD FLOORS
Regular cleaning keeps wood floors and furniture looking their best. All you need is a good vacuum or microfiber dust mop, a soft cloth, and Murphy Oil Soap. It's easy!
Vacuum your floors and dust furniture daily. Gritty dust can scratch wood surfaces. For effective vacuuming, use a Windsor with Sensor technology. It will automatically adjust to your floor type

And for effective floor cleaning, use the microfiber mop system for both dry dusting and wet mopping. Mop up spills right away to avoid stains.

Cleaning wood floors regularly with Murphy Oil Soap Original Formula is easy. Dilute Murphy s in a bucket according to directions. Use a microfiber wet mop.

Wipe up any excess water with a soft, dry cloth or dry dust mop.
Murphy s isn t just for wood flooring and furniture It also safely cleans laminate flooring and many other surfaces.

CLEANING MARBLE FLOORS

Marble is often used for floors in commercial office buildings and hotels in lobbies in entry ways, halls, and lobbies. Janitors are required to maintain these floor materials.
Marble is generally polished, and unless sealed it is porous and easily stained. Marble is also able to be etched by acids. Marble may be stone, but it stains easily, so you need to wipe anything off that is spilled on it immediately, as you would on a wood surface.
Regular cleaning includes washing marble surface with lukewarm water and wipe dry with a clean cloth. Wiping marble surface with a damp chamois is suggested as it will not leave

streaks.

Unsealed Marble that has become dull can have a shine brought back to it using a commercial marble cleaner and polish. For badly damaged marble surfaces, if it's scratched or etched by excessive wear, you will most likely need to have it professionally polished. Marble professionals have the right equipment for the job and know how to use their tools properly.

There are different types of stains that can affect marble. Organic stains, such as tea or coffee. These stains will need a poultice soaked with 20% peroxide and a few drops of ammonia.

Stains that are oil based, such as the oils from butter, lotions need attention right when the spill occurs. You can do this by spreading the surface with ordinary household corn starch. Let it stand for a few hours, Scrub with a stiff brush and hot sudsy water. Or wipe with a dampened cloth of ammonia.

A commercial rust remover can be used to remove rust stains from an item such as a metal lamp on the surface or metal container. Acid stains, from citrus fruits juices and carbonated beverages should be wiped up immediately; they can etch and dull the surface. If stains seem to be impossible to remove, your Marble professional will be able to help remove them and bring the beauty back to your surface.

CLEANING LINOLEUM AND VINYL FLOORS

Proper care of your linoleum or vinyl floor prevents damage, extends its life and keeps it looking like new for years. You should always vacuum or dust hard floor surfaces before mopping.

Linoleum floors generally require only warm water for cleaning. Most detergents won't rinse clean leaving behind a sticky residue. That residue becomes a magnet, attracting dirt off the bottom of shoes. It builds up, deteriorating the sealant and leaving you with the hard job of stripping and waxing.

If you find your floor requires a cleanser, use Ivory® Liquid dish soap or equivalent. Fill your bucket with suds, mop away then rinse. Ivory rinses clean so the sticky buildup never causes problems. Other detergents can be too harsh for the floor so stick to Ivory or an equivalent. Mix dish soap in a spray bottle of water as an all-purpose cleaner. It's

inexpensive and quite a good cleaner.

Some linoleum floors have grooves so deep you can sink a submarine. Grab a nylon bristle brush other brushes might scratch the floor. Then, fill your bucket or sink with warm water add a good squirt or two of the dish soap and scrub the floor; and then rinse. Your floor needs this deep cleaning only twice a year.

What to do about black heel marks. Not a pretty sight. Spray a little WD-40® on a towel; lightly rub and they disappear without scrubbing. Rinse thoroughly with sudsy water or the floor might be slick.

Carpet Care
Maintaining carpet through regular vacuuming, deep cleaning, and stain removal has many benefits:

Extend the life of the carpet as ground in soil particles weaken carpet fibers
Provide a fresh clean look to a room
Making a room smell better
Helping allergy and asthma sufferers by removing germs and dust, thus better Indoor Air Quality

VACUUMING

Dirt and grit damage carpet by rubbing against the fibers. Regular vacuuming prevents the deep abrasion that ruins carpet. Remember to change the disposable bags often. Loose threads should be cut off with a scissors.

DEEP CLEANING

Carpet should be deep cleaned with hot water extraction or steam cleaning every 12 to 24 months. Steam cleaning involves spraying a high pressure solution of water and detergent onto the carpet and vacuuming the dirty solution out.

SPOT REMOVAL

It is very important that all stains get prompt attention since stains can be better cleaned right after they happen. Follow these steps when removing a stain.
Remove excess wet stains by blotting with a clean absorbent cloth (use a wet/dry vacuum

for large stains) and dry stains by scraping with a dull edge. Always blot or sponge stains, scrubbing can spread stains and damage carpet fibers.

Apply cleaning solution to a clean absorbent cloth or paper towel. Do not soak the carpet. Working from the edges of the stain to prevent spreading, blot until no more stain is absorbed. If necessary, use your fingertips to work the solution to the base of the stain. Wait 3 minutes for the solution to work.

Apply clean water to another cloth or paper towel. Blot to remove any residue.
Carpet fibers may later absorb deep stains. More cleaning may be necessary.
Allow carpet to dry, vacuum or brush carpet to restore its texture.

Blind Cleaning
When it's time to clean your blinds and shades, even your best friend is hard to find. But there are some simple and effective ways to clean blinds and shades with minimal effort.

ALUMINUM MINI-BLINDS

Use ordinary soft, clean dust cloths, chemically treated dust cloths, vacuum cleaner brush attachments, or other available ordinary household aids. The paint surface of the slats is quite smooth and dust is easily brushed off if done at regular intervals.

To vacuum, use the brush dust head attachment and tilt the slats first up, then down but not entirely exposed to reach the entire top and bottom surfaces.

To dust, use a soft clean cloth or chemically treated dust cloth and tilt the slats as above.

To wash, use a damp cloth or sponge and mild detergent. Use warm or cold water - NOT hot water. Tilt the slats as above. Protect the floor or sill from excess water. The blind can also be taken down, placed in a bath tub of mild soapy water, then rinsed clean, wiped dry, or allowed to dry completely in the open air.

WOOD BLINDS

Care must be taken when cleaning real wood blinds. Washing the blind is NOT recommended. Although the wood is sealed, water or even excessive dampness may cause warping or discoloration of the slats.

Since the surface of the slats is smooth, dust may be easily brushed off at regular intervals using a clean soft dust cloth or a vacuum cleaner brush attachment. Clean them as described above.

FABRIC PLEATED SHADES

Most of the cellular shades, like the Hunter Douglas Duette shade, are anti-static, and they require very little cleaning. A light sweep with your vacuum cleaner brush attachment is all that is needed to keep them dust free. For a more thorough cleaning, the entire shade assembly may be gently wiped with a soft damp cloth using lukewarm (not hot) water.

Take special care when handling opaque blackout shades to avoid creasing, and do not immerse them in water. For tough stains, spot clean with a mild detergent. Some shades, like the Graber CrystalPleat® have a "soft hand" fabric.

Be very careful when trying to clean these types of shades as they tend to "pill". When a fabric pills it becomes covered in small balls of matted fiber because of rubbing.

Computer Rooms
How to clean computer rooms
Things you will need:
1. Air duster
Figure 56 An example of a commercially available air duster
2. Microfiber duster
3. Vacuum cleaner
4. Cotton towel

The flooring beneath our computer desks needs to be cleaned to ensure our computers stay in top working order. Dirt and dust particles building up on the floor below your computer can affect the health of your computer. Clean floors will diminish the risks of fouled circuitry. Regular cleaning of your computer room floors will ensure that your equipment will operate efficiently.

Make sure your computer is turned off before you start. Be careful not to unplug or loosen any plugs. Spray the cords underneath your desk with an air duster.

Get off as much loose dirt and dust particles from the computer cords as possible.
And then, run a microfiber dry duster over any loose cords on the computer room floor.

Remove dust from any outlets and the underside of cords.
Use a hose attachment with an angled edge on your vacuum to remove the dirt from your computer floor. Lift up the cords to get underneath. Do not use the vacuum's sweeper brush on the cords.

Immerse your cotton towel in warm water and wring it out. With the barely wet towel, work under your computer desk to remove any last speck of dust particles from beneath your desk. Do not put the wet rag on the computer's cord.

Dust under computer desks every week. On a monthly basis, follow the entire computer floor cleaning routine.

UPHOLSTERY CLEANING

Upholstered furniture can be very expensive. If you have a sofa, chair, loveseat, or some other type of upholstered furniture that is in good condition but just dirty, these upholstery cleaning tips will save money and time.

The key with upholstered furniture is choosing the appropriate type of cleaning method. For example, an antique chair that is hand embroidered would require a different cleaning technique than a sofa that was store bought.

GETTING THE UPHOLSTERY STAINS OUT

Maintaining clean furniture is part of having a facility where people enjoy working or visiting. With furniture, upholstery is just one aspect but an important one. Think about all the times people have eaten on the sofa, dropping bits of food or drink that leave stains. Then you have the dirty feet, dirty clothing, and just everyday wear and tear that can leave upholstery looking dirty and drab. Getting those stains out does not have to be painful.

The most important thing to remember when cleaning upholstery is to consider the fabric. If you are unsure, you can check with the manufacturer s information Then before you start in cleaning a large stain, we recommend you work first on an inconspicuous area to ensure no discoloration or damage is done. With that done, the following are a few of the more common stains found on upholstery and methods for removing them.

OILY CHEESE STAINS

Cheese is another food product that is seen spilled on upholstery. Again, things like nachos are a favorite snack food but they leave stains. For cheese, mix one teaspoon of mild, ph-balanced detergent with one cup of warm water. With a clean, white towel, blot at the cheese stain. Then mix one tablespoon of regular ammonia with one-half cup of water, again blotting the stain. Finally, blot the stain with clean water to remove any detergent or ammonia and let the area dry.

INK STAINS

Clients or employees may sit down with a pen in their pocket and before you know it, a stain is left. Ballpoint pens, especially blue, are common stain makers. Ink stains can be removed. The key is to be patient and persistent, as ink stains can be stubborn. Just make sure you only blot. Rubbing could cause the ink stain worsen. You have a number of options when removing ink stains.

- Spray hairspray onto a clean, white towel and then dab at the stain, followed by blotting with a clean, dry towel
- Treat a clean, white towel with isopropyl rubbing alcohol. Again, blot the ink stain, followed by a dry towel
- Again, with a clean, white towel, apply nail polish remover or acetone. Blot the ink stain from the outside edges toward the center
- Using a clean, white towel, use spirits of turpentine, blotting as with the other treatment options

Commercial products that work well on ink stains include Carbona or Afta; these are extra strength bio-enzyme cleaners that are formulated to get out tough stains. They come with a builtin applicator brush. With both, you would use a clean, white towel, dabbing the affected area.

COFFEE STAINS

Sipping coffee on an upholstered chair or sofa is everyday occurrence. To get rid of a coffee stain, mix one teaspoon of a mild, ph-balanced detergent with one cup of warm water, then blot from the outside in. Follow this with blotting the stain with a mixture of one-third cup white vinegar with two-thirds cup water. When finished, use a clean, white towel to absorb any excess, allow the area to dry.

VACUUM UPHOLSTERY

Upholstery cleaning tips are important since dust settles onto fabric more than hard surfaces. Therefore, regular cleaning to keep your upholstery looking and smelling clean is essential. In fact, we recommend you clean your upholstery furniture once every two months. Typically, you can use your regular vacuum cleaner with the appropriate attachment to keep it clean. Just keeping the dust off will help furniture last much longer.

Carpet Cleaning
Strive to clean your carpet as soon as you notice any spills or spots on you carpet s surface This action alone can save lots of time and damage, as well.
Before cleaning any surface areas, use a small portion of your cleaning products over a small and hidden area to avoid damage or discoloring of the carpet.

Proper care of your floor prevents damage, extends its life and keeps it looking new for years. How do you properly care for your flooring?

Vacuum carpet regularly, and do not use liquid carpet shampoos to clean them. The shampoo can t be completely rinsed out leaving a sticky residue That residue acts like a big magnet pulling the dirt from the bottom of your shoes. Use dry carpet cleaners instead. Stores selling vacuum cleaners carry them.

Getting out old shampoo becomes the trick. Rent a shampoo machine that cleans with water. You should mix 1 cup vinegar per 2 ½ gallons of water and clean according to directions on the vacuum cleaner. Go back over the carpet with warm water only. The vinegar pulls out the old shampoo cleaning the carpet as well. It may take a time or two, but your carpets will be soft and free from grime. The hot water reactivates the shampoo already in the carpet providing the needed cleansing action.

Stains in carpet can be the difficult to remove. Never rub a stain, just blot. Rubbing breaks down the fibers and spreads the stain. Remove most food stains with shaving cream. Spray on and resist the temptation to rub it in then let it set 15 minutes. Rinse with a vinegar and water solution.

Club soda generally removes red wine stains. Remove red dye stains found in drink mixes, Popsicles, dog and cat food with a 30/70 solution of peroxide to water. Remember peroxide is bleach so test an inconspicuous spot first for color fastness. Apply the mixture, wait 30 minutes then remove as much moisture as possible and rinse with a vinegar/ water solution. If the stain

remains add a bit more peroxide to the mixture and retreat Brake cleaner also does a good quick job of removing most food stains.
Dab a little on a clean cloth and gently blot the stain. Rinse with soap and water. Brake cleaner contains the same chemical professional dry cleaners use to clean stains in clothing. Do not pour brake cleaner directly into the carpet. It could dissolve the adhesive holding the fibers in the carpet.

Oops someone s dog had an accident on the carpet and the stain and smell refuse all attempts at removal. First try an enzyme product. Pour on enough to saturate to the pad and treat an area twice as large as the stain. Urine hits the pad and spreads. Let it set a couple of hours.

Enzyme products are available at commercial janitor supply stores, Pet stores, RV or marine stores. They are used in the holding tanks to dissolve solid material.

If the enzyme product does not remove all the stain or odor, baking soda and peroxide remain your best chance for success. Mix a 30/70 solution of peroxide to water adding 1/2 teaspoon of baking soda per cup of mixture. It bubbles and fizzles, but not before removing the stain and smell. Always test a spot first for colorfastness. Peroxide is bleach and may discolor the carpet. Blot up what you can with an old towel and rinse well with 1/3-cup vinegar per quart of water.

Oil, grease, magic marker and ink can also be the difficult to remove. Most janitorial companies or WalMart carry a product called De-Solv-it® Cleaner. WD-40® or Orange Clean Degreaser® all work wonders removing these stubborn stains.

Rubbing alcohol removes ink. Blot on allow to set 30 minutes and blot to remove. Rinse with sudsy water. Magic marker is generally permanent and you may not be able to remove it.
If you find bubble gum stuck to carpet, freeze it with ice cubes and chip off what you can with the blunt side of a kitchen knife. De-Solv-it® Cleaner removes the rest.

Wax on carpet can also be frozen with ice and chipped off. Wax needs heat for removal. Some newer carpets are quite sensitive to heat and scorch easily. So test an out of the way spot first. You can also use a hair dryer set to the hottest setting. Set your iron to a low to medium heat. The less heat you use, the less chance of scorching your carpet. Take a white paper towel or paper bag with no writing on it as the dye may transfer to the carpet, and then put the towel down on top of the wax. Then iron the towel for no longer than 2 seconds. Move the towel and redo if necessary. Generally once is enough.

Drapery Cleaning

Drapes are notorious for quietly accumulating dirt and absorbing odors, contributing to a room full of grime. In some cases it can aggravate asthma and breathing conditions.

Cleaning the curtains can be a tedious, time-consuming task. To clean drapes, you must haul down the drapes, wash, and re-hang them. Before you start there are some factors you should consider.

Curtain fabric is rarely pre-shrunk like clothing. There's a risk that the fabric will shrink as it is washed and dried, which results in gaps and shortages when the drapes are re-hung.

Heavy fabrics can lose shape when washed turning all those carefully placed creases and pleats into just a memory.

Rarely color-safe, drapery fabric can fade and lose color after a cycle through the washing machine and dryer.

Your company might consider having the drapery cleaning job done professionally; if one is available in your area.

Water can stain certain fabrics such as silk and alter the texture of others, changing the way the curtains hang and fall at the window If you choose to rely on professional curtain cleaners, you may hire two types of cleaning companies. The first will remove the drapes to clean them; expect them be returned within three to five days. The second will use a method to clean the drapes while they remain hanging at the windows.

Companies that promise quick, easy service use one of two processes to do so:

1. The dry cleaning method is accomplished by spraying dry cleaning chemicals onto the drapes and vacuuming off the residue and dirt. Though convenient, keep in mind that the cleaning solvents can be extremely flammable, may linger in your facility and should not be inhaled.
2. The steam-cleaning method is when the cleaners use a controlled attachment to run a steam machine over the drapes, steaming away dirt and odors. This process does not work on watersensitive fabrics such as silk where there is a risk of water damage.

It can be tempting to bring your drapes into local dry cleaners, but keep in mind that dry cleaning yards and yards of fabric can be costly. And since the chemicals used by commercial dry cleaners are designed to clean clothing, the results are never guaranteed when used to clean curtains.

Television Cleaning

TOOLS AND MATERIALS NEEDED

1.Trigger sprayer
2.Clean cloth
3.Gloves and goggles
4.Cleaner disinfectant
In a hospital setting, a television is cleaned and disinfected to reduce the spread of infections that originate in patient contact equipment.
For general public use, televisions are cleaned and kept dust free to increase its life.

PROCEDURE FOR CLEANING A TELEVISION

Put on your gloves and goggles.
Fill trigger sprayer with diluted cleaner disinfectant solution following manufacturer s directions.
Turn off the television. Never clean the television while it is turned on. If the patient/resident is watching it at the time, ask if you may turn it off for cleaning.
Spray disinfectant solution onto clean cloth. Never spray the disinfectant solution directly on the television!
Wipe the front and side vertical surfaces and the top and bottom of the television. Never wipe the back of the unit with a wet cloth!

Chapter 7: Food Service

CLEANING THE KITCHEN FOR THE JANITOR

Kitchen and food service safety is an important topic. Kitchens and food service areas are cleaned by janitors. They must know how to safely clean these areas. They must understand their responsibilities and how they differ from kitchen staff. This chapter covers such topics as slips and falls, cuts, responsibilities for safety, use of wiping cloths, spills, blocking exits, and storage of cleaners.

Slips and Falls

Any spill, especially water spills in the kitchen or food service area should be mopped, and then wiped dry with a dry rag or towel.

When grease, mayonnaise, salad dressing or other items containing oil are involved, after you clean the spill, use an abrasive powder such as a powder cleaner. This removes the oil, under the surface of the floor This is particularly critical on tile and marble floors If you don t use the abrasive powder, the floor will remain very slippery.

When cleaning up broken glass, never use your fingers to pick up the glass. Use a small broom and dustpan.

You should use caution signs in the area to alert others. If you see something on the floor that doesn t belong there pick it up Always wear approved safety resistant safety footwear in the kitchen. When you see water on the floor or some other hazard, clean it up!

About Cuts

Quite a few injuries occur from people opening boxes with box cutters. Box cutters are often called finger cutters. That's right, finger cutters. Devices such as this are designed to cut. They cut cardboard skin fingers hands arms legs…that s their purpose to cut When using cutters, you must keep your free hand out of the cutting path of the blade.

Responsibilities

Employers have the primary responsibility for protecting the safety and health of their workers by providing them with proper equipment that is working properly, personal protective equipment, and a safe working environment. Employees are responsible for following safe work practices. Basically your safety is your responsibility.

Use of Wiping Cloths
Kitchen staff knows to use separate wiping cloths for cleaning surfaces that come into contact with food from cloths used for equipment, prep tables, or cutting boards.
Janitors and custodians are responsible for general cleaning in kitchens and food service areas. Cloths used for floors, walls, countertops can never be used for items that come in contact with food.

Each type of wiping cloth should be stored in its own separate labeled or color coded container containing sanitizing solution. There are at least two types of sanitizing solutions that may be used. One is a bleach solution with a 50-100 parts per million (ppm) of sodium hypochlorite and the other is a quaternary ammonia solution at 200-300 ppm ammonia. Never mix bleach and ammonia!

Spills on the Floor
Spills on the floor are a workplace hazard that must be cleaned up immediately. Janitors or custodians are usually the first to be called when a spill occurs.
Coworkers should be advised about the spill verbally or with a “Wet Floor sign to prevent anyone from accidentally walking through the spill.

It is important to identify the nature of the spill. This will aid in determining how to proceed with clean up. A bucket and mop should be used to apply the correct cleaning solution. Directions for proper use on the cleaning solution container should be followed and any remaining moisture should be cleaned up.

Post warning signs or cones should be used to divert floor traffic until the clean-up site is dry.

Cleaning supplies should be put away properly.

STORING CLEANERS

Cleansers and other non-food items are ALWAYS stored separately from foods. Separate shelves, separate cupboards, sometimes even separate rooms.

Chemicals used by janitors are NEVER stored in food containers, nor are foods to be stored in chemical containers.

Chemicals should be kept in their own original packaging or in other break-resistant, clearly labeled containers.

When using chemicals, follow the handling instructions contained in Material Safety Data Sheets or MSDSs that are available in your workplace.

Chemicals should be kept away from food handling areas. If chemicals come into contact with food, throw the food away.

You should always store chemicals below and away from food and utensils and the farther, the better.

Chapter 8: Storing and Handling Garbage

This chapter covers storing and handling garbage.
Never store garbage in your facility, move it promptly to a waste container outside. This is especially important if you are collecting garbage in a food handling area. Make sure that doors and external windows keep out pests, such as flies and rats.

Careful storage of waste is also important to avoid attracting pests. You should:
Not allow food or other waste to gather in food areas
Keep the storage area clean
Arrange for garbage to be removed regularly.

When you move garbage; wash your hands. Don't wait for garbage to pile up, keep it moving and make regular 'garbage runs' out to the refuse container.

Place garbage in sturdy leak-proof plastic or metal containers with tight-fitting lids.
The containers should be lined with clear plastic bags or with wet-strength paper.
Clean and sanitize garbage containers frequently to prevent odor and keep from attracting insects and other pests.
After any kind of garbage duty you must wash your hands.

WASH YOUR HANDS

Washing your hands is simple, right? But are you sure you are doing it the right way? Here are a few tips for washing your hands.

Wet hands with warm water
Apply a generous amount of soap and lather hands well
Rub hands together for 20 seconds or the amount of time it takes to sing Happy Birthday; paying special attention to the areas between fingers and under nails.

Rinse hands thoroughly with warm water
Dry hands with a disposable towel
Use the disposable towel to turn off the faucet and open the door, if in a public place.

Chapter 9: The End

We have discussed procedures and safety in the Janitorial and Custodial Industry. No matter what occupation you have, remember that there are responsibilities associated with your job.

We have covered many procedures and safety topics. Ideally safety is freedom from danger. As we stated earlier, every topic for the Janitor and Custodian cannot be covered in this one manual. Some of the topics that are covered include protection from the risk of harm or injury, achieving a clean, sanitary environment, procedures for cleaning, safety devices, and responsibilities.

Technology is moving ahead, changes are being made everywhere you go and everyone is busy. Business today is a fast paced no-nonsense environment where productivity and efficiency mean everything.

Each person has the responsibility for safety, not only for yourself and the safety of your coworkers but also for facility occupants.

Janitorial 5 Star Services

Item: **BLD2121632P1:BLD2121632P1:BLD2121632P1:BLD2121632P1:BLD2121632P1:BLD2121632P1:BLD2121632P1:BLD2121632P1:BLD2121632P1:BLD2121632P1:BLD2121632P1:BLD2121632P1:BLD**
Services - Port Everglades - Agreement No. 13

Attachments
Agreement 13 Proposal.pdf
Agreement 13 Pricing Sheet.xlsx
Attachments.pdf
Employee and Safety Training Manual.pdf

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Port Everglades (26 Locations)

Janitorial Services – County Facilities

May 26, 2021

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Ability of Professional Personnel:

Describe the qualifications and relevant experience of the Project Manager and all key staff that are intended to be assigned to this project. Include resumes for the Project Manager and all key staff described Include the qualifications and relevant experience of all subconsultants key staff to be assigned to this project.

Kristen Olbel

Kristen Olbel is the Chief Executive Officer of Janitorial 5 Star Services. She oversees all operations within the company and works closely with all project managers to guarantee optimal results on each contract. Kristen develops and cultivates a positive working relationship with each contract coordinator prior to contract initiation. She designs, fosters, and deploys strategies for generating resources and revenue for the company.

EDUCATION

Bachelor of Arts (Sociology/Criminal Justice & Psychology) University of Dubuque -Dubuque, IA

WORK HISTORY

Janitorial 5 Star Services (Chief of Operation) (20 Years Experience in the Field)
Fort Lauderdale Police Department (Police Officer) (13 Years Experience in the Field)

Mikelange Olbel

Mikelange “Mike Olbel is the Chief Operations Officer of Janitorial Star Services He develops strategic plans to advance the company s mission and objectives to promote revenue profitability and growth as an organization He oversees all operations to ensure all contracts are executed with effectiveness, quality, service, and cost-effective management of resources.

EDUCATION

Masters of Science (Business Administration, Public Administration & Psychology) Iowa State – Ames, IA
Bachelor of Arts (Criminal Justice & Sociology, Minor in Psychology) University of Dubuque -Dubuque, IA

WORK HISTORY

Janitorial 5 Star Services (Chief of Operation) (20 Years Experience in the Field
Team Saving Our Youth Inc Chief Executive Officer Years Experience in the Field)
Community Based Connections, Inc. (Executive Director) (5 Years Experience in the Field)

Lakesha Houston

Lakesha Houston currently oversees all janitorial Broward County contracts to include the Broward County School District. She is experienced in operations and management with over 15 years of experience. She oversees and is responsible for inventory, equipment maintenance, routine and special project scheduling, and quality control.

EDUCATION

High School Diploma — Hallandale High School - Hallandale Beach, FL
Certification – Hack License

WORK HISTORY

Project Manager, Janitorial 5 Star Services
Oct 2020 – Present

Supervisor/Operator, First Transit
June 2017-Oct 2020

Customer Service Representative/Receptionist, Amsg & Associates
June 2014-Dec 2016

Customer Service Representative/Team Lead, Convey Health
Feb 2012-June 2014

Administrative Assistant, Renee s Learning
Jan 2005-Jan 2012

Kenny Bellinger

Kenny Bellinger currently oversees all post-construction janitorial contracts. He is experienced in operations and management with over 30 years of experience. He oversees and is responsible for inventory, equipment maintenance, routine and special project scheduling, and quality control. Kenny coordinates all projects with facility managers prior to initiation.

EDUCATION

Bachelor of Science (Physical Education) — Florida Memorial College – Miami, FL
High School Diploma — Miami Killian Senior High School - Miami, FL

WORK HISTORY

Project Manager, Janitorial 5 Star Services

Dec 2020 – Present

Checking Agent/Directional Staff, Inter-Cruises Shoreline
Dec 2018 – Oct 2020

Janitor/Project Crew, Red Coat Janitorial Service
Jan 2019 – Dec 2019

Shuttle Operator, Vamp Enterprises Supreme Limousine Service
Oct 2017 – July 2018

Mail Courier Hall s Courier Mail Service
Aug 2015 – Nov 2016

Head Basketball Coach, American Basketball Association
Nov 2015 – April 2016

Compliance Officer, Florida Memorial University
2014-2015

Head Basketball Coach, Florida Memorial University
2003-2015

Interim Head Basketball Coach, Florida Memorial College
2003

Assistant Basketball Coach, Florida Memorial College
Dormitory Counselor, Florida Memorial College
1999-2003

Physical Education/Adaptive Teacher, Norwood/Highland Oaks/Hibiscus Elementary Schools
1996-1999

Assistant Basketball Coach, South Broward Senior High School
1998-1999

Assistant Basketball Coach, Miami Norland Senior High School
1995-1998

Assistant Basketball Coach, Edison Senior High School
1986-1989

Recreational Therapist/Human Services Worker II/Behavioral Program Specialist
Landmark Learning Center
1986-1996

Matthew Lawrence

Matthew Lawrence is the Quality Control Manager of Janitorial 5 Star Services. He develops and oversees the implementation of quality control to improve the efficiency of the cleaning process and the overall company. He customizes the quality control projects for each contract to ensure direct, specific attention to each contract/facility.

EDUCATION

Level of Service/Case Management Inventory (LS/CMI) – Ai Alma Institute 2017
Miami-Dade Reentry Task Force - Member 2012
TABE Test – Certified Administrator - Florida Department of Education 2011
Bachelor in Business Management & Marketing - Florida Atlantic University 2007
Florida Workforce Professional - Tier 1 - Dynamic Work Institute 2005

WORK HISTORY

Quality Control Manager, Janitorial 5 Star Services
May 2021 – Present

Workforce Developer/Employment Specialist, OIC of South Florida
02/2012 – Present

Staffing Coordinator, SFN Group
April 2006 – Nov 2010

Case Manager/Employment Specialist/Trainer, South Florida Workforce/Jobs
Aug 2001 – Feb 2006

Matthew Gibson

Matthew Gibson is an Assistant Manager for Janitorial 5 Star Services. He assists the Project Manager with routine cleaning and special projects. He assists with inventory, equipment maintenance, and quality control. Matthew is responsible for training new employees and continuing education for all employees.

EDUCATION

High School Diploma — St. Thomas Aquinas High School – Fort Lauderdale, FL

WORK HISTORY

Assistant Manager/Site Supervisor, Janitorial 5 Star Services
Oct 2020 – Present

Flagger/Safety Operations, AWP

Oct 2020- Feb 2021

Courier, FedEx
April 2018 – Dec 2019

Courier/Supervisor, DHL
Nov 2011 – July 2019

Delivery/Supervisor, Meals on Wheels
March 2015 – June 2018

Disaster Relief, Big Foot Express Hurricane Relief
Fed 2008 – March 2015

Marie Rosier

Marie Rosier is the Chief Financial Officer of Janitorial 5 Star Services. She provides accurate and timely financial reporting to support the daily operations. She improves productivity and decreases risk and liability within the company by budgeting and forecasting projections.

Lorenzo Mills

Lorenzo Mills is a project supervisor for Janitorial 5 Star Services. He manages the pressure washing projects and contracts. He oversees and is responsible for inventory, equipment maintenance, routine and special project scheduling, and quality control. Lorenzo coordinates all projects with facility managers prior to initiation.

Hudson Vilfrard

Hudson Vilfrard is a project supervisor for Janitorial 5 Star Services. He manages the floor cleaning projects and contracts. He oversees and is responsible for inventory, equipment maintenance, routine and special project scheduling, and quality control. Hudson coordinates all projects with facility managers prior to initiation.

1.1 Company Profile

Janitorial Star Services was founded in by Kristen and Mikelange “Mike Olbel This family owned company is located in Pompano Beach, FL and built on 20 years of experience. We provide services to Palm Beach, Broward, and Dade Counties.

We always strive to provide the highest quality cleaning service, and we take pride in maintaining high standards with all our staff. Our services range from the following: New Construction Cleaning, Post-Construction Cleaning, Banks, Churches, Schools, Health Clinics, Pressure Cleaning, Lawn Maintenance, and Commercial Buildings. Janitorial 5 Star Services hires locally through churches, schools, local organizations and returning veterans.

KRISTEN L. OLBEL, BS

Pompano Beach, Florida 33062
(954) 702-2053
Janitorial5starservices@gmail.com

SUMMARY OF QUALIFICATIONS

Accomplished and energetic current business owner and operator with a solid history of achievement in the service industry. Motivated leader with strong organizational and prioritization abilities. Areas of expertise include extreme efficiency and organization, multi-tasking, and quality control with % client satisfaction I ve served as the owner and operator of a cleaning business for the last five years. My strong organizational and multi-tasking skills, as well as superior time and resource management capabilities are:

Strategic Vision
Operations Management
Community & Municipal Relations
Quality Assurance
Contract Management
Strategic Partnerships
Outcomes Measurement
Start-up Capacity Building
Program/Contract Monitoring
Finance, Budgeting and Cost Management

PROFESSIONAL EXPERIENCES

01/2017 – Present CEO, Janitorial 5 Star Services

We have owned & operated our own commercial and residential cleaning business for over 5 years now which includes cleaning and maintenance labor tasks, business management, multi-tasking, client communication and satisfaction, employee management, scheduling, billing etc. **Key accomplishments include:**

- Managed business accounts by networking and communicating with crucial account decision-makers to review service delivery and explore opportunities to develop new business.
- Created culture focused on customer service and satisfaction, resulting in improved customer loyalty and retention.

- Increased revenue and reduced risk by enforcing company policies and improving operations.
- Evaluate and manage employee performance and establish employee training and development plans that align with organization development philosophy.
- Transformed struggling business into an industry leader by restructuring organization and implementing business plan to penetrate new markets.
- Identified areas for expansion by analyzing market, consumer trends, and competition
- Represented the company to the media and trade organizations to support business operations.
- Led management team in all aspects of business development including consumer research, competitive research, and emerging opportunities.

07/2014 –Present **Police Officer, City of Fort Lauderdale**

Protects citizens by preventing crime, enforcing laws, apprehending suspects, and monitoring traffic.
Prevents crime by explaining and enforcing applicable federal, state, and local laws and ordinances; teaching preventive, protective, and defensive tactics; mediating disputes; patrolling assigned area; responding to notices of disturbances; conducting searches; observing suspicious activities; and detaining suspects. **Key accomplishments include:**

- Apprehends suspects by responding to complaints and calls for help, observing violations, and making arrests.
- Conducts criminal investigations by gathering evidence, interviewing victims and witnesses, and interrogating suspects.
- Documents observations and actions by radioing information and completing reports.
- Reports observations and actions by testifying in court.
- Fulfills court orders by serving warrants and commitments.
- Maintains safe traffic conditions by monitoring and directing traffic, enforcing laws and ordinances, investigating accidents, providing escort, and reporting unsafe streets and facilities.
- Minimizes personal injury by rescuing and reviving victims and radioing for medical assistance.
- Maintains operations by following department policies and procedures and recommending changes.
- Ensures operation of equipment by practicing responsible use, completing preventive maintenance requirements, following manufacturer s instructions troubleshooting malfunctions notifying supervisor of needed repairs and evaluating new equipment and techniques.

06/2013 – 07/2014 **Police Officer, Town of Palm Beach**

Protects citizens by preventing crime, enforcing laws, apprehending suspects, and monitoring traffic.
Prevents crime by explaining and enforcing applicable federal, state, and local laws and ordinances; teaching preventive, protective, and defensive tactics; mediating disputes; patrolling assigned area; responding to notices of disturbances; conducting searches; observing suspicious activities; and detaining suspects. **Key accomplishments include:**

- Maintains professional and technical knowledge by studying applicable federal, state, and local laws and ordinances; attending educational workshops; reviewing professional publications; practicing skills; and participating in professional societies.
- Apprehends suspects by responding to complaints and calls for help, observing violations, and making arrests.
- Conducts criminal investigations by gathering evidence, interviewing victims and witnesses, and interrogating suspects.
- Documents observations and actions by radioing information and completing reports.
- Reports observations and actions by testifying in court.
- Fulfills court orders by serving warrants and commitments.
- Maintains safe traffic conditions by monitoring and directing traffic, enforcing laws and ordinances, investigating accidents, providing escort, and reporting unsafe streets and facilities.
- Minimizes personal injury by rescuing and reviving victims and radioing for medical assistance.

- Maintains operations by following department policies and procedures and recommending changes.

09/2008 – 06/2013 Police Officer, City of Dubuque

Protects citizens by preventing crime, enforcing laws, apprehending suspects, and monitoring traffic.
Prevents crime by explaining and enforcing applicable federal, state, and local laws and ordinances; teaching preventive, protective, and defensive tactics; mediating disputes; patrolling assigned area; responding to notices of disturbances; conducting searches; observing suspicious activities; and detaining suspects. **Key accomplishments include:**

- Maintains professional and technical knowledge by studying applicable federal, state, and local laws and ordinances; attending educational workshops; reviewing professional publications; practicing skills; and participating in professional societies.
- Apprehends suspects by responding to complaints and calls for help, observing violations, and making arrests.
- Conducts criminal investigations by gathering evidence, interviewing victims and witnesses, and interrogating suspects.
- Documents observations and actions by radioing information and completing reports.
- Reports observations and actions by testifying in court.
- Fulfills court orders by serving warrants and commitments.
- Maintains safe traffic conditions by monitoring and directing traffic, enforcing laws and ordinances, investigating accidents, providing escort, and reporting unsafe streets and facilities.
- Minimizes personal injury by rescuing and reviving victims and radioing for medical assistance.
- Maintains operations by following department policies and procedures and recommending changes.

09/2000 – 05/2008 Forman, Swift Transition Inc.

Responsible for overseeing daily operations at a worksite to ensure the completion of projects in a safe and efficient manner. Their duties include hiring Construction Workers and trade professionals to perform specific tasks, monitoring budgeting expenses for Workers, supplies or tools and reviewing laws and regulations to maintain a safe work environment.
Key accomplishments include:

- Coordinating daily tasks according to priorities and plans, making changes when necessary due to weather, supply, delivery and personnel
- Delegating individual responsibilities and projects to crew members and contractors
- Recruiting, hiring, training, managing and mentoring employees and contractors
- Providing adequate resources and staffing to meet project schedules, laws, regulations, best practices and safety needs
- Emphasizing safe use of tools, machinery and equipment while providing training on safety gear, helmets and procedures
- Developing and managing project budgets and quality standards for all sites
- Resolving conflicts or miscommunications quickly and amicably
- Regularly reporting project status to supervisors, site engineers and other officials

EDUCATION

University of Dubuque, Dubuque, IA
Bachelors of Arts, Cum Laude, 5/2008

MIKELANGE (MIKE) OLBEL, MS

Pompano Beach, Florida 33062
Janitorial5starservices@gmail.com

SUMMARY OF QUALIFICATIONS

Highly qualified Executive Manager and entrepreneur with several years of experience in organizational leadership and human services administration. Result oriented and multi-talented leader with proven ability to **engage and satisfy customers** (including persons served, funders, constituent groups, and community partners), **leverage community resources**, **convene large groups of stakeholders** to address a common cause, and **work well with a group of volunteer governance board members**. Exceptional leadership and management strengths in:

- Strategic Vision
- Operations Management
- Resource Development
- Quality Assurance
- Human Resource Development
- Grants Writing
- Contract Management
- Community & Municipal Relations
- Strategic Partnerships
- Executive Coaching
- Outcomes Measurement
- Start-up Capacity Building
- Program/Contract Monitoring
- Finance, Budgeting and Cost Management

PROFESSIONAL EXPERIENCES

01/2017 – Present **COO, Janitorial 5 Start Services**

We have owned & operated our own commercial and residential cleaning business for over 5 years now which includes cleaning and maintenance labor tasks, business management, multi-tasking, client communication and satisfaction, employee management, scheduling, billing etc. **Key accomplishments include:**

- Identified and corrected deficiencies with forward-thinking approaches to address organization-wide and department-level problems.
- Supervised Office Manager and Administrative Staff, ensuring that all operating units received adequate support for operations.
- Monitored operations for cost-effectiveness, quality, and productivity, using quantitative data.
- Launched employee outreach programs that fostered productive and proactive work environment.
- Maintained quality and precision by developing culture of stability and strong performance.
- Reviewed systems in place to manage internal controls of all financial activities and contributed strategic planning.
- Led the company to successful product launch and developed initial product roadmap and go-to-market strategy.
- Spearheaded development, implementation, and management of an effective human resources program.

01/2014 – Present **CEO, Community Based Connections, Inc.**

Recruited to turn around the organization s financial and operations performance driving growth to achieve long-term sustainability. Charted an innovative direction in partnership with the Board, senior staff and key funding partners. Manage P&L and

all core functions: operations, human resources, training and development, finance, technology systems, services and programs, fundraising, grant writing, marketing and public relations. Human services organization specializing in early childhood education, juvenile delinquency intervention and prevention, family strengthening, and community development services. **Key accomplishments include:**

- Eliminated agency $60,000 deficit with-in (1) first year.
- Increase agency budget by 80% within two (2) years.
- Decrease agency turnover rate by 97%.
- Evaluate and manager employee performance and establish employee training and development plans that align with organization development philosophy.
- Develop and implement donor base outreach and fundraising.
- Manage and direct the organization toward its primary objectives, based on contractual obligations and under the leadership of the Board of Directors, by performing leadership and high-level management duties personally or through subordinate managers.
- Secured grants afterschool program that s actively working with school leadership parents and child care center directors to enhance the academic and behavior performance of students in grades K-12.
- Grew organization s annual budget from to million in three years
- Developed framework for Juvenile Prevention Initiative that is establishes a continuum of resources to enhance the positive behavior performance of at-risk children and family in Broward County School.
- Establish strategic partnerships with numerous community based organizations, religious partnership, funding entities (i.e. Department of Juvenile Justice and Children Service Council), and community leaders to collaboratively address key community issues.
- Provide visionary leadership, personnel management, and professional development.
- Fiscal management; staff management and development; and volunteer development
- Assisted in creating and renewing policies for Eliminating Schoolhouse to Jailhouse pipeline through efforts of Circuit 17 Juvenile Justice Advisory Board as a Board Member.
- Secured $120,000 in emergency funding for community COVID-19 Resiliency Funds to support Broward County residents food assistance, mortgage assistance, rent assistance, FPL assistance and utilities assistance.

08/2012 – 01/2014 Founder/CEO, Team Saving Our Youth, Inc.

Founder and Chief Executive Officer for 501c(3) human services organization specializing in early childhood education, juvenile delinquency prevention, family strengthening, and community development services. **Key accomplishments include:**

- Manage and direct the organization toward its primary objectives, based on contractual obligations and under the leadership of the Board of Directors, by performing leadership and high level management duties personally or through subordinate managers.
- Secured a $250,000 grant for the Project SOY, Life Line and Transitional Transformation programs which all three programs is actively working with school leadership, parents, and child care center directors to enhance the academic and behavior performance of students in grades K-12.
- Grew organization s annual budget from to in years
- Developed framework for Project SOY Initiative that is establishes a continuum of resources to enhance the positive behavior performance of at-risk children and family in Broward County School.
- Establish strategic partnerships with numerous community based organizations, funding entities (i.e. Department of Juvenile Justice and Children Service Council), and community leaders to collaboratively address key community issues.
- Provide visionary leadership, personnel management, and professional development.
- Assisted in creating and renewing policies for Eliminating Schoolhouse to Jailhouse pipeline.
- Works closely with management and employees to improve work relationships, build morale, and increase.
- Lead, mentor and guide development of talent within the team, which includes succession and development planning, performance management, and recognition.
- Provide active and engaged performance management and promotion of professional development.

01/2011 – 01/2012 Youth Educator, OIC of South Florida, Inc.

Responsible for planning and facilitating grant awarded of $5 million dollars (over a period of 5 years). Evaluating educators and program outcome; marketing organizational federal grant program to possible partners; represented corporation in strategic community programs, community boards, governmental institutions and other organizations that advance the image and visibility of the corporation. Key accomplishments:

- Serves as an interface when needed for senior leadership with strategic community programs, business and community leaders.
- Providing group intervention for adults and at-risk youth ages 13-19; delivering the implementation of program's evaluation instruments, maintain statistics.
- Organized community activities and programs in order to develop and maintain linkages to other community-based organizations, faith-based organization and schools.
- Seeks and develops partnerships with local organizations, and develops new business strategies and relationships that enhance market share and overall performance of organization.
- Supports marketing objectives, plans, and strategies; provides guidance to various marketing efforts, and provides leadership to ensure that individual programs support the overall mission, goals, and objectives of the organization.
- Three years of Planning and Teaching Reducing the Risk curriculum at Coral Glades High School.
- Evaluating educators and program outcome.
- Marketing organizational federal grant program to possible partners.
- Represents organization in strategic community programs, community boards, governmental institutions and other organizations that advance the image and visibility of the organization.
- Serves as an interface when needed for senior leadership with strategic community programs, business and community leaders.
- Delivering the implementation of program's evaluation instruments, maintain statistics, and produce monthly reports on program activities.
- Responsible for evaluating and updating the health education curriculum for use in community-based organizations presentations.
- Over exceed grant numbers three years straight.

08/2012 – 05/2013 Adjunct Professor (Business Leadership), South Florida Bible College

Providing classroom instruction and support to undergraduate students but not limited to: Developed lesson plans and assign projects; developed business department structure; developed program curriculum; facilitated 26 weeks class session on Leadership Development; implemented policy and procedures and implemented and facilitated workshops for employees.

10/2007 – 09/2009 Youth Case Worker, Hillcrest Family Services.

Provided approximately 2 years of direct service and progressive leadership service to this nonprofit human services organization specializing in providing school readiness/early academic success assistance, community based behavioral health, family strengthening, juvenile delinquency prevention, and foster care services to troubled children and families. **Key accomplishments include**:

- Provided proven ability to establish and maintain a therapeutic environment for twelve adolescents diagnosed as exhibiting anti-social behavior demonstrated skills in implementing and coordinating each individual s treatment plan as dictated by head psychiatrist.
- Implemented and coordinated each individual s treatment plans as dictated by head psychiatrist with % completion
- Debriefing University Officials on classified information and providing positive elucidation to handle matter. Assessing client s needs and developed services plans conducted group therapeutic intervention for clients to ensure support system and non-violence conflict operations; arranged and transport clients to daily recreation facilities and providing the highest level of security.
- Provided 100% daily case-log for head psychiatrist in charge and daily intervention notes of client s behavioral provide new employees with on the job training and administer individual s intervention with clients and providing program supervisor report of intervention.
- Assisted clients with self-confidence through intervention for school performance and life expectancy. Provided specialized services that may include detainment, interstate compact, post placement supervision and relative/non-relative caregiver home studies; and arranged and provided quality improvement process.

EDUCATION

Iowa State University, Ames, IA
Master of Science*, Magnum Cum Laude, 5/2010*
Interdisciplinary Graduate Studies: Business Administration, Public Administration & Psychology
Concentration: *Business Management, Public Relations, Public Policies, Human Resources, Business Leadership*
Creative Component (Thesis): Attitudes Towards Hiring Immigrants Among Iowa Small Business Owners and Managers

University of Dubuque*,* Dubuque, IA
Bachelors of Arts, Cum Laude, 5/2008
Major: Sociology & Criminal Justices; Minor: Psychology
Concentration: Social Perspective, Criminology, Attitudes & Behaviors.

BOARD/COUNCIL APPOINTMENTS

- Florida Restorative Justice Association
- Circuit 17th Juvenile Justice Advisory Board
- Housing Authority of Pompano Beach (Commissioner)
- Hopewell Missionary Baptist Church Scholarship Board Member;
- Fathers, Men and Boys Committee Co-Chair Broward County Children s Strategic Planning Council
- Advisory Council Member: Project Bridge for Eckerd

Media & News Journal Appearance

- Future First: Restorative Justice (BECON TV Network)
- New Haitian Generation (BECON TV Network)
- The Westside Gazette
- Hot 105 FM Radio Station: HIV and AIDS Bowling Awareness (2013)
- Des Moines Register "Haitian students at ISU feel devastated hope for good news Iowa
  By: Danny Valentine (Staff Writer)
- Iowa KCCI 8 News Network, Iowa (2010)
- Iowa State Daily Newspaper "Haitian students organize aid efforts in the face of disaster awaiting word from families friends Iowa (2010) By: Tessa Callender & Kyle Peterson (Daily Staff Writers)
- Sun-Sentinel Newspaper "Tri-county Pipeline Florida By: Pat Lammer (Staff Writer)

COMMUNITY AWARDS/RECOGNITIONS

- 2011 Award for Collective Youth Impact (2019)
- 2014 Grant Award Recipient for New Day: Civil Citation & Diversion, Fort Lauderdale, Florida (2014– 2017)
- 2014 Grant Award Recipient for Juvenile Prevention & Diversion Fort Lauderdale, Florida (2014– 2017)
- Excellence in Education Award for Over Exceed Grant Numbers, Fort Lauderdale, Florida(2011– 2012)
- Raised $30,000 in effort with Red Cross for the Haiti Earthquake (2010)
- Student Judicial Board, University of Dubuque, Iowa (2007– 2008)
- Iowa Intercollegiate Academic Scholar, University of Dubuque (2006 –2007)
- Benjamin Franklin Leadership Award, Multicultural Center, University of Dubuque, Iowa (2006 – 2007)
- Wendt Character Scholarship, University of Dubuque, Dubuque, Iowa (2005 – 2007)
- Horatio Alger Scholarship Recipient, Horatio Alger Scholarship, Miami, Florida (2004 – 2007)

2. Total Number of Current Employees
   a. Full Time: 19
   b. Part Time: 40
3. Total Number of Supervisory Employees
   a. Full Time: 3

b. Part Time: 5

4. Total Number of Custodial Workers
   a. Full Time: 16
   b. Part Time: 35
5. Temporary Workers
   All staff are employed with the company.
6. Provide Health Benefits
   Upon being awarded the contract, all employees will be paid per the living wage agreement and provided the opportunity to obtain health benefits.
7. Require criminal background check

   Janitorial 5 Star Services understands security is paramount and thus it is treated as such. All employees undergo a full criminal background. Prior to commencing the contract all employees will meet badging and security standards set forth for each location.

   a. Describe when this occurs and which job categories applies to.

      The background check is completed as part of the hiring process and applies to all positions.

1.2 Company Experience/Reference

Submit references with following info and describe prime vendor s experience on projects similar nature, scope, and duration along with satisfactory completion both on time and within budget.

Janitorial 5 Star Services acted as the prime contractor on the below listed contracts. Please see corresponding attachments for information.

Reference 1 (see attachment A for reference)

Broward County School District

We perform custodial cleaning on a contractual and emergency basis within the Broward County Schools. We perform electrostatic disinfecting to Broward County schools and administrative sites. The schools and administrative sites vary in square footage and height of buildings. All work has been performed within budget and on time. We are the Prime contractor for this contract.

a. Name and location of facility: see list below
b. Size of facility area cleaned (sf): see list below
c. Number of stories (height of building): see list below

d. Total number of worker/supervisors assigned to facility: see list below
e. Total number of facility users, ie. Employees, clients,: see list below
f. Start date and end date of contract: Oct 2020 to present
g. Annual dollar value of contract:
h. Identify operational hours of contract (24 hours a day, 7 days a week, 52 weeks a year): operational hours are 24 hours / 7 days / 52 weeks
i. Identify level of employee background/security checks: state/local through Broward County School District
j. Identify if adhered to green building maintenance standards: yes

Site Name/Type	Size	Site Address
Royal Palm Elementary School	128,943 sf	1951 NW 56th Ave Lauderhill, FL 33313
Plantation High School	343,064 sf	6901 NW 16th St, Plantation, FL 33313
Nova Eisenhower Elementary	97,989 sf	6501 SW 39th St, Davie, FL 33314
South Plantation High School	351,376 sf	1300 SW 54th Ave Plantation, FL
Silver Shore Elementary	109,372 sf	1601 SW 160th Ave Miramar, FL
Thurgood Marshall Elementary	104,460 sf	800 NW 13th St Fort Lauderdale, FL
Bethune Elementary	143,054 sf	2400 Meade St Hollywood, FL 33020
Central Park Elementary	132,169 sf	777 N Nob Hill Rd Plantation, FL
Walter C. Young Middle School	224,196 sf	901 NW 129th Ave Pembroke Pines, FL
Gator Run Elementary	145,398 sf	1101 Glades Pkwy, Weston, FL 33327
Ramblewood Elementary	103,248 sf	8950 Shadowwood Blvd Coral Springs
Pines Lakes Elementary	119,644 sf	10300 Johnson St Pembroke Pines, FL
Coconut Creek Elementary	90,150 sf	500 NW 45th Ave Coconut Creek, FL 33066
Driftwood Elementary	89,165 sf	2700 NW 69th Ave Hollywood, FL 33024
Collins Elementary	56,163 sf	1050 NW 2nd St Dania Beach, FL 33004

Tradewind Elementary	154,166 sf	5400 Johnson Rd Coconut Creek, FL
Rock Island Elementary	95,818 sf	2350 NW 19th St Fort Lauderdale, FL 33311
Maplewood Elementary	101,237 sf	9850 Ramblewood Dr Coral Springs, FL 33071
Endeavour Primary Elementary	57,426 sf	2701 NW 56th Ave Lauderhill, FL
Davie Elementary	94,208 sf	7025 SW 39th St Davie, FL
Meadowbrook Elementary	111,487 sf	2300 SW 46th Ave Fort Lauderdale, FL
Parkway Middle School	289,576 sf	3600 NW 5th Ct, Fort Lauderdale, FL 33311
Silver Lakes Elementary	111,322 sf	2300 SW 173rd Ave Miramar, FL
Palm Cove Elementary	129,311 sf	11601 Washington St Pembroke Pines, FL
Morrow Elementary	91,474 sf	408 SW 76th Ter North Lauderdale, FL
Park Springs Elementary	135,976 sf	5800 NW 66th Ter Coral Springs, FL 33067
Falcon Cove Elementary		4251 Bonaventure Blvd Weston, FL
Manatee Bay Elementary	144,855 sf	19200 Manatee Isles Dr Weston, FL
West Broward High School	357761 sf	500 NW 209th Ave, Pembroke Pines, FL 33029
Pembroke Lakes Elementary	101,646 sf	11251 Taft St Pembroke Pines, FL
Sanders Park Elementary	88,070 sf	800 NW 16th St Pompano Beach, FL 33060
Plantation Park Elementary	76,645 sf	875 SW 54th Ave Plantation FL, 33317
Stirling Elementary	105,533 sf	5500 Stirling Rd Hollywood, FL
Sheridan Park Elementary	115,742 sf	2310 N 70th Ter Hollywood, FL 33068
Everglades Elementary	148,886 sf	2900 Bonaventure Blvd Westin, FL 33311
Dillard Elementary	118,096 sf	2330 NW 12th Ct Fort Lauderdale, FL
Coral Glades High School	301,401 sf	2700 Sportsplex Dr Coral Springs, FL 33065

Fort Lauderdale High School	314,212 sf	1600 NE 4th Ave Fort Lauderdale, FL 33305
Heron Heights Elementary	125,033 sf	11010 Nob Hill Rd Parkland, FL 33076
New Renassiance Middle School	194,973 sf	10701 Miramar Blvd Miramar, FL 33025
McNab Elementary	91969 sf	1350 SE 9th Ave Pompano Beach, FL 33309
Pasadena Lakes Elementary	98,791 sf	8801 Pasadena Blvd Pembroke Pines, FL 33024
Coral Springs High School	346,405 sf	7201 W Sample Rd Coral Springs, FL
Eagle Ridge Elementary	129,983 sf	11500 West View Dr Coral Springs, FL 33076
Quest Center	73,003 sf	6401 Charleston St, Hollywood, FL 33024
Whispering Pines Center	64,049 sf	3609 S Douglas Rd, Miramar, FL 33025
Cross Creek Center	64,013 sf	1010 NW 31st Ave, Pompano Beach, FL 33069
Bright Horizon Center	78,123 sf	3901 NE 1st Terrace, Pompano Beach, FL 33064
Wingate Oaks Center	71,639 sf	1211 NW 33rd Terrace, Fort Lauderdale, FL
Hollywood Park Elementary	80,690 sf	901 N. 69TH Way, Hollywood, FL 33024
West Hollywood Elementay	106,422 sf	6301 Hollywood Blvd, Hollywood, FL 33024
Stirling Elementary	105,533 sf	5500 Stirling Rd, Hollywood, FL 33021
Henry D. Perry Education Center	175,901 sf	3400 Wildcat Way, Miramar, FL 33023
Perry Annabel C. Middle	104,198 sf	6850 SW 34th St., Miramar, FL 33023
Broward Estates Elementary	97,633 sf	441 NW 35th Ave Fort Lauderdale, FL 33311
Martin Luther King Elementary	110,051 sf	591 NW 31st Ave Fort Lauderdale, FL 33311
Larkdale Elementary	78,579 sf	3250 NW 12th Pl Fort Lauderdale, FL 33311
Royal Palm Elementary	128,943 sf	1951 NW 56th Ave Lauderhill, FL 33313

Westwood Heights Elementary	122,314 sf	2861 SW 9th St Fort Lauderdale, FL 33312
Riverland Elementary	105,242 sf	2600 SW 11th Ct Fort Lauderdale, FL 33312
Stephen Foster Elementary	82,499 sf	3471 SW 22nd St Fort Lauderdale, FL 33312
Sheridan Hills Elementary	82,939 sf	5001 Thomas St, Hollywood, FL 33021
Boulevard Heights Elementary	120,614 sf	7201 Johnson St, Hollywood, FL 33024
Pembroke Pines Elementary	105,740 sf	6700 SW 9th St Pembroke Pines, FL 33023
Sunshine Elementary	105,987 sf	7737 La Salle Blvd Miramar, FL 3323
Fairway Elementary	126,678 sf	7850 Fairway Blvd, Miramar, FL 33023
Miramar Elementary	124,613 sf	6831 SW 26th St. Miramar, FL 33023
Pioneer Annex	88,890 sf	5400 SW 90TH AVE COOPER CITY, FL 33328
South Area Bus Complex	18,154 sf	900 S UNIVERSITY DR Pembroke Pines, FL 33024
South Area Maintenance	12,384 sf	1295 N. 21st AVE HOLLYWOOD, FL 33020
Sheridan Technical College		5400 West Sheridan St Hollywood, FL 33021
Sheridan Technical College West Campus		20251 Stirling Rd Pembroke Pines, FL 33332
Sheridan Technical College Bus Lot	35,988 sf	20251 Stirling Rd Pembroke Pines, FL 33332
Talent Development HRD	15,991 sf	3521 DAVIE Rd DAVIE, FL 33314
WEST CENTRAL BUS COMPOUND	39,650 sf	2500 COLLEGE AVE DAVIE, FL 33314
BECON Administration	35,342 sf	6600 SW NOVA Dr DAVIE, FL 33314
McFatter Technical College and High School	255,908 sf	6500 Nova Dr. Davie, FL 33317
Broward Fire Academy		2600 SW 71st Ter Davie, FL 33314
TITLE I (Special Programs Office)	14,405 sf	701 NW 31 AVE FORT LAUDERDALE, FL 33311
Central Area Maintenance		1560 NW 34th Ter Fort Lauderdale, FL 33311

Atlantic Technical College- Arthur Ashe, Jr. Campus		1701 NW 23rd Ave Fort Lauderdale, FL 33311
Rock Island Administrative Site	77,692 sf	2301 NW 26th St Fort Lauderdale, FL 33311
Atlantic Technical College		4700 Coconut Creek Pkwy Coconut Creek, FL 33063
Kathleen C. Wright Administrative Complex	288,348 sf	600 SE 3RD AVE FORT LAUDERALE, FL 33301
Pineridge Education Center	59,456 sf	1251 SW 42nd Ave Fort Lauderdale, FL
Twin Lakes Annex	28,232 sf	4140 NW 10TH AVE OAKLAND PARK, FL 33009
Twin Lakes Warehouse, Maintenance, and Transportation	267,860 sf	3810 NW 10TH AVE OAKLAND PARK, FL 33009
Central Transit		3897 NW 10th Ave Oakland Park, FL 33009
Crystal Lake Middle School	170,584 sf	3551 NE 3rd Ave Pompano Beach, FL 33064
North Area Bus Garage	7,549 sf	2600 NW 18 TER POMPANO BEACH, FL 33060
North Area Bus Complex	17,735 sf	1751 NW 22ND AVE POMPANO BEACH, FL 33060
North Area Portable Annex Training Center	13,222 sf	2251 NW 18TH ST POMPANO BEACH, FL 33060
Cypress Run Education Center	60,474 sf	2800 NW 30th Ave Pompano Beach, FL 33069
North Area Maintenance	66,718 sf	6501 NW 15 AVE FORT LAUDERDALE, FL 33009
Twin Lakes Administrative	40,809 sf	4199 NW 10TH AVE OAKLAND PARK, FL 33009
TSSC Annex	49,103 sf	7770 W OAKLAND PARK BLVD SUNRISE, FL 33351
Technology and Support Service	147,736 sf	7720 W OAKLAND PARK BLVD SUNRISE, FL 33351
Sheridan Technical High School		3775 SW 16th St Fort Lauderdale, FL 33312
Lanier James Education Center	59,082 sf	1050 NW 7th Ct Hallandale Beach, FL 33009
Pompano Administrative Center	32,690 sf	610 NE 13th Ave Pompano Beach, FL 33060

Reference 2 (see attachment B for reference)

BMD Management

We perform daily office cleaning to this facility. It is a two story office building. All work has been performed within budget and on time. We are the Prime contractor for this contract.

a. Name and location of facility: 555 Twelve
b. Size of facility area cleaned (sf): 48,231 sf
c. Number of stories (height of building): 2 stories
d. Total number of worker/supervisors assigned to facility: 4
e. Total number of facility users, ie. Employees, clients: 70 users
f. Start date and end date of contract: 7/1/2017 to present
g. Annual dollar value of contract: $50,000
h. Identify operational hours of contract (24 hours a day, 7 days a week, 52 weeks a year): operational hours are 12 hours /5 days /52 weeks
i. Identify level of employee background/security checks: local/ state check
j. Identify if adhered to green building maintenance standards: yes

Reference 3 (see attachment C for reference)

City of Pompano Beach

We perform daily pressure cleaning service to the city pier. Our service includes trash pick up, daily spot cleaning, and monthly cleaning of entire pier and canopies. All work has been performed within budget and on time. We are the Prime contractor for this contract.

a. Name and location of facility: Pompano Beach Pier (Fisher Family Pier)
b. Size of facility area cleaned: 16,000 sf
c. Number of stories (height of building): pier
d. Total number of worker/supervisors assigned to facility: 2
e. Total number of facility users, ie. Employees, clients: 100 users
f. Start date and end date of contract: 05/2020 to present
g. Annual dollar value of contract: $75,000
h. Identify operational hours of contract (24 hours a day, 7 days a week, 52 weeks a year): Operational hours are 24 hours/7 days /52 weeks
i. Identify level of employee background/security checks: local/state check
j. Identify if adhered to green building maintenance standards: yes

1.3 Experience of Key Personnel

Describe the experience of key personnel (including prime vendor and their subcontractors relevant to providing timely, high quality janitorial service in an environmentally friendly manner to multiple high-profile facilities.

1. List key personnel of the proposed maintenance team, including supervisors, and primary project manager for each agreement of locations listed on the price sheets. Describe the key personnel s relevant experience and the role they will play for each agreement of locations, including the following info: project superintendent, site supervisor, full time service crews.

   Key personnel:

   Project Superintendent

   Kristen Olbel will be the Project Superintendent. Kristen is currently the CEO of Janitorial 5 Star Services and oversees operations. She has over 20 years of experience in the industry providing a vast knowledge to ensure all specifications are met per the customer s specifications. Kristen will meet with Broward County representatives and building managers on a routine basis to guarantee customer satisfaction.

   Project Manager

   Lakesha Houston currently oversees all janitorial Broward County contracts to include the Broward County School District. She is experienced in operations and management with over 15 years of experience. She oversees and is responsible for inventory, equipment maintenance, routine and special project scheduling, and quality control.

   Site Supervisor

   Kenny Bellinger is currently the project manager over post construction contracts for Janitorial 5 Star Services. Kenny is responsible for all labor, supervision, equipment, and quality control. He will provide site supervision on this agreement.

   Matthew Gibson is currently a site supervisor for Janitorial 5 Star Services. He is responsible for site supervision, equipment, and quality control. Matthew will provide site supervision on this agreement.

   Full Service Crews

Janitorial 5 Star Services currently employees over 50 employees. We will staff this agreement with currently employed personnel to provide them the first opportunity. If additional personnel are required, we will hire personnel from the community where the contract site is located. This will allow for a quicker emergency response if required and to meet our company goal of hiring within the community where service is provided.

2. Provide a brief resume of employees who will furnish professional and technical support expertise for each agreement of locations listed on the price sheets. Include: functions in the company, title and number of years of service with company, years of experience in the maintenance of comparably complex facilities and systems.

   See section 1 (Ability of Professional Personnel) for resumes and list of employees.

2 Location

Janitorial 5 Star Services is both a **Local Business** and a **Locally Based Business** as each term is defined by Section 1-74, Broward County Code of Ordinances. Janitorial 5 Star Services is located in Pompano Beach, FL and possesses a Business Tax Receipt with the City of Pompano Beach and Broward County (see attachment D & E).

3 Project Approach

Describe the prime vendor s approach for each agreement of locations vendor is proposing. Include how prime will use subcontractors for each agreement.

Janitorial 5 Star Services is CBE/SBE certified with Broward County. We will be functioning as the Prime Vendor for all agreements. See attachment F & G for certificates. Janitorial 5 Star Services is bidding on all agreements (1-14). See section 1.1 under Company Profile for employee information and number of employees.

3.1 Project approach for each agreement of locations prime vendor is proposing.

a. Describe how you intend to meet or exceed quality standards. Discuss adequacy of weekly service hours proposed to meet the quality specifications described in the RFP.

At Janitorial 5 Star Services we pride ourselves in being able to provide quality and effective service for our clients. We understand that cleanliness isn t just about what is seen, but it goes beyond that. So just like our attitude towards cleaning, we utilize many programs and services to deliver seamless service that isn t seen on the surface. Our personnel will work side by side with the building managers to guarantee standards are met at every level.

We utilize various technology and programs to provide accurate record keeping and scheduling. This will guarantee our staff meets and keeps the required inspection dates which will keep your operations uninterrupted. Our quality control program is designed to keep you, the client, informed so rest assured our real time approach will not leave you wondering about daily or periodic tasks. With these programs and approaches we will not only meet the expectations, but exceed the standards set forth in this RFP.

b. Discuss any exceptions you suggest to minimum proposed service hours.

At Janitorial 5 Star Services we understand time is valuable, but quality will not be sacrificed. We will routinely analyze the current service hours, tasks, and frequency to determine if changes are required or practicable. Based on those findings the appropriate changes will be executed. At Janitorial 5 Star Services our promise to you is quality. It will always remain a constant priority and that expectation will not change. Should any exceptions to the minimum proposed service hours arise we will fully cooperate with Broward County.

c. Describe how you propose to meet minimum work tasks and interface with normal building activities.

Our combined team of managers and supervisors will develop a task specific plan that will be based on the time expected, facility, crew, and equipment required. This task specific plan will then be scheduled in conjunction with the feedback of the building manager. This communication will provide more accurate scheduling and reduce any interference with normal building activities.

Our goal is to provide a service that is unified and conscience of your needs. We believe that your satisfaction is paramount at every level of our contract with you and that starts at the planning stage.

d. Describe how you will maintain public areas, specifically providing high quality floor surfaces.

Janitorial 5 Star Services recognizes the appearance of public or common areas is crucial to your business and daily operations. The appearance of your building creates a mood and message not only to the public you serve, but your staff as well. Our scheduling programs coupled with our training program leaves no room for error. Our staff is more than prepared to keep all areas of your facilities in tip top shape. We provide continuing education and daily/weekly team meetings to keep all employees knowledgeable about their responsibilities. And what is knowledge without the proper equipment? We provide equipment that is appropriate for the task at hand and made with quality to all employees to guarantee the task is completed in a timely and efficient manner.

Our teams are trained in the proper floor cleaning procedures and will follow all requirements set forth in the RFP. Upon award of this contract, all surfaces will be evaluated and assessed to develop the correct and appropriate approach. A schedule will then be created to maintain quality flooring.

3.2 Describe how prime vendor will manage and organize work for each agreement of locations vendor is proposing.

a. State number of crews working for each agreement identified.
   i. Describe how you will schedule basic janitorial service for each facility.
   ii. List the individual building teams that will be working for that agreement per building(s): management, supervisory, maintenance crews.

Janitorial 5 Star Services will deploy the following personnel for each agreement:

a. General Manager
b. Administrative Assistant
c. Project Manager
d. Assistant Project Manager
e. Site Supervisor
f. Porter/Cleaner
g. Project Crew

The agreement will be managed and organized through the use of computer programs. All daily and periodic work will be coordinated and executed through a generated schedule of tasks. In addition, we will continuously monitor and reevaluate to ensure the best strategies are being utilized.

As stated previously, our managers and supervisors will be in constant communication with the building manager and Broward County representatives to provide a well-executed plan. In keeping in constant communication, we can adjust or modify items as required.

b. Describe how you will schedule basic janitorial service for each facility while coordinating with periodic project and annual work task.
   i. Describe crew organization to perform basic and project work.

Janitorial 5 Star Services utilizes computer programs and RFP specifications to determine the appropriate number of employees per a task. With the use of computer programming, we are able to accurately schedule the appropriate number of employees and allocate accordingly. All routine daily work is then coordinated along project work to provide optimal results. Facilities that have additional specifications or requirements will be identified upon execution of the contract and resources will be distributed accordingly.

Our project crews are broken into teams of 3 to 4 employees depending on the task and equipment required. All project crews are managed by a project manager.

Daily/routine work is completed with teams of 3 or 5 employees. The size of the building and level of cleaning are considered prior to scheduling employees. All work will be divided according to light tasks, vacuum and furniture, restrooms, and hard floors.

1. Light Tasks: dust horizontal surfaces; empty and reline trash; spot clean (walls, doors, windows etc).
2. Vacuum and Furniture: pick up trash; spot vacuum low traffic areas; vacuum all high traffic areas; reposition furniture after vacuuming or in office/conference rooms; turn off lights were applicable and secure doors/buildings.
3. Restrooms: refill all dispensers and paper products; empty and reline trash; clean and disinfect all toilets, partitions, counters, sinks, mirrors, fixtures; sweep and mop all hard floors.
4. Hard Floors: dust mop/sweep; spot mop stains; empty and reline trash; pick up trash; and spot mop.

c. Describe and present an example of your reporting system used to compare actual performance to your schedule for regular service.

Our Quality Control Managers develop and implement a routine schedule to monitor and stay ahead of any areas of deficiency. All scheduled visits are monitored and recorded via computer programs. All evaluations are recorded on a performance evaluation form (paper and/or digital) which documents the immediate needs to be addressed. If any inconsistencies are noted they are immediately relayed to the site supervisors for immediate attention. See attachment H & I for Quality Control forms.

d. Describe your capabilities to respond to emergency or disaster situations including of specialized equipment required for de-watering or moisture removal tasks or other special cleaning services.

Janitorial 5 Star Services understands there are situations that arise that cannot be planned for. We have developed a disaster/emergency response plan that utilizes a quick response from our on-call staff and specialized equipment. Our response plan is designed to immediately identify priority areas and limit or extinguish potential damage. Our employees are trained in disaster relief efforts such as smoke and fire remediation, water remediation, and mold remediation. We are confident with our disaster and emergency response plan you will see minimal disruption in services.

3.3 Describe your quality control program for each agreement of locations prime vendor is proposing:

a. Describe how you intend to provide a startup orientation program to bring facilities into compliance with quality standards.

Janitorial 5 Star Services will conduct a meeting prior to the contract starting to recruit the current staff members. We recognize the importance of experience and the current staff members have exactly that. In addition, our employees are properly trained to perform the tasks required so upon execution of this contract they will seamlessly step in. They are trained to identify any deficiencies and quickly correct them as required. In conjunction with our project crews, all sites/locations will be brought to standards specified in the RFP.

Our project managers and site supervisors will work closely with the building managers to identify any current issues with quality standards. A level of high importance will be placed on those issues to ensure standards are met quickly and without delay. We will also begin to identify the equipment and product needs of each location. These items will be purchased and made ready to provide a seamless transition.

We will always be in constant contact with building managers to guarantee this transition period is smooth and frankly unnoticeable to your staff and the people you serve. Our goal is to work hand in hand with you so our process and operations work simultaneously with yours.

b. Discuss your inspection procedures including any technical aids used to monitor performance standards.

As discussed above, our Quality Control Program is designed to stay ahead of any areas of deficiency. We use both digital and written forms to monitor and document deficiencies. All project managers and site supervisors are briefed on all RFP requirements and standards prior to commencement of the contract. Daily and weekly meetings will be conducted to discuss trending deficiencies to identify whether it stems from such issues as training, personnel, or equipment.

c. Describe how prime vendor will achieve the services and quality standards described in the attached Exhibit 1- specifications.

Janitorial 5 Star Services will achieve the services and quality standards described in the attached Exhibit 1 specifications by the following:

1. Implemented Quality Control Program
2. Maintaining proper equipment and well-trained employees
3. Maintaining constant communication with building managers
4. Quick response to service issues or deficiencies
5. Maintaining proper safety measures
6. Utilizing computer programs to schedule daily and periodic tasks

All items listed have been described above.

d. Describe and provide a sample of your reporting system used to compare actual performance to your schedule for regular services.

Janitorial 5 Star Services utilizes both digital and written forms to document performance. All evaluations and inspections are cross referenced to ensure RFP standards are being met or exceeded. See attachment H & I for quality control documents.

e. Describe the activities that can most easily be implemented to maximize opportunities to promote green building cleaning practices.

At Janitorial 5 Star Services we strive to promote and implement green cleaning practices at all facilities/contracts. We understand that our impact on the environment is lasting and we will minimize that impact.

Our project managers and site supervisors will meet with building managers to determine what is currently being implemented at the location, such as recycling, automated lights, or refillable water fountains. We will then merge our own green practices to ensure there is no interruption. We will continue to evaluate new methods, chemical products, or paper products to maximize our green cleaning efforts.

3.4 Company Equipment

a. List current inventory of heavy equipment

We currently have pressure washers, floor machines, carpet extractors, wet/dry vacuums, and backpack vacuums. We have great relationships with our vendors if additional equipment is required whether for emergency or maintenance needs.

b. Provide the response time for mobilization for each piece of equipment.

Mobilization of each piece of equipment is determined based on the location and size of the equipment. We strive to make equipment readily available with a response time of no longer than 24 hours.

c. List the current inventory of machinery for floor care that will be utilized to perform the requirements.

See section 3.4 (a) for list.

d. Describe how vendor will ensure all required equipment is maintained in quality working condition.

We regularly inspect all equipment to guarantee they are working properly. Preventative maintenance is the first step to keeping all equipment functioning properly, and it ensures there is no interruption in service. Additional equipment is readily available should it be required.

e. List office equipment and computer programs that vendor currently possesses in order to deliver electronic communications and reports to county staff.
I.e. computer, fax, scanner, printer, photocopier, adobe acrobat, Microsoft, outlook, excel etc.

Janitorial 5 Star Services currently uses all listed office equipment and computer programs. All employees are provided smart phones to communicate through these programs.

3.5 Company training

a. Provide Safety Training Manual

See attachment J.

b. Employee Training Manual

See attachment J.

c. Describe the training currently in place to assure on-site staff will be pro-active and aware during each shift with regards to notification and documentation of suspicious behavior, abandoned belongings, running water, potential slip and fall conditions, ajar doors.

Janitorial 5 Star Services provides training and retraining on all the listed subjects. We believe repetition is key when making something second nature, and that is exactly how we train our employees to recognize these items. Our managers and supervisors are constantly on the look out for ways to make your facilities safer not only for us, but for your staff and clients too. We regularly meet with

employees regarding safe practices during performance of tasks and security measures within the facilities.

d. Describe training of vendor s supervisors and cleaners in green building cleaning procedures as required for this contract.

All supervisors and cleaners will be trained in the green cleaning procedures of this RFP.

4 Workload of the Firm
List all completed and active projects that vendor has managed within the past five years. In addition, list all projected projects that vendor will be working on in the near future. Projected projects will be defined as a projects that vendor worked on concurrently. Describe vendor s approach in managing projects Were there or will there be any challenges for any of the listed projects? If so describe how vendor dealt or will deal with the projects challenges.

There are no known challenges on any past awarded projects. There are no anticipated challenges on any awarded projects. The experience of all employees coupled with our quality control measures has aided in our positive relationship with our clients. See list below for all projects.

- BMD Management, office cleaning
- Pride Construction, office cleaning & post construction cleaning
- Whiting & Turner, office cleaning & pressure washing
- OIC of South Florida, office cleaning & electrostatic disinfecting
- Commercial Relocation Group, office cleaning
- Alexander Rebb Property Management, lawn maintenance
- Strategic Properties, lawn maintenance
- Brookstone Construction, post construction cleaning & window cleaning
- Camp Live Oak, site cleaning & disinfecting
- Broward County Chemical & Supplies, supply orders
- City of Pompano Beach, office cleaning & pressure washing
- Innovative Healthcare Business Solutions, office cleaning
- Global Construction Services, post construction cleaning
- Unitarian Universalist Church, office cleaning

- Broward County School District, site cleaning in conjunction with custodial staff, post construction cleaning, & electrostatic disinfecting

5 Pricing

See attached pricing sheet

Janitorial Services - Price Sheets - Port Everglades - Agreement 13 (CB

ITEM NO.	FACILITY LOCATION	Annual Frequency	Annual Process	Year 1 Unit Price	Year 1 Annual	Ye Unit Price
1	1801 SE 20th Street Ft. Lauderdale	12	Restrooms	$ 100.00	$ 1,200.00	$ 100.00
		Hourly	Porter (120Hrs./Month)	**$ 18.50**	**$ 26,640.00**	**$ 18.50**
		12	Cleaning Supplies	$ 20.00	$ 240.00	$ 20.00
		12	Paper Products	$ 25.00	$ 300.00	$ 25.00
		395	Carpet Cleaning - Deep (SQ. FT.)	$ 0.13	$ 51.35	$ 0.13
		395	Electrostatic Disinfection (SQ. FT.)	$ 0.03	$ 11.85	$ 0.03
			Total		$ 28,443.20	
2	1800 SE 18th Street Ft. Lauderdale	12	Restrooms	$ 650.00	$ 7,800.00	$ 650.00
		Hourly	Porter (90Hrs./Month)	**$ 18.50**	**$ 19,980.00**	**$ 18.50**
		12	Cleaning Supplies	$ 150.00	$ 1,800.00	$ 150.00
		12	Paper Products	$ 50.00	$ 600.00	$ 50.00
		746	Carpet Cleaning - Deep (SQ. FT.)	$ 0.13		$ 0.13
		746	Electrostatic Disinfection (SQ. FT.)	$ 0.03		$ 0.03
			Total		$ 30,180.00	
3	1800 SE 18th Street Garage Ft. Lauderdale	12	Restrooms	$ 500.00	$ 6,000.00	$ 500.00
		Hourly	Porter (30Hrs./Month)	**$ 18.50**	**$ 6,660.00**	**$ 18.50**
		12	Cleaning Supplies	$ 120.00	$ 1,440.00	$ 120.00
		12	Paper Products	$ 30.00	$ 360.00	$ 30.00
		357	Carpet Cleaning - Deep (SQ. FT.)	$ 0.13	$ 46.41	$ 0.13
		357	Electrostatic Disinfection (SQ. FT.)	$ 0.03	$ 10.71	$ 0.03
			Total		$ 14,517.12	

4	Check point 3 (Restroom Only)	12	Restrooms	$ 90.00	$ 1,080.00	$ 90.00
		Hourly	Porter (30Hrs./Month)	**$ 18.50**	**$ 6,660.00**	**$ 18.50**
		12	Cleaning Supplies	$ 10.00	$ 120.00	$ 10.00
		12	Paper Products	$ 10.00	$ 120.00	$ 10.00
		41	Carpet Cleaning - Deep (SQ. FT.)	$ 0.13	$ 5.33	$ 0.13
		41	Electrostatic Disinfection (SQ. FT.)	$ 0.03	$ 1.23	$ 0.03
			Total		$ 7,986.56	
5	Check point 3 - Booth	12	Restrooms	$ -	$ -	$ -
		Hourly	Porter (30Hrs./Month)	**$ 18.50**	**$ 6,660.00**	**$ 18.50**
		12	Cleaning Supplies	$ 5.00	$ 60.00	$ 5.00
		12	Paper Products	$ 5.00	$ 60.00	$ 5.00
		24	Carpet Cleaning - Deep (SQ. FT.)	$ 0.13	$ 3.12	$ 0.13
		24	Electrostatic Disinfection (SQ. FT.)	$ 0.03	$ 0.72	$ 0.03
			Total		$ 6,783.84	
6	Check point 2 (Restroom Only)	12	Restrooms	$ 90.00	$ 1,080.00	$ 90.00
		Hourly	Porter (30Hrs./Month)	**$ 18.50**	**$ 6,660.00**	**$ 18.50**
		12	Cleaning Supplies	$ 10.00	$ 120.00	$ 10.00
		12	Paper Products	$ 10.00	$ 120.00	$ 10.00
		41	Carpet Cleaning - Deep (SQ. FT.)	$ 0.13	$ 5.33	$ 0.13
		41	Electrostatic Disinfection (SQ. FT.)	$ 0.03	$ 1.23	$ 0.03
			Total		$ 7,986.56	
7	Check point 2 - Booth	12	Restrooms	$ -	$ -	$ -
		Hourly	Porter (30Hrs./Month)	**$ 18.50**	**$ 6,660.00**	**$ 18.50**
		12	Cleaning Supplies	$ 5.00	$ 60.00	$ 5.00
		12	Paper Products	$ 5.00	$ 60.00	$ 5.00

24	Carpet Cleaning - Deep (SQ. FT.)	$ 0.13	$ 3.12	$ 0.13
24	Electrostatic Disinfection (SQ. FT.)	$ 0.03	$ 0.72	$ 0.03
	Total		$ 6,783.84	

ITEM NO.	FACILITY LOCATION	Annual Frequency	Annual Process	Unit Price	Annual	Unit Price
8	1900 SE 23rd Street, Fort Lauderdale	12	Restrooms	$ 160.00	$ 1,920.00	$ 160.00
		Hourly	Porter (30Hrs./Month)	**$ 18.50**	**$ 6,660.00**	**$ 18.50**
		12	Cleaning Supplies	$ 30.00	$ 360.00	$ 30.00
		12	Paper Products	$ 35.00	$ 420.00	$ 35.00
		124	Carpet Cleaning - Deep (SQ. FT.)	$ 0.13	$ 16.12	$ 0.13
		124	Electrostatic Disinfection (SQ. FT.)	$ 0.03	$ 3.72	$ 0.03
			Total		$ 9,379.84	
9	Berth 8 (Restroom Only)	12	Restrooms	$ 240.00	$ 2,880.00	$ 240.00
		Hourly	Porter (30Hrs./Month)	**$ 18.50**	**$ 6,660.00**	**$ 18.50**
		12	Cleaning Supplies	$ 45.00	$ 540.00	$ 45.00
		12	Paper Products	$ 40.00	$ 480.00	$ 40.00
		172	Carpet Cleaning - Deep (SQ. FT.)	$ 0.13	$ 22.36	$ 0.13
		172	Electrostatic Disinfection (SQ. FT.)	$ 0.03	$ 5.16	$ 0.03
			Total		$ 10,587.52	
10	Berth 13 (Restroom Only)	12	Restrooms	$ 170.00	$ 2,040.00	$ 170.00
		Hourly	Porter (30Hrs./Month)	**$ 18.50**	**$ 6,660.00**	**$ 18.50**
		12	Cleaning Supplies	$ 25.00	$ 300.00	$ 25.00
		12	Paper Products	$ 22.00	$ 264.00	$ 22.00

		100	Carpet Cleaning - Deep (SQ. FT.)	$ 0.13	$ 13.00	$ 0.13
		100	Electrostatic Disinfection (SQ. FT.)	$ 0.03	$ 3.00	$ 0.03
			Total		$ 9,280.00	
11	Gate 13 (Restroom Only)	12	Restrooms	$ 150.00	$ 1,800.00	$ 150.00
		Hourly	Porter (30Hrs./Month)	**$ 18.50**	**$ 6,660.00**	**$ 18.50**
		12	Cleaning Supplies	$ 10.00	$ 120.00	$ 10.00
		12	Paper Products	$ 5.00	$ 60.00	$ 5.00
		41	Carpet Cleaning - Deep (SQ. FT.)	$ 0.13	$ 5.33	$ 0.13
		41	Electrostatic Disinfection (SQ. FT.)	$ 0.03	$ 1.23	$ 0.03
			Total		$ 8,646.56	
12	Gate 13 - Booth	12	Restrooms	$ -	$ -	$ -
		Hourly	Porter (30Hrs./Month)	**$ 18.50**	**$ 6,660.00**	**$ 18.50**
		12	Cleaning Supplies	$ 10.00	$ 120.00	$ 10.00
		12	Paper Products	$ 5.00	$ 60.00	$ 5.00
		24	Carpet Cleaning - Deep (SQ. FT.)	$ 0.13	$ 3.12	$ 0.13
		24	Electrostatic Disinfection (SQ. FT.)	$ 0.03	$ 0.72	$ 0.03
			Total		$ 6,843.84	
13	1900 SE 32nd Street, Fort Lauderdale	12	Restrooms	$ 950.00	$ 11,400.00	$ 950.00
		Hourly	Porter (150Hrs./Month)	**$ 18.50**	**$ 33,300.00**	**$ 18.50**
		12	Cleaning Supplies	$ 250.00	$ 3,000.00	$ 250.00
		12	Paper Products	$ 200.00	$ 2,400.00	$ 200.00
		977	Carpet Cleaning - Deep (SQ. FT.)	$ 0.13	$ 127.01	$ 0.13
		977	Electrostatic Disinfection (SQ. FT.)	$ 0.03	$ 29.31	$ 0.03

			Total		$ 50,256.32	

ITEM NO.	FACILITY LOCATION	Annual Frequency	Annual Process	Unit Price	Annual	Unit Price
14	2019 Eller Drive, Fort Lauderdale	12	Restrooms	$ 1,300.00	$ 15,600.00	$ 1,300.00
		Hourly	Porter (120Hrs./Month)	**$ 18.50**	**$ 26,640.00**	**$ 18.50**
		12	Cleaning Supplies	$ 330.00	$ 3,960.00	$ 330.00
		12	Paper Products	$ 380.00	$ 4,560.00	$ 380.00
		1362	Carpet Cleaning - Deep (SQ. FT.)	$ 0.13	$ 177.06	$ 0.13
		1362	Electrostatic Disinfection (SQ. FT.)	$ 0.03	$ 40.86	$ 0.03
			Total		$ 50,977.92	
15	2021 Eller Drive, Fort Lauderdale	12	Restrooms	$ 510.00	$ 6,120.00	$ 510.00
		Hourly	Porter (30Hrs./Month)	**$ 18.50**	**$ 6,660.00**	**$ 18.50**
		12	Cleaning Supplies	$ 80.00	$ 960.00	$ 80.00
		12	Paper Products	$ 100.00	$ 1,200.00	$ 100.00
		433	Carpet Cleaning - Deep (SQ. FT.)	$ 0.13	$ 56.29	$ 0.13
		433	Electrostatic Disinfection (SQ. FT.)	$ 0.03	$ 12.99	$ 0.03
			Total		$ 15,009.28	
16	2025 Eller Drive, Fort Lauderdale	12	Restrooms	$ 100.00	$ 1,200.00	$ 100.00
		Hourly	Porter (30Hrs./Month)	**$ 18.50**	**$ 6,660.00**	**$ 18.50**
		12	Cleaning Supplies	$ 40.00	$ 480.00	$ 40.00
		12	Paper Products	$ 15.00	$ 180.00	$ 15.00
		66	Carpet Cleaning - Deep (SQ. FT.)	$ 0.13	$ 8.58	$ 0.13
		66	Electrostatic Disinfection (SQ. FT.)	$ 0.03	$ 1.98	$ 0.03
			Total		$ 8,530.56	
17	2026A Eller Drive, Fort Lauderdale	12	Restrooms	$ 440.00	$ 5,280.00	$ 440.00

ITEM NO.	FACILITY LOCATION	Annual Frequency	Annual Process	Unit Price	Annual	Unit Price
		Hourly	Porter (90Hrs./Month)	**$ 18.50**	**$ 19,980.00**	**$ 18.50**
		12	Cleaning Supplies	$ 200.00	$ 2,400.00	$ 200.00
		12	Paper Products	$ 85.00	$ 1,020.00	$ 85.00
		359	Carpet Cleaning - Deep (SQ. FT.)	$ 0.13	$ 46.67	$ 0.13
		359	Electrostatic Disinfection (SQ. FT.)	$ 0.03	$ 10.77	$ 0.03
			Total		$ 28,737.44	
18	2026 Eller Drive, Fort Lauderdale	12	Restrooms	$ 520.00	$ 6,240.00	$ 520.00
		Hourly	Porter (90Hrs./Month)	**$ 18.50**	**$ 19,980.00**	**$ 18.50**
		12	Cleaning Supplies	$ 150.00	$ 1,800.00	$ 150.00
		12	Paper Products	$ 170.00	$ 2,040.00	$ 170.00
		666	Carpet Cleaning - Deep (SQ. FT.)	$ 0.13	$ 86.58	$ 0.13
		666	Electrostatic Disinfection (SQ. FT.)	$ 0.03	$ 19.98	$ 0.03
			Total		$ 30,166.56	
19	2200 SE 35th Street, Fort Lauderdale	12	Restrooms	$ 490.00	$ 5,880.00	$ 490.00
		Hourly	Porter (60Hrs./Month)	**$ 18.50**	**$ 13,320.00**	**$ 18.50**
		12	Cleaning Supplies	$ 80.00	$ 960.00	$ 80.00
		12	Paper Products	$ 240.00	$ 2,880.00	$ 240.00
		360	Carpet Cleaning - Deep (SQ. FT.)	$ 0.13	$ 46.80	$ 0.13
		360	Electrostatic Disinfection (SQ. FT.)	$ 0.03	$ 10.80	$ 0.03
			Total		$ 23,097.60	
20	Check point 1 (Restroom Only)	12	Restrooms	$ 200.00	$ 2,400.00	$ 200.00
		Hourly	Porter (30Hrs./Month)	**$ 18.50**	**$ 6,660.00**	**$ 18.50**
		12	Cleaning Supplies	$ 15.00	$ 180.00	$ 15.00

		12	Paper Products	$ 10.00	$ 120.00	$ 10.00
		41	Carpet Cleaning - Deep (SQ. FT.)	$ 0.13	$ 5.33	$ 0.13
		41	Electrostatic Disinfection (SQ. FT.)	$ 0.03	$ 1.23	$ 0.03
			Total		$ 9,366.56	
21	Check point 1 - Booth	12	Restrooms	$ -	$ -	$ -
		Hourly	Porter (30Hrs./Month)	**$ 18.50**	**$ 6,660.00**	**$ 18.50**
		12	Cleaning Supplies	$ 10.00	$ 120.00	$ 10.00
		12	Paper Products	$ 5.00	$ 60.00	$ 5.00
		24	Carpet Cleaning - Deep (SQ. FT.)	$ 0.13	$ 3.12	$ 0.13
		24	Electrostatic Disinfection (SQ. FT.)	$ 0.03	$ 0.72	$ 0.03
			Total		$ 6,843.84	
22	Check point 4 (Restroom Only)	12	Restrooms	$ 200.00	$ 2,400.00	$ 200.00
		Hourly	Porter (30Hrs./Month)	**$ 18.50**	**$ 6,660.00**	**$ 18.50**
		12	Cleaning Supplies	$ 10.00	$ 120.00	$ 10.00
		12	Paper Products	$ 5.00	$ 60.00	$ 5.00
		41	Carpet Cleaning - Deep (SQ. FT.)	$ 0.13	$ 5.33	$ 0.13
		41	Electrostatic Disinfection (SQ. FT.)	$ 0.03	$ 1.23	$ 0.03
			Total		$ 9,246.56	
23	Check point 4 - Booth	12	Restrooms	$ -	$ -	$ -
		Hourly	Porter (30Hrs./Month)	**$ 18.50**	**$ 6,660.00**	**$ 18.50**
		12	Cleaning Supplies	$ 5.00	$ 60.00	$ 5.00
		12	Paper Products	$ 5.00	$ 60.00	$ 5.00
		24	Carpet Cleaning - Deep (SQ. FT.)	$ 0.13	$ 3.12	$ 0.13

		24	Electrostatic Disinfection (SQ. FT.)	$ 0.03	$ 0.72	$ 0.03
			Total		$ 6,783.84	
24	Crane- 2050 SE 42nd ST. Ft. Laud	12	Restrooms	$ 800.00	$ 9,600.00	$ 800.00
		Hourly	Porter (120Hrs./Month)	**$ 18.50**	**$ 26,640.00**	**$ 18.50**
		12	Cleaning Supplies	$ 120.00	$ 1,440.00	$ 120.00
		12	Paper Products	$ 115.00	$ 1,380.00	$ 115.00
		520	Carpet Cleaning - Deep (SQ. FT.)	$ 0.13	$ 67.60	$ 0.13
		520	Electrostatic Disinfection (SQ. FT.)	$ 0.03	$ 15.60	$ 0.03
			Total		$ 39,143.20	
25	Sally Port (Booth)	12	Restrooms	$ -	$ -	$ -
		Hourly	Porter (30Hrs./Month)	**$ 18.50**	**$ 6,660.00**	**$ 18.50**
		12	Cleaning Supplies	$ 15.00	$ 180.00	$ 15.00
		12	Paper Products	$ 5.00	$ 60.00	$ 5.00
		24	Carpet Cleaning - Deep (SQ. FT.)	$ 0.13	$ 3.12	$ 0.13
		24	Electrostatic Disinfection (SQ. FT.)	$ 0.03	$ 0.72	$ 0.03
			Total		$ 6,903.84	
26	Gate 32 (Booth)	12	Restrooms	$ -	$ -	$ -
		Hourly	Porter (30Hrs./Month)	**$ 18.50**	**$ 6,660.00**	**$ 18.50**
		12	Cleaning Supplies	$ 15.00	$ 180.00	$ 15.00
		12	Paper Products	$ 5.00	$ 60.00	$ 5.00
		24	Carpet Cleaning - Deep (SQ. FT.)	$ 0.13	$ 3.12	$ 0.13
		24	Electrostatic Disinfection (SQ. FT.)	$ 0.03	$ 0.72	$ 0.03
			Total		$ 6,903.84	
		Total (1) - Summary, all sites			$ 439,386.24	

FACILITY LOCATION	Annual Frequency	Annual Process	Unit Price Per Hour	Annual	Unit Price Per Hour
Additional Labor:					
Project Supervisor		50 hrs.	$ 30.00	$ 1,500.00	$ 32.00
Site Supervisor		50 hrs.	$ 22.75	$ 1,137.50	$ 22.75
Full Time Service Crew		50 hrs.	$ 19.50	$ 975.00	$ 21.00
Part Time Service Crew		50 hrs.	$ 19.50	$ 975.00	$ 21.00
Porter Day/Night		50 hrs.	$ 18.50	$ 925.00	$ 18.50
Emergency Services Labor:					
Project Supervisor		50 hrs.	$ 32.00	$ 1,600.00	$ 32.00
Site Supervisor		50 hrs.	$ 28.00	$ 1,400.00	$ 28.00
Full Time Service Crew		50 hrs.	$ 25.00	$ 1,250.00	$ 25.00
Part Time Service Crew		50 hrs.	$ 25.00	$ 1,250.00	$ 25.00
Porter Day/Night		50 hrs.	$ 22.00	$ 1,100.00	$ 22.00
"Pass thru" (Services/Materials)				$ 1,000.00	
		Total (2)		$ 13,112.50	

Grand Total - Whole Group
(Total 1 + Total 2) $ 452,498.74

REGARDLESS OF THE NUMBER OF HOURS WORKED,

YES	X	**Agree to the above staten**
NO		**Disagree to the above sta**

NAME OF COMPANY: **Janitorial 5 Star Services LLC**

AUTHORIZED PERSON NAME: **Kristen Olbel**

AUTHORIZED SIGNATURE: *Kristen Olbel*

By signing this proposal sheet, your firm is agreeing to the terms and conditions of the invi

All buildings listed in the group must be priced for this proposal sheet to be determine

AUTHORIZED PERSON TITLE: **CEO** **DATE:**

THIS SHEET MUST BE SIGNED AND MUST NOT BE ALTERED OR RE

E Reserve)	
ear 2	
Annual	*Two Year Total*
$ 1,200.00	$ 2,400.00
$ 26,640.00	$ 53,280.00
$ 240.00	$ 480.00
$ 300.00	$ 600.00
$ 51.35	$ 102.70
$ 11.85	$ 23.70
$ 28,443.20	$ 56,886.40
$ 7,800.00	$ 15,600.00
$ 19,980.00	$ 39,960.00
$ 1,800.00	$ 3,600.00
$ 600.00	$ 1,200.00
	$ -
	$ -
$ 30,180.00	$ 60,360.00
$ 6,000.00	$ 12,000.00
$ 6,660.00	$ 13,320.00
$ 1,440.00	$ 2,880.00
$ 360.00	$ 720.00
$ 46.41	$ 92.82
$ 10.71	$ 21.42
$ 14,517.12	$ 29,034.24

$ 1,080.00	$ 2,160.00
$ 6,660.00	$ 13,320.00
$ 120.00	$ 240.00
$ 120.00	$ 240.00
$ 5.33	$ 10.66
$ 1.23	$ 2.46
$ 7,986.56	$ 15,973.12

$ -	$ -
$ 6,660.00	$ 13,320.00
$ 60.00	$ 120.00
$ 60.00	$ 120.00
$ 3.12	$ 6.24
$ 0.72	$ 1.44
$ 6,783.84	$ 13,567.68

$ 1,080.00	$ 2,160.00
$ 6,660.00	$ 13,320.00
$ 120.00	$ 240.00
$ 120.00	$ 240.00
$ 5.33	$ 10.66
$ 1.23	$ 2.46
$ 7,986.56	$ 15,973.12

$ -	$ -
$ 6,660.00	$ 13,320.00
$ 60.00	$ 120.00
$ 60.00	$ 120.00

$ 3.12	$ 6.24
$ 0.72	$ 1.44
$ 6,783.84	$ 13,567.68

Annual	*Two Year Total*
$ 1,920.00	$ 3,840.00
$ 6,660.00	$ 13,320.00
$ 360.00	$ 720.00
$ 420.00	$ 840.00
$ 16.12	$ 32.24
$ 3.72	$ 7.44
$ 9,379.84	$ 18,759.68

$ 2,880.00	$ 5,760.00
$ 6,660.00	$ 13,320.00
$ 540.00	$ 1,080.00
$ 480.00	$ 960.00
$ 22.36	$ 44.72
$ 5.16	$ 10.32
$ 10,587.52	$ 21,175.04

$ 2,040.00	$ 4,080.00
$ 6,660.00	$ 13,320.00
$ 300.00	$ 600.00
$ 264.00	$ 528.00

$ 13.00	$ 26.00
$ 3.00	$ 6.00
$ 9,280.00	$ 18,560.00

$ 1,800.00	$ 3,600.00
$ 6,660.00	$ 13,320.00
$ 120.00	$ 240.00
$ 60.00	$ 120.00
$ 5.33	$ 10.66
$ 1.23	$ 2.46
$ 8,646.56	$ 17,293.12

$ -	$ -
$ 6,660.00	$ 13,320.00
$ 120.00	$ 240.00
$ 60.00	$ 120.00
$ 3.12	$ 6.24
$ 0.72	$ 1.44
$ 6,843.84	$ 13,687.68

$ 11,400.00	$ 22,800.00
$ 33,300.00	$ 66,600.00
$ 3,000.00	$ 6,000.00
$ 2,400.00	$ 4,800.00
$ 127.01	$ 254.02
$ 29.31	$ 58.62

$ 50,256.32	$ 100,512.64

Annual	*Two Year Total*
$ 15,600.00	$ 31,200.00
$ 26,640.00	$ 53,280.00
$ 3,960.00	$ 7,920.00
$ 4,560.00	$ 9,120.00
$ 177.06	$ 354.12
$ 40.86	$ 81.72
$ 50,977.92	$ 101,955.84

$ 6,120.00	$ 12,240.00
$ 6,660.00	$ 13,320.00
$ 960.00	$ 1,920.00
$ 1,200.00	$ 2,400.00
$ 56.29	$ 112.58
$ 12.99	$ 25.98
$ 15,009.28	$ 30,018.56

$ 1,200.00	$ 2,400.00
$ 6,660.00	$ 13,320.00
$ 480.00	$ 960.00
$ 180.00	$ 360.00
$ 8.58	$ 17.16
$ 1.98	$ 3.96
$ 8,530.56	$ 17,061.12

$ 5,280.00	$ 10,560.00

$ 19,980.00	$ 39,960.00
$ 2,400.00	$ 4,800.00
$ 1,020.00	$ 2,040.00
$ 46.67	$ 93.34
$ 10.77	$ 21.54
$ 28,737.44	$ 57,474.88

Annual	***Two Year Total***
$ 6,240.00	$ 12,480.00
$ 19,980.00	$ 39,960.00
$ 1,800.00	$ 3,600.00
$ 2,040.00	$ 4,080.00
$ 86.58	$ 173.16
$ 19.98	$ 39.96
$ 30,166.56	$ 60,333.12

$ 5,880.00	$ 11,760.00
$ 13,320.00	$ 26,640.00
$ 960.00	$ 1,920.00
$ 2,880.00	$ 5,760.00
$ 46.80	$ 93.60
$ 10.80	$ 21.60
$ 23,097.60	$ 46,195.20

$ 2,400.00	$ 4,800.00
$ 6,660.00	$ 13,320.00
$ 180.00	$ 360.00

$ 120.00	$ 240.00
$ 5.33	$ 10.66
$ 1.23	$ 2.46
$ 9,366.56	$ 18,733.12

$ -	$ -
$ 6,660.00	$ 13,320.00
$ 120.00	$ 240.00
$ 60.00	$ 120.00
$ 3.12	$ 6.24
$ 0.72	$ 1.44
$ 6,843.84	$ 13,687.68

$ 2,400.00	$ 4,800.00
$ 6,660.00	$ 13,320.00
$ 120.00	$ 240.00
$ 60.00	$ 120.00
$ 5.33	$ 10.66
$ 1.23	$ 2.46
$ 9,246.56	$ 18,493.12

$ -	$ -
$ 6,660.00	$ 13,320.00
$ 60.00	$ 120.00
$ 60.00	$ 120.00
$ 3.12	$ 6.24

$ 0.72	$ 1.44
$ 6,783.84	$ 13,567.68

$ 9,600.00	$ 19,200.00
$ 26,640.00	$ 53,280.00
$ 1,440.00	$ 2,880.00
$ 1,380.00	$ 2,760.00
$ 67.60	$ 135.20
$ 15.60	$ 31.20
$ 39,143.20	$ 78,286.40

$ -	$ -
$ 6,660.00	$ 13,320.00
$ 180.00	$ 360.00
$ 60.00	$ 120.00
$ 3.12	$ 6.24
$ 0.72	$ 1.44
$ 6,903.84	$ 13,807.68

$ -	$ -
$ 6,660.00	$ 13,320.00
$ 180.00	$ 360.00
$ 60.00	$ 120.00
$ 3.12	$ 6.24
$ 0.72	$ 1.44
$ 6,903.84	$ 13,807.68

$ 439,386.24	$ 878,772.48

Annual	*Two Year Total*
Annual	**2 years**
$ 1,600.00	$ 3,100.00
$ 1,137.50	$ 2,275.00
$ 1,050.00	$ 2,025.00
$ 1,050.00	$ 2,025.00
$ 925.00	$ 1,850.00
$ 1,600.00	$ 3,200.00
$ 1,400.00	$ 2,800.00
$ 1,250.00	$ 2,500.00
$ 1,250.00	$ 2,500.00
$ 1,100.00	$ 2,200.00
$ 1,000.00	$ 2,000.00
$ 13,362.50	$ 26,475.00
$ 452,748.74	$ 905,247.48

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5/25/2021

EVISED.

Attachment - A Vendor Reference Verification Broward County School Board

Attachment 11

BROWARD COUNTY FLORIDA

Vendor Reference Verification Form

Broward County Solicitation No. and Title:

RFP No. BLD2121632P1, Janitorial Services -County Facilities

Reference for: Janitorial 5 Star Services LLC

Organization/Firm Name providing reference:

Broward County School District

Contact Name: Ben Osborne Reference date: 05/10/2021

Contact Email: benjamin.osborne@browardschools.com Contact Phone: 954-931-5625

Name of Referenced Project: Janitorial services, emergency services, electrostatic disinfecting

Contract No. | Date Services Provided: 09/01/2020 to 05/10/2021 | Project Amount: $ 366,166.00

Vendor's role in Project: ☑ Prime Vendor ☐ Subconsultant/Subcontractor

Would you use this vendor again? ☑ Yes ☐ No

Description of services provided by Vendor:
Electrostatic disinfecting, janitorial services, emergency response for janitorial needs

Please rate your experience with the referenced Vendor:	Needs Improvement	Satisfactory	Excellent	Not Applicable
1. Vendor's Quality of Service				
a. Responsive	☐	☐	☑	☐
b. Accuracy	☐	☑	☐	☐
c. Deliverables	☐	☑	☐	☐
2. Vendor's Organization:				
a. Staff expertise	☐	☐	☑	☐
b. Professionalism	☐	☐	☑	☐
c. Turnover	☐	☐	☐	☑
3. Timeliness of:				
a. Project	☐	☑	☐	☐
b. Deliverables	☐	☑	☐	☐
4. Project completed within budget	☐	☑	☐	☐
5. Cooperation with:				
a. Your Firm	☐	☐	☑	☐
b. Subcontractor(s)/Subconsultant(s)	☐	☑	☐	☐
c. Regulatory Agency(ies)	☐	☑	☐	☐

Additional Comments: (provide on additional sheet if needed)

THIS SECTION FOR COUNTY USE ONLY

Verified via: ____EMAIL ____VERBAL Verified by: _____ Division: _____ Date: _____

All information provided to Broward County is subject to verification. Vendor acknowledges that inaccurate, untruthful, or incorrect statements made in support of this response may be used by the County as a basis for rejection, rescission of the award, or termination of the contract and may also serve as the basis for debarment of Vendor pursuant to Section 21.119 of the Broward County Procurement Code.

Attachment - B

Vendor Reference Verification

BMD Management

Attachment B

BROWARD COUNTY FLORIDA

Vendor Reference Verification Form

Broward County Solicitation No. and Title:

RFP No. BLD2121632P1, Janitorial Services -County Facilities

Reference for: Janitorial 5 Star Services LLC

Organization/Firm Name providing reference:

BMD Management

Contact Name: Barbara Preston Reference date: 05/10/2021

Contact Email: bpreston@bmdfl.com Contact Phone: 954-784-3031

Name of Referenced Project: 555 SW 12th Ave Pompano Beach, FL

Contract No. Date Services Provided: Project Amount:

10/01/2017 to 05/10/2021 $ 40,000.00

Vendor's role in Project: ☑ Prime Vendor ☐ Subconsultant/Subcontractor

Would you use this vendor again? ☑ Yes ☐ No

Description of services provided by Vendor:

Janitorial services provided 5 days a week.

Please rate your experience with the referenced Vendor:	**Needs Improvement**	**Satisfactory**	**Excellent**	**Not Applicable**
1. Vendor's Quality of Service				
a. Responsive	☐	☐	☑	☐
b. Accuracy	☐	☐	☑	☐
c. Deliverables	☐	☐	☐	☑
2. Vendor's Organization:				
a. Staff expertise	☐	☐	☑	☐
b. Professionalism	☐	☐	☑	☐
c. Turnover	☐	☐	☐	☐
3. Timeliness of:				
a. Project	☐	☐	☑	☐
b. Deliverables	☐	☐	☑	☐
4. Project completed within budget	☐	☐	☑	☐
5. Cooperation with:				
a. Your Firm	☐	☐	☑	☐
b. Subcontractor(s)/Subconsultant(s)	☐	☐	☐	☑
c. Regulatory Agency(ies)	☐	☐	☐	☑

Additional Comments: (provide on additional sheet if needed)

THIS SECTION FOR COUNTY USE ONLY

Verified via: ____EMAIL ____VERBAL Verified by: _____ Division: _____ Date: _____

All information provided to Broward County is subject to verification. Vendor acknowledges that inaccurate, untruthful, or incorrect statements made in support of this response may be used by the County as a basis for rejection, rescission of the award, or termination of the contract and may also serve as the basis for debarment of Vendor pursuant to Section 21.119 of the Broward County Procurement Code.

Attachment - C
Vendor Reference Verification
City of Pompano Beach

Attachment C

BROWARD COUNTY FLORIDA

Vendor Reference Verification Form

Broward County Solicitation No. and Title:

RFP No. BLD2121632P1, Janitorial Services -County Facilities

Reference for: Janitorial 5 Star Services LLC

Organization/Firm Name providing reference:

City of Pompano Beach

Contact Name: Kate Belcher Reference date: 05/10/2021

Contact Email: Kate.Belcher@copbfl.com Contact Phone: 954-786-4575

Name of Referenced Project: Pressure cleaning city pier

Contract No. Date Services Provided: 05/01/2020 to 05/10/2021 Project Amount: $ 70,000.00

Vendor's role in Project: ☑ Prime Vendor ☐ Subconsultant/Subcontractor

Would you use this vendor again? ☐ Yes ☐ No

Description of services provided by Vendor:

Daily maintenance of pier by pressure cleaning and trash pickup. Monthly full pier cleaning by pressure cleaning.

Please rate your experience with the referenced Vendor:	**Needs Improvement**	**Satisfactory**	**Excellent**	**Not Applicable**
1. Vendor's Quality of Service				
a. Responsive	☐	☐	☐ x	☐
b. Accuracy	☐	☐	☐ x	☐
c. Deliverables	☐	☐	☐ x	☐
2. Vendor's Organization:				
a. Staff expertise	☐	☐	☐ x	☐
b. Professionalism	☐	☐	☐ x	☐
c. Turnover	☐	☐	☐ x	☐
3. Timeliness of:				
a. Project	☐	☐	☐ x	☐
b. Deliverables	☐	☐	☐ x	☐
4. Project completed within budget	☐	☐	☐ x	☐
5. Cooperation with:				
a. Your Firm	☐	☐	☐ x	☐
b. Subcontractor(s)/Subconsultant(s)	☐	☐	☐ x	☐
c. Regulatory Agency(ies)	☐	☐	☐ x	☐

Additional Comments: (provide on additional sheet if needed)

THIS SECTION FOR COUNTY USE ONLY

Verified via: ____EMAIL ____VERBAL Verified by: _____ Division: _____ Date: _____

All information provided to Broward County is subject to verification. Vendor acknowledges that inaccurate, untruthful, or incorrect statements made in support of this response may be used by the County as a basis for rejection, rescission of the award, or termination of the contract and may also serve as the basis for debarment of Vendor pursuant to Section 21.119 of the Broward County Procurement Code.

Attachment - D

Broward County Local Business Tax Receipt

Attachment D

BROWARD COUNTY LOCAL BUSINESS TAX RECEIPT

115 S. Andrews Ave., Rm. A-100, Ft. Lauderdale, FL 33301-1895 – 954-831-4000

VALID OCTOBER 1, 2020 THROUGH SEPTEMBER 30, 2021

DBA:
Business Name: JANITORIAL 5 STAR SERVICES

Receipt #: 325-288281
Business Type: CLEANING/JANITORIAL (JANITORIAL)

Owner Name: KRISTEN OLBEL
Business Location: 1961 NE 25 AVE
POMPANO BEACH
Business Phone: 954-702-2053

Business Opened: 01/03/2018
State/County/Cert/Reg:
Exemption Code:

Rooms	Seats	Employees	Machines	Professionals
		1		

For Vending Business Only — Number of Machines: — Vending Type:

Tax Amount	Transfer Fee	NSF Fee	Penalty	Prior Years	Collection Cost	Total Paid
33.00	0.00	0.00	0.00	0.00	0.00	33.00

THIS RECEIPT MUST BE POSTED CONSPICUOUSLY IN YOUR PLACE OF BUSINESS

THIS BECOMES A TAX RECEIPT

WHEN VALIDATED

This tax is levied for the privilege of doing business within Broward County and is non-regulatory in nature. You must meet all County and/or Municipality planning and zoning requirements. This Business Tax Receipt must be transferred when the business is sold, business name has changed or you have moved the business location. This receipt does not indicate that the business is legal or that it is in compliance with State or local laws and regulations.

Mailing Address:

KRISTEN OLBEL
1961 NE 25 AVE
POMPANO BEACH, FL 33062

Receipt #05A-19-00009355
Paid 07/15/2020 33.00

2020 - 2021

BROWARD COUNTY LOCAL BUSINESS TAX RECEIPT

Attachment - E
City of Pompano Beach
Business Tax Receipt

pompano beach
Florida's Warmest Welcome

CITY OF POMPANO BEACH
BUSINESS TAX RECEIPT
FISCAL YEAR: 2020 - 2021

Business Tax Receipt Valid from: October 1, 2020 through September 30, 2021

4466624
JANITORIAL 5 STAR SERVICES LLC
OLBEL, KRISTEN - H/O
1961 NE 25 AVENUE
POMPANO BEACH FL 33062

9/21/2020

THIS IS NOT A BILL

THIS IS YOUR BUSINESS TAX RECEIPT. PLEASE POST IN A CONSPICUOUS PLACE AT THE BUSINESS LOCATION.

BUSINESS OWNER: JANITORIAL 5 STAR SERVICES LLC
BUSINESS LOCATION: 1961 NE 25 AV POMPANO BEACH FL

RECEIPT NO:	CLASSIFICATION
21-00095288	JANITORIAL OR WINDOW CLEANING

NOTICE: A NEW APPLICATON MUST BE FILED IF THE BUSINESS NAME, OWNERSHIP OR ADDRESS IS CHANGED. THE ISSUANCE OF A BUSINESS TAX RECEIPT SHALL NOT BE DEEMED A WAIVER OF ANY PROVISION OF THE CITY CODE NOR SHALL THE ISSUANCE OF A BUSINESS TAX RECEIPT BE CONSTRUED TO BE A JUDGEMENT OF THE CITY AS TO THE COMPETENCE OF THE APPLICANT TO TRANSACT BUSINESS. **THIS DOCUMENT CANNOT BE ALTERED.**

BUSINESS TAX RECEIPTS EXPIRE SEPTEMBER 30TH OF EACH YEAR

Attachment – F

CBE Certification

Attachment F

BLD2121632P1

p. 2402

Broward County Board of County Commissioners

BidSync

5/26/2021

BROWARD COUNTY
FLORIDA

Office of Economic and Small Business Development

Governmental Center Annex
115 S. Andrews Avenue, Room A680 • Fort Lauderdale, Florida 33301 • 954-357-6400 • FAX 954-357-5674 • TTY 954-357-5664

This Certificate is Awarded to:

JANITORIAL 5 STAR SERVICES LLC

As set forth in the Broward County Business Opportunity Act of 2012, the certification requirements have been met for:

County Business Enterprise
Small Business Enterprise
Anniversary Date: January 31st

Authorized Representative

The Office of Economic and Small Business Development must be notified within 30 days of any material changes in the business which may affect ownership and control. Failure to do so may result in the revocation of this certificate and/or imposition of other sanctions.

A Service of the Broward County Board of County Commissioners
www.broward.org/smallbusiness

Attachment – G

SBE Certification

Attachment 6

BLD2121632P1

p.2404

Supplier Diversity Outreach Program

THIS CERTIFICATE IS AWARDED TO

Janitorial 5 Star Services, LLC

FOR HAVING SUCCESSFULLY MET THE PRESCRIBED STANDARDS SET FORTH BY THE SUPPLIER DIVERSITY OUTREACH PROGRAM OF THE SCHOOL BOARD OF BROWARD COUNTY, FLORIDA FOR

CERTIFICATION

Small Business Enterprise (SBE)

Non-Minority

ON THIS DAY: September 9, 2019

Jasmine M. Jones
Manager, Supplier Diversity Outreach Program

CERTIFICATION #: WS1850692419

Expiration Date: September 8, 2021

Broward County Board of Commissioners

BidSync

5/26/2021

Attachment – H
Quality Inspection Form

Attachment F1

JANITORIAL 5 STAR SERVICES LLC

Quality Inspection Form

Date: _____

Location (name/building # etc): _____

Previous inspection date/result: _____

Next Inspection date: _____

Facility contact/signature: _____

Rating used 1-5 (1 = needs more frequent inspection, 5 = standard inspection time)

Facility Area	Common Name (AKA)	Number of Issues Noted	Rating
1. Lobby/Entrance			
2. Common areas (public/service areas)			
3. Employee work areas			
4. Administrative/Private Offices			
5. Employee use areas			
6. Support/Service areas			
7. Specialty areas			
8. Restrooms			
9. Carpet Flooring			
10. Hard Flooring			
11. Administrative Duties			

Attachment – I

Quality Control Inspection

JANITORIAL 5 STAR SERVICES LLC

Quality Control Inspection

Date/time: _____

Location (facility/building): _____

Inspector: _____

Area	Item for Inspection	Satisfactory	Unsatisfactory	Comments
1. Entrance	Free of Debris			
	Trash container, empty/clean liner			
	Ash containers clean			
	Exterior furniture clean			
	Walk-off mat clean			
2. Common areas & Lobby	Trash container, empty/clean liner			
	Carpets vacuum/spot cleaned			
	Hard floors dust/wet mopped			
	Hard floors—shine			
	Entrance doors/glass clean			
	Corners/Edges clean			
	Low dusting			
	High Dusting			
	HVAC vents clean			
	Drinking fountain clean			
3. Admin areas	Trash container, empty/clean liner			
	Carpets vacuum/spot cleaned			
	Hard floors dust/wet mopped			
	Hard floors—shine			
	Entrance doors/glass clean			
	Corners/Edges clean			
	Low dusting			
	High Dusting			
	HVAC vents clean			
	Furniture dust/spot free			
	Telephones clean/sanitized			

4. Kitchen areas	Trash container, empty/clean liner	_____	_____	_____
	Hard floors dust/wet mopped	_____	_____	_____
	Corners/Edges clean	_____	_____	_____
	Drains clean	_____	_____	_____
	Walls clean	_____	_____	_____
	HVAC vents clean	_____	_____	_____
5. Dining & Break areas	Trash container, empty/clean liner	_____	_____	_____
	Hard floors dust/wet mopped	_____	_____	_____
	Hard floors—shine	_____	_____	_____
	Corners/Edges clean	_____	_____	_____
	Tables/chairs clean	_____	_____	_____
	Walls clean	_____	_____	_____
	Serving areas clean	_____	_____	_____
	HVAC vents clean	_____	_____	_____
6. Restrooms	Trash container, empty/clean liner	_____	_____	_____
	Corners/Edges clean	_____	_____	_____
	Floor clean	_____	_____	_____
	Walls/partitions clean	_____	_____	_____
	Mirrors clean	_____	_____	_____
	Sinks/counters clean	_____	_____	_____
	Toilets/urinals clean	_____	_____	_____
	Showers clean	_____	_____	_____
	Soap/liquids filled	_____	_____	_____
	Paper towels filled	_____	_____	_____
	Toilet paper filled	_____	_____	_____
	Toilet seat/feminine products filled	_____	_____	_____
	HVAC vents clean	_____	_____	_____
	Floor drain clean	_____	_____	_____
7. Janitor closet	Area clean/orderly	_____	_____	_____
	Mop sink clean	_____	_____	_____
	Equipment clean/orderly	_____	_____	_____
	Chemicals orderly/labeled	_____	_____	_____
	Proper signs clean/visible	_____	_____	_____
	MSDS	_____	_____	_____
8. Employee Uniform clean/orderly		_____	_____	_____
	Badge/keys (if applicable)	_____	_____	_____

Number of items inspected: _____
Number of items Satisfactory: _____
Number of items Unsatisfactory: _____

WAGES RATES

Janitorial Services

Facilities Management Division

JANITORIAL SERVICES – FACILIITES MANAGEMENT DIVISION
FACILITIES LOCATIONS

WAGE RATES
(FOR LIVING WAGE RATE INFORMATIONAL PURPOSES ONLY EFFECTIVE JANUARY 1, 2021 THRU DECEMBER 31, 2021)

The hourly rate within this attachment shall be in accordance with Broward County Living Wage Ordinance (Sections 26-100 through 26-105 of Article VII, Chapter 26, Broward County Code of Ordinances), as amended, annually adjusted per Living Wage Ordinance.

The completed form should be submitted with the solicitation response prior to the solicitation closing date. If not included with the solicitation response, the proposer is required to provide within three business days of County's request. Vendor may be deemed non-responsible for failure to fully comply within stated timeframes.

The hourly rate must be entered for all personnel positions in accordance with Special Instructions to Vendors, Section J.2. If additional personnel positions are proposed to perform the work, provide information in the applicable sections of this form.

The hourly rate shall be the raw (unburdened) labor rates exclusive of taxes, insurance, overhead, profit, etc.

NOTE: This form is for informational purposes only and will not be used for final evaluation and scoring for Price.

PERSONNEL POSITIONS (Insert below for each position the minimum unburdened hourly rate)

DESCRIPTION	UNIT	(HOURLY RATE (UNBURDENED)
Project Manager or Equivalent	Hour	$ 30.00
Assistant Project Manager or Equivalent	Hour	$ 22.75
Quality Control Manager or Equivalent	Hour	$ 22.75
Shift Supervisor or Equivalent	Hour	$ 22.75
Team Leader/Supervisor or Equivalent	Hour	$ 19.50
Janitorial Worker or Equivalent	Hour	$ 17.05
	Hour	$
	Hour	$

Vendor Name JANITORIAL 5 STAR SERVICES LLC

JANITORIAL SERVICES – FACILITIES MANAGEMENT DIVISION
FACILITIES LOCATIONS

WAGE RATES
(FOR LIVING WAGE RATE INFORMATIONAL PURPOSES ONLY EFFECTIVE JANUARY 1, 2022 THRU DECEMBER 31, 2022)

The hourly rate within this attachment shall be in accordance with Broward County Living Wage Ordinance (Sections 26-100 through 26-105 of Article VII, Chapter 26, Broward County Code of Ordinances), as amended, annually adjusted per Living Wage Ordinance.

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Team Leader/Supervisor or Equivalent	Hour	$ 19.50
Janitorial Worker or Equivalent	Hour	$ 17.05
	Hour	$
	Hour	$

Vendor Name JANITORIAL 5 STAR SERVICES LLC

JANITORIAL SERVICES – FACILITIES MANAMGEMENT DIVISION
FACILITIES LOCATIONS

WAGE RATES
(FOR LIVING WAGE RATE INFORMATIONAL PURPOSES ONLY EFFECTIVE JANUARY 1, 2023 THRU DECEMBER 31, 2023)

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Shift Supervisor or Equivalent	Hour	$ 22.75
Team Leader/Supervisor or Equivalent	Hour	$ 19.50
Janitorial Worker or Equivalent	Hour	$ 17.05
_____	Hour	$ _____
_____	Hour	$ _____

Vendor Name JANITORIAL 5 STAR SERVICES LLC

2021 Florida Limited Liability Company Annual Report

2021 FLORIDA LIMITED LIABILITY COMPANY ANNUAL REPORT

Broward County Board of
County Commissioners

FILED
Jan 27, 2021
Secretary of State
3489649676CC

DOCUMENT# L17000159119

Entity Name: JANITORIAL 5 STAR SERVICES LLC

Current Principal Place of Business:

1961 NE 25TH AVE
POMPANO BEACH, FL 33062

Current Mailing Address:

1961 NE 25TH AVE
POMPANO BEACH, FL 33062 US

FEI Number: 82-2282100

Certificate of Status Desired: No

Name and Address of Current Registered Agent:

OLBEL, KRISTEN
1961 NE 25TH AVE
POMPANO BEACH, FL 33062 US

The above named entity submits this statement for the purpose of changing its registered office or registered agent, or both, in the State of Florida.

SIGNATURE:

Electronic Signature of Registered Agent — Date

Authorized Person(s) Detail :

Title	CEO
Name	OLBEL, KRISTEN
Address	1961 NE 25TH AVE
City-State-Zip:	POMPANO BEACH FL 33062

Title	COO
Name	OLBEL, MIKELANGE
Address	1961 NE 25TH AVE
City-State-Zip:	POMPANO BEACH FL 33062

I hereby certify that the information indicated on this report or supplemental report is true and accurate and that my electronic signature shall have the same legal effect as if made under oath; that I am a managing member or manager of the limited liability company or the receiver or trustee empowered to execute this report as required by Chapter 605, Florida Statutes; and that my name appears above, or on an attachment with all other like empowered.

SIGNATURE: KRISTEN LYNNE OLBEL CEO 01/27/2021

Electronic Signature of Signing Authorized Person(s) Detail — Date

Living Wage Ordinance Compliance Affidavit Form

LIVING WAGE ORDINANCE COMPLIANCE AFFIDAVIT
FORM

The completed and signed form should be returned with the Vendor's submittal. If not provided with submittal, the Vendor must submit within three business days of County's request. Vendor may be deemed non-responsivefor failure to fully comply within stated timeframes. Vendor should scan and upload the completed, signed form(s) in BidSync.

Covered Employer: Janitorial 5 Star Services LLC

Address: 1961 NE 25th Ave Pompano Beach, FL 33062

Local Contact: Kristen Olbel | E-Mail Address: janitorial5starservices@gmail

Address: 1961 NE 25th Ave Pompano Beach, FL 33062

Contract #

Amount:

Using Agency Janitorial 5 Star Services LLC

Served: Solicitation No. and Title: BLD2121632P1 Janitorial Services - County Facilities

By signing below I hereby certify that the covered employees listed below: (please check one)

A. ☐ Receive a minimum pay of $ _____ per hour and are provided health benefits valued at $ _____ per hour.

B. ☒ Receive a minimum pay of $ 17.05 per hour and are not provided health benefits.

Provide names of hourly employees and their job classifications providing covered services for the above referenced contract:

Name	Job Class	A or B	Name	Job Class	A or B
Lakesha Hanson	Supervisor	B			
Kenny Bellinger	Supervisor	B			

(Attach Additional sheets in the format above, if needed)

I, Kristen Olbel (Print Name) attest that of Janitorial 5 Star Services (Company) hereby

(1) I have the authority to sign this notarized compliance affidavit, (2) the following information is true, complete and correct and (3) the Vendor certifies that it shall:

a) Pay all employees working on this contract/project, who are covered by the Living Wage Ordinance, as amended, in accordance with wage rates and provisions of the Living Wage Ordinance;

b) Provide the applicable living wage statement regarding wage rates with the employee's first paycheck or direct deposit receipt as required by the Living Wage Ordinance, as amended; and

c) (IF APPLICABLE) If health care benefits are provided under "A" above, the health care benefit meets the standard health benefit plan as described in Section 627.6699 (12)(b)(4), Florida Statutes, as amended. As a principal officer of the covered employer, the undersigned affirms that the referenced Florida Statute has been reviewed and the covered employer's health plan meets all the elements required by the statute, as amended.

Signature Kristen Olbel Title CEO

SWORN TO AND SUBSCRIBED BEFORE ME this 12 day of May, 20 21

STATE OF Fl

COUNTY OF Broward

RENETTE VEDRINE NOTARY PUBLIC STATE OF FLORIDA My Comm. Expires July 22, 2023 No. GG 357147

Notary Public (Sign name of Notary Public) (SEAL) My commission expires: 7/22/23

Personally Known ☐ or Produced Identification ☒ Type of Identification Produced: DL

LETTER OF INTENT

BROWARD COUNTY
FLORIDA
OFFICE OF ECONOMIC AND
SMALL BUSINESS DEVELOPMENT

LETTER OF INTENT

BETWEEN BIDDER/OFFEROR AND COUNTY BUSINESS ENTERPRISE (CBE) FIRM/SUPPLIER

This form is to be completed and signed for each CBE firm. If the PRIME is a CBE firm, please indicate the percentage performing with your own forces.

Solicitation No.: BLD2121632P1

Project Title: Janitorial Services - County Facilities

Bidder/Offeror Name: Janitorial 5 Star Services LLC

Address: 1961 NE 25th Ave City: Pompano Beach State: FL Zip: 33062

Authorized Representative: Kristen Olbel Phone: 954-702-2053

CBE Firm/Supplier Name: _____

Address: _____ City: _____ State: ____ Zip: _____

Authorized Representative: _____ Phone: _____

A. This is a letter of intent between the bidder/offeror on this project and a CBE firm for the CBE to perform work on this project.

B. By signing below, the bidder/offeror is committing to utilize the above-named CBE to perform the work described below.

C. By signing below, the above-named CBE is committing to perform the work described below.

D. By signing below, the bidder/offeror and CBE affirm that if the CBE subcontracts any of the work described below, it may only subcontract that work to another CBE.

Work to be performed by CBE Firm

Description	NAICS[1]	CBE Contract Amount[2]	CBE Percentage of Total Project Value
Janitorial Services (Agreement 1-14)	561720		100.00 %
			%
			%

AFFIRMATION: I hereby affirm that the information above is true and correct.

CBE Firm/Supplier Authorized Representative

Signature: _____ Title: _____ Date: _____

Bidder/Offeror Authorized Representative

Signature: Kristen Olbel Title: CEO Date: 05/25/2021

[1] Visit Census.gov and select NAICS to search and identify the correct codes. Match type of work with NAICS code as closely as possible.

[2] To be provided only when the solicitation requires that bidder/offeror include a dollar amount in its bid/offer.

In the event the bidder/offeror does not receive award of the prime contract, any and all representations in this Letter of Intent and Affirmation shall be null and void.

Rev.: June 2018

Compliance Form No. 004

OSHA Certification

5/26/2021

Certificate of Completion

360training.com

This Certifies That

Kristen Olbel

is awarded this certificate for

OSHA 30 Hour Outreach Training Program - General Industry

Credit Hours: 30.00

Completion Date: 05/10/2019

Curtis Chambers, Trainer C 26-0106073 and G 26-0079775

"As an OSHA authorized trainer, I verify that I have conducted this OSHA outreach training class in accordance with OSHA Outreach Training Program requirements. I will document this class to my authorizing OSHA training organization. Upon successful review of my documentation, I will provide each student their completion card within 90 days of the end of the class."

6801 N Capital of Texas Hwy, Bldg I, Suite 250 ♦ Austin, TX 78731 ♦ 877.881.2235 ♦ www.360training.com

BrdSyRc

Broward County Board of County Commissioners

BLD2121032P1

P-2421

Certificate of Insurance

BLD2121632P1

CERTIFICATE OF LIABILITY INSURANCE

DATE (MM/DD/YYYY): 05/12/2021

THIS CERTIFICATE IS ISSUED AS A MATTER OF INFORMATION ONLY AND CONFERS NO RIGHTS UPON THE CERTIFICATE HOLDER. THIS CERTIFICATE DOES NOT AFFIRMATIVELY OR NEGATIVELY AMEND, EXTEND OR ALTER THE COVERAGE AFFORDED BY THE POLICIES BELOW. THIS CERTIFICATE OF INSURANCE DOES NOT CONSTITUTE A CONTRACT BETWEEN THE ISSUING INSURER(S), AUTHORIZED REPRESENTATIVE OR PRODUCER, AND THE CERTIFICATE HOLDER.

IMPORTANT: If the certificate holder is an ADDITIONAL INSURED, the policy(ies) must have ADDITIONAL INSURED provisions or be endorsed. If SUBROGATION IS WAIVED, subject to the terms and conditions of the policy, certain policies may require an endorsement. A statement on this certificate does not confer rights to the certificate holder in lieu of such endorsement(s).

PRODUCER	CONTACT NAME: Martha Julius
Mckinley Financial Services 2890 W State Road 84, Suite 119 Fort Lauderdale FL 33312	PHONE (A/C, No, Ext): (954) 938-2685 FAX (A/C, No): (954) 938-2695 E-MAIL ADDRESS: mjulius@mckinleyinsurance.com

INSURED	INSURER(S) AFFORDING COVERAGE	NAIC #
Janitorial 5 Star Services, LLC 1961 NE 25th Ave Pompano Beach FL 33062	INSURER A: ASCENDANT UNDERWRITERS	
	INSURER B: NORMANDY HARBOR INSURANCE COMPANY	
	INSURER C: WESTERN SURETY	
	INSURER D:	
	INSURER E:	
	INSURER F:	

COVERAGES **CERTIFICATE NUMBER:** **REVISION NUMBER:**

THIS IS TO CERTIFY THAT THE POLICIES OF INSURANCE LISTED BELOW HAVE BEEN ISSUED TO THE INSURED NAMED ABOVE FOR THE POLICY PERIOD INDICATED. NOTWITHSTANDING ANY REQUIREMENT, TERM OR CONDITION OF ANY CONTRACT OR OTHER DOCUMENT WITH RESPECT TO WHICH THIS CERTIFICATE MAY BE ISSUED OR MAY PERTAIN, THE INSURANCE AFFORDED BY THE POLICIES DESCRIBED HEREIN IS SUBJECT TO ALL THE TERMS, EXCLUSIONS AND CONDITIONS OF SUCH POLICIES. LIMITS SHOWN MAY HAVE BEEN REDUCED BY PAID CLAIMS.

INSR LTR	TYPE OF INSURANCE	ADDL INSD	SUBR WVD	POLICY NUMBER	POLICY EFF (MM/DD/YYYY)	POLICY EXP (MM/DD/YYYY)	LIMITS	
A	X COMMERCIAL GENERAL LIABILITY CLAIMS-MADE X OCCUR GEN'L AGGREGATE LIMIT APPLIES PER: POLICY PRO-JECT LOC OTHER:	N	N	GL67203-0	09/26/2020	09/26/2021	EACH OCCURRENCE DAMAGE TO RENTED PREMISES (Ea occurrence) MED EXP (Any one person) PERSONAL & ADV INJURY GENERAL AGGREGATE PRODUCTS - COMP/OP AGG	$ 1,000,000 $ 50,000 $ 100,000 $ 1,000,000 $ 2,000,000 $ 1,000,000
	AUTOMOBILE LIABILITY ANY AUTO OWNED AUTOS ONLY HIRED AUTOS ONLY SCHEDULED AUTOS NON-OWNED AUTOS ONLY	N	N	02418855-0	07/24/2020	07/24/2021	COMBINED SINGLE LIMIT (Ea accident) BODILY INJURY (Per person) BODILY INJURY (Per accident) PROPERTY DAMAGE (Per accident)	$ $ 10,000 $ 20,000 $ 10,000
	UMBRELLA LIAB OCCUR EXCESS LIAB CLAIMS-MADE DED RETENTION $						EACH OCCURRENCE AGGREGATE	$ $
B	WORKERS COMPENSATION AND EMPLOYERS' LIABILITY ANY PROPRIETOR/PARTNER/EXECUTIVE OFFICER/MEMBER EXCLUDED? (Mandatory in NH) Y / N: Y If yes, describe under DESCRIPTION OF OPERATIONS below	N / A	JN	NHFL0113342019 01/	01/03/2021	01/03/2022	PER STATUTE OTH-ER E.L. EACH ACCIDENT E.L. DISEASE - EA EMPLOYEE E.L. DISEASE - POLICY LIMIT	$ $ 100,000 $ 100,000 $ 500,000
C	Bond	N	N	C28456	04/13/2020	04/13/2021	LIMITS	50,000

DESCRIPTION OF OPERATIONS / LOCATIONS / VEHICLES (ACORD 101, Additional Remarks Schedule, may be attached if more space is required)

CERTIFICATE HOLDER

To Whom it may Concern

CANCELLATION

SHOULD ANY OF THE ABOVE DESCRIBED POLICIES BE CANCELLED BEFORE THE EXPIRATION DATE THEREOF, NOTICE WILL BE DELIVERED IN ACCORDANCE WITH THE POLICY PROVISIONS.

AUTHORIZED REPRESENTATIVE

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JANITORIAL
5 STAR SERVICES LLC

"Allow us to give you a Star Cleaning"

Employee and Safety Training Manual

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Definition of Terms

Cleaning--Cleaning is removing obvious dirt, debris, and other materials from a surface.

Etiquette Etiquette refers to rules of acceptable behavior. In other words, etiquette by definition refers to the “rules and conventions governing correct or polite behavior in society in general or in a specific social or professional group or situation

Green Cleaning--Green Cleaning is cleaning to protect health without harming the environment.

Falls—

Lockout/Tagout--"Lockout/Tagout (LOTO)" refers to specific practices and procedures to safeguard employees from the unexpected energization or startup of machinery and equipment, or the release of hazardous energy during service or maintenance activities. A lockout/tagout program requires the identification and implementation of practices and procedures necessary to shut down and lockout/tagout machines and equipment. The program requires that certain employees receive training in the lockout tagout procedures and that periodic inspections be conducted to maintain and enhance it.

Safety Safety as it applies to this manual is relative freedom from danger, risk, or threat of harm, injury, or loss to personnel and/or property, whether caused deliberately or by accident.

Sanitizing--Sanitizing or disinfecting is the actual killing of the microorganisms through heat or chemicals.

Security Security as it applies to this manual is prevention of and protection against assault, damage, fire, fraud, invasion of privacy, theft, unlawful entry, and other such occurrences caused by deliberate action.

Slips--A slip occurs when there is too little traction or friction between the shoe and walking surface. You slip when you lose your footing or

grip on a slippery surface.

Trips and Falls A trip is a fall or stumble caused by catching your foot on something. Tripping and falling accidents occur when your foot comes in contact with an object, or drops unexpectedly throwing you offbalance. A fall is when someone or something moves downward to a lower position by the force of gravity.

Universal Precautions--Universal precautions refers to the practice, in medicine, of avoiding contact with patients' bodily fluids, by means of the wearing of nonporous articles such as medical gloves, goggles, and face shields.

Chapter 1: Introduction

WHAT IS THE CUSTODIAL OR JANITORIAL INDUSTRY?

A janitor or custodian is a person who takes care of a building,
such as a school, office building, hospital, or apartment. Janitors are responsible primarily for cleaning, and often though not always some maintenance and security duties. Similar to the custodian or janitor is the building superintendent. Generally a superintendent has more maintenance and managerial duties.

Janitors and custodians may be required to receive training and licensing in various fields, such as Hazmat, CPR, or Boiler Operations, depending on the employer and the specific nature of the job.

A custodian may be considered to be different from a janitor. In some settings janitors are called housekeepers or housekeeping staff and in other settings they are referred to as maintenance or maintenance staff. Institutions have come up with a number of alternative job titles.

PURPOSE OF THIS MANUAL

The purpose of this manual is to acquaint you with cleaning techniques and safety in the Janitorial and Custodial industry. Some typical cleaning jobs may include the following tasks.
Cleaning bathrooms
Sinks
Toilets
Urinals
Cleaning floors
Cleaning carpeting
Cleaning stainless steel and other special surfaces
Clearing tables in lunch room
Emptying trash and recycling bin
Stripping and waxing floors

No matter what job you have as a Janitor or Custodian there are responsibilities associated with your job. One of these responsibilities is safety, safety for you and the safety of your coworkers and guests or patients in your facilities. Over the many years, safety has evolved

into a very high profile responsibility. Depending on where you live and work, safety laws and regulations are becoming more stringent and demanding.

Ideally safety is freedom from danger. Of course, every safety topic for the Janitor or Custodian cannot be covered in this one manual. However we will be discussing many safety topics including protection from the risk of harm or injury, safety devices, and responsibilities.

Topics including general information and new employee orientation will be covered. There are sections on accident prevention, bloodborne pathogens, electrical safety, lockout and tagout, safe lifting, and of course cleaning techniques.

Chapter 2: General Safety Rules for Everyone

The Janitors and Custodians may consist of many groups of employees. As indicated by the different job titles mentioned, jobs in this industry are many and diversified. There are general safety rules that apply to everyone. Some of these rules are discussed here. Horseplay is always prohibited…so don t even think about it

PERSONAL

Personal Hygiene

Hygiene refers to the set of practices associated with the preservation of health and healthy living. Hygiene is a concept related to medicine, as well as to personal and professional care practices related to most aspects of living, although it is most often associated with cleanliness and preventative measures. In medicine, hygiene practices are employed to reduce the incidence and spreading of disease.

Cleanliness requires a daily bath and a change to clean underclothing. Use a deodorant to prevent body odor. If you are a guy, shave daily. Give teeth and hair proper care, everyday. Keep fingernails short and clean. If you are a gal, use cosmetics in moderation. Refrain from the use of heavy scents.

In order to control cross-contamination, hands should be washed after performing cleaning duties. Before continuing on to the next area, wash your hands. Also, wash before meals and after going to the restroom.

Massage hand cleaner around the fingers, knuckles, and hands. Scrub fingernails with a brush. Keep your hands lower than your elbows when washing. Wash vigorously for two minutes. The tap water should be running during the entire process. Use medicated hand moisturizer when skin becomes dry or chapped.

To protect yourself you should use the proper Personal Protective Equipment or the acronym PPE for each cleaning task you perform.

Report to Work Rested

A first step to safety is to report to work rested, alert, and ready to perform your job. Fatigue may affect your ability to work safely. It may also impair your ability to treat your colleagues with the hospitality consistent with your training.

Wear Appropriate Clothing
Next, you should always wear appropriate clothing for your job. Follow your company's dress code. This includes wearing proper footwear for the job.

If you will be working equipment and machinery, don't wear rings and jewelry that can get caught in the moving parts.

Keep long hair tied back or under a hat. This will avoid having your hair getting caught in machines. Clothing should fit properly allowing room for movement without being so loose it could get caught in machinery moving parts.

Report Accidents
Most companies provide necessary first aid and medical treatment for injuries. If you are injured on the job, report the accident to your supervisor immediately, so that proper medical treatment can be provided.

First aid or professional medical treatment will be given as necessary; however, you must report all accidents and injuries when they occur, even if your injury does not require medical treatment.

PERSONAL PROTECTIVE EQUIPMENT

What is personal protective equipment or the acronym PPE and how does it affect you?
Personal protective equipment is equipment that has been designed to protect you from potential injuries. When required for certain job assignments, personal protective equipment will be issued to you It s your responsibility to wear it

Personal protective equipment could include safety glasses when your eyes are exposed to potential injury, gloves to protect your hands, hard hats for head protection, hearing protection for high noise areas, face shields to protect your face, respirators, specialized shoes…all these and more are considered personal protective equipment

Wearing personal protective equipment is important to protect you from injury or illness while performing your job. Some of the personal protective equipment you need may include:

Eye Protection
You should choose the proper type of eye protection for the hazard. For example, safety glasses are not appropriate when working with chemicals that may splash in your face or

eyes. Goggles and a face shield would be the best choice when working with chemicals.
Skin Protection

You should wear the right protective gloves for the hazard or chemicals. Some products can melt or go through the glove. Also protect your skin by wearing a protective apron or smock. If your clothing is soaked with chemicals, change them immediately to prevent prolonged skin contact.

Hearing Protection
Hearing protection may also be required if you work in a noisy area or with noisy equipment such as vacuums and other tools.

Respiratory Protection
Respiratory protection may be required depending on the job and chemical products being used. You must be trained before using a respirator. Discuss the need for this protection with your supervisor.

ELECTRICAL SAFETY

Electrical safety is another important safety consideration. Naturally, everyone has been exposed to electricity and how dangerous it can be if it's misused.

Generally, in the workplace you should always inspect electrical cables, cords, and plugs for frays, cracks, cuts, or defects before you use them. If the electrical tools or equipment you use do not say “Double Insulated on the manufacturer s tag then they must be grounded with a 3-prong plug and a grounded cable. This provides some degree of protection from electrical shock in case of a malfunction or short in the tool. Figure 1 shows a three prong plug and receptacle.

What this means is there must be a third prong on the plug. The third wire goes to ground. In case of a short or malfunction, the electricity will flow though this third wire to ground and not through the person holding the malfunctioning tool or equipment. Of course, if the ground wire is not properly connected to the system or the third prong is missing from the plug, then there is no electrical shock prevention.

Always check and test your equipment for safety before you use it.
Never allow an outlet to be overloaded.

Don t overload circuits by plugging in more than the allowed number of electrical power outlets.

The use of octopus plugs, as shown here, makes a dangerous situation that could cause a fire. Electrical hazards can be caused by faulty electrical tools and equipment, appliances and wiring, electrical outlets, switch panels and electric transformers.
Remember to unplug any electrical appliance before you clean it. Working around water and electricity is dangerous.

Make sure that any electrical or other types of cords do not create tripping hazards. Of course, never clean electrical equipment with flammable or toxic solvents and never use flammables near electrical tools. The sparks from the inside of a machine or tool can cause an explosion.

CONTROL OF HAZARDOUS ENERGY/ LOCKOUT TAGOUT

What is Lockout/Tagout or LOTO?
"Lockout/Tagout or LOTO" refers to specific practices and procedures to safeguard employees from the unexpected energization or startup of machinery and equipment, or the release of hazardous energy during service or maintenance activities. A lockout/tagout program requires the identification and implementation of practices and procedures necessary to shut down and lockout/tagout machines and equipment. The program requires that certain employees receive training in the lockout tagout procedures and that periodic inspections be conducted to maintain and enhance it.

Lockout is the practice of using keyed or combination security devices or “locks to prevent the unwanted activation of mechanical or electrical equipment. Tagout is the practice of using tags in conjunction with locks to increase the visibility and awareness that equipment is not to be energized or activated until such devices are removed. A tagout device is usually a non-reusable type, attachable by hand, self-locking, and non-releasable with a minimum unlocking strength of no less than 50 pounds.

Authorized and Affected Employees for LOTO
Now, before we go much further, let's discuss two categories of employees requiring knowledge and training in lockout tagout procedures The first category is “Authorized Employees These are maintenance personnel who actually use lockout and tagout procedures while they are repairing or maintaining equipment. The second category is “Affected Employees This describes any employee who uses or works around equipment and machinery that may be locked out or tagged out. You need to be able to recognize tags

used by your employer for LOTO It s recommended that virtually all employees be in the “Affected Employee category

What are Hazardous Energy Sources?
Let's begin with some basics, as you'll need these to understand the program. What are hazardous energy sources?

Electricity is used to provide power to a wide variety of machines and equipment. Locking out of electricity prevents electrical equipment from accidental release of electricity during maintenance or repair. The main problem here is locking out electricity does not guarantee that other energy sources won't be released. There may be a steam valve that requires locking out as well or hydraulic, vacuum, or pneumatic pressure, mechanical motion, springs, thermal energy such as steam or heat, or extremely low temperature liquids or gases.

Releases of chemicals or chemical reactions are other energy sources that must be controlled, dissipated, or shut off. Locking out of electricity may not provide adequate protection during maintenance and repair. Each machine or piece of equipment must be inspected by trained employees to determine adequate lockout procedures for all potential hazardous energy sources. Your organization must have these energy sources identified and listed in the written lockout/tagout policy and procedures.

The first step in all lockout/tagout procedures is to identify the potential energy sources that will require control by lockout or tagout. In general, there are 6 types of energy sources that may be encountered. As we discussed earlier, electrical energy is the first type of energy source for consideration. In addition there is mechanical energy, hydraulic energy, pneumatic energy, thermal energy and chemical energy.

Mechanical energy can present a danger from moving parts such as rotating fans, shafts, gears, grinding wheels, moving packer blades, panels, conveyors, and more. Hydraulic systems that work using fluid under pressure are candidates for LOTO procedures. An example of pneumatic energy is air pressure stored on Air Brake Systems. Pneumatic pressure may also be present in air accessories and control systems. Thermal energy is heat, heat from fluids such as coolant and lubricating oils and from hot machinery such as engines, exhaust systems, electric motors, and gear cases are sources of potential thermal energy. Finally, potential energy can be released by chemicals when they react with one another, or react with air and/or water.

Now, that we have identified potential energy sources; we have to determine which switch, valve or other isolating device will be operated to isolate these energy sources. Whenever working on equipment in a manner which any potential energy source could be encountered, the appropriate procedures must be followed to isolate or disable the applicable hazards.

Employee Training for LOTO
Employees or any other authorized and affected employees who may be reasonably expected to use the equipment or procedures for LOTO must receive annual LOTO training from the appropriate training staff. Training requirements are outlined under Code of the Federal Register 29 CFR 1910.147 Section (c)(7) (i),(ii), and (iii). These training programs are designed to provide you with a good understanding of lockout/tagout procedures.

Record Keeping for LOTO
Inspection records and training records will be kept by your employer. Training records will be maintained by employer and they will include an outline of topics covered. In addition, a sign in sheet of attendees will be included with training records. Inspection records will also be kept.

Inspection Methods for LOTO
OSHA requires that a LOTO Program be reviewed once a year and that periodic inspections of the procedures are made to ensure that they are being followed correctly. Inspections may be done in the shops in your physical plant. These shops may include auto, central plant, controls, electric, plumbing, and refrigeration. Inspections are designed to include cataloging the general types of hazardous energy and equipment applicable to each area.

Some inspections may involve questions only; some may include demonstrations; and others may occur during actual LOTO activities. General questions that may be asked include:
1. Who are the authorized employees, i.e. those using LOTO)?
2. Who are the affected employees, i.e. who are employees that could be exposed to LOTO hazards?
3. Are procedures for energy control in place?
4. What equipment is subject to LOTO?
5. Do specific written procedures exist, i.e. written procedures for de-energizing and reenergizing equipment?
6. Where are your locks/tags?
   What if an “Authorized Employee is not available to remove the lock
8. What inspection records exist for your Department?

9. Do you know what training records exist?

Who is Responsible?
Each individual must accept the responsibility to know the rules and to follow your organization's policies and procedures exactly. The primary purpose of any LOTO program is accident prevention. It is designed to safeguard you and those around you. Safety is always a team effort and LOTO is no different. The rules are very important and if you're not sure about a particular procedure don t be afraid to ask questions Ask your supervisor Don't take chances! Failure to properly lockout and tagout when necessary can lead to potentially serious injury.

To make sure the machine doesn't start accidentally, all hazardous energy must be locked out Hazardous energy could be electricity springs under tension gravity…where heavy parts could fall down, liquids, or steam under pressure or other hazardous energy sources. Some common lockout/tagout equipment is shown in Figure 3. The figure illustrates locks with keys and tags.

Even if you don't work in these areas or you're not a mechanic or machine operator, it's important that you know about these tags and locks.

Never Remove LOTO
Never remove any of these tags or locks, unless you're the person who placed them there. Don't attempt to start any machine that has a lock or tag on it. Lockout and tagout procedures save lives.

EMERGENCY ACTIONS

In case of fire, exit the building by appropriate exits. Remain calm and report to your designated area so your supervisor can account for you. It's important to know if anyone is left inside the building or if anyone is missing.

In case of earthquake or a tornado, it's best not to go outside. Falling electrical lines, broken glass, or other dangerous conditions could exist outside your building. Experts recommend that you get under a sturdy desk or other heavy object and Duck, Cover, and Hold.
Duck under a heavy object for safety.
Cover your head with your hands.
Hold that position until it's safe to move.

In cases of emergency you should know elements of your company s emergency plan and be prepared to follow them.
Remain calm and use your good judgment and your training to protect yourself and others.

HOUSEKEEPING FOR EVERYONE

In this case housekeeping means that you should check your work area for materials, cords, cables, or other items that can cause slips, trips, or falls.
Housekeeping is checking your equipment to make sure grease or oil doesn't leak on floors, causing potential slips and falls.
Your housekeeping duties include checking closets in your work area for trash, debris, or other potential hazardous conditions. Then address the issue.
Housekeeping is also taking the time to make sure your entire work area, regardless of your job description, is neat, clean, and organized; including putting tools or utensils where they belong when you've finished using them.
Housekeeping is picking up paper trash or debris when you see it…even if it s not in your department.
Housekeeping is your responsibility, no matter where you work.

SLIPS, TRIPS AND FALLS

Slips, trips, and falls are a major cause of workplace injuries. Believe it or not accidents happen. Fall injuries can happen when a janitor simply steps off of a loading dock. Or perhaps, a truck driver breaks his ankle when jumping down from the cab of his truck.

Causes of Slips, Trips, and Falls
Slips happen when there is too little friction or traction between footwear and the walking surface. It is easy to slip on a wet or oily surface.

Slips and falls happen. Jumping from any elevated surface is hazardous. You can fall from ladders, stairs, or curbs. Slippery floors, debris, or uneven surfaces will potentially cause you to trip or slip and fall. The study of slip, trip, and fall accidents and injury statistics help us to understand where we went wrong. We use information from these studies and statistics to determine how to prevent future accidents.

Is there a magic bullet New floor surfaces “slip resistant shoes--what is the answer? We believe the answer is education, greater awareness, and maintaining a good safety attitude. We all must accept responsibility for working and acting safely.

We just can t run the risk of you your coworkers building occupants vendors or clients slipping and falling. First, we are going to review some of the ways people trip and fall. Next, we will review basic prevention techniques.

When your foot strikes an object causing you to lose your balance, you trip and then you stumble or fall. Slips, trips, and fall injuries are caused by hazardous conditions. Hazardous conditions may include an obstructed view or poor lighting.

Clutter left in isles, trash left on the floor, and protruding chair legs contribute to hazardous conditions. These conditions will certainly lead to accidents if left unattended. Uneven steps, uncovered cables, and open bottom desk drawers also provide circumstances that may lead to trips and falls. Wrinkled carpeting or rolled corners on rubber mats provide another set of hazardous conditions.

Prevention Techniques
Both slips and trips result from some a kind of unintended or unexpected change in the contact between your feet and your walking surface. Good housekeeping is the first and the most important level of prevention for these accidents.

All spills should be cleaned up immediately, especially those in isles and walkways.
Spills and wet areas should be marked with orange cones or “Wet Floor signs
Debris should be mopped or swept from floors, immediately.

Obstacles such as stocking carts, crates, and empty boxes should be removed from walkways. Walkways and isles should be kept free of clutter.

Runners, rubber mats, rugs, and carpets that do not lay flat should always be secured to walking surfaces.

File cabinet and storage drawers should always be left closed.
Remember that wires and cables are potential tripping hazards.

Lighting is important. Be sure to keep work areas and walkways well lit by replacing burned out light bulbs and faulty switches Replacing burned out light bulbs is often part of a janitor s job.

All drains must have drain covers that are secured to the floor.

Clean Up!

Cleaning supplies are often dropped and spilled on the floor It s not good enough just to wipe them up you have to actually clean the surface Let s say someone knocks a bottle of marble cleaner off the shelf and onto the floor. The bottle hits the floor and goes crash! Wax goes everywhere. We now have a hazardous condition. By definition this is certainly a slip, trip and fall hazard.

First you must mark the hazard with a sign or an orange cone.

Next you pick up the container and as much of the wax as possible using a broom and dustpan.

A dustpan is a cleaning utensil commonly used in combination with a brush or broom. Industrial and commercial establishments may provide you with a hinged dustpan on the end of a stick to prevent you from constantly stooping to use it. Handheld dustpans may be used with either a full-size broom or with a smaller whisk broom or brush sometimes called a duster.

Water spills should be mopped, and then wiped dry with a dry rag or towel.

Safety awareness is the key to safety.
You will find that there are many hazards occurring in your working environment on a daily basis. Spilled water ice cubes broken glass and food on the floor…all of these things pose special hazards. Of course, you should immediately clean spills or pick up items on the floor or stairs. The only thing that's going to prevent an accident is for you to be aware of potential hazards and pay attention to your walking surfaces.

If you see something on the floor that doesn t belong there pick it up It s that simple Remember, watch where you walk. Be aware of your surroundings. Always wear approved slip resistant footwear at work. When you see water on the floor or some other hazard, clean it up!

To properly clean up a spill that contains oils, you must first wipe it up and then put some abrasive powder on the contaminated surface. Rub the area to remove any remaining oils. Then clean the floor surface with soap and water, rinse it, and make sure the floor surface is not slick.

Without good housekeeping practices, any other preventive measures will never be fully effective.

Footwear
Footwear is important! Footwear is personal protective equipment where floors may be oily, wet or if workers spend considerable time outdoors. In these circumstances, fall accident prevention should focus on selecting proper footwear. Ordinary tennis shoes are popular, but in wet and slippery environments, they can contribute to accidents and injuries. There is compelling evidence that using slip-resistant footwear reduces accidents.

Effectiveness of slip resistant footwear depends on more than just the footwear design. It is also affected by its use, environmental conditions, and the type of floor surface and finish that is in your working environment.

Behaviors that Lead to Falls
In addition to wearing the wrong footwear, there are behaviors which can lead to slips, trips, and falls. For example, a behavior that can cause a hazardous condition is simply walking too fast or running. Other behaviors that may lead to falls include activities such as not watching where you are going; carrying cleaning buckets and supplies which obstruct your view; wearing sunglasses in low-light areas; failure to use handrails, and allowing yourself to be distracted. These and other behaviors, caused by lack of knowledge, impatience, or bad habits can lead to serious accidents. You can eliminate many slips, trips and fall accidents by simply paying attention and watching where you re going

Warehouse Vehicles
You should never hitch a ride on a forklift pallet jack or in the bed of a truck while you re working. Death or serious injury is a potential result of extra riders falling from these vehicles. The safe way is "NO RIDERS".

Vehicles and the “Three Point System
Janitors and custodians are often moved from one location to another. When getting in and out of vehicles, always practice the "Three-Point System." This is particularly important if you are getting in or out of a truck. This system can significantly reduce the chances of injury through a slip or fall while entering or exiting a vehicle. The Three-Point System means that three of your four limbs are in contact with the vehicle or the ground at all times, either one hand and two feet, or two hands and one foot. In other words, only one limb is in motion at any one time. When getting out of a truck, step down backward.

It is never safe to ride in the back of a truck--if you must, when getting off the bed, step down backward, never "jump" or "fall" down forward.

Stairwells

Stairwells should be well lit with sturdy handrails on both sides. When you are walking down a stairwell, you should always have one free hand. This will allow you to use the handrail. All the steps must be kept free of grease, oil, and obstacles. Obstacles can increase the probability that you or others will have an accident. You should always avoid carrying heavy or bulky objects up or down stairs. Objects that obscure your vision and/or require the use of both hands are a source of hazards. You should carry smaller, lighter loads and make more trips, or obtain help from a coworker. Use an elevator if one is available.

Ladders

Ladders are often used by janitors and custodians. Appropriate ladders should be used when performing jobs such as changing light bulbs, cleaning wall surfaces that are above arms reach, and storing supplies on top shelves. The "Three-Point System" should also be practiced when you use a ladder. This system can significantly reduce the chances of injuring yourself through a slip or fall while climbing ladders. As discussed earlier, the “Three-Point System means that three of your four limbs are in contact with the ladder at all times, either one hand and two feet, or two hands and one foot. Only one limb should be in motion at any one time.

Ladders cause a great number of injuries. Make-shift ladders, chairs, boxes, and barrels should never be used as substitutes for a ladder. The risk of injury is far too great.
The area around the top and bottom of ladder must be kept clear.
Never use a ladder for any purpose other than the one for which it was designed.
Self-supporting step ladders and non-self-supporting extension portable ladders must be able to support at least four times the maximum intended load, except extra-heavy-duty metal or plastic ladders, which must be able to sustain 3.3 times the maximum intended load.

Step Ladders

Figure 8 Example of what not to do. Never stand on the top two steps of a step ladder
Of course we all know to never stand on the top two steps of a step ladder That s just too dangerous and it causes an unsafe shift in the center of gravity of the step ladder.

Don t lean past the rails of the ladder as this also creates instability We call this the belt buckle rule Don t lean past your belt buckle for safety.

When climbing up or down a ladder, always face the ladder.
Naturally don t use a metal ladder when doing electrical work There is a great risk of electrocution or getting a shock that could throw you off the ladder.
Foldout or stepladders must have a metal spreader or locking device to hold the front and back sections in an open position when in use. See the figure above.

Extension Ladders
There are 3 basic requirements for extension ladder setup.
First, the top of the ladder must extend 3 feet or 3 rungs above the point of contact to the structure.

Secondly, it must be setup at the precise angle of 75.5 degrees to provide the proper angle for climbing. The old four to one ratio makes this difficult to achieve, but the correct angle is important An “extension ladder angle verification device is recommended to achieve this angle with accuracy.

Did you know? The most common reason extension ladder accidents occur is due to ladders set up at an improper angle! Several studies show that when workers attempt to set up a ladder at 75.5 degrees without a measurement device, resulting angles varied as much as 9 degrees.

There are commercially available Ladder Angle Verification Devices that are factory set at the OSHA required 75.5-degree angle for correct ladder set up. These devices are simple to use and easily attached to any ladder.

Lets face it without a verification device how do you know that your angle is correct
Ladders are to be kept free of oil, grease, wet paint, and other slipping hazards.
Do not stand above the highest “safe standing level: prescribed by the ladder s manufacturer.

Do not extend the center of your body s torso past either side rail of the ladder In other words don t overreach

Face the ladder while ascending and descending.
Don t carry tools in hand use a tool belt
Wear proper footwear.

FIRE PREVENTION

Good housekeeping is the first step in fire prevention. If you have poor housekeeping, you don't have good fire prevention.

The second step in fire prevention is to know where fire extinguishers are located and how to use them. Fire extinguishers are often marked with a sign as shown in Figure 3. These signs are usually at eye level.

If you don't know how to use the extinguishers at your location, learn how before a fire happens. It's not as easy as it looks because in case of fire, everyone is under pressure and it is easy to panic.

As a review of the use of extinguishers, the first rule is: Life Safety Is Paramount. This means that unless it s safe to do don t try to play the hero Don t try to extinguish a fire that could be hazardous for you or others. Remember, your life is more important than property. The figure below shows a typical fire extinguisher. Fire extinguishers are equipped with a gauge such as the one shown; the needle should be in the green zone - not too high and not too low. There is a nozzle at the end of a hose for aiming. Each extinguisher has a pin to prevent accidental discharging.

However, if extinguishing the fire can be done safely, extinguish it. Use a fire extinguisher. Use the key word PASS, as described below, to remember the proper procedures for extinguishing a fire. First, stand about 8 to 10 feet away from the fire. You don't want to be close to the fire because the pressure of the extinguishing agent may spread the fire. Stay at least 8 to 10 feet away.

The PASS Acronym
P A S S is an acronym that can be used as a quick reference for the operation of a fire extinguisher.
P is for Pull. First you pull the Pin at the top of the extinguisher. The pin releases a locking mechanism and will allow you to discharge the extinguisher.
A is for Aim. Next you aim at the base of the fire, not the flames. This is important-in order to put out the fire, you must extinguish the fuel.
S is for Squeeze. And next you squeeze the lever slowly. This will release the extinguishing agent in the extinguisher. If the handle is released, the discharge will stop.
S is for Sweep. Finally you sweep from side to side using a sweeping motion. Chase the fire into a corner. You must move the fire extinguisher back and forth until the fire is completely out.

It is often a good idea to aim the nozzle in a neutral direction away from anything, and then lightly squeeze the handle. This will give you a feel for your particular extinguisher.
Be sure to operate the extinguisher from a safe distance, several feet away, and then move towards the fire once it starts to diminish. Since different fire extinguishers have distinct recommendations for operating distances, be sure to know the instructions on your fire extinguisher. These instructions should be reviewed the first time you familiarize yourself with your facility. Remember to aim at the base of the fire, and not the flames. Chase the fire into a corner if possible, away from any concentration of flammable materials with a sweeping, herding motion.

A typical fire extinguisher contains 10 seconds of extinguishing power. This could be less if it has already been partially discharged. Always read the instructions that come with the fire extinguisher beforehand and become familiarized with its parts. It is highly recommended that you get hands-on training.
Once the fire is out don t walk away Watch the area for a few minutes in case the fire reignites.

The Fire Triangle
The triangle illustrates the rule that in order to ignite and burn, a fire requires three elements: heat, fuel, and an oxidizing agent, usually oxygen. The fire is prevented or extinguished by removing any one of the three. A fire naturally occurs when the elements are combined in the right mixture. A graphic depiction of the fire triangle is given in the figure below.

The Fire Tetrahedron
It has largely been replaced in the industry by the fire tetrahedron. The removal of heat explains fire suppression in a majority of cases. However, the suppression effect of Halon, which is a stable halocarbon used to put out fires, cannot be explained completely. It can partly be explained by what is called chemical inhibition. That means that it reacts chemically to reduce the concentration of radicals in the flame. These radicals are essential in the chemical reactions. This has led to development of the fire tetrahedron with the bottom representing the sustaining of chemical reactions. This is illustrated in the next figure.

Combustion is a chemical reaction that feeds a fire more heat and allows it to continue. When the fire involves burning metals like lithium, magnesium, or titanium, it becomes even more important to consider the energy release. The metals react faster with water than with oxygen and thereby more energy is released. Putting water on such a fire results in the fire getting hotter or even exploding because the metals react with water in an exothermic

reaction. Some metals also burn in carbon dioxide. Therefore, inert agents for example dry sand must be used to break the chain reaction of metallic combustion.
The take home message here is that you must know what kind of fire you are dealing with to know how to distinguish it. If you are not certain, leave it to the professionals.

CAUSES OF ACCIDENTS AND INJURIES

What causes accidents and injuries? Actually, statistics have been maintained by a number of organizations and insurance companies over the years. With millions and millions of accidents and injuries, it's fairly easy to determine the different accident types, causes, and other information. Accidents are investigated to determine what happened, so precautions and safety standards can be implemented to prevent the same type of accident from being repeated.

That's one reason we have so many safety rules and regulations. If people keep falling off ladders, it could reveal that ladders are unsafe to use. Upon investigation of ladder accidents, professionals can determine how the ladder was used and what actually caused the accident.

In most cases it wasn't the ladder that was unsafe. It was the person using it in an unsafe manner. In fact, this is true of most accidents. You'd be surprised to learn that many ladder accidents and injuries are the result of unsafe acts of people.
That's right, unsafe acts of people.

Not equipment, not floors, not ladders, not machines, but people. How can that be?
People don't try to have accidents and they don't try to injure themselves. We're not saying that physical hazards never cause or contribute to an accident because they do. However, many accidents and injuries are caused by the acts of people…people taking short cuts not following proper procedures, ignoring safety rules, and just not paying attention. Or not being trained in safety procedures.

We should always consider possible risks before starting any job and consider how our actions might affect the safety of ourselves and others.

Safety is everyone s responsibility regardless of where you work Your company has provided you with training and equipment to perform your job safety but safety is really up to you. You need to follow company policies and procedures on every job, every day If you do that you ll be doing your part in helping to reduce accidents and injuries in the workplace.

SAFE LIFTING AND BACK INJURY PREVENTION

Safe Lifting
You ve probably heard it a million times bend your legs not your back The reason you ve heard it so much is back injuries are painful and debilitating and a serious back injury can prevent you from earning a living or enjoying your leisure time. Nobody wants a back injury.

What can you do to help reduce your risk?

Never bend your back when lifting. Never bend over and reach to lift anything. Your back is a complex and sensitive structure made up of vertebrae, discs and nerves. The discs are made of a soft jelly-like substance that acts like shock absorbers between the vertebrae. Bending over and lifting puts pressure on these sensitive discs and greatly increases the likelihood of an injury.

Never twist while lifting. This too can damage your back. You may twist and lift every day and you haven t experienced an injury or back problem yet If you continue to twist and lift, sooner or later, you will have a back injury. Instead of twisting, lift the item safely, pivot your feet then set the item down It doesn t take any more time and it could save your back
If an item is too heavy to lift on your own ask a co-worker to help you Don t try to lift it yourself. You ve been trained and taught proper lifting procedures
Whatever you lift, keep it close to your body.

The figure shown above is an illustration of proper lifting technique. You should lower your body by bending your knees keeping your back perpendicular to the floor. You should keep the object as close to your body as possible and then use your leg muscles to lift the object. But it s your responsibility to lift safely Nobody can do it for you it s your decision Make the right choice, the safe choice.

Tips to Prevent Back Pain
Back pain is a fact of life. Many of us have suffered back pain and we know that it's something to avoid. Most doctors don't agree upon what treatment for back pain is best. However, they all agree exercise and diet will greatly reduce your chances of back pain or injury. Since we're not doctors, you should get medical advice on diet and exercise that's best for you.

Proper work practices will make a difference.

As described in the previous section, there are some safe lifting techniques you can use to reduce the potential of injuries and back pain.
Don t lift heavy objects Get mechanical assistance Use hand trucks and folding carts as illustrated in the figure below.

When lifting avoid bending and twisting always use your leg muscles to lift.
Have lumbar support and armrests where you sit.
Change positions frequently.

Safety is a job requirement, but more importantly, safety is a moral obligation to yourself, the company, co-workers, and your family. One accident is simply one too many.

Exits
It is important to know where exits are located and to make sure they re not blocked Safety awareness will eliminate the vast majority of injuries.

Chapter 3: CLEANING

THREE T S OF CLEANING

In order to think through the proper steps in cleaning anything, you must first identify the problem, and then select the proper cleaning products and tools to do the job. Having done this, it is important to understand how to properly use these cleaning products and tools. This is an essential element of a successful cleaning job. It is important to know how and why certain procedures and products work and why some do not.

In order to increase the cleaning efficiency of any cleaning chemical, one can utilize what is known as "The Three T's of Cleaning".

The first "T" is for Time. If a cleaning compound stays on a surface longer, the cleaning efficiency of the product is enhanced. This fact explains why a foaming product is better than a pure liquid on vertical surfaces. A pure liquid runs down the vertical surface. The foam tends to remain longer on the surface; thus increasing the cleaning efficiency.

The second "T" is for Temperature. When hot water is used in a carpet extractor, or when hot water is combined with high pressure washing, or "steam cleaning", the product performs better.

The third "T" is for Turbulence or Agitation. Ever wonder why a black or brown stripping pad is used with a stripper to remove floor finish? The Brown Stripping Pad is constructed of polyester fibers in a semi open texture nonwoven fabrication. Abrasive particles are distributed throughout and adhered to the pad with a sturdy adhesive. This turbulence speeds the removal of floor finish.

Have you ever washed your car using a rag or sponge? You were adding turbulence which

makes the car get cleaner faster. When hand washing is accomplished, the three "T's" are put to work, and many other cleaning procedures employ the three "T's" of cleaning.

CHEMICALS USED FOR CLEANING AND THE MSDS

Chemicals are a vital part of any cleaning operation Without them we couldn t clean But with them, we need to take precautions. If you follow precautions, the chemicals you work with are safe. But you may need to wear personal protective equipment such as gloves in order to ensure your safety.

How do you know what kind of protection is required for each chemical?
The answer is the Material Safety Data Sheets or MSDS. The MSDS contains all the information you need to know about any chemical you work with such as ingredients, hazards, First Aid, personal protective equipment and more If you re unsure about a chemical ask your supervisor for the MSDS. You can never be too safe or too informed about the chemicals that you use.

Material Safety Data Sheet--MSDS
The Material Safety Data Sheet, commonly called the MSDS, is a component of your University s Chemical Hygiene Plan and Hazard Communication Program The MSDS contains information provided by the chemical manufacturer and is maintained by the University to inform students and staff of the possible hazards associated with chemicals being used in their laboratory or work area. It is a critical part of any laboratory safety program. The goal of the MSDS is to provide you with a summarized, multi-source resource that informs you of certain basic but necessary pieces of information regarding the substance or chemical you are about to use.

The MSDS informs you about the material s physical properties and related health effects personnel protective equipment necessary to protect the you, first aid treatment necessary in the event of an exposure, how to respond to accidents, and the planning that may be necessary in order to safely handle a spill.

The MSDS may vary in style and content, but all contain certain required sections. State and Federal law requires that all manufacturers and distributors of chemical products provide the end user with a manufacturer specific MSDS. One method of accessing is through electronic databases. Many employers keep a notebook with MSDSs for the particular cleaning supplies that you will be using in your job.

What is a Material Safety Data Sheet?
The MSDS is a widely used system for cataloging information on chemicals, chemical compounds, and chemical mixtures. MSDS information may include instructions for the safe use and potential hazards associated with a particular material or product. MSDS can be found anywhere chemicals are being used.

There is also a duty to properly label substances on the basis of physico-chemical, health and/or environmental risk. Labels can include hazard symbols such as the European Union standard black diagonal cross on an orange background, used to denote a harmful substance.

The goal of the MSDS is to provide the user with a summarized, multi-source resource that informs the user of certain basic but necessary pieces of information regarding the substance they are about to use The MSDS informs the user about the material s physical properties and related health effects, personnel protective equipment necessary to protect the user, first aid treatment necessary in the event of an exposure, how to respond to accidents, and the planning that may be necessary in order to safely handle a spill.

Each company can design its own MSDS form, and the sections may be in different order. But, the basic kinds of information on any MSDS will be the same. This is an example of the first page of an MSDS.

Chemical Name
For example, there is always a section that lists the identity of the substance or the chemical name on the label, date the MSDS was prepared, the name and address of the manufacturer, and usually a phone number for emergencies and more information.
Hazardous Ingredients/Chemical Identity

The section on hazardous ingredients and chemical identity includes names of substances in the chemical that might be dangerous, and safe exposure limits such as Permissible Exposure Limit or PEL as set by OSHA or the Threshold Value Limit or TVL. This section also lists common names for the chemical.

Physical Characteristics
The section on physical characteristics describes many physical qualities of the chemical, and lets you know what is usual or safe. For example, it may state how the chemical looks and smells; boiling and melting temperatures--this is important in case a chemical might become a gas you could breathe; evaporation rate; how easily the chemical dissolves; and

how heavy it is--this tells you if it will sink, float, or dissolve in water.

Fire and Explosion Data
The section with fire and explosion data provides information on the lowest temperature when the chemical could catch fire or flash point. It also contains flammability data that lets you know if it's flammable; if it catches fire below 100 degrees Fahrenheit; is combustible; or, if it catches fire above 100 degrees Fahrenheit. In addition, this section lists the best way to put out a fire involving that chemical.

Reactivity
The section on reactivity describes what happens if this chemical comes in contact with air, water, or other chemicals. It also describes conditions, like heat, or materials that can cause the chemical to react by burning, exploding, or releasing dangerous vapors. The chemical is called "incompatible" or "unstable" with these conditions or substances. For example, sodium metal is unstable when it comes in contact with water. It explodes!

Health Hazards
The section on health hazards lists ways the chemical might enter your body, like splashing on your skin or being breathed in as vapor. It will also list possible symptoms of overexposure. This section will provide information about how overexposure might make existing medical conditions worse, and it describes emergency first aid procedures.

Usage, Handling, and Storage
The section on usage, handling and storage describes how to clean up an accidental spill, leak, or release. This part will include any special procedures that might be required for clean-up. It will provide you with information on how to handle, store and dispose of chemicals safety. Remember, if there is an accident, you must notify your laboratory instructor or professor immediately. You may take care of it yourself only if you are trained to do so and are wearing the proper personal protective equipment.

Special Protection and Precautions
This section explains special Personal Protective Equipment to use when working with a chemical. It also describes requirements for special procedures, extra health or safety information, signs that should be posted, and other information not covered in other sections.

It is wise to study MSDSs for any chemicals you will work with in your job. MSDSs for a many commercial substances are not primarily intended for use by the general consumer.

Material safety data sheets focus on the hazards of working with the material in an occupational setting. For example, an MSDS for a cleaning solution is not highly pertinent to someone who uses a can of the cleaner once a year, but they are extremely important to someone who works with a cleaner or a chemical in a confined space for 40 hours a week. You may work in many different departments throughout your facility…housekeeping offices the kitchen, and others. Employees in each of these departments use different chemicals in the performance of their job responsibilities.

You need to be aware of what chemicals are on what items before you use them. Some chemicals when mixed together can be quite deadly Let s give you an example A kitchen employee may have used ammonia on a rag to clean something in the kitchen That s perfectly okay as long as there was proper ventilation. Ammonia on its own is perfectly safe when used properly. But if you take the ammonia soaked rag and use it with detergent containing bleach you have just created a very hazardous condition.

Ammonia and bleach, when mixed together, form a deadly combination called chloramine gas. Chloramine gas can kill you. Never mix bleach and ammonia.

Stain removers and certain detergents can also be a hazard That is why it s vital to your safety and the safety of those around you to always read the chemical label and the MSDS sheet for each chemical that you use and always wear the required personal protective equipment. You can t afford not to

VENTILATION
Most of today s new office buildings and workplaces are highly insulated and practically air tight. While this is great as far as cost effective energy bills go, the down side to tightly insulated buildings is poor indoor air quality. As windows and doors are typically kept shut throughout the day, moisture, and stale air that can carry contaminants and pathogens. The air circulates inside and gives rise to various problems including mold and mildew, health problems, ruined furniture, and peeling paint. The quality of indoor air can be achieved through mechanical ventilation.

An excellent way to ventilate thoroughly, efficiently, and cheaply is to use exhaust fans.
What Are Exhaust Fans?
An exhaust fan is a mechanical ventilation device that helps to draw out stale and impure air from a room or building and bring in fresh air, thereby improving the quality of indoor air.

Exhaust fans

are typically ducted to the exteriors, through which bad indoor air can effectively be removed from your work space. Any volatile cleaning supplies will also be vented.
There is a lot of heat and humidity in the bathrooms and laundry rooms and without proper ventilation, mold and mildew can accumulate. Ventilation also keeps the heat down and makes your facility a more comfortable place to work.

Use spray bottles instead of aerosols for applying chemicals if another means is not possible, and make sure you have proper ventilation when using chemicals. When in a commercial building, make sure ventilation systems are turned on. Inadequate ventilation allows chemical byproducts to be absorbed into porous items such as ceiling tiles and wallboard.

What to do when there is no exhaust fan
If you are cleaning a restroom with no exhaust system prop the door open Place a “Cleaning in Progress sign in the doorway

Whenever possible, use mechanical means rather than chemical means for cleaning. For example, use a microfiber cloth instead of a chemical-based dust control product. Also use a microfiber cloth instead of a feather duster, which causes dust to become airborne.

REPORT HAZARDOUS CONDITIONS

We couldn t possibly cover every safety hazard you may encounter on the job That s why it s up to you to pay attention to safety and do your part to reduce accidents and injuries. You work in the facility every day and no one knows your job better than you.

The training you ve received should help you perform your job in a safe manner But it s really up to you. Obey all posted warning signs. Read and follow all instructions on chemical labels and MSDS sheets. Lift safely. You should always report hazardous conditions to your supervisor, so they can be corrected.

But most of all; use your common sense and good judgment and make yourself personally responsible for a safe and accident free workplace. Take pride in your job and in safety. Nobody can do it for you.

Chapter 4: CLEANING IN THE HEALTH CARE INDUSTRY

Sanitation and good housekeeping can both be defined as the practice of rendering the hospital free from agents injurious to health. Microbiology, the study of microscopic living, plantlike organisms, including bacteria, viruses, yeasts and molds is the biological science on which sanitation is based. There are many communicable diseases known to man. Each one of these diseases or infections is caused by a specific organism. Organisms enter the body through the respiratory tract, digestive tract or through breaks in the skin and multiply, causing tissue injury and body reaction. As the organisms multiply many are shed by the infected person and may be spread to others, thus beginning the cycle again.

BACTERIA

Bacteria are one of the more common microorganisms. Bacteria generally reproduce and multiply by simple division. Each cell reaches maximum size and divides into two parts. The two parts then grow to full size and each divides again. This cycle is repeated again and again. Food and environmental conditions such as moisture, temperature, light, and degree of alkalinity influence the rate of bacterial growth. Presence or absence of oxygen is also an important factor, because some bacteria require the presence of oxygen for growth and others require the absence of oxygen.

VIRUSES

Viruses are much smaller than bacteria and they are very often too small to retain in filters. Viruses are considered by some to be living organisms, by others to be complex protein molecules that are capable of growth and multiplication only in living cells. Because of their size, they can remain suspended for long periods of time or they can be transplanted from place to place through the hospital's air conditioning system.

INFECTION CONTROL

You know about infection, bacteria, and viruses, but how do you control these potential health hazards? Control of infection caused by these bacterial and viral organisms depends on breaking what can be called the chain of infection. This chain consists of the reservoir or source of infection, which might be bacteria laden dust, the means of transmission of the infection such as air and finally, the host. The object of infection control is to eliminate reservoirs and to block the means of transmission.

Pathogenic organisms can be transmitted from the reservoir of infection to the new host in four different ways:

1.The first of these is contact, which includes direct contact such as kissing and indirect contact, which means organisms are passed from their reservoir to some object or substance and then to the host.

2.The second type of transmission is sneezing or coughing, which involves droplets.

3.The third type is droplet nuclei, which are the small residue of evaporated droplets that carry pathogenic organisms. These droplet nuclei remain suspended in the air for long periods of time.

4.The fourth type is dust that has become contaminated, which is present on floors, in clothing, and in bedding and when stirred up by normal activities, moves from place to place.

The first step in infection control is to understand the difference between cleaning and sanitizing.

Cleaning is removing obvious dirt, debris, and other materials from a surface. Sanitizing or disinfecting is the actual killing of the microorganisms through heat or chemicals. Disinfectants are very helpful in infection control. There are specific housekeeping procedures essential in controlling the spread of infection.

Top priority should be given to the cleaning of horizontal surfaces, but also give proper attention to the cleaning of walls and other vertical surfaces. Harmful bacteria, which may be introduced into surroundings in a variety of ways, are often airborne for only a short distance. Then they become attached to both vertical and horizontal surfaces, but especially to floors.

Use wet-cleaning methods such as damp wiping, damp mopping, and wet mopping wherever possible. Ordinary dry dusting methods may serve only to redistribute bacteria-laden dust. The use of properly filtered or built in vacuum cleaners is acceptable for dusting and sweeping operations. Add effective germicides or other pathogen killing chemicals to wet cleaning solutions. Don't mix germicides and detergents because the two ingredients may neutralize each other if the appropriate chemicals are not used. If you want to use a combination of germicide and detergent they should be purchased premixed.

Although, the germicide has some value on the floor itself, its real value is in the reduction of bacterial levels in the mop bucket. Unless checked, bacteria multiply rapidly in the warm, moist environment of mop water and may actually contaminate a floor being cleaned.
Fresh damp wiping cloths, treated dust cloths, and clean wet mops should be used to clean surfaces.

The used wet mops and cleaning cloths must be laundered every day. They should not be left soiled or wet in a work closet overnight. Clean the equipment and storage closet every day. Separate cleaning equipment should be maintained for newborn nursery, postpartum, isolation nursery, delivery suite, operating suite, and the emergency department. Use plastic film or waxed paper bags for the disposal of infected materials.

THE LAUNDRY

Contaminated linens should be handled in accordance with approved techniques. Handling of linen is a crucial phase in infection control because soiled linen is a source of microbial contamination. Processing of soiled linen begins when the linen is removed from the patient, bed, stretcher, physician, nurse, examining table, or operating table.

Laundering removes pathogens by dilution, acidity, and alkalinity in the washing process and by application of extremely high heat of 345 degrees Fahrenheit or more in the ironing process. There are a variety of linen handling, processing, and disposing procedures, each unique to individual hospitals. Be sure to follow your hospital's policies and procedures because this is extremely important in infection control Be sure you ve had the proper training and if you re not sure about something, ask your supervisor.

ODOR CONTROL

Odor control is part of infection control. Odor problems arise as a result of poor sanitation in toilet areas, utility rooms and work closets. Deodorizer blocks or sprays that attempt to mask the odors are a mark of poor housekeeping. The most effective way to deodorize these areas is with fresh air, removal of the causes, and frequent cleaning with a detergent-disinfectant solution. Garbage collection areas and soiled linen storage areas may be sites where bad odors arise. Frequent removal of garbage, cleansing of garbage cans, and use of tight lids and the use of waxed paper or plastic liners in garbage cans will help to keep odors to a minimum. Good ventilation is extremely helpful also.

WASTE

Waste constitutes a problem and can be classified into three types:

Non combustible such as glass tin, casts, and other materials
Combustible such as wet tissue bone garbage flowers or dry combustible such as paper crates, cartons, and trash
Chemicals such as acids flammables and solvents

All waste except chemicals can be further classified as infectious or non-infectious. Cartons and boxes are classified as combustible dry waste, but a gift box discarded by a patient in isolation becomes combustible dry infectious waste. The best advice is to follow your hospitals waste handling and disposing procedures.

INSECT AND RODENT CONTROL

Insect and rodent control is very important in infection control as these pests do carry bacteria and other harmful microorganisms; therefore, each individual should take care in their daily work habits, cleanliness, and assisting the hospital in insect and rodent control program.

SUMMARY

Infection control is critical in hospitals due to a wide variety of potential hazards. Follow your hospital's policies and procedures, be aware of the hazards, and do your part in making your hospital as safe and infection free as possible. Employees and patients deserve no less.

BLOODBORNE PATHOGENS

Okay, let's talk about some of the risks and hazards associated with bloodborne pathogens and ways to avoid them. The first place to start is with training.

Under no circumstances should anyone be allowed to work with bloodborne pathogens in any form without full and complete training. Although you may have a special certification or other external training, your employer is responsible for providing you with thorough, sitespecific training and continued instruction in programs and procedures.

Written standard operating procedures or SOPs must form the basis of your ongoing bloodborne pathogen training program.

Training

If you are likely to be in contact with blood borne pathogens, you will have a program designed to provide a good understanding of bloodborne pathogens, common modes of their transmission, methods of prevention, and other pertinent information.
Bloodborne Pathogen training is required if you can reasonably anticipate facing contact with blood and/or other potentially infectious materials as part of your job duties. All Health Care facilities such as a hospital require bloodborne pathogens training and exposure plans, but there are a wide range of other individuals who may come in contact with blood or potentially infectious materials. These individuals may include industrial nurses, first aid providers, emergency first responders, police, and staff.

Pathogens

The pathogens of primary concern are the human immunodeficiency virus (HIV), hepatitis B virus (HBV), and hepatitis C virus (HCV). You are urged to take advantage of available engineering controls and work practices to prevent exposure to blood and other body fluids.

BLOODBORNE DISEASES

Bloodborne pathogens are microorganisms such as viruses or bacteria that are carried in blood and can cause disease in people. There are many different bloodborne pathogens including malaria, syphilis, and brucellosis, but Hepatitis B or HBV and the Human Immunodeficiency Virus or HIV are the two diseases specifically addressed by the OSHA Bloodborne Pathogen Standard. We are going to provide you with information about hepatitis C; this is a bloodborne pathogen that has no cure.

Hepatitis B

In the United States, approximately 300,000 people are infected with Hepatitis B or HBV annually. Of these cases, small percentages are fatal. "Hepatitis" means "inflammation of the liver," and, as its name implies, Hepatitis B is a virus that infects the liver. While there are several different types of Hepatitis, Hepatitis B is transmitted primarily through "blood to blood" contact. Hepatitis B initially causes inflammation of the liver, but it can lead to more serious conditions such as cirrhosis and liver cancer.

There is no "cure" or specific treatment for HBV, but many people who contract the disease will develop antibodies, which help them get over the infection and protect them from getting it again. The Hepatitis B virus is very durable, and it can survive in dried blood for up to seven days.

HUMAN IMMUNODEFICIENCY VIRUS

AIDS, or acquired immune deficiency syndrome, is caused by a virus called the human immunodeficiency virus, or HIV. Once a person has been infected with HIV, it may be many years before AIDS actually develops. HIV attacks the body's immune system, weakening it so that it cannot fight other deadly diseases. AIDS is a fatal disease, and while treatment for it is improving, there is no known cure.

It is good to know that, the HIV virus is very fragile and will not survive very long outside of the human body. It is primarily of concern to employees providing first aid or medical care in situations involving fresh blood or other potentially infectious materials. Because it is such a devastating disease, all precautions must be taken to avoid exposure.

HEPATITIS C

Hepatitis C is a blood-borne infection caused by an RNA virus, hepatitis C virus (HCV). This virus causes damage to the liver that may result in chronic infection and disease. HCV is unrelated to any of the other known hepatitis viruses (A, B, D and E), and infection is identified by the detection of antibodies to the virus in the blood.
There is no known cure for Hepatitis C.

Risk for exposure
Healthcare personnel are at risk for occupational exposure to bloodborne pathogens, including hepatitis B virus (HBV), hepatitis C virus (HCV), and human immunodeficiency virus (HIV). Exposures occur through needlesticks or cuts from other sharp instruments contaminated with an infected patient's blood or through contact of the eye, nose, mouth, or skin with a patient's blood. Most exposures do not result in infection.

Your employer should have in place a system for reporting exposures in order to quickly evaluate the risk of infection, inform you about treatments available to help prevent infection, monitor you for side effects of treatments, and determine if infection occurs.
How can occupational exposures be prevented?

Many occupational exposures can be prevented. Needle sticks and other cuts can be prevented by using safe techniques. Using appropriate barriers such as gloves, eye and face protection, or gowns when contact with blood is expected can prevent many exposures to the eyes, nose, mouth, or skin.

MODES OF TRANSMISSION

Bloodborne pathogens such as HBV, HCV and HIV can be transmitted through contact with infected human blood and other potentially infectious body fluids. These body fluids include semen, vaginal secretions, cerebrospinal fluid, synovial fluid, pleural fluid, peritoneal fluid, and amniotic fluid.

It is important to know the ways exposure and transmission are most likely to occur in your particular situation, whether it is providing first aid to an individual in an emergency, handling blood samples in the laboratory, or cleaning up blood from a hallway.

Bloodborne pathogens are most commonly transmitted through sexual contact, sharing of hypodermic needles, from mothers to their babies at or before birth, accidental puncture from contaminated needles, broken glass, or other sharps, contact between broken or damaged skin and infected body fluids, contact between mucous membranes and infected body fluids.

Accidental puncture from contaminated needles and other sharps can result in transmission of bloodborne pathogens. Anytime there is blood-to-blood contact with infected blood or body fluids, there is a slight potential for transmission.

Unbroken skin forms an impervious barrier against bloodborne pathogens. Infected blood can enter your system through open sores, cuts, abrasions, acne, and any sort of damaged or broken skin such as sunburn or blisters.

Bloodborne pathogens may also be transmitted through the mucous membranes of the eyes, nose, or mouth.

As an example, a splash of contaminated blood to your eye, nose, or mouth could result in transmission.

PPE, WORK PRACTICES and ENGINEERING CONTROLS

It is extremely important to use personal protective equipment and work practice controls to protect yourself from bloodborne pathogens. "Universal Precautions", also known as “Standard Precautions is the name used to describe a prevention strategy in which all blood and potentially infectious materials are treated as if they are, in fact, infectious, regardless of the perceived status of the source individual.

In other words, whether or not you think the blood or body fluid is infected with bloodborne pathogens, you treat it as if it is. Appropriate use of Personal Protective Equipment (PPE) is required by engineering and work practice controls. Where occupational exposure remains after standard engineering and work practice controls are implemented, personal protective equipment shall be used.

Impermeable gloves must be worn when hand contact with blood or mucous membranes is possible. Gloves must also be worn when Other Potentially Infectious Material or OPIM is possible. Gloves must be worn when non intact skin is anticipated, when performing vascular access procedures, or when handling contaminated items or surfaces.

You must be able to wash your hands after contact with blood or other potentially infectious materials. OSHA requires that employees wash their hands and any other skin with soap and water or flush mucous membranes with water as soon as feasible after contact with blood or other potentially infectious materials.

Protective clothing must be removed before leaving the room, and disposed of in an appropriately designated area or container for storage, washing, decontamination or disposal. Probably the first thing to do in any situation where you may be exposed to bloodborne pathogens is to ensure you are wearing the appropriate personal protective equipment (PPE). For example, you may have noticed that emergency medical personnel, doctors, nurses, dentists, dental assistants, and other health care professionals always wear latex or protective gloves.

Rules to follow

There are some simple rules to follow. When coming in contact with blood borne pathogens, you should always wear personal protective equipment. You should replace PPE that is torn or punctured. You should remove PPE before leaving the work area. If you work in an area with routine exposure to blood or potentially infectious materials, the necessary PPE should be readily accessible. Contaminated PPE should be placed in appropriately labeled bags or containers until it is disposed of, decontaminated, or laundered.

Gloves

Gloves should be made of nitrile a rubber used especially in latex-free gloves; neoprene rubber, or other water impervious materials. If glove material is thin or flimsy, double gloving can provide an additional layer of protection. You should always inspect your gloves for tears or punctures before putting them on. If a glove is damaged, don't use it!

When taking contaminated gloves off, do so carefully. Make sure you don't touch the outside of the gloves with any bare skin, and be sure to dispose of them in a proper container so that no one else will come in contact with them.

REMOVE YOUR GLOVES BEFORE DOING ANY OTHER WORK.

Goggles
Anytime there is a risk of splashing or vaporization of contaminated fluids, goggles and/or other eye protection should be used to protect your eyes. Splashing could occur while cleaning up a spill, during laboratory procedures, or while providing first aid or medical assistance.

Face Shields
Face shields may be worn in addition to goggles to provide additional face protection. A face shield will protect against splashes to the nose and mouth.

Aprons
Aprons may be worn to protect your clothing and to keep blood or other contaminated fluids from soaking through to your skin.

Wearing gloves, gowns, masks, and eye protection can significantly reduce health risks. The new OSHA standard covering bloodborne disease requires that you have appropriate personal protective equipment (PPE) and clothing available.

If you follow safe operating procedures and wear proper personal protective equipment the possibility of contracting a bloodborne disease is greatly reduced.

SELECTING PERSONAL PROTECTIVE EQUIPMENT

Janitors and housekeepers working in health care facilities must use personal protective equipment such as gloves. Single use gloves cannot be washed or decontaminated for reuse. Utility gloves may be decontaminated if they have not been compromised. If you are allergic to standard gloves, you must be provided hypoallergenic gloves or similar alternatives.

You should wear eye and mouth protection such as goggles and masks, glasses with solid side shields, and masks or chin-length face shields when splashes, sprays, splatters, or

droplets of potentially infectious materials pose a hazard through the eyes, nose or mouth. More extensive coverings such as gowns, aprons, surgical caps and hoods, and shoe covers or boots are needed when gross contamination is expected.

OTHER PROTECTIVE PRACTICES

If an your skin or mucous membranes come into contact with blood, you are to wash with soap and water and flush eyes with water as soon as feasible. In addition, you must wash your hands immediately or as soon as feasible after removing gloves. If soap and water are not immediately available, your employer may provide other hand washing measures such as moist towelettes. You still must wash with soap and water as soon as possible.
You must refrain from eating, drinking, smoking, applying cosmetics or lip balm, and handling contact lenses in areas where they may be exposed to blood or other potentially infectious materials.

Normal clothing that becomes contaminated with blood should be removed as soon as possible because fluids can seep through the cloth to come into contact with skin. Remember to use universal precautions and treat all blood or potentially infectious body fluids as if they are contaminated. Avoid contact whenever possible, and whenever it's not, wear personal protective equipment. If you find yourself in a situation where you have to come in contact with blood or other body fluids and you don't have any standard personal protective equipment handy, you can improvise. Use a towel, plastic bag, or some other barrier to help avoid direct contact.

Hygiene Practices
Hand washing is one of the most important and easiest practices used to prevent transmission of bloodborne pathogens. Hands or other exposed skin should be thoroughly washed as soon as possible following an exposure incident. Use soft, antibacterial soap, if possible. Avoid harsh, abrasive soaps, as these may open fragile scabs or other sores. Hands should also be washed immediately or as soon as feasible after removal of gloves or other personal protective equipment.

Because hand washing is so important, you should familiarize yourself with the location of the hand washing facilities nearest to you. Laboratory sinks, public restrooms, janitor closets, and so forth may be used for hand washing if they are normally supplied with soap. If you are working in an area without access to such facilities, you may use an antiseptic cleanser in conjunction either with a clean cloth or paper towels or you may use antiseptic towelettes. If these alternative methods are used, hands should be washed with soap and

running water as soon as possible.

Decontamination
Decontamination should be accomplished by using a solution of 5.25% sodium hypochlorite or household bleach diluted between 1:10 and 1:100 with water. The standard recommendation is to use at least a quarter cup of bleach per one gallon of water. Decontamination can also be accomplished by using Lysol or some other EPA-registered tuberculocidal disinfectant. Check the label of all disinfectants to make sure they meet this requirement.

If you are cleaning up a spill of blood, you can carefully cover the spill with paper towels or rags, then gently pour the 10% solution of bleach over the towels or rags, and leave it for at least 10 minutes.

If you are decontaminating equipment or other objects such as scalpels, microscope slides, broken glass, saw blades, tweezers, mechanical equipment upon which someone has been cut, first aid boxes, or other contaminated equipment, you should leave the disinfectant in place for at least 10 minutes before continuing the cleaning process.

Of course, any materials you use to clean up a spill of blood or potentially infectious materials must be decontaminated immediately, as well. This would include mops, sponges, re-usable gloves, buckets, and pails.

For large blood spills, you should generally contact custodial staff for cleanup. They are trained to do this and use disinfectant to decontaminate the area. However, if you are trained to do so, you can cleanup blood spills if the above procedures are followed.

Sterilization
Sterilization can be achieved using a number of techniques such as heat, irradiation; filtration; and chemical sterilization. In the microbiology laboratory, the most widely used sterilizers are autoclaves. Autoclaves eradicate micro-organisms by use of pressurized steam to cause thermal stress. To achieve a sufficient kill rate, it is necessary to raise the temperature such that even the most thermo-tolerant micro-organisms are inactivated.

Sharps
Needles and broken glass must be disposed of in sharps containers. Improperly disposed needles can cause injury.

Needles
Needles should never be recapped.
Needles should be moved only by using a mechanical device or tool such as forceps, pliers, or broom and dustpan.
Never break or shear needles.
Needles shall be disposed of in labeled sharps containers only.

Sharps containers shall be closable, puncture-resistant, leak-proof on sides and bottom, and must be labeled or color-coded.

When sharps containers are being moved from the area of use, the containers should be closed immediately before removal or replacement to prevent spillage or protrusion of contents during handling or transport.

Broken Glassware
Broken glassware that has been visibly contaminated with blood must be sterilized with an approved disinfectant solution before it is disturbed or cleaned up.

Other Sharps
There are safety dangers associated with accidental breakage of glass capillary tubes. These tubes are used for collection of blood in a variety of health care settings, including hospitals; ambulatory care facilities, physicians' offices, blood donation facilities, and blood testing centers.

Accidental breakage of the tubes has been reported when the tubes are inserted into putty for sealing and during centrifugation.

Blood can spatter, potentially exposing personnel to bloodborne pathogens. The broken glass fragments also can injure the user, resulting in exposure to blood. Breakage during use may result in a penetrating wound and blood inoculation to the user.

To reduce the risk, OSHA recommends that users consider blood collection devices less prone to accidental breakage and readily available, including capillary tubes that are not made of glass, glass capillary tubes wrapped in puncture-resistant film, products that use a method of sealing that does not require pushing one end of the tube into putty to form a plug, or products that allow the blood to be measured without centrifugation.

Signs, Labels, and Color Coding

Warning labels need to be affixed to containers of regulated waste, refrigerators and freezers containing blood or other potentially infectious material; and other containers used to store, transport, or ship blood or other potentially infectious materials.

These labels are fluorescent orange, red, or orange-red. Bags used to dispose of regulated waste must be red or orange red, and they, too, must have the biohazard symbol readily visible upon them. Regulated waste should be double-bagged to guard against the possibility of leakage if the first bag is punctured. Labels should display the universal biohazard symbol.

Emergency Procedures
In an emergency situation involving blood or potentially infectious materials, you should always use Universal Precautions and try to minimize your exposure by wearing gloves, splash goggles, pocket mouth-to-mouth resuscitation masks, and other barrier devices.

If you are exposed
If you are exposed, however, you should wash the exposed area, report the exposure, fill out a report form, and request testing.

1.Wash the exposed area thoroughly with soap and running water. Use non-abrasive, antibacterial soap if possible. If blood is splashed in the eye or mucous membrane, flush the affected area with running water for at least 15 minutes.
2.Report the exposure to your supervisor or instructor as soon as possible.
3.Fill out an exposure report form. This form will be kept in your personnel file so that you can document workplace exposure to hazardous substances. This form can be obtained from your Safety Department.
4.You may also request blood testing or the Hepatitis B vaccination if you have not already received it.

Hepatitis B Vaccinations
Employees who have routine exposure to bloodborne pathogens, such as doctors, nurses, first aid responders, and similar occupations, must be offered the Hepatitis B vaccine series at no cost to themselves. The employees have a right to refuse the vaccination but will need to complete a form documenting their decision not to accept the vaccination.

Record Keeping
Medical records are to be retained for each employee with occupational exposure of bloodborne pathogens for the duration of employment plus 30 years. These records must be

confidential and must include name and social security number; hepatitis B vaccination status, and results of any examinations, medical testing and follow-up procedures; a copy of the healthcare professional's written opinion; and a copy of information provided to the healthcare professional.

Training records must be maintained for three years and must include dates, contents of the training program or a summary, trainer's name and qualifications, names and job titles of all persons attending the sessions.

Medical and Training Records
The Bloodborne Pathogens Standard requires both medical and training records be maintained. For at least the duration of employment plus 30 years, and must be kept confidential not disclosed without written permission of employee, except by law and separate from other personnel records.

Chapter 5: CLEANING PROCEDURES AND TIPS

CLEANING PRINCIPLES

Cleaning can be a rewording and sometimes fun! It helps to know the basic cleaning principles. First look at what it is you want to clean Do you know where the dirt came from If not don t worry. I will give you some ideas on how to find out It s also important to know the different cleaners and when to use them.

Let s get familiar with some basic cleaners
Abrasives work like sandpaper and physically remove dirt. They come in powders, liquids and tools like brushes, sponges and pads.

Acid is the opposite of alkaline and can be used to remove rust stains, water deposits and even clean clogged pipes. Depending on its pH level the lower from 7 the more powerful. 7 being neutral and anything higher is considered a Alkaline. Some acids include lemon juice, (citric acid) vinegar, (acetic acid) and hydrochloric acid.

Alkaline can be used to remove heavy oil and grease, wash windows. Clean coffee and tea stains and dissolve grease. Alkaline include banking soda, ammonia, TSP, acronym for TriSodium Phosphate, and lye.

Bleaches used to bleach out a discoloration by removing or adding oxygen. Bleaches are also used to disinfect because of their ability to kill germs safely. Bleach types include oxygen bleach which adds oxygen, reducing bleach which removes oxygen, and peroxide.

Detergents have the ability to lower surface tension and of deflocculating soil and dirt clumps and keeping them in suspension, so they can be washed away. Detergents are typically considered to be both water and oil soluble, which serves as an emulsifying agent. Detergents are used to clean both soil and grease. Detergents include laundry cleaners or synthetic detergents and soap.

Solvents are capable of dissolving another substance to form a uniformly dispersed mixture. They are chemically capable of dissolving oily and greasy soils and stain and speed up drying time because they evaporate faster than water. The types of solvents are water miscible or wet solvents like alcohol and butyl cello solve, and water immiscible or dry solvents like OMS, acronym for odorless mineral spirits and kerosene.

Enzymes are microorganisms engineered to break down protein and oil into their basic components. Enzymes are sensitive to pH changes and chemical reactions.
Now you have the knowledge of what the basic cleaners do. So now we need to identify the problem.

Some grime you might already know.
Some might be more complicated.
Food might automatically be considered a protein; some foods like juices and condiments contain dye.

Urine is a protein but it s also very acidic and may require a combination of enzyme and alkaline to completely remove it.

The pH Scale
In chemistry, pH is a quantitative scale for measuring the acidity or alkalinity of liquid solutions. The scale runs from the number 0 to 14. The number 7 on the pH scale is neutral, not acid or base. The number 0 on the pH scale is a strong acid. The number 14 is a strong alkali. In the cleaning industry the word “alkali is used to denote base So the pH scale runs from 0 acid to 14 alkali.

On the pH scale each full number increase represents a tenfold increase of the acidity or alkalinity of the solution. It is a geometric progression by the number 10. So pH of 1 is 10 times more powerful than pH of 2. The pH of 3 is 100 times more powerful than pH of 4.
The numbers on the scale denote the “strength characteristics of the solution not the “quantity or dilution of the solution. Whether you have a drum of lye or a table-spoon of lye they both have the same strength characteristics pH.

COLOR CODING OF CLEANING SUPPLIES

Why Color Coding is Important?
Color coding cleaning supplies improves training and communication. It is an intuitive visual coding system, removing language and literacy barriers when training a diverse workforce in proper cleaning processes. Color coding also provides supervisors with quick visual indicators for monitoring employee activity to prevent tool or chemical misuse.
Examples of the Use of Color Coding of Supplies in Cleaning:
Red: High bacteria areas for example restrooms with toilets and urinals.

Red cleaning supplies are used in areas of the restroom that have higher bacteria

concentrations, where sanitation is a priority. Particularly toilets and urinals should have a high priority.

Yellow: Specialty cleaning for gymnasiums and laboratories.

Use for sinks and general restroom cleaning, to prevent cross contamination from toilet and urinal areas. May also be used for specialty cleaning activities such as gymnasiums, laboratories and floor-care projects.

Green: Foodservice areas for example cafeterias and kitchens.

Green cleaning supplies should be used in areas that come into contact with food, including kitchens, cafeterias and employee break rooms. Or for example, a separate color could be used for food preparation areas for an added degree of safety. For example, in food preparation areas, one color, for example a light lime green, could be used for raw meats and another color for preparation of fruits, vegetables, and lettuces, for example a deep woods green.

Blue: General use for example offices, hallways and classrooms.

Blue is used for general cleaning in offices, entrances, hallways and reception areas.

Color Coding Prevents the Misuse of Chemicals
The use of color coding for cleaning supplies prevents the misuse of chemicals and reduces the transfer of harmful substances by separating potentially hazardous cleaning chemicals into their appropriate areas. For example, mopping solutions can be coded for a specific floor to avoid the use of caustic chemicals that may permanently damage the surface.

Simplifies Supply Management
By keeping cleaning tools in their proper areas, color coding allows custodial departments to keep better track of their equipment and supplies. Productivity increases when employees no longer have to search for misplaced tools or proper cleaning equipment.

Improves Efficiency
Color coding enhances the professional appearance of employees and increases their efficiency by making it easy to organize the cleaning process.

Of course every facility is unique. The colors discussed here are just the common colors used in color coding. Additional colors may be used for specific applications, such as color

coding types of chemicals for use with specific flooring materials or counter tops.

In addition, color tape or decals can be applied to your existing or off the shelf cleaning supplies. This gives you the ability to easily change cleaning applications and reassign supplies to different areas or functions as required. For example, color coded decals can be used to change supplies from the general use blue coding to the bathroom red coding.

It is never recommended to reassign any red labeled cleaning supply. Certainly if any red coded supplies are reassigned to any other areas, the supplies must be thoroughly decontaminated, cleaned, and sanitized by disinfection or sterilizing. It would make good sense to dispose of the red supplies and purchase new ones instead of risking cross contamination.

The next figure shows a series of colored and white brushes used in cleaning. Color coded decals or tape can be placed on the handles of the white brushes to achieve color coding.

Chapter 6: Cleaning Office Buildings

As mentioned above there are many different areas in office buildings, hospitals, and schools that require cleaning. Office buildings have restrooms with toilets, urinals, trash cans, and sinks to be cleaned. They also have restaurants, cafeterias, and kitchens that are food service areas. In addition, office areas have entry ways, hallways, and classrooms that must be cleaned. And finally there are specialized areas such as gymnasiums and laboratories that must be cleaned. In this chapter we will address cleaning the areas mentioned above; as well as mirrors, walls, floors, window coverings, upholstery, televisions, and computers.

CLEANING RESTROOMS

We will start with cleaning restrooms The fact is that at least percent of the public s complaints about buildings concern the upkeep of restrooms. According to industry professionals, there is an increase in public awareness of what one can acquire from dirty restrooms. Because of this, owners, operators, manufacturers, distributors and suppliers are all working hard to come up with systems and processes to make cleaning easier, safer, faster and better.

Restroom Deep Cleaning

Indeed, relatively recent innovations in restroom cleaning range from ergonomically designed toilet-bowl brushes and environmentally safe citrus-based cleansers to color-code and even touch-free cleaning systems.

Combined with old-fashioned common sense and attention to detail, the new cleaning improvements make it easier and safer than ever to leave a restroom spotless.
Because the definition of ‘clean is very subjective and varies from one environment to another, it is important to determine what is required in terms of cleanliness. One definition of clean is “free from dirt or impurities

With the exception of critical care areas, such as those found in some health care facilities or food service environments there are few, if any, broadly established cleaning standards.

Toilet Cleaning Today

A workable cleaning schedule is important. Most restrooms are cleaned once a day and sometimes monitored throughout the day. Restrooms with high traffic volume, such as those

in airports, restaurants and other establishments may need attention hourly. According to experts, managers and operators who thoroughly assess the overall use of each restroom in their facility will have far fewer restroom complaints.

Those who devise cleaning schedules that accommodate the need for regular cleaning and maintenance, as well as incidental and as-needed cleaning will not hear any complaints.

Top Five Restroom Complaints
Once the cleaning basics have been established – how clean and how often – cleaning professionals still face every restroom s “Top Five These are the five typical restroom complaints and the most common cleaning challenges that workers face. They are:

1) Cross-contamination hazards
Soap and towel dispensers that don t work
3) Unsightly garbage
4) Soiled or stained surfaces
5) Persistent odors

CROSS-CONTAMINATION

There are a number of ways to prevent the spread of germs when cleaning a restroom. Experts say, first kill the germs by using disinfectant solutions properly. In order to achieve disinfection, it is important to carefully follow label directions on the cleaner container. More often than not, the directions will include specifics on how the cleaner is to be applied, as well as the length of time that it should remain on surfaces in order to achieve the required disinfection levels.

Other recommendations include using a color-coded system when cleaning. With a system like this, tools that are one color can be used for cleaning toilets, while a different color can be reserved for intense work.

This type of system will make sure that management as well as the cleaning staff doesn t use any of these tools outside the restroom.

SOAP AND TOWEL DISPENSERS THAT DON T WORK

This is a case where back-ups make sense.
Managers may want to consider offering patrons both hand towel machines and hand blow

dryers. This is an alternative solution if one or the other is out of order. Frequent service, repair, and replacement of machines also help eliminate this common complaint.

UNSIGHTLY GARBAGE

Regardless of whether a restroom is disinfected properly, unsightly garbage can make it appear unsanitary. Studies show that people often use a paper towel on door handles when leaving restrooms If a garbage receptacle isn t near the door they often drop the towel on the floor.

Analyzing traffic and these types of use patterns will help determine whether alternate placement or additional receptacles are needed.

SOILED OR STAINED SURFACES

An obvious first step in cleaning would be removal of visible soiled surfaces.

The nature of the surface and the soil will affect which tools and cleansers to use. For instance, degreasers might be just the solution for some of the surface stains found in fastfood restaurant facilities.

Industry manufacturers advise that users proceed with caution when using various cleansers. There are many very aggressive cleaners which can remove soil from surfaces, but will also harm finishes.

Surface damage only makes maintaining cleanliness and appearance that much more difficult in the future. Thus, selection of the mildest, yet effective cleaners is the best approach to balance these factors.

PERSISTENT ODORS

When dealing with this common complaint, building managers are advised to look down – at the grout or the floor drain.
Often times, odor-causing bacteria can be found in grout lines where mops may not reach. If this is the case, it may be helpful to re-evaluate the products used to do this cleaning. Bacteria must be killed to remove odor. Other times the best thing to do is to look up, because light fixtures and even ceilings can harbor bacteria or mildew spores. It is important

to note that thorough ventilation can reduce odors in high humidity areas such as restrooms. Make sure all air vents are cleaned.

Managers dealing with a lot of in and out restroom traffic, such as those found in schools and airports should carefully assess regular cleaning schedules to make sure these problems are addressed.

INNOVATIONS

When it comes to cleaning restrooms, manufacturers found that a thorough assessment of cleaning procedures is what led to some of the best innovations.

After spending many years evaluating restroom cleaning and the various procedures called for, manufacturers found two overall problems.

First, there was a very high turnover among employees and training was an issue within janitorial departments.

Second, many janitorial departments rarely updated the tools they used for cleaning, many of which were not ergonomically designed.

In response, the cleaning supply industry soon introduced various ergonomically designed tools. These were designed to reduce back pain through the use of longer handles, which also kept a worker s face away from the toilet bowl containing chemicals and fumes Manufacturers have commented that the use of these types of products will not only make cleaning easier and safer for workers, they will also result in worker retention.

Many of the improvements offered by manufacturers, suppliers, trainers and others in the industry have had a similar value-added impact on restroom cleaning.
Microfiber mop heads and cloths adhere to dirt more efficiently and are easier to lift than traditional “spaghetti mops because they weigh less

Why use microfiber supplies?
Microfiber cleaning cloths provide a non-toxic and chemical free cleaning solution. They are outstanding for allergy and asthma sufferers, as well as anyone with chemical sensitivities. They also provide a healthier cleaning solution because microfiber cleaning supplies can be used without cleaning agents, soap, or detergents. In addition they are gentle on furniture, mirrors, windows, and porcelain as the fiber is fine and it does not leave scratches, mist or

marks.

Microfiber mop heads and cloths are also more environmentally friendly because they use less water they re washable and reduce the amount of trash left at the end of the cleaning day.

Environmentally friendly green cleaning is a trend that has grown stronger in recent years. Many manufacturers have introduced tools that are designed specifically for recycling whenever green cleaning tools wear out. Instead of replacing the entire tool when a part breaks, many manufacturers provide replacement parts.

In addition, many workers use squeegees and water to clean restroom mirrors and windows. The benefit is that departments will use fewer chemicals and will not find trash bins filled with paper towels as a result of cleaning.

Cleaning chemicals should also be considered in green cleaning. There are many manufacturers that provide cleaning products certified with Green Seal.
These new innovations make it easier for companies to accept green cleaning into their programs.

WHAT DOES CLEANING GREEN ENTAIL?

First, a definition Green Cleaning is cleaning to protect health without harming the environment. Basic principles of Green Care are listed below.

Focus on entryways inside and out. An important goal in cleaning green is to trap and remove dirt and pollutants before they enter the building and to frequently clean the entrances and entryway mats.

Minimize particles and chemicals in the air by mechanically capturing dust and dirt, using course spray for chemicals and applying the cleaner to the cloth rather than spraying the surface to be cleaned.

Use chemical management systems for accurate product dilution. Train employees to use chemicals properly to minimize waste and maximize cleaning efficiency, an important element of cleaning green.

You should empty vacuum bags at the end of shifts or when half full for cleaner and more

efficient operating.

Ensure proper vacuuming, extraction, rinsing and drying. Carpets can be a host for moisture problems and mold growth. Green cleaning means minimizing these problems.
Focus on preventative measures. Janitorial staff washes their hands and keeps equipment clean and well maintained.

Focus on touch-points. These are door handles, bright work and other areas where people come in contact with the facility or its fixtures. Focusing here makes cleaning green easier. Apply disinfectant in restrooms properly and make sure the chemical has proper dwell time so that soil is thoroughly removed using less product. Use labels on chemical cleaners for proper use and review the Material Safety Data Sheets.

Promote safety and prevent cross-contamination. Safer products and proper use and storage of chemicals help create a safer environment. As discussed earlier, color-coded tools ensure that pollutants don t get carried from one area such as a restroom to another room.

Whenever possible use Green Cleaning Chemicals and Products Green Seal s Standard for Industrial and Institutional Cleaners (GS-37) certified chemicals for general purpose, washroom, glass, and carpet cleaning.

Use hand soaps that do not contain antimicrobial agents except where required by law or regulations for example healthcare or food preparation.

Microfiber dusting cloths and flat mops to collect dust and dirt pick up dust with minimal water and chemical use. These out-perform traditional dusting and mopping materials and can often be used to remove soils without the need for chemical compounds. Micro-fiber materials can be washed and reused to minimize paper towel waste.

Use of Effective Janitorial Equipment
One example of effective janitorial equipment that is environmentally friendly is the highspeed burnisher with dust control attachments that captures fine particles.

Carpet extractors and automatic floor scrubbers that reduce water consumption are also effective janitorial equipment.

Green cleaning includes the use of “Green Paper products These paper products are rated

for recycled content in janitorial paper products bleached without the use of chlorine or its derivatives. In addition, paper products dispensed from large rolls to minimize packaging and waste are used in Green cleaning. Folded paper towels are discouraged.

“Hands-free paper towel dispensers that reduce the potential for cross-contamination and high-capacity dispensers that promote waste-reduction by controlling towel usage are on the list of “Green Paper products

For all the innovations in the industry, the need for common sense and attention to detail is as great as ever. Training employees properly is a task that experts say should always be at the top of a building manager s “to do list Industry professionals emphasize that it is important to have the proper tools when cleaning, but it may be even more important to have the proper training.

Attention to Detail
Just look at a restroom, any restroom. The entire area may be clean and sparkling, but what about the dirt build-up around stall posts or behind toilets or baseboards. Everything must be cleaned properly or the restroom isn t clean

When cleaning toilets, one of the most important parts is the underside of the lip of the toilet. This is where urine and feces can be splashed and lime, calcium and rust stains can build up That s where bacteria and germs can form quite easily causing a filthy toilet Cleaning the underside of the toilet is extremely important.
Dusting a restroom is also a critical part of your job. Dust, bacteria and germs can settle in vents, on tops of overhead ledges and, of course, on vents.

Cleaning and Sanitizing
Remember there is a difference between cleaning and sanitizing. Cleaning is washing or wiping a surface Cleaning removes dirt dust and debris but it doesn t kill bacteria

Sanitizing kills bacteria.
There are two ways to kill bacteria.

1.One is to use high temperature water, similar to very hot water used in a dishwasher. Hot water sanitizes the dishes and kills bacteria That s not logical for restrooms but you can use an approved sanitizer after cleaning to kill bacteria. Steam cleaners are commercially available.

2.Another way is cleaning and sanitizing. Cleaning and sanitizing is required in making surfaces free of bacteria. Remember that cleaning and sanitizing are two different systems and both are required when servicing restrooms and other areas.
Some sanitizers are called disinfectants and some products combine cleaning and disinfecting ingredients into one product. These combined products work well only on surfaces that are already relatively clean. For dirtier surfaces it is important to clean first and then apply a separate disinfectant.

For the disinfectant or sanitizer to be effective, it must remain in place for at least 10 minutes.

Deep cleaning of restrooms needs to be done at least weekly. However, a deep cleaning may also be required when cleaning a restroom for the first time, or when you encounter a particularly dirty situation. High traffic restrooms may need a deep cleaning once a day even if routine cleaning is done more frequently.

Most deep cleaning can be done with regular chemicals by mixing with less water so that they are more effective. In addition, it may be necessary to spend more time removing soils using brushes and scrub pads.

Steps to Cleaning a Restroom
Don t allow your restroom to become the source of customer or employee complaints Adhere to the following guidelines to insure a cleaner, healthier restroom environment.

GET READY TO CLEAN.
When you are preparing to clean a bathroom, first make list of duties and cleaning supplies that will be required for each job. You should make certain the supply closet is clean and contains the proper supplies and equipment. An example list of cleaning supplies is provided below.

1.Disposable Latex Non-Medical Gloves these gloves come in large, medium, and small sizes.
2.Safety Goggles or Safety Glasses
3.Toilet Bowl Swab
4.Microfiber Mop System
5.High Density Trash Liners 32 Gal.
6.General Purpose Cloth
Extendible Lamb s wool Duster

8.Glass Cleaner Windex® is a common commercially available glass cleaner
9.Cleaner/Disinfectant Lysol® Brand Disinfectant All purpose Cleaner with Bleach and Antibacterial Scrubbing Bubbles® Bathroom Cleaner are common Cleaner/Disinfectants. There are other commercially available Cleaner/Disinfectants for professional cleaning services.
10.Kleenex® Cottonelle Toilet Tissue
11.Health Guards Regular Toilet Seat Cover Refill
Figure 40 Items for cleaning the bathroom
12.Sanitary Napkins or Tampons
13.Paper Towels
14.Hand Soap
"Wet Floor signs

DISINFECT TOILETS, SINKS AND SURFACES

Before disinfecting toilets, sinks and surfaces make sure you are wearing the proper safety items such as gloves and protective eyewear. Be sure to review the MSDS for each chemical that you use. Spray all fixtures with the correct chemicals to allow time to "soak in Wipe clean.

RESTOCK EXPENDABLE SUPPLIES

When you are restocking expendable supplies, always make sure you fill the dispenser with the correct size paper or soap product. Be sure to secure the dispenser after it has been filled.

EMPTY, CLEAN AND RE-LINE WASTE RECEPTACLES

The next job will be to empty, clean and re-line waste receptacles. You should make sure all litter is picked up prior to emptying the receptacles. Use the correct size liners and taper the excess liners by tying on one corner.

SWEEP OR DUST MOP FLOORS

Depending on the floor surface, you will either sweep or dust mop the floor.

CLEAN SINK AND COUNTERS

The next job will be to clean the sink and counters. First, remove all debris from counters. Start at the backsplash of the counter and work towards the drain. Be sure to dry all surfaces.

CLEAN MIRRORS

To clean the mirrors, start in one corner and work from right to left. Use circular cleaning motions for best results. Inspect for streaks and smudges.

SPOT CLEAN WALLS, PARTITIONS, BRIGHT WORK

Spot cleaning is the next job. Using the proper chemicals spot clean all vertical surfaces starting at the bottom and working your way up. Clean all bright work. Bathrooms don't just need to be clean, they need to shine. All that white porcelain, bright work and tile work demands weekly, if not daily attention.

Cleaning Toilets
WHAT YOU NEED:
1. Goggles or glasses.
2. Toilet brush.
3. Gloves.
4. Cleanser for inside of bowl.
5. Cleanser for outside of the toilet.
6. Paper towels or cloths.

REMOVE EVERYTHING FROM AROUND THE TOILET.

Cleaning the toilet is a messy job, and there's always the chance of splashing cleanser or toilet water outside of the actual toilet. Prevent extra cleanup by removing all excess items from around the toilet. Don't forget to remove anything on top of the tank to prevent dropping items into the bowl during cleaning.

FLUSH AND ADD CLEANING SOLUTION.

Flush the toilet with the lid down to prevent splashing or spraying. Add your choice of powdered, liquid, or gel cleanser to the bowl. Try to apply the cleaner as close to the toilet rim as possible to prevent diluted cleanser.

CLEAN THE EXTERIOR OF THE TOILET.

While the cleansing solution soaks into the toilet grime in the bowl, clean the outside of the toilet. Start at the top to prevent dripping on already clean surfaces.

Spray the tank, handle, and tank edges with cleaner and wipe down.
Next do the outside lid of the toilet.
Finally wipe down the entire bowl. Start with the sides and front before cleaning the bottom edges of the toilet where it meets the floor.

CLEAN THE TOILET SEAT.

The toilet seat should never be neglected. It is the part of the toilet that comes into actual contact with people, and it needs to be cleaned thoroughly. Raise the seat. Spray the seat, inside lid and the rim of the toilet with cleanser.

Wipe down the lid, seat, and hinges at the back of the toilet seat. Some toilets have hinges that will pop open to allow better access for cleaning.

CLEAN THE INSIDE OF THE TOILET BOWL.

Begin cleaning the bowl from the top down. Always begin scrubbing under the rim first. Look under the rim to get all the stains and grime scrubbed away.

Even though there are many commercial products available, Lime-A-Way® is a commercial product that is a concentrated blend of mild organic and mineral acids formulated to remove calcium and other hard water mineral deposits from under the rim of toilets. It has a pleasant fragrance and is easy to use. It removes rust, calcium and lime build up from toilets and it effectively cleans even the toughest hard water stains.
Next scrub the bowl. Finally scrub the hole at the bottom of the toilet.
Always flush the toilet with the lid down.

WIPE UP ANY DRIPS OR SPILLS.
Wipe up any drips of cleanser or water that may have occurred.
Put away tools and trash. Replace the items removed at the beginning of the cleaning process.

TIPS FOR CLEANING TOILETS

1. Wear eye protection when cleaning a toilet. It prevents splatters of toilet water and cleaner. You may also want to use gloves to prevent contact with your hands.
2. Flush the toilet with the seat lid down to prevent splattering and splashing.
3. Do not use sponges when you scrub a toilet. Sponges are a great way to breed bacteria, and there are already enough in bathroom. Paper towels are great options because they are thrown away. If you use reusable cloths or microfiber cloths, wash them immediately in their own load on hot water with bleach.

In summary, to properly clean a toilet you should use the appropriate germicide to clean the seat cover top and bottom. Then lift seat cover and clean underside and top of toilet seat, under side and bowl rim, and finally clean the handle and exposed plumbing. Flush toilet with seat down and leave the seat up to indicate you have cleaned commode.

Cleaning Urinals
Some cleaning tools and materials for cleaning urinals are listed below.
1.Bowl swab
2.Trigger sprayer
3.Clean cloths
4.Gloves and goggles
5.Toilet bowl cleaner
6.Cleaner disinfectant, liquid or foam aerosol
In addition to toilets, urinals need to be cleaned, disinfected and deodorized. Disinfecting the urinal reduces the growth and spread of bacteria.

PROCEDURES FOR CLEANING A URINAL

Remember to put on gloves and goggles, and then clean the inside of the urinal.
First, apply 1 to 2 ounces of bowl cleaner evenly onto the bowl swab. Then swab the entire inside surface, under the rim, and where the water outlets are located.
Next, flush urinal and rinse bowl swab thoroughly. Set bowl swab aside, placing it into a carrying container.

Clean and disinfect the flush handle and all the chrome around the urinal. Wipe it dry.
Next, clean the outside of the urinal by spraying with a cleaner disinfectant. Pay special attention to the underside of the outside of the urinal. Wipe with a clean cloth.
Use a new cloth to start the next urinal. Toss used cloth to be laundered.

Mopping Restroom Floors
Cleaning Tools and Materials needed for mopping restroom floors.
1.Pump up sprayer and one bucket with wringer or Two buckets with wringers
2.Wet mop
3.Broom and dust pan
"Wet floor signs
5.Gloves and goggles
6.Cleaner/Disinfectant
7.Cleaning Procedures:
The bathroom floor is mopped to clean and disinfect it and to eliminate odors and bacteria.

PROCEDURE FOR MOPPING A RESTROOM FLOOR

First, put on gloves and personal protection equipment. Remove all movable obstacles from the floor.
Sweep floor and pick up pile with dust pan.
Position the mop bucket or buckets outside door.
Place "Wet floor sign at the entrance

Use either the spray down, mop up method or the two bucket method to get cleaner disinfectant on the floor.
Apply product on floor, starting in the farthest corner.
Work moving backwards towards the door.
Be sure to get disinfectant around toilets, under urinals and under sinks.
Allow to stand amount of time recommended by manufacturer s directions
Dip wet mop into clean water rinse. Wring out dry.
Start at the farthest corner and pick up disinfectant solution that is on the floor.
Dip mop in rinse water frequently. Continue until all disinfectant solution has been picked up.

CLEAN UP AFTER MOPPING

Always clean up after mopping the restroom floor Most facilities have a janitor s closet with a deep well sink and cabinets for supplies. Use this sink to empty the bucket or buckets and sprayer should. And then, you should rinse the mop. All of the tools and materials should be stored properly.

REMOVE CAUTION SIGN AND INSPECT WORK
Review all of the jobs that you just completed. Make sure all dispensers are full, mirrors are streak free, and all fixtures are clean.

Cleaning a Laundry
Cleaning Tools and Materials needed are listed below
1. Vacuum with hospital grade filter, dusting tool
2. Deck brush
3. Mop bucket with wringer
4. Clean cloths
5. Wet/dry vacuum
6. Pump up sprayer
7. Trigger sprayer
8. Clean bucket for rinse water
9. Gloves and goggles
10. Cleaner disinfectant
Laundry rooms must be cleaned to prevent possibility of cross contamination. The laundry is a central location for linen that gets redistributed throughout the facility.

Procedure for Cleaning the Laundry Room

DAILY PROCEDURES
Daily procedures for cleaning the laundry room will include
First put on gloves and goggles.
Next, you should the empty waste receptacles. Remember to tie the liner and dispose of the waste properly. And then, spray the waste receptacles with disinfectant from trigger sprayer, inside and out and wipe them dry with a clean cloth.
Damp dust with a cleaner disinfectant sprayed on a cloth. Rinse used cloth in clear water, reapply disinfectant to continue. All sills and ledges, outsides of wash and drying machines and loading doors should be cleaned. Tables for folding linens should also be cleaned. Vacuum floor surface to remove all lint.
Using a deck brush and water from the mop bucket, remove any accumulations of soap on the floor surface. The last job is to damp mop floor with a cleaner disinfectant starting at the back of the room and mopping to the door Remember to place the “Wet Floor sign at the door
Pick up solution with a wet dry vacuum.

WEEKLY PROCEDURES
Wash walls completely. To wash the walls fill the pump up sprayer with diluted cleaner

disinfectant. And then, spray walls from bottom up. Next, wipe walls dry.
Clean any or all overhead pipes with vacuum dusting tool.
Wash all linen carts. Use trigger sprayer and spray all surfaces with cleaner disinfectant. Let the solution set for a few minutes and then wipe dry.

PERIODIC CLEANING PROCEDURES
The linen storage cupboards should be emptied and cleaned with a cleaner disinfectant.
Washing Walls
Cleaning Tools and Materials needed for washing walls and wall partitions are listed below.
1.Trigger sprayer
2.Clean bucket
3.Clean cloths
4.Gloves and goggles
5.Cleaner disinfectant
6.Cleaning Procedures:

Walls and Wall Partitions are washed because dirty walls are unsanitary. Dirt acts as a breeding ground for bacteria. In addition, dirty walls make the room appear dull.

PROCEDURE FOR WASHING WALLS AND PARTITIONS

Put on gloves and personal protection equipment.
Using a trigger sprayer filled with diluted cleaner disinfectant, spray solution on walls, starting from the bottom and working your way up.
Wipe walls clean from the top down using a clean cloth.
Rinse cloth frequently in clear water rinse.
Thoroughly clean the underside of the partitions. This area becomes dirty from urine splash and needs daily attention.

Window Washing
Cleaning Tools and Materials needed for washing windows.
1.Window squeegee
2.Clean cloths
3.Window tool and bucket or Trigger sprayer
4.Window cleaner
5.Gloves and goggles
6.Cleaning Procedures:
You should pay particular attention to cleaning windows. Clean windows add to the overall

impression of cleanliness. More light comes in clean windows, improving the outlook of those inside the building. Windows need to be cleaned more often in colder weather.

Remember, condensation and temperature fluctuations encourage streaking and dust accumulation on windows. In addition, oils in exhaust and cooking deposit on the glass surfaces in colder weather.

PROCEDURE FOR WASHING A WINDOW

Put on gloves and goggles. Open drapes and raise venetian blinds or shades.
Next you should clear window sill of obstructions. Clean window sills inside and out using glass cleaner and a clean cloth.
Cover window with window cleaner solution using a trigger sprayer or window tool.

USING A SQUEEGEE

Remove solution and dirt from window using a squeegee. Move the squeegee from side to side or in a figure eight motion, or move it from top to bottom of the glass. Wipe off squeegee with clean cloth after each stroke.

After using the squeegee, wipe the glass dry with a clean cloth. When finished, wipe off window sills with a clean cloth. Clean window frames with window cleaner and a clean cloth. When complete, close drapes and put blinds or shades in place.
Clean and return tools and materials to storage area.

Dusting
Prevent dust by using two entrance mats at each entrance. One just outside the door and one just inside the door will reduce the amount of dust, dirt, and debris that enters your facility.

Check and maintain your air filters to make sure they are functioning properly. Air filters will last between 1-3 months, but should be changed as they become clogged with dirt and debris.

By keeping windows closed, you'll prevent dust and debris from blowing into your home. Double check your window and door weather-stripping to make sure it is still functioning properly.

There are many dusting products on the market, but each one has its own set of pros and cons. Use the right dusting tool for your jobs. Microfiber cloth dusting supplies is a favorite. If you use a furniture oil or polish, be sure to follow the directions and don't overuse the product. Overuse or improper use can lead to a buildup on your furniture or clouding of the wood surfaces.

Dust from top to bottom to prevent going over surfaces more than once. Sometimes you may need to wet dust after you dry dust. Always dry dust first. Be careful about allowing even a small amount of water on wood surfaces.

CARE FOR FLOORS

CARE FOR WOOD FLOORS
Regular cleaning keeps wood floors and furniture looking their best. All you need is a good vacuum or microfiber dust mop, a soft cloth, and Murphy Oil Soap. It's easy!
Vacuum your floors and dust furniture daily. Gritty dust can scratch wood surfaces. For effective vacuuming, use a Windsor with Sensor technology. It will automatically adjust to your floor type

And for effective floor cleaning, use the microfiber mop system for both dry dusting and wet mopping. Mop up spills right away to avoid stains.

Cleaning wood floors regularly with Murphy Oil Soap Original Formula is easy. Dilute Murphy s in a bucket according to directions. Use a microfiber wet mop.

Wipe up any excess water with a soft, dry cloth or dry dust mop.
Murphy s isn t just for wood flooring and furniture It also safely cleans laminate flooring and many other surfaces.

CLEANING MARBLE FLOORS

Marble is often used for floors in commercial office buildings and hotels in lobbies in entry ways, halls, and lobbies. Janitors are required to maintain these floor materials.
Marble is generally polished, and unless sealed it is porous and easily stained. Marble is also able to be etched by acids. Marble may be stone, but it stains easily, so you need to wipe anything off that is spilled on it immediately, as you would on a wood surface.
Regular cleaning includes washing marble surface with lukewarm water and wipe dry with a clean cloth. Wiping marble surface with a damp chamois is suggested as it will not leave

streaks.

Unsealed Marble that has become dull can have a shine brought back to it using a commercial marble cleaner and polish. For badly damaged marble surfaces, if it's scratched or etched by excessive wear, you will most likely need to have it professionally polished. Marble professionals have the right equipment for the job and know how to use their tools properly.

There are different types of stains that can affect marble. Organic stains, such as tea or coffee. These stains will need a poultice soaked with 20% peroxide and a few drops of ammonia.

Stains that are oil based, such as the oils from butter, lotions need attention right when the spill occurs. You can do this by spreading the surface with ordinary household corn starch. Let it stand for a few hours, Scrub with a stiff brush and hot sudsy water. Or wipe with a dampened cloth of ammonia.

A commercial rust remover can be used to remove rust stains from an item such as a metal lamp on the surface or metal container. Acid stains, from citrus fruits juices and carbonated beverages should be wiped up immediately; they can etch and dull the surface. If stains seem to be impossible to remove, your Marble professional will be able to help remove them and bring the beauty back to your surface.

CLEANING LINOLEUM AND VINYL FLOORS

Proper care of your linoleum or vinyl floor prevents damage, extends its life and keeps it looking like new for years. You should always vacuum or dust hard floor surfaces before mopping.

Linoleum floors generally require only warm water for cleaning. Most detergents won't rinse clean leaving behind a sticky residue. That residue becomes a magnet, attracting dirt off the bottom of shoes. It builds up, deteriorating the sealant and leaving you with the hard job of stripping and waxing.

If you find your floor requires a cleanser, use Ivory® Liquid dish soap or equivalent. Fill your bucket with suds, mop away then rinse. Ivory rinses clean so the sticky buildup never causes problems. Other detergents can be too harsh for the floor so stick to Ivory or an equivalent. Mix dish soap in a spray bottle of water as an all-purpose cleaner. It's

inexpensive and quite a good cleaner.

Some linoleum floors have grooves so deep you can sink a submarine. Grab a nylon bristle brush other brushes might scratch the floor. Then, fill your bucket or sink with warm water add a good squirt or two of the dish soap and scrub the floor; and then rinse. Your floor needs this deep cleaning only twice a year.

What to do about black heel marks. Not a pretty sight. Spray a little WD-40® on a towel; lightly rub and they disappear without scrubbing. Rinse thoroughly with sudsy water or the floor might be slick.

Carpet Care
Maintaining carpet through regular vacuuming, deep cleaning, and stain removal has many benefits:

- Extend the life of the carpet as ground in soil particles weaken carpet fibers
- Provide a fresh clean look to a room
- Making a room smell better
- Helping allergy and asthma sufferers by removing germs and dust, thus better Indoor Air Quality

VACUUMING

Dirt and grit damage carpet by rubbing against the fibers. Regular vacuuming prevents the deep abrasion that ruins carpet. Remember to change the disposable bags often. Loose threads should be cut off with a scissors.

DEEP CLEANING

Carpet should be deep cleaned with hot water extraction or steam cleaning every 12 to 24 months. Steam cleaning involves spraying a high pressure solution of water and detergent onto the carpet and vacuuming the dirty solution out.

SPOT REMOVAL

It is very important that all stains get prompt attention since stains can be better cleaned right after they happen. Follow these steps when removing a stain.
Remove excess wet stains by blotting with a clean absorbent cloth (use a wet/dry vacuum

for large stains) and dry stains by scraping with a dull edge. Always blot or sponge stains, scrubbing can spread stains and damage carpet fibers.

Apply cleaning solution to a clean absorbent cloth or paper towel. Do not soak the carpet. Working from the edges of the stain to prevent spreading, blot until no more stain is absorbed. If necessary, use your fingertips to work the solution to the base of the stain. Wait 3 minutes for the solution to work.

Apply clean water to another cloth or paper towel. Blot to remove any residue.
Carpet fibers may later absorb deep stains. More cleaning may be necessary.
Allow carpet to dry, vacuum or brush carpet to restore its texture.

Blind Cleaning
When it's time to clean your blinds and shades, even your best friend is hard to find. But there are some simple and effective ways to clean blinds and shades with minimal effort.

ALUMINUM MINI-BLINDS

Use ordinary soft, clean dust cloths, chemically treated dust cloths, vacuum cleaner brush attachments, or other available ordinary household aids. The paint surface of the slats is quite smooth and dust is easily brushed off if done at regular intervals.

To vacuum, use the brush dust head attachment and tilt the slats first up, then down but not entirely exposed to reach the entire top and bottom surfaces.

To dust, use a soft clean cloth or chemically treated dust cloth and tilt the slats as above.

To wash, use a damp cloth or sponge and mild detergent. Use warm or cold water - NOT hot water. Tilt the slats as above. Protect the floor or sill from excess water. The blind can also be taken down, placed in a bath tub of mild soapy water, then rinsed clean, wiped dry, or allowed to dry completely in the open air.

WOOD BLINDS

Care must be taken when cleaning real wood blinds. Washing the blind is NOT recommended. Although the wood is sealed, water or even excessive dampness may cause warping or discoloration of the slats.

Since the surface of the slats is smooth, dust may be easily brushed off at regular intervals using a clean soft dust cloth or a vacuum cleaner brush attachment. Clean them as described above.

FABRIC PLEATED SHADES

Most of the cellular shades, like the Hunter Douglas Duette shade, are anti-static, and they require very little cleaning. A light sweep with your vacuum cleaner brush attachment is all that is needed to keep them dust free. For a more thorough cleaning, the entire shade assembly may be gently wiped with a soft damp cloth using lukewarm (not hot) water.

Take special care when handling opaque blackout shades to avoid creasing, and do not immerse them in water. For tough stains, spot clean with a mild detergent. Some shades, like the Graber CrystalPleat® have a "soft hand" fabric.

Be very careful when trying to clean these types of shades as they tend to "pill". When a fabric pills it becomes covered in small balls of matted fiber because of rubbing.

Computer Rooms
How to clean computer rooms
Things you will need:
1. Air duster
Figure 56 An example of a commercially available air duster
2. Microfiber duster
3. Vacuum cleaner
4. Cotton towel

The flooring beneath our computer desks needs to be cleaned to ensure our computers stay in top working order. Dirt and dust particles building up on the floor below your computer can affect the health of your computer. Clean floors will diminish the risks of fouled circuitry. Regular cleaning of your computer room floors will ensure that your equipment will operate efficiently.

Make sure your computer is turned off before you start. Be careful not to unplug or loosen any plugs. Spray the cords underneath your desk with an air duster.

Get off as much loose dirt and dust particles from the computer cords as possible.
And then, run a microfiber dry duster over any loose cords on the computer room floor.

Remove dust from any outlets and the underside of cords.
Use a hose attachment with an angled edge on your vacuum to remove the dirt from your computer floor. Lift up the cords to get underneath. Do not use the vacuum's sweeper brush on the cords.

Immerse your cotton towel in warm water and wring it out. With the barely wet towel, work under your computer desk to remove any last speck of dust particles from beneath your desk. Do not put the wet rag on the computer's cord.

Dust under computer desks every week. On a monthly basis, follow the entire computer floor cleaning routine.

UPHOLSTERY CLEANING

Upholstered furniture can be very expensive. If you have a sofa, chair, loveseat, or some other type of upholstered furniture that is in good condition but just dirty, these upholstery cleaning tips will save money and time.

The key with upholstered furniture is choosing the appropriate type of cleaning method. For example, an antique chair that is hand embroidered would require a different cleaning technique than a sofa that was store bought.

GETTING THE UPHOLSTERY STAINS OUT

Maintaining clean furniture is part of having a facility where people enjoy working or visiting. With furniture, upholstery is just one aspect but an important one. Think about all the times people have eaten on the sofa, dropping bits of food or drink that leave stains. Then you have the dirty feet, dirty clothing, and just everyday wear and tear that can leave upholstery looking dirty and drab. Getting those stains out does not have to be painful.

The most important thing to remember when cleaning upholstery is to consider the fabric. If you are unsure, you can check with the manufacturer s information Then before you start in cleaning a large stain, we recommend you work first on an inconspicuous area to ensure no discoloration or damage is done. With that done, the following are a few of the more common stains found on upholstery and methods for removing them.

OILY CHEESE STAINS

Cheese is another food product that is seen spilled on upholstery. Again, things like nachos are a favorite snack food but they leave stains. For cheese, mix one teaspoon of mild, ph-balanced detergent with one cup of warm water. With a clean, white towel, blot at the cheese stain. Then mix one tablespoon of regular ammonia with one-half cup of water, again blotting the stain. Finally, blot the stain with clean water to remove any detergent or ammonia and let the area dry.

INK STAINS

Clients or employees may sit down with a pen in their pocket and before you know it, a stain is left. Ballpoint pens, especially blue, are common stain makers. Ink stains can be removed. The key is to be patient and persistent, as ink stains can be stubborn. Just make sure you only blot. Rubbing could cause the ink stain worsen. You have a number of options when removing ink stains.

- Spray hairspray onto a clean, white towel and then dab at the stain, followed by blotting with a clean, dry towel
- Treat a clean, white towel with isopropyl rubbing alcohol. Again, blot the ink stain, followed by a dry towel
- Again, with a clean, white towel, apply nail polish remover or acetone. Blot the ink stain from the outside edges toward the center
- Using a clean, white towel, use spirits of turpentine, blotting as with the other treatment options

Commercial products that work well on ink stains include Carbona or Afta; these are extra strength bio-enzyme cleaners that are formulated to get out tough stains. They come with a builtin applicator brush. With both, you would use a clean, white towel, dabbing the affected area.

COFFEE STAINS

Sipping coffee on an upholstered chair or sofa is everyday occurrence. To get rid of a coffee stain, mix one teaspoon of a mild, ph-balanced detergent with one cup of warm water, then blot from the outside in. Follow this with blotting the stain with a mixture of one-third cup white vinegar with two-thirds cup water. When finished, use a clean, white towel to absorb any excess, allow the area to dry.

VACUUM UPHOLSTERY

Upholstery cleaning tips are important since dust settles onto fabric more than hard surfaces. Therefore, regular cleaning to keep your upholstery looking and smelling clean is essential. In fact, we recommend you clean your upholstery furniture once every two months. Typically, you can use your regular vacuum cleaner with the appropriate attachment to keep it clean. Just keeping the dust off will help furniture last much longer.

Carpet Cleaning
Strive to clean your carpet as soon as you notice any spills or spots on you carpet s surface This action alone can save lots of time and damage, as well.
Before cleaning any surface areas, use a small portion of your cleaning products over a small and hidden area to avoid damage or discoloring of the carpet.

Proper care of your floor prevents damage, extends its life and keeps it looking new for years. How do you properly care for your flooring?

Vacuum carpet regularly, and do not use liquid carpet shampoos to clean them. The shampoo can t be completely rinsed out leaving a sticky residue That residue acts like a big magnet pulling the dirt from the bottom of your shoes. Use dry carpet cleaners instead. Stores selling vacuum cleaners carry them.

Getting out old shampoo becomes the trick. Rent a shampoo machine that cleans with water. You should mix 1 cup vinegar per 2 ½ gallons of water and clean according to directions on the vacuum cleaner. Go back over the carpet with warm water only. The vinegar pulls out the old shampoo cleaning the carpet as well. It may take a time or two, but your carpets will be soft and free from grime. The hot water reactivates the shampoo already in the carpet providing the needed cleansing action.

Stains in carpet can be the difficult to remove. Never rub a stain, just blot. Rubbing breaks down the fibers and spreads the stain. Remove most food stains with shaving cream. Spray on and resist the temptation to rub it in then let it set 15 minutes. Rinse with a vinegar and water solution.

Club soda generally removes red wine stains. Remove red dye stains found in drink mixes, Popsicles, dog and cat food with a 30/70 solution of peroxide to water. Remember peroxide is bleach so test an inconspicuous spot first for color fastness. Apply the mixture, wait 30 minutes then remove as much moisture as possible and rinse with a vinegar/ water solution. If the stain

remains add a bit more peroxide to the mixture and retreat Brake cleaner also does a good quick job of removing most food stains.
Dab a little on a clean cloth and gently blot the stain. Rinse with soap and water. Brake cleaner contains the same chemical professional dry cleaners use to clean stains in clothing. Do not pour brake cleaner directly into the carpet. It could dissolve the adhesive holding the fibers in the carpet.

Oops someone s dog had an accident on the carpet and the stain and smell refuse all attempts at removal. First try an enzyme product. Pour on enough to saturate to the pad and treat an area twice as large as the stain. Urine hits the pad and spreads. Let it set a couple of hours.

Enzyme products are available at commercial janitor supply stores, Pet stores, RV or marine stores. They are used in the holding tanks to dissolve solid material.

If the enzyme product does not remove all the stain or odor, baking soda and peroxide remain your best chance for success. Mix a 30/70 solution of peroxide to water adding 1/2 teaspoon of baking soda per cup of mixture. It bubbles and fizzles, but not before removing the stain and smell. Always test a spot first for colorfastness. Peroxide is bleach and may discolor the carpet. Blot up what you can with an old towel and rinse well with 1/3-cup vinegar per quart of water.

Oil, grease, magic marker and ink can also be the difficult to remove. Most janitorial companies or WalMart carry a product called De-Solv-it® Cleaner. WD-40® or Orange Clean Degreaser® all work wonders removing these stubborn stains.

Rubbing alcohol removes ink. Blot on allow to set 30 minutes and blot to remove. Rinse with sudsy water. Magic marker is generally permanent and you may not be able to remove it.
If you find bubble gum stuck to carpet, freeze it with ice cubes and chip off what you can with the blunt side of a kitchen knife. De-Solv-it® Cleaner removes the rest.

Wax on carpet can also be frozen with ice and chipped off. Wax needs heat for removal. Some newer carpets are quite sensitive to heat and scorch easily. So test an out of the way spot first. You can also use a hair dryer set to the hottest setting. Set your iron to a low to medium heat. The less heat you use, the less chance of scorching your carpet. Take a white paper towel or paper bag with no writing on it as the dye may transfer to the carpet, and then put the towel down on top of the wax. Then iron the towel for no longer than 2 seconds. Move the towel and redo if necessary. Generally once is enough.

Drapery Cleaning

Drapes are notorious for quietly accumulating dirt and absorbing odors, contributing to a room full of grime. In some cases it can aggravate asthma and breathing conditions.

Cleaning the curtains can be a tedious, time-consuming task. To clean drapes, you must haul down the drapes, wash, and re-hang them. Before you start there are some factors you should consider.

Curtain fabric is rarely pre-shrunk like clothing. There's a risk that the fabric will shrink as it is washed and dried, which results in gaps and shortages when the drapes are re-hung.

Heavy fabrics can lose shape when washed turning all those carefully placed creases and pleats into just a memory.

Rarely color-safe, drapery fabric can fade and lose color after a cycle through the washing machine and dryer.

Your company might consider having the drapery cleaning job done professionally; if one is available in your area.

Water can stain certain fabrics such as silk and alter the texture of others, changing the way the curtains hang and fall at the window If you choose to rely on professional curtain cleaners, you may hire two types of cleaning companies. The first will remove the drapes to clean them; expect them be returned within three to five days. The second will use a method to clean the drapes while they remain hanging at the windows.

Companies that promise quick, easy service use one of two processes to do so:

1. The dry cleaning method is accomplished by spraying dry cleaning chemicals onto the drapes and vacuuming off the residue and dirt. Though convenient, keep in mind that the cleaning solvents can be extremely flammable, may linger in your facility and should not be inhaled.
2. The steam-cleaning method is when the cleaners use a controlled attachment to run a steam machine over the drapes, steaming away dirt and odors. This process does not work on watersensitive fabrics such as silk where there is a risk of water damage.

It can be tempting to bring your drapes into local dry cleaners, but keep in mind that dry cleaning yards and yards of fabric can be costly. And since the chemicals used by commercial dry cleaners are designed to clean clothing, the results are never guaranteed when used to clean curtains.

Television Cleaning

TOOLS AND MATERIALS NEEDED

1.Trigger sprayer
2.Clean cloth
3.Gloves and goggles
4.Cleaner disinfectant
In a hospital setting, a television is cleaned and disinfected to reduce the spread of infections that originate in patient contact equipment.
For general public use, televisions are cleaned and kept dust free to increase its life.

PROCEDURE FOR CLEANING A TELEVISION

Put on your gloves and goggles.
Fill trigger sprayer with diluted cleaner disinfectant solution following manufacturer s directions.
Turn off the television. Never clean the television while it is turned on. If the patient/resident is watching it at the time, ask if you may turn it off for cleaning.
Spray disinfectant solution onto clean cloth. Never spray the disinfectant solution directly on the television!
Wipe the front and side vertical surfaces and the top and bottom of the television. Never wipe the back of the unit with a wet cloth!

Chapter 7: Food Service

CLEANING THE KITCHEN FOR THE JANITOR

Kitchen and food service safety is an important topic. Kitchens and food service areas are cleaned by janitors. They must know how to safely clean these areas. They must understand their responsibilities and how they differ from kitchen staff. This chapter covers such topics as slips and falls, cuts, responsibilities for safety, use of wiping cloths, spills, blocking exits, and storage of cleaners.

Slips and Falls

Any spill, especially water spills in the kitchen or food service area should be mopped, and then wiped dry with a dry rag or towel.

When grease, mayonnaise, salad dressing or other items containing oil are involved, after you clean the spill, use an abrasive powder such as a powder cleaner. This removes the oil, under the surface of the floor This is particularly critical on tile and marble floors If you don t use the abrasive powder, the floor will remain very slippery.

When cleaning up broken glass, never use your fingers to pick up the glass. Use a small broom and dustpan.

You should use caution signs in the area to alert others. If you see something on the floor that doesn t belong there pick it up Always wear approved safety resistant safety footwear in the kitchen. When you see water on the floor or some other hazard, clean it up!

About Cuts

Quite a few injuries occur from people opening boxes with box cutters. Box cutters are often called finger cutters. That's right, finger cutters. Devices such as this are designed to cut. They cut cardboard skin fingers hands arms legs…that s their purpose to cut When using cutters, you must keep your free hand out of the cutting path of the blade.

Responsibilities

Employers have the primary responsibility for protecting the safety and health of their workers by providing them with proper equipment that is working properly, personal protective equipment, and a safe working environment. Employees are responsible for following safe work practices. Basically your safety is your responsibility.

Use of Wiping Cloths
Kitchen staff knows to use separate wiping cloths for cleaning surfaces that come into contact with food from cloths used for equipment, prep tables, or cutting boards.
Janitors and custodians are responsible for general cleaning in kitchens and food service areas. Cloths used for floors, walls, countertops can never be used for items that come in contact with food.

Each type of wiping cloth should be stored in its own separate labeled or color coded container containing sanitizing solution. There are at least two types of sanitizing solutions that may be used. One is a bleach solution with a 50-100 parts per million (ppm) of sodium hypochlorite and the other is a quaternary ammonia solution at 200-300 ppm ammonia. Never mix bleach and ammonia!

Spills on the Floor
Spills on the floor are a workplace hazard that must be cleaned up immediately. Janitors or custodians are usually the first to be called when a spill occurs.
Coworkers should be advised about the spill verbally or with a “Wet Floor sign to prevent anyone from accidentally walking through the spill.

It is important to identify the nature of the spill. This will aid in determining how to proceed with clean up. A bucket and mop should be used to apply the correct cleaning solution. Directions for proper use on the cleaning solution container should be followed and any remaining moisture should be cleaned up.

Post warning signs or cones should be used to divert floor traffic until the clean-up site is dry.

Cleaning supplies should be put away properly.

STORING CLEANERS

Cleansers and other non-food items are ALWAYS stored separately from foods. Separate shelves, separate cupboards, sometimes even separate rooms.

Chemicals used by janitors are NEVER stored in food containers, nor are foods to be stored in chemical containers.

Chemicals should be kept in their own original packaging or in other break-resistant, clearly labeled containers.

When using chemicals, follow the handling instructions contained in Material Safety Data Sheets or MSDSs that are available in your workplace.

Chemicals should be kept away from food handling areas. If chemicals come into contact with food, throw the food away.

You should always store chemicals below and away from food and utensils and the farther, the better.

Chapter 8: Storing and Handling Garbage

This chapter covers storing and handling garbage.
Never store garbage in your facility, move it promptly to a waste container outside. This is especially important if you are collecting garbage in a food handling area. Make sure that doors and external windows keep out pests, such as flies and rats.

Careful storage of waste is also important to avoid attracting pests. You should:
Not allow food or other waste to gather in food areas
Keep the storage area clean
Arrange for garbage to be removed regularly.

When you move garbage; wash your hands. Don't wait for garbage to pile up, keep it moving and make regular 'garbage runs' out to the refuse container.

Place garbage in sturdy leak-proof plastic or metal containers with tight-fitting lids.
The containers should be lined with clear plastic bags or with wet-strength paper.
Clean and sanitize garbage containers frequently to prevent odor and keep from attracting insects and other pests.
After any kind of garbage duty you must wash your hands.

WASH YOUR HANDS

Washing your hands is simple, right? But are you sure you are doing it the right way? Here are a few tips for washing your hands.

Wet hands with warm water
Apply a generous amount of soap and lather hands well
Rub hands together for 20 seconds or the amount of time it takes to sing Happy Birthday; paying special attention to the areas between fingers and under nails.

Rinse hands thoroughly with warm water
Dry hands with a disposable towel
Use the disposable towel to turn off the faucet and open the door, if in a public place.

Chapter 9: The End

We have discussed procedures and safety in the Janitorial and Custodial Industry. No matter what occupation you have, remember that there are responsibilities associated with your job.

We have covered many procedures and safety topics. Ideally safety is freedom from danger. As we stated earlier, every topic for the Janitor and Custodian cannot be covered in this one manual. Some of the topics that are covered include protection from the risk of harm or injury, achieving a clean, sanitary environment, procedures for cleaning, safety devices, and responsibilities.

Technology is moving ahead, changes are being made everywhere you go and everyone is busy. Business today is a fast paced no-nonsense environment where productivity and efficiency mean everything.

Each person has the responsibility for safety, not only for yourself and the safety of your coworkers but also for facility occupants.

Janitorial 5 Star Services

Item: **BLD2121632P1:BLD2121632P1:BLD2121632P1:BLD2121632P1:BLD2121632P1:BLD2121632P1:BLD2121632P1:BLD2121632P1:BLD2121632P1:BLD2121632P1:BLD2121632P1:BLD2121632P1:BLD**
Services - 911 Regional Dispatch Centers - Agreement No. 14

Attachments
Agreement 14 Proposal.pdf
Agreement 14 Pricing Sheet.xlsx
Attachments.pdf
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911 Call Centers (3 Locations)

Janitorial Services – County Facilities

May 26, 2021

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5 Pricing
- 5.1 Agreement Pricing Sheet

Ability of Professional Personnel:

Describe the qualifications and relevant experience of the Project Manager and all key staff that are intended to be assigned to this project. Include resumes for the Project Manager and all key staff described Include the qualifications and relevant experience of all subconsultants key staff to be assigned to this project.

Kristen Olbel

Kristen Olbel is the Chief Executive Officer of Janitorial 5 Star Services. She oversees all operations within the company and works closely with all project managers to guarantee optimal results on each contract. Kristen develops and cultivates a positive working relationship with each contract coordinator prior to contract initiation. She designs, fosters, and deploys strategies for generating resources and revenue for the company.

EDUCATION

Bachelor of Arts (Sociology/Criminal Justice & Psychology) University of Dubuque -Dubuque, IA

WORK HISTORY

Janitorial 5 Star Services (Chief of Operation) (20 Years Experience in the Field)
Fort Lauderdale Police Department (Police Officer) (13 Years Experience in the Field)

Mikelange Olbel

Mikelange “Mike Olbel is the Chief Operations Officer of Janitorial Star Services He develops strategic plans to advance the company s mission and objectives to promote revenue profitability and growth as an organization He oversees all operations to ensure all contracts are executed with effectiveness, quality, service, and cost-effective management of resources.

EDUCATION

Masters of Science (Business Administration, Public Administration & Psychology) Iowa State – Ames, IA
Bachelor of Arts (Criminal Justice & Sociology, Minor in Psychology) University of Dubuque -Dubuque, IA

WORK HISTORY

Janitorial 5 Star Services (Chief of Operation) (20 Years Experience in the Field
Team Saving Our Youth Inc Chief Executive Officer Years Experience in the Field)
Community Based Connections, Inc. (Executive Director) (5 Years Experience in the Field)

Lakesha Houston

Lakesha Houston currently oversees all janitorial Broward County contracts to include the Broward County School District. She is experienced in operations and management with over 15 years of experience. She oversees and is responsible for inventory, equipment maintenance, routine and special project scheduling, and quality control.

EDUCATION

High School Diploma — Hallandale High School - Hallandale Beach, FL
Certification – Hack License

WORK HISTORY

Project Manager, Janitorial 5 Star Services
Oct 2020 – Present

Supervisor/Operator, First Transit
June 2017-Oct 2020

Customer Service Representative/Receptionist, Amsg & Associates
June 2014-Dec 2016

Customer Service Representative/Team Lead, Convey Health
Feb 2012-June 2014

Administrative Assistant, Renee s Learning
Jan 2005-Jan 2012

Kenny Bellinger

Kenny Bellinger currently oversees all post-construction janitorial contracts. He is experienced in operations and management with over 30 years of experience. He oversees and is responsible for inventory, equipment maintenance, routine and special project scheduling, and quality control. Kenny coordinates all projects with facility managers prior to initiation.

EDUCATION

Bachelor of Science (Physical Education) — Florida Memorial College – Miami, FL
High School Diploma — Miami Killian Senior High School - Miami, FL

WORK HISTORY

Project Manager, Janitorial 5 Star Services

Dec 2020 – Present

Checking Agent/Directional Staff, Inter-Cruises Shoreline
Dec 2018 – Oct 2020

Janitor/Project Crew, Red Coat Janitorial Service
Jan 2019 – Dec 2019

Shuttle Operator, Vamp Enterprises Supreme Limousine Service
Oct 2017 – July 2018

Mail Courier Hall s Courier Mail Service
Aug 2015 – Nov 2016

Head Basketball Coach, American Basketball Association
Nov 2015 – April 2016

Compliance Officer, Florida Memorial University
2014-2015

Head Basketball Coach, Florida Memorial University
2003-2015

Interim Head Basketball Coach, Florida Memorial College
2003

Assistant Basketball Coach, Florida Memorial College
Dormitory Counselor, Florida Memorial College
1999-2003

Physical Education/Adaptive Teacher, Norwood/Highland Oaks/Hibiscus Elementary Schools
1996-1999

Assistant Basketball Coach, South Broward Senior High School
1998-1999

Assistant Basketball Coach, Miami Norland Senior High School
1995-1998

Assistant Basketball Coach, Edison Senior High School
1986-1989

Recreational Therapist/Human Services Worker II/Behavioral Program Specialist
Landmark Learning Center
1986-1996

Matthew Lawrence

Matthew Lawrence is the Quality Control Manager of Janitorial 5 Star Services. He develops and oversees the implementation of quality control to improve the efficiency of the cleaning process and the overall company. He customizes the quality control projects for each contract to ensure direct, specific attention to each contract/facility.

EDUCATION

Level of Service/Case Management Inventory (LS/CMI) – Ai Alma Institute 2017
Miami-Dade Reentry Task Force - Member 2012
TABE Test – Certified Administrator - Florida Department of Education 2011
Bachelor in Business Management & Marketing - Florida Atlantic University 2007
Florida Workforce Professional - Tier 1 - Dynamic Work Institute 2005

WORK HISTORY

Quality Control Manager, Janitorial 5 Star Services
May 2021 – Present

Workforce Developer/Employment Specialist, OIC of South Florida
02/2012 – Present

Staffing Coordinator, SFN Group
April 2006 – Nov 2010

Case Manager/Employment Specialist/Trainer, South Florida Workforce/Jobs
Aug 2001 – Feb 2006

Matthew Gibson

Matthew Gibson is an Assistant Manager for Janitorial 5 Star Services. He assists the Project Manager with routine cleaning and special projects. He assists with inventory, equipment maintenance, and quality control. Matthew is responsible for training new employees and continuing education for all employees.

EDUCATION

High School Diploma — St. Thomas Aquinas High School – Fort Lauderdale, FL

WORK HISTORY

Assistant Manager/Site Supervisor, Janitorial 5 Star Services
Oct 2020 – Present

Flagger/Safety Operations, AWP

Oct 2020- Feb 2021

Courier, FedEx
April 2018 – Dec 2019

Courier/Supervisor, DHL
Nov 2011 – July 2019

Delivery/Supervisor, Meals on Wheels
March 2015 – June 2018

Disaster Relief, Big Foot Express Hurricane Relief
Fed 2008 – March 2015

Marie Rosier

Marie Rosier is the Chief Financial Officer of Janitorial 5 Star Services. She provides accurate and timely financial reporting to support the daily operations. She improves productivity and decreases risk and liability within the company by budgeting and forecasting projections.

Lorenzo Mills

Lorenzo Mills is a project supervisor for Janitorial 5 Star Services. He manages the pressure washing projects and contracts. He oversees and is responsible for inventory, equipment maintenance, routine and special project scheduling, and quality control. Lorenzo coordinates all projects with facility managers prior to initiation.

Hudson Vilfrard

Hudson Vilfrard is a project supervisor for Janitorial 5 Star Services. He manages the floor cleaning projects and contracts. He oversees and is responsible for inventory, equipment maintenance, routine and special project scheduling, and quality control. Hudson coordinates all projects with facility managers prior to initiation.

1.1 Company Profile

Janitorial Star Services was founded in by Kristen and Mikelange “Mike Olbel This family owned company is located in Pompano Beach, FL and built on 20 years of experience. We provide services to Palm Beach, Broward, and Dade Counties.

We always strive to provide the highest quality cleaning service, and we take pride in maintaining high standards with all our staff. Our services range from the following: New Construction Cleaning, Post-Construction Cleaning, Banks, Churches, Schools, Health Clinics, Pressure Cleaning, Lawn Maintenance, and Commercial Buildings. Janitorial 5 Star Services hires locally through churches, schools, local organizations and returning veterans.

KRISTEN L. OLBEL, BS

Pompano Beach, Florida 33062
(954) 702-2053
Janitorial5starservices@gmail.com

SUMMARY OF QUALIFICATIONS

Accomplished and energetic current business owner and operator with a solid history of achievement in the service industry. Motivated leader with strong organizational and prioritization abilities. Areas of expertise include extreme efficiency and organization, multi-tasking, and quality control with % client satisfaction I ve served as the owner and operator of a cleaning business for the last five years. My strong organizational and multi-tasking skills, as well as superior time and resource management capabilities are:

Strategic Vision
Operations Management
Community & Municipal Relations
Quality Assurance
Contract Management
Strategic Partnerships
Outcomes Measurement
Start-up Capacity Building
Program/Contract Monitoring
Finance, Budgeting and Cost Management

PROFESSIONAL EXPERIENCES

01/2017 – Present CEO, Janitorial 5 Star Services

We have owned & operated our own commercial and residential cleaning business for over 5 years now which includes cleaning and maintenance labor tasks, business management, multi-tasking, client communication and satisfaction, employee management, scheduling, billing etc. **Key accomplishments include:**

- Managed business accounts by networking and communicating with crucial account decision-makers to review service delivery and explore opportunities to develop new business.
- Created culture focused on customer service and satisfaction, resulting in improved customer loyalty and retention.

- Increased revenue and reduced risk by enforcing company policies and improving operations.
- Evaluate and manage employee performance and establish employee training and development plans that align with organization development philosophy.
- Transformed struggling business into an industry leader by restructuring organization and implementing business plan to penetrate new markets.
- Identified areas for expansion by analyzing market, consumer trends, and competition
- Represented the company to the media and trade organizations to support business operations.
- Led management team in all aspects of business development including consumer research, competitive research, and emerging opportunities.

07/2014 –Present **Police Officer, City of Fort Lauderdale**

Protects citizens by preventing crime, enforcing laws, apprehending suspects, and monitoring traffic.
Prevents crime by explaining and enforcing applicable federal, state, and local laws and ordinances; teaching preventive, protective, and defensive tactics; mediating disputes; patrolling assigned area; responding to notices of disturbances; conducting searches; observing suspicious activities; and detaining suspects. **Key accomplishments include:**

- Apprehends suspects by responding to complaints and calls for help, observing violations, and making arrests.
- Conducts criminal investigations by gathering evidence, interviewing victims and witnesses, and interrogating suspects.
- Documents observations and actions by radioing information and completing reports.
- Reports observations and actions by testifying in court.
- Fulfills court orders by serving warrants and commitments.
- Maintains safe traffic conditions by monitoring and directing traffic, enforcing laws and ordinances, investigating accidents, providing escort, and reporting unsafe streets and facilities.
- Minimizes personal injury by rescuing and reviving victims and radioing for medical assistance.
- Maintains operations by following department policies and procedures and recommending changes.
- Ensures operation of equipment by practicing responsible use, completing preventive maintenance requirements, following manufacturer s instructions troubleshooting malfunctions notifying supervisor of needed repairs and evaluating new equipment and techniques.

06/2013 – 07/2014 **Police Officer, Town of Palm Beach**

Protects citizens by preventing crime, enforcing laws, apprehending suspects, and monitoring traffic.
Prevents crime by explaining and enforcing applicable federal, state, and local laws and ordinances; teaching preventive, protective, and defensive tactics; mediating disputes; patrolling assigned area; responding to notices of disturbances; conducting searches; observing suspicious activities; and detaining suspects. **Key accomplishments include:**

- Maintains professional and technical knowledge by studying applicable federal, state, and local laws and ordinances; attending educational workshops; reviewing professional publications; practicing skills; and participating in professional societies.
- Apprehends suspects by responding to complaints and calls for help, observing violations, and making arrests.
- Conducts criminal investigations by gathering evidence, interviewing victims and witnesses, and interrogating suspects.
- Documents observations and actions by radioing information and completing reports.
- Reports observations and actions by testifying in court.
- Fulfills court orders by serving warrants and commitments.
- Maintains safe traffic conditions by monitoring and directing traffic, enforcing laws and ordinances, investigating accidents, providing escort, and reporting unsafe streets and facilities.
- Minimizes personal injury by rescuing and reviving victims and radioing for medical assistance.

- Maintains operations by following department policies and procedures and recommending changes.

09/2008 – 06/2013 Police Officer, City of Dubuque

Protects citizens by preventing crime, enforcing laws, apprehending suspects, and monitoring traffic.
Prevents crime by explaining and enforcing applicable federal, state, and local laws and ordinances; teaching preventive, protective, and defensive tactics; mediating disputes; patrolling assigned area; responding to notices of disturbances; conducting searches; observing suspicious activities; and detaining suspects. **Key accomplishments include:**

- Maintains professional and technical knowledge by studying applicable federal, state, and local laws and ordinances; attending educational workshops; reviewing professional publications; practicing skills; and participating in professional societies.
- Apprehends suspects by responding to complaints and calls for help, observing violations, and making arrests.
- Conducts criminal investigations by gathering evidence, interviewing victims and witnesses, and interrogating suspects.
- Documents observations and actions by radioing information and completing reports.
- Reports observations and actions by testifying in court.
- Fulfills court orders by serving warrants and commitments.
- Maintains safe traffic conditions by monitoring and directing traffic, enforcing laws and ordinances, investigating accidents, providing escort, and reporting unsafe streets and facilities.
- Minimizes personal injury by rescuing and reviving victims and radioing for medical assistance.
- Maintains operations by following department policies and procedures and recommending changes.

09/2000 – 05/2008 Forman, Swift Transition Inc.

Responsible for overseeing daily operations at a worksite to ensure the completion of projects in a safe and efficient manner. Their duties include hiring Construction Workers and trade professionals to perform specific tasks, monitoring budgeting expenses for Workers, supplies or tools and reviewing laws and regulations to maintain a safe work environment.
Key accomplishments include:

- Coordinating daily tasks according to priorities and plans, making changes when necessary due to weather, supply, delivery and personnel
- Delegating individual responsibilities and projects to crew members and contractors
- Recruiting, hiring, training, managing and mentoring employees and contractors
- Providing adequate resources and staffing to meet project schedules, laws, regulations, best practices and safety needs
- Emphasizing safe use of tools, machinery and equipment while providing training on safety gear, helmets and procedures
- Developing and managing project budgets and quality standards for all sites
- Resolving conflicts or miscommunications quickly and amicably
- Regularly reporting project status to supervisors, site engineers and other officials

EDUCATION

University of Dubuque, Dubuque, IA
Bachelors of Arts, Cum Laude, 5/2008

MIKELANGE (MIKE) OLBEL, MS

Pompano Beach, Florida 33062
Janitorial5starservices@gmail.com

SUMMARY OF QUALIFICATIONS

Highly qualified Executive Manager and entrepreneur with several years of experience in organizational leadership and human services administration. Result oriented and multi-talented leader with proven ability to **engage and satisfy customers** (including persons served, funders, constituent groups, and community partners), **leverage community resources**, **convene large groups of stakeholders** to address a common cause, and **work well with a group of volunteer governance board members**. Exceptional leadership and management strengths in:

- Strategic Vision
- Operations Management
- Resource Development
- Quality Assurance
- Human Resource Development
- Grants Writing
- Contract Management
- Community & Municipal Relations
- Strategic Partnerships
- Executive Coaching
- Outcomes Measurement
- Start-up Capacity Building
- Program/Contract Monitoring
- Finance, Budgeting and Cost Management

PROFESSIONAL EXPERIENCES

01/2017 – Present **COO, Janitorial 5 Start Services**

We have owned & operated our own commercial and residential cleaning business for over 5 years now which includes cleaning and maintenance labor tasks, business management, multi-tasking, client communication and satisfaction, employee management, scheduling, billing etc. **Key accomplishments include:**

- Identified and corrected deficiencies with forward-thinking approaches to address organization-wide and department-level problems.
- Supervised Office Manager and Administrative Staff, ensuring that all operating units received adequate support for operations.
- Monitored operations for cost-effectiveness, quality, and productivity, using quantitative data.
- Launched employee outreach programs that fostered productive and proactive work environment.
- Maintained quality and precision by developing culture of stability and strong performance.
- Reviewed systems in place to manage internal controls of all financial activities and contributed strategic planning.
- Led the company to successful product launch and developed initial product roadmap and go-to-market strategy.
- Spearheaded development, implementation, and management of an effective human resources program.

01/2014 – Present **CEO, Community Based Connections, Inc.**

Recruited to turn around the organization s financial and operations performance driving growth to achieve long-term sustainability. Charted an innovative direction in partnership with the Board, senior staff and key funding partners. Manage P&L and

all core functions: operations, human resources, training and development, finance, technology systems, services and programs, fundraising, grant writing, marketing and public relations. Human services organization specializing in early childhood education, juvenile delinquency intervention and prevention, family strengthening, and community development services. **Key accomplishments include:**

- Eliminated agency $60,000 deficit with-in (1) first year.
- Increase agency budget by 80% within two (2) years.
- Decrease agency turnover rate by 97%.
- Evaluate and manager employee performance and establish employee training and development plans that align with organization development philosophy.
- Develop and implement donor base outreach and fundraising.
- Manage and direct the organization toward its primary objectives, based on contractual obligations and under the leadership of the Board of Directors, by performing leadership and high-level management duties personally or through subordinate managers.
- Secured grants afterschool program that s actively working with school leadership parents and child care center directors to enhance the academic and behavior performance of students in grades K-12.
- Grew organization s annual budget from to million in three years
- Developed framework for Juvenile Prevention Initiative that is establishes a continuum of resources to enhance the positive behavior performance of at-risk children and family in Broward County School.
- Establish strategic partnerships with numerous community based organizations, religious partnership, funding entities (i.e. Department of Juvenile Justice and Children Service Council), and community leaders to collaboratively address key community issues.
- Provide visionary leadership, personnel management, and professional development.
- Fiscal management; staff management and development; and volunteer development
- Assisted in creating and renewing policies for Eliminating Schoolhouse to Jailhouse pipeline through efforts of Circuit 17 Juvenile Justice Advisory Board as a Board Member.
- Secured $120,000 in emergency funding for community COVID-19 Resiliency Funds to support Broward County residents food assistance, mortgage assistance, rent assistance, FPL assistance and utilities assistance.

08/2012 – 01/2014 Founder/CEO, Team Saving Our Youth, Inc.

Founder and Chief Executive Officer for 501c(3) human services organization specializing in early childhood education, juvenile delinquency prevention, family strengthening, and community development services. **Key accomplishments include:**

- Manage and direct the organization toward its primary objectives, based on contractual obligations and under the leadership of the Board of Directors, by performing leadership and high level management duties personally or through subordinate managers.
- Secured a $250,000 grant for the Project SOY, Life Line and Transitional Transformation programs which all three programs is actively working with school leadership, parents, and child care center directors to enhance the academic and behavior performance of students in grades K-12.
- Grew organization s annual budget from to in years
- Developed framework for Project SOY Initiative that is establishes a continuum of resources to enhance the positive behavior performance of at-risk children and family in Broward County School.
- Establish strategic partnerships with numerous community based organizations, funding entities (i.e. Department of Juvenile Justice and Children Service Council), and community leaders to collaboratively address key community issues.
- Provide visionary leadership, personnel management, and professional development.
- Assisted in creating and renewing policies for Eliminating Schoolhouse to Jailhouse pipeline.
- Works closely with management and employees to improve work relationships, build morale, and increase.
- Lead, mentor and guide development of talent within the team, which includes succession and development planning, performance management, and recognition.
- Provide active and engaged performance management and promotion of professional development.

01/2011 – 01/2012 Youth Educator, OIC of South Florida, Inc.

Responsible for planning and facilitating grant awarded of $5 million dollars (over a period of 5 years). Evaluating educators and program outcome; marketing organizational federal grant program to possible partners; represented corporation in strategic community programs, community boards, governmental institutions and other organizations that advance the image and visibility of the corporation. Key accomplishments:

- Serves as an interface when needed for senior leadership with strategic community programs, business and community leaders.
- Providing group intervention for adults and at-risk youth ages 13-19; delivering the implementation of program's evaluation instruments, maintain statistics.
- Organized community activities and programs in order to develop and maintain linkages to other community-based organizations, faith-based organization and schools.
- Seeks and develops partnerships with local organizations, and develops new business strategies and relationships that enhance market share and overall performance of organization.
- Supports marketing objectives, plans, and strategies; provides guidance to various marketing efforts, and provides leadership to ensure that individual programs support the overall mission, goals, and objectives of the organization.
- Three years of Planning and Teaching Reducing the Risk curriculum at Coral Glades High School.
- Evaluating educators and program outcome.
- Marketing organizational federal grant program to possible partners.
- Represents organization in strategic community programs, community boards, governmental institutions and other organizations that advance the image and visibility of the organization.
- Serves as an interface when needed for senior leadership with strategic community programs, business and community leaders.
- Delivering the implementation of program's evaluation instruments, maintain statistics, and produce monthly reports on program activities.
- Responsible for evaluating and updating the health education curriculum for use in community-based organizations presentations.
- Over exceed grant numbers three years straight.

08/2012 – 05/2013 Adjunct Professor (Business Leadership), South Florida Bible College

Providing classroom instruction and support to undergraduate students but not limited to: Developed lesson plans and assign projects; developed business department structure; developed program curriculum; facilitated 26 weeks class session on Leadership Development; implemented policy and procedures and implemented and facilitated workshops for employees.

10/2007 – 09/2009 Youth Case Worker, Hillcrest Family Services.

Provided approximately 2 years of direct service and progressive leadership service to this nonprofit human services organization specializing in providing school readiness/early academic success assistance, community based behavioral health, family strengthening, juvenile delinquency prevention, and foster care services to troubled children and families. **Key accomplishments include**:

- Provided proven ability to establish and maintain a therapeutic environment for twelve adolescents diagnosed as exhibiting anti-social behavior demonstrated skills in implementing and coordinating each individual s treatment plan as dictated by head psychiatrist.
- Implemented and coordinated each individual s treatment plans as dictated by head psychiatrist with % completion
- Debriefing University Officials on classified information and providing positive elucidation to handle matter. Assessing client s needs and developed services plans conducted group therapeutic intervention for clients to ensure support system and non-violence conflict operations; arranged and transport clients to daily recreation facilities and providing the highest level of security.
- Provided 100% daily case-log for head psychiatrist in charge and daily intervention notes of client s behavioral provide new employees with on the job training and administer individual s intervention with clients and providing program supervisor report of intervention.
- Assisted clients with self-confidence through intervention for school performance and life expectancy. Provided specialized services that may include detainment, interstate compact, post placement supervision and relative/non-relative caregiver home studies; and arranged and provided quality improvement process.

EDUCATION

Iowa State University, Ames, IA
Master of Science*, Magnum Cum Laude, 5/2010*
Interdisciplinary Graduate Studies: Business Administration, Public Administration & Psychology
Concentration: *Business Management, Public Relations, Public Policies, Human Resources, Business Leadership*
Creative Component (Thesis): Attitudes Towards Hiring Immigrants Among Iowa Small Business Owners and Managers

University of Dubuque*,* Dubuque, IA
Bachelors of Arts, Cum Laude, 5/2008
Major: Sociology & Criminal Justices; Minor: Psychology
Concentration: Social Perspective, Criminology, Attitudes & Behaviors.

BOARD/COUNCIL APPOINTMENTS

- Florida Restorative Justice Association
- Circuit 17th Juvenile Justice Advisory Board
- Housing Authority of Pompano Beach (Commissioner)
- Hopewell Missionary Baptist Church Scholarship Board Member;
- Fathers, Men and Boys Committee Co-Chair Broward County Children s Strategic Planning Council
- Advisory Council Member: Project Bridge for Eckerd

Media & News Journal Appearance

- Future First: Restorative Justice (BECON TV Network)
- New Haitian Generation (BECON TV Network)
- The Westside Gazette
- Hot 105 FM Radio Station: HIV and AIDS Bowling Awareness (2013)
- Des Moines Register "Haitian students at ISU feel devastated hope for good news Iowa
  By: Danny Valentine (Staff Writer)
- Iowa KCCI 8 News Network, Iowa (2010)
- Iowa State Daily Newspaper "Haitian students organize aid efforts in the face of disaster awaiting word from families friends Iowa (2010) By: Tessa Callender & Kyle Peterson (Daily Staff Writers)
- Sun-Sentinel Newspaper "Tri-county Pipeline Florida By: Pat Lammer (Staff Writer)

COMMUNITY AWARDS/RECOGNITIONS

- 2011 Award for Collective Youth Impact (2019)
- 2014 Grant Award Recipient for New Day: Civil Citation & Diversion, Fort Lauderdale, Florida (2014– 2017)
- 2014 Grant Award Recipient for Juvenile Prevention & Diversion Fort Lauderdale, Florida (2014– 2017)
- Excellence in Education Award for Over Exceed Grant Numbers, Fort Lauderdale, Florida(2011– 2012)
- Raised $30,000 in effort with Red Cross for the Haiti Earthquake (2010)
- Student Judicial Board, University of Dubuque, Iowa (2007– 2008)
- Iowa Intercollegiate Academic Scholar, University of Dubuque (2006 –2007)
- Benjamin Franklin Leadership Award, Multicultural Center, University of Dubuque, Iowa (2006 – 2007)
- Wendt Character Scholarship, University of Dubuque, Dubuque, Iowa (2005 – 2007)
- Horatio Alger Scholarship Recipient, Horatio Alger Scholarship, Miami, Florida (2004 – 2007)

2. Total Number of Current Employees
   a. Full Time: 19
   b. Part Time: 40
3. Total Number of Supervisory Employees
   a. Full Time: 3

b. Part Time: 5

4. Total Number of Custodial Workers
   a. Full Time: 16
   b. Part Time: 35
5. Temporary Workers
   All staff are employed with the company.
6. Provide Health Benefits
   Upon being awarded the contract, all employees will be paid per the living wage agreement and provided the opportunity to obtain health benefits.
7. Require criminal background check

   Janitorial 5 Star Services understands security is paramount and thus it is treated as such. All employees undergo a full criminal background. Prior to commencing the contract all employees will meet badging and security standards set forth for each location.

   a. Describe when this occurs and which job categories applies to.

      The background check is completed as part of the hiring process and applies to all positions.

1.2 Company Experience/Reference

Submit references with following info and describe prime vendor s experience on projects similar nature, scope, and duration along with satisfactory completion both on time and within budget.

Janitorial 5 Star Services acted as the prime contractor on the below listed contracts. Please see corresponding attachments for information.

Reference 1 (see attachment A for reference)

Broward County School District

We perform custodial cleaning on a contractual and emergency basis within the Broward County Schools. We perform electrostatic disinfecting to Broward County schools and administrative sites. The schools and administrative sites vary in square footage and height of buildings. All work has been performed within budget and on time. We are the Prime contractor for this contract.

a. Name and location of facility: see list below
b. Size of facility area cleaned (sf): see list below
c. Number of stories (height of building): see list below

d. Total number of worker/supervisors assigned to facility: see list below
e. Total number of facility users, ie. Employees, clients,: see list below
f. Start date and end date of contract: Oct 2020 to present
g. Annual dollar value of contract:
h. Identify operational hours of contract (24 hours a day, 7 days a week, 52 weeks a year): operational hours are 24 hours / 7 days / 52 weeks
i. Identify level of employee background/security checks: state/local through Broward County School District
j. Identify if adhered to green building maintenance standards: yes

Site Name/Type	Size	Site Address
Royal Palm Elementary School	128,943 sf	1951 NW 56th Ave Lauderhill, FL 33313
Plantation High School	343,064 sf	6901 NW 16th St, Plantation, FL 33313
Nova Eisenhower Elementary	97,989 sf	6501 SW 39th St, Davie, FL 33314
South Plantation High School	351,376 sf	1300 SW 54th Ave Plantation, FL
Silver Shore Elementary	109,372 sf	1601 SW 160th Ave Miramar, FL
Thurgood Marshall Elementary	104,460 sf	800 NW 13th St Fort Lauderdale, FL
Bethune Elementary	143,054 sf	2400 Meade St Hollywood, FL 33020
Central Park Elementary	132,169 sf	777 N Nob Hill Rd Plantation, FL
Walter C. Young Middle School	224,196 sf	901 NW 129th Ave Pembroke Pines, FL
Gator Run Elementary	145,398 sf	1101 Glades Pkwy, Weston, FL 33327
Ramblewood Elementary	103,248 sf	8950 Shadowwood Blvd Coral Springs
Pines Lakes Elementary	119,644 sf	10300 Johnson St Pembroke Pines, FL
Coconut Creek Elementary	90,150 sf	500 NW 45th Ave Coconut Creek, FL 33066
Driftwood Elementary	89,165 sf	2700 NW 69th Ave Hollywood, FL 33024
Collins Elementary	56,163 sf	1050 NW 2nd St Dania Beach, FL 33004

Tradewind Elementary	154,166 sf	5400 Johnson Rd Coconut Creek, FL
Rock Island Elementary	95,818 sf	2350 NW 19th St Fort Lauderdale, FL 33311
Maplewood Elementary	101,237 sf	9850 Ramblewood Dr Coral Springs, FL 33071
Endeavour Primary Elementary	57,426 sf	2701 NW 56th Ave Lauderhill, FL
Davie Elementary	94,208 sf	7025 SW 39th St Davie, FL
Meadowbrook Elementary	111,487 sf	2300 SW 46th Ave Fort Lauderdale, FL
Parkway Middle School	289,576 sf	3600 NW 5th Ct, Fort Lauderdale, FL 33311
Silver Lakes Elementary	111,322 sf	2300 SW 173rd Ave Miramar, FL
Palm Cove Elementary	129,311 sf	11601 Washington St Pembroke Pines, FL
Morrow Elementary	91,474 sf	408 SW 76th Ter North Lauderdale, FL
Park Springs Elementary	135,976 sf	5800 NW 66th Ter Coral Springs, FL 33067
Falcon Cove Elementary		4251 Bonaventure Blvd Weston, FL
Manatee Bay Elementary	144,855 sf	19200 Manatee Isles Dr Weston, FL
West Broward High School	357761 sf	500 NW 209th Ave, Pembroke Pines, FL 33029
Pembroke Lakes Elementary	101,646 sf	11251 Taft St Pembroke Pines, FL
Sanders Park Elementary	88,070 sf	800 NW 16th St Pompano Beach, FL 33060
Plantation Park Elementary	76,645 sf	875 SW 54th Ave Plantation FL, 33317
Stirling Elementary	105,533 sf	5500 Stirling Rd Hollywood, FL
Sheridan Park Elementary	115,742 sf	2310 N 70th Ter Hollywood, FL 33068
Everglades Elementary	148,886 sf	2900 Bonaventure Blvd Westin, FL 33311
Dillard Elementary	118,096 sf	2330 NW 12th Ct Fort Lauderdale, FL
Coral Glades High School	301,401 sf	2700 Sportsplex Dr Coral Springs, FL 33065

Fort Lauderdale High School	314,212 sf	1600 NE 4th Ave Fort Lauderdale, FL 33305
Heron Heights Elementary	125,033 sf	11010 Nob Hill Rd Parkland, FL 33076
New Renassiance Middle School	194,973 sf	10701 Miramar Blvd Miramar, FL 33025
McNab Elementary	91969 sf	1350 SE 9th Ave Pompano Beach, FL 33309
Pasadena Lakes Elementary	98,791 sf	8801 Pasadena Blvd Pembroke Pines, FL 33024
Coral Springs High School	346,405 sf	7201 W Sample Rd Coral Springs, FL
Eagle Ridge Elementary	129,983 sf	11500 West View Dr Coral Springs, FL 33076
Quest Center	73,003 sf	6401 Charleston St, Hollywood, FL 33024
Whispering Pines Center	64,049 sf	3609 S Douglas Rd, Miramar, FL 33025
Cross Creek Center	64,013 sf	1010 NW 31st Ave, Pompano Beach, FL 33069
Bright Horizon Center	78,123 sf	3901 NE 1st Terrace, Pompano Beach, FL 33064
Wingate Oaks Center	71,639 sf	1211 NW 33rd Terrace, Fort Lauderdale, FL
Hollywood Park Elementary	80,690 sf	901 N. 69TH Way, Hollywood, FL 33024
West Hollywood Elementay	106,422 sf	6301 Hollywood Blvd, Hollywood, FL 33024
Stirling Elementary	105,533 sf	5500 Stirling Rd, Hollywood, FL 33021
Henry D. Perry Education Center	175,901 sf	3400 Wildcat Way, Miramar, FL 33023
Perry Annabel C. Middle	104,198 sf	6850 SW 34th St., Miramar, FL 33023
Broward Estates Elementary	97,633 sf	441 NW 35th Ave Fort Lauderdale, FL 33311
Martin Luther King Elementary	110,051 sf	591 NW 31st Ave Fort Lauderdale, FL 33311
Larkdale Elementary	78,579 sf	3250 NW 12th Pl Fort Lauderdale, FL 33311
Royal Palm Elementary	128,943 sf	1951 NW 56th Ave Lauderhill, FL 33313

Westwood Heights Elementary	122,314 sf	2861 SW 9th St Fort Lauderdale, FL 33312
Riverland Elementary	105,242 sf	2600 SW 11th Ct Fort Lauderdale, FL 33312
Stephen Foster Elementary	82,499 sf	3471 SW 22nd St Fort Lauderdale, FL 33312
Sheridan Hills Elementary	82,939 sf	5001 Thomas St, Hollywood, FL 33021
Boulevard Heights Elementary	120,614 sf	7201 Johnson St, Hollywood, FL 33024
Pembroke Pines Elementary	105,740 sf	6700 SW 9th St Pembroke Pines, FL 33023
Sunshine Elementary	105,987 sf	7737 La Salle Blvd Miramar, FL 3323
Fairway Elementary	126,678 sf	7850 Fairway Blvd, Miramar, FL 33023
Miramar Elementary	124,613 sf	6831 SW 26th St. Miramar, FL 33023
Pioneer Annex	88,890 sf	5400 SW 90TH AVE COOPER CITY, FL 33328
South Area Bus Complex	18,154 sf	900 S UNIVERSITY DR Pembroke Pines, FL 33024
South Area Maintenance	12,384 sf	1295 N. 21st AVE HOLLYWOOD, FL 33020
Sheridan Technical College		5400 West Sheridan St Hollywood, FL 33021
Sheridan Technical College West Campus		20251 Stirling Rd Pembroke Pines, FL 33332
Sheridan Technical College Bus Lot	35,988 sf	20251 Stirling Rd Pembroke Pines, FL 33332
Talent Development HRD	15,991 sf	3521 DAVIE Rd DAVIE, FL 33314
WEST CENTRAL BUS COMPOUND	39,650 sf	2500 COLLEGE AVE DAVIE, FL 33314
BECON Administration	35,342 sf	6600 SW NOVA Dr DAVIE, FL 33314
McFatter Technical College and High School	255,908 sf	6500 Nova Dr. Davie, FL 33317
Broward Fire Academy		2600 SW 71st Ter Davie, FL 33314
TITLE I (Special Programs Office)	14,405 sf	701 NW 31 AVE FORT LAUDERDALE, FL 33311
Central Area Maintenance		1560 NW 34th Ter Fort Lauderdale, FL 33311

Atlantic Technical College- Arthur Ashe, Jr. Campus		1701 NW 23rd Ave Fort Lauderdale, FL 33311
Rock Island Administrative Site	77,692 sf	2301 NW 26th St Fort Lauderdale, FL 33311
Atlantic Technical College		4700 Coconut Creek Pkwy Coconut Creek, FL 33063
Kathleen C. Wright Administrative Complex	288,348 sf	600 SE 3RD AVE FORT LAUDERALE, FL 33301
Pineridge Education Center	59,456 sf	1251 SW 42nd Ave Fort Lauderdale, FL
Twin Lakes Annex	28,232 sf	4140 NW 10TH AVE OAKLAND PARK, FL 33009
Twin Lakes Warehouse, Maintenance, and Transportation	267,860 sf	3810 NW 10TH AVE OAKLAND PARK, FL 33009
Central Transit		3897 NW 10th Ave Oakland Park, FL 33009
Crystal Lake Middle School	170,584 sf	3551 NE 3rd Ave Pompano Beach, FL 33064
North Area Bus Garage	7,549 sf	2600 NW 18 TER POMPANO BEACH, FL 33060
North Area Bus Complex	17,735 sf	1751 NW 22ND AVE POMPANO BEACH, FL 33060
North Area Portable Annex Training Center	13,222 sf	2251 NW 18TH ST POMPANO BEACH, FL 33060
Cypress Run Education Center	60,474 sf	2800 NW 30th Ave Pompano Beach, FL 33069
North Area Maintenance	66,718 sf	6501 NW 15 AVE FORT LAUDERDALE, FL 33009
Twin Lakes Administrative	40,809 sf	4199 NW 10TH AVE OAKLAND PARK, FL 33009
TSSC Annex	49,103 sf	7770 W OAKLAND PARK BLVD SUNRISE, FL 33351
Technology and Support Service	147,736 sf	7720 W OAKLAND PARK BLVD SUNRISE, FL 33351
Sheridan Technical High School		3775 SW 16th St Fort Lauderdale, FL 33312
Lanier James Education Center	59,082 sf	1050 NW 7th Ct Hallandale Beach, FL 33009
Pompano Administrative Center	32,690 sf	610 NE 13th Ave Pompano Beach, FL 33060

Reference 2 (see attachment B for reference)

BMD Management

We perform daily office cleaning to this facility. It is a two story office building. All work has been performed within budget and on time. We are the Prime contractor for this contract.

a. Name and location of facility: 555 Twelve
b. Size of facility area cleaned (sf): 48,231 sf
c. Number of stories (height of building): 2 stories
d. Total number of worker/supervisors assigned to facility: 4
e. Total number of facility users, ie. Employees, clients: 70 users
f. Start date and end date of contract: 7/1/2017 to present
g. Annual dollar value of contract: $50,000
h. Identify operational hours of contract (24 hours a day, 7 days a week, 52 weeks a year): operational hours are 12 hours /5 days /52 weeks
i. Identify level of employee background/security checks: local/ state check
j. Identify if adhered to green building maintenance standards: yes

Reference 3 (see attachment C for reference)

City of Pompano Beach

We perform daily pressure cleaning service to the city pier. Our service includes trash pick up, daily spot cleaning, and monthly cleaning of entire pier and canopies. All work has been performed within budget and on time. We are the Prime contractor for this contract.

a. Name and location of facility: Pompano Beach Pier (Fisher Family Pier)
b. Size of facility area cleaned: 16,000 sf
c. Number of stories (height of building): pier
d. Total number of worker/supervisors assigned to facility: 2
e. Total number of facility users, ie. Employees, clients: 100 users
f. Start date and end date of contract: 05/2020 to present
g. Annual dollar value of contract: $75,000
h. Identify operational hours of contract (24 hours a day, 7 days a week, 52 weeks a year): Operational hours are 24 hours/7 days /52 weeks
i. Identify level of employee background/security checks: local/state check
j. Identify if adhered to green building maintenance standards: yes

1.3 Experience of Key Personnel

Describe the experience of key personnel (including prime vendor and their subcontractors relevant to providing timely, high quality janitorial service in an environmentally friendly manner to multiple high-profile facilities.

1. List key personnel of the proposed maintenance team, including supervisors, and primary project manager for each agreement of locations listed on the price sheets. Describe the key personnel s relevant experience and the role they will play for each agreement of locations, including the following info: project superintendent, site supervisor, full time service crews.

   Key personnel:

   Project Superintendent

   Kristen Olbel will be the Project Superintendent. Kristen is currently the CEO of Janitorial 5 Star Services and oversees operations. She has over 20 years of experience in the industry providing a vast knowledge to ensure all specifications are met per the customer s specifications. Kristen will meet with Broward County representatives and building managers on a routine basis to guarantee customer satisfaction.

   Project Manager

   Lakesha Houston currently oversees all janitorial Broward County contracts to include the Broward County School District. She is experienced in operations and management with over 15 years of experience. She oversees and is responsible for inventory, equipment maintenance, routine and special project scheduling, and quality control.

   Site Supervisor

   Kenny Bellinger is currently the project manager over post construction contracts for Janitorial 5 Star Services. Kenny is responsible for all labor, supervision, equipment, and quality control. He will provide site supervision on this agreement.

   Matthew Gibson is currently a site supervisor for Janitorial 5 Star Services. He is responsible for site supervision, equipment, and quality control. Matthew will provide site supervision on this agreement.

   Full Service Crews

Janitorial 5 Star Services currently employees over 50 employees. We will staff this agreement with currently employed personnel to provide them the first opportunity. If additional personnel are required, we will hire personnel from the community where the contract site is located. This will allow for a quicker emergency response if required and to meet our company goal of hiring within the community where service is provided.

2. Provide a brief resume of employees who will furnish professional and technical support expertise for each agreement of locations listed on the price sheets. Include: functions in the company, title and number of years of service with company, years of experience in the maintenance of comparably complex facilities and systems.

   See section 1 (Ability of Professional Personnel) for resumes and list of employees.

2 Location

Janitorial 5 Star Services is both a **Local Business** and a **Locally Based Business** as each term is defined by Section 1-74, Broward County Code of Ordinances. Janitorial 5 Star Services is located in Pompano Beach, FL and possesses a Business Tax Receipt with the City of Pompano Beach and Broward County (see attachment D & E).

3 Project Approach

Describe the prime vendor s approach for each agreement of locations vendor is proposing. Include how prime will use subcontractors for each agreement.

Janitorial 5 Star Services is CBE/SBE certified with Broward County. We will be functioning as the Prime Vendor for all agreements. See attachment F & G for certificates. Janitorial 5 Star Services is bidding on all agreements (1-14). See section 1.1 under Company Profile for employee information and number of employees.

3.1 Project approach for each agreement of locations prime vendor is proposing.

a. Describe how you intend to meet or exceed quality standards. Discuss adequacy of weekly service hours proposed to meet the quality specifications described in the RFP.

At Janitorial 5 Star Services we pride ourselves in being able to provide quality and effective service for our clients. We understand that cleanliness isn t just about what is seen, but it goes beyond that. So just like our attitude towards cleaning, we utilize many programs and services to deliver seamless service that isn t seen on the surface. Our personnel will work side by side with the building managers to guarantee standards are met at every level.

We utilize various technology and programs to provide accurate record keeping and scheduling. This will guarantee our staff meets and keeps the required inspection dates which will keep your operations uninterrupted. Our quality control program is designed to keep you, the client, informed so rest assured our real time approach will not leave you wondering about daily or periodic tasks. With these programs and approaches we will not only meet the expectations, but exceed the standards set forth in this RFP.

b. Discuss any exceptions you suggest to minimum proposed service hours.

At Janitorial 5 Star Services we understand time is valuable, but quality will not be sacrificed. We will routinely analyze the current service hours, tasks, and frequency to determine if changes are required or practicable. Based on those findings the appropriate changes will be executed. At Janitorial 5 Star Services our promise to you is quality. It will always remain a constant priority and that expectation will not change. Should any exceptions to the minimum proposed service hours arise we will fully cooperate with Broward County.

c. Describe how you propose to meet minimum work tasks and interface with normal building activities.

Our combined team of managers and supervisors will develop a task specific plan that will be based on the time expected, facility, crew, and equipment required. This task specific plan will then be scheduled in conjunction with the feedback of the building manager. This communication will provide more accurate scheduling and reduce any interference with normal building activities.

Our goal is to provide a service that is unified and conscience of your needs. We believe that your satisfaction is paramount at every level of our contract with you and that starts at the planning stage.

d. Describe how you will maintain public areas, specifically providing high quality floor surfaces.

Janitorial 5 Star Services recognizes the appearance of public or common areas is crucial to your business and daily operations. The appearance of your building creates a mood and message not only to the public you serve, but your staff as well. Our scheduling programs coupled with our training program leaves no room for error. Our staff is more than prepared to keep all areas of your facilities in tip top shape. We provide continuing education and daily/weekly team meetings to keep all employees knowledgeable about their responsibilities. And what is knowledge without the proper equipment? We provide equipment that is appropriate for the task at hand and made with quality to all employees to guarantee the task is completed in a timely and efficient manner.

Our teams are trained in the proper floor cleaning procedures and will follow all requirements set forth in the RFP. Upon award of this contract, all surfaces will be evaluated and assessed to develop the correct and appropriate approach. A schedule will then be created to maintain quality flooring.

3.2 Describe how prime vendor will manage and organize work for each agreement of locations vendor is proposing.

a. State number of crews working for each agreement identified.
   i. Describe how you will schedule basic janitorial service for each facility.
   ii. List the individual building teams that will be working for that agreement per building(s): management, supervisory, maintenance crews.

Janitorial 5 Star Services will deploy the following personnel for each agreement:

a. General Manager
b. Administrative Assistant
c. Project Manager
d. Assistant Project Manager
e. Site Supervisor
f. Porter/Cleaner
g. Project Crew

The agreement will be managed and organized through the use of computer programs. All daily and periodic work will be coordinated and executed through a generated schedule of tasks. In addition, we will continuously monitor and reevaluate to ensure the best strategies are being utilized.

As stated previously, our managers and supervisors will be in constant communication with the building manager and Broward County representatives to provide a well-executed plan. In keeping in constant communication, we can adjust or modify items as required.

b. Describe how you will schedule basic janitorial service for each facility while coordinating with periodic project and annual work task.
   i. Describe crew organization to perform basic and project work.

Janitorial 5 Star Services utilizes computer programs and RFP specifications to determine the appropriate number of employees per a task. With the use of computer programming, we are able to accurately schedule the appropriate number of employees and allocate accordingly. All routine daily work is then coordinated along project work to provide optimal results. Facilities that have additional specifications or requirements will be identified upon execution of the contract and resources will be distributed accordingly.

Our project crews are broken into teams of 3 to 4 employees depending on the task and equipment required. All project crews are managed by a project manager.

Daily/routine work is completed with teams of 3 or 5 employees. The size of the building and level of cleaning are considered prior to scheduling employees. All work will be divided according to light tasks, vacuum and furniture, restrooms, and hard floors.

1. Light Tasks: dust horizontal surfaces; empty and reline trash; spot clean (walls, doors, windows etc).
2. Vacuum and Furniture: pick up trash; spot vacuum low traffic areas; vacuum all high traffic areas; reposition furniture after vacuuming or in office/conference rooms; turn off lights were applicable and secure doors/buildings.
3. Restrooms: refill all dispensers and paper products; empty and reline trash; clean and disinfect all toilets, partitions, counters, sinks, mirrors, fixtures; sweep and mop all hard floors.
4. Hard Floors: dust mop/sweep; spot mop stains; empty and reline trash; pick up trash; and spot mop.

c. Describe and present an example of your reporting system used to compare actual performance to your schedule for regular service.

Our Quality Control Managers develop and implement a routine schedule to monitor and stay ahead of any areas of deficiency. All scheduled visits are monitored and recorded via computer programs. All evaluations are recorded on a performance evaluation form (paper and/or digital) which documents the immediate needs to be addressed. If any inconsistencies are noted they are immediately relayed to the site supervisors for immediate attention. See attachment H & I for Quality Control forms.

d. Describe your capabilities to respond to emergency or disaster situations including of specialized equipment required for de-watering or moisture removal tasks or other special cleaning services.

Janitorial 5 Star Services understands there are situations that arise that cannot be planned for. We have developed a disaster/emergency response plan that utilizes a quick response from our on-call staff and specialized equipment. Our response plan is designed to immediately identify priority areas and limit or extinguish potential damage. Our employees are trained in disaster relief efforts such as smoke and fire remediation, water remediation, and mold remediation. We are confident with our disaster and emergency response plan you will see minimal disruption in services.

3.3 Describe your quality control program for each agreement of locations prime vendor is proposing:

a. Describe how you intend to provide a startup orientation program to bring facilities into compliance with quality standards.

Janitorial 5 Star Services will conduct a meeting prior to the contract starting to recruit the current staff members. We recognize the importance of experience and the current staff members have exactly that. In addition, our employees are properly trained to perform the tasks required so upon execution of this contract they will seamlessly step in. They are trained to identify any deficiencies and quickly correct them as required. In conjunction with our project crews, all sites/locations will be brought to standards specified in the RFP.

Our project managers and site supervisors will work closely with the building managers to identify any current issues with quality standards. A level of high importance will be placed on those issues to ensure standards are met quickly and without delay. We will also begin to identify the equipment and product needs of each location. These items will be purchased and made ready to provide a seamless transition.

We will always be in constant contact with building managers to guarantee this transition period is smooth and frankly unnoticeable to your staff and the people you serve. Our goal is to work hand in hand with you so our process and operations work simultaneously with yours.

b. Discuss your inspection procedures including any technical aids used to monitor performance standards.

As discussed above, our Quality Control Program is designed to stay ahead of any areas of deficiency. We use both digital and written forms to monitor and document deficiencies. All project managers and site supervisors are briefed on all RFP requirements and standards prior to commencement of the contract. Daily and weekly meetings will be conducted to discuss trending deficiencies to identify whether it stems from such issues as training, personnel, or equipment.

c. Describe how prime vendor will achieve the services and quality standards described in the attached Exhibit 1- specifications.

Janitorial 5 Star Services will achieve the services and quality standards described in the attached Exhibit 1 specifications by the following:

1. Implemented Quality Control Program
2. Maintaining proper equipment and well-trained employees
3. Maintaining constant communication with building managers
4. Quick response to service issues or deficiencies
5. Maintaining proper safety measures
6. Utilizing computer programs to schedule daily and periodic tasks

All items listed have been described above.

d. Describe and provide a sample of your reporting system used to compare actual performance to your schedule for regular services.

Janitorial 5 Star Services utilizes both digital and written forms to document performance. All evaluations and inspections are cross referenced to ensure RFP standards are being met or exceeded. See attachment H & I for quality control documents.

e. Describe the activities that can most easily be implemented to maximize opportunities to promote green building cleaning practices.

At Janitorial 5 Star Services we strive to promote and implement green cleaning practices at all facilities/contracts. We understand that our impact on the environment is lasting and we will minimize that impact.

Our project managers and site supervisors will meet with building managers to determine what is currently being implemented at the location, such as recycling, automated lights, or refillable water fountains. We will then merge our own green practices to ensure there is no interruption. We will continue to evaluate new methods, chemical products, or paper products to maximize our green cleaning efforts.

3.4 Company Equipment

a. List current inventory of heavy equipment

We currently have pressure washers, floor machines, carpet extractors, wet/dry vacuums, and backpack vacuums. We have great relationships with our vendors if additional equipment is required whether for emergency or maintenance needs.

b. Provide the response time for mobilization for each piece of equipment.

Mobilization of each piece of equipment is determined based on the location and size of the equipment. We strive to make equipment readily available with a response time of no longer than 24 hours.

c. List the current inventory of machinery for floor care that will be utilized to perform the requirements.

See section 3.4 (a) for list.

d. Describe how vendor will ensure all required equipment is maintained in quality working condition.

We regularly inspect all equipment to guarantee they are working properly. Preventative maintenance is the first step to keeping all equipment functioning properly, and it ensures there is no interruption in service. Additional equipment is readily available should it be required.

e. List office equipment and computer programs that vendor currently possesses in order to deliver electronic communications and reports to county staff.
I.e. computer, fax, scanner, printer, photocopier, adobe acrobat, Microsoft, outlook, excel etc.

Janitorial 5 Star Services currently uses all listed office equipment and computer programs. All employees are provided smart phones to communicate through these programs.

3.5 Company training

a. Provide Safety Training Manual

See attachment J.

b. Employee Training Manual

See attachment J.

c. Describe the training currently in place to assure on-site staff will be pro-active and aware during each shift with regards to notification and documentation of suspicious behavior, abandoned belongings, running water, potential slip and fall conditions, ajar doors.

Janitorial 5 Star Services provides training and retraining on all the listed subjects. We believe repetition is key when making something second nature, and that is exactly how we train our employees to recognize these items. Our managers and supervisors are constantly on the look out for ways to make your facilities safer not only for us, but for your staff and clients too. We regularly meet with

employees regarding safe practices during performance of tasks and security measures within the facilities.

d. Describe training of vendor s supervisors and cleaners in green building cleaning procedures as required for this contract.

All supervisors and cleaners will be trained in the green cleaning procedures of this RFP.

4 Workload of the Firm
List all completed and active projects that vendor has managed within the past five years. In addition, list all projected projects that vendor will be working on in the near future. Projected projects will be defined as a projects that vendor worked on concurrently. Describe vendor s approach in managing projects Were there or will there be any challenges for any of the listed projects? If so describe how vendor dealt or will deal with the projects challenges.

There are no known challenges on any past awarded projects. There are no anticipated challenges on any awarded projects. The experience of all employees coupled with our quality control measures has aided in our positive relationship with our clients. See list below for all projects.

- BMD Management, office cleaning
- Pride Construction, office cleaning & post construction cleaning
- Whiting & Turner, office cleaning & pressure washing
- OIC of South Florida, office cleaning & electrostatic disinfecting
- Commercial Relocation Group, office cleaning
- Alexander Rebb Property Management, lawn maintenance
- Strategic Properties, lawn maintenance
- Brookstone Construction, post construction cleaning & window cleaning
- Camp Live Oak, site cleaning & disinfecting
- Broward County Chemical & Supplies, supply orders
- City of Pompano Beach, office cleaning & pressure washing
- Innovative Healthcare Business Solutions, office cleaning
- Global Construction Services, post construction cleaning
- Unitarian Universalist Church, office cleaning

- Broward County School District, site cleaning in conjunction with custodial staff, post construction cleaning, & electrostatic disinfecting

5 Pricing

See attached pricing sheet

Janitorial Services - Price Sheets - 911 Call Centers - Agreement 14 (CBE

ITEM NO.	FACILITY LOCATION	Annual Frequency	Annual Process	Year 1 Unit Price	Year 1 Annual	Y Unit Price
1	**North Regional Dispatch Center**	~~12~~	~~Basic Cleaning~~		~~$ -~~	
	4900 Copans Rd, 2nd Fl	~~12~~	~~Restrooms~~		~~$ -~~	
	Coconut Creek 33066	~~12~~	~~Floors~~		~~$ -~~	
		Hourly	Porter (325Hrs./Month)	**$ 18.50**	$ 72,150.00	$ 18.50
		~~3,752~~	~~Pressure Cleaning (SQ. FT.)~~		~~$ -~~	
		~~1~~	~~Windows~~		~~$ -~~	
		3	Air Quality	$ 240.00	$ 720.00	$ 240.00
		12	Cleaning Supplies	$ 20.00	$ 240.00	$ 20.00
		12	Paper Products	$ 550.00	$ 6,600.00	$ 550.00
		3,752	Carpet Cleaning - Deep (SQ. FT.)	$ 0.13	$ 487.76	$ 0.13
		3,752	Electrostatic Disinfection (SQ. FT.)	$ 0.03	$ 112.56	$ 0.03
			Total		$ 80,310.32	
2	**South Regional Dispatch Center**	~~12~~	~~Basic Cleaning~~		~~$ -~~	
	6057 SW 198 Terrace	~~12~~	~~Restrooms~~		~~$ -~~	
	Pembroke Pines 33332	~~12~~	~~Floors~~		~~$ -~~	
		Hourly	Porter (325Hrs./Month)	**$ 18.50**	$ 72,150.00	$ 18.50
		~~2,323~~	~~Pressure Cleaning (SQ. FT.)~~		~~$ -~~	
		~~1~~	~~Windows~~		~~$ -~~	
		3	Air Quality	$ 200.00	$ 600.00	$ 200.00
		12	Cleaning Supplies	$ 15.00	$ 180.00	$ 15.00

		12	Paper Products	$ 550.00	$ 6,600.00	$ 550.00
		2,323	Carpet Cleaning - Deep (SQ. FT.)	$ 0.13	$ 301.99	$ 0.13
		2,323	Electrostatic Disinfection (SQ. FT.)	$ 0.03	$ 69.69	$ 0.03
			Total		$ 79,901.68	
3	**Central Regional Dispatch Center** **10440 W Oakland Park Bld** **Sunrise 33351**	~~12~~	~~Basic Cleaning~~		~~$ -~~	
		~~12~~	~~Restrooms~~		~~$ -~~	
		~~12~~	~~Floors~~		~~$ -~~	
		Hourly	Porter (325Hrs./Month)	**$ 18.50**	$ 72,150.00	$ 18.50
		~~4,464~~	~~Pressure Cleaning (SQ. FT.)~~		~~$ -~~	
		~~1~~	~~Windows~~		~~$ -~~	
		3	Air Quality	$ 240.00	$ 720.00	$ 240.00
		12	Cleaning Supplies	$ 30.00	$ 360.00	$ 30.00
		12	Paper Products	$ 550.00	$ 6,600.00	$ 550.00
		4,464	Carpet Cleaning - Deep (SQ. FT.)	$ 0.13	$ 580.32	$ 0.13
		4,464	Electrostatic Disinfection (SQ. FT.)	$ 0.03	$ 133.92	$ 0.03
			Total		$ 80,544.24	
			Total (1) - Summary, all sites		$ 240,756.24	$ -

ITEM NO.	FACILITY LOCATION	Annual Frequency	Annual Process	Unit Price Per Hour	Annual	Unit Price Per Hour
	Additional Labor:					
	Project Supervisor		50 hrs.	$ 30.00	$ 1,500.00	$ 32.00
	Site Supervisor		50 hrs.	$ 22.75	$ 1,137.50	$ 22.75

Full Time Service Crew	50 hrs.		$ 19.50	$ 975.00	$ 21.00
Part Time Service Crew	50 hrs.		$ 19.50	$ 975.00	$ 21.00
Porter Day/Night	50 hrs.		$ 18.50	$ 925.00	$ 18.50
Emergency Services Labor:					
Project Supervisor	50 hrs.		$ 32.00	$ 1,600.00	$ 32.00
Site Supervisor	50 hrs.		$ 28.00	$ 1,400.00	$ 28.00
Full Time Service Crew	50 hrs.		$ 25.00	$ 1,250.00	$ 25.00
Part Time Service Crew	50 hrs.		$ 25.00	$ 1,250.00	$ 25.00
Porter Day/Night	50 hrs.		$ 22.00	$ 1,100.00	$ 22.00
"Pass thru" (Services/Materials)		$1,000.00		$ 1,000.00	
	Total Group 2			$ 13,112.50	

Grand Total - Whole Group (Total 1 + Total 2)	$ 253,868.74	$ -

REGARDLESS OF THE NUMBER OF HOURS WORKED,

YES	X	Agree to the above statement
NO		Disagree to the above statem

NAME OF COMPANY: **Janitorial 5 Star Services LLC**

AUTHORIZED PERSON NAME: **Kristen Olbel**

AUTHORIZED SIGNATURE: *Kristen Olbel*

By signing this proposal sheet, your firm is agreeing to the terms and conditions of the invitation for

All buildings listed in the group must be priced for this proposal sheet to be determined respons

AUTHORIZED PERSON TITLE: CEO DATE:

ANY REVISION TO THIS SHEET MAY RENDER THE PROPOSAL NON-RESPONSIVE.

Reserve)	
ear 2	
Annual	*Two Year Total*
$ -	$ -
$ -	$ -
$ -	$ -
$ 72,150.00	$ 144,300.00
$ -	$ -
$ -	$ -
$ 720.00	$ 1,440.00
$ 240.00	$ 480.00
$ 6,600.00	$ 13,200.00
$ 487.76	$ 975.52
$ 112.56	$ 225.12
$ 80,310.32	$ 160,620.64

$ -	$ -
$ -	$ -
$ -	$ -
$ 72,150.00	$ 144,300.00
$ -	$ -
$ -	$ -
$ 600.00	$ 1,200.00
$ 180.00	$ 360.00

$ 6,600.00	$ 13,200.00
$ 301.99	$ 603.98
$ 69.69	$ 139.38
$ 79,901.68	$ 159,803.36

~~$ -~~	~~$ -~~
~~$ -~~	~~$ -~~
~~$ -~~	~~$ -~~
$ 72,150.00	$ 144,300.00
~~$ -~~	~~$ -~~
~~$ -~~	~~$ -~~
$ 720.00	$ 1,440.00
$ 360.00	$ 720.00
$ 6,600.00	$ 13,200.00
$ 580.32	$ 1,160.64
$ 133.92	$ 267.84
$ 80,544.24	$ 161,088.48

$ 240,756.24	$ 481,512.48

	Two Year
Annual	***Total***
Annual	**2 years**
$ 1,600.00	$ 3,100.00
$ 1,137.50	$ 2,275.00

$ 1,050.00	$ 2,025.00
$ 1,050.00	$ 2,025.00
$ 925.00	$ 1,850.00
$ 1,600.00	$ 3,200.00
$ 1,400.00	$ 2,800.00
$ 1,250.00	$ 2,500.00
$ 1,250.00	$ 2,500.00
$ 1,100.00	$ 2,200.00
$ 1,000.00	$ 2,000.00
$ 13,362.50	$ 26,475.00

$ 254,118.74	$ 507,987.48

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5/25/2021

Attachment - A

Vendor Reference Verification

Broward County School Board

BROWARD COUNTY FLORIDA

Vendor Reference Verification Form

Broward County Solicitation No. and Title:

RFP No. BLD2121632P1, Janitorial Services -County Facilities

Reference for: Janitorial 5 Star Services LLC

Organization/Firm Name providing reference:

Broward County School District

Contact Name: Ben Osborne Reference date: 05/10/2021

Contact Email: benjamin.osborne@browardschools.com Contact Phone: 954-931-5625

Name of Referenced Project: Janitorial services, emergency services, electrostatic disinfecting

Contract No. Date Services Provided: Project Amount:

09/01/2020 to 05/10/2021 $ 366,166.00

Vendor's role in Project: ☑ Prime Vendor ☐ Subconsultant/Subcontractor

Would you use this vendor again? ☑ Yes ☐ No

Description of services provided by Vendor:
Electrostatic disinfecting, janitorial services, emergency response for janitorial needs

Please rate your experience with the referenced Vendor:	**Needs Improvement**	**Satisfactory**	**Excellent**	**Not Applicable**
1. Vendor's Quality of Service				
a. Responsive	☐	☐	☑	☐
b. Accuracy	☐	☑	☐	☐
c. Deliverables	☐	☑	☐	☐
2. Vendor's Organization:				
a. Staff expertise	☐	☐	☑	☐
b. Professionalism	☐	☐	☑	☐
c. Turnover	☐	☐	☐	☑
3. Timeliness of:				
a. Project	☐	☑	☐	☐
b. Deliverables	☐	☑	☐	☐
4. Project completed within budget	☐	☑	☐	☐
5. Cooperation with:				
a. Your Firm	☐	☐	☑	☐
b. Subcontractor(s)/Subconsultant(s)	☐	☑	☐	☐
c. Regulatory Agency(ies)	☐	☑	☐	☐

Additional Comments: (provide on additional sheet if needed)

THIS SECTION FOR COUNTY USE ONLY

Verified via: ___EMAIL ___VERBAL Verified by: _____ Division: _____ Date: _____

All information provided to Broward County is subject to verification. Vendor acknowledges that inaccurate, untruthful, or incorrect statements made in support of this response may be used by the County as a basis for rejection, rescission of the award, or termination of the contract and may also serve as the basis for debarment of Vendor pursuant to Section 21.119 of the Broward County Procurement Code.

Attachment - B

Vendor Reference Verification

BMD Management

Attachment B

BROWARD COUNTY FLORIDA

Vendor Reference Verification Form

Broward County Solicitation No. and Title:

RFP No. BLD2121632P1, Janitorial Services -County Facilities

Reference for: Janitorial 5 Star Services LLC

Organization/Firm Name providing reference:

BMD Management

Contact Name: Barbara Preston Reference date: 05/10/2021

Contact Email: bpreston@bmdfl.com Contact Phone: 954-784-3031

Name of Referenced Project: 555 SW 12th Ave Pompano Beach, FL

Contract No. Date Services Provided: Project Amount:

10/01/2017 to 05/10/2021 $ 40,000.00

Vendor's role in Project: ☑ Prime Vendor ☐ Subconsultant/Subcontractor

Would you use this vendor again? ☑ Yes ☐ No

Description of services provided by Vendor:

Janitorial services provided 5 days a week.

Please rate your experience with the referenced Vendor:	**Needs Improvement**	**Satisfactory**	**Excellent**	**Not Applicable**
1. Vendor's Quality of Service				
a. Responsive	☐	☐	☑	☐
b. Accuracy	☐	☐	☑	☐
c. Deliverables	☐	☐	☐	☑
2. Vendor's Organization:				
a. Staff expertise	☐	☐	☑	☐
b. Professionalism	☐	☐	☑	☐
c. Turnover	☐	☐	☐	☐
3. Timeliness of:				
a. Project	☐	☐	☑	☐
b. Deliverables	☐	☐	☑	☐
4. Project completed within budget	☐	☐	☑	☐
5. Cooperation with:				
a. Your Firm	☐	☐	☑	☐
b. Subcontractor(s)/Subconsultant(s)	☐	☐	☐	☑
c. Regulatory Agency(ies)	☐	☐	☐	☑

Additional Comments: (provide on additional sheet if needed)

THIS SECTION FOR COUNTY USE ONLY

Verified via: ____EMAIL ____VERBAL Verified by: _____ Division: _____ Date: _____

All information provided to Broward County is subject to verification. Vendor acknowledges that inaccurate, untruthful, or incorrect statements made in support of this response may be used by the County as a basis for rejection, rescission of the award, or termination of the contract and may also serve as the basis for debarment of Vendor pursuant to Section 21.119 of the Broward County Procurement Code.

Attachment - C
Vendor Reference Verification
City of Pompano Beach

Attachment C

BROWARD COUNTY FLORIDA

Vendor Reference Verification Form

Broward County Solicitation No. and Title:

RFP No. BLD2121632P1, Janitorial Services -County Facilities

Reference for: Janitorial 5 Star Services LLC

Organization/Firm Name providing reference:

City of Pompano Beach

Contact Name: Kate Belcher Reference date: 05/10/2021

Contact Email: Kate.Belcher@copbfl.com Contact Phone: 954-786-4575

Name of Referenced Project: Pressure cleaning city pier

Contract No. Date Services Provided: 05/01/2020 to 05/10/2021 Project Amount: $ 70,000.00

Vendor's role in Project: ☑ Prime Vendor ☐ Subconsultant/Subcontractor

Would you use this vendor again? ☐ Yes ☐ No

Description of services provided by Vendor:

Daily maintenance of pier by pressure cleaning and trash pickup. Monthly full pier cleaning by pressure cleaning.

Please rate your experience with the referenced Vendor:	**Needs Improvement**	**Satisfactory**	**Excellent**	**Not Applicable**
1. Vendor's Quality of Service				
a. Responsive	☐	☐	☐ x	☐
b. Accuracy	☐	☐	☐ x	☐
c. Deliverables	☐	☐	☐ x	☐
2. Vendor's Organization:				
a. Staff expertise	☐	☐	☐ x	☐
b. Professionalism	☐	☐	☐ x	☐
c. Turnover	☐	☐	☐ x	☐
3. Timeliness of:				
a. Project	☐	☐	☐ x	☐
b. Deliverables	☐	☐	☐ x	☐
4. Project completed within budget	☐	☐	☐ x	☐
5. Cooperation with:				
a. Your Firm	☐	☐	☐ x	☐
b. Subcontractor(s)/Subconsultant(s)	☐	☐	☐ x	☐
c. Regulatory Agency(ies)	☐	☐	☐ x	☐

Additional Comments: (provide on additional sheet if needed)

THIS SECTION FOR COUNTY USE ONLY

Verified via: ____EMAIL ____VERBAL Verified by: _____ Division: _____ Date: _____

All information provided to Broward County is subject to verification. Vendor acknowledges that inaccurate, untruthful, or incorrect statements made in support of this response may be used by the County as a basis for rejection, rescission of the award, or termination of the contract and may also serve as the basis for debarment of Vendor pursuant to Section 21.119 of the Broward County Procurement Code.

Attachment - D

Broward County Local Business Tax Receipt

Attachment D

BROWARD COUNTY LOCAL BUSINESS TAX RECEIPT

115 S. Andrews Ave., Rm. A-100, Ft. Lauderdale, FL 33301-1895 – 954-831-4000

VALID OCTOBER 1, 2020 THROUGH SEPTEMBER 30, 2021

DBA:
Business Name: JANITORIAL 5 STAR SERVICES

Receipt #: 325-288281
Business Type: CLEANING/JANITORIAL (JANITORIAL)

Owner Name: KRISTEN OLBEL
Business Location: 1961 NE 25 AVE
POMPANO BEACH
Business Phone: 954-702-2053

Business Opened: 01/03/2018
State/County/Cert/Reg:
Exemption Code:

Rooms	Seats	Employees	Machines	Professionals
		1		

For Vending Business Only — Number of Machines: — Vending Type:

Tax Amount	Transfer Fee	NSF Fee	Penalty	Prior Years	Collection Cost	Total Paid
33.00	0.00	0.00	0.00	0.00	0.00	33.00

THIS RECEIPT MUST BE POSTED CONSPICUOUSLY IN YOUR PLACE OF BUSINESS

THIS BECOMES A TAX RECEIPT

WHEN VALIDATED

This tax is levied for the privilege of doing business within Broward County and is non-regulatory in nature. You must meet all County and/or Municipality planning and zoning requirements. This Business Tax Receipt must be transferred when the business is sold, business name has changed or you have moved the business location. This receipt does not indicate that the business is legal or that it is in compliance with State or local laws and regulations.

Mailing Address:

KRISTEN OLBEL
1961 NE 25 AVE
POMPANO BEACH, FL 33062

Receipt #05A-19-00009355
Paid 07/15/2020 33.00

2020 - 2021

BROWARD COUNTY LOCAL BUSINESS TAX RECEIPT

Attachment - E
City of Pompano Beach
Business Tax Receipt

pompano beach
Florida's Warmest Welcome

CITY OF POMPANO BEACH
BUSINESS TAX RECEIPT
FISCAL YEAR: 2020 - 2021

Business Tax Receipt Valid from: October 1, 2020 through September 30, 2021

4466624
JANITORIAL 5 STAR SERVICES LLC
OLBEL, KRISTEN - H/O
1961 NE 25 AVENUE
POMPANO BEACH FL 33062

9/21/2020

THIS IS NOT A BILL

THIS IS YOUR BUSINESS TAX RECEIPT. PLEASE POST IN A CONSPICUOUS PLACE AT THE BUSINESS LOCATION.

BUSINESS OWNER: JANITORIAL 5 STAR SERVICES LLC
BUSINESS LOCATION: 1961 NE 25 AV POMPANO BEACH FL

RECEIPT NO:	CLASSIFICATION
21-00095288	JANITORIAL OR WINDOW CLEANING

NOTICE: A NEW APPLICATON MUST BE FILED IF THE BUSINESS NAME, OWNERSHIP OR ADDRESS IS CHANGED. THE ISSUANCE OF A BUSINESS TAX RECEIPT SHALL NOT BE DEEMED A WAIVER OF ANY PROVISION OF THE CITY CODE NOR SHALL THE ISSUANCE OF A BUSINESS TAX RECEIPT BE CONSTRUED TO BE A JUDGEMENT OF THE CITY AS TO THE COMPETENCE OF THE APPLICANT TO TRANSACT BUSINESS. **THIS DOCUMENT CANNOT BE ALTERED.**

BUSINESS TAX RECEIPTS EXPIRE SEPTEMBER 30TH OF EACH YEAR

Attachment – F

CBE Certification

Attachment F

BLD2121632P1

p. 2595

Broward County Board of County Commissioners

BidSync

5/26/2021

BROWARD COUNTY
FLORIDA

Office of Economic and Small Business Development

Governmental Center Annex
115 S. Andrews Avenue, Room A680 • Fort Lauderdale, Florida 33301 • 954-357-6400 • FAX 954-357-5674 • TTY 954-357-5664

This Certificate is Awarded to:

JANITORIAL 5 STAR SERVICES LLC

As set forth in the Broward County Business Opportunity Act of 2012, the certification requirements have been met for:

County Business Enterprise
Small Business Enterprise
Anniversary Date: January 31st

Authorized Representative

The Office of Economic and Small Business Development must be notified within 30 days of any material changes in the business which may affect ownership and control. Failure to do so may result in the revocation of this certificate and/or imposition of other sanctions.

A Service of the Broward County Board of County Commissioners
www.broward.org/smallbusiness

Attachment – G

SBE Certification

Attachment G

BLD2121632P1

p.2547

Supplier Diversity Outreach Program

THIS CERTIFICATE IS AWARDED TO

Janitorial 5 Star Services, LLC

FOR HAVING SUCCESSFULLY MET THE PRESCRIBED STANDARDS SET FORTH BY THE SUPPLIER DIVERSITY OUTREACH PROGRAM OF THE SCHOOL BOARD OF BROWARD COUNTY, FLORIDA FOR

CERTIFICATION

Small Business Enterprise (SBE)

Non-Minority

ON THIS DAY: September 9, 2019

Jasmine M. Jones
Manager, Supplier Diversity Outreach Program

CERTIFICATION #: WS1850692419

Expiration Date: September 8, 2021

Broward County Board of County Commissioners

BidSync

5/26/2021

Attachment – H
Quality Inspection Form

Attachment F1

JANITORIAL 5 STAR SERVICES LLC

Quality Inspection Form

Date: _____

Location (name/building # etc): _____

Previous inspection date/result: _____

Next Inspection date: _____

Facility contact/signature: _____

Rating used 1-5 (1 = needs more frequent inspection, 5 = standard inspection time)

Facility Area	Common Name (AKA)	Number of Issues Noted	Rating
1. Lobby/Entrance			
2. Common areas (public/service areas)			
3. Employee work areas			
4. Administrative/Private Offices			
5. Employee use areas			
6. Support/Service areas			
7. Specialty areas			
8. Restrooms			
9. Carpet Flooring			
10. Hard Flooring			
11. Administrative Duties			

Attachment – I

Quality Control Inspection

JANITORIAL 5 STAR SERVICES LLC

Quality Control Inspection

Date/time: _____

Location (facility/building): _____

Inspector: _____

Area	Item for Inspection	Satisfactory	Unsatisfactory	Comments
1. Entrance	Free of Debris			
	Trash container, empty/clean liner			
	Ash containers clean			
	Exterior furniture clean			
	Walk-off mat clean			
2. Common areas & Lobby	Trash container, empty/clean liner			
	Carpets vacuum/spot cleaned			
	Hard floors dust/wet mopped			
	Hard floors—shine			
	Entrance doors/glass clean			
	Corners/Edges clean			
	Low dusting			
	High Dusting			
	HVAC vents clean			
	Drinking fountain clean			
3. Admin areas	Trash container, empty/clean liner			
	Carpets vacuum/spot cleaned			
	Hard floors dust/wet mopped			
	Hard floors—shine			
	Entrance doors/glass clean			
	Corners/Edges clean			
	Low dusting			
	High Dusting			
	HVAC vents clean			
	Furniture dust/spot free			
	Telephones clean/sanitized			

4. Kitchen areas	Trash container, empty/clean liner			
	Hard floors dust/wet mopped			
	Corners/Edges clean			
	Drains clean			
	Walls clean			
	HVAC vents clean			
5. Dining & Break areas	Trash container, empty/clean liner			
	Hard floors dust/wet mopped			
	Hard floors—shine			
	Corners/Edges clean			
	Tables/chairs clean			
	Walls clean			
	Serving areas clean			
	HVAC vents clean			
6. Restrooms	Trash container, empty/clean liner			
	Corners/Edges clean			
	Floor clean			
	Walls/partitions clean			
	Mirrors clean			
	Sinks/counters clean			
	Toilets/urinals clean			
	Showers clean			
	Soap/liquids filled			
	Paper towels filled			
	Toilet paper filled			
	Toilet seat/feminine products filled			
	HVAC vents clean			
	Floor drain clean			
7. Janitor closet	Area clean/orderly			
	Mop sink clean			
	Equipment clean/orderly			
	Chemicals orderly/labeled			
	Proper signs clean/visible			
	MSDS			
8. Employee Uniform clean/orderly				
	Badge/keys (if applicable)			

Number of items inspected: _____

Number of items Satisfactory: _____

Number of items Unsatisfactory: _____

WAGES RATES

Janitorial Services

Facilities Management Division

JANITORIAL SERVICES – FACILIITES MANAGEMENT DIVISION
FACILITIES LOCATIONS

WAGE RATES
(FOR LIVING WAGE RATE INFORMATIONAL PURPOSES ONLY EFFECTIVE JANUARY 1, 2021 THRU DECEMBER 31, 2021)

The hourly rate within this attachment shall be in accordance with Broward County Living Wage Ordinance (Sections 26-100 through 26-105 of Article VII, Chapter 26, Broward County Code of Ordinances), as amended, annually adjusted per Living Wage Ordinance.

The completed form should be submitted with the solicitation response prior to the solicitation closing date. If not included with the solicitation response, the proposer is required to provide within three business days of County's request. Vendor may be deemed non-responsible for failure to fully comply within stated timeframes.

The hourly rate must be entered for all personnel positions in accordance with Special Instructions to Vendors, Section J.2. If additional personnel positions are proposed to perform the work, provide information in the applicable sections of this form.

The hourly rate shall be the raw (unburdened) labor rates exclusive of taxes, insurance, overhead, profit, etc.

NOTE: This form is for informational purposes only and will not be used for final evaluation and scoring for Price.

PERSONNEL POSITIONS (Insert below for each position the minimum unburdened hourly rate)

DESCRIPTION	UNIT	(HOURLY RATE (UNBURDENED)
Project Manager or Equivalent	Hour	$ 30.00
Assistant Project Manager or Equivalent	Hour	$ 22.75
Quality Control Manager or Equivalent	Hour	$ 22.75
Shift Supervisor or Equivalent	Hour	$ 22.75
Team Leader/Supervisor or Equivalent	Hour	$ 19.50
Janitorial Worker or Equivalent	Hour	$ 17.05
	Hour	$
	Hour	$

Vendor Name JANITORIAL 5 STAR SERVICES LLC

JANITORIAL SERVICES – FACILITIES MANAGEMENT DIVISION
FACILITIES LOCATIONS

WAGE RATES
(FOR LIVING WAGE RATE INFORMATIONAL PURPOSES ONLY EFFECTIVE JANUARY 1, 2022 THRU DECEMBER 31, 2022)

The hourly rate within this attachment shall be in accordance with Broward County Living Wage Ordinance (Sections 26-100 through 26-105 of Article VII, Chapter 26, Broward County Code of Ordinances), as amended, annually adjusted per Living Wage Ordinance.

The completed form should be submitted with the solicitation response prior to the solicitation closing date. If not included with the solicitation response, the proposer is required to provide within three business days of County's request. Vendor may be deemed non-responsible for failure to fully comply within stated timeframes.

The hourly rate must be entered for all personnel positions in accordance with Special Instructions to Vendors, Section J.2. If additional personnel positions are proposed to perform the work, provide information in the applicable sections of this form.

The hourly rate shall be the raw (unburdened) labor rates exclusive of taxes, insurance, overhead, profit, etc.

NOTE: This form is for informational purposes only and will not be used for final evaluation and scoring for Price.

PERSONNEL POSITIONS (Insert below for each position the minimum unburdened hourly rate)

DESCRIPTION	UNIT	(HOURLY RATE (UNBURDENED)
Project Manager or Equivalent	Hour	$ 30.00
Assistant Project Manager or Equivalent	Hour	$ 22.75
Quality Control Manager or Equivalent	Hour	$ 22.75
Shift Supervisor or Equivalent	Hour	$ 22.75
Team Leader/Supervisor or Equivalent	Hour	$ 19.50
Janitorial Worker or Equivalent	Hour	$ 17.05
	Hour	$
	Hour	$

Vendor Name JANITORIAL 5 STAR SERVICES LLC

JANITORIAL SERVICES – FACILITIES MANAMGEMENT DIVISION
FACILITIES LOCATIONS

WAGE RATES
(FOR LIVING WAGE RATE INFORMATIONAL PURPOSES ONLY EFFECTIVE JANUARY 1, 2023 THRU DECEMBER 31, 2023)

The hourly rate within this attachment shall be in accordance with Broward County Living Wage Ordinance (Sections 26-100 through 26-105 of Article VII, Chapter 26, Broward County Code of Ordinances), as amended, annually adjusted per Living Wage Ordinance.

The completed form should be submitted with the solicitation response prior to the solicitation closing date. If not included with the solicitation response, the proposer is required to provide within three business days of County's request. Vendor may be deemed non-responsible for failure to fully comply within stated timeframes.

The hourly rate must be entered for all personnel positions in accordance with Special Instructions to Vendors, Section J.2. If additional personnel positions are proposed to perform the work, provide information in the applicable sections of this form.

The hourly rate shall be the raw (unburdened) labor rates exclusive of taxes, insurance, overhead, profit, etc.

NOTE: This form is for informational purposes only and will not be used for final evaluation and scoring for Price.

PERSONNEL POSITIONS (Insert below for each position the minimum unburdened hourly rate)

DESCRIPTION	UNIT	(HOURLY RATE UNBURDENED)
Project Manager or Equivalent	Hour	$ 30.00
Assistant Project Manager or Equivalent	Hour	$ 22.75
Quality Control Manager or Equivalent	Hour	$ 22.75
Shift Supervisor or Equivalent	Hour	$ 22.75
Team Leader/Supervisor or Equivalent	Hour	$ 19.50
Janitorial Worker or Equivalent	Hour	$ 17.05
_____	Hour	$ _____
_____	Hour	$ _____

Vendor Name JANITORIAL 5 STAR SERVICES LLC

2021 Florida Limited Liability Company Annual Report

2021 FLORIDA LIMITED LIABILITY COMPANY ANNUAL REPORT

Broward County Board of
County Commissioners

FILED
Jan 27, 2021
Secretary of State
3489649676CC

DOCUMENT# L17000159119

Entity Name: JANITORIAL 5 STAR SERVICES LLC

Current Principal Place of Business:

1961 NE 25TH AVE
POMPANO BEACH, FL 33062

Current Mailing Address:

1961 NE 25TH AVE
POMPANO BEACH, FL 33062 US

FEI Number: 82-2282100

Certificate of Status Desired: No

Name and Address of Current Registered Agent:

OLBEL, KRISTEN
1961 NE 25TH AVE
POMPANO BEACH, FL 33062 US

The above named entity submits this statement for the purpose of changing its registered office or registered agent, or both, in the State of Florida.

SIGNATURE:

Electronic Signature of Registered Agent — Date

Authorized Person(s) Detail :

Title	CEO
Name	OLBEL, KRISTEN
Address	1961 NE 25TH AVE
City-State-Zip:	POMPANO BEACH FL 33062

Title	COO
Name	OLBEL, MIKELANGE
Address	1961 NE 25TH AVE
City-State-Zip:	POMPANO BEACH FL 33062

I hereby certify that the information indicated on this report or supplemental report is true and accurate and that my electronic signature shall have the same legal effect as if made under oath; that I am a managing member or manager of the limited liability company or the receiver or trustee empowered to execute this report as required by Chapter 605, Florida Statutes; and that my name appears above, or on an attachment with all other like empowered.

SIGNATURE: KRISTEN LYNNE OLBEL CEO 01/27/2021

Electronic Signature of Signing Authorized Person(s) Detail — Date

Living Wage Ordinance Compliance Affidavit Form

LIVING WAGE ORDINANCE COMPLIANCE AFFIDAVIT
FORM

The completed and signed form should be returned with the Vendor's submittal. If not provided with submittal, the Vendor must submit within three business days of County's request. Vendor may be deemed non-responsivefor failure to fully comply within stated timeframes. Vendor should scan and upload the completed, signed form(s) in BidSync.

Covered Employer: Janitorial 5 Star Services LLC

Address: 1961 NE 25th Ave Pompano Beach, FL 33062

Local Contact: Kristen Olbel | E-Mail Address: janitorial5starservices@gmail

Address: 1961 NE 25th Ave Pompano Beach, FL 33062

Contract #

Amount:

Using Agency Janitorial 5 Star Services LLC

Served: Solicitation No. and Title: BLD2121632P1 Janitorial Services - County Facilities

By signing below I hereby certify that the covered employees listed below: (please check one)

A. ☐ Receive a minimum pay of $ _____ per hour and are provided health benefits valued at $ _____ per hour.

B. ☒ Receive a minimum pay of $ 17.05 per hour and are not provided health benefits.

Provide names of hourly employees and their job classifications providing covered services for the above referenced contract:

Name	Job Class	A or B	Name	Job Class	A or B
Lakesha Hanson	Supervisor	B			
Kenny Bellinger	Supervisor	B			

(Attach Additional sheets in the format above, if needed)

I, Kristen Olbel (Print Name) attest that of Janitorial 5 Star Services (Company) hereby

(1) I have the authority to sign this notarized compliance affidavit, (2) the following information is true, complete and correct and (3) the Vendor certifies that it shall:

a) Pay all employees working on this contract/project, who are covered by the Living Wage Ordinance, as amended, in accordance with wage rates and provisions of the Living Wage Ordinance;

b) Provide the applicable living wage statement regarding wage rates with the employee's first paycheck or direct deposit receipt as required by the Living Wage Ordinance, as amended; and

c) (IF APPLICABLE) If health care benefits are provided under "A" above, the health care benefit meets the standard health benefit plan as described in Section 627.6699 (12)(b)(4), Florida Statutes, as amended. As a principal officer of the covered employer, the undersigned affirms that the referenced Florida Statute has been reviewed and the covered employer's health plan meets all the elements required by the statute, as amended.

Signature Kristen Olbel Title CEO

SWORN TO AND SUBSCRIBED BEFORE ME this 12 day of May, 20 21

STATE OF Fl

COUNTY OF Broward

RENETTE VEDRINE NOTARY PUBLIC STATE OF FLORIDA My Comm. Expires July 22, 2023 No. GG 357147

Notary Public (Sign name of Notary Public)

My commission expires: 7/22/23 (SEAL)

Personally Known ☐ or Produced Identification ☒ Type of Identification Produced: DL

LETTER OF INTENT

BROWARD COUNTY
FLORIDA
OFFICE OF ECONOMIC AND
SMALL BUSINESS DEVELOPMENT

LETTER OF INTENT

BETWEEN BIDDER/OFFEROR AND COUNTY BUSINESS ENTERPRISE (CBE) FIRM/SUPPLIER

This form is to be completed and signed for each CBE firm. If the PRIME is a CBE firm, please indicate the percentage performing with your own forces.

Solicitation No.: BLD2121632P1

Project Title: Janitorial Services - County Facilities

Bidder/Offeror Name: Janitorial 5 Star Services LLC

Address: 1961 NE 25th Ave City: Pompano Beach State: FL Zip: 33062

Authorized Representative: Kristen Olbel Phone: 954-702-2053

CBE Firm/Supplier Name: _____

Address: _____ City: _____ State: ____ Zip: _____

Authorized Representative: _____ Phone: _____

A. This is a letter of intent between the bidder/offeror on this project and a CBE firm for the CBE to perform work on this project.

B. By signing below, the bidder/offeror is committing to utilize the above-named CBE to perform the work described below.

C. By signing below, the above-named CBE is committing to perform the work described below.

D. By signing below, the bidder/offeror and CBE affirm that if the CBE subcontracts any of the work described below, it may only subcontract that work to another CBE.

Work to be performed by CBE Firm

Description	NAICS[1]	CBE Contract Amount[2]	CBE Percentage of Total Project Value
Janitorial Services (Agreement 1-14)	561720		100.00 %
			%
			%

AFFIRMATION: I hereby affirm that the information above is true and correct.

CBE Firm/Supplier Authorized Representative

Signature: _____ Title: _____ Date: _____

Bidder/Offeror Authorized Representative

Signature: Kristen Olbel Title: CEO Date: 05/25/2021

[1] Visit Census.gov and select NAICS to search and identify the correct codes. Match type of work with NAICS code as closely as possible.

[2] To be provided only when the solicitation requires that bidder/offeror include a dollar amount in its bid/offer.

In the event the bidder/offeror does not receive award of the prime contract, any and all representations in this Letter of Intent and Affirmation shall be null and void.

Rev.: June 2018

Compliance Form No. 004

OSHA Certification

5/26/2021

Certificate of Completion

360training.com

This Certifies That

Kristen Olbel

is awarded this certificate for

OSHA 30 Hour Outreach Training Program - General Industry

Credit Hours: 30.00

Completion Date: 05/10/2019

Curtis Chambers, Trainer C 26-0106073 and G 26-0079775

"As an OSHA authorized trainer, I verify that I have conducted this OSHA outreach training class in accordance with OSHA Outreach Training Program requirements. I will document this class to my authorizing OSHA training organization. Upon successful review of my documentation, I will provide each student their completion card within 90 days of the end of the class."

6801 N Capital of Texas Hwy, Bldg I, Suite 250 ♦ Austin, TX 78731 ♦ 877.881.2235 ♦ www.360training.com

BrdSyRc

Broward County Board of County Commissioners

BLD2121032P1

P.2614

Certificate of Insurance

BLD2121632P1

CERTIFICATE OF LIABILITY INSURANCE

DATE (MM/DD/YYYY): 05/12/2021

THIS CERTIFICATE IS ISSUED AS A MATTER OF INFORMATION ONLY AND CONFERS NO RIGHTS UPON THE CERTIFICATE HOLDER. THIS CERTIFICATE DOES NOT AFFIRMATIVELY OR NEGATIVELY AMEND, EXTEND OR ALTER THE COVERAGE AFFORDED BY THE POLICIES BELOW. THIS CERTIFICATE OF INSURANCE DOES NOT CONSTITUTE A CONTRACT BETWEEN THE ISSUING INSURER(S), AUTHORIZED REPRESENTATIVE OR PRODUCER, AND THE CERTIFICATE HOLDER.

IMPORTANT: If the certificate holder is an ADDITIONAL INSURED, the policy(ies) must have ADDITIONAL INSURED provisions or be endorsed. If SUBROGATION IS WAIVED, subject to the terms and conditions of the policy, certain policies may require an endorsement. A statement on this certificate does not confer rights to the certificate holder in lieu of such endorsement(s).

PRODUCER	CONTACT NAME: Martha Julius
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A	X COMMERCIAL GENERAL LIABILITY CLAIMS-MADE X OCCUR GEN'L AGGREGATE LIMIT APPLIES PER: POLICY PRO-JECT LOC OTHER:	N	N	GL67203-0	09/26/2020	09/26/2021	EACH OCCURRENCE DAMAGE TO RENTED PREMISES (Ea occurrence) MED EXP (Any one person) PERSONAL & ADV INJURY GENERAL AGGREGATE PRODUCTS - COMP/OP AGG	$ 1,000,000 $ 50,000 $ 100,000 $ 1,000,000 $ 2,000,000 $ 1,000,000
	AUTOMOBILE LIABILITY ANY AUTO OWNED AUTOS ONLY HIRED AUTOS ONLY SCHEDULED AUTOS NON-OWNED AUTOS ONLY	N	N	02418855-0	07/24/2020	07/24/2021	COMBINED SINGLE LIMIT (Ea accident) BODILY INJURY (Per person) BODILY INJURY (Per accident) PROPERTY DAMAGE (Per accident)	$ $ 10,000 $ 20,000 $ 10,000
	UMBRELLA LIAB OCCUR EXCESS LIAB CLAIMS-MADE DED RETENTION $						EACH OCCURRENCE AGGREGATE	$ $
B	WORKERS COMPENSATION AND EMPLOYERS' LIABILITY ANY PROPRIETOR/PARTNER/EXECUTIVE OFFICER/MEMBER EXCLUDED? (Mandatory in NH) Y / N: Y If yes, describe under DESCRIPTION OF OPERATIONS below	N / A	JN	NHFL0113342019 01/	01/03/2021	01/03/2022	PER STATUTE OTH-ER E.L. EACH ACCIDENT E.L. DISEASE - EA EMPLOYEE E.L. DISEASE - POLICY LIMIT	$ $ 100,000 $ 100,000 $ 500,000
C	Bond	N	N	C28456	04/13/2020	04/13/2021	LIMITS	50,000

DESCRIPTION OF OPERATIONS / LOCATIONS / VEHICLES (ACORD 101, Additional Remarks Schedule, may be attached if more space is required)

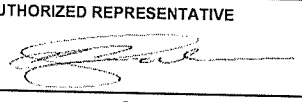
CERTIFICATE HOLDER

To Whom it may Concern

CANCELLATION

SHOULD ANY OF THE ABOVE DESCRIBED POLICIES BE CANCELLED BEFORE THE EXPIRATION DATE THEREOF, NOTICE WILL BE DELIVERED IN ACCORDANCE WITH THE POLICY PROVISIONS.

AUTHORIZED REPRESENTATIVE



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JANITORIAL
5 STAR SERVICES LLC

"Allow us to give you a 5 Star Cleaning"

Employee and Safety Training Manual

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Definition of Terms

Cleaning--Cleaning is removing obvious dirt, debris, and other materials from a surface.

Etiquette—Etiquette refers to rules of acceptable behavior. In other words, etiquette by definition refers to the “rules and conventions governing correct or polite behavior in society in general or in a specific social or professional group or situation.”

Green Cleaning--Green Cleaning is cleaning to protect health without harming the environment.

Falls—

Lockout/Tagout--"Lockout/Tagout (LOTO)" refers to specific practices and procedures to safeguard employees from the unexpected energization or startup of machinery and equipment, or the release of hazardous energy during service or maintenance activities. A lockout/tagout program requires the identification and implementation of practices and procedures necessary to shut down and lockout/tagout machines and equipment. The program requires that certain employees receive training in the lockout tagout procedures and that periodic inspections be conducted to maintain and enhance it.

Safety—Safety as it applies to this manual is relative freedom from danger, risk, or threat of harm, injury, or loss to personnel and/or property, whether caused deliberately or by accident.

Sanitizing--Sanitizing or disinfecting is the actual killing of the microorganisms through heat or chemicals.

Security—Security as it applies to this manual is prevention of and protection against assault, damage, fire, fraud, invasion of privacy, theft, unlawful entry, and other such occurrences caused by deliberate action.

Slips--A slip occurs when there is too little traction or friction between the shoe and walking surface. You slip when you lose your footing or

grip on a slippery surface.

Trips and Falls—A trip is a fall or stumble caused by catching your foot on something. Tripping and falling accidents occur when your foot comes in contact with an object, or drops unexpectedly throwing you offbalance. A fall is when someone or something moves downward to a lower position by the force of gravity.

Universal Precautions--Universal precautions refers to the practice, in medicine, of avoiding contact with patients' bodily fluids, by means of the wearing of nonporous articles such as medical gloves, goggles, and face shields.

Chapter 1: Introduction

WHAT IS THE CUSTODIAL OR JANITORIAL INDUSTRY?

A janitor or custodian is a person who takes care of a building,
such as a school, office building, hospital, or apartment. Janitors are responsible primarily for cleaning, and often though not always some maintenance and security duties. Similar to the custodian or janitor is the building superintendent. Generally a superintendent has more maintenance and managerial duties.

Janitors and custodians may be required to receive training and licensing in various fields, such as Hazmat, CPR, or Boiler Operations, depending on the employer and the specific nature of the job.

A custodian may be considered to be different from a janitor. In some settings janitors are called housekeepers or housekeeping staff and in other settings they are referred to as maintenance or maintenance staff. Institutions have come up with a number of alternative job titles.

PURPOSE OF THIS MANUAL

The purpose of this manual is to acquaint you with cleaning techniques and safety in the Janitorial and Custodial industry. Some typical cleaning jobs may include the following tasks.
Cleaning bathrooms
Sinks
Toilets
Urinals
Cleaning floors
Cleaning carpeting
Cleaning stainless steel and other special surfaces
Clearing tables in lunch room
Emptying trash and recycling bin
Stripping and waxing floors

No matter what job you have as a Janitor or Custodian there are responsibilities associated with your job. One of these responsibilities is safety, safety for you and the safety of your coworkers and guests or patients in your facilities. Over the many years, safety has evolved

into a very high profile responsibility. Depending on where you live and work, safety laws and regulations are becoming more stringent and demanding.

Ideally safety is freedom from danger. Of course, every safety topic for the Janitor or Custodian cannot be covered in this one manual. However we will be discussing many safety topics including protection from the risk of harm or injury, safety devices, and responsibilities.

Topics including general information and new employee orientation will be covered. There are sections on accident prevention, bloodborne pathogens, electrical safety, lockout and tagout, safe lifting, and of course cleaning techniques.

Chapter 2: General Safety Rules for Everyone

The Janitors and Custodians may consist of many groups of employees. As indicated by the different job titles mentioned, jobs in this industry are many and diversified. There are general safety rules that apply to everyone. Some of these rules are discussed here. Horseplay is always prohibited…so don't even think about it!

PERSONAL

Personal Hygiene

Hygiene refers to the set of practices associated with the preservation of health and healthy living. Hygiene is a concept related to medicine, as well as to personal and professional care practices related to most aspects of living, although it is most often associated with cleanliness and preventative measures. In medicine, hygiene practices are employed to reduce the incidence and spreading of disease.

Cleanliness requires a daily bath and a change to clean underclothing. Use a deodorant to prevent body odor. If you are a guy, shave daily. Give teeth and hair proper care, everyday. Keep fingernails short and clean. If you are a gal, use cosmetics in moderation. Refrain from the use of heavy scents.

In order to control cross-contamination, hands should be washed after performing cleaning duties. Before continuing on to the next area, wash your hands. Also, wash before meals and after going to the restroom.

Massage hand cleaner around the fingers, knuckles, and hands. Scrub fingernails with a brush. Keep your hands lower than your elbows when washing. Wash vigorously for two minutes. The tap water should be running during the entire process. Use medicated hand moisturizer when skin becomes dry or chapped.

To protect yourself you should use the proper Personal Protective Equipment or the acronym PPE for each cleaning task you perform.

Report to Work Rested

A first step to safety is to report to work rested, alert, and ready to perform your job. Fatigue may affect your ability to work safely. It may also impair your ability to treat your colleagues with the hospitality consistent with your training.

Wear Appropriate Clothing
Next, you should always wear appropriate clothing for your job. Follow your company's dress code. This includes wearing proper footwear for the job.

If you will be working equipment and machinery, don't wear rings and jewelry that can get caught in the moving parts.

Keep long hair tied back or under a hat. This will avoid having your hair getting caught in machines. Clothing should fit properly allowing room for movement without being so loose it could get caught in machinery moving parts.

Report Accidents
Most companies provide necessary first aid and medical treatment for injuries. If you are injured on the job, report the accident to your supervisor immediately, so that proper medical treatment can be provided.

First aid or professional medical treatment will be given as necessary; however, you must report all accidents and injuries when they occur, even if your injury does not require medical treatment.

PERSONAL PROTECTIVE EQUIPMENT

What is personal protective equipment or the acronym PPE and how does it affect you? Personal protective equipment is equipment that has been designed to protect you from potential injuries. When required for certain job assignments, personal protective equipment will be issued to you. It’s your responsibility to wear it.

Personal protective equipment could include safety glasses when your eyes are exposed to potential injury, gloves to protect your hands, hard hats for head protection, hearing protection for high noise areas, face shields to protect your face, respirators, specialized shoes…all these and more are considered personal protective equipment.

Wearing personal protective equipment is important to protect you from injury or illness while performing your job. Some of the personal protective equipment you need may include:

Eye Protection
You should choose the proper type of eye protection for the hazard. For example, safety glasses are not appropriate when working with chemicals that may splash in your face or

eyes. Goggles and a face shield would be the best choice when working with chemicals.
Skin Protection

You should wear the right protective gloves for the hazard or chemicals. Some products can melt or go through the glove. Also protect your skin by wearing a protective apron or smock. If your clothing is soaked with chemicals, change them immediately to prevent prolonged skin contact.

Hearing Protection
Hearing protection may also be required if you work in a noisy area or with noisy equipment such as vacuums and other tools.

Respiratory Protection
Respiratory protection may be required depending on the job and chemical products being used. You must be trained before using a respirator. Discuss the need for this protection with your supervisor.

ELECTRICAL SAFETY

Electrical safety is another important safety consideration. Naturally, everyone has been exposed to electricity and how dangerous it can be if it's misused.

Generally, in the workplace you should always inspect electrical cables, cords, and plugs for frays, cracks, cuts, or defects before you use them. If the electrical tools or equipment you use do not say “Double Insulated” on the manufacturer's tag, then they must be grounded with a 3-prong plug and a grounded cable. This provides some degree of protection from electrical shock in case of a malfunction or short in the tool. Figure 1 shows a three prong plug and receptacle.

What this means is there must be a third prong on the plug. The third wire goes to ground. In case of a short or malfunction, the electricity will flow though this third wire to ground and not through the person holding the malfunctioning tool or equipment. Of course, if the ground wire is not properly connected to the system or the third prong is missing from the plug, then there is no electrical shock prevention.

Always check and test your equipment for safety before you use it.
Never allow an outlet to be overloaded.

Don’t overload circuits by plugging in more than the allowed number of electrical power outlets.

The use of octopus plugs, as shown here, makes a dangerous situation that could cause a fire. Electrical hazards can be caused by faulty electrical tools and equipment, appliances and wiring, electrical outlets, switch panels and electric transformers.
Remember to unplug any electrical appliance before you clean it. Working around water and electricity is dangerous.

Make sure that any electrical or other types of cords do not create tripping hazards. Of course, never clean electrical equipment with flammable or toxic solvents and never use flammables near electrical tools. The sparks from the inside of a machine or tool can cause an explosion.

CONTROL OF HAZARDOUS ENERGY/ LOCKOUT TAGOUT

What is Lockout/Tagout or LOTO?
"Lockout/Tagout or LOTO" refers to specific practices and procedures to safeguard employees from the unexpected energization or startup of machinery and equipment, or the release of hazardous energy during service or maintenance activities. A lockout/tagout program requires the identification and implementation of practices and procedures necessary to shut down and lockout/tagout machines and equipment. The program requires that certain employees receive training in the lockout tagout procedures and that periodic inspections be conducted to maintain and enhance it.

Lockout is the practice of using keyed or combination security devices or “locks” to prevent the unwanted activation of mechanical or electrical equipment. Tagout is the practice of using tags in conjunction with locks to increase the visibility and awareness that equipment is not to be energized or activated until such devices are removed. A tagout device is usually a non-reusable type, attachable by hand, self-locking, and non-releasable with a minimum unlocking strength of no less than 50 pounds.

Authorized and Affected Employees for LOTO
Now, before we go much further, let's discuss two categories of employees requiring knowledge and training in lockout/tagout procedures. The first category is “Authorized Employees”. These are maintenance personnel who actually use lockout and tagout procedures while they are repairing or maintaining equipment. The second category is “Affected Employees.” This describes any employee who uses or works around equipment and machinery that may be locked out or tagged out. You need to be able to recognize tags

used by your employer for LOTO. It’s recommended that virtually all employees be in the “Affected Employee” category.

What are Hazardous Energy Sources?
Let's begin with some basics, as you'll need these to understand the program. What are hazardous energy sources?

Electricity is used to provide power to a wide variety of machines and equipment. Locking out of electricity prevents electrical equipment from accidental release of electricity during maintenance or repair. The main problem here is locking out electricity does not guarantee that other energy sources won't be released. There may be a steam valve that requires locking out as well or hydraulic, vacuum, or pneumatic pressure, mechanical motion, springs, thermal energy such as steam or heat, or extremely low temperature liquids or gases.

Releases of chemicals or chemical reactions are other energy sources that must be controlled, dissipated, or shut off. Locking out of electricity may not provide adequate protection during maintenance and repair. Each machine or piece of equipment must be inspected by trained employees to determine adequate lockout procedures for all potential hazardous energy sources. Your organization must have these energy sources identified and listed in the written lockout/tagout policy and procedures.

The first step in all lockout/tagout procedures is to identify the potential energy sources that will require control by lockout or tagout. In general, there are 6 types of energy sources that may be encountered. As we discussed earlier, electrical energy is the first type of energy source for consideration. In addition there is mechanical energy, hydraulic energy, pneumatic energy, thermal energy and chemical energy.

Mechanical energy can present a danger from moving parts such as rotating fans, shafts, gears, grinding wheels, moving packer blades, panels, conveyors, and more. Hydraulic systems that work using fluid under pressure are candidates for LOTO procedures. An example of pneumatic energy is air pressure stored on Air Brake Systems. Pneumatic pressure may also be present in air accessories and control systems. Thermal energy is heat, heat from fluids such as coolant and lubricating oils and from hot machinery such as engines, exhaust systems, electric motors, and gear cases are sources of potential thermal energy. Finally, potential energy can be released by chemicals when they react with one another, or react with air and/or water.

Now, that we have identified potential energy sources; we have to determine which switch, valve or other isolating device will be operated to isolate these energy sources. Whenever working on equipment in a manner which any potential energy source could be encountered, the appropriate procedures must be followed to isolate or disable the applicable hazards.

Employee Training for LOTO
Employees or any other authorized and affected employees who may be reasonably expected to use the equipment or procedures for LOTO must receive annual LOTO training from the appropriate training staff. Training requirements are outlined under Code of the Federal Register 29 CFR 1910.147 Section (c)(7) (i),(ii), and (iii). These training programs are designed to provide you with a good understanding of lockout/tagout procedures.

Record Keeping for LOTO
Inspection records and training records will be kept by your employer. Training records will be maintained by employer and they will include an outline of topics covered. In addition, a sign in sheet of attendees will be included with training records. Inspection records will also be kept.

Inspection Methods for LOTO
OSHA requires that a LOTO Program be reviewed once a year and that periodic inspections of the procedures are made to ensure that they are being followed correctly. Inspections may be done in the shops in your physical plant. These shops may include auto, central plant, controls, electric, plumbing, and refrigeration. Inspections are designed to include cataloging the general types of hazardous energy and equipment applicable to each area.

Some inspections may involve questions only; some may include demonstrations; and others may occur during actual LOTO activities. General questions that may be asked include:
1. Who are the authorized employees, i.e. those using LOTO)?
2. Who are the affected employees, i.e. who are employees that could be exposed to LOTO hazards?
3. Are procedures for energy control in place?
4. What equipment is subject to LOTO?
5. Do specific written procedures exist, i.e. written procedures for de-energizing and reenergizing equipment?
6. Where are your locks/tags?
7. What if an “Authorized Employee” is not available to remove the lock?
8. What inspection records exist for your Department?

9. Do you know what training records exist?

Who is Responsible?
Each individual must accept the responsibility to know the rules and to follow your organization's policies and procedures exactly. The primary purpose of any LOTO program is accident prevention. It is designed to safeguard you and those around you. Safety is always a team effort and LOTO is no different. The rules are very important and if you're not sure about a particular procedure don’t be afraid to ask questions. Ask your supervisor. Don't take chances! Failure to properly lockout and tagout when necessary can lead to potentially serious injury.

To make sure the machine doesn't start accidentally, all hazardous energy must be locked out. Hazardous energy could be electricity, springs under tension, gravity…where heavy parts could fall down, liquids, or steam under pressure or other hazardous energy sources. Some common lockout/tagout equipment is shown in Figure 3. The figure illustrates locks with keys and tags.

Even if you don't work in these areas or you're not a mechanic or machine operator, it's important that you know about these tags and locks.

Never Remove LOTO
Never remove any of these tags or locks, unless you're the person who placed them there. Don't attempt to start any machine that has a lock or tag on it. Lockout and tagout procedures save lives.

EMERGENCY ACTIONS

In case of fire, exit the building by appropriate exits. Remain calm and report to your designated area so your supervisor can account for you. It's important to know if anyone is left inside the building or if anyone is missing.

In case of earthquake or a tornado, it's best not to go outside. Falling electrical lines, broken glass, or other dangerous conditions could exist outside your building. Experts recommend that you get under a sturdy desk or other heavy object and Duck, Cover, and Hold.
Duck under a heavy object for safety.
Cover your head with your hands.
Hold that position until it's safe to move.

In cases of emergency, you should know elements of your company's emergency plan and be prepared to follow them.
Remain calm and use your good judgment and your training to protect yourself and others.

HOUSEKEEPING FOR EVERYONE

In this case housekeeping means that you should check your work area for materials, cords, cables, or other items that can cause slips, trips, or falls.
Housekeeping is checking your equipment to make sure grease or oil doesn't leak on floors, causing potential slips and falls.
Your housekeeping duties include checking closets in your work area for trash, debris, or other potential hazardous conditions. Then address the issue.
Housekeeping is also taking the time to make sure your entire work area, regardless of your job description, is neat, clean, and organized; including putting tools or utensils where they belong when you've finished using them.
Housekeeping is picking up paper, trash, or debris when you see it…even if it's not in your department.
Housekeeping is your responsibility, no matter where you work.

SLIPS, TRIPS AND FALLS

Slips, trips, and falls are a major cause of workplace injuries. Believe it or not accidents happen. Fall injuries can happen when a janitor simply steps off of a loading dock. Or perhaps, a truck driver breaks his ankle when jumping down from the cab of his truck.

Causes of Slips, Trips, and Falls
Slips happen when there is too little friction or traction between footwear and the walking surface. It is easy to slip on a wet or oily surface.

Slips and falls happen. Jumping from any elevated surface is hazardous. You can fall from ladders, stairs, or curbs. Slippery floors, debris, or uneven surfaces will potentially cause you to trip or slip and fall. The study of slip, trip, and fall accidents and injury statistics help us to understand where we went wrong. We use information from these studies and statistics to determine how to prevent future accidents.

Is there a magic bullet? New floor surfaces, "slip resistant" shoes--what is the answer? We believe the answer is education, greater awareness, and maintaining a good safety attitude. We all must accept responsibility for working and acting safely.

We just can't run the risk of you, your coworkers, building occupants, vendors, or clients slipping and falling. First, we are going to review some of the ways people trip and fall. Next, we will review basic prevention techniques.

When your foot strikes an object causing you to lose your balance, you trip and then you stumble or fall. Slips, trips, and fall injuries are caused by hazardous conditions. Hazardous conditions may include an obstructed view or poor lighting.

Clutter left in isles, trash left on the floor, and protruding chair legs contribute to hazardous conditions. These conditions will certainly lead to accidents if left unattended. Uneven steps, uncovered cables, and open bottom desk drawers also provide circumstances that may lead to trips and falls. Wrinkled carpeting or rolled corners on rubber mats provide another set of hazardous conditions.

Prevention Techniques
Both slips and trips result from some a kind of unintended or unexpected change in the contact between your feet and your walking surface. Good housekeeping is the first and the most important level of prevention for these accidents.

All spills should be cleaned up immediately, especially those in isles and walkways.
Spills and wet areas should be marked with orange cones or "Wet Floor" signs.
Debris should be mopped or swept from floors, immediately.

Obstacles such as stocking carts, crates, and empty boxes should be removed from walkways. Walkways and isles should be kept free of clutter.

Runners, rubber mats, rugs, and carpets that do not lay flat should always be secured to walking surfaces.

File cabinet and storage drawers should always be left closed.
Remember that wires and cables are potential tripping hazards.

Lighting is important. Be sure to keep work areas and walkways well lit by replacing burned out light bulbs and faulty switches. Replacing burned out light bulbs is often part of a janitor's job.

All drains must have drain covers that are secured to the floor.

Clean Up!

Cleaning supplies are often dropped and spilled on the floor. It's not good enough just to wipe them up; you have to actually clean the surface. Let's say someone knocks a bottle of marble cleaner off the shelf and onto the floor. The bottle hits the floor and goes crash! Wax goes everywhere. We now have a hazardous condition. By definition this is certainly a slip, trip and fall hazard.

First you must mark the hazard with a sign or an orange cone.

Next you pick up the container and as much of the wax as possible using a broom and dustpan.

A dustpan is a cleaning utensil commonly used in combination with a brush or broom. Industrial and commercial establishments may provide you with a hinged dustpan on the end of a stick to prevent you from constantly stooping to use it. Handheld dustpans may be used with either a full-size broom or with a smaller whisk broom or brush sometimes called a duster.

Water spills should be mopped, and then wiped dry with a dry rag or towel.

Safety awareness is the key to safety.
You will find that there are many hazards occurring in your working environment on a daily basis. Spilled water, ice cubes, broken glass, and food on the floor…all of these things pose special hazards. Of course, you should immediately clean spills or pick up items on the floor or stairs. The only thing that's going to prevent an accident is for you to be aware of potential hazards and pay attention to your walking surfaces.

If you see something on the floor that doesn't belong there, pick it up. It's that simple! Remember, watch where you walk. Be aware of your surroundings. Always wear approved slip resistant footwear at work. When you see water on the floor or some other hazard, clean it up!

To properly clean up a spill that contains oils, you must first wipe it up and then put some abrasive powder on the contaminated surface. Rub the area to remove any remaining oils. Then clean the floor surface with soap and water, rinse it, and make sure the floor surface is not slick.

Without good housekeeping practices, any other preventive measures will never be fully effective.

Footwear

Footwear is important! Footwear is personal protective equipment where floors may be oily, wet or if workers spend considerable time outdoors. In these circumstances, fall accident prevention should focus on selecting proper footwear. Ordinary tennis shoes are popular, but in wet and slippery environments, they can contribute to accidents and injuries. There is compelling evidence that using slip-resistant footwear reduces accidents.

Effectiveness of slip resistant footwear depends on more than just the footwear design. It is also affected by its use, environmental conditions, and the type of floor surface and finish that is in your working environment.

Behaviors that Lead to Falls

In addition to wearing the wrong footwear, there are behaviors which can lead to slips, trips, and falls. For example, a behavior that can cause a hazardous condition is simply walking too fast or running. Other behaviors that may lead to falls include activities such as not watching where you are going; carrying cleaning buckets and supplies which obstruct your view; wearing sunglasses in low-light areas; failure to use handrails, and allowing yourself to be distracted. These and other behaviors, caused by lack of knowledge, impatience, or bad habits can lead to serious accidents. You can eliminate many slips, trips and fall accidents by simply paying attention and watching where you’re going.

Warehouse Vehicles

You should never hitch a ride on a forklift, pallet jack, or in the bed of a truck while you’re working. Death or serious injury is a potential result of extra riders falling from these vehicles. The safe way is "NO RIDERS".

Vehicles and the “Three Point System”

Janitors and custodians are often moved from one location to another. When getting in and out of vehicles, always practice the "Three-Point System." This is particularly important if you are getting in or out of a truck. This system can significantly reduce the chances of injury through a slip or fall while entering or exiting a vehicle. The Three-Point System means that three of your four limbs are in contact with the vehicle or the ground at all times, either one hand and two feet, or two hands and one foot. In other words, only one limb is in motion at any one time. When getting out of a truck, step down backward.

It is never safe to ride in the back of a truck--if you must, when getting off the bed, step down backward, never "jump" or "fall" down forward.

Stairwells

Stairwells should be well lit with sturdy handrails on both sides. When you are walking down a stairwell, you should always have one free hand. This will allow you to use the handrail. All the steps must be kept free of grease, oil, and obstacles. Obstacles can increase the probability that you or others will have an accident. You should always avoid carrying heavy or bulky objects up or down stairs. Objects that obscure your vision and/or require the use of both hands are a source of hazards. You should carry smaller, lighter loads and make more trips, or obtain help from a coworker. Use an elevator if one is available.

Ladders

Ladders are often used by janitors and custodians. Appropriate ladders should be used when performing jobs such as changing light bulbs, cleaning wall surfaces that are above arms reach, and storing supplies on top shelves. The "Three-Point System" should also be practiced when you use a ladder. This system can significantly reduce the chances of injuring yourself through a slip or fall while climbing ladders. As discussed earlier, the “Three-Point System” means that three of your four limbs are in contact with the ladder at all times, either one hand and two feet, or two hands and one foot. Only one limb should be in motion at any one time.

Ladders cause a great number of injuries. Make-shift ladders, chairs, boxes, and barrels should never be used as substitutes for a ladder. The risk of injury is far too great.
The area around the top and bottom of ladder must be kept clear.
Never use a ladder for any purpose other than the one for which it was designed.
Self-supporting step ladders and non-self-supporting extension portable ladders must be able to support at least four times the maximum intended load, except extra-heavy-duty metal or plastic ladders, which must be able to sustain 3.3 times the maximum intended load.

Step Ladders

Figure 8 Example of what not to do. Never stand on the top two steps of a step ladder
Of course, we all know to never stand on the top two steps of a step ladder. That’s just too dangerous and it causes an unsafe shift in the center of gravity of the step ladder.

Don’t lean past the rails of the ladder as this also creates instability. We call this the belt buckle rule. Don’t lean past your belt buckle for safety.

When climbing up or down a ladder, always face the ladder.
Naturally, don't use a metal ladder when doing electrical work. There is a great risk of electrocution or getting a shock that could throw you off the ladder.
Foldout or stepladders must have a metal spreader or locking device to hold the front and back sections in an open position when in use. See the figure above.

Extension Ladders
There are 3 basic requirements for extension ladder setup.
First, the top of the ladder must extend 3 feet or 3 rungs above the point of contact to the structure.

Secondly, it must be setup at the precise angle of 75.5 degrees to provide the proper angle for climbing. The old four to one ratio makes this difficult to achieve, but the correct angle is important. An "extension ladder angle verification device" is recommended to achieve this angle with accuracy.

Did you know? The most common reason extension ladder accidents occur is due to ladders set up at an improper angle! Several studies show that when workers attempt to set up a ladder at 75.5 degrees without a measurement device, resulting angles varied as much as 9 degrees.

There are commercially available Ladder Angle Verification Devices that are factory set at the OSHA required 75.5-degree angle for correct ladder set up. These devices are simple to use and easily attached to any ladder.

Lets' face it, without a verification device, how do you know that your angle is correct?
Ladders are to be kept free of oil, grease, wet paint, and other slipping hazards.
Do not stand above the highest "safe standing level: prescribed by the ladder's manufacturer.

Do not extend the center of your body's torso past either side rail of the ladder. In other words, don't overreach.

Face the ladder while ascending and descending.
Don't carry tools in hand, use a tool belt.
Wear proper footwear.

FIRE PREVENTION

Good housekeeping is the first step in fire prevention. If you have poor housekeeping, you don't have good fire prevention.

The second step in fire prevention is to know where fire extinguishers are located and how to use them. Fire extinguishers are often marked with a sign as shown in Figure 3. These signs are usually at eye level.

If you don't know how to use the extinguishers at your location, learn how before a fire happens. It's not as easy as it looks because in case of fire, everyone is under pressure and it is easy to panic.

As a review of the use of extinguishers, the first rule is: Life Safety Is Paramount. This means that unless it's safe to do, don't try to play the hero. Don’t try to extinguish a fire that could be hazardous for you or others. Remember, your life is more important than property. The figure below shows a typical fire extinguisher. Fire extinguishers are equipped with a gauge such as the one shown; the needle should be in the green zone - not too high and not too low. There is a nozzle at the end of a hose for aiming. Each extinguisher has a pin to prevent accidental discharging.

However, if extinguishing the fire can be done safely, extinguish it. Use a fire extinguisher. Use the key word PASS, as described below, to remember the proper procedures for extinguishing a fire. First, stand about 8 to 10 feet away from the fire. You don't want to be close to the fire because the pressure of the extinguishing agent may spread the fire. Stay at least 8 to 10 feet away.

The PASS Acronym
P A S S is an acronym that can be used as a quick reference for the operation of a fire extinguisher.
P is for Pull. First you pull the Pin at the top of the extinguisher. The pin releases a locking mechanism and will allow you to discharge the extinguisher.
A is for Aim. Next you aim at the base of the fire, not the flames. This is important-in order to put out the fire, you must extinguish the fuel.
S is for Squeeze. And next you squeeze the lever slowly. This will release the extinguishing agent in the extinguisher. If the handle is released, the discharge will stop.
S is for Sweep. Finally you sweep from side to side using a sweeping motion. Chase the fire into a corner. You must move the fire extinguisher back and forth until the fire is completely out.

It is often a good idea to aim the nozzle in a neutral direction away from anything, and then lightly squeeze the handle. This will give you a feel for your particular extinguisher.
Be sure to operate the extinguisher from a safe distance, several feet away, and then move towards the fire once it starts to diminish. Since different fire extinguishers have distinct recommendations for operating distances, be sure to know the instructions on your fire extinguisher. These instructions should be reviewed the first time you familiarize yourself with your facility. Remember to aim at the base of the fire, and not the flames. Chase the fire into a corner if possible, away from any concentration of flammable materials with a sweeping, herding motion.

A typical fire extinguisher contains 10 seconds of extinguishing power. This could be less if it has already been partially discharged. Always read the instructions that come with the fire extinguisher beforehand and become familiarized with its parts. It is highly recommended that you get hands-on training.
Once the fire is out, don’t walk away. Watch the area for a few minutes in case the fire reignites.

The Fire Triangle
The triangle illustrates the rule that in order to ignite and burn, a fire requires three elements: heat, fuel, and an oxidizing agent, usually oxygen. The fire is prevented or extinguished by removing any one of the three. A fire naturally occurs when the elements are combined in the right mixture. A graphic depiction of the fire triangle is given in the figure below.

The Fire Tetrahedron
It has largely been replaced in the industry by the fire tetrahedron. The removal of heat explains fire suppression in a majority of cases. However, the suppression effect of Halon, which is a stable halocarbon used to put out fires, cannot be explained completely. It can partly be explained by what is called chemical inhibition. That means that it reacts chemically to reduce the concentration of radicals in the flame. These radicals are essential in the chemical reactions. This has led to development of the fire tetrahedron with the bottom representing the sustaining of chemical reactions. This is illustrated in the next figure.

Combustion is a chemical reaction that feeds a fire more heat and allows it to continue. When the fire involves burning metals like lithium, magnesium, or titanium, it becomes even more important to consider the energy release. The metals react faster with water than with oxygen and thereby more energy is released. Putting water on such a fire results in the fire getting hotter or even exploding because the metals react with water in an exothermic

reaction. Some metals also burn in carbon dioxide. Therefore, inert agents for example dry sand must be used to break the chain reaction of metallic combustion.
The take home message here is that you must know what kind of fire you are dealing with to know how to distinguish it. If you are not certain, leave it to the professionals.

CAUSES OF ACCIDENTS AND INJURIES

What causes accidents and injuries? Actually, statistics have been maintained by a number of organizations and insurance companies over the years. With millions and millions of accidents and injuries, it's fairly easy to determine the different accident types, causes, and other information. Accidents are investigated to determine what happened, so precautions and safety standards can be implemented to prevent the same type of accident from being repeated.

That's one reason we have so many safety rules and regulations. If people keep falling off ladders, it could reveal that ladders are unsafe to use. Upon investigation of ladder accidents, professionals can determine how the ladder was used and what actually caused the accident.

In most cases it wasn't the ladder that was unsafe. It was the person using it in an unsafe manner. In fact, this is true of most accidents. You'd be surprised to learn that many ladder accidents and injuries are the result of unsafe acts of people.
That's right, unsafe acts of people.

Not equipment, not floors, not ladders, not machines, but people. How can that be?
People don't try to have accidents and they don't try to injure themselves. We're not saying that physical hazards never cause or contribute to an accident because they do. However, many accidents and injuries are caused by the acts of people…people taking short cuts, not following proper procedures, ignoring safety rules, and just not paying attention. Or not being trained in safety procedures.

We should always consider possible risks before starting any job and consider how our actions might affect the safety of ourselves and others.

Safety is everyone’s responsibility; regardless of where you work. Your company has provided you with training and equipment to perform your job safety but safety is really up to you. You need to follow company policies and procedures on every job, every day. If you do that, you’ll be doing your part in helping to reduce accidents and injuries in the workplace.

SAFE LIFTING AND BACK INJURY PREVENTION

Safe Lifting

You've probably heard it a million times...bend your legs, not your back. The reason you've heard it so much is back injuries are painful and debilitating and a serious back injury can prevent you from earning a living or enjoying your leisure time. Nobody wants a back injury.

What can you do to help reduce your risk?

Never bend your back when lifting. Never bend over and reach to lift anything. Your back is a complex and sensitive structure made up of vertebrae, discs and nerves. The discs are made of a soft jelly-like substance that acts like shock absorbers between the vertebrae. Bending over and lifting puts pressure on these sensitive discs and greatly increases the likelihood of an injury.

Never twist while lifting. This too can damage your back. You may twist and lift every day and you haven't experienced an injury or back problem yet. If you continue to twist and lift, sooner or later, you will have a back injury. Instead of twisting, lift the item safely, pivot your feet then set the item down. It doesn't take any more time and it could save your back.
If an item is too heavy to lift on your own ask a co-worker to help you. Don't try to lift it yourself. You've been trained and taught proper lifting procedures.
Whatever you lift, keep it close to your body.

The figure shown above is an illustration of proper lifting technique. You should lower your body by bending your knees keeping your back perpendicular to the floor. You should keep the object as close to your body as possible and then use your leg muscles to lift the object. But, it's your responsibility to lift safely. Nobody can do it for you, it's your decision. Make the right choice, the safe choice.

Tips to Prevent Back Pain

Back pain is a fact of life. Many of us have suffered back pain and we know that it's something to avoid. Most doctors don't agree upon what treatment for back pain is best. However, they all agree exercise and diet will greatly reduce your chances of back pain or injury. Since we're not doctors, you should get medical advice on diet and exercise that's best for you.

Proper work practices will make a difference.

As described in the previous section, there are some safe lifting techniques you can use to reduce the potential of injuries and back pain.
Don’t lift heavy objects. Get mechanical assistance. Use hand trucks and folding carts as illustrated in the figure below.

When lifting avoid bending and twisting—always use your leg muscles to lift.
Have lumbar support and armrests where you sit.
Change positions frequently.

Safety is a job requirement, but more importantly, safety is a moral obligation to yourself, the company, co-workers, and your family. One accident is simply one too many.

Exits
It is important to know where exits are located and to make sure they’re not blocked. Safety awareness will eliminate the vast majority of injuries.

Chapter 3: CLEANING

THREE T'S OF CLEANING

In order to think through the proper steps in cleaning anything, you must first identify the problem, and then select the proper cleaning products and tools to do the job. Having done this, it is important to understand how to properly use these cleaning products and tools. This is an essential element of a successful cleaning job. It is important to know how and why certain procedures and products work and why some do not.

In order to increase the cleaning efficiency of any cleaning chemical, one can utilize what is known as "The Three T's of Cleaning".

The first "T" is for Time. If a cleaning compound stays on a surface longer, the cleaning efficiency of the product is enhanced. This fact explains why a foaming product is better than a pure liquid on vertical surfaces. A pure liquid runs down the vertical surface. The foam tends to remain longer on the surface; thus increasing the cleaning efficiency.

The second "T" is for Temperature. When hot water is used in a carpet extractor, or when hot water is combined with high pressure washing, or "steam cleaning", the product performs better.

The third "T" is for Turbulence or Agitation. Ever wonder why a black or brown stripping pad is used with a stripper to remove floor finish? The Brown Stripping Pad is constructed of polyester fibers in a semi open texture nonwoven fabrication. Abrasive particles are distributed throughout and adhered to the pad with a sturdy adhesive. This turbulence speeds the removal of floor finish.

Have you ever washed your car using a rag or sponge? You were adding turbulence which

makes the car get cleaner faster. When hand washing is accomplished, the three "T's" are put to work, and many other cleaning procedures employ the three "T's" of cleaning.

CHEMICALS USED FOR CLEANING AND THE MSDS

Chemicals are a vital part of any cleaning operation. Without them we couldn't clean. But with them, we need to take precautions. If you follow precautions, the chemicals you work with are safe. But you may need to wear personal protective equipment such as gloves in order to ensure your safety.

How do you know what kind of protection is required for each chemical?
The answer is the Material Safety Data Sheets or MSDS. The MSDS contains all the information you need to know about any chemical you work with such as ingredients, hazards, First Aid, personal protective equipment and more. If you're unsure about a chemical ask your supervisor for the MSDS. You can never be too safe or too informed about the chemicals that you use.

Material Safety Data Sheet--MSDS
The Material Safety Data Sheet, commonly called the MSDS, is a component of your University's Chemical Hygiene Plan and Hazard Communication Program. The MSDS contains information provided by the chemical manufacturer and is maintained by the University to inform students and staff of the possible hazards associated with chemicals being used in their laboratory or work area. It is a critical part of any laboratory safety program. The goal of the MSDS is to provide you with a summarized, multi-source resource that informs you of certain basic but necessary pieces of information regarding the substance or chemical you are about to use.

The MSDS informs you about the material's physical properties and related health effects, personnel protective equipment necessary to protect the you, first aid treatment necessary in the event of an exposure, how to respond to accidents, and the planning that may be necessary in order to safely handle a spill.

The MSDS may vary in style and content, but all contain certain required sections. State and Federal law requires that all manufacturers and distributors of chemical products provide the end user with a manufacturer specific MSDS. One method of accessing is through electronic databases. Many employers keep a notebook with MSDSs for the particular cleaning supplies that you will be using in your job.

What is a Material Safety Data Sheet?
The MSDS is a widely used system for cataloging information on chemicals, chemical compounds, and chemical mixtures. MSDS information may include instructions for the safe use and potential hazards associated with a particular material or product. MSDS can be found anywhere chemicals are being used.

There is also a duty to properly label substances on the basis of physico-chemical, health and/or environmental risk. Labels can include hazard symbols such as the European Union standard black diagonal cross on an orange background, used to denote a harmful substance.

The goal of the MSDS is to provide the user with a summarized, multi-source resource that informs the user of certain basic but necessary pieces of information regarding the substance they are about to use. The MSDS informs the user about the material's physical properties and related health effects, personnel protective equipment necessary to protect the user, first aid treatment necessary in the event of an exposure, how to respond to accidents, and the planning that may be necessary in order to safely handle a spill.

Each company can design its own MSDS form, and the sections may be in different order. But, the basic kinds of information on any MSDS will be the same. This is an example of the first page of an MSDS.

Chemical Name
For example, there is always a section that lists the identity of the substance or the chemical name on the label, date the MSDS was prepared, the name and address of the manufacturer, and usually a phone number for emergencies and more information.
Hazardous Ingredients/Chemical Identity

The section on hazardous ingredients and chemical identity includes names of substances in the chemical that might be dangerous, and safe exposure limits such as Permissible Exposure Limit or PEL as set by OSHA or the Threshold Value Limit or TVL. This section also lists common names for the chemical.

Physical Characteristics
The section on physical characteristics describes many physical qualities of the chemical, and lets you know what is usual or safe. For example, it may state how the chemical looks and smells; boiling and melting temperatures--this is important in case a chemical might become a gas you could breathe; evaporation rate; how easily the chemical dissolves; and

how heavy it is--this tells you if it will sink, float, or dissolve in water.

Fire and Explosion Data
The section with fire and explosion data provides information on the lowest temperature when the chemical could catch fire or flash point. It also contains flammability data that lets you know if it's flammable; if it catches fire below 100 degrees Fahrenheit; is combustible; or, if it catches fire above 100 degrees Fahrenheit. In addition, this section lists the best way to put out a fire involving that chemical.

Reactivity
The section on reactivity describes what happens if this chemical comes in contact with air, water, or other chemicals. It also describes conditions, like heat, or materials that can cause the chemical to react by burning, exploding, or releasing dangerous vapors. The chemical is called "incompatible" or "unstable" with these conditions or substances. For example, sodium metal is unstable when it comes in contact with water. It explodes!

Health Hazards
The section on health hazards lists ways the chemical might enter your body, like splashing on your skin or being breathed in as vapor. It will also list possible symptoms of overexposure. This section will provide information about how overexposure might make existing medical conditions worse, and it describes emergency first aid procedures.

Usage, Handling, and Storage
The section on usage, handling and storage describes how to clean up an accidental spill, leak, or release. This part will include any special procedures that might be required for clean-up. It will provide you with information on how to handle, store and dispose of chemicals safety. Remember, if there is an accident, you must notify your laboratory instructor or professor immediately. You may take care of it yourself only if you are trained to do so and are wearing the proper personal protective equipment.

Special Protection and Precautions
This section explains special Personal Protective Equipment to use when working with a chemical. It also describes requirements for special procedures, extra health or safety information, signs that should be posted, and other information not covered in other sections.

It is wise to study MSDSs for any chemicals you will work with in your job. MSDSs for a many commercial substances are not primarily intended for use by the general consumer.

Material safety data sheets focus on the hazards of working with the material in an occupational setting. For example, an MSDS for a cleaning solution is not highly pertinent to someone who uses a can of the cleaner once a year, but they are extremely important to someone who works with a cleaner or a chemical in a confined space for 40 hours a week. You may work in many different departments throughout your facility…housekeeping, offices, the kitchen, and others. Employees in each of these departments use different chemicals in the performance of their job responsibilities.

You need to be aware of what chemicals are on what items before you use them. Some chemicals when mixed together can be quite deadly. Let's give you an example. A kitchen employee may have used ammonia on a rag to clean something in the kitchen. That's perfectly okay as long as there was proper ventilation. Ammonia on its own is perfectly safe when used properly. But if you take the ammonia soaked rag and use it with detergent containing bleach you have just created a very hazardous condition.

Ammonia and bleach, when mixed together, form a deadly combination called chloramine gas. Chloramine gas can kill you. Never mix bleach and ammonia.

Stain removers and certain detergents can also be a hazard. That is why it's vital to your safety and the safety of those around you to always read the chemical label and the MSDS sheet for each chemical that you use and always wear the required personal protective equipment. You can't afford not to!

VENTILATION
Most of today's new office buildings and workplaces are highly insulated and practically air tight. While this is great as far as cost effective energy bills go, the down side to tightly insulated buildings is poor indoor air quality. As windows and doors are typically kept shut throughout the day, moisture, and stale air that can carry contaminants and pathogens. The air circulates inside and gives rise to various problems including mold and mildew, health problems, ruined furniture, and peeling paint. The quality of indoor air can be achieved through mechanical ventilation.

An excellent way to ventilate thoroughly, efficiently, and cheaply is to use exhaust fans.
What Are Exhaust Fans?
An exhaust fan is a mechanical ventilation device that helps to draw out stale and impure air from a room or building and bring in fresh air, thereby improving the quality of indoor air.

Exhaust fans

are typically ducted to the exteriors, through which bad indoor air can effectively be removed from your work space. Any volatile cleaning supplies will also be vented.
There is a lot of heat and humidity in the bathrooms and laundry rooms and without proper ventilation, mold and mildew can accumulate. Ventilation also keeps the heat down and makes your facility a more comfortable place to work.

Use spray bottles instead of aerosols for applying chemicals if another means is not possible, and make sure you have proper ventilation when using chemicals. When in a commercial building, make sure ventilation systems are turned on. Inadequate ventilation allows chemical byproducts to be absorbed into porous items such as ceiling tiles and wallboard.

What to do when there is no exhaust fan
If you are cleaning a restroom with no exhaust system, prop the door open. Place a “Cleaning in Progress” sign in the doorway.

Whenever possible, use mechanical means rather than chemical means for cleaning. For example, use a microfiber cloth instead of a chemical-based dust control product. Also use a microfiber cloth instead of a feather duster, which causes dust to become airborne.

REPORT HAZARDOUS CONDITIONS

We couldn’t possibly cover every safety hazard you may encounter on the job. That’s why it’s up to you to pay attention to safety and do your part to reduce accidents and injuries. You work in the facility every day and no one knows your job better than you.

The training you’ve received should help you perform your job in a safe manner. But it’s really up to you. Obey all posted warning signs. Read and follow all instructions on chemical labels and MSDS sheets. Lift safely. You should always report hazardous conditions to your supervisor, so they can be corrected.

But most of all; use your common sense and good judgment and make yourself personally responsible for a safe and accident free workplace. Take pride in your job and in safety. Nobody can do it for you.

Chapter 4: CLEANING IN THE HEALTH CARE INDUSTRY

Sanitation and good housekeeping can both be defined as the practice of rendering the hospital free from agents injurious to health. Microbiology, the study of microscopic living, plantlike organisms, including bacteria, viruses, yeasts and molds is the biological science on which sanitation is based. There are many communicable diseases known to man. Each one of these diseases or infections is caused by a specific organism. Organisms enter the body through the respiratory tract, digestive tract or through breaks in the skin and multiply, causing tissue injury and body reaction. As the organisms multiply many are shed by the infected person and may be spread to others, thus beginning the cycle again.

BACTERIA

Bacteria are one of the more common microorganisms. Bacteria generally reproduce and multiply by simple division. Each cell reaches maximum size and divides into two parts. The two parts then grow to full size and each divides again. This cycle is repeated again and again. Food and environmental conditions such as moisture, temperature, light, and degree of alkalinity influence the rate of bacterial growth. Presence or absence of oxygen is also an important factor, because some bacteria require the presence of oxygen for growth and others require the absence of oxygen.

VIRUSES

Viruses are much smaller than bacteria and they are very often too small to retain in filters. Viruses are considered by some to be living organisms, by others to be complex protein molecules that are capable of growth and multiplication only in living cells. Because of their size, they can remain suspended for long periods of time or they can be transplanted from place to place through the hospital's air conditioning system.

INFECTION CONTROL

You know about infection, bacteria, and viruses, but how do you control these potential health hazards? Control of infection caused by these bacterial and viral organisms depends on breaking what can be called the chain of infection. This chain consists of the reservoir or source of infection, which might be bacteria laden dust, the means of transmission of the infection such as air and finally, the host. The object of infection control is to eliminate reservoirs and to block the means of transmission.

Pathogenic organisms can be transmitted from the reservoir of infection to the new host in four different ways:

1.The first of these is contact, which includes direct contact such as kissing and indirect contact, which means organisms are passed from their reservoir to some object or substance and then to the host.

2.The second type of transmission is sneezing or coughing, which involves droplets.

3.The third type is droplet nuclei, which are the small residue of evaporated droplets that carry pathogenic organisms. These droplet nuclei remain suspended in the air for long periods of time.

4.The fourth type is dust that has become contaminated, which is present on floors, in clothing, and in bedding and when stirred up by normal activities, moves from place to place.

The first step in infection control is to understand the difference between cleaning and sanitizing.

Cleaning is removing obvious dirt, debris, and other materials from a surface. Sanitizing or disinfecting is the actual killing of the microorganisms through heat or chemicals. Disinfectants are very helpful in infection control. There are specific housekeeping procedures essential in controlling the spread of infection.

Top priority should be given to the cleaning of horizontal surfaces, but also give proper attention to the cleaning of walls and other vertical surfaces. Harmful bacteria, which may be introduced into surroundings in a variety of ways, are often airborne for only a short distance. Then they become attached to both vertical and horizontal surfaces, but especially to floors.

Use wet-cleaning methods such as damp wiping, damp mopping, and wet mopping wherever possible. Ordinary dry dusting methods may serve only to redistribute bacteria-laden dust. The use of properly filtered or built in vacuum cleaners is acceptable for dusting and sweeping operations. Add effective germicides or other pathogen killing chemicals to wet cleaning solutions. Don't mix germicides and detergents because the two ingredients may neutralize each other if the appropriate chemicals are not used. If you want to use a combination of germicide and detergent they should be purchased premixed.

Although, the germicide has some value on the floor itself, its real value is in the reduction of bacterial levels in the mop bucket. Unless checked, bacteria multiply rapidly in the warm, moist environment of mop water and may actually contaminate a floor being cleaned.
Fresh damp wiping cloths, treated dust cloths, and clean wet mops should be used to clean surfaces.

The used wet mops and cleaning cloths must be laundered every day. They should not be left soiled or wet in a work closet overnight. Clean the equipment and storage closet every day. Separate cleaning equipment should be maintained for newborn nursery, postpartum, isolation nursery, delivery suite, operating suite, and the emergency department. Use plastic film or waxed paper bags for the disposal of infected materials.

THE LAUNDRY

Contaminated linens should be handled in accordance with approved techniques. Handling of linen is a crucial phase in infection control because soiled linen is a source of microbial contamination. Processing of soiled linen begins when the linen is removed from the patient, bed, stretcher, physician, nurse, examining table, or operating table.

Laundering removes pathogens by dilution, acidity, and alkalinity in the washing process and by application of extremely high heat of 345 degrees Fahrenheit or more in the ironing process. There are a variety of linen handling, processing, and disposing procedures, each unique to individual hospitals. Be sure to follow your hospital's policies and procedures because this is extremely important in infection control. Be sure you've had the proper training and if you're not sure about something, ask your supervisor.

ODOR CONTROL

Odor control is part of infection control. Odor problems arise as a result of poor sanitation in toilet areas, utility rooms and work closets. Deodorizer blocks or sprays that attempt to mask the odors are a mark of poor housekeeping. The most effective way to deodorize these areas is with fresh air, removal of the causes, and frequent cleaning with a detergent-disinfectant solution. Garbage collection areas and soiled linen storage areas may be sites where bad odors arise. Frequent removal of garbage, cleansing of garbage cans, and use of tight lids and the use of waxed paper or plastic liners in garbage cans will help to keep odors to a minimum. Good ventilation is extremely helpful also.

WASTE

Waste constitutes a problem and can be classified into three types:

•Non combustible such as glass, tin, casts, and other materials
•Combustible such as wet tissue, bone, garbage, flowers, or dry combustible such as paper, crates, cartons, and trash
•Chemicals such as acids, flammables, and solvents.

All waste except chemicals can be further classified as infectious or non-infectious. Cartons and boxes are classified as combustible dry waste, but a gift box discarded by a patient in isolation becomes combustible dry infectious waste. The best advice is to follow your hospitals waste handling and disposing procedures.

INSECT AND RODENT CONTROL

Insect and rodent control is very important in infection control as these pests do carry bacteria and other harmful microorganisms; therefore, each individual should take care in their daily work habits, cleanliness, and assisting the hospital in insect and rodent control program.

SUMMARY

Infection control is critical in hospitals due to a wide variety of potential hazards. Follow your hospital's policies and procedures, be aware of the hazards, and do your part in making your hospital as safe and infection free as possible. Employees and patients deserve no less.

BLOODBORNE PATHOGENS

Okay, let's talk about some of the risks and hazards associated with bloodborne pathogens and ways to avoid them. The first place to start is with training.

Under no circumstances should anyone be allowed to work with bloodborne pathogens in any form without full and complete training. Although you may have a special certification or other external training, your employer is responsible for providing you with thorough, sitespecific training and continued instruction in programs and procedures.

Written standard operating procedures or SOPs must form the basis of your ongoing bloodborne pathogen training program.

Training

If you are likely to be in contact with blood borne pathogens, you will have a program designed to provide a good understanding of bloodborne pathogens, common modes of their transmission, methods of prevention, and other pertinent information.
Bloodborne Pathogen training is required if you can reasonably anticipate facing contact with blood and/or other potentially infectious materials as part of your job duties. All Health Care facilities such as a hospital require bloodborne pathogens training and exposure plans, but there are a wide range of other individuals who may come in contact with blood or potentially infectious materials. These individuals may include industrial nurses, first aid providers, emergency first responders, police, and staff.

Pathogens

The pathogens of primary concern are the human immunodeficiency virus (HIV), hepatitis B virus (HBV), and hepatitis C virus (HCV). You are urged to take advantage of available engineering controls and work practices to prevent exposure to blood and other body fluids.

BLOODBORNE DISEASES

Bloodborne pathogens are microorganisms such as viruses or bacteria that are carried in blood and can cause disease in people. There are many different bloodborne pathogens including malaria, syphilis, and brucellosis, but Hepatitis B or HBV and the Human Immunodeficiency Virus or HIV are the two diseases specifically addressed by the OSHA Bloodborne Pathogen Standard. We are going to provide you with information about hepatitis C; this is a bloodborne pathogen that has no cure.

Hepatitis B

In the United States, approximately 300,000 people are infected with Hepatitis B or HBV annually. Of these cases, small percentages are fatal. "Hepatitis" means "inflammation of the liver," and, as its name implies, Hepatitis B is a virus that infects the liver. While there are several different types of Hepatitis, Hepatitis B is transmitted primarily through "blood to blood" contact. Hepatitis B initially causes inflammation of the liver, but it can lead to more serious conditions such as cirrhosis and liver cancer.

There is no "cure" or specific treatment for HBV, but many people who contract the disease will develop antibodies, which help them get over the infection and protect them from getting it again. The Hepatitis B virus is very durable, and it can survive in dried blood for up to seven days.

HUMAN IMMUNODEFICIENCY VIRUS

AIDS, or acquired immune deficiency syndrome, is caused by a virus called the human immunodeficiency virus, or HIV. Once a person has been infected with HIV, it may be many years before AIDS actually develops. HIV attacks the body's immune system, weakening it so that it cannot fight other deadly diseases. AIDS is a fatal disease, and while treatment for it is improving, there is no known cure.

It is good to know that, the HIV virus is very fragile and will not survive very long outside of the human body. It is primarily of concern to employees providing first aid or medical care in situations involving fresh blood or other potentially infectious materials. Because it is such a devastating disease, all precautions must be taken to avoid exposure.

HEPATITIS C

Hepatitis C is a blood-borne infection caused by an RNA virus, hepatitis C virus (HCV). This virus causes damage to the liver that may result in chronic infection and disease. HCV is unrelated to any of the other known hepatitis viruses (A, B, D and E), and infection is identified by the detection of antibodies to the virus in the blood.
There is no known cure for Hepatitis C.

Risk for exposure
Healthcare personnel are at risk for occupational exposure to bloodborne pathogens, including hepatitis B virus (HBV), hepatitis C virus (HCV), and human immunodeficiency virus (HIV). Exposures occur through needlesticks or cuts from other sharp instruments contaminated with an infected patient's blood or through contact of the eye, nose, mouth, or skin with a patient's blood. Most exposures do not result in infection.

Your employer should have in place a system for reporting exposures in order to quickly evaluate the risk of infection, inform you about treatments available to help prevent infection, monitor you for side effects of treatments, and determine if infection occurs.
How can occupational exposures be prevented?

Many occupational exposures can be prevented. Needle sticks and other cuts can be prevented by using safe techniques. Using appropriate barriers such as gloves, eye and face protection, or gowns when contact with blood is expected can prevent many exposures to the eyes, nose, mouth, or skin.

MODES OF TRANSMISSION

Bloodborne pathogens such as HBV, HCV and HIV can be transmitted through contact with infected human blood and other potentially infectious body fluids. These body fluids include semen, vaginal secretions, cerebrospinal fluid, synovial fluid, pleural fluid, peritoneal fluid, and amniotic fluid.

It is important to know the ways exposure and transmission are most likely to occur in your particular situation, whether it is providing first aid to an individual in an emergency, handling blood samples in the laboratory, or cleaning up blood from a hallway.

Bloodborne pathogens are most commonly transmitted through sexual contact, sharing of hypodermic needles, from mothers to their babies at or before birth, accidental puncture from contaminated needles, broken glass, or other sharps, contact between broken or damaged skin and infected body fluids, contact between mucous membranes and infected body fluids.

Accidental puncture from contaminated needles and other sharps can result in transmission of bloodborne pathogens. Anytime there is blood-to-blood contact with infected blood or body fluids, there is a slight potential for transmission.

Unbroken skin forms an impervious barrier against bloodborne pathogens. Infected blood can enter your system through open sores, cuts, abrasions, acne, and any sort of damaged or broken skin such as sunburn or blisters.

Bloodborne pathogens may also be transmitted through the mucous membranes of the eyes, nose, or mouth.

As an example, a splash of contaminated blood to your eye, nose, or mouth could result in transmission.

PPE, WORK PRACTICES and ENGINEERING CONTROLS

It is extremely important to use personal protective equipment and work practice controls to protect yourself from bloodborne pathogens. "Universal Precautions", also known as “Standard Precautions” is the name used to describe a prevention strategy in which all blood and potentially infectious materials are treated as if they are, in fact, infectious, regardless of the perceived status of the source individual.

In other words, whether or not you think the blood or body fluid is infected with bloodborne pathogens, you treat it as if it is. Appropriate use of Personal Protective Equipment (PPE) is required by engineering and work practice controls. Where occupational exposure remains after standard engineering and work practice controls are implemented, personal protective equipment shall be used.

Impermeable gloves must be worn when hand contact with blood or mucous membranes is possible. Gloves must also be worn when Other Potentially Infectious Material or OPIM is possible. Gloves must be worn when non intact skin is anticipated, when performing vascular access procedures, or when handling contaminated items or surfaces.

You must be able to wash your hands after contact with blood or other potentially infectious materials. OSHA requires that employees wash their hands and any other skin with soap and water or flush mucous membranes with water as soon as feasible after contact with blood or other potentially infectious materials.

Protective clothing must be removed before leaving the room, and disposed of in an appropriately designated area or container for storage, washing, decontamination or disposal. Probably the first thing to do in any situation where you may be exposed to bloodborne pathogens is to ensure you are wearing the appropriate personal protective equipment (PPE). For example, you may have noticed that emergency medical personnel, doctors, nurses, dentists, dental assistants, and other health care professionals always wear latex or protective gloves.

Rules to follow
There are some simple rules to follow. When coming in contact with blood borne pathogens, you should always wear personal protective equipment. You should replace PPE that is torn or punctured. You should remove PPE before leaving the work area. If you work in an area with routine exposure to blood or potentially infectious materials, the necessary PPE should be readily accessible. Contaminated PPE should be placed in appropriately labeled bags or containers until it is disposed of, decontaminated, or laundered.

Gloves
Gloves should be made of nitrile a rubber used especially in latex-free gloves; neoprene rubber, or other water impervious materials. If glove material is thin or flimsy, double gloving can provide an additional layer of protection. You should always inspect your gloves for tears or punctures before putting them on. If a glove is damaged, don't use it!

When taking contaminated gloves off, do so carefully. Make sure you don't touch the outside of the gloves with any bare skin, and be sure to dispose of them in a proper container so that no one else will come in contact with them.

REMOVE YOUR GLOVES BEFORE DOING ANY OTHER WORK.

Goggles
Anytime there is a risk of splashing or vaporization of contaminated fluids, goggles and/or other eye protection should be used to protect your eyes. Splashing could occur while cleaning up a spill, during laboratory procedures, or while providing first aid or medical assistance.

Face Shields
Face shields may be worn in addition to goggles to provide additional face protection. A face shield will protect against splashes to the nose and mouth.

Aprons
Aprons may be worn to protect your clothing and to keep blood or other contaminated fluids from soaking through to your skin.

Wearing gloves, gowns, masks, and eye protection can significantly reduce health risks. The new OSHA standard covering bloodborne disease requires that you have appropriate personal protective equipment (PPE) and clothing available.

If you follow safe operating procedures and wear proper personal protective equipment the possibility of contracting a bloodborne disease is greatly reduced.

SELECTING PERSONAL PROTECTIVE EQUIPMENT

Janitors and housekeepers working in health care facilities must use personal protective equipment such as gloves. Single use gloves cannot be washed or decontaminated for reuse. Utility gloves may be decontaminated if they have not been compromised. If you are allergic to standard gloves, you must be provided hypoallergenic gloves or similar alternatives.

You should wear eye and mouth protection such as goggles and masks, glasses with solid side shields, and masks or chin-length face shields when splashes, sprays, splatters, or

droplets of potentially infectious materials pose a hazard through the eyes, nose or mouth. More extensive coverings such as gowns, aprons, surgical caps and hoods, and shoe covers or boots are needed when gross contamination is expected.

OTHER PROTECTIVE PRACTICES

If an your skin or mucous membranes come into contact with blood, you are to wash with soap and water and flush eyes with water as soon as feasible. In addition, you must wash your hands immediately or as soon as feasible after removing gloves. If soap and water are not immediately available, your employer may provide other hand washing measures such as moist towelettes. You still must wash with soap and water as soon as possible.
You must refrain from eating, drinking, smoking, applying cosmetics or lip balm, and handling contact lenses in areas where they may be exposed to blood or other potentially infectious materials.

Normal clothing that becomes contaminated with blood should be removed as soon as possible because fluids can seep through the cloth to come into contact with skin. Remember to use universal precautions and treat all blood or potentially infectious body fluids as if they are contaminated. Avoid contact whenever possible, and whenever it's not, wear personal protective equipment. If you find yourself in a situation where you have to come in contact with blood or other body fluids and you don't have any standard personal protective equipment handy, you can improvise. Use a towel, plastic bag, or some other barrier to help avoid direct contact.

Hygiene Practices
Hand washing is one of the most important and easiest practices used to prevent transmission of bloodborne pathogens. Hands or other exposed skin should be thoroughly washed as soon as possible following an exposure incident. Use soft, antibacterial soap, if possible. Avoid harsh, abrasive soaps, as these may open fragile scabs or other sores. Hands should also be washed immediately or as soon as feasible after removal of gloves or other personal protective equipment.

Because hand washing is so important, you should familiarize yourself with the location of the hand washing facilities nearest to you. Laboratory sinks, public restrooms, janitor closets, and so forth may be used for hand washing if they are normally supplied with soap. If you are working in an area without access to such facilities, you may use an antiseptic cleanser in conjunction either with a clean cloth or paper towels or you may use antiseptic towelettes. If these alternative methods are used, hands should be washed with soap and

running water as soon as possible.

Decontamination
Decontamination should be accomplished by using a solution of 5.25% sodium hypochlorite or household bleach diluted between 1:10 and 1:100 with water. The standard recommendation is to use at least a quarter cup of bleach per one gallon of water. Decontamination can also be accomplished by using Lysol or some other EPA-registered tuberculocidal disinfectant. Check the label of all disinfectants to make sure they meet this requirement.

If you are cleaning up a spill of blood, you can carefully cover the spill with paper towels or rags, then gently pour the 10% solution of bleach over the towels or rags, and leave it for at least 10 minutes.

If you are decontaminating equipment or other objects such as scalpels, microscope slides, broken glass, saw blades, tweezers, mechanical equipment upon which someone has been cut, first aid boxes, or other contaminated equipment, you should leave the disinfectant in place for at least 10 minutes before continuing the cleaning process.

Of course, any materials you use to clean up a spill of blood or potentially infectious materials must be decontaminated immediately, as well. This would include mops, sponges, re-usable gloves, buckets, and pails.

For large blood spills, you should generally contact custodial staff for cleanup. They are trained to do this and use disinfectant to decontaminate the area. However, if you are trained to do so, you can cleanup blood spills if the above procedures are followed.

Sterilization
Sterilization can be achieved using a number of techniques such as heat, irradiation; filtration; and chemical sterilization. In the microbiology laboratory, the most widely used sterilizers are autoclaves. Autoclaves eradicate micro-organisms by use of pressurized steam to cause thermal stress. To achieve a sufficient kill rate, it is necessary to raise the temperature such that even the most thermo-tolerant micro-organisms are inactivated.

Sharps
Needles and broken glass must be disposed of in sharps containers. Improperly disposed needles can cause injury.

Needles
Needles should never be recapped.
Needles should be moved only by using a mechanical device or tool such as forceps, pliers, or broom and dustpan.
Never break or shear needles.
Needles shall be disposed of in labeled sharps containers only.

Sharps containers shall be closable, puncture-resistant, leak-proof on sides and bottom, and must be labeled or color-coded.

When sharps containers are being moved from the area of use, the containers should be closed immediately before removal or replacement to prevent spillage or protrusion of contents during handling or transport.

Broken Glassware
Broken glassware that has been visibly contaminated with blood must be sterilized with an approved disinfectant solution before it is disturbed or cleaned up.

Other Sharps
There are safety dangers associated with accidental breakage of glass capillary tubes. These tubes are used for collection of blood in a variety of health care settings, including hospitals; ambulatory care facilities, physicians' offices, blood donation facilities, and blood testing centers.

Accidental breakage of the tubes has been reported when the tubes are inserted into putty for sealing and during centrifugation.

Blood can spatter, potentially exposing personnel to bloodborne pathogens. The broken glass fragments also can injure the user, resulting in exposure to blood. Breakage during use may result in a penetrating wound and blood inoculation to the user.

To reduce the risk, OSHA recommends that users consider blood collection devices less prone to accidental breakage and readily available, including capillary tubes that are not made of glass, glass capillary tubes wrapped in puncture-resistant film, products that use a method of sealing that does not require pushing one end of the tube into putty to form a plug, or products that allow the blood to be measured without centrifugation.

Signs, Labels, and Color Coding

Warning labels need to be affixed to containers of regulated waste, refrigerators and freezers containing blood or other potentially infectious material; and other containers used to store, transport, or ship blood or other potentially infectious materials.

These labels are fluorescent orange, red, or orange-red. Bags used to dispose of regulated waste must be red or orange red, and they, too, must have the biohazard symbol readily visible upon them. Regulated waste should be double-bagged to guard against the possibility of leakage if the first bag is punctured. Labels should display the universal biohazard symbol.

Emergency Procedures
In an emergency situation involving blood or potentially infectious materials, you should always use Universal Precautions and try to minimize your exposure by wearing gloves, splash goggles, pocket mouth-to-mouth resuscitation masks, and other barrier devices.

If you are exposed
If you are exposed, however, you should wash the exposed area, report the exposure, fill out a report form, and request testing.

1.Wash the exposed area thoroughly with soap and running water. Use non-abrasive, antibacterial soap if possible. If blood is splashed in the eye or mucous membrane, flush the affected area with running water for at least 15 minutes.
2.Report the exposure to your supervisor or instructor as soon as possible.
3.Fill out an exposure report form. This form will be kept in your personnel file so that you can document workplace exposure to hazardous substances. This form can be obtained from your Safety Department.
4.You may also request blood testing or the Hepatitis B vaccination if you have not already received it.

Hepatitis B Vaccinations
Employees who have routine exposure to bloodborne pathogens, such as doctors, nurses, first aid responders, and similar occupations, must be offered the Hepatitis B vaccine series at no cost to themselves. The employees have a right to refuse the vaccination but will need to complete a form documenting their decision not to accept the vaccination.

Record Keeping
Medical records are to be retained for each employee with occupational exposure of bloodborne pathogens for the duration of employment plus 30 years. These records must be

confidential and must include name and social security number; hepatitis B vaccination status, and results of any examinations, medical testing and follow-up procedures; a copy of the healthcare professional's written opinion; and a copy of information provided to the healthcare professional.

Training records must be maintained for three years and must include dates, contents of the training program or a summary, trainer's name and qualifications, names and job titles of all persons attending the sessions.

Medical and Training Records
The Bloodborne Pathogens Standard requires both medical and training records be maintained. For at least the duration of employment plus 30 years, and must be kept confidential not disclosed without written permission of employee, except by law and separate from other personnel records.

Chapter 5: CLEANING PROCEDURES AND TIPS

CLEANING PRINCIPLES

Cleaning can be a rewording and sometimes fun! It helps to know the basic cleaning principles. First look at what it is you want to clean. Do you know where the dirt came from? If not don't worry. I will give you some ideas on how to find out. It's also important to know the different cleaners and when to use them.

Let's get familiar with some basic cleaners!
Abrasives work like sandpaper and physically remove dirt. They come in powders, liquids and tools like brushes, sponges and pads.

Acid is the opposite of alkaline and can be used to remove rust stains, water deposits and even clean clogged pipes. Depending on its pH level the lower from 7 the more powerful. 7 being neutral and anything higher is considered a Alkaline. Some acids include lemon juice, (citric acid) vinegar, (acetic acid) and hydrochloric acid.

Alkaline can be used to remove heavy oil and grease, wash windows. Clean coffee and tea stains and dissolve grease. Alkaline include banking soda, ammonia, TSP, acronym for TriSodium Phosphate, and lye.

Bleaches used to bleach out a discoloration by removing or adding oxygen. Bleaches are also used to disinfect because of their ability to kill germs safely. Bleach types include oxygen bleach which adds oxygen, reducing bleach which removes oxygen, and peroxide.

Detergents have the ability to lower surface tension and of deflocculating soil and dirt clumps and keeping them in suspension, so they can be washed away. Detergents are typically considered to be both water and oil soluble, which serves as an emulsifying agent. Detergents are used to clean both soil and grease. Detergents include laundry cleaners or synthetic detergents and soap.

Solvents are capable of dissolving another substance to form a uniformly dispersed mixture. They are chemically capable of dissolving oily and greasy soils and stain and speed up drying time because they evaporate faster than water. The types of solvents are water miscible or wet solvents like alcohol and butyl cello solve, and water immiscible or dry solvents like OMS, acronym for odorless mineral spirits and kerosene.

Enzymes are microorganisms engineered to break down protein and oil into their basic components. Enzymes are sensitive to pH changes and chemical reactions.
Now you have the knowledge of what the basic cleaners do. So now we need to identify the problem.

Some grime you might already know.
Some might be more complicated.
Food might automatically be considered a protein; some foods like juices and condiments contain dye.

Urine is a protein but it's also very acidic and may require a combination of enzyme and alkaline to completely remove it.

The pH Scale
In chemistry, pH is a quantitative scale for measuring the acidity or alkalinity of liquid solutions. The scale runs from the number 0 to 14. The number 7 on the pH scale is neutral, not acid or base. The number 0 on the pH scale is a strong acid. The number 14 is a strong alkali. In the cleaning industry the word "alkali" is used to denote base. So the pH scale runs from 0 acid to 14 alkali.

On the pH scale each full number increase represents a tenfold increase of the acidity or alkalinity of the solution. It is a geometric progression by the number 10. So pH of 1 is 10 times more powerful than pH of 2. The pH of 3 is 100 times more powerful than pH of 4.
The numbers on the scale denote the "strength" characteristics of the solution not the "quantity" or dilution of the solution. Whether you have a drum of lye or a table-spoon of lye they both have the same strength characteristics pH.

COLOR CODING OF CLEANING SUPPLIES

Why Color Coding is Important?
Color coding cleaning supplies improves training and communication. It is an intuitive visual coding system, removing language and literacy barriers when training a diverse workforce in proper cleaning processes. Color coding also provides supervisors with quick visual indicators for monitoring employee activity to prevent tool or chemical misuse.
Examples of the Use of Color Coding of Supplies in Cleaning:
Red: High bacteria areas for example restrooms with toilets and urinals.

Red cleaning supplies are used in areas of the restroom that have higher bacteria

concentrations, where sanitation is a priority. Particularly toilets and urinals should have a high priority.

Yellow: Specialty cleaning for gymnasiums and laboratories.

Use for sinks and general restroom cleaning, to prevent cross contamination from toilet and urinal areas. May also be used for specialty cleaning activities such as gymnasiums, laboratories and floor-care projects.

Green: Foodservice areas for example cafeterias and kitchens.

Green cleaning supplies should be used in areas that come into contact with food, including kitchens, cafeterias and employee break rooms. Or for example, a separate color could be used for food preparation areas for an added degree of safety. For example, in food preparation areas, one color, for example a light lime green, could be used for raw meats and another color for preparation of fruits, vegetables, and lettuces, for example a deep woods green.

Blue: General use for example offices, hallways and classrooms.

Blue is used for general cleaning in offices, entrances, hallways and reception areas.

Color Coding Prevents the Misuse of Chemicals
The use of color coding for cleaning supplies prevents the misuse of chemicals and reduces the transfer of harmful substances by separating potentially hazardous cleaning chemicals into their appropriate areas. For example, mopping solutions can be coded for a specific floor to avoid the use of caustic chemicals that may permanently damage the surface.

Simplifies Supply Management
By keeping cleaning tools in their proper areas, color coding allows custodial departments to keep better track of their equipment and supplies. Productivity increases when employees no longer have to search for misplaced tools or proper cleaning equipment.

Improves Efficiency
Color coding enhances the professional appearance of employees and increases their efficiency by making it easy to organize the cleaning process.

Of course every facility is unique. The colors discussed here are just the common colors used in color coding. Additional colors may be used for specific applications, such as color

coding types of chemicals for use with specific flooring materials or counter tops.

In addition, color tape or decals can be applied to your existing or off the shelf cleaning supplies. This gives you the ability to easily change cleaning applications and reassign supplies to different areas or functions as required. For example, color coded decals can be used to change supplies from the general use blue coding to the bathroom red coding.

It is never recommended to reassign any red labeled cleaning supply. Certainly if any red coded supplies are reassigned to any other areas, the supplies must be thoroughly decontaminated, cleaned, and sanitized by disinfection or sterilizing. It would make good sense to dispose of the red supplies and purchase new ones instead of risking cross contamination.

The next figure shows a series of colored and white brushes used in cleaning. Color coded decals or tape can be placed on the handles of the white brushes to achieve color coding.

Chapter 6: Cleaning Office Buildings

As mentioned above there are many different areas in office buildings, hospitals, and schools that require cleaning. Office buildings have restrooms with toilets, urinals, trash cans, and sinks to be cleaned. They also have restaurants, cafeterias, and kitchens that are food service areas. In addition, office areas have entry ways, hallways, and classrooms that must be cleaned. And finally there are specialized areas such as gymnasiums and laboratories that must be cleaned. In this chapter we will address cleaning the areas mentioned above; as well as mirrors, walls, floors, window coverings, upholstery, televisions, and computers.

CLEANING RESTROOMS

We will start with cleaning restrooms. The fact is that at least 50 percent of the public's complaints about buildings concern the upkeep of restrooms. According to industry professionals, there is an increase in public awareness of what one can acquire from dirty restrooms. Because of this, owners, operators, manufacturers, distributors and suppliers are all working hard to come up with systems and processes to make cleaning easier, safer, faster and better.

Restroom Deep Cleaning

Indeed, relatively recent innovations in restroom cleaning range from ergonomically designed toilet-bowl brushes and environmentally safe citrus-based cleansers to color-code and even touch-free cleaning systems.

Combined with old-fashioned common sense and attention to detail, the new cleaning improvements make it easier and safer than ever to leave a restroom spotless.
Because the definition of 'clean' is very subjective and varies from one environment to another, it is important to determine what is required in terms of cleanliness. One definition of clean is "free from dirt or impurities."

With the exception of critical care areas, such as those found in some health care facilities or food service environments there are few, if any, broadly established cleaning standards.

Toilet Cleaning Today

A workable cleaning schedule is important. Most restrooms are cleaned once a day and sometimes monitored throughout the day. Restrooms with high traffic volume, such as those

in airports, restaurants and other establishments may need attention hourly. According to experts, managers and operators who thoroughly assess the overall use of each restroom in their facility will have far fewer restroom complaints.

Those who devise cleaning schedules that accommodate the need for regular cleaning and maintenance, as well as incidental and as-needed cleaning will not hear any complaints.

Top Five Restroom Complaints
Once the cleaning basics have been established – how clean and how often – cleaning professionals still face every restroom's "Top Five." These are the five typical restroom complaints and the most common cleaning challenges that workers face. They are:

1) Cross-contamination hazards
2) Soap and towel dispensers that don't work
3) Unsightly garbage
4) Soiled or stained surfaces
5) Persistent odors

CROSS-CONTAMINATION

There are a number of ways to prevent the spread of germs when cleaning a restroom. Experts say, first kill the germs by using disinfectant solutions properly. In order to achieve disinfection, it is important to carefully follow label directions on the cleaner container. More often than not, the directions will include specifics on how the cleaner is to be applied, as well as the length of time that it should remain on surfaces in order to achieve the required disinfection levels.

Other recommendations include using a color-coded system when cleaning. With a system like this, tools that are one color can be used for cleaning toilets, while a different color can be reserved for intense work.

This type of system will make sure that management, as well as the cleaning staff, doesn't use any of these tools outside the restroom.

SOAP AND TOWEL DISPENSERS THAT DON'T WORK

This is a case where back-ups make sense.
Managers may want to consider offering patrons both hand towel machines and hand blow

dryers. This is an alternative solution if one or the other is out of order. Frequent service, repair, and replacement of machines also help eliminate this common complaint.

UNSIGHTLY GARBAGE

Regardless of whether a restroom is disinfected properly, unsightly garbage can make it appear unsanitary. Studies show that people often use a paper towel on door handles when leaving restrooms. If a garbage receptacle isn't near the door, they often drop the towel on the floor.

Analyzing traffic and these types of use patterns will help determine whether alternate placement or additional receptacles are needed.

SOILED OR STAINED SURFACES

An obvious first step in cleaning would be removal of visible soiled surfaces.

The nature of the surface and the soil will affect which tools and cleansers to use. For instance, degreasers might be just the solution for some of the surface stains found in fastfood restaurant facilities.

Industry manufacturers advise that users proceed with caution when using various cleansers. There are many very aggressive cleaners which can remove soil from surfaces, but will also harm finishes.

Surface damage only makes maintaining cleanliness and appearance that much more difficult in the future. Thus, selection of the mildest, yet effective cleaners is the best approach to balance these factors.

PERSISTENT ODORS

When dealing with this common complaint, building managers are advised to look down – at the grout or the floor drain.
Often times, odor-causing bacteria can be found in grout lines where mops may not reach. If this is the case, it may be helpful to re-evaluate the products used to do this cleaning. Bacteria must be killed to remove odor. Other times the best thing to do is to look up, because light fixtures and even ceilings can harbor bacteria or mildew spores. It is important

to note that thorough ventilation can reduce odors in high humidity areas such as restrooms. Make sure all air vents are cleaned.

Managers dealing with a lot of in and out restroom traffic, such as those found in schools and airports should carefully assess regular cleaning schedules to make sure these problems are addressed.

INNOVATIONS

When it comes to cleaning restrooms, manufacturers found that a thorough assessment of cleaning procedures is what led to some of the best innovations.

After spending many years evaluating restroom cleaning and the various procedures called for, manufacturers found two overall problems.

First, there was a very high turnover among employees and training was an issue within janitorial departments.

Second, many janitorial departments rarely updated the tools they used for cleaning, many of which were not ergonomically designed.

In response, the cleaning supply industry soon introduced various ergonomically designed tools. These were designed to reduce back pain through the use of longer handles, which also kept a worker's face away from the toilet bowl containing chemicals and fumes. Manufacturers have commented that the use of these types of products will not only make cleaning easier and safer for workers, they will also result in worker retention.

Many of the improvements offered by manufacturers, suppliers, trainers and others in the industry have had a similar value-added impact on restroom cleaning.
Microfiber mop heads and cloths adhere to dirt more efficiently and are easier to lift than traditional "spaghetti" mops because they weigh less.

Why use microfiber supplies?
Microfiber cleaning cloths provide a non-toxic and chemical free cleaning solution. They are outstanding for allergy and asthma sufferers, as well as anyone with chemical sensitivities. They also provide a healthier cleaning solution because microfiber cleaning supplies can be used without cleaning agents, soap, or detergents. In addition they are gentle on furniture, mirrors, windows, and porcelain as the fiber is fine and it does not leave scratches, mist or

marks.

Microfiber mop heads and cloths are also more environmentally friendly because they use less water; they're washable and reduce the amount of trash left at the end of the cleaning day.

Environmentally friendly green cleaning is a trend that has grown stronger in recent years. Many manufacturers have introduced tools that are designed specifically for recycling whenever green cleaning tools wear out. Instead of replacing the entire tool when a part breaks, many manufacturers provide replacement parts.

In addition, many workers use squeegees and water to clean restroom mirrors and windows. The benefit is that departments will use fewer chemicals and will not find trash bins filled with paper towels as a result of cleaning.

Cleaning chemicals should also be considered in green cleaning. There are many manufacturers that provide cleaning products certified with Green Seal.
These new innovations make it easier for companies to accept green cleaning into their programs.

WHAT DOES CLEANING GREEN ENTAIL?

First, a definition Green Cleaning is cleaning to protect health without harming the environment. Basic principles of Green Care are listed below.

Focus on entryways inside and out. An important goal in cleaning green is to trap and remove dirt and pollutants before they enter the building and to frequently clean the entrances and entryway mats.

Minimize particles and chemicals in the air by mechanically capturing dust and dirt, using course spray for chemicals and applying the cleaner to the cloth rather than spraying the surface to be cleaned.

Use chemical management systems for accurate product dilution. Train employees to use chemicals properly to minimize waste and maximize cleaning efficiency, an important element of cleaning green.

You should empty vacuum bags at the end of shifts or when half full for cleaner and more

efficient operating.

Ensure proper vacuuming, extraction, rinsing and drying. Carpets can be a host for moisture problems and mold growth. Green cleaning means minimizing these problems.
Focus on preventative measures. Janitorial staff washes their hands and keeps equipment clean and well maintained.

Focus on touch-points. These are door handles, bright work and other areas where people come in contact with the facility or its fixtures. Focusing here makes cleaning green easier. Apply disinfectant in restrooms properly and make sure the chemical has proper dwell time so that soil is thoroughly removed using less product. Use labels on chemical cleaners for proper use and review the Material Safety Data Sheets.

Promote safety and prevent cross-contamination. Safer products and proper use and storage of chemicals help create a safer environment. As discussed earlier, color-coded tools ensure that pollutants don't get carried from one area, such as a restroom, to another room.

Whenever possible, use Green Cleaning Chemicals and Products. Green Seal's Standard for Industrial and Institutional Cleaners (GS-37) certified chemicals for general purpose, washroom, glass, and carpet cleaning.

Use hand soaps that do not contain antimicrobial agents except where required by law or regulations for example healthcare or food preparation.

Microfiber dusting cloths and flat mops to collect dust and dirt pick up dust with minimal water and chemical use. These out-perform traditional dusting and mopping materials and can often be used to remove soils without the need for chemical compounds. Micro-fiber materials can be washed and reused to minimize paper towel waste.

Use of Effective Janitorial Equipment
One example of effective janitorial equipment that is environmentally friendly is the highspeed burnisher with dust control attachments that captures fine particles.

Carpet extractors and automatic floor scrubbers that reduce water consumption are also effective janitorial equipment.

Green cleaning includes the use of "Green" Paper products. These paper products are rated

for recycled content in janitorial paper products bleached without the use of chlorine or its derivatives. In addition, paper products dispensed from large rolls to minimize packaging and waste are used in Green cleaning. Folded paper towels are discouraged.

“Hands-free” paper towel dispensers that reduce the potential for cross-contamination and high-capacity dispensers that promote waste-reduction by controlling towel usage are on the list of “Green” Paper products.

For all the innovations in the industry, the need for common sense and attention to detail is as great as ever. Training employees properly is a task that experts say should always be at the top of a building manager’s “to do” list. Industry professionals emphasize that it is important to have the proper tools when cleaning, but it may be even more important to have the proper training.

Attention to Detail
Just look at a restroom, any restroom. The entire area may be clean and sparkling, but what about the dirt build-up around stall posts or behind toilets or baseboards. Everything must be cleaned properly, or the restroom isn’t clean.

When cleaning toilets, one of the most important parts is the underside of the lip of the toilet. This is where urine and feces can be splashed and lime, calcium and rust stains can build up. That’s where bacteria and germs can form quite easily causing a filthy toilet. Cleaning the underside of the toilet is extremely important.
Dusting a restroom is also a critical part of your job. Dust, bacteria and germs can settle in vents, on tops of overhead ledges and, of course, on vents.

Cleaning and Sanitizing
Remember there is a difference between cleaning and sanitizing. Cleaning is washing or wiping a surface. Cleaning removes dirt, dust and debris, but it doesn’t kill bacteria.

Sanitizing kills bacteria.
There are two ways to kill bacteria.

1.One is to use high temperature water, similar to very hot water used in a dishwasher. Hot water sanitizes the dishes and kills bacteria. That’s not logical for restrooms, but you can use an approved sanitizer after cleaning to kill bacteria. Steam cleaners are commercially available.

2.Another way is cleaning and sanitizing. Cleaning and sanitizing is required in making surfaces free of bacteria. Remember that cleaning and sanitizing are two different systems and both are required when servicing restrooms and other areas.
Some sanitizers are called disinfectants and some products combine cleaning and disinfecting ingredients into one product. These combined products work well only on surfaces that are already relatively clean. For dirtier surfaces it is important to clean first and then apply a separate disinfectant.

For the disinfectant or sanitizer to be effective, it must remain in place for at least 10 minutes.

Deep cleaning of restrooms needs to be done at least weekly. However, a deep cleaning may also be required when cleaning a restroom for the first time, or when you encounter a particularly dirty situation. High traffic restrooms may need a deep cleaning once a day even if routine cleaning is done more frequently.

Most deep cleaning can be done with regular chemicals by mixing with less water so that they are more effective. In addition, it may be necessary to spend more time removing soils using brushes and scrub pads.

Steps to Cleaning a Restroom
Don’t allow your restroom to become the source of customer or employee complaints. Adhere to the following guidelines to insure a cleaner, healthier restroom environment.

GET READY TO CLEAN.
When you are preparing to clean a bathroom, first make list of duties and cleaning supplies that will be required for each job. You should make certain the supply closet is clean and contains the proper supplies and equipment. An example list of cleaning supplies is provided below.

1.Disposable Latex Non-Medical Gloves—these gloves come in large, medium, and small sizes.
2.Safety Goggles or Safety Glasses
3.Toilet Bowl Swab
4.Microfiber Mop System
5.High Density Trash Liners 32 Gal.
6.General Purpose Cloth
7.Extendible Lamb’s wool Duster

8.Glass Cleaner—Windex® is a common commercially available glass cleaner
9.Cleaner/Disinfectant—Lysol® Brand Disinfectant All purpose Cleaner with Bleach and Antibacterial Scrubbing Bubbles® Bathroom Cleaner are common Cleaner/Disinfectants. There are other commercially available Cleaner/Disinfectants for professional cleaning services.
10.Kleenex® Cottonelle Toilet Tissue
11.Health Guards Regular Toilet Seat Cover Refill
Figure 40 Items for cleaning the bathroom
12.Sanitary Napkins or Tampons
13.Paper Towels
14.Hand Soap
15.“Wet Floor” signs

DISINFECT TOILETS, SINKS AND SURFACES

Before disinfecting toilets, sinks and surfaces make sure you are wearing the proper safety items such as gloves and protective eyewear. Be sure to review the MSDS for each chemical that you use. Spray all fixtures with the correct chemicals to allow time to “soak” in. Wipe clean.

RESTOCK EXPENDABLE SUPPLIES

When you are restocking expendable supplies, always make sure you fill the dispenser with the correct size paper or soap product. Be sure to secure the dispenser after it has been filled.

EMPTY, CLEAN AND RE-LINE WASTE RECEPTACLES

The next job will be to empty, clean and re-line waste receptacles. You should make sure all litter is picked up prior to emptying the receptacles. Use the correct size liners and taper the excess liners by tying on one corner.

SWEEP OR DUST MOP FLOORS

Depending on the floor surface, you will either sweep or dust mop the floor.

CLEAN SINK AND COUNTERS

The next job will be to clean the sink and counters. First, remove all debris from counters. Start at the backsplash of the counter and work towards the drain. Be sure to dry all surfaces.

CLEAN MIRRORS

To clean the mirrors, start in one corner and work from right to left. Use circular cleaning motions for best results. Inspect for streaks and smudges.

SPOT CLEAN WALLS, PARTITIONS, BRIGHT WORK

Spot cleaning is the next job. Using the proper chemicals spot clean all vertical surfaces starting at the bottom and working your way up. Clean all bright work. Bathrooms don't just need to be clean, they need to shine. All that white porcelain, bright work and tile work demands weekly, if not daily attention.

Cleaning Toilets
WHAT YOU NEED:
1. Goggles or glasses.
2. Toilet brush.
3. Gloves.
4. Cleanser for inside of bowl.
5. Cleanser for outside of the toilet.
6. Paper towels or cloths.

REMOVE EVERYTHING FROM AROUND THE TOILET.

Cleaning the toilet is a messy job, and there's always the chance of splashing cleanser or toilet water outside of the actual toilet. Prevent extra cleanup by removing all excess items from around the toilet. Don't forget to remove anything on top of the tank to prevent dropping items into the bowl during cleaning.

FLUSH AND ADD CLEANING SOLUTION.

Flush the toilet with the lid down to prevent splashing or spraying. Add your choice of powdered, liquid, or gel cleanser to the bowl. Try to apply the cleaner as close to the toilet rim as possible to prevent diluted cleanser.

CLEAN THE EXTERIOR OF THE TOILET.

While the cleansing solution soaks into the toilet grime in the bowl, clean the outside of the toilet. Start at the top to prevent dripping on already clean surfaces.

Spray the tank, handle, and tank edges with cleaner and wipe down.
Next do the outside lid of the toilet.
Finally wipe down the entire bowl. Start with the sides and front before cleaning the bottom edges of the toilet where it meets the floor.

CLEAN THE TOILET SEAT.

The toilet seat should never be neglected. It is the part of the toilet that comes into actual contact with people, and it needs to be cleaned thoroughly. Raise the seat. Spray the seat, inside lid and the rim of the toilet with cleanser.

Wipe down the lid, seat, and hinges at the back of the toilet seat. Some toilets have hinges that will pop open to allow better access for cleaning.

CLEAN THE INSIDE OF THE TOILET BOWL.

Begin cleaning the bowl from the top down. Always begin scrubbing under the rim first. Look under the rim to get all the stains and grime scrubbed away.

Even though there are many commercial products available, Lime-A-Way® is a commercial product that is a concentrated blend of mild organic and mineral acids formulated to remove calcium and other hard water mineral deposits from under the rim of toilets. It has a pleasant fragrance and is easy to use. It removes rust, calcium and lime build up from toilets and it effectively cleans even the toughest hard water stains.
Next scrub the bowl. Finally scrub the hole at the bottom of the toilet.
Always flush the toilet with the lid down.

WIPE UP ANY DRIPS OR SPILLS.
Wipe up any drips of cleanser or water that may have occurred.
Put away tools and trash. Replace the items removed at the beginning of the cleaning process.

TIPS FOR CLEANING TOILETS

1. Wear eye protection when cleaning a toilet. It prevents splatters of toilet water and cleaner. You may also want to use gloves to prevent contact with your hands.
2. Flush the toilet with the seat lid down to prevent splattering and splashing.
3. Do not use sponges when you scrub a toilet. Sponges are a great way to breed bacteria, and there are already enough in bathroom. Paper towels are great options because they are thrown away. If you use reusable cloths or microfiber cloths, wash them immediately in their own load on hot water with bleach.

In summary, to properly clean a toilet you should use the appropriate germicide to clean the seat cover top and bottom. Then lift seat cover and clean underside and top of toilet seat, under side and bowl rim, and finally clean the handle and exposed plumbing. Flush toilet with seat down and leave the seat up to indicate you have cleaned commode.

Cleaning Urinals
Some cleaning tools and materials for cleaning urinals are listed below.
1.Bowl swab
2.Trigger sprayer
3.Clean cloths
4.Gloves and goggles
5.Toilet bowl cleaner
6.Cleaner disinfectant, liquid or foam aerosol
In addition to toilets, urinals need to be cleaned, disinfected and deodorized. Disinfecting the urinal reduces the growth and spread of bacteria.

PROCEDURES FOR CLEANING A URINAL

Remember to put on gloves and goggles, and then clean the inside of the urinal.
First, apply 1 to 2 ounces of bowl cleaner evenly onto the bowl swab. Then swab the entire inside surface, under the rim, and where the water outlets are located.
Next, flush urinal and rinse bowl swab thoroughly. Set bowl swab aside, placing it into a carrying container.

Clean and disinfect the flush handle and all the chrome around the urinal. Wipe it dry.
Next, clean the outside of the urinal by spraying with a cleaner disinfectant. Pay special attention to the underside of the outside of the urinal. Wipe with a clean cloth.
Use a new cloth to start the next urinal. Toss used cloth to be laundered.

Mopping Restroom Floors
Cleaning Tools and Materials needed for mopping restroom floors.
1.Pump up sprayer and one bucket with wringer or Two buckets with wringers
2.Wet mop
3.Broom and dust pan
4.“Wet floor” signs
5.Gloves and goggles
6.Cleaner/Disinfectant
7.Cleaning Procedures:
The bathroom floor is mopped to clean and disinfect it and to eliminate odors and bacteria.

PROCEDURE FOR MOPPING A RESTROOM FLOOR

First, put on gloves and personal protection equipment. Remove all movable obstacles from the floor.
Sweep floor and pick up pile with dust pan.
Position the mop bucket or buckets outside door.
Place “Wet floor” sign at the entrance.

Use either the spray down, mop up method or the two bucket method to get cleaner disinfectant on the floor.
Apply product on floor, starting in the farthest corner.
Work moving backwards towards the door.
Be sure to get disinfectant around toilets, under urinals and under sinks.
Allow to stand amount of time recommended by manufacturer’s directions.
Dip wet mop into clean water rinse. Wring out dry.
Start at the farthest corner and pick up disinfectant solution that is on the floor.
Dip mop in rinse water frequently. Continue until all disinfectant solution has been picked up.

CLEAN UP AFTER MOPPING

Always clean up after mopping the restroom floor. Most facilities have a janitor’s closet with a deep well sink and cabinets for supplies. Use this sink to empty the bucket or buckets and sprayer should. And then, you should rinse the mop. All of the tools and materials should be stored properly.

REMOVE CAUTION SIGN AND INSPECT WORK
Review all of the jobs that you just completed. Make sure all dispensers are full, mirrors are streak free, and all fixtures are clean.

Cleaning a Laundry
Cleaning Tools and Materials needed are listed below
1. Vacuum with hospital grade filter, dusting tool
2. Deck brush
3. Mop bucket with wringer
4. Clean cloths
5. Wet/dry vacuum
6. Pump up sprayer
7. Trigger sprayer
8. Clean bucket for rinse water
9. Gloves and goggles
10. Cleaner disinfectant
Laundry rooms must be cleaned to prevent possibility of cross contamination. The laundry is a central location for linen that gets redistributed throughout the facility.

Procedure for Cleaning the Laundry Room

DAILY PROCEDURES
Daily procedures for cleaning the laundry room will include
First put on gloves and goggles.
Next, you should the empty waste receptacles. Remember to tie the liner and dispose of the waste properly. And then, spray the waste receptacles with disinfectant from trigger sprayer, inside and out and wipe them dry with a clean cloth.
Damp dust with a cleaner disinfectant sprayed on a cloth. Rinse used cloth in clear water, reapply disinfectant to continue. All sills and ledges, outsides of wash and drying machines and loading doors should be cleaned. Tables for folding linens should also be cleaned. Vacuum floor surface to remove all lint.
Using a deck brush and water from the mop bucket, remove any accumulations of soap on the floor surface. The last job is to damp mop floor with a cleaner disinfectant starting at the back of the room and mopping to the door. Remember to place the “Wet Floor” sign at the door. Pick up solution with a wet dry vacuum.

WEEKLY PROCEDURES
Wash walls completely. To wash the walls fill the pump up sprayer with diluted cleaner

disinfectant. And then, spray walls from bottom up. Next, wipe walls dry.
Clean any or all overhead pipes with vacuum dusting tool.
Wash all linen carts. Use trigger sprayer and spray all surfaces with cleaner disinfectant. Let the solution set for a few minutes and then wipe dry.

PERIODIC CLEANING PROCEDURES
The linen storage cupboards should be emptied and cleaned with a cleaner disinfectant.
Washing Walls
Cleaning Tools and Materials needed for washing walls and wall partitions are listed below.
1.Trigger sprayer
2.Clean bucket
3.Clean cloths
4.Gloves and goggles
5.Cleaner disinfectant
6.Cleaning Procedures:

Walls and Wall Partitions are washed because dirty walls are unsanitary. Dirt acts as a breeding ground for bacteria. In addition, dirty walls make the room appear dull.

PROCEDURE FOR WASHING WALLS AND PARTITIONS

Put on gloves and personal protection equipment.
Using a trigger sprayer filled with diluted cleaner disinfectant, spray solution on walls, starting from the bottom and working your way up.
Wipe walls clean from the top down using a clean cloth.
Rinse cloth frequently in clear water rinse.
Thoroughly clean the underside of the partitions. This area becomes dirty from urine splash and needs daily attention.

Window Washing
Cleaning Tools and Materials needed for washing windows.
1.Window squeegee
2.Clean cloths
3.Window tool and bucket or Trigger sprayer
4.Window cleaner
5.Gloves and goggles
6.Cleaning Procedures:
You should pay particular attention to cleaning windows. Clean windows add to the overall

impression of cleanliness. More light comes in clean windows, improving the outlook of those inside the building. Windows need to be cleaned more often in colder weather.

Remember, condensation and temperature fluctuations encourage streaking and dust accumulation on windows. In addition, oils in exhaust and cooking deposit on the glass surfaces in colder weather.

PROCEDURE FOR WASHING A WINDOW

Put on gloves and goggles. Open drapes and raise venetian blinds or shades.
Next you should clear window sill of obstructions. Clean window sills inside and out using glass cleaner and a clean cloth.
Cover window with window cleaner solution using a trigger sprayer or window tool.

USING A SQUEEGEE

Remove solution and dirt from window using a squeegee. Move the squeegee from side to side or in a figure eight motion, or move it from top to bottom of the glass. Wipe off squeegee with clean cloth after each stroke.

After using the squeegee, wipe the glass dry with a clean cloth. When finished, wipe off window sills with a clean cloth. Clean window frames with window cleaner and a clean cloth. When complete, close drapes and put blinds or shades in place.
Clean and return tools and materials to storage area.

Dusting
Prevent dust by using two entrance mats at each entrance. One just outside the door and one just inside the door will reduce the amount of dust, dirt, and debris that enters your facility.

Check and maintain your air filters to make sure they are functioning properly. Air filters will last between 1-3 months, but should be changed as they become clogged with dirt and debris.

By keeping windows closed, you'll prevent dust and debris from blowing into your home. Double check your window and door weather-stripping to make sure it is still functioning properly.

There are many dusting products on the market, but each one has its own set of pros and cons. Use the right dusting tool for your jobs. Microfiber cloth dusting supplies is a favorite. If you use a furniture oil or polish, be sure to follow the directions and don't overuse the product. Overuse or improper use can lead to a buildup on your furniture or clouding of the wood surfaces.

Dust from top to bottom to prevent going over surfaces more than once. Sometimes you may need to wet dust after you dry dust. Always dry dust first. Be careful about allowing even a small amount of water on wood surfaces.

CARE FOR FLOORS

CARE FOR WOOD FLOORS
Regular cleaning keeps wood floors and furniture looking their best. All you need is a good vacuum or microfiber dust mop, a soft cloth, and Murphy Oil Soap. It's easy!
Vacuum your floors and dust furniture daily. Gritty dust can scratch wood surfaces. For effective vacuuming, use a Windsor with Sensor technology. It will automatically adjust to your floor type

And for effective floor cleaning, use the microfiber mop system for both dry dusting and wet mopping. Mop up spills right away to avoid stains.

Cleaning wood floors regularly with Murphy Oil Soap Original Formula is easy. Dilute Murphy’s in a bucket according to directions. Use a microfiber wet mop.

Wipe up any excess water with a soft, dry cloth or dry dust mop.
Murphy’s isn’t just for wood flooring and furniture. It also safely cleans laminate flooring and many other surfaces.

CLEANING MARBLE FLOORS

Marble is often used for floors in commercial office buildings and hotels in lobbies in entry ways, halls, and lobbies. Janitors are required to maintain these floor materials.
Marble is generally polished, and unless sealed it is porous and easily stained. Marble is also able to be etched by acids. Marble may be stone, but it stains easily, so you need to wipe anything off that is spilled on it immediately, as you would on a wood surface.
Regular cleaning includes washing marble surface with lukewarm water and wipe dry with a clean cloth. Wiping marble surface with a damp chamois is suggested as it will not leave

streaks.

Unsealed Marble that has become dull can have a shine brought back to it using a commercial marble cleaner and polish. For badly damaged marble surfaces, if it's scratched or etched by excessive wear, you will most likely need to have it professionally polished. Marble professionals have the right equipment for the job and know how to use their tools properly.

There are different types of stains that can affect marble. Organic stains, such as tea or coffee. These stains will need a poultice soaked with 20% peroxide and a few drops of ammonia.

Stains that are oil based, such as the oils from butter, lotions need attention right when the spill occurs. You can do this by spreading the surface with ordinary household corn starch. Let it stand for a few hours, Scrub with a stiff brush and hot sudsy water. Or wipe with a dampened cloth of ammonia.

A commercial rust remover can be used to remove rust stains from an item such as a metal lamp on the surface or metal container. Acid stains, from citrus fruits juices and carbonated beverages should be wiped up immediately; they can etch and dull the surface. If stains seem to be impossible to remove, your Marble professional will be able to help remove them and bring the beauty back to your surface.

CLEANING LINOLEUM AND VINYL FLOORS

Proper care of your linoleum or vinyl floor prevents damage, extends its life and keeps it looking like new for years. You should always vacuum or dust hard floor surfaces before mopping.

Linoleum floors generally require only warm water for cleaning. Most detergents won't rinse clean leaving behind a sticky residue. That residue becomes a magnet, attracting dirt off the bottom of shoes. It builds up, deteriorating the sealant and leaving you with the hard job of stripping and waxing.

If you find your floor requires a cleanser, use Ivory® Liquid dish soap or equivalent. Fill your bucket with suds, mop away then rinse. Ivory rinses clean so the sticky buildup never causes problems. Other detergents can be too harsh for the floor so stick to Ivory or an equivalent. Mix dish soap in a spray bottle of water as an all-purpose cleaner. It's

inexpensive and quite a good cleaner.

Some linoleum floors have grooves so deep you can sink a submarine. Grab a nylon bristle brush other brushes might scratch the floor. Then, fill your bucket or sink with warm water add a good squirt or two of the dish soap and scrub the floor; and then rinse. Your floor needs this deep cleaning only twice a year.

What to do about black heel marks. Not a pretty sight. Spray a little WD-40® on a towel; lightly rub and they disappear without scrubbing. Rinse thoroughly with sudsy water or the floor might be slick.

Carpet Care
Maintaining carpet through regular vacuuming, deep cleaning, and stain removal has many benefits:

- Extend the life of the carpet as ground in soil particles weaken carpet fibers
- Provide a fresh clean look to a room.
- Making a room smell better.
- Helping allergy and asthma sufferers by removing germs and dust, thus better
- Indoor Air Quality.

VACUUMING

Dirt and grit damage carpet by rubbing against the fibers. Regular vacuuming prevents the deep abrasion that ruins carpet. Remember to change the disposable bags often. Loose threads should be cut off with a scissors.

DEEP CLEANING

Carpet should be deep cleaned with hot water extraction or steam cleaning every 12 to 24 months. Steam cleaning involves spraying a high pressure solution of water and detergent onto the carpet and vacuuming the dirty solution out.

SPOT REMOVAL

It is very important that all stains get prompt attention since stains can be better cleaned right after they happen. Follow these steps when removing a stain.
Remove excess wet stains by blotting with a clean absorbent cloth (use a wet/dry vacuum

for large stains) and dry stains by scraping with a dull edge. Always blot or sponge stains, scrubbing can spread stains and damage carpet fibers.

Apply cleaning solution to a clean absorbent cloth or paper towel. Do not soak the carpet. Working from the edges of the stain to prevent spreading, blot until no more stain is absorbed. If necessary, use your fingertips to work the solution to the base of the stain. Wait 3 minutes for the solution to work.

Apply clean water to another cloth or paper towel. Blot to remove any residue.
Carpet fibers may later absorb deep stains. More cleaning may be necessary.
Allow carpet to dry, vacuum or brush carpet to restore its texture.

Blind Cleaning
When it's time to clean your blinds and shades, even your best friend is hard to find. But there are some simple and effective ways to clean blinds and shades with minimal effort.

ALUMINUM MINI-BLINDS

Use ordinary soft, clean dust cloths, chemically treated dust cloths, vacuum cleaner brush attachments, or other available ordinary household aids. The paint surface of the slats is quite smooth and dust is easily brushed off if done at regular intervals.

To vacuum, use the brush dust head attachment and tilt the slats first up, then down but not entirely exposed to reach the entire top and bottom surfaces.

To dust, use a soft clean cloth or chemically treated dust cloth and tilt the slats as above.

To wash, use a damp cloth or sponge and mild detergent. Use warm or cold water - NOT hot water. Tilt the slats as above. Protect the floor or sill from excess water. The blind can also be taken down, placed in a bath tub of mild soapy water, then rinsed clean, wiped dry, or allowed to dry completely in the open air.

WOOD BLINDS

Care must be taken when cleaning real wood blinds. Washing the blind is NOT recommended. Although the wood is sealed, water or even excessive dampness may cause warping or discoloration of the slats.

Since the surface of the slats is smooth, dust may be easily brushed off at regular intervals using a clean soft dust cloth or a vacuum cleaner brush attachment. Clean them as described above.

FABRIC PLEATED SHADES

Most of the cellular shades, like the Hunter Douglas Duette shade, are anti-static, and they require very little cleaning. A light sweep with your vacuum cleaner brush attachment is all that is needed to keep them dust free. For a more thorough cleaning, the entire shade assembly may be gently wiped with a soft damp cloth using lukewarm (not hot) water.

Take special care when handling opaque blackout shades to avoid creasing, and do not immerse them in water. For tough stains, spot clean with a mild detergent. Some shades, like the Graber CrystalPleat® have a "soft hand" fabric.

Be very careful when trying to clean these types of shades as they tend to "pill". When a fabric pills it becomes covered in small balls of matted fiber because of rubbing.

Computer Rooms
How to clean computer rooms
Things you will need:
1. Air duster
Figure 56 An example of a commercially available air duster
2. Microfiber duster
3. Vacuum cleaner
4. Cotton towel

The flooring beneath our computer desks needs to be cleaned to ensure our computers stay in top working order. Dirt and dust particles building up on the floor below your computer can affect the health of your computer. Clean floors will diminish the risks of fouled circuitry. Regular cleaning of your computer room floors will ensure that your equipment will operate efficiently.

Make sure your computer is turned off before you start. Be careful not to unplug or loosen any plugs. Spray the cords underneath your desk with an air duster.

Get off as much loose dirt and dust particles from the computer cords as possible.
And then, run a microfiber dry duster over any loose cords on the computer room floor.

Remove dust from any outlets and the underside of cords.
Use a hose attachment with an angled edge on your vacuum to remove the dirt from your computer floor. Lift up the cords to get underneath. Do not use the vacuum's sweeper brush on the cords.

Immerse your cotton towel in warm water and wring it out. With the barely wet towel, work under your computer desk to remove any last speck of dust particles from beneath your desk. Do not put the wet rag on the computer's cord.

Dust under computer desks every week. On a monthly basis, follow the entire computer floor cleaning routine.

UPHOLSTERY CLEANING

Upholstered furniture can be very expensive. If you have a sofa, chair, loveseat, or some other type of upholstered furniture that is in good condition but just dirty, these upholstery cleaning tips will save money and time.

The key with upholstered furniture is choosing the appropriate type of cleaning method. For example, an antique chair that is hand embroidered would require a different cleaning technique than a sofa that was store bought.

GETTING THE UPHOLSTERY STAINS OUT

Maintaining clean furniture is part of having a facility where people enjoy working or visiting. With furniture, upholstery is just one aspect but an important one. Think about all the times people have eaten on the sofa, dropping bits of food or drink that leave stains. Then you have the dirty feet, dirty clothing, and just everyday wear and tear that can leave upholstery looking dirty and drab. Getting those stains out does not have to be painful.

The most important thing to remember when cleaning upholstery is to consider the fabric. If you are unsure, you can check with the manufacturer’s information. Then, before you start in cleaning a large stain, we recommend you work first on an inconspicuous area to ensure no discoloration or damage is done. With that done, the following are a few of the more common stains found on upholstery and methods for removing them.

OILY CHEESE STAINS

Cheese is another food product that is seen spilled on upholstery. Again, things like nachos are a favorite snack food but they leave stains. For cheese, mix one teaspoon of mild, ph-balanced detergent with one cup of warm water. With a clean, white towel, blot at the cheese stain. Then mix one tablespoon of regular ammonia with one-half cup of water, again blotting the stain. Finally, blot the stain with clean water to remove any detergent or ammonia and let the area dry.

INK STAINS

Clients or employees may sit down with a pen in their pocket and before you know it, a stain is left. Ballpoint pens, especially blue, are common stain makers. Ink stains can be removed. The key is to be patient and persistent, as ink stains can be stubborn. Just make sure you only blot. Rubbing could cause the ink stain worsen. You have a number of options when removing ink stains.

- Spray hairspray onto a clean, white towel and then dab at the stain, followed by blotting with a clean, dry towel
- Treat a clean, white towel with isopropyl rubbing alcohol. Again, blot the ink stain, followed by a dry towel
- Again, with a clean, white towel, apply nail polish remover or acetone. Blot the ink stain from the outside edges toward the center
- Using a clean, white towel, use spirits of turpentine, blotting as with the other treatment options

Commercial products that work well on ink stains include Carbona or Afta; these are extra strength bio-enzyme cleaners that are formulated to get out tough stains. They come with a builtin applicator brush. With both, you would use a clean, white towel, dabbing the affected area.

COFFEE STAINS

Sipping coffee on an upholstered chair or sofa is everyday occurrence. To get rid of a coffee stain, mix one teaspoon of a mild, ph-balanced detergent with one cup of warm water, then blot from the outside in. Follow this with blotting the stain with a mixture of one-third cup white vinegar with two-thirds cup water. When finished, use a clean, white towel to absorb any excess, allow the area to dry.

VACUUM UPHOLSTERY

Upholstery cleaning tips are important since dust settles onto fabric more than hard surfaces. Therefore, regular cleaning to keep your upholstery looking and smelling clean is essential. In fact, we recommend you clean your upholstery furniture once every two months. Typically, you can use your regular vacuum cleaner with the appropriate attachment to keep it clean. Just keeping the dust off will help furniture last much longer.

Carpet Cleaning
Strive to clean your carpet as soon as you notice any spills or spots on you carpet's surface. This action alone can save lots of time and damage, as well.
Before cleaning any surface areas, use a small portion of your cleaning products over a small and hidden area to avoid damage or discoloring of the carpet.

Proper care of your floor prevents damage, extends its life and keeps it looking new for years. How do you properly care for your flooring?

Vacuum carpet regularly, and do not use liquid carpet shampoos to clean them. The shampoo can't be completely rinsed out leaving a sticky residue. That residue acts like a big magnet pulling the dirt from the bottom of your shoes. Use dry carpet cleaners instead. Stores selling vacuum cleaners carry them.

Getting out old shampoo becomes the trick. Rent a shampoo machine that cleans with water. You should mix 1 cup vinegar per 2 ½ gallons of water and clean according to directions on the vacuum cleaner. Go back over the carpet with warm water only. The vinegar pulls out the old shampoo cleaning the carpet as well. It may take a time or two, but your carpets will be soft and free from grime. The hot water reactivates the shampoo already in the carpet providing the needed cleansing action.

Stains in carpet can be the difficult to remove. Never rub a stain, just blot. Rubbing breaks down the fibers and spreads the stain. Remove most food stains with shaving cream. Spray on and resist the temptation to rub it in then let it set 15 minutes. Rinse with a vinegar and water solution.

Club soda generally removes red wine stains. Remove red dye stains found in drink mixes, Popsicles, dog and cat food with a 30/70 solution of peroxide to water. Remember peroxide is bleach so test an inconspicuous spot first for color fastness. Apply the mixture, wait 30 minutes then remove as much moisture as possible and rinse with a vinegar/ water solution. If the stain

remains add a bit more peroxide to the mixture and retreat Brake cleaner also does a good quick job of removing most food stains.
Dab a little on a clean cloth and gently blot the stain. Rinse with soap and water. Brake cleaner contains the same chemical professional dry cleaners use to clean stains in clothing. Do not pour brake cleaner directly into the carpet. It could dissolve the adhesive holding the fibers in the carpet.

Oops, someone's dog had an accident on the carpet and the stain and smell refuse all attempts at removal. First try an enzyme product. Pour on enough to saturate to the pad and treat an area twice as large as the stain. Urine hits the pad and spreads. Let it set a couple of hours.

Enzyme products are available at commercial janitor supply stores, Pet stores, RV or marine stores. They are used in the holding tanks to dissolve solid material.

If the enzyme product does not remove all the stain or odor, baking soda and peroxide remain your best chance for success. Mix a 30/70 solution of peroxide to water adding 1/2 teaspoon of baking soda per cup of mixture. It bubbles and fizzles, but not before removing the stain and smell. Always test a spot first for colorfastness. Peroxide is bleach and may discolor the carpet. Blot up what you can with an old towel and rinse well with 1/3-cup vinegar per quart of water.

Oil, grease, magic marker and ink can also be the difficult to remove. Most janitorial companies or WalMart carry a product called De-Solv-it® Cleaner. WD-40® or Orange Clean Degreaser® all work wonders removing these stubborn stains.

Rubbing alcohol removes ink. Blot on allow to set 30 minutes and blot to remove. Rinse with sudsy water. Magic marker is generally permanent and you may not be able to remove it.
If you find bubble gum stuck to carpet, freeze it with ice cubes and chip off what you can with the blunt side of a kitchen knife. De-Solv-it® Cleaner removes the rest.

Wax on carpet can also be frozen with ice and chipped off. Wax needs heat for removal. Some newer carpets are quite sensitive to heat and scorch easily. So test an out of the way spot first. You can also use a hair dryer set to the hottest setting. Set your iron to a low to medium heat. The less heat you use, the less chance of scorching your carpet. Take a white paper towel or paper bag with no writing on it as the dye may transfer to the carpet, and then put the towel down on top of the wax. Then iron the towel for no longer than 2 seconds. Move the towel and redo if necessary. Generally once is enough.

Drapery Cleaning

Drapes are notorious for quietly accumulating dirt and absorbing odors, contributing to a room full of grime. In some cases it can aggravate asthma and breathing conditions.
Cleaning the curtains can be a tedious, time-consuming task. To clean drapes, you must haul down the drapes, wash, and re-hang them. Before you start there are some factors you should consider.

• Curtain fabric is rarely pre-shrunk like clothing. There's a risk that the fabric will shrink as it is washed and dried, which results in gaps and shortages when the drapes are re-hung.
• Heavy fabrics can lose shape when washed, turning all those carefully placed creases and pleats into just a memory.
• Rarely color-safe, drapery fabric can fade and lose color after a cycle through the washing machine and dryer.

Your company might consider having the drapery cleaning job done professionally; if one is available in your area.

Water can stain certain fabrics such as silk and alter the texture of others, changing the way the curtains hang and fall at the window If you choose to rely on professional curtain cleaners, you may hire two types of cleaning companies. The first will remove the drapes to clean them; expect them be returned within three to five days. The second will use a method to clean the drapes while they remain hanging at the windows.

Companies that promise quick, easy service use one of two processes to do so:
1. The dry cleaning method is accomplished by spraying dry cleaning chemicals onto the drapes and vacuuming off the residue and dirt. Though convenient, keep in mind that the cleaning solvents can be extremely flammable, may linger in your facility and should not be inhaled.
2. The steam-cleaning method is when the cleaners use a controlled attachment to run a steam machine over the drapes, steaming away dirt and odors. This process does not work on watersensitive fabrics such as silk where there is a risk of water damage.

It can be tempting to bring your drapes into local dry cleaners, but keep in mind that dry cleaning yards and yards of fabric can be costly. And since the chemicals used by commercial dry cleaners are designed to clean clothing, the results are never guaranteed when used to clean curtains.

Television Cleaning

TOOLS AND MATERIALS NEEDED

1.Trigger sprayer
2.Clean cloth
3.Gloves and goggles
4.Cleaner disinfectant
In a hospital setting, a television is cleaned and disinfected to reduce the spread of infections that originate in patient contact equipment.
For general public use, televisions are cleaned and kept dust free to increase its life.

PROCEDURE FOR CLEANING A TELEVISION

Put on your gloves and goggles.
Fill trigger sprayer with diluted cleaner disinfectant solution following manufacturer's directions.
Turn off the television. Never clean the television while it is turned on. If the patient/resident is watching it at the time, ask if you may turn it off for cleaning.
Spray disinfectant solution onto clean cloth. Never spray the disinfectant solution directly on the television!
Wipe the front and side vertical surfaces and the top and bottom of the television. Never wipe the back of the unit with a wet cloth!

Chapter 7: Food Service

CLEANING THE KITCHEN FOR THE JANITOR

Kitchen and food service safety is an important topic. Kitchens and food service areas are cleaned by janitors. They must know how to safely clean these areas. They must understand their responsibilities and how they differ from kitchen staff. This chapter covers such topics as slips and falls, cuts, responsibilities for safety, use of wiping cloths, spills, blocking exits, and storage of cleaners.

Slips and Falls

Any spill, especially water spills in the kitchen or food service area should be mopped, and then wiped dry with a dry rag or towel.

When grease, mayonnaise, salad dressing or other items containing oil are involved, after you clean the spill, use an abrasive powder such as a powder cleaner. This removes the oil, under the surface of the floor. This is particularly critical on tile and marble floors. If you don’t use the abrasive powder, the floor will remain very slippery.

When cleaning up broken glass, never use your fingers to pick up the glass. Use a small broom and dustpan.

You should use caution signs in the area to alert others. If you see something on the floor that doesn’t belong there, pick it up. Always wear approved safety resistant safety footwear in the kitchen. When you see water on the floor or some other hazard, clean it up!

About Cuts

Quite a few injuries occur from people opening boxes with box cutters. Box cutters are often called finger cutters. That's right, finger cutters. Devices such as this are designed to cut. They cut cardboard, skin, fingers, hands, arms, legs…that's their purpose to cut. When using cutters, you must keep your free hand out of the cutting path of the blade.

Responsibilities

Employers have the primary responsibility for protecting the safety and health of their workers by providing them with proper equipment that is working properly, personal protective equipment, and a safe working environment. Employees are responsible for following safe work practices. Basically your safety is your responsibility.

Use of Wiping Cloths
Kitchen staff knows to use separate wiping cloths for cleaning surfaces that come into contact with food from cloths used for equipment, prep tables, or cutting boards.
Janitors and custodians are responsible for general cleaning in kitchens and food service areas. Cloths used for floors, walls, countertops can never be used for items that come in contact with food.

Each type of wiping cloth should be stored in its own separate labeled or color coded container containing sanitizing solution. There are at least two types of sanitizing solutions that may be used. One is a bleach solution with a 50-100 parts per million (ppm) of sodium hypochlorite and the other is a quaternary ammonia solution at 200-300 ppm ammonia. Never mix bleach and ammonia!

Spills on the Floor
Spills on the floor are a workplace hazard that must be cleaned up immediately. Janitors or custodians are usually the first to be called when a spill occurs.
Coworkers should be advised about the spill verbally or with a “Wet Floor” sign to prevent anyone from accidentally walking through the spill.

It is important to identify the nature of the spill. This will aid in determining how to proceed with clean up. A bucket and mop should be used to apply the correct cleaning solution. Directions for proper use on the cleaning solution container should be followed and any remaining moisture should be cleaned up.

Post warning signs or cones should be used to divert floor traffic until the clean-up site is dry.

Cleaning supplies should be put away properly.

STORING CLEANERS

Cleansers and other non-food items are ALWAYS stored separately from foods. Separate shelves, separate cupboards, sometimes even separate rooms.

Chemicals used by janitors are NEVER stored in food containers, nor are foods to be stored in chemical containers.

Chemicals should be kept in their own original packaging or in other break-resistant, clearly labeled containers.

When using chemicals, follow the handling instructions contained in Material Safety Data Sheets or MSDSs that are available in your workplace.

Chemicals should be kept away from food handling areas. If chemicals come into contact with food, throw the food away.

You should always store chemicals below and away from food and utensils and the farther, the better.

Chapter 8: Storing and Handling Garbage

This chapter covers storing and handling garbage.
Never store garbage in your facility, move it promptly to a waste container outside. This is especially important if you are collecting garbage in a food handling area. Make sure that doors and external windows keep out pests, such as flies and rats.

Careful storage of waste is also important to avoid attracting pests. You should:
• Not allow food or other waste to gather in food areas.
• Keep the storage area clean.
• Arrange for garbage to be removed regularly.

When you move garbage; wash your hands. Don't wait for garbage to pile up, keep it moving and make regular 'garbage runs' out to the refuse container.

• Place garbage in sturdy, leak-proof plastic or metal containers with tight-fitting lids.
• The containers should be lined with clear plastic bags, or with wet-strength paper.
• Clean and sanitize garbage containers frequently to prevent odor and keep from attracting insects and other pests.
•After any kind of garbage duty you must wash your hands.

WASH YOUR HANDS

Washing your hands is simple, right? But are you sure you are doing it the right way? Here are a few tips for washing your hands.

• Wet hands with warm water.
• Apply a generous amount of soap and lather hands well.
• Rub hands together for 20 seconds or the amount of time it takes to sing Happy Birthday; paying special attention to the areas between fingers and under nails.

• Rinse hands thoroughly with warm water.
• Dry hands with a disposable towel.
• Use the disposable towel to turn off the faucet and open the door, if in a public place.

Chapter 9: The End

We have discussed procedures and safety in the Janitorial and Custodial Industry. No matter what occupation you have, remember that there are responsibilities associated with your job.

We have covered many procedures and safety topics. Ideally safety is freedom from danger. As we stated earlier, every topic for the Janitor and Custodian cannot be covered in this one manual. Some of the topics that are covered include protection from the risk of harm or injury, achieving a clean, sanitary environment, procedures for cleaning, safety devices, and responsibilities.

Technology is moving ahead, changes are being made everywhere you go and everyone is busy. Business today is a fast paced no-nonsense environment where productivity and efficiency mean everything.

Each person has the responsibility for safety, not only for yourself and the safety of your coworkers but also for facility occupants.

Supplier: **Janitorial 5 Star Services**

Standard Instructions to Vendors
Request for Proposals, Request for Qualifications, or Request for Letters of Interest

Vendors are instructed to read and follow the instructions carefully, as any misinterpretation or failure to comply with instructions may lead to a Vendor's submittal being rejected.

Vendor MUST submit its solicitation response electronically and MUST confirm its submittal in order for the County to receive a valid response through Periscope S2G. Refer to the Purchasing Division website or contact Periscope S2G for submittal instructions.

A. Responsiveness Criteria:

Responsive (Vendor) means a vendor who submits a response to a solicitation that the Director of Purchasing determines meets all requirements of the solicitation. As provided in Section 21.40(a) of the Broward County Procurement Code, a solicitation may only be awarded to a vendor whose submission is responsive to the requirements of the solicitation. The Director of Purchasing shall determine whether submissions are responsive. This determination shall be final and may not be changed by the Evaluation Committee, if one is appointed for the solicitation.

The required information and applicable forms must be submitted with solicitation response, electronically through Periscope SG2 by the due date and time specified in the solicitation. Failure to timely submit may result in Vendor being deemed non-responsive by the Director of Purchasing. The County reserves the right to waive minor technicalities or irregularities as is in the best interest of the County in accordance with Section 21.37(b) of the Broward County Procurement Code.

Below are standard responsiveness criteria; refer to Special Instructions to Vendors, for Additional Responsiveness Criteria requirement(s).

1. **Lobbyist Registration Requirement Certification**
Refer to Lobbyist Registration Requirement Certification. The completed form should be submitted with the solicitation response. If not submitted within solicitation response, it must be submitted within three business days of County's written request. Failure to timely submit may result in Vendor being deemed non-responsive.

2. **Addenda**
The County reserves the right to amend this solicitation prior to the due date and time specified in the solicitation. Any change(s) to this solicitation will be conveyed through the written addenda process. Only written addenda will be binding. Vendor must follow the instructions carefully and submit the required information and applicable forms, or acknowledge addendum, electronically through Periscope S2G. It is the Vendor's sole responsibility to monitor the solicitation for any changing information, prior to submitting their solicitation response.

B. Responsibility Criteria:

Responsible (Vendor) means a vendor who is determined to have the capability in all respects to perform fully the requirements of a solicitation, as well as the integrity and reliability that will ensure good faith performance, as provided in Section 21.40(b) of this Code. In accordance with Section 21.40(b) of the Broward County Procurement Code, a solicitation may only be awarded to a vendor who is determined to be responsible to provide the goods or services requested by the solicitation. If a response to a solicitation is submitted by a joint venture, the joint venture will not be eligible to receive an award unless each member of the joint venture is determined to be responsible. A determination of responsibility shall be made only as to those vendors whose submissions have been determined to be responsive.

With respect to RFPs, RLIs, and RFQs, the Evaluation Committee, with assistance of the Purchasing Division and based on information provided by the applicable County Agencies and the Office of the County Attorney, shall determine whether vendors who have submitted responsive submissions are responsible.

Notwithstanding the foregoing, the awarding authority for a solicitation shall have the ultimate authority to determine whether vendors who have submitted responsive submissions are responsible.

When making determinations of responsibility, the Director of Purchasing or the Evaluation Committee (as applicable) may request additional information from any vendor on matters that may affect a vendor's responsibility. The failure of a vendor to provide information requested by the County may result in a determination of non-responsibility. In addition, a vendor may submit information regarding its responsibility; provided, however, that such information shall not be considered if it contradicts or materially alters the information provided by the vendor in its original response to the solicitation.

Failure to provide any of this required information and in the manner required may result in a recommendation by the Director of Purchasing that the Vendor is non-responsible.

Below are standard responsibility criteria; refer to **Special Instructions to Vendors**, for Additional Responsibility Criteria requirement(s).

1. **Litigation History**

a. All Vendors are required to disclose to the County all "material" cases filed, pending, or resolved during the last three (3) years prior to the solicitation response due date, whether such cases were brought by or against the Vendor, any parent or subsidiary of the Vendor, or any predecessor organization. Additionally, all Vendors are required to disclose to the County all "material" cases filed, pending, or resolved against any principal of Vendor, regardless of whether the principal was associated with Vendor at the time of the "material" cases against the principal, during the last three (3) years prior to the solicitation response. A case is considered to be "material" if it relates, in whole or in part, to any of the following:

i. A similar type of work that the vendor is seeking to perform for the County under the current solicitation;
ii. An allegation of fraud, negligence, error or omissions, or malpractice against the vendor or any of its principals or agents who would be performing work under the current solicitation;
iii. A vendor's default, termination, suspension, failure to perform, or improper performance in connection with any contract;
iv. The financial condition of the vendor, including any bankruptcy petition (voluntary and involuntary) or receivership; or
v. A criminal proceeding or hearing concerning business-related offenses in which the vendor or its principals (including officers) were/are defendants.

b. For each material case, the Vendor is required to provide all information identified in the **Litigation History Form**. Additionally, the Vendor shall provide a copy of any judgment or settlement of any material case during the last three (3) years prior to the solicitation response. Redactions of any confidential portions of the settlement agreement are only permitted upon a certification by Vendor that all redactions are required under the express terms of a pre-existing confidentiality agreement or provision.

c. The County will consider a Vendor's litigation history information in its review and determination of responsibility.

d. If the Vendor is a joint venture, the information provided should encompass the joint ventureand each of the entities forming the joint venture.

e. A vendor is required to disclose to the County any and all cases(s) that exist between the County and any of the Vendor's subcontractors/subconsultants proposed to work on this project during the last five (5) years prior to the solicitation response.

f. Failure to disclose any material case, including all requested information in connection with each such case, as well as failure to disclose the Vendor's subcontractors/subconsultants litigation history against the County, may result in the Vendor being deemed non-responsive.

2. **Financial Information**

a. All Vendors are required to submit the Vendor's financial statements by the due date and time specified in the solicitation, in order to demonstrate the Vendor's financial capabilities. If not submitted with solicitation response, it must be submitted within three business days of County's written request.

b. Each Vendor shall submit its most recent two years of financial statements for review. The financial statements are not required to be audited financial statements. The annual financial statements shall be in the form of:

i. Balance sheets, income statements and annual reports; or
ii. Tax returns; or
iii. SEC filings.

If tax returns are submitted, ensure it does not include any personal information (as defined under Florida Statutes Section 501.171, Florida Statutes), such as social security numbers, bank account or credit card numbers, or any personal pin numbers. If any personal information data is part of financial statements, redact information prior to submitting a response the County.

c. If a Vendor has been in business for less than the number of years of required financial statements, then the Vendor must disclose all years that the Vendor has been in business, including any partial year-to-date financial statements.

d. The County may consider the unavailability of the most recent year's financial statements and whether the Vendor acted in good faith in disclosing the financial documents in its evaluation.

e. Any claim of confidentiality on financial statements should be asserted at the time of submittal. Refer to **Standard Instructions to Vendors**, Confidential Material/Public Records and Exemptions for instructions on submitting confidential financial statements. TheVendor's failure to provide the information as instructed may lead to the information becoming public.

f. Although the review of a Vendor's financial information is an issue of responsibility, the failure to either provide the financial documentation or correctly assert a confidentiality claim pursuant the Florida Public Records Law and the solicitation requirements (Confidential Material/ Public Records and Exemptions section) may result in a recommendation of non-responsiveness by the Director of Purchasing.

3. **Authority to Conduct Business in Florida**

a. A Vendor must have the authority to transact business in the State of Florida and be in good standing with the Florida Secretary of State. For further information, contact the Florida Department of State, Division of Corporations.

b. The County will review the Vendor's business status based on the information submitted with the solicitation response.

c. It is the Vendor's sole responsibility to comply with all state and local business requirements.

d. Vendor should list its active Florida Department of State Division of Corporations Document Number (or Registration No. for fictitious names) in the Vendor Questionnaire, Question No. 10.

e. If a Vendor is an out-of-state or foreign corporation or partnership, the Vendor must obtain the authority to transact business in the State of Florida or show evidence of application for the authority to transact business in the State of Florida, upon request of the County.

f. A Vendor that is not in good standing with the Florida Secretary of State at the time of a submission to this solicitation may be deemed non-responsible.

g. If successful in obtaining a contract award under this solicitation, the Vendor must remain in good standing throughout the contractual period of performance.

4. **Affiliated Entities of the Principal(s)**

a. All Vendors are required to disclose the names and addresses of "affiliated entities" of the Vendor's principal(s) over the last five (5) years (from the solicitation opening deadline) that have acted as a prime Vendor with the County. The Vendor is required to provide all information required on the Affiliated Entities of the Principal(s) Certification Form.

b. The County will review all affiliated entities of the Vendor's principal(s) for contract performance evaluations and the compliance history with the County's Small Business Program, including CBE, DBE and SBE goal attainment requirements. "Affiliated entities" of the principal(s) are those entities related to the Vendor by the sharing of stock or other means of control, including but not limited to a subsidiary, parent or sibling entity.

c. The County will consider the contract performance evaluations and the compliance history ofthe affiliated entities of the Vendor's principals in its review and determination of responsibility.

5. **Insurance Requirements**

The Insurance Requirement Form reflects the insurance requirements deemed necessary for this project. While it is not necessary to have this level of insurance in effect at the time of solicitation response, all Vendors are required to either submit insurance certificates indicating that the Vendor currently carries the level insurance coverages or submit a letter from the insurance carrier indicating Vendor can provide the insurance coverages.

C. Additional Information and Certifications

The following forms and supporting information (if applicable) should be completed and submitted with the solicitation response. If not submitted with solicitation response, it must be submitted within three business days of County's written request. Failure to timely submit may affect Vendor's evaluation.

1. **Vendor Questionnaire and Standard Certifications**

Vendors are required to submit detailed information on their firm and certify to the below requirements. Refer to the **Vendor Questionnaire and Standard Certification** and submit as instructed.

a. Cone of Silence Requirement Certification
b. Drug-Free Workplace Certification
c. Non-Collusion Certification
d. Public Entities Crimes Certification
e. Scrutinized Companies List Certification

2. Subcontractors/Subconsultants/Suppliers Requirement

The Vendor shall submit a listing of all subcontractors, subconsultants, and major material suppliers, if any, and the portion of the contract they will perform. Vendors must follow the instructions included on the **Subcontractors/Subconsultants/Suppliers Information** and submit as instructed.

D. Standard Agreement Language Requirements

1. The acceptance of or any exceptions taken to the terms and conditions of the County's Agreement shall be considered a part of a Vendor's solicitation response and will be considered by the Evaluation Committee.

2. The applicable Agreement terms and conditions for this solicitation are indicated in the Special Instructions to Vendors.

3. Vendors are required to review the applicable terms and conditions and submit the Agreement Exception Form. The completed form should be submitted with the solicitation response. If not submitted with solicitation response, it shall be deemed an affirmation by the Vendor that it accepts the contract terms and conditions stated in the solicitation.

4. If exceptions are taken, the Vendor must specifically identify each term and condition with which it is taking an exception. Any exception not specifically listed is deemed waived. Simply identifying a section or article number is not sufficient to state an exception. Provide either a redlined version of the specific change(s) or specific proposed alternative language. Additionally, a brief justification specifically addressing each provision to which an exception is taken should be provided.

5. Submission of any exceptions to the Agreement does not denote acceptance by the County. Furthermore, taking exceptions to the County's terms and conditions may be viewed unfavorablyby the Evaluation Committee and ultimately may impact the overall evaluation of a Vendor's submittal.

E. Evaluation Criteria

1. The Evaluation Committee will evaluate Vendors as per the **Evaluation Criteria.** The County reserves the right to obtain additional information from a Vendor.
2. Vendor has a continuing obligation to inform the County in writing of any material changes to the information it has previously submitted. The County reserves the right to request additional information from Vendor at any time.
3. For Request for Proposals, the following shall apply:
   a. The Director of Purchasing may recommend to the Evaluation Committee to short list the most qualified firms prior to the Final Evaluation.
   b. The Evaluation Criteria identifies points available; a total of 100 points is available.
   c. If the Evaluation Criteria includes a request for pricing, the total points awarded for price is determined by applying the following formula:

      (Lowest Proposed Price/Vendor's Price) x (Maximum Number of Points for Price) = Price Score

   d. After completion of scoring, the County may negotiate pricing as in its best interest.
4. For Requests for Letters of Interest or Request for Qualifications, the following shall apply:
   a. The Evaluation Committee will create a short list of the most qualified firms.
   b. The Evaluation Committee will either:
      i. Rank shortlisted firms; or
      ii. If the solicitation is part of a two-step procurement, shortlisted firms will be requested to submit a response to the Step Two procurement.

F. Demonstrations

Refer to Special Instructions to Vendors. Vendors determined to be both responsive and responsible to the requirements of the solicitation and/or shortlisted (if applicable), will be required to demonstrate the nature of their offered solution. After receipt of solicitation responses, all Vendors will receive a description of, and arrangements for, the desired demonstration. All Vendors will have equal time for demonstrations, but the question-and-answer time may vary. In accordance with Section 286.0113 of the Florida Statutes and pursuant to the direction of the Broward County Board of Commissioners, demonstrations are closed to only the Vendor's team and County staff.

G. Presentations

Vendors that are determined to be both responsive and responsible to the requirements of the solicitation and/or shortlisted (if applicable) will have an opportunity to make an oral presentation to the Evaluation Committee on the Vendor's approach to this project and the Vendor's ability to perform. The committee may provide a list of subject matter for the discussion. All Vendor's will have equal time to present but the question-and-answer time may vary. In accordance with Section 286.0113 of the Florida Statutes, and the direction of the Broward County Board of Commissioners, presentations during Evaluation Committee Meetings are closed. Only the Evaluation Committee members, County staff and the vendor and their team scheduled for that presentation will be present in the Meeting Room during the presentation and subsequent question and answer period.

H. Public Art and Design Program

If indicated in **Special Instructions to Vendors,** Public Art and Design Program, Section 1-88, Broward County Code of Ordinances, applies to this project. It is the intent of the County to functionally integrate art, when applicable, into capital projects and integrate artists' design concepts into this improvement project. The Vendor may be required to collaborate with the artist(s) on design development within the scope of this request. Artist(s) shall be selected by Broward County through an independent process. For additional information, contact the Broward County Cultural Division.

I. Committee Appointment

The Cone of Silence shall be in effect for County staff at the time of the Evaluation Committee appointment and for County Commissioners and Commission staff upon the first meeting of the Evaluation Committee. The committee members appointed for this solicitation are available on the Purchasing Division's website under Committee Appointment.

J. Committee Questions, Request for Clarifications, Additional Information

At any committee meeting, the Evaluation Committee members may ask questions, request clarification, or require additional information of any Vendor's submittal or proposal. It is highly recommended Vendors attend to answer any committee questions (if requested), including a Vendor representative that has the authority to bind.

Vendor's answers may impact evaluation (and scoring, if applicable). Upon written request to the Purchasing Agent prior to the meeting, a conference call number will be made available for Vendor participation via teleconference. Only Vendors that are found to be both responsive and responsible to the requirements of the solicitation and/or shortlisted (if applicable) are requested to participate in a final (or presentation) Evaluation committee meeting.

K. Vendor Questions

The County provides a specified time for Vendors to ask questions and seek clarification regarding solicitation requirements. All questions or clarification inquiries must be submitted electronically through Periscope S2G by the Question & Answer due date and time specified in the solicitation document (including any addenda). The County will respond to questions electronically through Periscope S2G.

L. Confidential Material/ Public Records and Exemptions

1. Broward County is a public agency subject to Chapter 119, Florida Statutes. Upon receipt, all submittals become "public records" and shall be subject to public disclosure consistent with Chapter 119, Florida Statutes. Submittals may be posted on the County's public website or included in a public records request response unless there is a declaration of "confidentiality" pursuant to the public records law and in accordance with the procedures in this section.

2. Any confidential material(s) the Vendor asserts is exempt from public disclosure under Florida Statutes must be labeled as "Confidential" and marked with the specific statute and subsection asserting exemption from Public Records.

3. To submit confidential material, three hardcopies must be submitted in a sealed envelope, labeled with the solicitation number, title, date and the time of solicitation opening to:

   Broward County Purchasing Division 115
   South Andrews Avenue, Room 212 Fort
   Lauderdale, FL 33301

4. Any materials that the Vendor claims to be confidential and exempt from public records must be marked and separated from the submittal. If the Vendor does not comply with these instructions, the Vendor's claim for confidentiality will be deemed as waived.

5. Submitting confidential material may impact full discussion of your submittal by the Evaluation Committee because the Committee will be unable to discuss the details contained in the documents cloaked as confidential at the publicly noticed Committee meeting.

M. Copyrighted Materials

Copyrighted material is not exempt from the Public Records Law, Chapter 119, Florida Statutes. Submission of copyrighted material in response to any solicitation will constitute a license and permission for the County to make copies (including electronic copies) as reasonably necessary for the use by County staff and agents, as well as to make the materials available for inspection or production pursuant to Public Records Law, Chapter 119, Florida Statutes.

N. State and Local Preferences

If the solicitation involves a federally funded project where the fund requirements prohibit the use of state and/or local preferences, such preferences contained in the Local Preference Ordinance and Broward County Procurement Code will not be applied in the procurement process.

O. Local Preference

The following local preference provisions shall apply except where otherwise prohibited by federal or state law or other funding source restrictions.

For all competitive solicitations in which objective factors used to evaluate the responses from vendors are assigned point totals:

a. Five percent (5%) of the available points (for example, five points of a total 100 points) shall be awarded to each locally based business and to each joint venture composed solely of locally based businesses, as applicable;
b. Three percent (3%) of the available points shall be awarded to each locally based subsidiary and to each joint venture that is composed solely of locally based subsidiaries, as applicable;and
c. For any other joint venture, points shall be awarded based upon the respective proportion of locally based businesses and locally based subsidiaries' equity interests in the joint venture.

If, upon the completion of final rankings (technical and price combined, if applicable) by the Evaluation Committee, a nonlocal vendor is the highest ranked vendor and one or more Local Businesses (as defined by Section 1-74 of the Broward County Code of Ordinances) are within five percent (5%) of the total points obtained by the nonlocal vendor, the highest ranked Local Business shall be deemed to be the highest ranked vendor overall, and the County shall proceed to negotiations with that vendor. If impasse is reached, the County shall next proceed to negotiations with the next highest ranked Local Business that was within five percent (5%) of the total points obtained by the nonlocal vendor, if any.

Refer to Section 1-75 of the Broward County Local Preference Ordinance and the **Location Certification Form** for further information.

P. Tiebreaker Criteria

In accordance with Section 21.42(d) of the Broward County Procurement Code, the tiebreaker criteria shall be applied based upon the information provided in the Vendor's response to the solicitation. In order to receive credit for any tiebreaker criterion, complete and accurate information must be contained in the Vendor's submittal.

1. Location Certification Form;
2. Domestic Partnership Act Certification (Requirement and Tiebreaker);
3. Tiebreaker Criteria Form: Volume of Payments Over Five Years

Q. Posting of Solicitation Results and Recommendations

The Broward County Purchasing Division's website is the location for the County's posting of all solicitations and contract award results. It is the obligation of each Vendor to monitor the website in order to obtain complete and timely information.

R. Review and Evaluation of Responses

An Evaluation Committee is responsible for recommending the most qualified Vendor(s).The process for this procurement may proceed in the following manner:

1. The Purchasing Division delivers the solicitation submittals to agency staff for summarization forthe committee members. Agency staff prepares a report, including a matrix of responses submitted by the Vendors. This may include a technical review, if applicable. If a demonstration is required, County will appoint a Technical Review Team ("TRT") to view all Vendor demonstrations. The TRT will be comprised of County staff with specific subject matter expertise. The TRT will review all Vendor demonstrations for compliance with the Demonstration Script. The Project Manager will compile the results of each Vendor's demonstration into a final TRT Report. The TRT Report will be distributed to the Evaluation Committee members prior to the Final Evaluation Meeting.

2. A solicitation may only be awarded to a vendor whose submission is responsive to the requirements of the solicitation. The Director of Purchasing shall determine whether submissions are responsive. For solicitations in which an Evaluation Committee has been appointed, the Director of Purchasing's determination regarding responsiveness is not binding on the Evaluation Committee, which may accept or reject such determination but must state with specificity the basis for any rejection thereof.

3. The Evaluation Committee, with assistance of the Purchasing Division and based on information provided by the applicable County Agencies and the Office of the County Attorney, shall determine whether vendors who have submitted responsive submissions are responsible. Notwithstanding the foregoing, the awarding authority for a solicitation shall have the ultimate authority to determine whether vendors who have submitted responsive submissions are responsible. When making determinations of responsibility, the Director of Purchasing or the Evaluation Committee (as applicable) may request additional information from any vendor on matters that may affect a vendor's responsibility. The failure of a vendor to provide information requested by the County may result in a determination of non-responsibility. In addition, a vendor may submit information regarding its responsibility; provided, however, that such information shall not be considered if it contradicts or materially alters the information provided by the vendor in its original response to the solicitation.

S. Vendor Protest

Part X of the Broward County Procurement Code sets forth procedural requirements that apply if a Vendor intends to protest a solicitation or proposed award of a contract and states in part the following:

1. Any written protest concerning the specifications or requirements of a solicitation (or of any addenda thereto) must be received by the Director of Purchasing within five (5) business days after the applicable solicitation (or addenda) is posted on the Purchasing Division's website.

2. Any written protest concerning a proposed award or ranking must be received by the Director of Purchasing within five (5) business days after the proposed award or ranking is posted on the Purchasing Division's website.

3. Calculation of Days. Unless otherwise expressly stated, all references to "days" mean calendar days between the hours of 8:30 a.m. and 5:00 p.m., excluding days that are County holidays. All references to "business days" mean Monday through Friday between the hours of 8:30 a.m. and 5:00 p.m., excluding days that are County holidays. In calculating time periods, the day of the event that triggers the time period shall be excluded from the calculation (for example, objections to a ranking must be filed within three (3) business days after the ranking is posted, so an objection to a ranking posted on a Monday must be filed no later than 5:00 p.m. on Thursday). Failure to file a written protest so that it is received by the Director of Purchasing within the timeframes set forth in

Part X of the Broward County Procurement Code shall constitute a waiver of the right to protest. A protest submitted to anyone other than the Director of Purchasing shall not be a valid protest.

Except as to any protest of the specifications or requirements of a solicitation, as a condition of initiating any protest, the protestor must, concurrently with filing the protest, pay a filing fee for the purpose of defraying the costs in administering the protest in accordance with the scheduled provided below. The filing fee shall be refunded if the protestor prevails in the protest. Failure to timely pay the required filing fee shall render the protest invalid.

Estimated Contract Amount	Filing Fee
Mandatory Bid Amount up to $250,000	$500
$250,000 - $500,00	$1,000
$500,001 - $5 million	$3,000
Over $5 million	$5,000

The estimated contract amount shall be the total bid amount offered by the protesting vendor in its response to the solicitation, inclusive of any contract renewals or extensions. If no bid amount was submitted by the protestor, the estimated contract amount shall be the County's estimated contract price for the procurement. The County will accept a filing fee in the form of a money order, certified check, or cashier's check, payable to "Broward County," or other manner of payment approved by the Director of Purchasing.

T. RIGHT TO APPEAL

The protestor may appeal the Director of Purchasing's denial of the protest with respect to the proposed award of a solicitation in accordance with Part XII of the Broward County Procurement Code. Decisions by the Director of Purchasing with respect to the specifications or requirements of a solicitation may only be appealed to the County Administrator or their designee, who shall determine the method, timing, and process of the appeal and whose decision shall be final.

1. The appeal must be received by the Director of Purchasing within ten (10) days after the date of the determination being appealed.

2. The appeal must be accompanied by an appeal bond by a Vendor having standing to protest and must comply with all other requirements of Part XII of the Broward County Procurement Code.

3. Except as otherwise provided by law, the filing of an appeal is an administrative remedy that must be exhausted prior to the filing of any civil action against the County concerning any subject matter that, had an appeal been filed, could have been addressed as part of the appeal.

U. Rejection of Responses

The Director of Purchasing may reject all responses to a solicitation, even when only one response is received, if the Director of Purchasing determines that doing so would be in the best interest of the County; provided, however, that only the Board may reject all responses to a solicitation where the issuance of the solicitation was approved by the Board.

V. Negotiations

Once a ranking is deemed final, the County shall commence contract negotiations with the top-ranked vendor (or, if provided in the solicitation, with multiple top-ranked vendors simultaneously). If the negotiation does not result in mutually satisfactory contract terms within a reasonable time, as determined by the Director of Purchasing, then the Director of Purchasing may terminate negotiations with the applicable vendor and commence (or continue, if the solicitation provided for negotiation with multiple top-ranked vendors) negotiations with the next-ranked vendor(s) or issue a new solicitation, as the Director of Purchasing determines to be in the best interest of the County[FA29] [CC30] . In accordance with Section 286.0113 of the Florida Statutes, and the direction of the Broward County Board of Commissioners, negotiations resulting from Evaluation Committee Meetings are closed. Only County staff and the selected vendor and their team will be present during negotiations.

W. Submittal Instructions:

1. Broward County does not require any personal information (as defined under Section 501.171, Florida Statutes), such as social security numbers, driver license numbers, passport, military ID, bank account or credit card numbers, or any personal pin numbers, in order to submit a response for ANY Broward County solicitation. DO NOT INCLUDE any personal information data in any document submitted to the County. If any personal information data is part of a submittal, this information must be redacted prior to submitting a response to the County.

2. Vendor MUST submit its solicitation response electronically through Periscope S2G and MUST confirm its solicitation response in order for the County to receive a valid response through Periscope S2G. It is the Vendor's sole responsibility to assure its response is submitted and received through Periscope S2G by the date and time specified in the solicitation.

3. The County will not consider solicitation responses received by other means. Vendors are encouraged to submit their responses in advance of the due date and the time specified in the solicitation. In the event that the Vendor is having difficulty submitting the solicitation response electronically through Periscope S2G, immediately notify the Purchasing Agent and then contact Periscope S2G for technical assistance.

4. Vendor must view, submit, and/or accept each of the documents in Periscope S2G. Web-fillable forms can be filled out and submitted through Periscope S2G.

5. After all documents are viewed, submitted, and/or accepted in Periscope S2G, the Vendor must upload additional information requested by the solicitation (i.e. Evaluation Criteria and Financial Statements) in the Item Response Form in Periscope S2G, under line one (regardless if pricing requested).

6. Vendor should upload responses to Evaluation Criteria in Microsoft Word or Excel format.

7. If the Vendor is declaring any material confidential and exempt from Public Records, refer to Confidential Material/ Public Records and Exemptions for instructions on submitting confidential material.

8. After all files are uploaded, Vendor must submit and CONFIRM its offer (by entering password) for offer to be received electronically through Periscope S2G.

9. If a solicitation requires an original Proposal Bond (per Special Instructions to Vendors), Vendor must submit in a sealed envelope, labeled with the solicitation number, title, date and the time of solicitation opening to:

   Broward County Purchasing Division 115
   South Andrews Avenue, Room 212Fort
   Lauderdale, FL 33301

A copy of the Proposal Bond should also be uploaded into Periscope S2G; this does not replace the requirement to have an original proposal bond. Vendors must submit the original Proposal Bond, by the due date and time specified in the solicitation.

Revised May 1, 2021

Supplier: **Janitorial 5 Star Services**

LOCATION CERTIFICATION

Refer to applicable sections for submittal instructions. Failure to submit required forms or information by stated timeframes will deem vendor ineligible for local preference or location tiebreaker.

Broward County Code of Ordinances, Section 1-74, et seq., provides certain preferences to Local Businesses, Locally Based Businesses, and Locally Based Subsidiaries, and the Broward County Procurement Code provides location as the first tiebreaker criteria. Refer tothe ordinance for additional information regarding eligibility for local preference.

For Invitation for Bids:

To be eligible for the Local Preference best and final offer ("BAFO") and location tiebreaker, the Vendor **must** submit this fully completed form and a copy of its Broward County local business tax receipt **at the same time it submits its bid**. **Vendors who fail to comply with this submittal deadline will not be eligible for either the BAFO or the location tiebreaker.**

For Request for Proposals (RFPs), Request for Letters of Interest (RLIs), or Request for Qualifications (RFQs):

For Local Preference eligibility, the Vendor **should** submit this fully **completed form** and **all Required Supporting Documentation** (as indicated below) at the time Vendor submits its response to the procurement solicitation. If not provided with submittal, the Vendor **must** submit within three business days after County's written request. Failure to submit required forms or information by stated timeframes will deem the Vendor ineligible for local preference.

To be eligible for the location tiebreaker, **the Vendor must submit this fully completed form and a copy of its Broward County local business tax receipt at the same time it submits its response.** Vendors who fail to comply with this submittal deadline will not be eligible for the location tiebreaker.

The undersigned Vendor hereby certifies that (check the box for only one option below):

☐ **Option 1:** The Vendor is a **Local Business,** but does not qualify as a **Locally Based Business** or a **Locally Based Subsidiary**, as each term is defined by Section 1-74, Broward County Code of Ordinances. The Vendor further certifies that:

A. It has continuously maintained, for at least the one (1) year period immediately preceding the bid posting date (i.e., the date on which the solicitation was advertised),

i. a physical business address located within the limits of Broward County, listed onthe Vendor's valid business tax receipt issued by Broward County (unless exemptfrom business tax receipt requirements),

ii. in an area zoned for the conduct of such business,

iii. that the Vendor owns or has the legal right to use, and

iv. from which the Vendor operates and performs on a day-to-day basis business that is a substantial component of the goods or services being offered to BrowardCounty in connection with the applicable competitive solicitation (as so defined, the "Local Business Location").

If Option 1 selected, indicate **Local Business Location**:

☑ **Option 2:** The Vendor is both a **Local Business** and a **Locally Based Business** as each term is defined by Section 1-74, Broward County Code of Ordinances. The Vendor further certifies that:

A. The Vendor has continuously maintained, for at least the one (1) year period immediately preceding the bid posting date (i.e., the date on which the solicitationwas advertised),

i. a physical business address located within the limits of Broward County, listed on the Vendor's valid business tax receipt issued by Broward County(unless exempt from business tax receipt requirements),

ii. in an area zoned for the conduct of such business,

iii. that the Vendor owns or has the legal right to use, and

iv. from which the Vendor operates and performs on a day-to-day basis business that is a substantial component of the goods or services being offered to Broward County in connection with the applicable competitive solicitation as so defined, the "Local Business Location");

B. The Local Business Location is the primary business address of the majority of the Vendor's employees as of the bid posting date, and/or the majority of the work under the solicitation, if awarded to the Vendor, will be performed by employees of the Vendor whose primary business address is the Local Business Location;

C. The Vendor's management directs, controls, and coordinates all or substantially all of the day-to-day activities of the entity (such as marketing, finance, accounting, human resources, payroll, and operations) from the Local Business Location;

D. The Vendor has not claimed any other location as its principal place of business within the one (1) year period immediately preceding the bid posting date; and

E. Less than fifty percent (50%) of the total equity interests in the business are owned, directly or indirectly, by one or more entities with a principal place of business located outside of Broward County. The Vendor certifies that the total equity interests in the owned, directly or indirectly, by one or more entities with a principal place of business Vendor located outside of Broward County is .

If Option 2 selected, indicate **Local Business Location**:

Option 3: The Vendor is both a **Local Business** and a **Locally Based Subsidiary**as each term is defined by Section 1-74, Broward County Code of Ordinances. The Vendor further certifies that:

A. The Vendor has continuously maintained:

i. for at least the one (1) year period immediately preceding the bid posting date(i.e., the date on which the solicitation was advertised),

ii. a physical business address located within the limits of Broward County, listedon the Vendor's valid business tax receipt issued by Broward County (unless exempt from business tax receipt requirements),

iii. in an area zoned for the conduct of such business,

iv. that the Vendor owns or has the legal right to use, and

v. from which the Vendor operates and performs on a day-to-day basis businessthat is a substantial component of the goods or services being offered to Broward County in connection with the applicable competitive solicitation (as so defined, the "Local Business Location");

B. The Local Business Location is the primary business address of the majority of the Vendor's employees as of the bid posting date, and/or the majority of the work under the solicitation, if awarded to the Vendor, will be performed by employees of the Vendor whose primary business address is the Local Business Location;

C. The Vendor's management directs, controls, and coordinates all or substantiallyall of the day-to-day activities of the entity (such as marketing, finance, accounting, human resources, payroll, and operations) from the Local Business Location;

D. The Vendor has not claimed any other location as its principal place of business within the one (1) year period immediately preceding the bid posting date; and

E. At least fifty percent (50%) of the total equity interests in the business are owned, directly or indirectly, by one or more entities with a principal place of business located outside of Broward County. The Vendor certifies that the total equity interests in the Vendor owned, directly or indirectly, by one or more entities with aprincipal place of business located outside of Broward County is .

If Option 3 selected, indicate **Local Business Location**:

☐ **Option 4:** The Vendor is a **joint venture** composed of one or more Local Businesses, Locally Based Businesses, or Locally Based Subsidiaries, as each term is defined by Section 1-74, Broward County Code of Ordinances. Fill in blanks with percentage equity interest or list "N/A" if section does not apply. The Vendor further certifies that:

A. The proportion of equity interests in the joint venture owned by **Local Business (es)** (each Local Business must comply with all of the requirements stated in Option 1) is % of the total equity interests in the joint venture; and/or

B. The proportion of equity interests in the joint venture owned by **Locally Based Business(es)** (each Locally Based Business must comply with all of the requirements stated in Option 2) is % of the total equity interests in thejoint venture; and/or

C. The proportion of equity interests in the joint venture owned by **Locally Based Subsidiary(ies)** (each Locally Based Subsidiary must comply with all of the requirements stated in Option 3) is **FL**% of the total equity interests in thejoint venture.

If Option 4 selected, indicate the Local Business Location(s) (es) on separatesheet.

☐ **Option 5:** Vendor is not a Local Business, a Locally Based Business, or a Locally Based Subsidiary, as each term is defined by Section 1-74, Broward County Code of Ordinances.

Required Supporting Documentation (in addition to this form):Option 1 or 2 (**Local**

Business or **Locally Based Business**):

1. Broward County local business tax receipt.

Option 3 (**Locally Based Subsidiary**)

1. Broward County local business tax receipt.
2. Documentation identifying the Vendor's vertical corporate organization and names ofparent entities if the Vendor is a Locally Based Subsidiary.

Option 4 (**joint venture** composed of one or more Local Business(es), Locally Based Business(es), or Locally Based Subsidiary(ies):

1. Broward County local business tax receipt(s) for each Local Business(es), Locally Based Business(es), and/or Locally Based Subsidiary(ies).
2. Executed joint venture agreement, if the Vendor is a joint venture.
3. If joint venture is comprised of one or more Locally Based Subsidiary(ies), submit documentation identifying the vertical corporate organization and parent entitiesname(s) of each Locally Based Subsidiary.

If requested by County (any option):

1. Written proof of the Vendor's ownership or right to use the real property at the LocalBusiness Location.
2. Additional documentation relating to the parent entities of the Vendor.
3. Additional documentation demonstrating the applicable percentage of equity interestsin the joint venture, if not shown in the joint venture agreement.
4. Any other documentation requested by County regarding the location from which theactivities of the Vendor are directed, controlled, and coordinated.

By submitting this form, the Vendor certifies that if awarded a contract, it is the intent of the Vendor to remain at the Local Business Location address listed below (or another qualifyingLocal Business Location within Broward County) for the duration of the contract term, including any renewals or extensions. (If nonlocal Vendor, leave Local Business Location blank.)

Indicate Local Business Location:

True and Correct Attestations:

Any misleading, inaccurate, or false information or documentation submitted by any party affiliated with this procurement may lead to suspension and/or debarment from doing business with Broward County as authorized by the Broward County Procurement Code. The Vendor understands that, if after contract award, the County learns that any of the information provided by the Vendor on this was false, and the County determines, upon investigation, that the Vendor's provision of such false information was willful or intentional, the County may exercise any contractual right to terminate the contract. The provision of false or fraudulent information or documentation by a Vendor may subject the Vendor to civil and criminal penalties.

AUTHORIZED SIGNATURE/NAME: **Kristen Olbel**

TITLE: **CEO**

VENDOR NAME: **Janitorial 5 Star Services**

DATE: **05/25/2021**

Revised May 1, 2021

Supplier: **Janitorial 5 Star Services**

DOMESTIC PARTNERSHIP ACT CERTIFICATION (REQUIREMENT AND TIEBREAKER)

Refer to Special Instructions to identify if Domestic Partnership Act is a requirement of the solicitation or acts only as a tiebreaker. If Domestic Partnership is a requirement of the solicitation, the completed and signed should be returned with the Vendor's submittal. If the is not provided with submittal, the Vendor must submit within three business days of County's request. Vendor may be deemed non-responsive for failure to fully comply within stated timeframes. To qualify for the Domestic Partnership tiebreaker criterion, theVendor must currently offer the Domestic Partnership benefit and the completed and signed form must be returned at time of solicitation submittal.

The Domestic Partnership Act, Section 16 ½ -157, Broward County Code of Ordinances, as amended, requires all Vendors contracting with the County, in an amount over $100,000 provide benefits to Domestic Partners of its employees, on the same basis as it provides benefits to employees' spouses, with certain exceptions as provided by the Ordinance.

For all submittals over $100,000.00, the Vendor, by virtue of the signature below, certifies that it is aware of the requirements of Broward County's Domestic Partnership Act, Section 16-½ -157, Broward County Code of Ordinances; and certifies the following: (check only one below).

- [x] 1. The Vendor currently complies with the requirements of the County's Domestic Partnership Act and provides benefits to Domestic Partners of its employees on the same basis as it provides benefits to employees' spouses
- [ ] 2. The Vendor will comply with the requirements of the County's Domestic Partnership Act at time of contract award and provide benefits to Domestic Partners of its employees on the same basis as it provides benefits to employees' spouses.
- [ ] 3. The Vendor will not comply with the requirements of the County's Domestic Partnership Act at time of award.
- [ ] 4. The Vendor does not need to comply with the requirements of the County's Domestic Partnership Act at time of award because the following exception(s) applies: **(check only one below)**.
  - [ ] The Vendor employs less than five (5) employees.
  - [ ] The Vendor does not provide benefits to employees' spouses.
  - [ ] The Vendor is a governmental entity, not-for-profit corporation, or charitable organization.
  - [ ] The Vendor is a religious organization, association, society, or non-profit charitable or educational institution.
  - [ ] The Vendor provides an employee the cash equivalent of benefits. (Attach an affidavit in compliance with the Act stating the efforts taken to provide such benefits and the amount of the cash equivalent).
  - [ ] The Vendor cannot comply with the provisions of the Domestic Partnership Act because it would violate the laws, rules or regulations of federal or state law or would violate or be inconsistent with the terms or conditions of a grant or contract with the United States or State of Florida. Indicate the law, statute or regulation (State the law, statute or regulation and attach explanation of its applicability).

Kristen Olbel	CEO	Janitorial 5 Star Services LLC	05/25/2021
Authorized Signature/Name	**Title**	**Vendor Name**	**Date**

Revised May 1, 2021

Supplier: **Janitorial 5 Star Services**

AGREEMENT EXEPTION FORM

The completed form(s) should be submitted with the solicitation response. If not submitted with solicitation response, it shall be deemed an affirmation by the Vendor that it accepts contract terms and conditions stated in the solicitation.

The Vendor must provide on the form below, any and all exceptions it takes to the contract terms and conditions stated in the solicitation, including all proposed modifications to the contract terms and conditions or proposed additional terms and conditions. Additionally, a brief justification specifically addressing each provision to which an exception is taken should be provided.

☑ There are no exceptions to the contract terms and conditions state in this solicitation; or

☐ The following exceptions are taken to the contract terms and conditions state in this soliciation: (use additional forms as needed; separate each Article/ Section number)

Term or Condition Article / Section	Insert proposed modifications to the contract terms and conditions or proposed additional terms and condition	Provide brief justification for proposed modifications

Vendor Name: **Janitorial 5 Star Services LLC**

Revised May 1, 2021

Supplier: **Janitorial 5 Star Services**

LITIGATION HISTORY FORM

The completed form(s) should be returned with the Vendor's submittal. If not provided with submittal, the Vendor must submit within three business days of County's request. Vendor may be deemed non-responsive for failure to fully comply within stated timeframes.

☑ There are no material cases for this Vendor; or
☐ Material Case(s) are disclosed below:

Is this for a: (check type) ☐ Parent, ☐ Subsidiary, or ☐ Predecessor Firm?	If Yes, name of Parent/Subsidiary/Predecessor: Or No ☐
Party	
Case Number, Name, and Date Filed	
Name of Court or other tribunal	
Type of Case	Bankruptcy ☐ Civil ☐ Criminal ☐ Administrative/Regulatory ☐
Claim or Cause of Action and Brief description of each Count	
Brief description of the Subject Matter and Project Involved	
Disposition of Case (Attach copy of any applicable Judgment, Settlement Agreement and Satisfaction of Judgment.)	Pending ☐ Settled ☐ Dismissed ☐ Judgment Vendor's Favor ☐ Judgment Against Vendor ☐ If Judgment Against, is Judgment Satisfied? ☐ Yes ☐ No
Opposing Counsel	Name: Email: **janitorial5starservices@gmail.com** Telephone Number:

Vendor Name: Janitorial 5 Star Services LLC

Revised May 1, 2021

Supplier: **Janitorial 5 Star Services**

VOLUME OF PREVIOUS PAYMENTS ATTESTATION FORM

The completed and signed form should be returned with the Vendor's submittal. If not provided with submittal, the Vendor must submit within three business days of County's request. Failure to timely submit this form and supporting documentation may affect the Vendor's evaluation.

This completed form MUST be included with the Vendor's submittal at the time of the opening deadline to be considered for a Tie Breaker criterion (if applicable).

Points assigned for Volume of Previous Payments will be based on the amount paid-to-date by the County to a prime Vendor **MINUS** the Vendor's confirmed payments paid-to-date to approved certified County Business Enterprise (CBE) firms performing services as Vendor's subcontractor/subconsultant to obtain the CBE goal commitment as confirmed by County's Office of Economic and Small Business Development. Reporting must be within five (5) years of< the current solicitation's opening date.

Vendor must list all received payments paid-to-date by contract as a prime vendor from Broward County Board of County Commissioners. Reporting must be within five (5) years of the current solicitation's opening date.

Vendor must also list all total confirmed payments paid-to-date by contract, to approved certified CBE firms utilized to obtain the contract's CBE goal commitment. Reporting must be within five (5) years of the current solicitation's opening< date.

In accordance with Section 21.41(h)(4) and 21.42(d)(3) of the Broward County Procurement Code, the Vendor with the lowest dollar volume of payments previously paid by the County over a five-year period from the date of the submittal opening will receive the Tie Breaker.

The Vendor attests to the following:

Item No.	Project Title	Contract No.	Department/ Division	Date Awarded	Prime: Paid to Date	CBE: Paid to Date
1.						
2.						
3.						
4.						
5.						
6.						
7.						

Grand Total

Has the Vendor been a member/partner of a Joint Venture firm that was awarded a contract by the County?

Yes ☐ No ☑

If Yes, Vendor must submit a **Joint Vendor Volume of Work Attestation Form**.

Vendor Name: Janitorial 5 Star Services LLC

Kristen Olbel	**CEO**	**05/25/2021**
Authorized Signature/Name	**Title**	**Date**

VOLUME OF PREVIOUS PAYMENTS ATTESTATION FORM FOR JOINT VENTURE

If applicable, this form and additional required documentation should be submitted with the Vendor's submittal. If not provided with submittal, the Vendor must submit within three business days of County's request. Failure to timely submit this form and supporting documentation may affect the Vendor's evaluation.

If a Joint Venture, the payments paid-to-date by contract provided must encompass the Joint Venture and each of the entities forming the Joint Venture.
Points assigned for Volume of Previous Payments will be based on the amount paid-to-date by contract to the Joint Venture firm **MINUS** all confirmed payments paid-to-date to approved certified CBE firms utilized to obtain the CBE goal commitment. Reporting must be within five (5) years of the current solicitation's opening date. Amount will then be multiplied by the member firm's equity percentage.

In accordance with Section 21.41(h)(4) and 21.42(d)(3) of the Broward County Procurement Code, the Vendor with the lowest dollar volume of payments previously paid by the County over a five-year period from the date of the submittal opening will receive the Tie Breaker.

The Vendor attests to the following:

Item No.	Project Title	Contract No.	Department/ Division	Date Awarded	JV Equity Percent	Prime: Paid to Date	CBE: Paid to Date
1.							
2.							
3.							
4.							
5.							
6.							
7.							
8.							

Grand Total

Vendor is required to submit an executed Joint Venture agreement(s) and any amendments for each project listed above. Each agreement must be executed prior to the opening date of this solicitation.

Vendor Name: Janitorial 5 Star Services LLC

Kristen Olbel	**CEO**	**05/25/2021**
Authorized Signature/Name	**Title**	**Date**

Revised May 1, 2021

Supplier: **Janitorial 5 Star Services**

AFFILIATED ENTITIES OF THE PRINCIPAL(S) CERTIFICATION

The completed form should be submitted with the solicitation response. If not submitted with solicitation response, it must be submitted within three business days of County's request. Failure to timely submit may result in Vendor being deemed non-responsive.

a. All Vendors are required to disclose the names and addresses of "affiliated entities" of the Vendor's principal(s) over the last five (5) years (from the solicitation opening deadline) that have acted as a prime Vendor with the County.

b. The County will review all affiliated entities of the Vendor's principal(s) for contract performance evaluations and the compliance history with the County's Small Business Development Program, including County Business Enterprise (CBE), Disadvantaged Business Enterprise (DBE) and Small Business Enterprise (SBE) goal attainment requirements. "Affiliated entities" of the principal(s) are those entities related to the Vendor by the sharing of stock or other means of control, including but not limited to a subsidiary, parent or sibling entity.

c. The County will consider the contract performance evaluations and the compliance history of the affiliated entities of the Vendor's principals in its review and determination of responsibility.

The Vendor hereby certifies that: (select one)

- [x] No principal of the proposing Vendor has prior affiliations that meet the criteria defined as "Affiliated entities"
- [ ] Principal(s) listed below have prior affiliations that meet the criteria defined as "Affiliated entities"

Principal's Name:
Names of Affiliated Entities:
Principal's Name:
Names of Affiliated Entities:
Principal's Name:
Names of Affiliated Entities:

Authorized Signature Name: **Kristen Olbel**

Title: **CEO**

Vendor Name: **Janitorial 5 Star Services**

Date: **05/25/2021**

Revised May 1, 2021

Supplier: **Janitorial 5 Star Services**

Office of Economic and Small Business Requirements: CBE Reserve

A. In accordance with the Broward County Business Opportunity Act of 2012, Section 1-81, Code of Ordinances, as amended (the "Business Opportunity Act"), this solicitation is reserved for County Business Enterprise (CBE) firms (CBE Reserve).

B. CBEs and non-CBEs may respond to the solicitation.

C. The CBE with the lowest responsive and responsible Bid, or with the highest-ranked responsive and responsible Proposal, as compared to all other CBEs (the "CBE Presumptive Awardee"), shall be awarded the contract if the CBE Presumptive Awardee meets the following requirements, as applicable:

(1) Monetary Differential: The total Bid or Proposal amount of the CBE Presumptive Awardee: (a)(i) does not exceed Three Million Dollars ($3,000,000) and (ii) does not exceed the total amount of the lowest responsive and responsible Bid, or the total amount of the highest-ranked responsive and responsible Proposal, as applicable, from a non-CBE by more than ten percent (10%); or (b)(i) exceeds Three Million Dollars($3,000,000) and (ii) does not exceed the total amount of the lowest responsive and responsible Bid, or the total amount of the highest-ranked responsive and responsible Proposal, as applicable, from a non-CBE by more than five percent (5%); and

(2) Points Differential: For competitive solicitations in which the Proposals are assigned point totals, after deducting the points awarded for price from the total points awarded to each appliable Proposal, the total points assigned to the CBE Presumptive Awardee: (a) for Proposals that do not exceed Three Million Dollars ($3,000,000), are not more than ten percent (10%) less than the total points assigned to the highest- ranked responsive and responsible non-CBE; or (b) for Proposals that exceed Three Million Dollars ($3,000,000), are not more than five percent (5%) less than the total points assigned to the highest-ranked responsive and responsible non-CBE.

If the CBE Presumptive Awardee does not meet the above requirements, as applicable, then the CBE with the next lowest responsive and responsible Bid, or the next highest-ranked responsive and responsible Proposal, as compared to all other CBEs, will be deemed the CBE Presumptive Awardee and awarded the contract if the CBE Presumptive Awardee meets the above requirements, as applicable. If no CBE Presumptive Awardee meets the above requirements, as applicable, the award shall be made to the non-CBE that submits the lowest responsive and responsible Bid, or the highest-ranked responsive and responsible Proposal, provided the Director of Purchasing determines the total amount of the Bid or Proposal is fair and reasonable, unless (a) the Director of Office of Economic and Small Business Development (OESBD) issues a written determination that re-solicitation with modified specifications is likely to result in one or more Bids or Proposals from CBEs that would be eligible to receive the contract award; and (b) the Director of Purchasing issues a written determination that the delay occasioned by re-solicitation would not materially harm the County's interests.

D. If a non-CBE is awarded the contract because no CBE with capacity to perform the work submits a responsive and responsible Bid or Proposal, or because no CBE meets the applicable requirements stated above, any contract awarded to a non-CBE must include at least a twenty-five percent (25%) CBE goal (unless the CBE goal is waived or otherwise modified by Board action).

E. It is the Vendor's responsibility to ensure compliance with the CBE requirements and adhere to solicitation deadlines. The Vendor must contact OESBD to verify current CBE status or to obtain CBE certification.

F. The Work may only be performed by CBEs. The Vendor must perform one hundred percent (100%) of the Work as the prime Vendor or the prime Vendor may subcontract portions of Work to other CBEs. If the prime Vendor intends to subcontract any portion of the Work, the Vendor must complete a Letter of Intent (refer to Section G below).

G. CBE Program Requirements: Vendor should submit all required forms and information with its solicitation submittal as a matter of responsibility. If the required forms and information are not provided with the Vendor's solicitation submittal, then Vendor must supply the required forms and information no later than three (3) business days after request by OESBD. Vendor may be deemed non-responsible for failure to fully comply with this solicitation and CBE Program Requirements within these stated timeframes.

1. Vendor should include in its solicitation submittal a Letter of Intent Between Bidder/Offeror and County Business Enterprise (CBE) Subcontractor/Supplier (LOI) for each CBE the Vendor intends to use to achieve the assigned reserve or CBE participation goal. If the Vendor is a CBE performing 100% of the work, ~~an~~ LOI should be submitted stating that 100% of the work will be completed by the CBE. The form is available at the following link: http://www.broward.org/EconDev/Documents/CBELetterOfIntent.pdf

2. If Vendor is unable to attain the CBE participation goal or reserve, Vendor should include in its solicitation submittal an Application for Evaluation of Good Faith Efforts and all of the required supporting information. The is available at the following link: http://www.broward.org/EconDev/WhatWeDo/Documents/GoodFaithEffortEval.pdf

H. A certified firm must provide a commercially useful function for the Project and may not act as a broker. A certified firm that seeks to act as a broker, or that does not provide a commercially useful function for the Project shall be subject to decertification by OESBD.

I. Vendors are encouraged to purchase materials from certified CBE firms whenever possible.

J. A joint venture is only eligible for award if all members of the joint venture are certified CBE firms.

K. OESBD maintains an online directory of CBE firms. The online directory is available for use by Vendors at https://webapps4.broward.org/smallbusiness/sbdirectory.aspx

L. For detailed information regarding the CBE Program contact the OESBD at (954) 357-6400 or visit the office's website at: http://www.broward.org/EconDev/SmallBusiness/

M. If awarded the contract, Vendor agrees to and shall comply with all applicable requirements of this solicitation, the Business Opportunity Act, and the CBE Program in the award and administration of the contract, including the following:

1. No party to this contract may discriminate on the basis of race, color, sex, religion, national origin, disability, age, marital status, political affiliation, sexual orientation, pregnancy, or gender identity and expression in the performance of this contract.

2. All entities that seek to conduct business with the County, including Vendor or any Prime Contractors, Subcontractors, and Bidders/Offerors shall conduct such business activities in a fair and reasonable manner, free from fraud, coercion, collusion, intimidation, or bad faith. Failure to do so may result in the cancellation of this solicitation, cessation of contract negotiations, revocation of CBE certification, and suspension or debarment from future contracts.

3. If Vendor fails to meet or make Good Faith Efforts (as defined in the Business Opportunity Act) to meet the CBE participation commitment (the "Commitment"), including CBE reserve, then Vendor shall pay the County liquidated damages in an amount equal to fifty percent (50%) of the actual dollar amount by which Vendor failed to achieve the Commitment, up to a maximum amount of ten percent (10%) of the total contract amount, excluding costs and reimbursable expenses. An example of this calculation is stated in Section 1-81.7, Broward County Code of Ordinances.

4. Vendor shall comply with all applicable requirements of the Business Opportunity Act in the award of this contract. Failure by Vendor to carry out any of these requirements shall constitute a material breach of the contract, which shall permit the County to terminate this contract or to exercise any other remedy provided under this contract, the Broward County Code of Ordinances, the Broward County Administrative Code, or other applicable laws, with all such remedies being cumulative.

5. Vendor shall pay its CBE subcontractors and suppliers, within fifteen (15) days following receipt of payment from the County, for all completed subcontracted work and supplies. If Vendor withholds an amount from CBE subcontractors or suppliers as retainage, such retainage shall be released and paid within fifteen (15) days following receipt of payment of retained amounts from the County.

6. Vendor understands that the County will monitor Vendor's compliance with the CBE Program requirements. All Vendors must provide OESBD with a Monthly Utilization Report (MUR) to confirm its compliance with the Commitment agreed to in the contract; timely submission of the MUR every month throughout the term of the contract, including amendment and extension terms, is a condition of the County's payment of Vendor under the contract.

This is also available online at: www.broward.org/econdev/SmallBusiness/Pages/compliance.aspx

Revised May 1, 2021

Supplier: **Janitorial 5 Star Services**

Office of Economic and Small Business Requirements: Small Business Enterprises

A. In accordance with the Broward County Business Opportunity Act of 2012, codified in Section 1-81 of the Broward County Code of Ordinances, as amended (the "Business Opportunity Act"), this solicitation is reserved for Small Business Enterprises (SBE).

B. Only Vendors that are currently certified as SBEs or obtain SBE certification prior to the solicitation due date will be eligible for award of this contract award. Vendors are SBE-certified to provide goods and/or services to the County based on the Vendors' demonstration to the Office of Economic and Small Business Development (OESBD) that they provide such goods and/or services during the normal course of their respective businesses. Brokers are not eligible for certification.

C. An SBE-certified Vendor must provide a commercially useful function for a project. A SBE-certified Vendor that seeks to act as a broker or does not provide a commercially useful function on a project shall be subject to decertification by OESBD.

D. It is the Vendor's responsibility to ensure it is compliant with the Business Opportunity Act related requirements and solicitation deadlines by contacting OESBD to verify the Vendor's current SBE status or to obtain the applicable SBE certification.

E. For detailed information regarding SBEs or to find the application for certification, contact OESBD at (954) 357-6400 or visit the website at: www.broward.org/EconDev/SmallBusiness.

Revised May 1, 2021

Supplier: **Janitorial 5 Star Services**

VENDOR QUESTIONNAIRE AND STANDARD CERTIFICATIONS
Request for Proposals, Request for Qualifications, or Request for Letters of Interest

The completed form, including acknowledgment of the standard certifications and should be submitted with the solicitation response. If not submitted with solicitation response, it must be submitted within three business days of County's written request. Failure to timely submit may affect Vendor's evaluation.

If a response requires additional information, the Vendor should upload a written detailed response with submittal; each response should be numbered to match the question number. The completed questionnaire and attached responses will become part of the procurement record. It is imperative that the person completing the Vendor Questionnaire be knowledgeable about the proposing Vendor's business and operations.

1. Legal business name: **Janitorial 5 Star Services LLC**
2. Doing Business As/Fictitious Name (if applicable): **Janitorial 5 Star Services LLC**
3. Federal Employer I.D. no. (FEIN): **82-2282100**
4. Dun and Bradstreet No.: **098565601**
5. Website address (if applicable): **www.janitorial5star.com**
6. Principal place of business address: **1961 NE 25th Ave**
   Pompano Beach, FL 33062
7. Office location responsible for this project: **1961 NE 25th Ave**
   Pompano Beach, FL 33062
8. Telephone no.: **9547022053**Fax no.:
9. Type of business (check appropriate box):
   - ☐ Corporation (specify the state of incorporation): **FL**
   - ☐ Sole Prioprietor
   - ☑ Limited Liability Company (LLC)
   - ☐ Limited Partnership
   - ☐ General Partnership (State and County filled in) **FL**
   - ☐ Other – Specify
10. List Florida Department of State, Division of Corporations document number (or registration number if fictitious name):
    L17000159119
11. List name and title of each principal, owner, officer, and major shareholder:
    a) **Kristen Olbel**
    b) **Mikelange Olbel**
    c)
    d)
12. AUTHORIZED CONTACT(S) FOR YOUR FIRM:
    Name: **Kristen Olbel**
    Title: **CEO**
    E-mail: **janitorial5starservices@gmail.com**
    Telephone No.: **9547022053**

    Name: **Mikelange Olbel**
    Title: **COO**
    E-mail: **janitorial5starservices@gmail.com**
    Telephone No.: **9545524571**
13. Has your firm, its principals, officers or predecessor organization(s) been debarred or suspended by any government entity within the last three years? If yes, specify details in an attached written response. ☐ Yes ☑ No
14. Has your firm, its principals, officers or predecessor organization(s) ever been debarred or suspended by any government entity? If yes, specify details in an attached written response, including the reinstatement date, if granted. ☐ Yes ☑ No
15. Has your firm ever failed to complete any services and/or delivery of products during the last three (3) years? If yes, specify details in an attached written response. ☐ Yes ☑ No
16. Is your firm or any of its principals or officers currently principals or officers of another organization? If yes, specify details in an attached written response. ☐ Yes ☑ No
17. Have any voluntary or involuntary bankruptcy petitions been filed by or against your firm, its parent or subsidiaries or predecessor organizations during the last three years? If yes, specify details in an attached written response. ☐ Yes ☑ No

18. Has your firm's surety ever intervened to assist in the completion of a contract or have Performance and/or Payment Bond claims been made to your firm or its predecessor's sureties during the last three years? If yes, specify details in an attached written response, including contact information for owner and surety. ☐ Yes ☑ No
19. Has your firm ever failed to complete any work awarded to you, services and/or delivery of products during the last three (3) years? If yes, specify details in an attached written response. ☐ Yes ☑ No
20. Has your firm ever been terminated from a contract within the last three years? If yes, specify details in an attached written response. ☐ Yes ☑ No
21. Living Wage solicitations only: In determining what, if any, fiscal impact(s) are a result of the Ordinance for this solicitation, provide the following for informational purposes only. Response is not considered in determining the award of the contract.

    Living Wage had an effect on the pricing Yes ☐ No ☑ N/A ☐
    If yes, Living Wage increased the pricing by % or decreased the pricing by %.

Cone of Silence Requirement Certification:
The Cone of Silence Ordinance, Section 1-266, Broward County Code of Ordinances prohibits certain communications among Vendors, Commissioners, County staff, and Selection or Evaluation Committee members. Identify on a separate sheet any violations of this Ordinance by any members of the responding firm or its joint ventures. After the application of the Cone of Silence, inquiries regarding this solicitation should be directed to the Director of Purchasing or designee. The Cone of Silence terminates when the County Commission or other awarding authority takes action which ends thesolicitation.

The Vendor hereby certifies that: (check each box)

☑ The Vendor has read Cone of Silence Ordinance, Section 1-266, Broward County Code of Ordinances; and

☑ The Vendor understands that the Cone of Silence for this competitive solicitation shall be in effect beginning upon the appointment of the Selection or Evaluation Committee, for communication regarding this solicitation with the County Administrator, Deputy County Administrator, Assistant County Administrators, and Assistants to the County Administrator and their respective support staff or any person, including Evaluation or Selection Committee members appointed to evaluate or recommend selection in this RFP/RLI process. For Communication with County Commissioners and Commission staff, the Cone of Silence allows communicationuntil the initial Evaluation or Selection Committee Meeting.

☑ The vendor understands that they may communicate with a representative of the Office of Economic and Small Business Development ("OESBD") at any time regarding a solicitation or regarding participation of Small Business Enterprises or County Business Enterprises in a solicitation. OESBD may be contacted at (954) 357-6400. The Cone of Silence also permits communication with certain other County employees (refer to the Coneof Silence Ordinance).

☑ The Vendor agrees to comply with the requirements of the Cone of Silence Ordinance.

Drug-Free Workplace Requirements Certification:

Section 21.23(f) of the Broward County Procurement Code requires awards of all competitive solicitations requiring Board award be made only to firms certifying the establishment of a drug free workplace program. The program must consist of:

1. Publishing a statement notifying its employees that the unlawful manufacture, distribution, dispensing, possession, or use of a controlled substance is prohibited in the offeror's workplace, and specifying the actions that will be taken against employees for violations of such prohibition;

2. Establishing a continuing drug-free awareness program to inform its employees about:
   a. The dangers of drug abuse in the workplace;
   b. The offeror's policy of maintaining a drug-free workplace;
   c. Any available drug counseling, rehabilitation, and employee assistance programs; and
   d. The penalties that may be imposed upon employees for drug abuse violations occurring in the workplace;

3. Giving all employees engaged in performance of the contract a copy of the statement required by subparagraph1;

4. Notifying all employees, in writing, of the statement required by subparagraph 1, that as a condition of employment on a covered contract, the employee shall:
   a. Abide by the terms of the statement; and
   b. Notify the employer in writing of the employee's conviction of, or plea of guilty or nolo contendere to, any violation of Chapter 893 or of any controlled substance law of the United States or of any state, for a violation occurring in the workplace NO later than five days after such conviction.

5. Notifying Broward County government in writing within 10 calendar days after receiving notice under subdivision 4.b above, from an employee or otherwise receiving actual notice of such conviction. The notice shall include the position title of the employee;

6. Within 30 calendar days after receiving notice under subparagraph 4 of a conviction, taking one of the following actions with respect to an employee who is convicted of a drug abuse violation occurring in the workplace:
   a. Taking appropriate personnel action against such employee, up to and including termination; or
   b. Requiring such employee to participate satisfactorily in a drug abuse assistance or rehabilitation program approved for such purposes by a federal, state, or local health, law enforcement, or other appropriate agency; and

7. Making a good faith effort to maintain a drug-free workplace program through implementation of subparagraphs 1 through 6.

The Vendor hereby certifies that: (check box)

☑ The Vendor certifies that it has established a drug free workplace program in accordance with the above requirements.

Non-Collusion Certification:
Vendor shall disclose, to their best knowledge, any Broward County officer or employee, or any relative of any such officer or employee as defined in Section 112.3135 (1) (c), Florida Statutes, who is an officer or director of, or has a material interest in, the Vendor's business, who is in a position to influence this procurement. Any Broward County officer or employee who has any input into the writing of specifications or requirements, solicitation of offers, decision to award, evaluation of offers, or any other activity pertinent to this procurement is presumed, for purposes hereof, to be in a position to influence this procurement. Failure of a Vendor to disclose any relationship described herein shall be reason for debarment in accordance with the provisions of the Broward County Procurement Code.

The Vendor hereby certifies that: (select one)

☑ The Vendor certifies that this offer is made independently and free from collusion; or

☑ The Vendor is disclosing names of officers or employees who have a material interest in this procurement and is in a position to influence this procurement. Vendor must include a list of name(s), and relationship(s) with its submittal.

Public Entities Crimes Certification:
In accordance with Public Entity Crimes, Section 287.133, Florida Statutes, a person or affiliate placed on the convicted vendor list following a conviction for a public entity crime may not submit on a contract: to provide any goods or services; for construction or repair of a public building or public work; for leases of real property to a public entity; and may not be awarded or perform work as a contractor, supplier, subcontractor, or consultant under a contract with any public entity; and may not transact business with any public entity in excess of the threshold amount provided in s.
287.017 for Category Two for a period of 36 months following the date of being placed on the convicted vendor list.

The Vendor hereby certifies that: (check box)

☑ The Vendor certifies that no person or affiliates of the Vendor are currently on the convicted vendor list and/or has not been found to commit a public entity crime, as described in the statutes.

Scrutinized Companies List Certification:
Any company, principals, or owners on the Scrutinized Companies with Activities in Sudan List, the Scrutinized Companies with Activities in the Iran Petroleum Energy Sector List, or the Scrutinized Companies that Boycott Israel List is prohibited from submitting a response to a solicitation for goods or services in an amount equal to or greater than
$1 million.

The Vendor hereby certifies that: (check each box)

☑ The Vendor, owners, or principals are aware of the requirements of Sections 287.135, 215.473, and 215.4275, Florida Statutes, regarding Companies on the Scrutinized Companies with Activities in Sudan List the Scrutinized Companies with Activities in the Iran Petroleum Energy Sector List, or the Scrutinized Companies that Boycott Israel List; and

☑ The Vendor, owners, or principals, are eligible to participate in this solicitation and are not listed on either the Scrutinized Companies with Activities in Sudan List, the Scrutinized Companies with Activities in the Iran Petroleum Energy Sector List, or the Scrutinized Companies that Boycott Israel List; and

☑ If awarded the Contract, the Vendor, owners, or principals will immediately notify the County in writing if any of its principals are placed on the Scrutinized Companies with Activities in Sudan List, the Scrutinized Companies withActivities in the Iran Petroleum Energy Sector List, or the Scrutinized Companies that Boycott Israel List.

I hereby certify the information provided in the Vendor Questionnaire and Standard Certifications:

Kristen Olbel	**CEO**	**05/25/2021**
*AUTHORIZED SIGNATURE/NAME	TITLE	DATE

Vendor Name: **Janitorial 5 Star Services LLC**

* I certify that I am authorized to sign this solicitation response on behalf of the Vendor as indicated in Certificate as to Corporate Principal, designation letter by Director/Corporate Officer, or other business authorization to bind on behalf of the Vendor. As the Vendor's authorized representative, I attest that any and all statements, oral, written or otherwise, made in support of the Vendor's response, are accurate, true and correct. I also acknowledge that inaccurate, untruthful, or incorrect statements made in support of the Vendor's response may be used by the County as a basis for rejection, rescission of the award, or termination of the contract and may also serve as the basis for debarment of Vendor pursuant to PART XI of the Broward County Procurement Code. I certify that the Vendor's response is made without prior understanding, agreement, or connection with any corporation, firm or person submitting a response for the same items/services, and is in all respects fair and without collusion or fraud. I also certify that the Vendor agrees to abide by all terms and conditions of this solicitation, acknowledge and accept all of the solicitation pages as well as any special instructions sheet(s).

Revised May 1, 2021

Supplier: **Janitorial 5 Star Services**

SUBCONTRACTORS/SUBCONSULTANTS/SUPPLIERS REQUIREMENT

Request for Proposals, Request for Qualifications, or Request for Letters of Interest

The following forms and supporting information (if applicable) should be returned with Vendor's submittal. If not provided with submittal, the Vendor must submit within three business days of County's request. Failure to timely submit may affect Vendor's evaluation.

A. The Vendor shall submit a listing of all subcontractors, subconsultants and major material suppliers (firms), if any, and the portion of the contract they will perform. A major material supplier is considered any firm that provides construction material for construction contracts, or commodities for service contracts in excess of $50,000, to the Vendor.

B. If participation goals apply to the contract, only non-certified firms shall be identified on the form. A non-certified firm is a firm that is not listed as a firm for attainment of participation goals (ex. County Business Enterprise or Disadvantaged Business Enterprise), if applicable to the solicitation.

C. This list shall be kept up-to-date for the duration of the contract. If subcontractors, subconsultants or suppliers are stated, this does not relieve the Vendor from the prime responsibility of full and complete satisfactory performance under any awarded contract.

D. After completion of the contract/final payment, the Vendor shall certify the final list of non-certified subcontractors, subconsultants, and suppliers that performed or provided services to the County for the referenced contract.

E. The Vendor has confirmed that none of the recommended subcontractors, subconsultants, or suppliers' principal(s), officer(s), affiliate(s) or any other related companies have been debarred from doing business with Broward County or any other governmental agency.

If none, check the box below on this form. Use additional form(s) in Periscope S2G.

None - ☑

1. Subcontracted Firm's Name:
   Subcontracted Firm's Address:
   Subcontracted Firm's Telephone Number:
   Contact Person's Name and Position:
   Contact Person's E-Mail Address:
   Estimated Subcontract/Supplies Contract Amount:
   Type of Work/Supplies Provided:

2. Subcontracted Firm's Name:
   Subcontracted Firm's Address:
   Subcontracted Firm's Telephone Number:
   Contact Person's Name and Position:
   Contact Person's E-Mail Address:
   Estimated Subcontract/Supplies Contract Amount:
   Type of Work/Supplies Provided:

3. Subcontracted Firm's Name:
   Subcontracted Firm's Address:
   Subcontracted Firm's Telephone Number:
   Contact Person's Name and Position:
   Contact Person's E-Mail Address:
   Estimated Subcontract/Supplies Contract Amount:

Type of Work/Supplies Provided:

4. Subcontracted Firm's Name:
   Subcontracted Firm's Address:
   Subcontracted Firm's Telephone Number:
   Contact Person's Name and Position:
   Contact Person's E-Mail Address: **janitorial5starservices@gmail.com**
   Estimated Subcontract/Supplies Contract Amount:
   Type of Work/Supplies Provided:

I certify that the information submitted in this report is in fact true and correct to the best of my knowledge.

Kristen Olbel	**CEO**
Authorized Signature/Name	**Title**
Janitorial 5 Star Services LLC	**05/25/2021**
Vendor Name	**Date**

Revised May 1, 2021

Supplier: **Janitorial 5 Star Services**

Workforce Investment Program Requirements:

A. In accordance with Broward County Workforce Investment Program, Administrative Code, Section 19.211, the Workforce Investment Program (Program) this solicitation is a covered contract if the open-end contract award value exceeds $500,000 per year or if the individual project value exceeds $500,000 under a fixed-term contract. The Program encourages Vendors to utilize CareerSource Broward (CareerSouce) and their contract partners as a firstsource for employment candidates for work on County-funded projects, and encourages investment in Broward County economic development through the hiring of economically disadvantaged or hard-to-hire individuals.

B. Compliance with the Program, including compliance with First Source Referral and the Qualifying New Hires goals, is a matter of responsibility. Vendor should submit the **Workforce Investment Program Certification Form** with its response. If not provided with solicitation submittal, the Vendor must supply within three business days of County's request. Vendor may be deemed non-responsible for failure to comply within stated timeframes.

C. The following is a summary of requirements contained in the Program. This summary is not all-inclusive of the requirements of the Program. If there is any conflict between the following summary and the language in the Program, the language in the Program shall prevail. In compliance with the Program, Vendor (and/or its subcontractors) shall agree to:

1. be bound to contractual obligations under the contract;
2. use good faith efforts to meet First Source Referral goal for vacancies that result from award of this contract;
3. publicly advertise any vacancies that are the direct result of this contract, exclusively with CareerSource for at least five (5) business days;
4. review qualifications of CareerSource's Qualified Referrals and use good faith efforts to interview Qualified Referrals that appear to meet the required qualifications;
5. use good faith efforts to hire Qualifying New Hires (as defined by the Program) for at least fifty percent (50%) of the vacancies (rounded up) that are the direct result of this contract;
6. obtain a hired worker's written certification, attesting to a status as a Qualifying New Hire, Economically Disadvantaged Worker, or Hard-to-Hire worker (if applicable);
7. retain records relating to Program requirements, including: records of all applicable vacancies; job order requests to CareerSource; qualified referral lists; and records of candidates interviewed and the outcome of the interviews.
8. provide to the County any documents and records demonstrating Vendor's compliance and good faith efforts to comply with the Program;
9. submit to the County an annual report by January 31st and within 30 days of contract completion or expiration; and
10. ensure that all of its subcontractors comply with the requirements of the Program.

D. Further information about the Program, Vendor's obligations, and the Qualifying New Hire's certification may be obtained on the Office of Economic and Small Business Development website:

broward.org/econdev/Pages/WorkforceInvestmentProgram.aspx. Vendor is responsible for reading and understanding requirements of the Program.

E. Subcontractors: Vendor's subcontractors shall use good faith efforts to meet the First Source Referral and the Qualifying New Hires goals, in accordance with the Program. The Vendor shall include in any subcontracts a requirement that the all subcontractors comply with the Program

requirements. The Vendor shall be responsible for compliance by any subcontractor with the Program as it applies to their subcontract.

F. Reporting: Vendor shall maintain and make available to County upon request all records documenting Vendor's compliance and its subcontractors' compliance with the requirements of the Program, and shall submit the required reports to the Contract Administrator annually by January 31 and within thirty (30) days after the conclusion of this contract. Failure to timely comply with reporting requirements shall constitute a material breach of this contract.

G. Evaluation: The Contract Administrator will document the Vendor's compliance and good faith efforts as part of the Vendor's Performance Evaluation.

H. Failure to demonstrate good faith efforts to meet the First Source Referral and the Qualifying New Hires goal shall constitute a material breach of this contract.

WORKFORCE INVESTMENT PROGRAM CERTIFICATION

This form(s) should be returned with the Vendor's submittal. If not provided with solicitation submittal, the Vendor must supply information within three business days of County's request. Vendor may be deemed non-responsible for failure to comply within stated timeframes.

In accordance with the Workforce Investment Program
Janitorial 5 Star Services LLC(Vendor) agrees to be bound to the contractual obligations of the Workforce Investment Program, Broward County Administrative Code Section 19.211, requiring our firm to use good faith efforts to meet the First Source Referral Goal and the Qualifying New Hires Goal.

The statement must be signed by an authorized signatory of the firm. Receipt of the signed statement from the Vendor is a matter of responsibility. A firm not offering an affirmative response inthis regard will be found "non-responsible" to the solicitation and not eligible for further evaluation or award.

Kristen Olbel	**CEO**	**05/25/2021**
AUTHORIZED SIGNATURE/NAME	TITLE	DATE

Revised May 1, 2021

Supplier: **Janitorial 5 Star Services**

LOBBYIST REGISTRATION REQUIREMENT CERTIFICATION

The completed should be submitted with the solicitation response but must be submitted within three business days of County's request. Vendor may be deemed non-responsive for failure to fully comply within stated timeframes.

The Vendor certifies that it understands if it has retained a lobbyist(s) to lobby in connection with a competitive solicitation, it shall be deemed non-responsive unless the firm, in responding to the competitive solicitation, certifies that each lobbyist retained has timely filed the registration or amended registration required under Broward County Lobbyist Registration Act, Section 1-262, Broward County Code of Ordinances; and it understands that if, after awarding a contract in connection with the solicitation, the County learns that the certification was erroneous, and upon investigation determines that the error was willful or intentional on the part of the Vendor, the County may, on that basis, exercise any contractual right to terminate the contract for convenience.

The Vendor hereby certifies that: (select one)

☑ It has not retained a lobbyist(s) to lobby in connection with this competitive solicitation; however, if retained after the solicitation, the County will be notified.

☐ It has retained a lobbyist(s) to lobby in connection with this competitive solicitation and certified that each lobbyist retained has timely filed the registration or amended registration required under Broward County Lobbyist Registration Act, Section 1-262, Broward County Code of Ordinances.

It is a requirement of this solicitation that the names of any and all lobbyists retained to lobby in connection with this solicitation be listed below:

Name of Lobbyist:

Lobbyist's Firm:

Phone:

E-mail: **janitorial5starservices@gmail.com**

Name of Lobbyist:

Lobbyist's Firm:

Phone:

E-mail:

Kristen Olbel **Authorized Signature/Name**	**CEO** **TITLE**
Janitorial 5 Star Services LLC **Vendor Name**	**05/25/2021** **DATE**

Revised May 1, 2021

Supplier: **Janitorial 5 Star Services**

Finance and Administrative Services Department
PURCHASING DIVISION
115 S. Andrews Avenue, Room 212 • Fort Lauderdale, Florida 33301 • 954-357-6066 • FAX 954-357-8535

Summary of Vendor Rights Regarding Broward County Competitive Solicitations

The purpose of this document is to provide vendors with a summary of their rights to object to or protest a proposed award or recommended ranking of vendors in connection with Broward County competitive solicitations. These rights are fully set forth in the Broward County Procurement Code, which is available here: https://www.broward.org/purchasing.

1. Right to Object

The right to object is available for solicitations conducted through Requests for Proposals ("RFPs"), Requests for Letters of Interest ("RLIs"), or Requests for Qualifications ("RFQs"). In such solicitations, vendors may object in writing to a proposed recommendation of ranking made by an Evaluation Committee. Objections must be filed within three (3) business days after the proposed ranking is posted on the Purchasing Division's website. The contents of an objection must comply with the requirements set forth in Section 21.42(h) of the Procurement Code. Failure to timely and fully meet any requirement will result in a loss of the right to object.

2. Right to Protest

The right to protest is available for RFPs, RLIs, or RFQs and in solicitations conducted through Invitations to Bid ("ITBs") with a value equal to or greater than the Mandatory Bid Amount (i.e. $100,000). In RFPs, RLIs, or RFQs, vendors may protest a proposed ranking made by an Evaluation Committee. In ITBs, vendors may protest a proposed award.

In all cases, protests must be filed in writing within five (5) business days after a proposed award or ranking is posted in Purchasing Division's website. Additional requirements for a protest are set forth in Part X of the Broward County Procurement Code. Failure to timely and fully meet any requirement will result in a loss of protest rights.

Vendors may appeal the denial of a protest. Appeals may require payment of an appeal bond. Additional requirements for an appeal are set forth in Part XII of the Broward County Procurement Code. Failure to timely and fully meet any requirement will result in a loss of appeal rights.

3. Cone of Silence: Right to Contact OESBD

Please be aware that a Cone of Silence remains in effect for competitive solicitations until a solicitation is completed or a contract is awarded. During that time period, vendors may not contact certain County officials and employees regarding a solicitation. Substantial penalties may result from even an unintentional violation. For further information, please contact the Purchasing Division at 954-357-6066 or refer to the Cone of Silence Ordinance which is available here: http://www.broward.org/Purchasing/Documents/ConeofSilence.pdf

Vendors may communicate with a representative of the Office of Economic and Small Business Development ("OESBD") at any time regarding a solicitation or regarding participation of Small Business Enterprises or County Business Enterprises in a solicitation. OESBD may be contacted at (954) 357-6400. The Cone of Silence also permits communication with certain other County employees (please see the Cone of Silence Ordinance at the above link for further details).

Revised May 1, 2021

Supplier: **Janitorial 5 Star Services**

CRIMINAL HISTORY SCREENING PRACTICES CERTIFICATION FORM

The completed and signed form should be returned with Vendor's submittal. If Vendor does not provide it with the submittal, Vendor must submit the completed and signed form within three business days after County's request. Vendor shall be deemed nonresponsive for failure to fully comply within stated timeframes.

Section 26-125(d) of the Broward County Code of Ordinances ("Criminal History Screening Practices") requires that a Vendor seeking a contract with Broward County, in the amount of $100,000 or more, shall certify that it has implemented, or will implement upon award of the contract, policies, practices, and procedures regarding inquiry into the criminal history of an applicant for employment, including a criminal history background check of any such person, that preclude inquiry into an applicant's criminal history until the applicant is selected as a finalist and interviewed for the position. The failure of Vendor to comply with Section 26-125(d) at any time during the contract term shall constitute a material breach of the contract, entitling Broward County to pursue any remedy permitted under the contract and any other remedy provided under applicable law. If Vendor fails to comply with Section 26-125(d) at any time during the contract term, Broward County may, in addition to all other available remedies, terminate the contract and Vendor may be subject to debarment or suspension proceedings consistent with the procedures in Chapter 21 of the Broward County Administrative Code.

By signing below, Vendor certifies that it is aware of the requirements of Section 26-125(d), Broward County Code of Ordinances, and certifies the following: (check only one below).

- [x] Vendor certifies it has implemented, or will implement upon award of the contract, policies, practices, and procedures regarding inquiry into the criminal history of an applicant for employment, including a criminal history background check of any such person, that preclude inquiry into an applicant's criminal history until the applicant is selected as a finalist and interviewed for the position.

- [ ] Vendor is exempt from the requirements of Section 26-125(d) of the Broward County Code of Ordinances because Vendor is required by applicable federal, state, or local law to conduct a criminal history background check in connection with potential employment at a time or in a manner that would otherwise be prohibited by this section, or because Vendor is a governmental agency.

AUTHORIZED SIGNATURE/ NAME: **Kristen Olbel**

VENDOR NAME: **Janitorial 5 Star Services LLC**

TITLE: **CEO**

DATE: **05/10/2021**

Revised May 1, 2021