Bid Tabulation Packet
for
Solicitation BLD2121632P1

Janitorial Services - County Facilities

Bid Designation: Public

Broward County Board of County Commissioners

MCJ Professional Cleaning Services

Bid Contact **Maria Watson**
contact@mcjcleaning.com
Ph 954-709-0358
Fax 954-708-2731

Address **1905 NW 32ND STREET**
SUITE 6
POMPANO BEACH, FL 33064

Supplier Code VS0000008302

Qualifications **CBE DBE MBE SB SBE WBE**

Item #	Line Item	Notes	Unit Price	Qty/Unit		Attch.	Docs
BLD2121632P1--01-01	BLD2121632P1:Janitorial Services - Branch Libraries - Agreement No. 1				No Bids		
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**: 27%	**First Offer - $2,395,853.00**	1 / lump sum	**$2,395,853.00**	**Y**	**Y**
BLD2121632P1--01-03	BLD2121632P1:Janitorial Services - Large Facilities Group 2 - Agreement No. 3				No Bids		
BLD2121632P1--01-04	BLD2121632P1:Janitorial Services - Large Facilities Group 3 - Agreement No. 4				No Bids		
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**: 27%	**First Offer - $641,989.70**	1 / lump sum	**$641,989.70**	**Y**	**Y**
BLD2121632P1--01-06	BLD2121632P1:Janitorial Services - Large Facilities				No Bids		

	Group 5 - Agreement No. 6						
BLD2121632P1--01-07	BLD2121632P1:Janitorial Services - Large Facilities Group 6 - Agreement No. 7				No Bids		
BLD2121632P1--01-08	BLD2121632P1:Janitorial Services - Small Facilities Group 1 - Agreement No. 8				No Bids		
BLD2121632P1--01-09	BLD2121632P1:Janitorial Services - Small Facilities Group 2 - Agreement No. 9				No Bids		
BLD2121632P1--01-10	BLD2121632P1:Janitorial Services - Small Facilities Group 3 - Agreement No. 10				No Bids		
BLD2121632P1--01-11	BLD2121632P1:Janitorial Services - Small Facilities Group 4 - Agreement No. 11				No Bids		
BLD2121632P1--01-12	BLD2121632P1:Janitorial Services - BCJC West Building Bridges 4 & 5 - Agreement No. 12				No Bids		
BLD2121632P1--01-13	BLD2121632P1: Janitorial Services - Port Everglades - Agreement No. 13	**Supplier Product Code: Provide What Percentage (%) of Bid Price is Labor Cost**: 27%	**First Offer - $929,270.31**	1 / lump sum	**$929,270.31**	**Y**	**Y**
BLD2121632P1--01-14	BLD2121632P1: Janitorial Services - 911 Regional Dispatch Centers - Agreement No. 14	**Supplier Product Code: Provide What Percentage (%) of Bid Price is Labor Cost**: 27%	**First Offer - $627,747.44**	1 / lump sum	**$627,747.44**	**Y**	**Y**

Lot Total **$4,594,860.45**

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Item: **BLD2121632P1:Jantorial Services - Large Facilities Group 1 - Agreement No. 2**

Attachments
MCJ_Broward_Eval Criteria Agmt 2.pdf
MCJ_Price Sheet_BLD2121632P1 Agmt 2.xlsx
MCJ_Staffing Schedule Agmt 2.xlsx
MCJ 2019 Tax Return.pdf
MCJ 2020 Tax Return.pdf
MCJ Certificate of Insurance.pdf
MCJ Certifications Licenses.pdf
MCJ Environmental Services Policy and Procedure Manual Training.pdf
MCJ Equipment List.pdf
MCJ Green Cleaning Program.pdf
MCJ Living Wage Affidavit.pdf
MCJ Living Wage Price Sheets.pdf
MCJ References.pdf
MCJ Reporting Example.pdf
MCJ Resumes of Key Personnel.pdf

MCJ PROFESSIONAL CLEANING SERVICES CORP.

RESPONSES TO EVALUATION CRITERIA QUESTIONS

RFP #BLD2121632P1

Janitorial Services - County Facilities

Agreement 2 Large Facilities Group (5 Locations)

Submitted May 14, 2021

MCJ & PRESTIGE
Cleaning Services

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1. 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.

Additional Questions:

1.1. Company Profile

1. Provide a description of the company's history:

a. business location
b. length of time in business
c. principals and their experience
d. list any change(s) in ownership and date(s) of such change.

Established in 2003, MCJ Professional Cleaning Corp. is a local business headquartered in Pompano Beach, Florida with operations in Broward and Palm Beach Counties. Maria Watson, founder, President and CEO, has led our company to expand from a small "mom & pop" business servicing small businesses to a reputable, mid-sized organization servicing more than 1 million square feet of commercial office space for clients such as the City of Boca Raton as a prime vendor, and we perform services as an SBE 20 percent subcontractor for the Palm Beach County Government Buildings.

MCJ sets itself apart in a very competitive marketplace by being a locally owned and operated professional cleaning company with financial stability, modern evaluation processes, well-maintained equipment, and by delivering the quality cleaning experience expected only in a private, residential setting. We currently do business in the private sector and for local municipalities and government facilities.

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MCJ is fully qualified to perform the services requested in this solicitation for Broward County's facilities. MCJ possesses the following abilities:

- A comprehensive history and understanding of the janitorial business;
- Experience servicing clients having comparable requirements for size and scope;
- Possessing nine years of experience working with government and municipality contracts;
- Competent and proactive project and corporate staff members;
- An extensive knowledge in best janitorial and green cleaning practices; and
- Fair and reasonable pricing.

We feel our ability to manage and plan for delivering high-caliber services at your locations is directly tied to years of experience in janitorial services, our comprehensive plan for continuous staff training, and our commitment to excellence.

MCJ & PRESTIGE is a CBE/SBE/SMWBE/ACDBE and DBE/MWBE and SBA 8A Certified Company made up of hard-working and highly-trained personnel dedicated to providing our clients with the highest quality of excellence. (Copies of the certificates are attached in a document labeled "MCJ Certifications and Licenses.")

2. Provide total number of current employees:

a. Full-time 22
b. Part-time 37

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3. Provide total number of supervisory employees:

a. Full-time	1
b. Part-time	5

4. Provide total number of custodial workers:

a. Full-time	19
b. Part-time	32

5. Do you employ any temporary employees? If so, what percentage of your workforce will be temporary / on-call?

MCJ does not currently employ any temporary employees.

6. Do you provide health benefits to your employees?

MCJ currently has fewer than 50 full-time employees, therefore, at this time, MCJ does not offer health insurance to our employees; however, we know being awarded one or more contracts with the County will grow the size of our company to the point where we will offer health insurance to our employees.

7. Does your company require your employees to have a criminal background check?

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

MCJ processes background screenings on all potential employees, for every client account / location, for every role our employees fill -- from Site Supervisors to Janitors to Floor Care Technicians. In addition, we will reprocess the background screening at the client's request.

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1.2. Company Experience/Reference

Vendor should submit a minimum of at least three (3) janitorial contract references but no more than five (5) janitorial contract references that have been performed in the past five (5) years, including the following information described in paragraphs "a" through "j" below. Identify for each reference whether the work was performed as a Prime or Sub-Contractor. Refer to Vendor reference Verification Form and submit as instructed. Only provide references for non-Broward County Board of County Commissioners contracts. For Broward County contracts, the County will review performance evaluations in its database for vendors with previous or current contracts with the County. The County considers references and performance evaluations in the evaluation of the Vendor's past performance.

MCJ's janitorial contract references are attached in a document labeled "MCJ References."

Describe prime Vendor's experience on projects of similar nature, scope, and duration, along with evidence of satisfactory completion, both on time and within budget. For each such project, provide the following information:

a. Name and location of facility.
b. Size of facility area cleaned (square feet).
c. Number of stories (height of building).
d. Total number of workers/supervisors assigned to facility.
e. Total number of facility users. i.e., employees, clients, customers, passengers.
f. Start date and end date of contract.
g. Annual dollar value of contract.
h. Identify which of the above-mentioned contracts were/are operational 24 hours a day, 7 days a week, 52 weeks a year.
i. Identify which of the above-mentioned contracts required extensive employee background/security checks.
j. Identify any of the above contracts that adhered to green building maintenance standards.

MCJ had the opportunity to provide cleaning services to Henderson Behavioral Health for 9 years for all 29 locations (176,500 total square feet) in Palm Beach and Broward

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Counties. We feel that the size and scope of work required by the County's five locations in Agreement 2 will be very similar to those required by Henderson Behavioral Health for the following locations:

Locations:

BRANCH	ADDRESS	NUMBER OF BUILDINGS	SQUARE FOOTAGE
CSU	2677 NW 19 St., Ft. Laud., 33311	1	12,700
Headway B	4720 N. SR 7, Laud. Lakes, 33319	1	15,500
*Rainbow**	5800 NW 27 Ct., Lauderhill, 33313	2	7,500
*Village**	5700 NW 27 Ct., Lauderhill, 33313	5	15,000
** Adult Housing in Italics*			

All of the above locations operate 24 hours a day, 7 days a week, 365 days a year. We estimate that the staffing patterns will be similar. While at Henderson, we had numerous full-time porters and also part-time evening staff for project work, which is the request from the County.

We consider this contract to have been very successful in that Henderson continued to renew our contract over the course of nine years. We know that our cleaning standards were excellent because participated in numerous inspections from various licensing agencies, including the Florida State Department of Health.

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SIZE (SQUARE FEET): 176,500
NUMBER OF STORIES: 1 (referring only to those listed above)
TOTAL EMPLOYEES: 25
TOTAL NUMBER OF FACILITY USERS: Unknown for above locations; however, the organization serves 33,000 a year across all of their locations
DATE AND END DATE OF CONTRACT: October 2009 – June 2018
ANNUAL DOLLAR VALUE OF CONTRACT: $300,000.00
24/7/52 WEEKS: All (referring only to those listed above)
BACKGROUND CHECKS: All
GREEN BUILDING MAINTENANCE: All

1.3 Experience of Key Personnel

Describe the experience of key personnel (including prime Vendor and their subcontractor(s) relevant to providing timely, high quality janitorial service in an environmentally friendly manner to multiple high-profile facilities. ***Refer to Section 10. Green Cleaning, in the Specifications and Requirements***

1. List key personnel of the proposed maintenance team, including supervisor(s), and primary project managers 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 information:

a. Project superintendent.

The Project Superintendent will be our company's President, Maria Watson. In 2003, Maria Watson launched MCJ Professional Cleaning Corp. with the goal of providing the same quality cleaning she treasured in her own home to businesses and agencies throughout South Florida. Her resume is attached. (See Attachment labeled "Resumes of Key Personnel.")

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Through MCJ, Maria has gained experience with a variety of industries and organizations. She started from the ground up and has grown to be a seasoned cleaning company executive. She oversees all operations of MCJ, including, but not limited to, human resources (hiring, training, etc.), equipment (purchasing, maintenance, etc.), contract administration, and developing cleaning schedules and staffing solutions for clients.

During the past nearly two decades, she has developed strong relationships with multiple organizations and has created hundreds of career opportunities in the community.

b. Site Supervisors.

MCJ has several quality cleaning professionals staffed as Site Supervisors at current client locations. We will reassign a few of these seasoned professionals to the Broward County locations in which we will provide services, but we will also recruit and hire additional staffing as needed. As is customary in the contract janitorial field, we will also seek to retain some of the employees currently working in the County facilities. We will offer them positions with MCJ, and they will go through the same hiring and training processes we offer to our new hires. Resumes for each of the Supervisors listed below are attached.

Flavio Losada, Supervisor

Flavio has a proven track record of ensuring the smooth running and functioning of all janitorial concerns throughout his career as a Cleaning Supervisor. With more than 15 years of experience, Flavio is able to efficiently coordinate all aspects of a contract cleaning program, including, but not limited to interviewing, hiring, establishing cleaning schedules, evaluating staff performance, responding to emergencies, and equipment maintenance. He is a tremendous asset to MCJ and currently serves with our team in our contract with the City of Boca Raton.

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Iris Losada, Supervisor

During her time with MCJ, Iris has consistently demonstrated her ability to manage large janitorial teams with the goal of excellence. She is skilled in juggling the demands of multiple departments in the same organization to exceed their expectations. She oversees all aspects of the cleaning process at some of our largest clients (most recently for our contract with the City of Boca Raton) including, but not limited, human resource functions, work flow schedules, training, establishing performance goals, and developing equipment maintenance programs. Iris is a dedicated, skilled supervisor with more than 10 years of supervisory experience, and she has been with MCJ since 2019.

Luisa Matias

Luisa has been a part of the Supervisory Team with MCJ since June, 2020 with our contract with Palm Beach County (Belle Glade). In the short time Luisa has been with our team, she has been instrumental in maintaining the cleanliness of our client's facility. She is diligent, possesses strong leadership skills, and is knowledgeable about best cleaning practices.

Maicohl Carvalho

Maicohl has been with MCJ for two years serving in our contracts with both Broward County and Palm Beach County. He has more than nine years of professional cleaning experience. He possesses extensive knowledge of successful cleaning crew management and problem-solving skills. He is able to quickly prioritize tasks to maximize productivity, performs inspections with a keen eye toward cleanliness and safety standards, and communicates effectively.

Mayra Rodrigues, Supervisor

Mayra is a hardworking and dependable Cleaning Supervisor and has been working in this role for nine years and with MCJ since 2014. She possesses excellent leadership

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skills and the ability to effectively communicate with crew, corporate management, and clients. Mayra has a client-focused approach to her daily work flow, and strives to deliver outstanding customer service. In her role with MCJ, she assigns work to the janitorial staff and performs inspections to ensure conformance to specifications and established standards. Mayra has been a team player with MCJ in our contracts with Port Everglades, Palm Beach County, and Boca Raton.

c. Full Time Service Crews.

We have great teams of employees at MCJ to whom we will offer new opportunities in the County facilities. We will also give the opportunity to employees with the current janitorial service to apply with MCJ to remain in their present roles. Some of our great team members are highlighted below:

Miriam Silva, Janitor, has over two years of experience in performing janitorial services in a commercial setting. Miriam is a solid staff member and looks forward to growing in her role with MCJ. Her primary duties include cleaning surfaces and glass, mopping, vacuuming, and removing rubbish. She currently performs cleaning at the 911 Facility in Pembroke Pines.

Stephanie dos Santos, Janitor, is a versatile team member who can perform both light and heavy janitorial duties. She has more than three years of experience in working for both residential and commercial clients, including hotels and hospitals. She currently performs cleaning at the 911 Facility in Coconut Creek and City of Boca Raton.

Jose Carlos Damasceno, Janitor, performs heavy janitorial work for MCJ. He does floor work, shampoos carpets, removes rubbish, and washes walls and windows. He is dependable and reliable. He currently works for us in our contract with the City of Boca Raton at the Fire Station and City Hall.

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Monica Mattos, Janitor, is part of our commercial cleaning team. She has experience in all types of janitorial services, including, sweeping, mopping, vacuuming, trash removal, and cleaning surfaces and touchpoints throughout the buildings. She currently works for our contract at the City of Boca Raton.

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 the following information:

a. Their functions in the company.
b. Their title and number of years of service with the company.
c. Their years of experience in the maintenance of comparably complex facilities and systems.

Dora Carvalho, Office Manager

Maria "Dora" Carvalho comes to MCJ with more than 15 years of office-related experience. She is a newer team member, having joined our team just last year, but she has learned so much about our business and continues to take a proactive role in developing client relationships and keeping our office functioning at the highest level. Dora is responsible for the day-to-day office operations, including contract administration and problem solving. Her resume is attached.

Additionally, MCJ is supported by great vendors who are considered part of our team. As a small business, these alliances are crucial to the smooth operation in all of our contract locations. These vendors provide assistance with our technology base (computers, software, printers, etc.), cleaning supplies, paper products, equipment, and professional services for accounting and legal. For example, when we begin a new client, our cleaning supplies vendor will work with us to bring locations online to our Green Cleaning Program, deliver all necessary paper, plastics, and new equipment (mopping systems, carts, etc.), and help us train staff on chemical safety if requested.

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2. Location

*Refer to **Location Certification Form** and submit as instructed. The maximum points shall be assigned to each Locally Based Business and to each join venture that is composed solely of Locally Based Businesses.*

MCJ is both a local business and a locally-based business in Broward County (as described in Section 1-74 of the Broward county Code of Ordinances), with our corporate office located in a corporate park in Pompano Beach, Florida. Our day-to-day business is conducted from this office, along with our warehouse for storage of our cleaning supplies and equipment. We have completed our Location Certification Form as directed in the RFP. A copy of our Broward County Local Business Tax Receipt is included in the attached document labeled "MCJ Certifications."

3. Project Approach

*Describe the prime Vendor's approach for each agreement of locations prime Vendor is proposing. Include how the prime Vendor will use subcontractors for each agreement of locations prime Vendor is proposing. **FIRMS MUST COMPLETE THIS SECTION AND LIST EACH AGREEMENT OF LOCATIONS THE FIRM IS PROPOSING.***

MCJ is a CBE business and will be the prime Vendor and will not enlist any subcontractors to meet the SBE/CBE requirements of this Agreement. A copy of the letters from the Broward County Office of Economic and Small Business Development is included in the attached document labeled "MCJ Certifications & Licenses."

We have prepared pricing and proposals for the following Agreements / Locations listed in the RFP:

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Agreement No. 2: **LARGE FACILITIES GROUP 1 (5 LOCATIONS)**
Agreement No. 5: **LARGE FACILITIES GROUP 4 (4 LOCATIONS)**
Agreement No. 13: **PORT EVERGLADES FACILITIES (26 LOCATIONS)**
Agreement No. 14: **911 REGIONAL DISPATCH CENTERS (3 LOCATIONS)**

There are eight (8) CBE Reserve Agreements and six (6) SBE Reserve Agreements. Provide total number of full-time and part-time employees currently employed by prime Vendor. Provide total number of full-time and part-time supervisory employees currently employed by prime Vendor. Provide total number of full-time and part-time custodial workers currently employed by prime Vendor. Indicate whether prime Vendor employs any temporary employees and, if so, indicate the percentage of be temporary/on-call.

As further described in Section 1.1 “Company Profile” (above, Pages 2-5), MCJ currently employs 59 employees (22 full time / 37 part time). We do not employ any temporary employees at this time nor do we subcontract any part of our cleaning services contracts to third parties.

3.1 Project Approach for Each Location

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.

MCJ strives for excellence that can only be attained through personalized service and open communication. During the Phase-In Period, our Project Manager will perform an in-depth analysis of each facility’s needs in order to develop a tailored cleaning schedule within the proposed service hours.

Our supervisory staff utilizes smartphones / iPads and a digitized quality control system called “CleanTelligent” to allow for up-to-the-minute review of performance. This “in the moment” assessment allows for immediate identification and planning for correction of

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any issues, including our ability to provide photos (for correction or repair) and comments for the client's review. In addition, the CleanTelligent program provides a daily rating of the quality of our work and generates weekly reports sent via email.

A dedicated On-Site Supervisor will be staffed daily and will be readily available to the Contract Administrator. In the event of any issues, problems, or concerns, Broward County personnel would contact the assigned Project Manager or On-Site Supervisor directly. The Contract Administrator will have access to the Project Manager, On-Site Supervisor, and the Director of Operations 24/7/365.

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

After careful review of the proposed service hours, MCJ finds the hours to be sufficient to accomplish the cleaning goals.

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

Our cleaning staff is experienced in working in busy office spaces and understands the need for quick and discreet service. We strive to work quickly and efficiently with minimal disruption to the day-to-day responsibilities of our clients. With an On-Site Supervisor and dedicated staff, our assistance with any unusual needs or emergency issues is only moments away.

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

High-quality floor work takes time, which is why we generally schedule our floor work to be performed in the evenings after regular business hours; however, in instances where the facility operates 24/7/365, we choose low-traffic times to schedule daily maintenance and will consult with the Contract Manager and facility staff to determine best timing for project work, including floor stripping and waxing (usually on holidays and off-peak days / evenings).

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3.2 Managing & Organizing Work

Describe how prime Vendor will manage and organize work for each Agreement of locations prime Vendor is proposing:

a. State number of crews working for each agreement identified.

MCJ is planning on staffing 5 crews for a total of 32 people for the locations listed in Agreement 2 Large Facilities Group 1.

MCJ is planning on staffing 4 crews for a total of 13 people for the locations listed in Agreement 5 Large Facilities Group 4.

MCJ is planning on staffing 3 crews for a total of 10 people for the locations listed in Agreement 13 Port Everglades Facilities.

MCJ is planning on staffing 3 crews for a total of 10 people for the locations listed in Agreement 14 911 Regional Dispatch Centers.

i. Describe how you will schedule basic janitorial service for each facility.

We know there is no “cookie cutter” cleaning schedule that works for every facility. Every facility has its own culture and workflow, and our team wants not only to adopt the culture of where we are contracted to work but also to enhance it.

Our senior supervisory staff members are environmental service professionals who are experienced in developing cleaning schedules designed to exceed the client’s expectations. During the Phase In-Period, our Project Manager will perform in-depth analyses of each facilities’ needs -- taking into consideration foot traffic, workflow, hours of operation, and timing challenges -- in order to develop a tailored cleaning schedule with built-in quality assurance checks.

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MCJ utilizes the QuickBooks Time scheduling software to schedule employees, assign jobs and shifts, and allow for our employees to track their time. This program is web based, can be accessed via mobile devices, and allows us to not only produce a master schedule but to also add or edit cleaning schedules and/or staffing and then alert employees of new schedules and/or shift changes via their mobile devices.

ii. List the individual building teams that will be working for that agreement per building(s): management, supervisory, maintenance crews.

On the attached Excel spreadsheet labeled “MCJ Staffing Schedule,” we have included a tab called “Zones” where we detail the number of employees, their roles, how many days they will work, etc. for each of the four agreements we are submitting for consideration.

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

Once the detailed analysis of each facility’s cleaning needs is developed, our Project Manager will build a customized project schedule for each facility, and it will be uploaded to our digitized monitoring program “CleanTelligent.” Annual work tasks, such as Air Quality Cleaning, will be scheduled in advance with the Contract Administrator. For several weeks prior to Air Quality Cleaning, we will cross-train several staff members from other facilities to learn the specifications for the site. This will allow us to add additional staffing on the scheduled project day(s) to ensure completion and reduce potential interruptions or distractions to the County’s business. When we perform project work such as floor stripping, we perform this service during off-peak hours, over several days if necessary.

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i. Describe crew organization to perform basic and project work.

On the attached Excel spreadsheet labeled “MCJ Staffing Schedule,” we have included a tab called “Zones” where we detail the number of employees, their roles, how many days they will work, etc. for each of the four agreements we are submitting a proposal for consideration.

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

Our supervisory staff utilizes iPads / smartphones with digitized evaluation tools. These tools allow for convenient, accurate, and detailed reporting, including the ability to “attach” pictures and comments to a particular concern and forward it to the appropriate party for attention or to recommend adjustments to the cleaning schedules and/or tasks. A copy of example reports generated by CleanTelligent are attached to our submission in a document labeled “MCJ Reporting Examples.”

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.

MCJ is staffed 365/24/7 in order to provide our clients peace of mind both in day-to-day operations and in emergency situations. The Contract Administrator and key Broward County personnel at each facility will have direct access to MCJ senior staff and decision makers who can staff an emergency clean up or enlist an SBE certified subcontractor to provide services falling outside of our scope of business.

In addition to our day-to-day cleaning and sanitizing services, we are able to provide de-watering services and moisture removal up to 220 degrees with our truck-mounted equipment. Previously we have performed hurricane clean up where we were able to mobilize our crews to de-water and sanitize 10 local schools. In addition, we have performed specialized clean-up operations for the Aviation Department, among other

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organizations, covering more than 100,000 square feet of commercial office space over a three-month period of time following construction.

3.3 Quality Control

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.

MCJ will actively recruit through CareerSource Broward, conduct interviews, and then hire qualified cleaning professionals. Once they have completed their employment packets, and we will perform background screenings at the appropriate security level for each facility.

Several days prior to our contract beginning, we will hold an on-boarding meeting to be attended by all staff for each Agreement. During this meeting, we will cover numerous Human Resource and regular Operations training sessions, including:

- Thorough, detailed training on day-to-day operations, including processes, procedures, scheduling, etc. This training will include, among other things, demonstrations on proper cleaning green cleaning techniques (including mixing and proper usage of chemicals used), safety procedures, proper use of personal protective equipment (PPE), and building security processes.
- We will train our employees on proper time tracking through our Quickbooks Time software and how to check for schedule changes or special requests required by the client.
- Employees will receive training on proper use of our digitized operations inspection program, CleanTelligent.

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- Account Managers and Supervisors will then “shadow” the newly trained staff to ensure proficiency in all areas.
- Employees will receive their uniforms, badges, and other necessary equipment.

We are confident in an excellent return on this training investment in our staff based upon our past experience on-boarding our employees in this fashion. Our team will be able to begin their assignments with confidence to deliver the quality standards requested by the County.

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

Our supervisory staff utilizes smartphones / iPads and a digitized quality control system called “CleanTelligent” to allow for up-to-the-minute review of performance. This “in the moment” assessment allows for immediate identification and correction of any issues, including our ability to provide photos (for correction or repair) and comments for the client’s review. In addition, the CleanTelligent program provides a daily rating of the quality of our work and generates weekly reports sent via email.

In the event of a performance issue, MCJ Account Management is notified immediately. MCJ Account Management then determines the category of the janitorial issue, coordinates with the Project Manager to implement a corrective action, and they dispatch staff to address the concern.

c. Describe how prime Vendor will achieve the services and quality standards described in the attached Exhibit 1 – Specification.

MCJ designs a janitorial program to achieve each customer's janitorial goals. Years of industry service and lessons learned then applied play a critical role in the evolution of MCJ Operations Department. Our Quality Control Department addresses the issues that

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are most important to each client and its facility and then trains employees to respond with excellence.

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

Each building's individual cleaning program is built into the CleanTelligent evaluation software. We will design customized cleaning evaluation forms which will provide our Quality Assurance Team with the ability to check off the completed assigned tasks, take pictures of areas of concern, attach comments, and then provide easy-to-read reports via email to our clients. If cleaning specifications change, we are able to quickly adjust the evaluation form(s) through the program, which will be immediately viewable by the cleaning crew. A copy of a sample report generated by CleanTelligent is included in a document labeled "MCJ Reporting Example" included with our proposal submission.

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

MCJ knows through experience that bringing a building into compliance with green-cleaning practices does not have to be difficult and, in fact, with proper resourcing and training, can be quickly implemented.

Clean equipment translates to a cleaner building. We will immediately begin using appropriate, well-maintained equipment including vacuums, mopping systems, and truck-mounted equipment from our extensive inventory of tools. Our staff is trained in its proper use and care in order to maintain its green-cleaning effectiveness.

Proper use and mixing of chemicals will also begin immediately. Our experience has shown that providing environmental staff with both chemical education and the tools to properly mix chemicals to their proper strength / dilution creates a healthier environment.

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We will provide our teams with the proper tools and equipment for mixing and train them in proper usage prior to our first day in the contract.

When chemicals are used to clean carpets, the chemicals are released into the air and left on the carpet to then be “tracked” via foot traffic throughout the building. MCJ provides carpet cleaning services with our truck-mounted system. This system will steam clean carpets without chemicals creating a cleaner environment for the County’s staff and visitors.

MCJ desires to become part of the County’s and each building’s culture of excellence and will strive for collaboration with the County in how to improve current practices for a cleaner environment.

3.4 Company Equipment

a. List prime Vendor’s current inventory of heavy equipment, i.e., escalator step and walkway cleaner, truck to haul trash, mobile pressure cleaner(s), etc.

Our equipment list is attached and is labeled “MCJ Equipment List.”

b. For the above-mentioned heavy equipment, provide the response time for mobilization for each piece of equipment.

MCJ is able to mobilize its inventory of heavy equipment within a few hours because they are warehoused locally in Pompano Beach.

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Cleaning Services

c. List prime Vendor's current inventory of machinery for floor care that will be utilized to perform the requirements ***for each Agreement of locations prime Vendor is proposing*** *(i.e., commercial vacuum cleaners, water extraction equipment, machine scrubbers, buffers, air scrubbers, etc.)*

Whenever we begin a new contract, we anticipate the need of purchasing new equipment. While we do maintain an extensive inventory of appropriate equipment, it will be necessary for us to augment what we stock once the contracts begin. Generally speaking, we would meet with our equipment vendor(s) and schedule delivery of the equipment on our first day in the facility. Our current equipment list is attached and is labeled "MCJ Equipment List."

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

We have a long-standing relationship with our floor-care equipment vendor and have a warranty program on all of our machines. The warranty program we participate in allows us to contact the owner directly with any issues with our machines, which they will repair within hours or, if that is not possible, they will lend us a comparable machine while repairs are made. Their response time is 24/7/365, and they are able to deliver a loaned machine within hours. This arrangement nearly eliminates down time for broken equipment.

e. List office equipment and computer programs that prime Vendor currently possesses in order to deliver electronic communications and reports to County staff, i.e., computer, facsimile, scanner, printer, photocopier, Adobe Acrobat, Microsoft Word, Outlook, and Excel, etc.

MCJ operates from a fully-equipped 2,400 square foot office / warehouse space in Pompano Beach, Florida. We work with up-to-date office equipment and software applications:

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- Computers – Numerous computers operating Microsoft Windows, along with iPads and other mobile devices for our on-site operations.
- Office Equipment –
  - Printer;
  - Scanner;
  - Facsimile machine; and
  - Photocopier.
- Software / Applications –
  - Microsoft 365 (Word, Excel, Outlook) for our word processing, spreadsheets, and email;
  - Quickbooks through which we process our billing;
  - Intuit's "Tsheets" for our employee time keeping;
  - Adobe Acrobat to create, edit, and view pdfs; and
  - CleanTelligent to create cleaning schedules, perform quality assurance inspections, and to email performance reports (with the ability to attach pictures and comments directly to County staff.)

3.5 Company Training

a. Provide prime Vendor's internal Employee Safety Training Manual.

"MCJ Environmental Services Policy and Procedure Manual" (included with our submission) is a comprehensive document for cleaning in a variety of environments, including healthcare. It provides our staff with detailed instruction for cleaning and operating safely in any environment.

b. Provide prime Vendor's internal Employee Training Manual.

"MCJ Environmental Services Policy and Procedure Manual" (included with our submission) is a comprehensive document for cleaning in a variety of environments,

including healthcare. It provides our staff with detailed instruction for cleaning and operating safely in any environment.

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/packages, running water, potential slip and fall conditions, ajar doors, etc.

Keeping employees safe is not only good for our team members; it's good for our clients, too. Accident prevention leads to consistent, reliable work. We provide initial and ongoing safety training for all employees and keep records of dates and training type. Training for all team members covers three major areas:

- **Hazard Communication Training**—Introduction to Material Safety Data Sheets (MSDS), personal protection requirements, exposure procedures, and first aid. We maintain MSDS in every client location for each chemical we use to ensure our employees know how to use the chemicals properly to prevent injury.
- **Fire Safety Training**—Facility fire plan, location of fire alarms, fire extinguishers, and emergency exits.
- **General Health and Safety Training**—Proper lifting techniques, safe housekeeping, equipment safety, slip and fall dangers, the effects of substance abuse, and the procedures for reporting accidents, injuries or unsafe working conditions.

We strive to adapt to the culture of our clients. As such our general practice is to adopt the security training provided at our clients' buildings to ensure our janitorial teams are integrated with the client. During the Phase-In Period, we will seek to obtain the County's security training for each location and add it to our training manuals and practices.

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MCJ understands the value these systems can add to your facility and operations, such as:

Improved Productivity. Facilities operate more efficiently when health and safety considerations are part of the equation. The National Safety Council estimates that more than 70 million days of work were lost to work-related injuries in 2019. To combat this problem, we educate our employees about safety in the workplace to keep them healthy and free from injury. A healthy staff translates into a strong team able to provide our clients the excellent cleaning results they need.

Cost Savings. Businesses spend $170 billion annually on costs associated with occupational injuries and illness. However, facilities focused on safety and health enjoy diminished liability claims among other related cost-savings.

Consistency & Reliability. Clean environments assist in minimizing injury and illness and they foster healthier lives for the people who are at your facility day in and day out.

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

By aligning environmental issues with key business goals, our Green Cleaning Program is not only good for the environment, but also healthier for your occupants, and it is good for our community. We train our janitors on our standardized Green Cleaning Program, including proper chemical dilution, use, disposal of cleaning chemicals and packaging, maintenance of equipment, which means a cleaner and healthier environment for facility tenants and visitors. A copy of our Green Cleaning Program is included with our submission as a document labeled "MCJ Green Cleaning Program."

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4. Workload of the Firm

For the prime vendor only, list all completed and active projects that vendor has managed within the past five (5) years. In addition, list all projected projects that vendor will be working on in the near future. Projected projects will be defined as a project(s) 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.

Over the past several years, MCJ has had the opportunity to furnish environmental service at great organizations such as:

Investment Limit (2004 - 2019)

Broward County Aviation Department (2014 - 2017)

Henderson Behavioral Health (2009 - 2018)

City of Deerfield Beach (2017 - 2019)

Port Everglades (2015 - 2021)

City of Boca Raton (2017 - Current)

Broward County 911 Call Center (2020 - Current)

Palm Beach County Government Buildings (2020 - Current)

MCJ knows that any new project presents its own set of challenges because it has individual needs. In collaboration with the Contract Administrator, we will drill down into the details of the Scope of Work and each facility's expectations to develop processes and procedures that will consistently deliver the cleaning solutions promised. We will take full advantage of the time allotted during the Phase-In Period to work with the

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Contract Administrator and key County personnel to learn how each facility operates in order to adapt to their needs and adopt their culture.

MCJ strives to offer personalized services tailored for each of the County's facilities. We welcome the opportunity to be challenged to provide the service the County needs to operate at the level its leaders and residents expect.

5. Pricing

All locations for each Agreement being proposed must have complete pricing. Incomplete pricing in any Agreement will be rejected. Each Agreement will be individually scored for evaluation criteria pricing purposes.

MCJ has proposed pricing for 4 of the 14 Agreements in the Janitorial Services solicitation, and we have uploaded the Pricing Sheets as directed. We are confident our pricing is competitive and complete based upon the information provided in the RFP as far as Scope of Work, Technical Specification, Frequencies and Procedures for Cleaning in Sections 4 and 5, and from the Question & Answer tab in Periscope. We are certain we will meet or exceed the Performance Standards required by the County.

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Janitorial Services - Price Sheets - Large Facilities - Group 1 - Agreement 2 (CBE Reserve)

ITEM NO.	FACILITY LOCATION	Annual Frequency	Annual Process	Year 1 Unit Price	Year 1 Annual	Year 2 Unit Price	Year 2 Annual	*Two Year Total*
1	**ALCOHOL& DRUG ABUSE -**	12	Basic Cleaning	$ 18,820.00	$ 225,840.00	$ 20,702.00	$ 248,424.00	$ 474,264.00
30000 sqft	**Booher**	12	Restrooms	$ 360.00	$ 4,320.00	$ 396.00	$ 4,752.00	$ 9,072.00
	3275 N.W 99TH WAY	12	Floors	$ 520.00	$ 6,240.00	$ 572.00	$ 6,864.00	$ 13,104.00
	CORAL SPRINGS FL, 33065	Hourly	Porter (910Hrs./Month)	$ 41.34		$ 45.47		$ -
		4	Pressure Cleaning	$ 60.00	$ 240.00	$ 66.00	$ 264.00	$ 504.00
		1	Windows	$ 180.00	$ 180.00	$ 198.00	$ 198.00	$ 378.00
		1	Air Quality	$ 500.00	$ 500.00	$ 550.00	$ 550.00	$ 1,050.00
		12	Cleaning Supplies	$ 680.00	$ 8,160.00	$ 748.00	$ 8,976.00	$ 17,136.00
		12	Paper Products	$ 820.00	$ 9,840.00	$ 902.00	$ 10,824.00	$ 20,664.00
		Sq. Ft.	Carpet Cleaning - Deep	$ 0.55		$ 0.61		$ -
		Sq. Ft.	Electrostatic Disinfection	$ 0.20		$ 0.22		$ -
			Total		$ 255,320.00		$ 280,852.00	$ 536,172.00
2	**Alcohol & Drug Abuse**	12	Basic Cleaning	$ 22,800.00	$ 273,600.00	$ 25,080.00	$ 300,960.00	$ 574,560.00
50168 sqft	BARC CENTRAL	12	Restrooms	$ 620.00	$ 7,440.00	$ 682.00	$ 8,184.00	$ 15,624.00
	325 SW 28 STREET	12	Floors	$ 1,080.00	$ 12,960.00	$ 1,188.00	$ 14,256.00	$ 27,216.00
	FORT LAUDERDALE FL 33315	Hourly	Porter (455Hrs./Month)			$ -		$ -
		4	Pressure Cleaning	$ 52.00	$ 208.00	$ 57.20	$ 228.80	$ 436.80
		1	Windows	$ 240.00	$ 240.00	$ 264.00	$ 264.00	$ 504.00
		1	Air Quality	$ 620.00	$ 620.00	$ 682.00	$ 682.00	$ 1,302.00
		12	Cleaning Supplies	$ 2,240.00	$ 26,880.00	$ 2,464.00	$ 29,568.00	$ 56,448.00
		12	Paper Products	$ 2,180.00	$ 26,160.00	$ 2,398.00	$ 28,776.00	$ 54,936.00
		Sq. Ft.	Carpet Cleaning - Deep	$ 0.55		$ 0.61		$ -
		Sq. Ft.	Electrostatic Disinfection	$ 0.20		$ 0.22		$ -
			Total		$ 348,108.00		$ 382,918.80	$ 731,026.80
3	**Alcohol & Drug Abuse**	12	Basic Cleaning	$ 24,800.00	$ 297,600.00	$ 27,280.00	$ 327,360.00	$ 624,960.00
53477 sqft	EP MILLS CENTER	12	Restrooms	$ 680.00	$ 8,160.00	$ 748.00	$ 8,976.00	$ 17,136.00
	900 NW 31ST AVENUE	12	Floors	$ 1,120.00	$ 13,440.00	$ 1,232.00	$ 14,784.00	$ 28,224.00
	Fort Lauderdale, Fl.33311	Hourly	Porter (325Hrs./Month)	$ 41.34		$ 45.47		$ -
		4	Pressure Cleaning	$ 58.00	$ 232.00	$ 63.80	$ 255.20	$ 487.20
		1	Windows	$ 280.00	$ 280.00	$ 308.00	$ 308.00	$ 588.00
		1	Air Quality	$ 680.00	$ 680.00	$ 748.00	$ 748.00	$ 1,428.00
		12	Cleaning Supplies	$ 2,360.00	$ 28,320.00	$ 2,596.00	$ 31,152.00	$ 59,472.00
		12	Paper Products	$ 2,020.00	$ 24,240.00	$ 2,222.00	$ 26,664.00	$ 50,904.00
		Sq. Ft.	Carpet Cleaning - Deep	$ 0.55		$ 0.61		$ -
		Sq. Ft.	Electrostatic Disinfection	$ 0.20		$ 0.22		$ -
			Total		$ 372,952.00		$ 410,247.20	$ 783,199.20
4	**Nancy J Cotterman Center**	12	Basic Cleaning	$ 6,980.00	$ 83,760.00	$ 7,678.00	$ 92,136.00	$ 175,896.00
10543 sqftg	400 North East 4th Street	12	Restrooms	$ 300.00	$ 3,600.00	$ 330.00	$ 3,960.00	$ 7,560.00
	Fort Lauderdale, Fl. 33301	12	Floors	$ 600.00	$ 7,200.00	$ 660.00	$ 7,920.00	$ 15,120.00
		4	Pressure Cleaning	$ 40.00	$ 160.00	$ 44.00	$ 176.00	$ 336.00
		1	Windows	$ 120.00	$ 120.00	$ 132.00	$ 132.00	$ 252.00
		1	Air Quality	$ 360.00	$ 360.00	$ 396.00	$ 396.00	$ 756.00
		12	Cleaning Supplies	$ 800.00	$ 9,600.00	$ 880.00	$ 10,560.00	$ 20,160.00
		12	Paper Products	$ 520.00	$ 6,240.00	$ 572.00	$ 6,864.00	$ 13,104.00
		Sq. Ft.	Deep	$ 1,000.00		$ 1,100.00		$ -
		Sq. Ft.	Disinfection	$ 0.20		$ 0.22		$ -
			Total		$ 111,040.00		$ 122,144.00	$ 233,184.00

Janitorial Services - Price Sheets - Large Facilities - Group 1 - Agreement 2 (CBE Reserve)

5	**NJCC Administration**	12	Basic Cleaning	$ 2,400.00	$ 28,800.00	$ 2,640.00	$ 31,680.00	$	60,480.00
900sqft	408 SE 4th Street	12	Restrooms	$ 100.00	$ 1,200.00	$ 110.00	$ 1,320.00	$	2,520.00
	Fort Lauderdale, Fl 33316	12	Floors	$ 200.00	$ 2,400.00	$ 220.00	$ 2,640.00	$	5,040.00
		4	Pressure Cleaning	$ 40.00	$ 160.00	$ 44.00	$ 176.00	$	336.00
		1	Windows	$ 100.00	$ 100.00	$ 110.00	$ 110.00	$	210.00
		1	Air Quality	$ 240.00	$ 240.00	$ 264.00	$ 264.00	$	504.00
		12	Cleaning Supplies	$ 360.00	$ 4,320.00	$ 396.00	$ 4,752.00	$	9,072.00
		12	Paper Products	$ 120.00	$ 1,440.00	$ 132.00	$ 1,584.00	$	3,024.00
		Sq. Ft.	Deep	$ 400.00		$ 440.00		$	-
		Sq. Ft.	Disinfection	$ 0.20		$ 0.22		$	-
			Total		$ 38,660.00		$ 42,526.00	$	81,186.00

Total (1) - Summary, all sites		$1,126,080.00	$1,238,688.00	$ 2,364,768.00

		Per Hour	Annual	Per Hour	Annual	2 years
Additional Labor:						
Project Supervisor	50 hrs.	$ 25.00	$ 1,250.00	$ 27.50	$ 1,375.00	$ 2,625.00
Site Supervisor	50 hrs.	$ 21.00	$ 1,050.00	$ 23.10	$ 1,155.00	$ 2,205.00
Full Time Service Crew	50 hrs.	$ 21.00	$ 1,050.00	$ 23.10	$ 1,155.00	$ 2,205.00
Part Time Service Crew	50 hrs.	$ 25.00	$ 1,250.00	$ 27.50	$ 1,375.00	$ 2,625.00
Porter Day/Night	**16,460** hrs.	$ 25.00	$ 1,250.00	$ 27.50	$ 1,375.00	$ 2,625.00
Emergency Services Labor:						
Project Supervisor	50 hrs.	$ 30.00	$ 1,500.00	$ 33.00	$ 1,650.00	$ 3,150.00
Site Supervisor	50 hrs.	$ 30.00	$ 1,500.00	$ 33.00	$ 1,650.00	$ 3,150.00
Full Time Service Crew	50 hrs.	$ 35.00	$ 1,750.00	$ 38.50	$ 1,925.00	$ 3,675.00
Part Time Service Crew	50 hrs.	$ 25.00	$ 1,250.00	$ 27.50	$ 1,375.00	$ 2,625.00
Porter Day/Night	50 hrs.	$ 40.00	$ 2,000.00	$ 44.00	$ 2,200.00	$ 4,200.00
"Pass thru" (Services/Materials)			$ 1,000.00		$ 1,000.00	$ 2,000.00
	Total (2)		$14,850.00		$16,235.00	$ 31,085.00

Grand Total - Whole Group		$1,140,930.00	$1,254,923.00	$ 2,395,853.00
(Total 1 + Total 2)				

NOTE: IT IS AGREED THAT THE MINIMUM WAGE TO BE PAID TO ALL EMPLOYEES, REGARDLESS OF THE NUMBER OF HOURS WORKED, WILL BE THE CURRENT BROWARD COUNTY LIVING WAGE.

YES		**Agree to the above statement.**
NO		**Disagree to the above statement.**

NAME OF COMPANY: MCJ PROFESSIONAL CLEANING SERVICES CORP.

AUTHORIZED PERSON NAME: MARIA WATSON

AUTHORIZED SIGNATURE: Maria Jose Watson

By signing this proposal sheet, your firm is agreeing to the terms and conditions of the invitation for proposal.
All buildings listed in the group must be priced for this proposal sheet to be determined responsive.

AUTHORIZED PERSON TITLE: PRESIDENT **DATE:** 5/13/2021

THIS SHEET MUST BE SIGNED AND MUST NOT BE ALTERED OR REVISED.
ANY REVISION TO THIS SHEET MAY RENDER THE PROPOSAL NON-RESPONSIVE.

Broward County Board of
County Commissioners

MCJ PROFESSIONAL CLEANING SERVICES

AGREEMENT2	Line #	Building	Sq.Ft*	man	superv	DAY PORTER	DAYS	#EMPLOYEES BUILDING	#EMPLOYEES TOTAL
	1	ALCOHOL & DRUG ABUSE (BOOHER)	30,000	1	1	5	7	5	32
	2	ALCOHOL & DRUG ABUSE - BARC CENTRAL	50,168	1	1	4	7	2	
	3	ALCOHOL & DRUG ABUSE - EP MILLS	53,477	1	1	9	5	3	
	4	NJCC ADMINISTRATION	900	1	1	0	5	1	
	5	NANCY J COTTERMAN CENTER	10,643	1	1	2	7	1	

CORP

EVENING 2 EMP 5H + BACKUP1
EVENING 3 EMP 5H + BACKUP1
EVENING 4 EMP 5H + BACKUP2

BLD2121632P1

CERTIFICATE OF LIABILITY INSURANCE

DATE (MM/DD/YYYY) 10/1/2020

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 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
Keyes Coverage Insurance
5900 Hiatus Road
Tamarac FL 33321

CONTACT NAME David Ragno
PHONE (A/C, No, Ext) 954-724-7000 **FAX (A/C, No)** 954-724-7024
E-MAIL ADDRESS dragno@keyescoverage.com

INSURER(S) AFFORDING COVERAGE	NAIC #
INSURER A Associated Industries Ins. Co.	23140
INSURER B Hartford Accident & Indemnity	22357
INSURER C Twin City Fire Insurance Company	29459
INSURER D Federal Ins Co	
INSURER E	
INSURER F	

INSURED 15484
MCJ Professional Cleaning Services, Corp.
1905 NW 32nd St, Bay 6
Pompano Beach FL 33064

COVERAGES **CERTIFICATE NUMBER:** 1028428937 **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	
C	COMMERCIAL GENERAL LIABILITY	Y		21 SBM VK9609	10/1/2020	10/1/2021	EACH OCCURRENCE	$ 1,000,000
	[ ] CLAIMS-MADE [X] OCCUR						DAMAGE TO RENTED PREMISES (Ea occurrence)	$ 1,000,000
							MED EXP (Any one person)	$ 10,000
							PERSONAL & ADV INJURY	$ 1,000,000
	GEN'L AGGREGATE L MIT APPL ES PER:						GENERAL AGGREGATE	$ 2000000/2000000
	[X] POLICY [ ] PRO-JECT [ ] LOC						PRODUCTS - COMP/OP AGG	$ 2,000,000
	[ ] OTHER:							$
B	AUTOMOBILE LIABILITY	Y		21 UEC DE0087	10/1/2020	10/1/2021	COMBINED SINGLE LIMIT (Ea accident)	$ 1,000,000
	[X] ANY AUTO						BODILY INJURY (Per person)	$
	[ ] ALL OWNED AUTOS [ ] SCHEDULED AUTOS						BODILY INJURY (Per accident)	$
	[X] HIRED AUTOS [X] NON-OWNED AUTOS						PROPERTY DAMAGE (Per accident)	$
							Comp/Coll Deductible	$ 1,000
C	[X] UMBRELLA LIAB [X] OCCUR	Y		21 SBM VK9609	10/1/2020	10/1/2021	EACH OCCURRENCE	$ 1,000,000
	[ ] EXCESS LIAB [ ] CLAIMS-MADE						AGGREGATE	$ 1,000,000
	DED [X] RETENTION $ 10 000							$
A	WORKERS COMPENSATION AND EMPLOYERS' LIABILITY Y / N	N / A		AWC1157880	10/1/2020	10/1/2021	[X] PER STATUTE [ ] OTH-ER	
	ANY PROPRIETOR/PARTNER/EXECUTIVE OFFICER/MEMBER EXCLUDED? [ ] (Mandatory in NH)						E.L. EACH ACC DENT	$ 500,000
	If yes, describe under DESCR PTION OF OPERATIONS below						E.L. DISEASE - EA EMPLOYEE	$ 500,000
							E.L. DISEASE - POLICY LIMIT	$ 500,000
D	Crime			8251-2075	3/17/2020	3/17/2021	Employee Theft - Client Premises	100,000

DESCRIPTION OF OPERATIONS / LOCATIONS / VEHICLES (ACORD 101, Additional Remarks Schedule, may be attached if more space is required)
Certificate Holder is listed as Additional Insured for General Liability and Auto Liability when required by written contract.

CERTIFICATE HOLDER

Broward County
115 S Andrews Ave
Fort Lauderdale FL 33301

CANCELLATION 30 Days Notice / 10 Days for Non-Pay

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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MCJ & PRESTIGE
Cleaning Services

MCJ Professional Cleaning Services Corp

Certificates & Licenses

Certified MWBE
Minority/Women-Owned
Business Enterprise

SBA U.S. Small Business Administration
8(a) Certified

SBE CERTIFIED ENTERPRISE

CBE Certified Business Enterprise Program

DBE CERTIFIED ENTERPRISE

CERTIFIED INSURED
√Liability
√Workers Comp
√Bond
√Umbrella

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:

MCJ PROFESSIONAL CLEANING SERVICES

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: June 10th

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

1905 NW 32nd ST, BAY 6, POMPANO BEACH, FL 33064
www.mcjcleaning.com

MCJ & PRESTIGE
Cleaning Services

SBA

Small Business Administration

Certificate of Completion

This document hereby certifies that

Maria Watson

has successfully completed
the prescribed requirements for

Bids and Proposals

Course Title

October 13, 2020

Date

MCJ & PRESTIGE
Cleaning Services

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: MCJ PROFESSIONAL CLEANING SERVICES CORP
Receipt #: 325-13530
Business Type: CLEANING/JANITORIAL (CLEANING SERVICES)

Owner Name: MCJ PROFESSIONAL CLEANING SERVICES
Business Location: 1905 32 BAY 6
POMPANO BEACH
Business Phone: 9544186248
Business Opened: 06/17/2003
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:

MCJ PROFESSIONAL CLEANING SERVICES
1905 32ND ST, BAY 6
POMPANO BEACH, FL 33064

Receipt #WWW-19-00206368
Paid 08/28/2020 33.00

2020 - 2021

BROWARD COUNTY LOCAL BUSINESS TAX RECEIPT

115 S. Andrews Ave., Rm. A-100, Ft. Lauderdale, FL 33301-1895 – 954-831-4000
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Signature
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Receipt #WWW-19-00206368
Paid 08/28/2020 33.00

MCJ & PRESTIGE
Cleaning Services

pompano beach
Florida's Warmest Welcome

CITY OF POMPANO BEACH
BUSINESS TAX RECEIPT
FISCAL YEAR: 2019 - 2020

Business Tax Receipt Valid from: October 1, 2019 through September 30, 2020

4470612 9/18/2019
MCJ PROFESSIONAL CLEANING SERVICES CORP
1905 NW 32 ST BAY 6

POMPANO BEACH FL 33064

THIS IS NOT A BILL

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

BUSINESS OWNER: MCJ PROFESSIONAL CLEANING SVCS
BUSINESS LOCATION: 1905 NW 32 ST 6 POMPANO BEACH FL

RECEIPT NO:	**CLASSIFICATION**
20-00100268	**JANITORIAL OR WINDO[illegible]NING**

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

MCJ & PRESTIGE
Cleaning Services

Procurement & Warehousing Services

SUPPLIER DIVERSITY OUTREACH PROGRAM

THIS CERTIFICATE IS AWARDED TO

MCJ Professional Cleaning Services, Corp.

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/Minority/Women Business Enterprise (S/M/WBE)

Hispanic-American

ON THIS DAY **March 7, 2017**

Mary Catherine Coker
Director, Procurement & Warehousing Services

Certification #: **3330-00645 17**

Expiration Date: **3/6/2020**

1905 NW 32nd ST, BAY 6, POMPANO BEACH, FL 33064
www.mcjcleaning.com

MCJ & PRESTIGE
Cleaning Services

THE SCHOOL DISTRICT OF PALM BEACH COUNTY
OFFICE OF DIVERSITY IN BUSINESS PRACTICES

CONGRATULATIONS!

M/WBE (Minority/Woman) Business Enterprise

MCJ PROFESSIONAL CLEANING SERVICES, CORP.

as a *Hispanic American Female Enterprise*, in the (M/WBE) Program

This certificate is valid

January 23, 2020—January 22, 2023

The following are the areas that your firm has been certified:

Janitorial/Custodial Services, Building and Pressure Cleaning Services, New Construction Cleaning & Window Washing Services.

Certification is not a guarantee that your firm will receive work. Please register your company with **www.bidsync.com** to receive notification of upcoming opportunities. Any change to your certification requires you to submit proof of expertise, licensure and a business history (at minimum) to justify the additional certification. You are also required to submit a copy of your certificate with each bid, or proposal that you submit to the School District. You must notify this office if the status of your firm changes. Failure to report changes that affect the ownership or control of your firm may result in decertification.

Patrick Chrysostome—Manager

THE SCHOOL DISTRICT PALM BEACH COUNTY

Dicky Sykes—Director

1905 NW 32nd ST, BAY 6, POMPANO BEACH, FL 33064
www.mcjcleaning.com

MCJ & PRESTIGE
Cleaning Services

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

April 9, 2020

Ms. Maria Watson
MCJ PROFESSIONAL CLEANING SERVICES CORP.
1905 NW 32nd Street Bay 6
Pompano Beach, Florida 33064

Dear Ms. Watson:

The Broward County Office of Economic and Small Business Development (OESBD) is pleased to announce that your firm's County Business Enterprise (CBE) and Small Business Enterprise (SBE) certifications have been renewed.

Your firm's certifications are continuing from your anniversary date but are contingent upon the firm verifying its eligibility annually through this office. You will be notified in advance of your obligation to continue eligibility in a timely fashion. However, the responsibility to ensure continued certification is yours. Failure to document your firm's continued eligibility for the CBE and SBE programs within thirty (30) days from your anniversary may result in the expiration of your firm's certifications. Should you continue to be interested in certification after it has expired, you will need to submit a new application, and all required supporting documentation for review.

To review current Broward County Government bid opportunities visit: www.broward.org/Purchasing and click on "Current Solicitations and Results." Also, from this website, you can log into your firm's profile in BidSync to ensure you have added all appropriate classification codes. Bid opportunities over $3,500 will be advertised to vendors via e-mail and according to classification codes, so please ensure that both the Purchasing Division and OESBD are apprised of your current e-mail address.

Your primary certification group is: **Contract Services.** This is also how your listing in our directory will read. You may access your firm's listing by visiting the Office of Economic and Small Business Development Directory, located on the internet at: www.broward.org/EconDev and click on "Certified Firm Directories."

Your firm may compete for, and perform work on Broward County projects in the following areas:

NAICS CODE: 561720, 561740, 561790

We look forward to working with you to achieve greater opportunities for your business through county procurement.

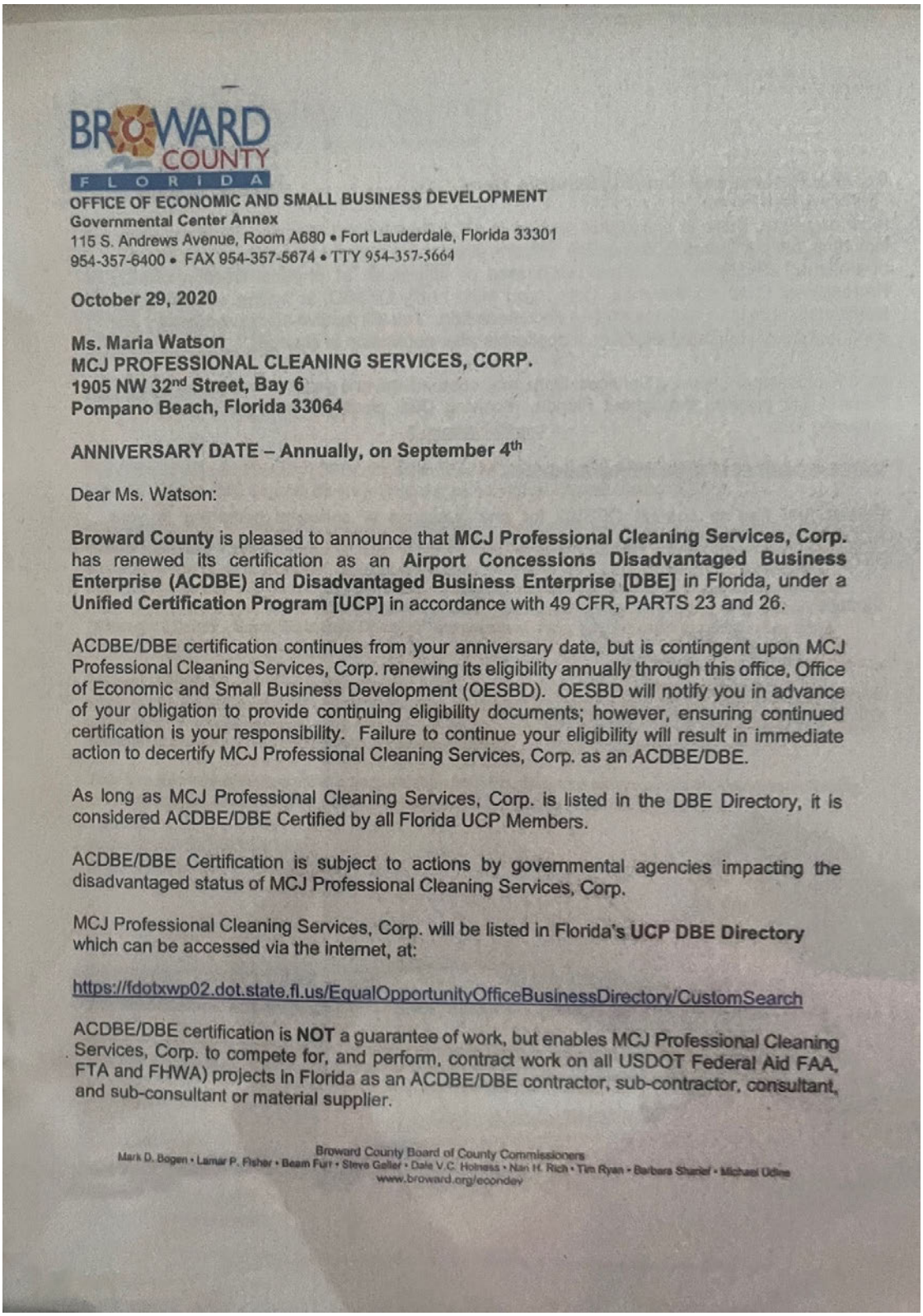
Sincerely,

Sandy-Michael McDonald, Director
Office of Economic and Small Business Development

Cert Agency: BC-CBE SBE
ANNIVERSARY DATE: June 10TH

Broward County Board of County Commissioners
Mark D. Bogen • Lamar P. Fisher • Beam Furr • Steve Geller • Dale V.C. Holness • Nan H. Rich • Tim Ryan • Barbara Sharief • Michael Udine
www.broward.org/econdev

MCJ & PRESTIGE
Cleaning Services



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

October 29, 2020

Ms. Maria Watson
MCJ PROFESSIONAL CLEANING SERVICES, CORP.
1905 NW 32nd Street, Bay 6
Pompano Beach, Florida 33064

ANNIVERSARY DATE – Annually, on September 4th

Dear Ms. Watson:

Broward County is pleased to announce that **MCJ Professional Cleaning Services, Corp.** has renewed its certification as an **Airport Concessions Disadvantaged Business Enterprise (ACDBE)** and **Disadvantaged Business Enterprise [DBE]** in Florida, under a **Unified Certification Program [UCP]** in accordance with 49 CFR, PARTS 23 and 26.

ACDBE/DBE certification continues from your anniversary date, but is contingent upon MCJ Professional Cleaning Services, Corp. renewing its eligibility annually through this office, Office of Economic and Small Business Development (OESBD). OESBD will notify you in advance of your obligation to provide continuing eligibility documents; however, ensuring continued certification is your responsibility. Failure to continue your eligibility will result in immediate action to decertify MCJ Professional Cleaning Services, Corp. as an ACDBE/DBE.

As long as MCJ Professional Cleaning Services, Corp. is listed in the DBE Directory, it is considered ACDBE/DBE Certified by all Florida UCP Members.

ACDBE/DBE Certification is subject to actions by governmental agencies impacting the disadvantaged status of MCJ Professional Cleaning Services, Corp.

MCJ Professional Cleaning Services, Corp. will be listed in Florida's **UCP DBE Directory** which can be accessed via the internet, at:

https://fdotxwp02.dot.state.fl.us/EqualOpportunityOfficeBusinessDirectory/CustomSearch

ACDBE/DBE certification is **NOT** a guarantee of work, but enables MCJ Professional Cleaning Services, Corp. to compete for, and perform, contract work on all USDOT Federal Aid FAA, FTA and FHWA) projects in Florida as an ACDBE/DBE contractor, sub-contractor, consultant, and sub-consultant or material supplier.

Broward County Board of County Commissioners
Mark D. Bogen • Lamar P. Fisher • Beam Furr • Steve Geller • Dale V.C. Holness • Nan H. Rich • Tim Ryan • Barbara Sharief • Michael Udine
www.broward.org/econdev

MCJ & PRESTIGE
Cleaning Services

State of Florida
Department of State

I certify from the records of this office that MCJ PROFESSIONAL CLEANING SERVICES, CORP. is a corporation organized under the laws of the State of Florida, filed on June 12, 2003.

The document number of this corporation is P03000065509.

I further certify that said corporation has paid all fees due this office through December 31, 2020, that its most recent annual report/uniform business report was filed on January 30, 2020, and that its status is active.

I further certify that said corporation has not filed Articles of Dissolution.

Given under my hand and the Great Seal of the State of Florida at Tallahassee, the Capital, this the Thirtieth day of January, 2020

Secretary of State

Tracking Number: 9844164893CC

To authenticate this certificate,visit the following site,enter this number, and then follow the instructions displayed.

https://services.sunbiz.org/Filings/CertificateOfStatus/CertificateAuthentication

MCJ PROFESSIONAL CLEANING SERVICES, CORP.

MCJ & Prestige Professional
Cleaning Services
Phone: (954) 418-6248

1905 NW 32nd Street, Bay 6
Pompano Beach, FL 33064

www.mcjcleaning.com

ENVIRONMENTAL SERVICES POLICY AND PROCEDURE MANUAL

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I. OVERVIEW/GENERAL

A. BASIC INFECTION CONTROL

What do we mean by Infection Control?

Because so many of the residents of a healthcare facility have weakened defenses and are more prone to getting sick, it is important that the employees use extra care to maintain as sanitary an environment as possible. By protecting the residents from any harmful germs, the employees are also protecting themselves. There are five ways to transmit bacteria that can cause infection:

1. Direct contact with an infected person.
2. Indirect contact with inanimate objects contaminated by an infected person.
3. The inhalation of airborne dust or droplets contaminated by an infected person.
4. Spread through insects.
5. Inoculation.

Some things to remember:

1. Use an effective quaternary germicidal solution along with systematic cleaning of all rooms and bathrooms.
2. Expose all surfaces to the chemical agent. Anything short of actual contact is insufficient.
3. Always dilute properly -- too little will be ineffective; too much will be wasteful.
4. Never use a chemical on any surface until its safety for that purpose has been determined.
5. Since chemicals are liquid and could be swallowed, label all bottles with contents, ingredients, and antidote.
6. Do not clean or work around food while it is being served.
7. Change water often. Failure to do this will result in cloudiness and sedimentation, which will lessen the effectiveness of the germicidal solution.
8. Schedule and complete routine cleaning of closets and drawers to eliminate insect breeding grounds.
9. Follow all isolation procedures for linen and laundry.
10. Schedule and hold regular in-service meetings for the department. The manager should be an active member of the Infection Control Committee, if one is established at the client's facility.
11. Design linen and laundry procedures prevent cross-contamination.
12. Schedule and receive initial chest x-ray or tine tests to detect any communicable disease in our staff.
13. Use hand sanitizer and wash your hands frequently. It is a good practice to wash your hands after cleaning because the disinfecting agents remain active on the skin.

14. Make sure all equipment is kept clean so that it is not a breeding ground for germs.

B. EMERGENCY/DISASTER JOB ASSIGNMENTS

Policy:
Personnel will be assigned specific tasks to perform during emergency/disaster situations.
Procedure:

1. Department supervisors are responsible for assigning their respective employees to specific tasks during emergency/disaster situations.

2. Require all newly hired personnel to attend an orientation class regarding fire safety and disaster preparedness plans. Periodic in-service training classes will keep all personnel informed of changes in fire safety and disaster preparedness plans, as well as any changes in job assignments.

3. In addition to orientation and in-service training classes, conduct periodic drills to assist personnel in performing their assigned tasks.

4. Janitorial Services is responsible for:

a. Turning off all electrical equipment;
b. Turning off any equipment with blower fans;
c. Removing all equipment from hallways, resident rooms, etc. (store in janitorial/utility room);
d. Closing all doors and windows to storage and supply rooms; and
e. Reporting to the person in charge for assignments.

5. The Laundry Department is responsible for:

a. Turning off all washers and dryers;
b. Turning off all electrical and gas equipment;
c. Turning off any equipment with blower fans;
d. Removing all equipment from hallways, resident rooms, etc. (store in linen room);
e. Closing all laundry chute vents;
f. Closing all doors and windows to linen rooms, storage areas, and laundry room; and
g. Reporting to the person in charge for assignments.

C. HAZARDOUS AREAS

Policy:

All hazardous areas to be serviced by our teams will be identified with appropriate precautionary signs.

Procedure:

1. All **hazardous areas** to be serviced by us will be so designated. They will be identified on floor plans posted throughout each facility.

2. **Hazardous areas**, such as power rooms, boiler rooms, oxygen or other flammable liquids, storage rooms, etc., shall display "**No Smoking**" signs.

3. **Smoking shall be prohibited** in all hazardous areas.

4. **Smoking** shall be prohibited in any area bearing a "**No Smoking**" sign without exception. Violators will be disciplined in accordance with established personnel policies and smoking regulations.

D. SAFETY OVERVIEW FOR JANITORIAL AND LAUNDRY SERVICES

General:
Safety is unique in that it is measured not by its level of success, but more often by its failure; that is, the frequency and severity of accidents and injuries.

JANITORIAL:
Most of the responsibility for maintaining a safe and healthy environment rests with our teams. Every day, we must deal with the safe storage of materials. Without a well-trained Environmental Services team, the opportunity for fire, accident, injury, or infection is greatly increased.

When a janitorial situation arises that could cause an accident, report it immediately to the Janitorial Supervisor unless immediate corrective action is required to avoid a hazard. During hours when janitorial personnel are off duty, either the maintenance staff or the nursing staff should take responsibility for cleanup.

Make janitorial employees aware of their own safety responsibilities. These include:

1. Safe use of the equipment provided;

2. Knowing and understanding the safety rules and regulations applicable to the Environmental Services Department, as well as other departments; and

3. Watching for hazards and reporting them.

Electrical Equipment:

1. Handle electrical power equipment only with dry hands.

2. Before cleaning, always unplug power equipment and only after switching off the equipment.

3. New personnel must demonstrate the ability to use cleaning equipment before being permitted to operate it in a resident area.

4. Supervisors must provide "hands on" training with new employees so as not to disturb residents. This is especially important when showing employees how to use major equipment (e.g., side-to-side floor machine or burnisher).

Chemical Cleaning Agents:
Use only the specified type and amount of chemical for specific jobs. Excessive quantities or the wrong type of chemical may cause problems such as skin irritation, respiratory problems, fire, and wasted supplies.
Do not mix cleaners. Some mixtures may procedure hazardous or violent reactions. For example, chlorine bleaches mixed with substances such as vinegar, toilet bowl cleaner, or ammonia will produce chlorine dioxide, which is extremely toxic. Such "thirsty" chemicals as lye may react violently with water. Pouring water into acids or alkalis may cause a splash or spray. The mixing of acids and alkalis may produce a violent reaction.
Personnel are required to use the proper personal protective equipment when dealing with chemicals.
Trash Disposal:
Every day, our clients generate trash in large amounts that require constant removal. Fire-resistant trash receptacles should be placed by each resident bed, at all nursing stations and offices, and throughout the BUILDING(S). Trash receptacles should be in areas where visitors will have access to them. Containers should be cleaned and disinfected daily and should be small and light enough to empty easily.
Personnel who collect trash and dispose of it should practice the guidelines listed below:

1. Wear gloves and all other required personal protective equipment.

2. Never dig into a wastebasket. Close plastic liners securely before transferring a wastebasket's contents to collecting receptacles. Grasp wastebasket by the sides and tip to let contents fall into the receptacle.

3. Dispose of broken glass so that no one is harmed during any stage of the waste-handling process. A separate container labeled "Glass Only" is helpful. Fluorescent tubes should be broken into covered containers.

4. Do not assume that other departments have disposed of their trash properly. Take all precautions necessary when handling trash.

5. Do not collect trash in areas where food is being prepared or served, in resident's rooms during meal times or at any time that would disturb the delivery of resident care.

Remove trash from the BUILDING(S) frequently and before trash receptacles overflow. Carry or wheel away large bags; do not put into trash chutes where they could jam and ignite. Make large carts used to transport trash "Trash Only" and have a lid or cover.

Laundry:

1. The Laundry Department is responsible for the safe and proper collection, cleaning and distribution of linens within the BUILDING(S).

2. The soiled linen sorting and washing area in the laundry should be separated from the clean linen processing area, from resident rooms, from areas of food preparation and storage and from areas in which clean material and equipment are stored.

3. Arrange and operate the laundry area so that work flow and pathways for transporting clean linen and soiled linen are separate to minimize the possibility of contaminating clean linen.

4. Train employees on each piece of equipment before they are allowed to operate it. Employees should do a quick preventive maintenance check of all equipment at the end of each shift. Take care when working behind large washers and dryers. Carefully change chemicals in 5-, 10-, or 15-gallon drums to avoid stains or sprains when lifting or moving containers.

5. To prevent injuries to laundry employees, equipment should be maintained and inspected regularly.

6. Wear proper personal protective equipment, gloves, glasses, and aprons when working with both soiled and clean linen.

Clean lint traps and screens in each dryer on a regular basis. In addition, kitchen mops and rags, or any type of wet mop or rag, never dry in the machine. Air dry wet mops or rags. (*See* Cleaning of Mops and Rags.)

Equipment Safety:

Attention to equipment and care in handling it contribute to the safety of everyone in the BUILDING(S). The reminders listed here are suitable for posting in work areas:

1. Read the instructions that accompany a new piece of equipment before using it.

2. Carry portable equipment such as a mop or broom close to the body to avoid injuring anyone.

3. Place equipment out of the way. Never permit it to block exits, fire doors, fire extinguishers, fire hoses, cabinets, stairwells, or elevators.

4. Clean equipment after use. Turn buckets upside down to dry thoroughly. Mops and cleaning cloths should be changed each shift.

5. Keep equipment in good repair; tighten nuts and bolts and repair or replace broken parts.

6. Report broken equipment immediately, remove it from service and label the equipment as defective until repaired. Do not put broken equipment in a storage area containing operable equipment.

7. Make sure electrical equipment is in working order and is grounded when in use. Do not use adapters. When using electrical rotary cleaning machines on wet floors, make sure all wiring and connection are sound.

8. Wear rubber soled shoes to prevent slipping.

9. Do not clean ramps with power equipment.

10. Make sure an adequate number of various sizes of ladders are available and in good repair. Set ladders firmly in position and never stand on the top two rungs or steps. Do not use chairs, tables, or other furniture as stools or ladders.

11. Be aware of the "lock out, tag out" policy and how and when it should be used.

Floor Care:

1. Make sure corridors, aisles, and passageways are clear at all times.

2. Mop up fluids, including rain and snow, near doorways immediately.
3. Determine the nature of spills and clean them accordingly. Display "Wet Floor" signs prominently when floors are washed, waxed, sealed, or stripped.
4. Mop areas so that there is a dry passageway. Half of a corridor should always be free for traffic. All equipment should stand in the section being cleaned.
5. Make sure wet areas are marked. Place "Wet Floor" signs at the beginning, middle, and end of the section being mopped. Display such signs when floors are being washed, waxed, sealed, or stripped.
6. Before leaving a work area temporarily, remove water pails from floors or stairs, secure equipment, and pull out all plugs.
7. Schedule floor care in heavy traffic areas to correspond with periods of least traffic and clean only a small section at a time.
8. Maintain floors on a schedule to prevent floor finish buildup.
9. After floors have been cleaned, return any moved furniture to its **original location**. Make sure that all bed casters are locked. Incorrectly placed beds may lead to mistaken identification of residents. Relocation of other furniture may cause tripping hazards.
10. Wear rubber footwear when stripping and refurbishing hard surface floors.
11. Put down absorbent walk-off runners at the point where freshly shampooed carpeting joins a hard surface floor, so slippery shampoo residue can be removed from shoes.
12. During wet weather, put rubber mats or runners near entrances.
13. Clean any blood spills immediately.
14. OUR CLIENT'S staff and residents must be aware of a wet hallway floor when exiting a room or turning a hallway corner. Wet floor signs MUST be displayed. Verbal warnings will also help others to avoid an accident.

Equipment Cart:

Equipment carts are designed to expedite work, so they should be kept ready for use with every item in its prescribed place.

1. Load equipment and supplies on the cart in the prescribed order.
2. Move the cart carefully in corridors, keeping to the center and looking ahead.
3. Move carefully when approaching corridor intersections, stairways, elevators, and groups of people. Move carefully on ramps.
4. Pull, DO NOT PUSH, the cart through swinging doors.
5. Keep hands away from the sides of the cart when pulling it.
6. Never leave the cart, equipment, or supplies in a position where someone could bump into or trip over them.
7. Report repair requirement immediately.
8. Never ride on the cart or permit others to ride on it.
9. When cleaning a resident's room, do not leave the cart in the hallway; pull the cart into the resident's room.
10. Never leave chemicals unattended on carts.
11. Safety glasses and gloves are available for use in all departments.

E. STORAGE AREAS

Policy:
Janitorial and laundry department storage areas shall be maintained in a clean and safe manner.
Procedure:

1. Keep all Janitorial and laundry storage areas free from accumulation of trash, rubbish, oily rags, paper, etc., at all times.
2. Do not store flammable liquids, combustible gasses, etc., in areas where intense heat or open flame devices could cause them to ignite. Store in an approved cabinet, vented to exterior of building.
3. Store cleaning supplies, etc., in areas separate from food storage rooms according to label instructions.
4. Do not store gasoline within the facility at any time.
5. Store oily rags, etc., in metal containers with tight-fitting covers.

F. CHEMICAL USE -- GENERAL GUIDELINES

The chemicals and products used by Sub-Acute Services are safe when used in the proper dilution ratio and with the proper safety precautions.
This review will introduce the new employees to the use of chemicals, stressing an awareness of the environment in which the employee is working. For example, chemical mist may not pose a problem for a Light Housekeeper but may pose serious health risks for residents in the area.
The Environmental Services/Janitorial Director must emphasize that **no** chemicals or products from employees' homes can be brought to work for use on the units.

II. AN INTRODUCTION TO CLEANING PROCEDURES

A standardized, systematic approach to cleaning is the key to the success of the department. Every aspect of our performance is based on our staff knowing and following proper cleaning techniques.
Areas affected by standardized cleaning procedures:

1. Quality Level: True long-term quality levels can only be reached and maintained through proper technique.
2. Training: A consistent training program is based on standardized cleaning procedures and orientation of new employees.
3. Infection Control: Standard precaution is the most standardized approach to cleaning and disinfection. Refer to Infection Control Manual.
4. Safety: Standardized training of all employees on routines and techniques keeps the work place environment safe and accident free.

A. ASHTRAYS

Policy:
Most of our clients have very strict non-smoking rules; however, should a client allow smoking on their premises, we will provide the necessary janitorial service to keep the area clean.
Procedure:

1. Empty and clean ashtrays daily and as needed.

B. BATHROOMS, GENERAL GUIDELINES

Policy:
Bathrooms shall be maintained in a clean and sanitary manner and shall be cleaned daily.
Procedure:

1. Clean bathrooms, including showers, whirlpools, century baths, commodes, etc., daily in accordance with established procedures.
2. Daily bathroom cleaning includes:
    a. Emptying waste receptacles;
    b. Servicing toilet paper holders;
    c. Servicing and cleaning soap dispensers;
    d. Servicing and cleaning towel dispensers;
    e. Dusting windowsills, ledges, etc.;
    f. Cleaning walls, mirrors, pipes, shelves, etc.;
    g. Cleaning partitions, wash basins, commodes, etc.;
    h. Polishing fixtures; and
    i. Sweeping, mopping, and scrubbing floors.

C. BATHROOMS -- LAVATORIES, OR SINKS

Introduction:
Lavatories are in constant use. They must be cleaned frequently to keep them up to facility standards. Because of infectious material washed from hands, this cleaning must be thorough.
Procedure:

1. Don disposable gloves.
2. Dampen one cloth and apply germicidal detergent solution or cleanser to cloth.

NOTE: Do not use an excess amount of cleaning product. Do not use caustic cleaner on porcelain bowls.

3. Clean all nickel surfaces, including faucets, valves, stoppers, and stopper chain. Clean both the inside and outside of the sink. Be sure to clean the underside of the rim above the overflow opening.
4. Rinse cloth in running water.
5. Use fresh cleaning material.
6. Clean overflow drain opening. Folded cloth or wedge covered with a cloth can be used. Be sure to clean (a second time) the underside of the rim above the overflow opening.
7. Rinse cloth in running water.
8. Rinse both porcelain and nickel surfaces with the wet cloth.
9. Dry and polish all nickel and porcelain surfaces with a dry cloth.
10. Dust all exposed pipes below the basin with a dry cloth. Polish all nickel pipes (if applicable).
11. Remove gloves.
12. Wash hands.

D. BATHROOMS -- TOILETS, AND URINALS

Introduction:
A clean toilet has no odor. Spotless cleanliness is a must inside and outside the bowl.
Procedure:

1. Don gloves.
2. Assemble equipment.
3. Flush toilet or urinal.
4. Sprinkle bowl cleanser inside bowl or wash inside bowl with swab saturated in germicidal detergent solution. Cover entire inside of bowl with bowl cleanser or germicidal detergent. Allow to stand.
5. Wash and dry outside of bowl. Use clean cloths. Clean adjoining pipes, seat hinges, and all around base of bowl.
6. Scour inside of bowl. Use long-handled brush kept in antiseptic solution.
7. Rinse by flushing toilet.
8. Replace brush and swab in antiseptic solution.
9. Clean equipment and store.
10. Remove gloves.
11. Wash hands.

E. BATHROOMS -- TOOLS AND PROCEDURES

Tools Needed:

Bucket and wringer
Cart
Disinfectant
Dust brush
Dust mop
Dustpan
High duster
Johnny mop
Three spray bottles: (a) Disinfectant
(b) Glass
(c) Cleaner, deodorizer
Plastic trash bags
Rags
Scraper
Sponge
Three pails
Toilet tissue
"Wet Floor" sign
Paper towels

Procedure:

1. Each housekeeper must announce him/herself before entering to clean.
2. Don gloves and follow the seven-step method:
   a. Dry steps:
      i. Pull trash: Wipe can and, if necessary, replace the liner.
      ii. Fill dispensers: Soap, paper, etc.
      iii. Dust mop: Pick up trash; use dust mop before using water in the room.
   b. Wet steps:
      i. Sanitize: Sinks, light, mirror, sink fixtures, pipes.
      ii. Sanitize: Commode, tank, bowl, and base. Use brush for inside of bowl.
      iii. Spot clean: Walls, partitions, light switches.
      iv. Damp mop: Start in far corner. Get behind commode, move trash can, mop out the door. Use "Wet Floor" sign when finished.
      v. Use harsh chemicals, like cleanser or bowl cleaner, sparingly.
3. Use different cloths to clean washroom than those used in resident's room.
4. Clean glass and chrome with the proper cleaner, then polish with glass cleaner and paper towel.
5. Clean vents.
6. Take care when mopping around commode.
7. Do not leave a lot of "extra" paper products on counters or sinks.
8. Remove gloves.
9. Wash Hands

NOTE: Proper cleaning technique prevents the spread of infection.

F. BROOMS, HAIR PUSH BROOMS (BRUSHES)

Introduction:
Dirty brooms deposit more soil than is removed. Maintaining floors with clean equipment saves time and effort.

Procedure:

1. Bring broom to hopper room.
2. Shake over newspapers or waste receptacle.
3. Remove hair and lint with comb or wire brush.
4. Wash when necessary.
5. Hang with bristles off floor.
6. Change handle into other hole in head every week. This equalizes wear on bristles and prolongs the life of the broom.

G. CARPET -- BONNET BUFFING

Procedure:

1. Fill bucket with warm water and shampoo solution.
2. Soak bonnet pad in solution.
3. Wring out bonnet so it is not soaking wet.
4. Place bonnet on carpet.
5. Place side-to-side machine directly on bonnet.
6. Pass over area to be cleaned in a crisscross motion.
7. Flip bonnet as one side becomes dirty.
8. Wash bonnet before first use and after every use.
9. Bonnet will pick up surface direct that vacuuming may leave behind.
10. Do not use the same bonnet when switching to a different colored carpet.
11. Do not soak carpet.

Remember: The bonnet must be wet enough to turn on the pad and move across the carpet but not so wet that it soaks and stains carpet.

H. CARPET -- SHAMPOO AND EXTRACTION

Procedure:

1. Use this procedure in heavy traffic/heavily soiled areas:
    a. Attach tank to side-to-side.
    b. Fill tank with shampoo solution.
    c. Shampoo is dispensed through shampoo block to carpet.
    d. Wet enough area so machine with block can move over carpet.
    e. Make several passes over area.
    f. Use extraction to pick up shampoo solution on carpet.
2. Extraction may be a process by itself:
    a. Jets in front of machine fire solution into carpet.
    b. Extraction follows immediately to pull shampoo and dirt from carpet.
    c. Defoamer may be necessary in extractor to keep soiled shampoo solution from backing up in machine.

Safety Issues:

Be aware of safety issues:

1. Do not stretch cord across hall or open common areas.
2. Always use "Wet Floor" signs -- especially where carpet meets a tile floor.

I. CERAMIC/GLAZED TILE

Policy:
Walls of shower rooms, utility rooms, bathrooms, etc., are often made of ceramic or glazed tile. Careful washing and drying prevents streaking of these walls. Cleaning is done monthly.

Procedure:

1. Assemble equipment.
2. Prepare solution and rinse water. Use appropriate cleaning solution for the surface.
3. Rub with clean cloth, sponge or chamois wrung partially dry from solution. Use a grout brush to clean between tiles if needed. Avoid splashing and dripping.
4. Rinse with clean cloth, sponge or chamois wrung partially dry. Avoid splashing and dripping. Change water frequently.
5. Dry the surface. Use a clean, lint-free cloth.
6. Clean equipment and store.

Additional Information:

1. Use cleaning solution depending upon surface.
2. Avoid splashing and dripping.
3. Change water frequently.
4. Use clean, lint-free cloth.

J. CHEMICAL USE -- JANITORIAL AND LAUNDRY DEPARTMENTS

The chemicals used by Marblehead Services' employees are never dangerous when used in the proper dilution ratios for their intended purposes. However, if a resident were to swallow a chemical or a janitorial employee were to accidentally spray him/herself in the eye, adverse reactions can and will occur. Always follow these guidelines:

1. Never use a chemical for something other than for what it is intended.
2. Always make sure that all bottles have proper labels. If they are not labeled properly, report it immediately to the department manager.
3. Avoid using old bottles for new chemicals. Even though the bottle may appear dry, a residue of the previous chemical often remains and could cause a chemical reaction.

Caution: NEVER mix chemicals.

4. Each janitorial cart has a lockbox. Store all chemicals in the lockbox. **DO NOT leave a cart unattended.** Store cart properly while on break.
5. If chemicals are left in the janitor's closets, the door must be locked.

K. CLEANING SCHEDULES

Policy:
Cleaning schedules shall be developed and implemented to ensure that our facility is maintained in a clean and comfortable manner.
Procedure:

1. Develop and implement cleaning schedules to ensure that each area of our facility is maintained in a safe, clean, and comfortable manner.
2. Post cleaning schedules in each utility room or designated area, and a copy must be available in the department director's office.
3. The Janitorial Supervisor will be responsible for ensuring routine cleaning schedules are adhered to.

L. CUBICLE CURTAINS

Procedure:

1. Examine curtains while cleaning resident's room or at discharge.
2. Be sure netting at top of curtain meets code.
3. If curtain is stained, dirty, or torn, notify Maintenance Department immediately for replacement.
4. If curtains are off hooks, notify Maintenance Department for reattachment.

Cleaning Curtains:

1. Treat stained area with pre-soak.
2. Wash on mild cycle with short extract. **Do not over-extract**.
3. Allow curtains to air dry. Never put cubicle curtains in dryer.
4. Cubicle curtains shall be washed semi-annually or as needed.

Note: Cubicle curtains must be fire retardant. Special care must be taken when washing.

Additional Information:

1. Squares of netting cannot be too large or they will allow smoke through.
2. Curtains must reach completely around bed.
3. Curtains should not touch floor.
4. Curtains hanging damp will become free of wrinkles (from their own weight).

M. DRAPERIES

If draperies are dirty, Maintenance Department will remove the draperies, and we will wash on site; however, if the draperies are dry-clean only, we will send the draperies out to be cleaned. Once the draperies are returned, Maintenance Department will re-attach.

N. DRINKING FOUNTAINS

Introduction:
The purpose of cleaning drinking fountains is to maintain cleanliness, control bacteria, and improve appearance.

Procedure:

1. Wet surface thoroughly with water.
2. Sprinkle small amount of cleaning agent on sponge or cloth and wash fountain and fixtures.
3. Use fountain brush to clean hard-to-get-to areas around faucet fixture.
4. Rinse thoroughly and wipe outside of fountain with sponge.
5. Do not drip water on floor.
6. Be sure to eliminate all water spotting to improve appearance.
7. Wipe dry.
8. Inspect.

O. STAINLESS STEEL DRINKING FOUNTAINS

Introduction:
The purpose of cleaning stainless steel drinking fountains is to maintain cleanliness, control bacteria, and improve appearance.

Procedure:

1. Make wash solution.
2. Wash surfaces of fountain thoroughly with sponge and solution.
3. Do not drip solution on floor.
4. Do not use cleanser on stainless steel.
5. Use fountain brush to clean hard-to-get-to areas around faucet fixtures.
6. Rinse with water.
7. Wipe dry.
8. Inspect.

P. DUSTING FURNITURE AND EQUIPMENT

Introduction:
The purpose of dusting is to protect furniture finish, to remove soil, and to improve appearance.
Procedure:

1. Assemble equipment and fill pail with tepid water. Add germicidal detergent.
2. Wet cloths and then wring solution out so that cloths are as dry as possible. Keep cloths clean by washing them frequently.
3. Dust all surfaces (except varnished surfaces) with damp cloth and dry with dry cloth.
4. Dust all varnished surfaces with a dry cloth or a cloth treated with polish.
5. Dust with the gain of the wood. Fold cloth and refold to continuously maintain a fresh cleaning edge. Change cloths frequently.
6. Clean equipment and store.

Q. ELEVATOR

Introduction:

Elevators give the first impression of a facility. **Keep Clean!**

Procedure:

1. Clean elevators during a time of day when traffic is at a minimum.
2. Use a portable vacuum to clean tracks. If dirt will not come out with a portable vacuum, spray solution on tracks and use a brush, rage, or scraper to clean.
3. Polish tracks with glass cleaner.
4. Wipe down panels with glass cleaner. Also wipe "button plate", handrails, and elevator walls.
5. Remove light covers to remove trash and debris. Wipe covers.
6. Dust mop floor.
7. Damp mop floor.

Note: The service elevator will need more attention than passenger elevator.

R. ELECTROSTATIC SPRAYING

Introduction:

We use electrostatic spraying devices to disinfect large spaces or oddly-shaped surfaces with hard-to-reach or often overlooked areas.

Procedure:

1. The optimum sprayer distance is 4–6 feet (1.22–1.83 m) from surface being sprayed.
2. Spray in an "S" like fashion from top to bottom of surface areas
3. Start at opposite end of room & progress toward the door to avoid walking through spray pattern & touching sprayed surfaces
4. Utilize extension wand for better control and reduce amount of back-spray on the handle and user.
5. Maintain proper grip of handle to ensure contact to grounding strip on trigger.
6. Hands should remain dry during operation.
7. To reduce any static build up in the user, the user's free hand should be used to touch grounded surfaces that have not been sprayed (e.g. metal components of adjacent equipment).
8. Clean and story daily:

- All users should follow safe cleaning practices to protect themselves from harmful exposure when cleaning the sprayer.
- Review chemical Safety Data Sheet for how to secure and store your chemical solution when not in use.
- Remove all chemical from tank and flush with water.
- Spray water through each nozzle size for at least 30 seconds.
- Cleaning nozzle: If nozzle becomes plugged, soak in hot soapy water and blow pressurized air through to remove blockage .

S. FLOOR CARE

Policy:
Floors shall be maintained in a clean, safe, and sanitary manner.
Procedure:

1. Mop, clean, and/or vacuum all floors daily in accordance with established procedures.
2. The Janitorial Director shall maintain floor-cleaning procedures.
3. Direct inquiries concerning floor care to the Janitorial Director.

T. FLOOR MACHINE (AUTOMATIC)

Introduction:
The purpose of cleaning electric or battery-operated equipment is to maintain efficient performance.
Procedure:

1. Disconnect floor machine or turn off motor switches. Adjust cord in holder (if electric).
2. Stop and raise brushes and squeegees. Never run machine with scrub brushes down unless solution is used.
3. Take to designated cleaning areas. Turn on the master switch of the self-propelled machines to move it. Be sure to turn it off again before starting to clean it.
4. Remove and place brushes in hopper.
5. Drain tanks thoroughly.
6. Rinse brushes and tanks with hot water.
7. Hang brushes to dry. Do not leave brushes standing with bristles down. Leave tank lids open to air.
8. Wipe inside of tanks and outside of machine.

U. BUFFING OR SCRUBBING MACHINE

Introduction:
The purpose of cleaning electric equipment is to ensure efficient operation.
Procedure:

1. Disconnect machine. Adjust cord in holder.
2. Remove brushes. Never transport machine with brushes attached.
3. Take to designated location.
4. Place brushes in hopper or pail.
5. Rinse with hot water.
6. Prepare solution with detergent using hot water.
7. Wash by agitating in solution.
8. Rinse with hot water.
9. Hang to dry. Do not leave brush lying with bristle side down. Hang up on handle of machine, if convenient.
10. Wipe outside housing of machine clean and dry.

V. FLOORS -- USING AUTOMATIC FLOOR MACHINE

Procedure:

1. Dust mop common area or hallway to be done.
2. Fill auto scrubber with germicide solution.
3. Apply small amount of solution on floor through front of scrubber.
4. Brush will work solution into floor.
5. Squeegee will collect solution.
6. Extraction will draw solution back into machine.
7. If machine is used to "light strip", use super amino in mild solution.
8. Follow steps 1-6 when "light-stripping" floors.
   Note: Use auto scrubber in long halls or wide open common areas.

W. FLOORS -- BUFFING ROOMS AND/OR HALLS

Procedure:

1. Dust mop and damp mop area to be buffed properly.
2. Use scraper to pick up trash/debris.
3. Resident Rooms:
    a. Move furniture in room side-to-side to create space.
    b. Spray fine mist of spray buff.
    c. Use high-speed machine with pad to work spray buff into tile.
    d. Buffing remove top surface of dirt and old wax.
    e. Extra time spent working on scuffs and scratches will repair floor.
    f. Dust mop after buffing.
4. Halls/Common Areas:
    a. Spray mist in center of area to be buffed. Work in with appropriate pad and machine.
    b. Stay away from baseboards.
    c. Dust mop area after buffing.
5. Clean machine and pads after use. Change pad as build-up begins.

Safety Issues:

1. Be aware of safety issues when buffing.
2. Never stretch cord across hallway.
3. Use "Wet Floor" signs if necessary to alert people to work area.
4. Do not spray directly over machine as spray buff may settle on housing unit and drip into motor.

X. FLOORS -- BURNISHING WITH SPRAY BUFF

Description:

Any floor machine that rotates at over 1000 rpm is considered a burnisher. A burnisher moves in a forward and backward motion as opposed to side-to-side.

Procedure:

1. Dust mop and damp mop area to be burnished properly.
2. Use a scraper to pick up debris.
3. Start the burnisher with the pad off the floor.
4. When turning a burnisher, lift the machine to take pressure off of the pad.
5. Halls/Common Areas:
    a. Mop or use spray buff.
    b. When dry, move the burnisher forward and backward over the area.
    c. Use proper pad and change regularly. Do not launder pads.
    d. Clean pads when finished by brushing with inside ring of new pad.
    e. Dust mop when done.
6. Rooms:

a. In tight spaces: apply a 3" line of spray buff product.
b. Move forward and back with burnisher.
c. Complete three or four rooms with one application.
d. Dust mop after burnishing.

Notes:

1. Most often, burnishers have the following rotation speeds of 1500, 1600, or 2000 rpm.
2. Most commonly used pads are natural hair, tan burnisher, rubberized super speed pad, or Coco pad.

Y. FLOORS -- SCRUB TILE AND REFINISH

Tools Needed:

Dust brush
Dust pan
Scraper
Side-to-Side
"Wet Floor" signs
Three mop handles
Three Buckets:
(a) Light Strip Solution
(b) Rinse
(c) Finish

Dust mop
Mop heads
Sponge
Steel wool
Wet vac
Tape
Three Pads:
(a) Black
(b) Green
(c) Blue

Procedure:

1. Choose an area to be scrubbed.
2. Assemble equipment.
3. Move furniture. Try to move furniture completely out of area.
4. Tape-off adjoining rooms.
5. Scrub Floor:
    a. Try to remove a few coats of debris and finish and get down to a clean base.
    b. Dust mop area.
    c. Always put a fresh finish on floor.
    d. Do not make the solution so strong that it eats through all of the finish.
    e. Lay a light coat of the solution along baseboard.
    f. Do not scrub down too far.
    g. Lay a light strip of solution in the center of the area.
    h. Use a lighter pad for scrubbing.
    i. Remove two coats.
    j. Keep solution wet.
    k. Use a wet vac to pick up solution.
6. Refinish:
    a. Put a plastic liner in a bucket and then fill with finish.
    b. Use clean mop to lay two or three coats of fresh finish on top of base.
    c. Never pour unused finish back into container.
    d. Let finish dry completely between coats.
    e. Replace furniture.
    f. Clean equipment.
    g. Wash hands.

Z. FLOORS -- STRIPPING AND REFINISHING

Tools Needed:

Black pads
Dust brush
Dust mop
Floor Finish
Rags
Sealer
Sponge/cloth
Three mop handles
Walk-off liner
Wet vac
Stripper or rinseless stripper
Tape
Dust pan
Plenty of mop heads
Scraper
Side-to-side machine/block
Steel wool
Two wringers
"Wet Floor" sign

Three Buckets:

(a) One filled with hot water/stripper
(b) One filled with clean rinse water
(c) One lined with a plastic bag (used with floor finish)

Procedure:

1. Choose a method for stripping the area.
2. Move furniture. If possible, move all furniture to a completely separate area. If not possible, move furniture to half of room while stripping the other half.
3. Assemble equipment.
4. Dust mop area and use scraper to pick up debris.
5. Tape off entrances to rooms adjacent to the area to be stripped.
6. Specific types of strippers:
    a. Amino stripper:
        i. Prepare bucket with stripper solution. Use hottest water available to mix super amino.
        ii. Strip about 1 foot from baseboard.
        iii. Use baseboard brush or steel wool.
        iv. Do not splash solution on baseboard.
        v. Use scraper for corners and edges.
        vi. Apply solution with mop.
        vii. Cover 800 sq. ft. to 1000 sq. ft.
        viii. Let the solution sit so it can begin to work.
        ix. With side-to-side machine, go over area with black pad.
        x. Change pad as it cakes up.
        xi. Crisscross the area to be sure all "high" spots are stripped.
        xii. Keep area wet with solution.
        xiii. Use wet vac to pick up solution.

b. Rinseless:
    i. Apply solution to floor.
    ii. Do not use extremely hot water, as it will evaporate too rapidly.
    iii. As the solution begins to work, carefully remove wet solution with wet vac.
    iv. Be sure not to splash solution on baseboards.

7. The remaining steps are identical no matter what stripping solution is used:
    a. Wipe baseboards while splashes of solution are wet. Do not allow splashed solution to dry.
    b. Do no lay more solution at one time than can be used -- it will start to dry.
    c. Apply more solution to keep floor wet or to avoid going back to an area only to remove dry solution.
    d. Rinse floor with clean water after wet vac.
    e. Rinse floor as many times as necessary to get all film off of the floor.
    f. When changing rinse water, always rinse the dirty solution out of the mop.
    g. Stock plenty of clean mop heads to change while rinsing.
    h. If needed to remove film, use the side-to-side machine with a dry black pad. Run the dry black pad over the area. It will pick up all excess film.
    i. Always apply finish on the floor after it has been stripped. Never leave the floor bare.
8. Refinishing:
    a. Before any finish is applied, run one hand over the tile. If a chalky film residue is discovered, do not apply finish. Rinse again.
    b. Once the floor is clean, choose a finish, use a Rayon mop head and begin.
    c. Do not coat the edges until the last coat.
    d. Each coat must be completely dry before applying the next coat. All floors need six to eight coats of finish.
    e. Use stain-resistant sealer (if sealer is being used).
    f. Do not wax baseboard. Apply each successive coat of finish in the opposite direction of the previous coat.
    g. Use thermal-based finish if the surface undergoes regular burnishing.
    h. Use an 18% to 25% finish if the surface will be buffed.
    i. Finish should be poured into a lined bucket, not directly into bucket. Do not pour unused finish back into container.
    j. Replace all furniture in original positions.
    k. Clean equipment.

AA. GENERAL CLEANING RECOMMENDATIONS

1. Do not use dirty mops. We only use micro-fiber mopping systems, and we change mop heads after every room.
2. Keep freshly laundered mop heads and cloths clean by storing them in a covered plastic container (use a separate covered plastic container for dirty mop heads).
3. Mopping done as a wet process is most effective in killing germs. No buckets are to be used, and the mop should carry an adequate amount of solution to the floor.
4. Dry mopping is not recommended in resident rooms or food service areas.
5. Do not guess at how much germicidal detergent to use. Follow directions carefully on the container. Measure carefully using recommended dilutions.
6. Never return used portions of floor wax or cleaning solutions to their original containers.
7. Clean and store maintenance tools properly. Machine brushes should be disinfected daily and hung on the wall.
8. Empty and clean vacuum cleaners and other machines daily. Wipe them off with a cloth dampened with germicidal detergent solution. Launder and disinfect vacuum cleaner filter bags daily.
9. Clearly label all containers of cleaning products to avoid mistakes.
10. Polish floors immediately after they have been disinfected by the wet cleaning process.
11. Ensure certain polishing brushes and pads are disinfected before use.
12. Disinfect buckets used to contain cleaning solutions and floor finishes, rinse, and dry before storing. Put wringers or mop presses in the release position when not in use.
13. Do not apply excessive amounts of floor finish. Follow the manufacturer's instructions carefully.
14. Adhere to facility-cleaning frequency schedules are adhered to.

BB. JANITORIAL CART -- STOCKING

Procedure:

1. Lock box: **Always** start with clean cart with a lock box. Store chemicals in the lock box when not using them.
2. Top shelf:
    a. Three pails with rags. Keep rags and solution in these pails separate (**never** use the same rag to clean). Use rags separately for cleaning:
        i. Rooms;
        ii. Commodes; and
        iii. Sinks/sink fixtures.
    b. Properly labeled spray bottles.
3. Middle shelf: Plastic and paper products. Do not carry more paper products on the cart than needed for one shift.
4. Long bottom shelf:
    a. Proper sized mopping system for Light Janitor.
    b. Dust mop.
5. Hang dustpan and brush from cart. Keep wheels or cart free of mop strands and other debris.
6. Keep scraper on cart.
7. Stock germicides on cart.

CC. JANITOR CLOSETS

Policy:
It is imperative for janitor closets to be maintained in a neat, orderly, and clean fashion. Janitor closets containing cleaning agents/chemicals should remain locked when not in use.
Procedure:

1. Scrub interior of sink with powdered cleanser or germicidal detergent solution and wipe dry. Wash all pipes, fixtures, and porcelain with germicidal detergent and wipe dry.
2. Damp dust any counter tops or shelves in the area and wipe dry daily.
3. Damp dust and spot clean walls and baseboards daily to prevent accumulation of splash marks and water marks.
4. Install/establish hooks so that mops and dust mops used in this area do not have to rest within them op tank or sink, but can be hung up in a well-ventilated area to dry.
5. Thoroughly scour janitorial equipment, carts, etc., that are kept or maintained in this area and clean daily so that they are left clean.
6. Stock the janitor room with standard supplies: paper towels, toilet tissue, and hand soap, as well as germicidal detergents, detergents, and other items needed by housekeepers/janitors in their daily cleaning routine.
7. Dust mop and damp mop closet floors daily.

DD. LIGHT FIXTURES

Introduction:
For efficient lighting, fixtures must be clean. A film of soil and dust on bulbs reduces the amount of available light. A clean light is aesthetically pleasing.
Safety:
Secure locking device on stepladder.
Procedure:

1. Assemble equipment.
2. Turn light switch off.
3. Place stepladder, with its platform extended, under the light fixture. Adjust safety lock on the ladder.
4. Prepare cleaning solution and place pail on stepladder platform, if necessary.
5. Remove globe or plastic panels (if fluorescent fixture) and set in a safe place. Dry hands. Use a screwdriver to remove lens/cover if necessary.
6. With the light switch off, remove bulb. Use care if bulb is hot.
7. Clean bulb with damp cloth.
8. Clean socket and fixture with dry cloth.
9. Wash and dry globe or panel. Handle carefully to avoid breaking.
10. Replace bulb and globe or panel. Dry hands.
11. Remove pail if used on stepladder platform.
12. Close stepladder.
13. Clean equipment and store.

EE. MOPPING -- DAMP

Procedure:

1. Resident room:
    a. Mix disinfectant solution in correct ratio with cold water and changed every three rooms.
    b. Use 12-oz. mop head for resident rooms.
    c. Wring out mop so it is damp before mopping. Start in far corner of the room.
    d. Run mop along baseboard; avoid pushing dirt into corners.
    e. Mop under and around all furniture.
    f. Use "Wet Floor" sign.
2. Rest room:
    a. Use disinfectant solution in correct dilution and change every three or four rooms.
    b. Wring out mop so it is damp.
    c. Mop from far corner, behind commode, out door.
    d. Use "Wet Floor" sign.
3. Hallways/common areas:
    a. Use "Wet Floor" signs to mark the wet side of floor (mop 1/2 hallway at a time).
    b. Run mop along baseboard; do not slap mop into corners.
    c. Using "figure 8" mop back to bucket.
4. All areas:
    a. Use proper dilution ratio of disinfectant.
    b. Never fill the bucket with solution above the bottom of the wringer. They key phrase is "damp mop".

FF. MOPPING -- DUST

Procedure:

1. Resident room:
    a. Dust mopping is a technique used to pick up trash and debris before using water on the floor.
    b. Move furniture and dust mop behind it.
    c. Use a "figure 8" motion and mop from far corner and out door.
2. Washroom:
    a. Always use dust mop before bringing water into room.
    b. Pick up trash and debris at door.
3. Hallways/common areas:
    a. Use larger dust mop when working in halls.
    b. Run mop along baseboard, then mop back using "figure 8" motion.
    c. Pick up trash.

4. All areas:
    a. Never use a damp mop to collect trash.
    b. Always pick up trash immediately after collection.
    c. If the area to be dust mopped opens onto a carpeted area, be careful not to deposit dirt on carpet.

GG. MOPS

Policy:
Mops shall be used in daily floor care and shall be maintained in a clean and sanitary manner. Use cotton mops for sanitizing, stripping, rinsing, and all cleaning operations. Use Rayon mop for applying finishes.

Procedure:

1. Wash mop heads with a disinfectant and rinse well after each use.
2. Use clean mop heads when changing areas of mopping and when used in isolation rooms.
3. The Janitorial Director maintains procedures for the cleaning of mop heads.

HH. MOPS -- CLEANING AND TREATING DRY DUST MOPS

Introduction:

1. Proper care and treatment of dust mops prolongs the life of a mop and increases its efficiency.
2. Always work with a clean, treated mop. Change mop heads daily and launder after each day of use. Use cotton and/or rayon mops as the situation warrants.

Procedure:

1. Pour dry mop treatment solution into washing machine. Use only the last rinse cycle of the laundering procedure (place mop heads only in designated machine(s) used to launder mop head). Tumble-dry as usual; **OR**
2. Pour a small amount of dry mop treatment solution along the heavy fabric part of mop. Roll mop and place in plastic bag to "season" overnight. Please in a metal container. Do not treat soiled mop (doing so would harbor and spread germs).
   NOTE: Laundering between each use is recommended for best cleaning of mop heads and general infection control. Dry mopping is not recommended in resident or food service areas.

II. MOPS, WET -- DAILY CLEANING

Introduction:
A clean, wet mop is an essential tool in maintaining cleanliness and sanitation. Mop heads shall be changed after being used to clean three or four resident rooms and laundered daily. Thorough daily washing, rinsing, and drying are essential to keep mops in good condition. Cotton and/or Rayon mops may be used as the situation warrants.

Procedure:

1. Take mopping equipment to hopper room.
2. Wring out mop. Place mop in hopper or pail.
3. Rinse mop and wringer with hot water.
4. Pour 3 oz. of soap solution on mop head. Stopper must be in hopper outlet if pail is not used.
5. Washing by dousing in a pail of warm water. Lift and lower mop head, using turning motion. Press against bottom of hopper or pail, using the same motion. Drain hopper or empty and rinse pail.
6. Rinse mop in clean warm water. Use hot running water and move mop head in an up and down motion until water runs clear.
7. Wring mop.
8. Shake and straighten strings and hang up to dry; **OR**
9. Place in design covered container in soiled laundry area to be washed by machine.

JJ. OFFICES

Procedure:

1. Offices must be thoroughly cleaned.

Remember: In many cases, the office staff may judge the appearance of the entire facility based upon the cleanliness of their offices.

2. Clean offices before or after they are in use. Review with office occupant when to clean, what to clean, and how often to clean.
3. Straighten up the office quickly -- being mindful of personal items -- do not touch without permission.
4. Use a five-step method:
    a. Empty trash: Clean can and, if necessary, replace liner.
    b. Dust all horizontal surfaces: Use proper chemicals on furniture -- use only furniture polish on wood.
    c. Spot clean, especially by light switches and trash cans.
    d. Dust mop/damp mop. If tile floor, dust mop and damp mop. Always have clean solution. Use "Wet Floor" sign.
    e. Vacuum carpet. Be aware of areas under desk and behind furniture.

KK. RADIATORS

Introduction:
The radiator, being a part of the heating system, radiates heat waves that attract dust. Frequent cleaning is necessary.

Procedure:

1. Assemble equipment.
2. Place paper under radiator to keep dust from getting on the floor.
3. Insert radiator brush or vacuum attachment into each opening and clean all parts.
4. If radiator brush is used, brush dust onto paper. Brush gently to avoid raising dust.
5. Wipe all exposed parts of radiator with damp cloth.
6. Remove paper, fold, and discard.
7. Inspect work to make sure all parts have been cleaned properly.

LL. RESIDENT ROOM -- ADMISSION/DISCHARGE

Procedure:

1. Admission Cleaning:
    a. Room must always be ready to show to a family member/resident.
    b. Spot check all empty rooms daily.
    c. Before a new admit, recheck room, and clean again if necessary.
    d. Provide fresh linens.
2. Discharge Cleaning:
    a. Upon discharge, room should be cleaned immediately. Never allow an empty room to remain uncleaned.
    b. Check identification for person items left in room by resident. Nursing must empty dressers and closets. If resident is to return, put personal items in storage.
    c. Nursing will handle storage of personal items; Maintenance will handle proper labeling and storage, including locking valuables while in storage.
    d. Check cubicle curtains and window curtains.
    e. Remove all trash.
    f. Do high dusting and sanitize walls.
    g. Damp wipe all surfaces of furniture, including bed, with germicide.
    h. Use 8-step method to clean resident room.
    i. Notify Nursing to make up bed.
    j. Monitor empty rooms.

MM. RESIDENT ROOMS -- DAILY CLEANING

Procedure:

1. Each Janitorial employee must announce him/herself at the resident's door. Every room to be cleaned is a resident's home and is treated as such.
2. Straighten up room quickly.
3. Infection control is the goal of an effective room-cleaning technique.
4. Follow 8-step room cleaning method:
    a. Empty trash: Remove trash from all rooms first. Wipe the wastebasket if necessary and replace liner.
    b. Fill dispensers.
    c. Dust all horizontal surfaces: With a cloth and disinfectant, wipe all horizontal (flat) surfaces.
    d. Spot clean: With a cloth and disinfectant, spot clean all vertical surfaces.
    e. Dust mop: Use dust mop to gather all trash and debris on floor. Sweep to the door; pick up with dustpan.
    f. Bathroom: With a cloth and disinfectant, wipe sink, mirror, and shelf in bathroom.
    g. Toilet:
        i. Flush toilet or urinal.
        ii. Sprinkle bowl cleanser inside bowl or wash inside bowl with swab saturated in germicidal detergent solution. Cover entire inside of bowl with bowl cleanser or germicidal detergent. Allow to stand.
        iii. Wash and dry outside of bowl. Use clean cloths. Clean adjoining pipes, seat hinges, and all around base of bowl.
        iv. Scour inside of bowl. Use long-handled brush kept in antiseptic solution.
        v. Rinse by flushing toilet.
        vi. Replace brush and swab in antiseptic solution.
    h. Damp mop floor: With germicidal solution, damp mop floor, working from back corner to door. Use "Wet Floor" sign when finished.
5. Change solution in buckets and pails every three rooms.
6. Dilute chemicals properly.
7. Wear necessary personal protection equipment.
8. Wash hands after clean each resident room.
9. Follow all safety procedures.
10. Never leave chemicals or equipment unattended.

NOTE: Remember, a resident's contact with a housekeeper may be the main part of his/her social life.

NN. RESIDENT ROOMS -- COMPLETE ROOM

Procedure:

1. Indicate on a calendar the days of the week on which each room is to be cleaned. Complete room cleaning ensures that every bed, closet, and drawer are disinfected at least once a month.
2. Coordinate with Charge Nurse at the start of the shift to have a room ready.
3. If room is not ready, a supervisor must schedule the room for cleaning sometime during that day.
4. Nursing Assistants should strip beds and empty closets and drawers.
5. Clean the room using the 8-step method. *See* policy on Resident Room -- Daily.
6. Additional work:
    a. Clean and sanitize mattress, bed frame, springs, and rails.
    b. Clean and sanitize closets and drawers.
7. Coordinate complete room cleaning with exterminator's visit.
8. A Discharge Clean may be counted as a Complete Clean. Revise schedule accordingly.
9. Turn over any food found in dressers to Nursing for disposal.

OO. SERVICING DISPENSERS

Introduction:
People learn to depend on supplies from dispensing machines. This public service can promote or disrupt good public relations.

Procedure:

1. Assemble supplies for refilling.
2. Open dispenser.
3. Clean inside with damp cloth.
4. Refill and arrange supplies so that they will dispense properly to the next user.
5. Close and check.
6. Clean outside with damp cloth.

PP. SHOWER STALLS

Introduction:
Deposits of hard water scale and soap become very difficult to remove unless cleaned daily. Hard water deposits harbor athlete's foot fungi, and shower stalls should be cleaned frequently to remove this fungi.

Procedure:

1. Assemble equipment.
2. Attach hose to faucet.
3. Prepare solutions according to directions.
4. Wear rubber gloves if hands are affected by solution.
5. Wash walls and floor with sponge mop dipped in solution.
6. Let stand several minutes.
7. Scrub with utility brush and scouring pads; scrape stubborn scales with putty knife.
8. Rinse with hot water and wipe with clean cloth.
9. Inspect for appearance and odor.

QQ. UPHOLSTERY -- SHAMPOOING

Introduction:
Upholstered furniture, by the nature of its surface, has a tendency to hold soil. Frequent shampooing is necessary to keep colors bright and the material clean. To prevent material damage, the cleaning process must be done carefully.

Procedure:

1. Move furniture to work room.
2. Assemble equipment.
3. Prepare furniture. Brush and vacuum.
4. Prepare shampooing solution and rinse water.
5. Dip soft brush in solution. Use only foam of cleaning solution.
6. Scrub section lightly with brush to avoid injury to fabric and quickly to avoid soaking material. Scrub sections about 1 foot square to avoid drying.
7. Wipe section with damp cloth or sponge wrung from clean water until no suds are visible. Work quickly to avoid soaking.
8. Dry section with dry cloth. Rub against nap and, finally, with nap. If colors are not fast and liable to run, pat with dry cloth. Do not rub, because rubbing may cause colors to fade or run.
9. Repeat until all upholstery is cleaned. Overlap each section to avoid streaking.
10. Allow to stand overnight to dry thoroughly.
11. Brush with nap using furniture brush.
12. Clean and replace equipment.

RR. UPHOLSTERY -- VACUUMING

Introduction:
Good janitorial procedures require frequent cleaning of upholstery.
Procedure:

1. Assemble vacuum cleaner with upholstery attachments.
2. Remove all cushions.
3. Attach vacuum cleaner to electric outlet.
4. Run attachment over entire upholstered surface. Use up and down and side-to-side movement. Vacuum thoroughly all tufting and folds and space between seat and back and seat and arms.
5. Vacuum cushions.
6. Replace cushions.
7. Clean and replace equipment according to manufacturer's instructions for the machine.

SS. VACUUM -- WET/DRY PICK UP

Introduction:
Clean, well-maintained electrical equipment is vital for efficient performance.
Safety:
Disconnect vacuum cord from electrical outlet.
Procedure:

1. Take to cleaning area and empty tank.
2. Flush out sediment with hot water.
3. Prepare 1 gallon of cleaning solution using disinfectant detergent.
4. Remove floor tool from wand, wash in solution and wipe.
5. Draw solution into tank through wand and hoses.
6. Disconnect machine and wipe out. Adjust cord in holder or around motor on lid.
7. Remove and wipe outside of wand and hose. Hang up to store.
8. Wash inside and outside of lid and tank, including casters. Oil casters after cleaning.
9. Empty solution and wipe dry. Set lid at angle to allow tank to dry while stored.
10. If dry pick up is done, remove and brush dry filter bag and do so for wet vac on tank, etc. Be sure to use filter bag for dry pick up and do not get it wet.

TT. VENTS

Procedure:

1. Remove debris/lint with cloth of small vacuum.
2. Wipe each vent surface with cleaning solution.
3. Clean most vents daily as part of routine cleaning procedures.
4. Maintain vents in hallways, dining rooms, and common areas on a routine cleaning schedule.
5. If necessary, Maintenance can remove covers to clean inside vents.

UU. WALLS

Introduction:
Residents look at the walls of their constantly. Much of the soil on these areas comes from the dust from floors and atmospheric contamination and is, therefore, very objectionable. Walls must be washed frequently to keep rooms sanitary and attractive.

Procedure:

1. Assemble equipment.
2. Spread drop cloths under portion to be washed. Be sure they cover sufficient area.
3. Prepare cleaning solution according to soil on walls.
4. Fill paid with cleaning solution half full. Fill rinse pail 1/4 full of clear water.
5. Dip sponge into cleaning solution and squeeze dry enough so that it does not drip. Do not allow solution to run down wall.
6. Wash section as far as can be reached easily. Start at baseboard. Outline space to be washed by running sponge across and over in straight lines. Clean within that area.
7. Rinse washed section. Squeeze clean sponges from rinse water and over washed section frequently.
8. Repeat washing and rinsing until entire surface is clean. Overlap each section to avoid streaking.
9. Adjust drop cloth as necessary.
10. Clean equipment and replace.

VV. WINDOW WASHING -- INSIDE

Introduction:
A sparkling clean window adds to the cheerfulness of a room, provides light, and allows resident to enjoy the view. Windows will be cleaned as p art of the Complete Room Procedure or as needed.

Procedure:

1. Assemble equipment and prepare solution.
2. Remove curtain or pin back drape.
3. Wipe entire surface with damp cloth or wet sponge. Corners first, then rest of surface. Up-and-down and side-to-side motion. Avoid splashing and dripping.
4. Remove moisture with dry clean cloth or chamois. Corners first. Square around edge then rest of surface with up-and-down movement.
5. Polish entire surface with clean cloth or chamois.
6. Wash sill with cloth or sponge. Rinse and dry well.
7. Clean and store equipment.
8. Alternative -- Use squeegee:
    a. Be sure glass is wet all over before using squeegee.
    b. Pull it across the pane, beginning at top.
    c. Wipe squeegee blade with sponge after each stroke.
    d. To use a squeegee to dry a window, omit Steps 5 and 6.

WW. WINDOW WASHING -- OUTSIDE

Introduction:
A sparkling clean window adds to the cheerfulness of a room, provides light, and allows resident to enjoy the view. Maintenance performs this service.
Procedure:
1. Assemble equipment and prepare solution.
2. Follow procedure for Window Washing -- Inside.

III. AN INTRODUCTION TO LAUNDRY SERVICES

Clean linen is essential to the effective operation of a skilled nursing facility. Therefore, the laundry operation is very important to facility administration and resident care staff. The laundry service, by providing a sufficient supply of clean linen when and where needed, plays a vital role in providing quality resident care.
The laundry, along with soiled linen handling practices, are very important steps in the overall Infection Control Program of a facility. Each step of the process must be controlled to ensure that residents and staff are not knowingly exposed to microorganisms that might cause illnesses. Most of our residents are elderly and, as such, are very susceptible to infection. Laundry service personnel must always follow established laundry practices to protect residents.

Roles and Responsibilities:
It is the responsibility of the Laundry Department to provide the resident care staff and supportive departments (Therapy and Dietary) with an adequate supply of clean linen, upon demand, for the delivery of quality care. It is also the Laundry Department's responsibility to provide each resident with clean personal linen.
To delivery this clean linen, the Laundry Department must:

1. Have sufficient quantities of linen to meet the needs of all residents.
2. Have an adequate mechanically functioning laundry.
3. Have consistent minimum hot water temperatures of 140-150°F delivered to washers (temperature may vary according to State requirements).
4. Have adequate staff, both in number and with proper training.

The Laundry, working with all other departments in the collection of soiled linen, will process and deliver to the proper department the required amount of clean linen.
The Laundry Director, in most cases, working under the direction of the Environmental Services/Janitorial Director, in conjunction with other departments should completely inventory the linen quarterly (or more often per State requirements). The Laundry Supervisor is responsible for rag-out procedures to assist in good linen control.

Policies:
Each facility has developed policies for the department on linen delivery times to the floor and on how residents' personal linen is done. These policies, written by the Laundry Supervisor in conjunction with the Nursing Department and Administration, define responsibilities that ensure good lines of communication between Laundry Services and Nursing. These responsibilities also ensure that each resident's clothes will be efficiently laundered.

In-Service Training:

It is the responsibility of the Laundry Supervisor to promote In-Service Training for Laundry staff. In-Services should be both procedural and meet yearly in-servicing requirements as defined by the Staff Development Coordinator.

Required In -- Services	**Examples of Departmental In-Services**
Accident Prevention	Procedure Based In-Service Provided by Laundry Supply Vendor
Fire	Proper Sorting Procedure
Hand Washing	Psychological/Social Aspects of Aging
Handling of Isolation Linen	Resident's Bill of Rights
Infection Control	Semi-Annual Training by Laundry Chemical Supply Vendor
Methods of Linen Inventory	Use of Laundry Chemicals/Safety (MSDS info)

Orientation

The Staff Development Coordinator or designee shall be responsible for the basic orientation of each new employee. The Laundry Supervisor will be responsible for orientation that pertains directly to laundry operations. Using an orientation checklist, each supervisor will inform each new employee about the function and operation of the Laundry Department and equipment operation.

NOTE: *See* Appendix for Orientation Checklist.

A. PICK-UP

Policy:
Residents will be provided with personal laundry service at no cost.
Procedure:

1. Each resident/representative (sponsor) may choose to use this service.
2. This facility must launder personal items removed from an isolation room.
3. Should the resident/representative (sponsor) choose to have laundry done elsewhere, all soiled laundry must be kept in an airtight container and picked up twice weekly. Sufficient clothing must be maintained on premises to keep the resident clean and dry at all times.
4. Should the resident's representative not pick up the laundry or not return adequate articles to keep the resident in clean clothes, our facility will launder such articles.
5. Refer to the Business Office or Admissions inquiries concerning laundry charges or services.

B. CHEMICAL USE -- JANITORIAL AND LAUNDRY DEPARTMENTS

The chemicals used by Marblehead Services' employees are never dangerous when used in the proper dilution ratios for their intended purposes. However, if a resident were to swallow a chemical or a janitorial employee were to accidentally spray him/herself in the eye, adverse reactions can and will occur. Always follow these guidelines:

6. Never use a chemical for something other than for what it is intended.
7. Always make sure that all bottles have proper labels. If they are not labeled properly, report it immediately to the department manager.
8. Avoid using old bottles for new chemicals. Even though the bottle may appear dry, a residue of the previous chemical often remains and could cause a chemical reaction.

Caution: NEVER mix chemicals.

9. Each janitor cart has a lockbox. Store all chemicals in the lockbox. **DO NOT leave a cart unattended.** Store cart properly while on break.
10. If chemicals are left in the janitor's closets, the door must be locked.

C. DRYERS -- DESCRIPTION

Institutional or commercial-sized dryers are larger in size and capacity than the more familiar domestic dryers, but both operate on the same basic principles.

1. Air is drawn into the top of the dryer from the surrounding environment.
2. Dryers are either gas, electric, or steam fueled.
3. The air is heated by being drawn over elements or flames created by the power source.
4. The hot air is then pushed through the drum in which the wet linen is turning. Small holes in the sides of the drum allow the hot air to enter and leave the basket.
5. At the same time as the air is moving through the drum, the drum itself is turning, moving the linen about in the basket so the hot air passes through every item.
6. The air exits the bottom of the dryer and out a vent to the outside.

Lint Screens:

1. A lint screen is installed in the bottom compartment of all commercial dryers. Lint that falls from the linen as it dries is caught by the lint screen, preventing lint from moving directly through the vent and blowing all over the outside of the building.
2. Brush and clean these lint screens every two or three loads. If not, the screen will become packed with lint. When this occurs, the warm air moving through the system is blocked, raising the temperature in the basket and causing a potentially dangerous situation -- one spark on lint can cause a fire.
3. Lint also may build up on the top compartment of the dryer. This is dangerous because the heat source is there. Open the top panel and clean the area daily.
4. Lint also may build up between the drum and the sides of the dryer. This may cause a problem because in many dryers a heat sensor is located there. This senor reads the heat of the basket and is programmed to shut the dryer down if the temperature gets too hot. If this sensor is covered with lint, the lint acts as insulation and fools the sensor into thinking the basket is not as hot as it really may be. So, instead of shutting the dryer down, it allows heat to continue to pour in.
5. To clean between the drum and the dryer sides, remove the front of the dryer and vacuum the entire interior.

Drying Times:

Proper drying temperatures and times are as important as wash temperatures and times. Do not mix linen classifications together -- this only increases the drying time. Over drying or drying with too much heat will shorten the life of the linen.

SAMPLE DRYING GUIDE		
Item	**Drying Time**	**Cooling Time**
Towels	25-35 minutes	5 minutes
Sheets/Pillow Cases	15-20 minutes	7 minutes

Blankets	30-40 minutes	5 minutes
Pads	35-45 minutes	7 minutes
Diapers	30-40 minutes	5 minutes
Table Linen	5-10 minutes	5-7 minutes

Employees must be trained to not simply set the dial for the full drying time (usually 1 hour). In most cases, linen that has been sorted properly and extracted completely needs 1/2 the time a dial allows.
Never skip the cool-down cycle. This stage allows fabric to breathe before it is folded.

D. GLOSSARY

Below is a glossary of terms used in the laundry industry:

Bath	A step in a washer cycle in which a chemical is injected (e.g., suds bath, bleach bath, sour bath, softener bath). The suds bath and bleach bath are never combined into one bath. However, the sour bath and softener can be combined into one bath.
Bleach Bath	A step in a laundering cycle in which chlorine bleach is injected for stain removal and whitening.
Drain Speed	Sometimes referred to as "distribution speed". It is a rotation speed fast enough to force linen to the outside of a washer wheel for efficient draining, but slow enough to prevent redepositing of soil back into the linen.
Drops	A measurement used in the titration of a suds bath.
Extractor	Clean, wet linen is fed into this machine on a conveyer belt. This machine then extracts water from the clean linen. This piece of equipment is typically found only in very large laundry operations.
Flush	A non-chemical rinse **before** a suds and bleach bath.
Grains Per Gallon	A measurement used to determine the hardness of water. Hard (**GPG**) water contains high amounts of calcium and magnesium that can leave white powdery deposits on plumbing fixtures. Zero to eight grains per gallon is the acceptable range. Water softeners are used to remove hardness in water about 8 GPG.
Hand	A term used to describe the feel of linen after it has been dried (e.g., the linen has a soft hand).
High Extract	A high-speed spin cycle at the end of the washer cycle. The duration is programmed to remove a minimum of 60% of the moisture from the linen.
High Water Level	A hot, cold, or split fill to a level measured 10" to 12" from the bottom of the wheel. This level is used for flush and rinse steps.

Low Extract	Describes a slow-speed or a medium-speed spin. This step can be used between rinse cycles.
Low Water Level	A hot, cold, or split fill to a level measured 5" to 7" from the bottom of the wheel. This level is used in all bath cycles.
Parts Per Million (PPM	A measurement used in titrating for residual chlorine in the bleach bath.
Probes	Plastic tubes that are placed in chemical product pails or drums and are connected to the suction side of the chemical dispenser.
Rinse	A non-chemical rinse **after** a suds and bleach bath.
Shakeout	The last step in the washer cycle after the extract cycle. The shakeout loosens the linen from the outside of the wheel for easier removal from the washing machine.
Sour Bath	Referred to as the neutralizer step. It is a bath to alter the pH of the water after the rinse steps and, therefore, alters the pH of the linen. A range of 5.5 to 6.5 pH is required. This is the range of pH for skin. This step can be combined with the softener bath.
Softener Bath	A step in the laundering cycle in which fabric softener is injected to reduce static buildup, reduce wrinkling and provide a soft hand for the linen wearer's skin. The disadvantage to using a fabric softener is that the chemical waterproofs the fabric. Therefore, the softener bath is not used in the laudering of pads and diapers.
Split Fill	Hot and cold water blended to fill the washer to a high or level.
Suds Bath	A step in the laundering cycle in which detergent is injected for soil removal by soil suspension and dissolution.
Titration	A measurement of combined chemicals used to determine the water condition at specific intervals in baths.
Turbidity	A term used to refer to the extent to which water appears to be transparent. Turbidity of water is typically observed during the flush steps of a cycle. High turbidity refers to very cloudy water; low turbidity refers to nearly clear water.

Viscosity	Resistance of a liquid to flow. Thick liquids are said to have a high viscosity; thin liquids have a low viscosity.
Volumetric	The amount of product dispensed compared to the time a dispenser is pumping. Generally, 1 ounce per 6 seconds is normal.
Washer Extractor	A machine that washes the linen and extracts water in a high-speed spin action.
Wheel	The basket inside of a washer or dryer.
Wide-Open Hot Fill	Hot water that is not automatically adjusted by temperature sensors in the washer.

E. INFECTION CONTROL -- DISINFECTION IN THE LAUNDRY PROCESS

In addition to cleaning linens and producing an aesthetically pleasing product for residents, the main role of the laundry operation is to disinfect the linens before sending them to nursing units. A well-structured, well-implemented wash cycle will provide an infection-free product.
The four factors in sanitizing linens are:

1. **Dilution:** The sheer volume of water that passes through the wash wheel and over the linens in the course of the wash cycle shakes loose and carries away much of the harmful bacteria on soiled linen.
2. **Agitation:** The mechanical action of the basket, which drops the linens against the sides, pounding it clean, also breaks up much of the bacteria accumulated on soiled linen.
3. **Temperature:** Most microorganisms need a temperature near 98°F (body temperature) to survive. Any environment where temperatures fluctuate substantially above or below that mark will kill bacteria. Most detergent and bleach cycles require 140-160°F, which is far above the "kill zone" for bacteria. In addition to the water temperature in the wash cycles, the temperature in the dryers provides substantial sanitization.
4. **Chemicals:** Bacteria cannot survive beyond a pH of 8. The pH of the human body is 6.5. A heavy alkali wash will raise the linens to a pH of 11 or 12 and will destroy any living organism in the wash.

F. LAUNDRY PROCESS

Procedure:

1. Collection of Soiled Linen:
    a. Soiled linen containers or barrels should be on each Nursing unit, stored in a soiled area, so that Nursing can deposit soiled linen.
    b. Check these containers at regular intervals to keep the soiled linen from over-flowing, which may cause odor and infection control problems.
    c. Coordinate regularly scheduled pickups with Nursing to remove soiled linen from the units.
    d. Soiled linen must be removed from the units for two (2) reasons:
        i. To keep the area infection free; and
        ii. To keep the flow of wash moving through the laundry room.
    e. The Laundry Manager should check with Nursing to coordinate these pickups.
    f. The timing of Nursing activities, such as those that follow, will dictate the best times for soiled linen pickup:
        i. Getting residents up;
        ii. Showers;
        iii. Breakfast feeding;
        iv. Changing beds;
2. Transferring Soiled Linen:
    a. Line soiled linen containers with an impervious liner.
    b. Do not allow soiled linen simply to be dropped into a container.
    c. At designated times, laundry workers using a large bin with lid marked "For Soiled Linen Use Only", will go to each Soiled Linen Room to pick up the soiled linens.
    d. Transport soiled linen through a facility in a covered cart.
    e. Laundry workers must always wear the proper personal protective equipment when handling soiled linen.
    f. Clean and disinfect the soiled linen containers on the units and the bind used to transport soiled linen on a scheduled basis.
3. Sorting:
    a. After the soiled linen is delivered to the laundry, if not using a three-bag system, a laundry aide should pick or sort the linen into type and soil. All sheets should be placed in one soiled hamper, incontinent briefs in another, and towels or terry in another.
    b. The laundry washing procedure should be done by type.
    c. When aides sort soiled linen, they should wear cover gowns and gloves. These gowns will protect the clothing of the laundry workers.
    d. Aides should remove the gowns when going from the soiled area to the clean area (drying, folding, and storage).

e. Aides should also wash their hands after handling soiled linen.
f. When sorting soiled linen, sheets, incontinent briefs, and other heavily soiled items should be washing on BM cycle, which has flushes to remove gross soil.
g. Report loose fecal matter within soiled linen to the Director of Nursing for corrective action.

4. Wash load: The key to a successful laundry operation is to structure a system that produces a quality product in a streamlined time frame. The Laundry Manager must know how many loads of wash will be required each day to process the linen needed by Nursing Services.
    a. Once a 24-hour delivery par is established, the Laundry Manager generally knows how much linen will be processed in a 24-hour period.
    b. The Laundry Manager also knows the wash capacity in the Laundry. Simply by dividing the wash capacity into the pounds of linen to be produced, he/she will know how long the Laundry must operate per day.
    Example: The 24-hour par calls for 1200 pounds of linen. The Laundry has 2, 50-pound washers or 100 pounds of capacity. Allowing an hour for each wash load from loading through washing to unloading (and this time frame is generous), the Supervisor sees 1200 pounds of linen washing at 100 pounds per hour and realizes the washers should be operated for 12-hours per day.
5. Transfer to dryer:
    a. Linens should be moved from washer to dryer as quickly as possible.
    b. Never use a soiled linen cart to move clean, damp linen.
    c. The linen was sorted before the wash process, but should be resorted as it enters the dryer to keep drying time down.
    d. Train employees to avoid simply turning the timing dial to the longest setting. Over-drying linens will destroy the fabric.
    Example: If a load of damp linen is all sheets, that load should take 30-35 minutes to dry. If the employee is allowed to set the timing dial to the full 60-minute setting, the Laundry will be wasting time and energy, and will significantly reduce linen life expectancy.
    e. If possible, dry items such as sheets, blankets, spreads, etc., in dryers with reversing baskets to avoid the entire load from balling up in a knot.
    f. Never overload dryers. This will only lengthen the drying time of the linen and may damage the basket or motor.
    g. Always use the cool down cycle to give linens a chance to breathe after drying for 30-40 minutes on high heat.
6. Folding linens:
    a. As soon as linens are removed from the dryer, fold them. linens sitting in a bin, dried but not folded, for even a short period of time, will wrinkle.
    b. The folding process must keep pace with the washers and dryers. There should never be a backup of clean linen waiting to be folded.

Example: A load of sheets may take 35 minutes to dry, but 60 minutes to fold. It's easy to see how three consecutive loads of sheets could back up the folding process. On the other hand, a load of diapers may take 45-50 minutes to dry, but only 20 minutes to fold. So, alternating a load of sheets with a load of diapers will allow folding to keep pace with washing/drying.

c. A competent Laundry Manager will coordinate the types of linens washed during the day to allow folding to keep pace with drying.
d. As linens are folded, stack then count and allow them to sit on the shelves before they are delivered to the floors for use.
e. The ideal situation in a laundry is for employees who are processing linens for the next shift to fill more than the needs of the shift on which they are working. Problems in this area often result from an inadequate amount of linen in the facility. Laundry, in effect, is waiting for Nursing to use the linen so they can collect it, wash it, and send it right back to the floor for re-use.
NOTE: If the same sheet, towel, or diaper is used twice in one 24-hour period, not enough linen is in the facility for the Laundry Department to work with.

7. Folding area:
    a. Set up the folding area with adequate space to allow the linen to be removed from a cart, folded, and placed on a table, then onto carts.
    b. Place dry linen of the same type in carts so as not to break an established folding rhythm.
    c. When an individual is folding undergarments, sheets or wash cloths should not be in the same cart.
    d. Instruct aides on how to develop a productive folding rhythm to increase the number of items processed.
    e. Always use the least number of folds required and acceptable for space requirements on carts and shelves.
    f. After linen is folded, place it in delivery carts in predetermined quantities for delivery to the floor.
8. Resident personal linen:
    a. Labeling of Clothing: Nursing will mark all personal items with the resident's name upon admission using acrylic paint pens or a comparable marking system. All personals are marked, even if the facility is not to wash the resident's clothing.
        i. Use a dark paint pen for light-colored materials; or
        ii. Use a silver paint pen on dark-colored materials.
    b. When to wash personals: Some facilities have home-type machines for personals. If not, wash personals in the delicate/light soil cycle. Process all at a specific time. Wash personals in the morning, whenever possible, to assure a change of clothing is available to residents with limited wardrobes.
    c. Soiled linen collection: Separate personals from facility linens during the collection process and deposit them in the leak-proof bag designated for

personals. Nursing must separate linens into specific groups. Nursing will sort all personals from house linens.

d. Sorting: It is not necessary to sort personals into color groups as they will be washed on the no-bleach cycle. By not sorting during the washing process, redistribution will be easier after processing each floor or section of floor together as a group, as they were originally collected.
e. Washing: Wash personal clothing on a no-bleach cycle, the weight being 5 pounds less than the washer capacity.

9. Drying:
    a. Separate clothes that require hanging from those that are folded.
    b. Dry outer garments on permanent press or medium heat to avoid wrinkling. Dry undergarments on the highest heat setting in order to speed delivery. Post the drying times on the dryers for load types, settings, and times.
    c. Place hanging garments on the delivery cart rod, numerically by room number (resident name identified). Deliver one floor at a time, if necessary, for space considerations.
    d. Button the top button of hanging garments before placing in the dryer. This will expedite the placement of hanging garments onto the delivery cart. The advantages of having metal snaps already buttoned before retaining dryer heat are obvious.
    e. Sort undergarments numerically (resident name identified) on the folding table from the laundry cart. By dividing the room numbers into sections, any sized table will suffice. Place undergarments on delivery shelves with each shelf numerically sectioned as the folding table.
10. Clean linen delivery:
    a. The Laundry Aide or designee will deliver all personals to the residents. It is vital to report all room changes to Laundry daily. Make the changes on a clipboard, which lists room numbers of residents. Attach this clipboard to the delivery cart.
    b. Equipment:
        i. One delivery cart equipped with shelving for undergarments and a metal rod for hanging personals;
        ii. Alphabetized dividers to organize garments on hangers. these dividers may be plastic rings or clothing store rack dividers;
        iii. Two acrylic paint pen markers; and
        iv. Separate soiled linen equipment.
11. Leak-proof bag sorting system to sort leak-proof bags:
    a. Each facility will use a 100% leak-proof washable laundry bag system.
    b. This will consist of a bag collection system where Nursing staff will be responsible for depositing soiled linen in the appropriate bag as it is collected from the resident room.
    c. The number of bags will vary from facility to facility, based on soiled linen room space.

i. One bag -- facility linen; and
ii. One bag -- personal linen room.

d. The Nursing staff will sort more soiled linen in the soiled linen holding room, if space permits.

12. Conventional personals handling:
    a. Personals can be handled in a couple of ways. This varies whether or not a home-type machine is used or not. One person should be responsible for re-marking, washing, drying, and delivering to appropriate residents. The position is sometimes five days per week with variable hours.
        i. Collect soiled personals as described above.
        ii. Laundry Aides may wash all personals on a cool or color cycle.
        iii. Another option is to separate the whites from the colors and wash the whites on permanent press or sheets.
        iv. Dry the articles and move them to the folding table.
    b. Depending on the size of the facility and the amount of personal laundry to be processed, various cart methods are used.
        i. Some facilities wash various floors or wings on different days.
        ii. A few facilities have a personals passing cart for each floor of the facility.
        iii. Some facilities use Lakeside carts.
    c. The method of hanging and folding varies little.
        i. Hang outer garments by room number, from wing to wing, making a "Z" delivery motion down each hall so as not to miss any rooms.
        ii. Fold and place undergarments on the bottom of the cart or on shelves designated by wings or rooms.
        iii. Variations to contain undergarments include rubber bands, cards, plastic bags, cardboard boxes, or a combination thereof.
        iv. A current list of resident room numbers shall accompany the delivery cart. Update this list daily, noting admissions and room changes.
    d. The labeling of clothing is undoubtedly the biggest, but correctable, problem. Inform all employees as to where and how **the facility in which he/she is working** is to mark the resident's name. Be inconspicuous, but always be consistent with marking. In some cases, the family does the laundry. Their clothing should still be marked with indelible ink in case it is accidentally sent to the Laundry for processing.
    e. Another facet of handling personals is timing. Ideally, personals will be done at a specific time of day. This is important to avoid a problem caused by the build-up of soiled personals (e.g., a family member requesting a particular pair of pants). It is not important whether personals are washing in the A.M. or P.M., merely that a specific time for washing personals is designated. Residents and employees are creatures of habit. By concentrating on personals, rather than trying to process intermittent loads, a greater degree of responsiveness to Nursing and resident needs can be achieved.

G. LINEN -- GENERAL INFORMATION

One of the keys to a successful laundry operation is understanding the effects that laundry chemicals have on fabrics.
There are four basic linen classifications:

1. Vegetable: e.g. Cotton;
2. Animal: e.g., Wool or Silk;
3. Synthetic: e.g., Polyester or Nylon; and
4. Blend: e.g., Combination.

Vegetable Fiber:

1. Cotton is the most widely used vegetable fiber. Cotton consists of a series of microscopic ribbons twisted together with a canal running through the center.
2. Cotton will not be damaged even in boiling water. In fact, cotton is stronger wet than dry. Water swells the fibers and over time may cause the fibers to contract and the linen will shrink.
3. Cotton can be damaged very quickly with exposure to acids. So, sours must be used properly in the wash cycle to protect the linen. Cotton, on the other hand, is very resilient to alkali and detergents as long as rinsed properly.
4. Cotton stands up well to bleach, except when over bleached and not rinsed out.

Animal Fiber:

1. Wool is one of the most widely used animal fibers. Wool consists of long strands of fiber with what appear to be over-lapping scales.
2. Wool does not stand up well in high heat. On the other hand, wool stands up well in the presence of acids. Detergents with high alkalinity severely damage wool.

Never use bleach on a wool fabric.

Synthetic Fiber:

1. Synthetic fibers are the most widely used fabric component.
2. Polyester is made up of small, thin filament-like structures similar to fishing line. Polyester fabrics do not handle high temperatures well. In fact, any type of quick temperature changes will set wrinkles in the fabric.
3. Polyester is non-porous and does not absorb water, so constant washing will not affect a polyester product.

Example: A sheet that is 50% cotton and 50% polyester, after 100 or so washes, will have no cotton left. It will be all polyester. These are the sheets that can be easily seen through.

4. Polyester is resistant to most acids, but can be damaged with excessive detergent or bleach use.
    a. Never add detergent to a dry load.
    b. Do not add detergent before proper water levels are reached.
    c. Do not add detergent when the wash wheel is still.

Blend:

Blend fabrics are the most common type of fabric used, especially cotton-polyester blend. This particular combination gives the fabric strength to hold up under constant washing, while bouncing back every time to look good and be stain free.

H. LINEN INVENTORY -- MONTHLY PROCEDURE

Policy:
To outline a procedure to provide an accurate linen inventory on a monthly basis, a good inventory will.

1. Help monitor linen losses;
2. Structure the monthly linen order; and
3. Verify the daily "IN" and "OUT" counts.

To do an accurate linen inventory, linens must be counted in seven areas:

1. Soiled area;
2. Wash area;
3. Folding area;
4. Closets in units;
5. Soiled on units in barrels;
6. Linens on beds; and
7. Storage.

Procedure:

1. Schedule the inventory for late morning. Try to do the inventory after the beds are made on each Nursing unit. Before the count is done:
    a. Drop all soiled linen from the floor; and
    b. Stop all clean deliveries from coming up.
2. Count all linens on beds (do not assume every bed has two sheets, a pillowcase, etc.). When counting in the rooms, check dressers, closets, and under mattresses for hidden linen.
3. Got to the Laundry Room to count:
    a. All soiled linen waiting to be washed;
    b. Linen in the washers and dryers;
    c. Clean linen in carts to be folded; and
    d. Clean linen on the shelves.
    NOTE: Do not allow any clean linen deliveries to the units until both the Nursing units and the Laundry Room have been counted.
4. Count all lien in storage as well as linen being discharged.
5. Total all lien counts from all areas. Compare total to the month's starting inventory total. Was linen lost? Was a loss expected, based on the totals of the weekly "IN" and "OUT" sheets? Next stop may be to isolate linen as it comes down from each unit in order to compare Nursing unit by Nursing unit the amount delivered versus the amount sent down.

I. LINEN INVENTORY -- PROCEDURE

Before the Inventory:

1. Meet with the facility Administrator to stress the importance of an accurate linen inventory and the necessity of cooperation by the Nursing staff during the process.
2. Meet with the Director of Nursing Services to set a satisfactory date and time for the inventory to all departments concerned.
3. Set aside 1 hour for the inventory process. The Administrator, the Director of Nursing Services, or the Janitorial Supervisor should issue a memo to all departments about the upcoming inventory.
4. Immediately prior to taking the inventory, take all soiled linen to the holding room for soiled laundry. Suspend all bed changing and baths until after the inventory is completed in that area.

During the Inventory:

1. One Laundry Aide will be assigned an area to inventory (the whole building is to be divided into equal areas and an area assigned to each Laundry Aide).
2. To assist in counting linen, a Laundry Aide will be assigned a Nursing Assistant who regularly works the area being inventoried.
3. The Nursing Assistant will count the linen in each room and tell the Laundry Aide the amount and type found. The Laundry Aide will record the information on a tally sheet prepared for this inventory.
4. Report any linen soiled during the time of the counting to the Laundry Aide to be counted as clean. This will take into account clean linen taken off the shelf in that area.
5. When inventory is complete in the rooms, the Nursing Assistant will be free to resume his/her normal routine. The Laundry Aide will then inventory linen stored in the linen closets and/or exchange carts on the station.
6. All Laundry personnel will return to Laundry and turn in their inventory sheets. Additional help may be needed to count the linen in Laundry or in the main storage areas. If not, catching up with production that was delayed for the inventory will be a priority. Sort soiled linen and return empty barrels to the stations.

Linen Inventory/Linen Order Consideration:

Take the inventory a week or two before the next quarterly linen order is expected to be placed.

Linen Inventory Procedure:

Nursing Department help is encouraged in order to improve:

1. Speed of inventory;
2. Accuracy of inventory;
3. Nursing Aide's awareness of linen usage;
4. Conservation of linen; and
5. Teamwork between Laundry and Nursing Assistants.

J. LINEN -- PAR LEVELS

"Par levels" is a phrase used when referring to the amount of linen in a facility.
Par levels are defined as the amount of linen required by one (1) resident for a 24-hour period. The proper par level for each facility could be best described as the total number of items it takes to satisfy all residents at a given facility per day. Some residents may require multiple bed pads, while others may not. A proper par level for every facility should be approximately 3.0 par on all items.

PAR LEVELS CHART, EXAMPLE

Item	One Par Level	No. of Beds	Facility Inventory	
			1 Par	2.5 Par
Sheet	3	100	300	750
Draw Sheet				
Fitted Sheets				
Towels				
Bath Blankets				
Thermal Blankets				
Spreads				
Pillow Cases				
Incontinent Briefs				
Underpads				
Gowns				

K. LINEN -- REQUIREMENTS

Policy:
The Laundry Department is responsible for providing a well-organized, timely laundry processing and delivery system for the facility. In order to fulfill the components of this policy, par levels of adequate linen supply must be established and maintained for each facility.
Procedure:
After adequate par levels are established, regular linen inventories must be performed. Also, routine rag-out procedures must be performed per guidelines. It is mandatory that these procedures be performed on a scheduled basis.
The amount of linen required by each facility and each resident depends on a number of factors:

1. Individual facility policies;
2. Number, condition, and needs of the residents;
3. Design and equipment size of a facility's laundry;
4. Availability of storage area;
5. Distribution and collection system; and
6. Government regulations.

L. RAG-OUT PROCEDURES

Rag-out is the system by which torn or badly stained linen is taken out of circulation. The Laundry Supervisor must keep track, using a tally sheet, of all old, torn, and badly stained linen and remove them from circulation. The easiest method is to place the torn linen in a special box and count it weekly. This linen can then be sent to the Janitorial Department for use as cleaning rags (this may vary per State regulations).

M. RECORDKEEPING

Policy:
Production/processing usage records must be maintained. Each facility will maintain daily production reports and utilize linen inventory update to provide management with meaningful information regarding lien and/or equipment needs.

Procedure:
The Laundry Supervisor is responsible for the maintenance and review of records. These records are important in running each facility and in calculating proper reimbursement rates established by Medicare.

1. Laundry Production Report:
    a. Keep production reports for at least seven (7) days to show proper operation of the Laundry. Production reports help show the efficiency of employees. Production reports should show #/hr/employee for a seven-day period.
    b. To complete the production report, each shift counts all items processed.
    c. Tally these counts and multiply by specific weights assigned on the form.
    d. Add the final column together for the total weight for a day or week, and this number, divided by the total hours worked, will yield the production level per employee hour in the Laundry.
    NOTE: Also record daily the wash loads produced for this seven-day period.
    e. Evaluate Laundry Production Reports against facility design, type and size of equipment, and linen inventory for overall department efficiency.
2. Linen Inventory Sheet:
    a. Establish an ongoing inventory program to ensure adequate linen is available for resident care.
    b. The method for doing inventory is found in this manual.
    c. Make reports quarterly, at a minimum. Make purchase requests to compare inventory to the actual production sheet.
    d. Follow established level for the facility.
3. Facility Laundry Usage Form guidelines:
    a. The Facility Laundry Usage Form will show where laundry is being used, either by department or location, in the facility.
    NOTE: This is important to determining the payment the facility gets from Medicare. Medicare will pay the costs of laundry usage for Medicare residents (in the certified area and in therapy units), but only if accurate statistics on usage are provided.
    b. Weigh laundry when dry and clean.
    c. Record usage 1 week per month. The specific weeks to use will be provided.
    d. It is very important that the correct week be used for recorded usage.
    e. Each week begins on Sunday and ends on Saturday.

f. Record the total pounds of laundry processed during the designated weeks for each area listed on the form.
g. Medicare does not accept estimates. For example, estimating the amount of laundry in a 50-pound washer is not an acceptable method for determining the weight.
h. If laundry is processed for departments other than those listed on the form, show this on the form under "Other" with an explanation.

4. Staffing Records:

Keep staffing records to show allocation of employee time and to assist in the overall running of the Department. The Laundry must operate seven (7) days a week and be staffed for maximum productivity.

N. SAFETY

Policy:
Every effort must be made to ensure day-to-day operational safety of all employees and residents.

Procedure:

1. File MSDS sheets and make available to all laundry employees. In accordance with OSHA regulations, locate the MSDS binder in the work area. Binders with racks are available from Diversey/Lever and other suppliers. Employees must receive in-service training in the correct interpretation of the MSDS sheets and must be familiar with first aid and other listed precautions. Give careful consideration to skin and eye damage. Fully explain the "corrosive" label on the containers.
2. Provide full-face shields and use them when changing chemical pails or containers. Goggles or safety glasses are not recommended.
3. Provide emergency eyewash stations within easy accessibility near the chemical dispensers. All employees must receive in-service training in the proper use of eyewash stations. As a learning tool, ask the employee to close one eye, proceed to the eyewash station, and turn on the eye washer (in his/her face). This alleviates apprehension during a real emergency. "Squeeze bottle" eyewash stations are prohibited.
4. Chemical spills require precautions. Employees must receive in-service training to safely remove spills.
5. Remove water on the floor immediately.
6. Floor mats are not recommended at the front of washers. They are a tripping hazard and harbor infection bacteria. Safety strips manufactured by 3-M are recommended.
7. **Placing mop heads and rags in dryers are strictly prohibited!** The facility Maintenance Director will provide and maintain an area with drying racks or lines.
8. Clean dryer lint compartments every two (2) hours of dryer operation.
9. Utility sinks that are supplied with 120°F hot water must have warning labels affixed near the sinks. The proper signage requires a red background with 2" white letters at 3/16" stroke that states, "**CAUTION -- HOT WATER TEMPERATURE MAY EXCEED 120°F**".
10. Rags laden with grease from the Dietary Department cannot be laundered. They must be discarded. Spontaneous combustion can occur if the rags are stored together. If rags are found stored together, discuss the situation with the Dietary Supervisor.

O. STAFFING AND WORK SCHEDULES

The Director of Operations and the Administrator allocate staffing hours for Sunrise Health and Rehabilitation Center. It is based on number of licensed beds, current customer base, and the configuration of the laundry and equipment size. A properly designed laundry with adequately sized equipment should be able to process between 85 and 100 pounds of linen per hour, per laundry employee. By using the production sheets found in the Appendix, an Environmental Services/Janitorial Director can determine if his/her staff is not producing to capacity.

Staffing:

Staffing of each facility's laundry department should be the same seven (7) days a week if personal laundry is not being processed; more hours (Monday through Friday) are required if personal linen is being processed.

Standards:

1.31 Laundry Hours per 100 pounds, 12 hours per day

For proper utilization of staff, consider delivery time and pick up time when developing proper staffing patterns. Two employees working together some of the time will be more productive than each one working alone. If laundry has been allocated 16 employee hours per day, it would be more efficient to run laundry for 12 hours than either 8 or 16 hours.

P. SUPPLIES

Automatic injection equipment for providing chemicals in wash cycles may be used in laundry. The Laundry staff must monitor chemical usage, change supply buckets in a timely manner when product is exhausted, and carefully examine processed linen periodically to ensure desired results are being achieved.
Supplies or chemicals used in the laundry process are injected into the washing machines automatically. Home-style machines use liquid or powder added by hand.
The liquid dispenser is a much more accurate method of adding the chemicals and does not allow for mistakes or overuse, as does the procedure for placing the dry chemical in by hand. There is no guessing or questioning the amount to be used with the automatic dispenser.

1. Chemicals -- Four product system:
    a. Concentrated sour ensures appropriate pH levels that otherwise could irritate residents' skin.
    b. Closes the linen fibers to enhance the feel of softness.
    c. A high-performance concentrated detergent that removes soil and stains with built-in water conditioning agents.
    d. A concentrated liquid chlorinated bleach that removes recalcitrant stains.
2. Stain removal: The ideal water temperature for stain removal is 98°F. Facility washers shall be programmed to flush with 110°F water to remove gross soil. In some instances, a presoak may be necessary to dislodge embedded excrement and medicines. Use facility washers or 5-gallon pails as soaking sinks. Use lukewarm water when soaking.
   The best method of stain removal requires that soiled linens be sorted properly and washed in the appropriate wash cycle. Various methods can be used to presoak linens. Soaking methods will vary based on cleaning needs. The use of 1 ounce of household bleach in 4 gallons of 100°F water will aid in stain removal.
3. Powders: Since powders are bulky and an added expense, they should be purchased only if the facility has a household-type washing machine. They are often applied inaccurately into industrial machines.

These chemicals are caustic. Follow the manufacturer's directions for use. When mixing destainer with a sour, never use more than 2 ounces of destainer per 4 gallons of water.

Q. WASH CYCLES

The step-by-step process of cycle after cycle that moves the linens from soiled to clean is known as a "wash formula".

Components of a "Wash Formula":

1. Bleach
2. Break
3. Flush
4. Rinse
5. Softener
6. Sour
7. Suds (detergent)

Flush:

Most formulas begin with a "flush" cycle. The flush cycle does the following:

1. Loosens all heavy soil (fecal matter, blood, etc.) and carries it away.
2. "Wets" all linens so detergent that will be introduced in the following cycle will be effective. For example, when a washer is overloaded, linens in the center of the wheel do not get soaked. This means any detergent that may reach these linens has a much reduced effectiveness.
3. The warm-water flush cycle helps transition the linens from room temperature, at the start of the wash, to the hot 140-160°F water temperature of the detergent cycle.

Breaks:

In heavily soiled formulas, linens undergo a "break" cycle:

1. As much as 60% of heavy soil can be removed quickly with a good break operation.
2. The product used in the break cycle has high alkalinity, much higher than regular detergent. This alkaline wash raises the pH of the linen so high that no bacteria can survive.
3. Water temperature in the break cycle is warm. Hot water would seem a better option to attack soil and kill bacteria, but high water temperatures can set stains in the linen (especially blood stains) much faster than warm water. The chemical action, not water temperature, will kill bacteria.
4. It is recommended to extend the length of the break cycle rather than raise water temperature.

Suds (detergent):

The detergent cycle finishes the job of soil removal started in the break cycle. By the time linen gets to the detergent cycle, over 60% of the soil has been washed away, and what remains is not clinging tightly.

1. The detergent cycle has a moderate level of alkalinity but uses a very high water temperature (150° - 155°F), since setting stains is no longer a concern.
2. The length of the detergent cycle is based on how many suds cycles are in a formula.

Bleach:

1. Only include a bleach cycle in the formula when washing whites. The job of a bleach cycle is to:
    a. Remove stubborn stains that may be resistant to detergents; and
    b. Whitten the wash load.
2. Bleach has little capacity to remove soil -- detergents must do that.
3. Bleaching is usually done at a low water level, but high water temperature. The cycle should run 10 minutes -- longer than that, and the bleach loses its effectiveness.
4. The pH must be at the proper level during the bleach cycle. A pH of 10.2 is 10.5 is the proper level. Too low a level will over-activate the bleach and damage the linens; too high a pH will make the bleach ineffective.
5. The bleach cycle always follows the detergent cycles. The alkali in the detergent should get the pH level to the point where bleach will work.

Rinse:

Once the load has been washed and bleached, several rinses must remove the remaining soil and whatever alkali and bleach are left over from the previous cycles.

1. Rinses are always done at high water levels.
2. The first rinse should be at the same water temperature as the bleach cycle, with each successive rinse at a lower temperature until the linens are brought down to a temperature at which employees can handle them.
3. Many short rinses are better than fewer long rinses. Even after the detergent and bleach cycles, 15% of the original soil may still be floating in the wash wheel. The rinse cycle flushes the wash load several additional times to carry away the balance of the soil.
4. When there are not enough rinse cycles, linen may seem rough or stiff because of leftover alkali that was not rinsed away. Linen may also appear gray if all the soil was not rinsed away.

Sour:

Even after the rinse cycle, there may still be traces of alkali in the wash. If this alkali is not neutralized, when the linens come in contact with the heat of the dryers, they may burn or scorch. In addition, if the alkali is not neutralized and the pH stays above that of human skin, the linens may cause skin irritation on the residents.

Sour is an acidic product that will neutralize the alkali left after the rinse cycles. Sour will reduce the pH of the linens to slightly below the pH of skin. There is no rinse after the sour cycle.

Softener:

There are several reasons to use softener:

1. Its softens the linens. Softener will remove any harsh feeling and will help prevent skin irritation.
2. It fluffs the linen so it looks better when folded.
3. It removes static electricity and makes folding easier and quicker.
4. Most softeners have a bac-stat that leaves a final shot of disinfectant in the linens.

Extraction:

The extraction cycle removes the water left in the linens at the end of various cycles. Good extraction cycles shorten drying time. After extraction, the linens will be packed around the inside of the drum. A short tumble cycle will loosen the linens from the sides for easy unloading.

R. WASHERS -- DESCRIPTION

1. Institutional or commercial washers are larger and load from the front as opposed to smaller capacity domestic washers that load from the top.
2. Washers range in capacity from 25 pounds to 750 pounds, but in the case of nursing homes and other residential living centers, often the sizes used are 60 pound, 85 pound, and 100 pound.
3. The heart of the commercial washer is the wash wheel, a basket that rotates and reverses direction approximately every 10 seconds. Inside the basket are bars that lift the linen out of the water and drop it back down against the side of the basket to create the mechanical action that pounds the linens clean.
4. Commercial washers have some type of programmer, either a computer or a card that regulates the sequence of cycles, controls the flow and temperature of the water, and introduces the chemicals at the correct time in the cycle.

Size of Loads:

1. **Overloading:** Overloading washers affects the quality of laundered items. Overloading does not allow correct mechanical action in the wash wheel. Instead of linens being raised to the top of the basket and then dropped to the bottom to pound them clean, linens in an overloaded washer are packed so tight that they simply rotate as the basket rotates. In addition, a machine that is overloaded is ineffective, wasting chemicals, water, and time.
2. **Underloading:** Underloading a washer may not affect the quality of the wash, but may affect the long-term mechanical reliability of the machine. Underloading can cause problems for the motor as it tries to reverse directions and turn all the additional water just sitting in the basket.

Water Level:

There are two water levels in wash cycles -- high and low:

1. **Low Water Levels:** A level with about 6 inches of water in the basket when there is no linen. When the washer is loaded, low water level should come up to the bottom of the window in the door. Low water levels are usually in the wash and bleach cycles in order to get the most mechanical action or "pounding" in those cycles.
2. **High Water Levels:** Found in the rinse cycles. High water levels should be halfway up the window in the door when the washer is full of linens. High water levels are used for the rinse cycle because linens are lifted and dropped into water instead of pounding on the sides of the machine.

Temperature:

Usually, high temperatures produce the best wash results. Care should be taken since high water temperatures may also damage linens. The first cycle of most wash loads is usually a warm or cold rinse, then hot water for the detergent and bleach cycles, with lower temperature water for the final rinses.

Times:

Time in every laundry operation is a valuable resource. Long wash cycles produce good results, but not practical in normal production schedules. Finding the balance between good cycles and time management is a key to good laundry operations.
Cycles that are run too long may damage linens and waste hours. Cycles that are run too short will not produce the required result.

MCJ & PRESTIGE
Cleaning Services

MCJ EQUIPMENT LIST

Equipment	Nomenclature:	Quantity:
	ADVANCE AQUACLEAN CARPET CLEANER XP	2 (one for each location)
	CIMEX CAPERT MACHINE CR48CM	2
	CIMEX FLOOR SCRUBBER	2
	STINGER 15”AND 20”LOW SPEED FLOOR MACHINE SIDE-BY-SIDE	2
	20”HYBRID SCRUBBER	2

	CHAMP 5 GALLON SPOT EXTRACTOR	2
	RX20 HE ROTARTY CARPET EXTRACTOR AND STEAM CLEANING	2
Equipment	Nomenclature:	Quantity:
	JET CVX TURBO DRYER	2
	MINUTEMAN E20 AUTOMATIC SCRUBBER CYLINDRICAL TRACTION DRIVE MODEL	2
	Advance VP300 Vacuum Cleaner	2
	Advance Spectrum Upright Commercial Vacuum	13

	JL PREMIUM 20" HIGHSPEED 2000 RPM	2
	Powr-Flite PF2030 Wide Area Sweeper Vacuum, 30"	1
	TRANSPORT Backpack Vacuum SC412B	8
	New Advance Adgility 6XP Backpack Vacuum	2

Like 0

Standard Equipment

- One Low Profile Wand with 12 in. quad-jet head (67-002P).
- Two 50 ft. sections of 2 in. vacuum hose.
- Two 37.5 ft. sections of 2½ in. vacuum hose.
- Two 50 ft. sections of ¼ in. high pressure solution hose.
- Two 37.5 ft. sections of ¼ in. high pressure solution hose.
- One 50 ft. section of water hose with quick-connect fitting.
- Battery box
- Installation kit
- Operation and service manual

Features & Benefits

- Full thermostatic control
- Through-frame drive belt cooling – significantly reduces downtime by extending belt life
- Patent pending thermal well incorporates tube-and-shell heat exchanger transfers more heat from engine to solution.
- Easy-to-remove access panel and side hoods allows for quick service
- Superior heat production and control
- Narrowest liquid-cooled slide-in on the market

Power plant	Three-cylinder liquid cooled 31 HP Kubota 972 gasoline engine operating at 3000 RPM. Model #WG972-E2.
Vacuum pump	Gardner Denver HF408 Helical Tri-Lobe blower
Solution pump	CAT 5CP 5120 producing up to 1500 PSI and 5.0 GPM
Waste tank	90 gal. (75 gal. at shutoff) capacity. TIG-welded marine grade aluminum construction.
Frame construction	1/8 in. × 2 in. TIG welded aluminum box tubing
Belt cooling	100 CFM through-frame air injection belt cooling
Console dimensions (W × H × D)	20 × 43 × 49 in. | 51 × 109 × 124 cm
Frame finish	Powder coated for maximum corrosion resistance
Frame construction	Powder-coated steel

High Performance Green Cleaning Policy
May 1, 2021

SECTION 1: SCOPE

This Policy addresses environmental best practices for cleaning Broward County Facilities. Specifically, it addresses purchasing sustainable cleaning; procuring sustainable cleaning equipment; developing and implementing standard operating procedures for effective cleaning; developing guidelines for handling cleaning chemicals; developing staffing and employee training requirements; collecting and addressing occupant feedback; and establishing procedures for use of chemical concentrates and dilution systems.

SECTION 2: GOALS

The goal of this High Performance Green Cleaning Policy and Plan is to reduce the exposure of building occupants and maintenance personnel to potentially hazardous chemical, biological and particle contaminants, which adversely impact air quality, health, building finishes, building systems and the environment.

SECTION 3: RESPONSIBLE PARTIES

Maria Watson, President of MCJ Professional Cleaning Services Corp., responsible for developing and managing the implementation of the High Performance Green Cleaning Policy and Plan. Michael Murphy, Vice President of CleanAll Supply, is an LEED to develop the plan.

Personnel involved with various elements of the green cleaning program shall carry out their tasks according to this policy and report all relevant activities to the aforementioned parties. To ensure an effective and coordinated effort, the building staff responsible for overseeing the High Performance Green Cleaning Policy and Plan shall review all proposed cleaning activities before implementation.

Function	Company Name	Primary Contact	Phone
Janitorial Services	CleanAll Supply	Walter Lawrence	954 232-4339

SECTION 4: QUALITY ASSURANCE CONTROL PROCESS

The party(ies) responsible shall periodically evaluate the success of the High Performance Green Cleaning Policy and Plan. This evaluation may include producing and providing a report on an annual basis to senior management. Whenever possible, the annual report shall include an evaluation of the performance, safety, cost and environmental/public health benefits achieved as a result of its implementation.

Prior to implementation, the responsible party(ies) shall review all proposed cleaning activities. Upon reviewing proposed activities, the responsible party(ies) shall determine if they meet the criteria of the High Performance Green Cleaning Policy and approve or deny action.

The responsible party(ies) shall regularly communicate with all cleaning staff and conduct regular site inspections and evaluations to ensure that the High Performance Green Cleaning Policy and Plan is in place and functioning as intended. In addition to ongoing quality control measures, Michael Murphy will review all practices and products to identify opportunities for improvement and expansion of environmentally friendly practices.

SECTION 5: CLEANING PRODUCTS

PERFORMANCE METRICS AND MEASUREMENT
The practices listed below shall be implemented, to the extent practicable, with a target goal of 80% of products complying, based on cost. The Responsible Party shall assign staff to track purchase rates of both compliant and noncompliant products.

PRACTICES TO OPTIMIZE USE OF SUSTAINABLE CLEANING PRODUCTS
Cleaning products and materials used at Miami International Airport Hotel shall, when possible, meet the requirements of IEQc3.3: Green Cleaning, Purchase of Sustainable Cleaning Products and Materials.

Product types subject to these requirements include, but are not limited to, bio-enzymatic cleaners, general-purpose cleaners, specialty cleaners, odor control, disinfectants, disposable janitorial paper products and micro-fiber cloths and mops.

IEQc3.3: Green Cleaning, Purchase of Sustainable Cleaning Products and Materials Criteria:

- The cleaning products meet one or more of the following standards for the appropriate category:
  - Green Seal GS-37, for general-purpose, bathroom, glass and carpet cleaner use for industrial and institutional purposes
  - Environmental Choice CCD-110, for cleaning and degreasing compounds
- Disinfectants, metal polish, floor finishes, strippers or other products not addressed by GS-37 or Environmental Choice CCD-110, 146, or 148 shall meet at least one of the following standards for the appropriate category:
  - Environmental Choice CCD-112, for digestion additives for cleaning and odor control
  - Environmental Choice CCD-113, for drain or grease-trap additives
  - Environmental Choice CCD-115, for odor-control additives
  - California Code of Regulations maximum allowable VOC levels for the specific product category.
- Disposable janitorial paper products and trash bags meet the minimum requirements of one or more of the following programs for the applicable product category:
  - U.S. EPA Comprehensive Procurement Guidelines for Janitorial Paper and Plastic Trash Can Liners
  - Green Seal GS-09, for paper towels and napkins
  - Green Seal GS- 01, for tissue paper
  - Environmental Choice CCD-082, for toilet tissue
  - Environmental Choice CCD-086, for hand towels
  - Janitorial paper products derived from rapidly renewable resources or made from tree-free fibers.

APPROVED PRODUCT LIST
The products listed below are approved for use. Products beyond those listed here must be submitted for approval prior to use.

Product Type	Manufacturer/Product Name	Sustainability Criteria Met
Toilet Tissue	VonDrehle White JRT	Green Seal Certified
Hand towels	Solaris Paper	RRF Rapidly Renewable Fiber
Facial Tissue	Solaris Paper	RRF Rapidly Renewable Fiber
Toilet Tissue	Solaris Paper	RRF Rapidly Renewable Fiber
Bathroom Cleaner	Brulin	Green Seal Certified
Neutral Floor Cleaner	Brulin	Green Seal Certified
Degreaser	Brulin	Green Seal Certified
Microfiber cleaning towels red	MCLOTH R 16" X 16" 250g wt	n/a
Microfiber cleaning towels Blue	MCLOTH B 16" X 16" 250g wt	n/a

SECTION 6: CLEANING EQUIPMENT

PERFORMANCE METRICS AND MEASUREMENT
All newly acquired cleaning equipment shall comply with the criteria listed below. The Responsible Party shall assign staff to track the percentage of all equipment that meets the criteria, based on cost or number of pieces of equipment, with a target of 100% of equipment complies by 12 months after start date.

PRACTICES TO OPTIMIZE USE OF SUSTAINABLE CLEANING EQUIPMENT

Purchase Criteria
All new equipment acquisitions shall comply with the requirements of IEQc3.4: Green Cleaning, Sustainable Cleaning Equipment:

- Vacuum cleaners meet the requirements of the Carpet and Rug Institute "Green Label" Testing Program—Vacuum Cleaner Criteria and can capture 96% of particulates 0.3 microns in size and shall operate with a sound level less than 70dBA.
- Carpet extraction equipment for restorative, deep cleaning is certified by the Carpet and Rug Institute's "Seal of Approval" Testing Program for deep-cleaning extractors.
- Automated scrubbing machines are equipped with variable-speed feed pumps and onboard chemical metering to optimize the use of cleaning fluids. Alternatively, the scrubbing machines use only tap water with no added cleaning products.
- Battery-powered equipment is equipped with environmentally preferable gel batteries.
- Powered equipment is ergonomically designed to minimize vibration, noise and user fatigue.
- Equipment is designed with safeguards, such as rollers or rubber bumpers, to reduce potential damage to building surfaces.

Record-keeping
A log shall be kept for all powered cleaning equipment to document the date of purchase and all repair and maintenance activities. Vendor cut sheets for all equipment used onsite shall be stored onsite. When cleaning equipment replacement is necessary, acquisition dates and supporting documentation shall be retained to demonstrate that all newly acquired equipment complies with the specifications.

APPROVED EQUIPMENT LIST
The equipment listed below is approved in the event of new equipment acquisition. Equipment beyond that listed here must be submitted for approval prior to acquisition.

Equipment Type	Manufacturer/Model	Sustainability Criteria Met
		CRI Seal of Approval
		CRI Seal of Approval

SECTION 7: HANDLING AND STORAGE OF CLEANING CHEMICALS

PERFORMANCE METRICS AND MEASUREMENT
Protocols governing safe handling and storage of cleaning chemicals shall be wholly adopted. QC checks will be used to ensure 100% adoption.

PRACTICES TO OPTIMIZE HANDLING AND STORAGE OF CLEANING CHEMICALS
The following protocols have been established to mitigate spills, leaks and mismanagement.

Storage

- Cleaning chemicals are stored in a single-locked janitorial closet. Workers access chemicals at the beginning of their shift and as needed.

Chemical Dilution systems
(See Section 8)

SDS Storage

- The cleaning chemical supplier is required to provide accurate MSDSs for all chemicals delivered to the building.

- MSDSs are filed, in duplicate, in the chemical storage room and the manager's office in clearly labeled binders.
- The cleaning chemical supplier maintains a toll-free hotline that can be called in the event of spills or accidents to access safety data and protocols.

Emergency Procedures

The onsite responsible party is required to notify property management and building engineer immediately if any dangerous or potentially harmful situations arise. The property manager and building engineer will then notify tenants and work with cleaning contractor to expedite response and ensue tenant safety. No toxic chemicals are allowed on site. The introduction of any non-Green Seal, Environmental Choice or Eco Logo certified products must first be approved by property management. Notice will be given to all tenants 48 hours prior to use of any non-approved chemicals.

SECTION 8: USE OF CHEMICAL CONCENTRATES AND DILUTION SYSTEMS

PERFORMANCE METRICS AND MEASUREMENT
Dilution systems and chemical concentrates shall be wholly utilized for the following product types:

Disinfectant		Green Seal Certified
Bathroom Cleaner	Brulin	Green Seal Certified
Degreaser/Carpet Spotter	Brulin	Green Seal Certified
Neutral Floor Cleaner	Brulin	Green Seal Certified

PRACTICES TO OPTIMIZE USE OF CHEMICAL CONCENTRATES AND DILUTION SYSTEMS
Chemical concentrates and dilution systems are used according to the procedures below to minimize risk to staff and occupants, and to conserve resources.

Dilution System Description

CleanALL utilizes modular dilution systems with a dispenser top to service any chemical proportioning application. Chemicals are placed in the cabinet with integrated metering tips for correct chemical mixture through single product quart or bulk fill containers.

Protocol for Use

The dilution system combines concentrated cleaning products, color coded labels, descriptive identifiers, and posters for use by the dispenser site.

Maintenance

The system utilizes a modular port design allowing for any dispensed product to slide into any available slot. The measuring tips and labeling are built in providing for a maintenance free system. Replacement hoses are available in the rare event that they need changing.

SECTION 9: CONTAINMENT AND TREATMENT OF LABORATORY CHEMICALS N/A

PERFORMANCE METRICS AND MEASUREMENT
For any drain that handles laboratory-type liquids, containment drains must be provided that will appropriately treat the liquid waste.

PRACTICES TO OPTIMIZE USE OF CONTAINMENT DRAINS IN LABORATORY SPACES
Containment drains are installed and used, as necessary, according to the procedures below, to minimize risk to staff and occupants, and to mitigate contamination of natural resources.

Containment Drain Description

Protocol for Use

Maintenance

SECTION 10: VULNERABLE BUILDING OCCUPANTS

To protect vulnerable building occupants, such as pregnant women, children, asthmatics, elderly occupants, individuals with allergies and highly sensitive individuals, cleaning staff shall use low/no VOC cleaning products; they shall perform

routine cleaning and floor restoration activities after working hours when the majority of occupants have left the building; the staff shall limit the number of cleaning chemicals used in the building; and they shall maintain a high level of cleanliness thus minimizing the presence of irritants.

SECTION 11: STAFFING AND TRAINING

PERFORMANCE METRICS AND MEASUREMENT
All cleaning personnel shall receive regular training. Vendors shall supply evidence of compliance with training requirements prior to contract award or renewal.

PRACTICES TO OPTIMIZE STAFFING AND TRAINING
All cleaning staff and managers shall receive environmental safety and health training, addressing, at minimum, hazards associated with the use, disposal and recycling of cleaning chemicals, dispensing equipment and packaging.

Training Topics

-
- Employee safety and health compliance as it relates to the cleaning program
- Regulatory compliance standards—OSHA, EPA, and other local, state, and federal rules and regulations
- Unsafe attitudes and conditions in the work place through Job Safety Analysis—OSHA JSA or JHA (Job Hazard Analysis)
- Employee performance improvement, such as accident prevention and record-keeping
- Compliance with health and safety rules, and regulation and confidentiality issues
- Safe chemical storage and handling
- Disposal and recycling of cleaning chemicals, dispensing equipment and packaging

Annual Training Hours
All workers shall receive 4 hours of training annually.

Staffing Plan
To meet cleaning objectives within the building, minimum staffing requirements must be met. Factors such as occupancy rates, seasonal variations and other considerations should be considered when adjusting the staffing plan.

SECTION 12: OCCUPANT FEEDBACK AND EVALUATION OF NEW TECHNOLOGIES

PERFORMANCE METRICS AND MEASUREMENT
All guests and employees shall have a mechanism by which to provide feedback on cleaning practices.

PRACTICES TO OPTIMIZE OCCUPANT FEEDBACK AND EVALUATE NEW TECHNOLOGIES AND PROCEDURES

The Manager has implemented a system for gathering occupants' feedback about the green cleaning program. Occupants are encouraged to alert the management to any issues relating to the green cleaning program. In addition, management regularly researches and integrates new green cleaning technologies into the building's green cleaning procedures.

SECTION 13: TIME PERIOD

This policy shall take effect on August 1, 2016 and shall continue indefinitely or until amended and/or replaced by a subsequent green cleaning policy.

BROWARD COUNTY BOARD OF COMISSIONERS	MCJ PROFESSIONAL CLEANING SERVICES CORP.
Signature_____	Signature _____
Date _____	Date _____

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: MCJ PROFESSIONAL CLEANING SERVICES CORP.

Address: 1905 SW 32ND STREET, BAY 6, POMPANO BEACH, FL 33064

Local Contact: Maria Watson | E-Mail Address: contact@mcjcleaning.com

Address: SAME

Contract Amount:

Using Agency Served: Solicitation No. and Title:

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. [X] 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
Josenildo Ribeiro	Supervisor	B	Carolina Rodrigues	Janitor	
Nayra Rodrigues	Supervisor		Rosaura Lopez	Janitor	
Flavio Losada	Supervisor		Maicohl Caruacho	Janitor	
Iris Losada	Supervisor		Jose Damasceno	Janitor	

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

I, Maria Jose Watson (Print Name) of MCJ Professional Cleaning Services Corp. (Company) hereby attest that

(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 maria José Watson Title President

SWORN TO AND SUBSCRIBED BEFORE ME this 13 day of MAY, 2021

STATE OF FL

COUNTY OF BROWARD

Notary Public State of Florida
Maria Das Dores Toledo Carvalho
My Commission HH 069562
Expires 12/06/2024

_____ (SEAL) Notary Public (Sign name of Notary Public)

My commission expires: _____

Personally Known [X] or Produced Identification [ ] Type of Identification Produced:

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	$ 27.00
Assistant Project Manager or Equivalent	Hour	$ 24.00
Quality Control Manager or Equivalent	Hour	$ 23.00
Shift Supervisor or Equivalent	Hour	$ 21.00
Team Leader/Supervisor or Equivalent	Hour	$ 20.00
Janitorial Worker or Equivalent	Hour	$ 17.05
	Hour	$
	Hour	$

Vendor Name MCJ PROFESSIONAL CLEANING SERVICES CORP.

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.

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	$ 30.51
Assistant Project Manager or Equivalent	Hour	$ 27.12
Quality Control Manager or Equivalent	Hour	$ 25.99
Shift Supervisor or Equivalent	Hour	$ 23.73
Team Leader/Supervisor or Equivalent	Hour	$ 22.60
Janitorial Worker or Equivalent	Hour	$ 19.26
	Hour	$
	Hour	$

Vendor Name MCJ PROFESSIONAL CLEANING SERVICES CORP.

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.

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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.

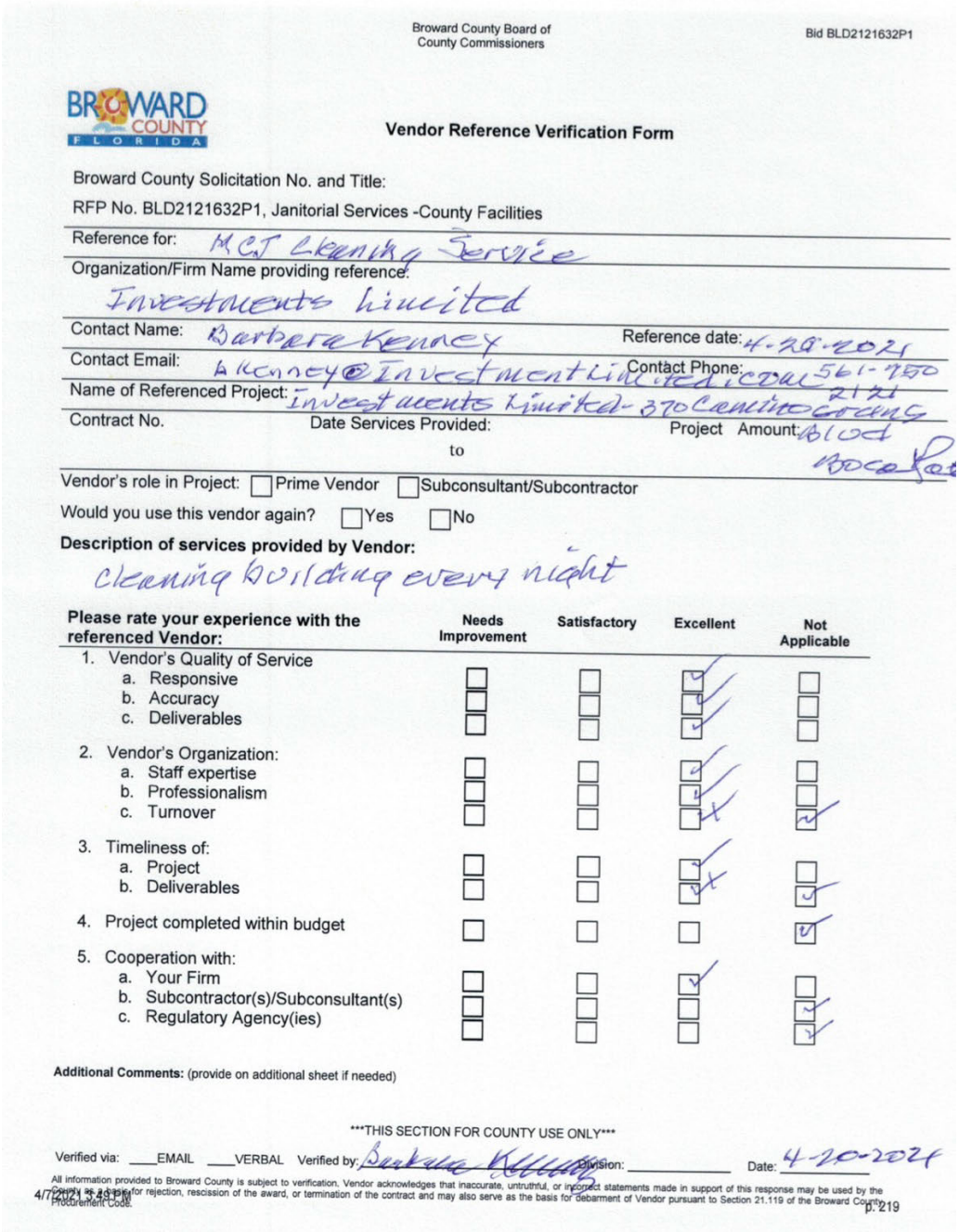
PERSONNEL POSITIONS (Insert below for each position the minimum unburdened hourly rate)

DESCRIPTION	UNIT	(HOURLY RATE UNBURDENED)
Project Manager or Equivalent	Hour	$ 34.48
Assistant Project Manager or Equivalent	Hour	$ 30.64
Quality Control Manager or Equivalent	Hour	$ 29.36
Shift Supervisor or Equivalent	Hour	$ 26.81
Team Leader/Supervisor or Equivalent	Hour	$ 25.54
Janitorial Worker or Equivalent	Hour	$ 21.76
_____	Hour	$ _____
_____	Hour	$ _____

Vendor Name MCJ PROFESSIONAL CLEANING SERVICES CORP.

MCJ & PRESTIGE
Cleaning Services

MCJ REFERENCES



Broward County Board of
County Commissioners

Bid BLD2121632P1

BROWARD COUNTY FLORIDA

Vendor Reference Verification Form

Broward County Solicitation No. and Title:

RFP No. BLD2121632P1, Janitorial Services -County Facilities

Reference for: MCJ Cleaning Service

Organization/Firm Name providing reference:

Investaments limited

Contact Name: Barbara Kenney Reference date: 4-29-2021

Contact Email: bkenney@investmentlimited.com Contact Phone: 561-750-2121

Name of Referenced Project: Investaments Limited - 370 Camino Gardens

Contract No. Date Services Provided: Project Amount: Block

to Boca Raton

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

Would you use this vendor again? ☐ Yes ☐ No

Description of services provided by Vendor:

cleaning building every night

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)

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Cleaning Services

Broward County Board of
County Commissioners

Bid BLD2121632P1

BROWARD COUNTY FLORIDA

Vendor Reference Verification Form

Broward County Solicitation No. and Title:

RFP No. BLD2121632P1, Janitorial Services -County Facilities

Reference for: MCJ Professional Cleaning Services

Organization/Firm Name providing reference:

PM Technologies

Reference date: 4/20/2021

Contact Name: Carmen M Ellis

Contact Email: cellis@pmtechno.com

Contact Phone: 678.557.5330

Name of Referenced Project: T2 Modernization

Contract No. AVC0000115/139

Date Services Provided: 03/2017 to Current

Project Amount: $47,000.00

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

Would you use this vendor again? ☑ Yes ☐ No

Description of services provided by Vendor:

Cleaning / COVID Cleaning

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)

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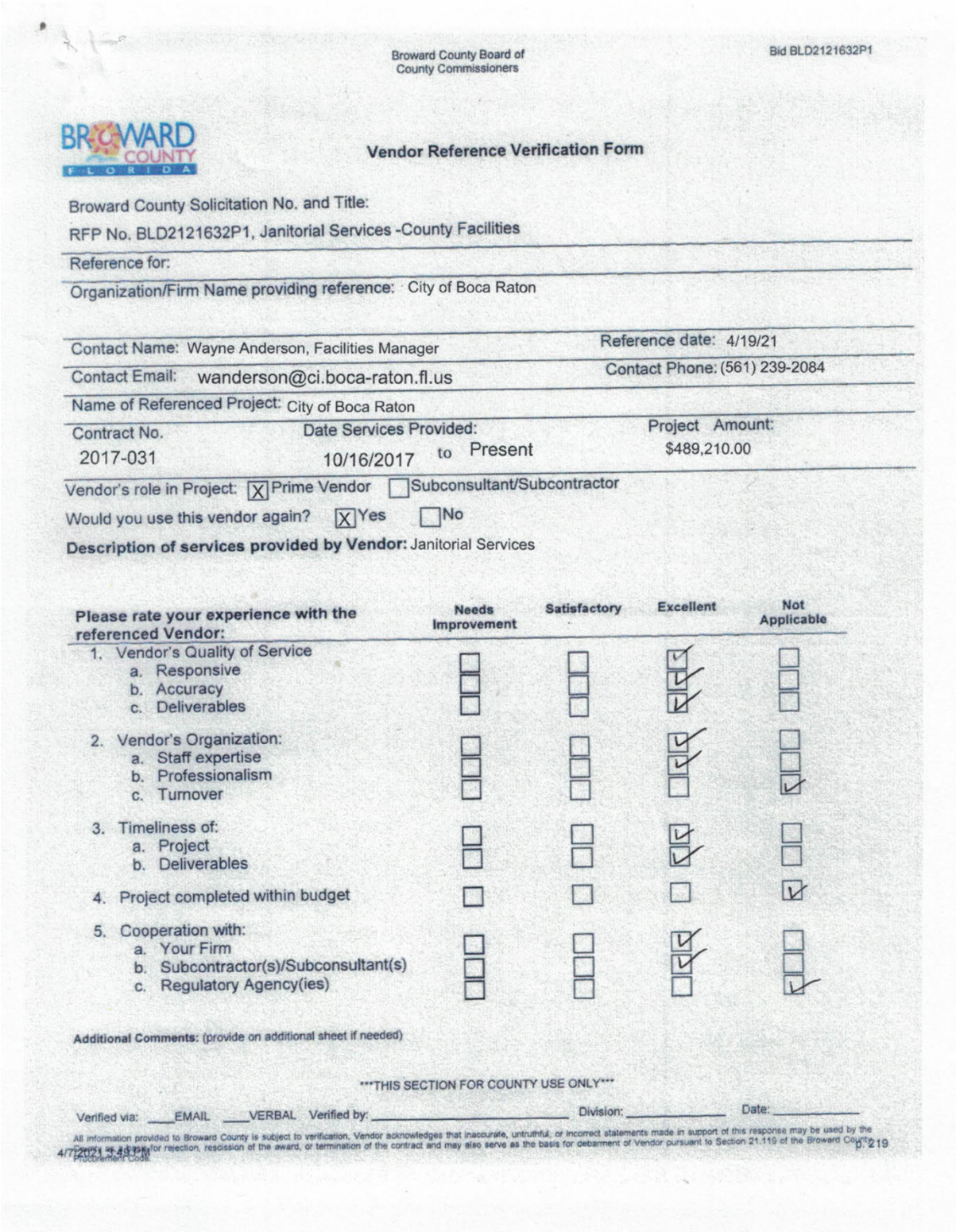

Broward County Board of
County Commissioners

Bid BLD2121632P1

BROWARD COUNTY FLORIDA

Vendor Reference Verification Form

Broward County Solicitation No. and Title:
RFP No. BLD2121632P1, Janitorial Services -County Facilities

Reference for:

Organization/Firm Name providing reference: City of Boca Raton

Contact Name: Wayne Anderson, Facilities Manager — Reference date: 4/19/21

Contact Email: wanderson@ci.boca-raton.fl.us — Contact Phone: (561) 239-2084

Name of Referenced Project: City of Boca Raton

Contract No.	Date Services Provided:	Project Amount:
2017-031	10/16/2017 to Present	$489,210.00

Vendor's role in Project: [X] Prime Vendor [ ] Subconsultant/Subcontractor

Would you use this vendor again? [X] Yes [ ] No

Description of services provided by Vendor: Janitorial Services

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)

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BROWARD COUNTY FLORIDA

Vendor Reference Verification Form

Broward County Solicitation No. and Title:

RFP No. BLD2121632P1, Janitorial Services -County Facilities

Reference for: MCJ PROFESSIONAL CLEANING SERV

Organization/Firm Name providing reference:

United Services, Inc

Contact Name: Raymond Pardo Reference date: 4/22/21

Contact Email: RPardo@UnitedServicesInc.net Contact Phone: 561-847-4824

Name of Referenced Project: Palm Beach County

Contract No. Date Services Provided: Project Amount: YEAR

6/1/2020 to 5/30/2025 $ 700,000.-

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

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) RPardo

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Henderson Behavioral Health

Innovation
Compassion
Hope

May 5, 2017

Re: MCJ Prestige Cleaning Services, Inc.

To whom it may concern:

We are pleased to highly recommend MCJ Prestige Cleaning Services, Inc.

Over the past seven years, we have been impressed by their willingness to go *over and above* in assisting our organization with hygienically maintaining our facilities and employing cleaning crews who are professional and responsive.

Their team's honesty, integrity and willingness to help are extraordinary. They are highly competent and always ready to perform special clean-ups as needed or attending to the regularly scheduled building services as contracted for.

Our contract with MCJ Prestige is a full-service contract that includes supplies. They were diligent and professional in installing cost-saving dispensers, at their own expense and continue to do so as we expand our services in south Florida.

They provide ongoing management inspection services to maintain our facilities at the highest level possible; and, should one of our building managers notice any deficiencies, they are always available and work toward a speedy resolution of the particular concern or building need- including re-stocking when supplies run low or are completely depleted.

In short, MCJ Prestige is a reliable business partner and a trusted resource for our organization.

If I may be of further assistance to you in your selection process, please call me at (954) 777-1623.

Sincerely,

John D. Aquino, MPA
Director of Administration

Administration 4740 North State Road 7 Building C Suite 201 Lauderdale Lakes FL 33319 954-486-4005 www.hendersonbh.org

Broward County Board of County Commissioners

BLD2121632P1

Inspection Summary

Inspection Information

Date	5/12/21 11:44 PM
Location	City Hall
Inspected By	Maria Watson

Overview

Inspection Score	Deficient Ratings	Non-Deficient Ratings
95.00%	0	31

Top 5 Areas

Bottom 5 Areas

General Notes

Inspector Notes

(None)

Client Notes

(None)

Plan of Action

(None)

Service Scores

No Sublocation - No Section	95%
Clean all glass partitions and glass exterior doors	95%
Clean and disinfect all surfaces in breakrooms, conference rooms, and trainings rooms	95%
Clean and disinfect drinking fountains	95%
Clean and refill floor drains	95%
Clean & disinfect all surfaces in break rooms, conference rooms, and training rooms	95%
Clean & disinfect lobby/entrance	95%
Clean floor drains	95%
Clean restroom facilities and locker rooms	95%
Clean up spills	95%
Dust, mop, vacuum, and sweep non-carpeted floors	95%
Dust, mop, vacuum, and sweep non-carpeted floors	95%
Dust surface	95%
Emergency cleaning service of bodily fluid spills	95%
Empty recycled containers	95%
Empty trash receptacles and cigarette receptacles	95%
Empty trash receptacles and cigarette receptacles in public seating areas, employee lounges/lunchrooms.	95%
Refill dispensers	95%
Remove carpet stains	95%
Spot clean surfaces	95%
Vacuum carpet surfaces	95%
Wash interior glass walls and partitions.	95%

MCJ & PRESTIGE
Cleaning Services

MCJ PROFESSIONAL CLEANING SERVICES CORP.

Resumes of Key Personnel

MCJ & PRESTIGE
Cleaning Services

Maria Watson

Deerfield Beach, FL 33441 ◆ 954-418-6248 ◆ contact@mcjcleaning.com

Professional Summary

I've served as the owner and operator of a cleaning business for the last 17 years. With strong organizational and multi-tasking skills, as well as superior time and resource management capabilities. Dedicated and energetic. Reliable and responsible with a positive attitude.
Proactive and meticulous Customer-oriented team player with expertise generating optimal satisfaction levels while building profits and client generation. Results-driven, goal-oriented and looking to leverage effective background into Cleaning role.

Skills

- CUSTOMER-ORIENTED
- EXCEPTIONAL TIME
- MANAGEMENT
- INTERIOR AND EXTERIOR
- EXCEPTIONAL
- CHEMICAL CLEANING
- COMMUNICATOR
- DECISION MAKING SKILLS
- MAINTAIN DOCUMENTS AND
- ABILITY TO WORK
- FILES PLAN AND INDEPENDENTLY
- COORDINATE WORK
- MOTIVATION TO EXCEL
- DECISION MAKING
- EXCEL
- COMMUNICATOR
- TIME
- MANAGEMENT
- BUSINESS MANAGEMENT AND DEVELOPMENT
- BUSINESS GROWTH AND RETENTION
- TEAM LEADERSHIP

Work History

Small Business Owner, 06/2003 to Current
MCJ & PRESTIGE CLEANING SERVICES CORPORATION – POMPANO BEACH, United States

Education

BUSINESS ADMINISTRATION, Accounting, 1998

Accomplishments

- Successfully ran a commercial cleaning business for [17] years.
- Contributed to company customer satisfaction through exceptional services.
- Business Growth.
- Developed and built business from start increasing company's gross income from $475.00 in 2003 to

MCJ & PRESTIGE
Cleaning Services

FLAVIO JUAN A. LOZADA

(561) 929 408 | fjalo63@gmail.com

Summary of Skills and Qualifications

• Leadership, training, and team building. • Sales action plans development. • Sound ability to count rapidly and accurate. • Excellent interpersonal and communication skills. • Exceptional ability to set up / maintain own accounting.	• Great ability to continually adapt and learn. • Outstanding customer service and relations. • Strong knowledge of safe work practices and proper lifting methods. • Speak Spanish, English and Portuguese

Experience

MCJ PRESTIGE SERVICES
APRIL 2018 - PRESENT
JANITORIAL SUPERVISOR
Lead cleaning crews that work at governmental sites, including Broward County Courthouse, Boca Raton Sheriff Office, Boca Raton City Hall, Boca Raton Library. Duties include, supervising and organizing teams of 10 employees and overseeing their daily tasks, including performing quality assurance checks; assign personnel to established work areas or project duties; manage key performance indicators and reports to client; monitors and manages performance of cleaning team(s); ensure all health and safety procedures are followed to encourage safe working practices; control the issuing and usage of cleaning materials to ensure best chemical and material handling; completes weekly timesheets and submits to Facilities Manager; ensures all machinery to be in good working condition; interview and hire personnel.

CORNESTONE GROUP
March 2019 – Present
Marquis Apartments - Eagle Pointe
MAINTENANCE SUPERVISOR
Give responses to resident service inquiries and interests promptly; walks through the community daily, ensuring the cleanliness of the grounds, common areas and community facilities; performs general maintenance duties to include replacing door locks, caulking, patching sheetrock holes, painting; performs electrical duties to include replacing faulty switches/outlets, added switches and receptacles/breakers. performed plumbing duties to include replace and repair toilets together with pulling old fixtures and setting new ones and replace and repair faucet fixtures; cleans and repairs building fixtures including lights, locks, windows, doors, screens, walls, floors, gutters, and drains; performs preventive maintenance and repairs A/C; carry out all on-call emergencies as necessary.

MCJ & PRESTIGE
Cleaning Services

AAA NEW ENGLAND. INC
SEPTEMBER 2016- MARCH 2019
Maintenance and Repairs
Responsible for daily maintenance at 100-unit complex. Performed regular check on exterior parts of buildings and general areas; carried out repairs and offering janitorial help as required; supported scheduled yearly unit inspections; kept precise records with regards to preventive maintenance of all accessories monthly; cleaned and repaired building fixtures including lights, locks, windows, doors, screens, walls, floors, gutters, and drains; operated pressure washer machinery to clean driveways, parking lots, sidewalks, and walls.

Education

Institute of Bankers Education (College) - Bolivia High School Diploma – Bolivia
EPA certification #963733329710

MCJ & PRESTIGE
Cleaning Services

IRIS LOZADA

roxcaloz@gmail.com | 561-729-6592

PROFESSIONAL PROFILE

Cleaning Supervisor with knowledge of efficient cleaning practices in a commercial environment. Assures crew completes tasks according to established procedures. Excellent supervisory skills.

WORK EXPERIENCE

Cleaning Supervisor
MCJ Cleaning Services
July 2018 – Present

- Conducts day-to-day cleaning supervision paying particular attention to productivity and quality control through regular visits.
- Controls and monitors correct use of appropriate cleaning materials in the facilities.
- Provides courteous and professional services at all times.
- Manages performance of cleaning team.

Janitor
Marsden South
January 2016 – June 2018

- Performed a variety of custodial duties with established standards, instructions, and procedures.
- Set up, stocked, and maintained cleaning equipment and supplies.
- Monitored and maintained sanitation and organization of assigned areas.

Preschool Teacher
Amazing Grace Preschool
March 2012 – March 2013

- Provided a variety of materials and resources for children to explore, manipulate, and use, both in learning activities and imaginative play.
- Taught basic skills such as colors shape, number, and letter recognition, personal hygiene, and social skills.

SKILLS SUMMARY

- Hard Working
- Easily adapts to changes within organization and clients' cultures.
- Organized and detail oriented.

MCJ & PRESTIGE
Cleaning Services

Luisa Matias

(561)-261-9419
luisarojas83@yahoo.com

EXPERIENCE

Stockton Maintenance Group, *Janitorial / Supervisor*

June 2009- April 2018

Training in customer services, payroll experiences, secretary work / Microsoft experiences, and worked in managing Martin County region

United Service, *Supervisor*

April 2018 - June 2020

Experiences in how to manage the supervisor position and how to get along with clients and how to solve any complaints.

MCJ Professional Cleaning Services, — *Supervisor*

June 2020- Present

EDUCATION

Colegio Adventista Del Septimo Dia , Dominican Republic
High School Diploma

SKILLS

- Communicating skills
-Listening skills
- Leadership skills
- Outgoing
- Understanding
- Time management

LANGUAGES

Spanish
English

MCJ & PRESTIGE
Cleaning Services

MAICOHL REGO CARVALHO

Presentation:

Career developed in the area of Sales Management in multinationals and large companies. Extensive experience in managing business units with sales of over R $ 100 million / year.

Management of corporate projects, involving different areas of the company, focusing on the definition of commercial policies and strategies. Negotiation and market opening with large retail, wholesale and distributor networks in Brazil.

Management of marketing, experience in distribution channels, implementation of commercial policies, credit, guarantee, product launches and promotional campaigns.

Training, development and management of high performance teams, focused on execution, performance management and productivity. Strong financial knowledge of the business processes and development of management tools such as P & L per client, margin control and development of improvement and profitability plans per client.

Experience in financial management of commercial projects, with investment analysis, business valuation and price composition focused on value packages, customer focused (win / win).

Committed to the Mission, Vision and Values of the organization where I work, always having them as a reference.

Personal data

Name:	Maicohl Rego Carvalho
Age:	43 years
Cell Phone:	(954) 994 8081

GOALS

Area of interest:	Supervisor and Sales

Language

- basic English
- advanced Spanish

University graduate

institution:	UNIFOR – Faculdade de Fortaleza
course:	Graduated in Business Administration and MBA in Marketing

MCJ & PRESTIGE
Cleaning Services

PROFESSIONAL EXPERIENCE

COMPANY:	MCJ PROFESSIONAL CLEANING SERVICES, CORP.
OCCUPATION:	**SUPERVISOR – 2019**
Atribuições do cargo:	- Lead cleaning crews that worked at large corporate sites. - Traveled between sites to ensure crews were complying with company standards. - Implemented cleaning supply inventory controls. - Communicated with clients and corporate staff to ensure clients were happy. - Interviewed and hired cleaning crew members.

COMPANY:	GTEX COMPANY USA
OCCUPATION:	**REGIONAL SALES MANAGER – 2019**
ASSIGNMENTS:	- Responsible for Commercial Operation and Marketing - Market opening with new Supermarkets, Medium Markets and Distributors - Management of promoters team - Project management for prospecting new customers, markets and segments - Develop and define growth strategies in large retailers - Relationship with key customers - Ensure the achievement of goals and the generation of revenue and profit - Tactical performance with creative commercial strategies and implementation of effective and seasonal marketing campaigns - Plan, direct and coordinate the company's commercial effort, based on market opportunities and threats, the company's commercial plans and information generated by field research, the commercial team and the ADVS team.

COMPANY:	MEGA SOLUTIONS USA
OCCUPATION:	**SUPERVISOR – 2016/2019**
ASSIGNMENTS:	- Manage market opening in Brazil, in the segments of food, food supplements. - To elaborate all commercial strategy for opening of clients, Distributors, retail and large Wholesale - Plan commercial strategy, price, costs, investment, aiming for greater profitability and financial health of the negotiations. - Responsible for investment funds and marketing strategy. - Responsible for presentation and negotiation with potential clients in Brazil - Hiring of Commercial Representatives in the Food segments

COMPANY:	SADIA BRF AS – 2010/2016
OCCUPATION:	**REGIONAL SALES AND MARKETING MANAGER**
ASSIGNMENTS:	- Responsible for Commercial Operation and Sales and Distribution - Management of 12 Branches in Brazil

MCJ & PRESTIGE
Cleaning Services

Mayra
Rodrı

ıgues70@hotmail.com
9548618791
POMPANO BEACH, FL

Summary

Efficient Custodial Worker with more than 05 years executing custodial and maintenance duties in and around Port Everglades facilities. Skilled at performing minor repairs and responding quickly to emergency service calls. Strong knowledge of health and safety practices and regulations.Manages multiple tasks including cleaning and maintaining buildings grounds and facilities. Detail-oriented Janitor committed to working hard and handling various tasks including cleaning sanitation bathrooms vacuuming and sweeping . Experience working in large facilities with multiple areas.

Experı

Custodı ı ı

MCJ & Prestige Cleaning Services • Pompano Beach, Florida
01/2016

- Open and close facilities following procedural guidelines
- Manage all cleaning tools and ensure proper working condition
- Distributed supplies and goods to staff at beginning of shift to manage inventory and maintain proper supplies while controlling expenses.
- Mixed used and properly stored hazardous chemical cleaners to reduce risk of injury or illness.
- Checked in and stocked inventory throughout facility.
- Kept janitorial closets clean and organized.
- Collected sorted and transported recyclable materials.
- Identified concerns with facilities including repair needs and major maintenance concerns and escalated issues to management.
- Completed routine floor maintenance incluing stripping sealing and finishing.
- Cleaned vaccumed and dusted all area of building to maintain organized professional appearance for employees and clients

Skılls

- Inter-department collaboration.
- Vacuuming sweeping cleaning and sanitation.
- HAZMAT knowledge
- Chemical cleaners
- Preventive Maintenance
- Inventory Control and replenishment
- Facility Maintenance
- Multitasking abilities
- Flexible & Adaptable
- Leadership

Education

Physı

Ie University • Novo Hamburgo, RS

Languages

- Portuguese
- English
- Spanish

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MCJ Professional Cleaning Services

Item: **BLD2121632P1:BLD2121632P1:Janitorial Services - Large Facilities Group 4 - Agreement No. 5**

Attachments
MCJ_Broward_Eval Criteria Agmt 5.pdf
MCJ_Price Sheet_BLD2121632P1 Agmt 5.xlsx
MCJ_Staffing Schedule Agmt 5.xlsx
MCJ 2019 Tax Return.pdf
MCJ 2020 Tax Return.pdf
MCJ Certificate of Insurance.pdf
MCJ Environmental Services Policy and Procedure Manual Training.pdf
MCJ Equipment List.pdf
MCJ Green Cleaning Program.pdf
MCJ Living Wage Affidavit.pdf
MCJ Living Wage Price Sheets.pdf
MCJ References.pdf
MCJ Reporting Example.pdf
MCJ Resumes of Key Personnel.pdf

MCJ PROFESSIONAL CLEANING SERVICES CORP.

RESPONSES TO EVALUATION CRITERIA QUESTIONS

RFP #BLD2121632P1

Janitorial Services - County Facilities

Agreement 5 Large Facilities Group (Four Locations)

Submitted May 14, 2021

MCJ & PRESTIGE
Cleaning Services

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MCJ & PRESTIGE
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1. 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.

Additional Questions:

1.1. Company Profile

1. Provide a description of the company's history:

a. business location
b. length of time in business
c. principals and their experience
d. list any change(s) in ownership and date(s) of such change.

Established in 2003, MCJ Professional Cleaning Corp. is a local business headquartered in Pompano Beach, Florida with operations in Broward and Palm Beach Counties. Maria Watson, founder, President and CEO, has led our company to expand from a small "mom & pop" business servicing small businesses to a reputable, mid-sized organization servicing more than 1 million square feet of commercial office space for clients such as the City of Boca Raton as a prime vendor, and we perform services as an SBE 20 percent subcontractor for the Palm Beach County Government Buildings.

MCJ sets itself apart in a very competitive marketplace by being a locally owned and operated professional cleaning company with financial stability, modern evaluation processes, well-maintained equipment, and by delivering the quality cleaning experience expected only in a private, residential setting. We currently do business in the private sector and for local municipalities and government facilities.

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MCJ & PRESTIGE
Cleaning Services

MCJ is fully qualified to perform the services requested in this solicitation for Broward County's facilities. MCJ possesses the following abilities:

- A comprehensive history and understanding of the janitorial business;
- Experience servicing clients having comparable requirements for size and scope;
- Possessing nine years of experience working with government and municipality contracts;
- Competent and proactive project and corporate staff members;
- An extensive knowledge in best janitorial and green cleaning practices; and
- Fair and reasonable pricing.

We feel our ability to manage and plan for delivering high-caliber services at your locations is directly tied to years of experience in janitorial services, our comprehensive plan for continuous staff training, and our commitment to excellence.

MCJ & PRESTIGE is a CBE/SBE/SMWBE/ACDBE and DBE/MWBE and SBA 8A Certified Company made up of hard-working and highly-trained personnel dedicated to providing our clients with the highest quality of excellence. (Copies of the certificates are attached in a document labeled "MCJ Certifications and Licenses.")

2. Provide total number of current employees:

a. Full-time 22
b. Part-time 37

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3. Provide total number of supervisory employees:

a. Full-time	1
b. Part-time	5

4. Provide total number of custodial workers:

a. Full-time	19
b. Part-time	32

5. Do you employ any temporary employees? If so, what percentage of your workforce will be temporary / on-call?

MCJ does not currently employ any temporary employees.

6. Do you provide health benefits to your employees?

MCJ currently has fewer than 50 full-time employees, therefore, at this time, MCJ does not offer health insurance to our employees; however, we know being awarded one or more contracts with the County will grow the size of our company to the point where we will offer health insurance to our employees.

7. Does your company require your employees to have a criminal background check?

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

MCJ processes background screenings on all potential employees, for every client account / location, for every role our employees fill -- from Site Supervisors to Janitors to Floor Care Technicians. In addition, we will reprocess the background screening at the client's request.

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1.2. Company Experience/Reference

Vendor should submit a minimum of at least three (3) janitorial contract references but no more than five (5) janitorial contract references that have been performed in the past five (5) years, including the following information described in paragraphs "a" through "j" below. Identify for each reference whether the work was performed as a Prime or Sub-Contractor. Refer to Vendor reference Verification Form and submit as instructed. Only provide references for non-Broward County Board of County Commissioners contracts. For Broward County contracts, the County will review performance evaluations in its database for vendors with previous or current contracts with the County. The County considers references and performance evaluations in the evaluation of the Vendor's past performance.

MCJ's janitorial contract references are attached in a document labeled "MCJ References."

Describe prime Vendor's experience on projects of similar nature, scope, and duration, along with evidence of satisfactory completion, both on time and within budget. For each such project, provide the following information:

a. Name and location of facility.
b. Size of facility area cleaned (square feet).
c. Number of stories (height of building).
d. Total number of workers/supervisors assigned to facility.
e. Total number of facility users. i.e., employees, clients, customers, passengers.
f. Start date and end date of contract.
g. Annual dollar value of contract.
h. Identify which of the above-mentioned contracts were/are operational 24 hours a day, 7 days a week, 52 weeks a year.
i. Identify which of the above-mentioned contracts required extensive employee background/security checks.
j. Identify any of the above contracts that adhered to green building maintenance standards.

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A contract we performed for Investment Limited is similar in scope to the Mass Transit locations included in Agreement 5. We are choosing to compare Investment Limited and the Mass Transit locations because the evening janitorial services are very similar and will be staffed accordingly.

ADDRESS	NUMBER OF STORIES
215 N. Federal Hwy, Boca Raton 33432	2
370 W. Camino Gardens Blvd, Boca Raton 33432	5
600 Dixie Hwy, Boca Raton 33432	2
315 SE Mizner Blvd, Boca Raton 33432	2

MCJ's contract with Investment Limited was originally a one-year contract for seven buildings; we consider successfully having had completed this contract because our contract was renewed numerous times over the course of many years, and we expanded the number of buildings we were cleaning for them during that time from 7 to 17.

SIZE (SQUARE FEET): 700,000
NUMBER OF STORIES: Listed in above table
TOTAL EMPLOYEES: 30
TOTAL NUMBER OF FACILITY USERS: Unknown for above locations (buildings are office buildings, with one having medical offices as well)
DATE AND END DATE OF CONTRACT: August 2004 to June 2019
ANNUAL DOLLAR VALUE OF CONTRACT: $687,500.00
24/7/52 WEEKS: None
BACKGROUND CHECKS: All
GREEN BUILDING MAINTENANCE: All

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1.3 Experience of Key Personnel

Describe the experience of key personnel (including prime Vendor and their subcontractor(s) relevant to providing timely, high quality janitorial service in an environmentally friendly manner to multiple high-profile facilities. ***Refer to Section 10. Green Cleaning, in the Specifications and Requirements***

1. List key personnel of the proposed maintenance team, including supervisor(s), and primary project managers 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 information:

a. Project superintendent.

The Project Superintendent will be our company's President, Maria Watson. In 2003, Maria Watson launched MCJ Professional Cleaning Corp. with the goal of providing the same quality cleaning she treasured in her own home to businesses and agencies throughout South Florida. Her resume is attached. (See Attachment labeled "Resumes of Key Personnel.")

Through MCJ, Maria has gained experience with a variety of industries and organizations. She started from the ground up and has grown to be a seasoned cleaning company executive. She oversees all operations of MCJ, including, but not limited to, human resources (hiring, training, etc.), equipment (purchasing, maintenance, etc.), contract administration, and developing cleaning schedules and staffing solutions for clients.

During the past nearly two decades, she has developed strong relationships with multiple organizations and has created hundreds of career opportunities in the community.

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b. Site Supervisors.

MCJ has several quality cleaning professionals staffed as Site Supervisors at current client locations. We will reassign a few of these seasoned professionals to the Broward County locations in which we will provide services, but we will also recruit and hire additional staffing as needed. As is customary in the contract janitorial field, we will also seek to retain some of the employees currently working in the County facilities. We will offer them positions with MCJ, and they will go through the same hiring and training processes we offer to our new hires. Resumes for each of the Supervisors listed below are attached.

Flavio Losada, Supervisor

Flavio has a proven track record of ensuring the smooth running and functioning of all janitorial concerns throughout his career as a Cleaning Supervisor. With more than 15 years of experience, Flavio is able to efficiently coordinate all aspects of a contract cleaning program, including, but not limited to interviewing, hiring, establishing cleaning schedules, evaluating staff performance, responding to emergencies, and equipment maintenance. He is a tremendous asset to MCJ and currently serves with our team in our contract with the City of Boca Raton.

Iris Losada, Supervisor

During her time with MCJ, Iris has consistently demonstrated her ability to manage large janitorial teams with the goal of excellence. She is skilled in juggling the demands of multiple departments in the same organization to exceed their expectations. She oversees all aspects of the cleaning process at some of our largest clients (most recently for our contract with the City of Boca Raton) including, but not limited, human resource functions, work flow schedules, training, establishing performance goals, and developing equipment maintenance programs. Iris is a dedicated, skilled supervisor with more than 10 years of supervisory experience, and she has been with MCJ since 2019.

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Luisa Matias

Luisa has been a part of the Supervisory Team with MCJ since June, 2020 with our contract with Palm Beach County (Belle Glade). In the short time Luisa has been with our team, she has been instrumental in maintaining the cleanliness of our client's facility. She is diligent, possesses strong leadership skills, and is knowledgeable about best cleaning practices.

Maicohl Carvalho

Maicohl has been with MCJ for two years serving in our contracts with both Broward County and Palm Beach County. He has more than nine years of professional cleaning experience. He possesses extensive knowledge of successful cleaning crew management and problem-solving skills. He is able to quickly prioritize tasks to maximize productivity, performs inspections with a keen eye toward cleanliness and safety standards, and communicates effectively.

Mayra Rodrigues, Supervisor

Mayra is a hardworking and dependable Cleaning Supervisor and has been working in this role for nine years and with MCJ since 2014. She possesses excellent leadership skills and the ability to effectively communicate with crew, corporate management, and clients. Mayra has a client-focused approach to her daily work flow, and strives to deliver outstanding customer service. In her role with MCJ, she assigns work to the janitorial staff and performs inspections to ensure conformance to specifications and established standards. Mayra has been a team player with MCJ in our contracts with Port Everglades, Palm Beach County, and Boca Raton.

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c. Full Time Service Crews.

We have great teams of employees at MCJ to whom we will offer new opportunities in the County facilities. We will also give the opportunity to employees with the current janitorial service to apply with MCJ to remain in their present roles. Some of our great team members are highlighted below:

Miriam Silva, Janitor, has over two years of experience in performing janitorial services in a commercial setting. Miriam is a solid staff member and looks forward to growing in her role with MCJ. Her primary duties include cleaning surfaces and glass, mopping, vacuuming, and removing rubbish. She currently performs cleaning at the 911 Facility in Pembroke Pines.

Stephanie dos Santos, Janitor, is a versatile team member who can perform both light and heavy janitorial duties. She has more than three years of experience in working for both residential and commercial clients, including hotels and hospitals. She currently performs cleaning at the 911 Facility in Coconut Creek and City of Boca Raton.

Jose Carlos Damasceno, Janitor, performs heavy janitorial work for MCJ. He does floor work, shampoos carpets, removes rubbish, and washes walls and windows. He is dependable and reliable. He currently works for us in our contract with the City of Boca Raton at the Fire Station and City Hall.

Monica Mattos, Janitor, is part of our commercial cleaning team. She has experience in all types of janitorial services, including, sweeping, mopping, vacuuming, trash removal, and cleaning surfaces and touchpoints throughout the buildings. She currently works for our contract at the City of Boca Raton.

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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 the following information:

a. Their functions in the company.
b. Their title and number of years of service with the company.
c. Their years of experience in the maintenance of comparably complex facilities and systems.

Dora Carvalho, Office Manager

Maria "Dora" Carvalho comes to MCJ with more than 15 years of office-related experience. She is a newer team member, having joined our team just last year, but she has learned so much about our business and continues to take a proactive role in developing client relationships and keeping our office functioning at the highest level. Dora is responsible for the day-to-day office operations, including contract administration and problem solving. Her resume is attached.

Additionally, MCJ is supported by great vendors who are considered part of our team. As a small business, these alliances are crucial to the smooth operation in all of our contract locations. These vendors provide assistance with our technology base (computers, software, printers, etc.), cleaning supplies, paper products, equipment, and professional services for accounting and legal. For example, when we begin a new client, our cleaning supplies vendor will work with us to bring locations online to our Green Cleaning Program, deliver all necessary paper, plastics, and new equipment (mopping systems, carts, etc.), and help us train staff on chemical safety if requested.

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2. Location

*Refer to **Location Certification Form** and submit as instructed. The maximum points shall be assigned to each Locally Based Business and to each join venture that is composed solely of Locally Based Businesses.*

MCJ is both a local business and a locally-based business in Broward County (as described in Section 1-74 of the Broward county Code of Ordinances), with our corporate office located in a corporate park in Pompano Beach, Florida. Our day-to-day business is conducted from this office, along with our warehouse for storage of our cleaning supplies and equipment. We have completed our Location Certification Form as directed in the RFP. A copy of our Broward County Local Business Tax Receipt is included in the attached document labeled "MCJ Certifications."

3. Project Approach

*Describe the prime Vendor's approach for each agreement of locations prime Vendor is proposing. Include how the prime Vendor will use subcontractors for each agreement of locations prime Vendor is proposing. **FIRMS MUST COMPLETE THIS SECTION AND LIST EACH AGREEMENT OF LOCATIONS THE FIRM IS PROPOSING.***

MCJ is a CBE business and will be the prime Vendor and will not enlist any subcontractors to meet the SBE/CBE requirements of this Agreement. A copy of the letters from the Broward County Office of Economic and Small Business Development is included in the attached document labeled "MCJ Certifications & Licenses."

We have prepared pricing and proposals for the following Agreements / Locations listed in the RFP:

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Agreement No. 2: **LARGE FACILITIES GROUP 1 (5 LOCATIONS)**
Agreement No. 5: **LARGE FACILITIES GROUP 4 (4 LOCATIONS)**
Agreement No. 13: **PORT EVERGLADES FACILITIES (26 LOCATIONS)**
Agreement No. 14: **911 REGIONAL DISPATCH CENTERS (3 LOCATIONS)**

There are eight (8) CBE Reserve Agreements and six (6) SBE Reserve Agreements. Provide total number of full-time and part-time employees currently employed by prime Vendor. Provide total number of full-time and part-time supervisory employees currently employed by prime Vendor. Provide total number of full-time and part-time custodial workers currently employed by prime Vendor. Indicate whether prime Vendor employs any temporary employees and, if so, indicate the percentage of be temporary/on-call.

As further described in Section 1.1 “Company Profile” (above, Pages 2-5), MCJ currently employs 59 employees (22 full time / 37 part time). We do not employ any temporary employees at this time nor do we subcontract any part of our cleaning services contracts to third parties.

3.1 Project Approach for Each Location

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.

MCJ strives for excellence that can only be attained through personalized service and open communication. During the Phase-In Period, our Project Manager will perform an in-depth analysis of each facility’s needs in order to develop a tailored cleaning schedule within the proposed service hours.

Our supervisory staff utilizes smartphones / iPads and a digitized quality control system called “CleanTelligent” to allow for up-to-the-minute review of performance. This “in the moment” assessment allows for immediate identification and planning for correction of

any issues, including our ability to provide photos (for correction or repair) and comments for the client's review. In addition, the CleanTelligent program provides a daily rating of the quality of our work and generates weekly reports sent via email.

A dedicated On-Site Supervisor will be staffed daily and will be readily available to the Contract Administrator. In the event of any issues, problems, or concerns, Broward County personnel would contact the assigned Project Manager or On-Site Supervisor directly. The Contract Administrator will have access to the Project Manager, On-Site Supervisor, and the Director of Operations 24/7/365.

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

After careful review of the proposed service hours, MCJ finds the hours to be sufficient to accomplish the cleaning goals.

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

Our cleaning staff is experienced in working in busy office spaces and understands the need for quick and discreet service. We strive to work quickly and efficiently with minimal disruption to the day-to-day responsibilities of our clients. With an On-Site Supervisor and dedicated staff, our assistance with any unusual needs or emergency issues is only moments away.

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

High-quality floor work takes time, which is why we generally schedule our floor work to be performed in the evenings after regular business hours; however, in instances where the facility operates 24/7/365, we choose low-traffic times to schedule daily maintenance and will consult with the Contract Manager and facility staff to determine best timing for project work, including floor stripping and waxing (usually on holidays and off-peak days / evenings).

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3.2 Managing & Organizing Work

Describe how prime Vendor will manage and organize work for each Agreement of locations prime Vendor is proposing:

a. State number of crews working for each agreement identified.

MCJ is planning on staffing 5 crews for a total of 32 people for the locations listed in Agreement 2 Large Facilities Group 1.

MCJ is planning on staffing 4 crews for a total of 13 people for the locations listed in Agreement 5 Large Facilities Group 4.

MCJ is planning on staffing 3 crews for a total of 10 people for the locations listed in Agreement 13 Port Everglades Facilities.

MCJ is planning on staffing 3 crews for a total of 10 people for the locations listed in Agreement 14 911 Regional Dispatch Centers.

i. Describe how you will schedule basic janitorial service for each facility.

We know there is no “cookie cutter” cleaning schedule that works for every facility. Every facility has its own culture and workflow, and our team wants not only to adopt the culture of where we are contracted to work but also to enhance it.

Our senior supervisory staff members are environmental service professionals who are experienced in developing cleaning schedules designed to exceed the client’s expectations. During the Phase In-Period, our Project Manager will perform in-depth analyses of each facilities’ needs -- taking into consideration foot traffic, workflow, hours

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of operation, and timing challenges -- in order to develop a tailored cleaning schedule with built-in quality assurance checks.

MCJ utilizes the QuickBooks Time scheduling software to schedule employees, assign jobs and shifts, and allow for our employees to track their time. This program is web based, can be accessed via mobile devices, and allows us to not only produce a master schedule but to also add or edit cleaning schedules and/or staffing and then alert employees of new schedules and/or shift changes via their mobile devices.

ii. List the individual building teams that will be working for that agreement per building(s): management, supervisory, maintenance crews.

On the attached Excel spreadsheet labeled “MCJ Staffing Schedule,” we have included a tab called “Zones” where we detail the number of employees, their roles, how many days they will work, etc. for each of the four agreements we are submitting for consideration.

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

Once the detailed analysis of each facility’s cleaning needs is developed, our Project Manager will build a customized project schedule for each facility, and it will be uploaded to our digitized monitoring program “CleanTelligent.” Annual work tasks, such as Air Quality Cleaning, will be scheduled in advance with the Contract Administrator. For several weeks prior to Air Quality Cleaning, we will cross-train several staff members from other facilities to learn the specifications for the site. This will allow us to add additional staffing on the scheduled project day(s) to ensure completion and reduce potential interruptions or distractions to the County’s business. When we perform project work such as floor stripping, we perform this service during off-peak hours, over several days if necessary.

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i. Describe crew organization to perform basic and project work.

On the attached Excel spreadsheet labeled “MCJ Staffing Schedule,” we have included a tab called “Zones” where we detail the number of employees, their roles, how many days they will work, etc. for each of the four agreements we are submitting a proposal for consideration.

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

Our supervisory staff utilizes iPads / smartphones with digitized evaluation tools. These tools allow for convenient, accurate, and detailed reporting, including the ability to “attach” pictures and comments to a particular concern and forward it to the appropriate party for attention or to recommend adjustments to the cleaning schedules and/or tasks. A copy of example reports generated by CleanTelligent are attached to our submission in a document labeled “MCJ Reporting Examples.”

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.

MCJ is staffed 365/24/7 in order to provide our clients peace of mind both in day-to-day operations and in emergency situations. The Contract Administrator and key Broward County personnel at each facility will have direct access to MCJ senior staff and decision makers who can staff an emergency clean up or enlist an SBE certified subcontractor to provide services falling outside of our scope of business.

In addition to our day-to-day cleaning and sanitizing services, we are able to provide de-watering services and moisture removal up to 220 degrees with our truck-mounted equipment. Previously we have performed hurricane clean up where we were able to mobilize our crews to de-water and sanitize 10 local schools. In addition, we have performed specialized clean-up operations for the Aviation Department, among other

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organizations, covering more than 100,000 square feet of commercial office space over a three-month period of time following construction.

3.3 Quality Control

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.

MCJ will actively recruit through CareerSource Broward, conduct interviews, and then hire qualified cleaning professionals. Once they have completed their employment packets, and we will perform background screenings at the appropriate security level for each facility.

Several days prior to our contract beginning, we will hold an on-boarding meeting to be attended by all staff for each Agreement. During this meeting, we will cover numerous Human Resource and regular Operations training sessions, including:

- Thorough, detailed training on day-to-day operations, including processes, procedures, scheduling, etc. This training will include, among other things, demonstrations on proper cleaning green cleaning techniques (including mixing and proper usage of chemicals used), safety procedures, proper use of personal protective equipment (PPE), and building security processes.
- We will train our employees on proper time tracking through our Quickbooks Time software and how to check for schedule changes or special requests required by the client.
- Employees will receive training on proper use of our digitized operations inspection program, CleanTelligent.

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- Account Managers and Supervisors will then “shadow” the newly trained staff to ensure proficiency in all areas.
- Employees will receive their uniforms, badges, and other necessary equipment.

We are confident in an excellent return on this training investment in our staff based upon our past experience on-boarding our employees in this fashion. Our team will be able to begin their assignments with confidence to deliver the quality standards requested by the County.

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

Our supervisory staff utilizes smartphones / iPads and a digitized quality control system called “CleanTelligent” to allow for up-to-the-minute review of performance. This “in the moment” assessment allows for immediate identification and correction of any issues, including our ability to provide photos (for correction or repair) and comments for the client’s review. In addition, the CleanTelligent program provides a daily rating of the quality of our work and generates weekly reports sent via email.

In the event of a performance issue, MCJ Account Management is notified immediately. MCJ Account Management then determines the category of the janitorial issue, coordinates with the Project Manager to implement a corrective action, and they dispatch staff to address the concern.

c. Describe how prime Vendor will achieve the services and quality standards described in the attached Exhibit 1 – Specification.

MCJ designs a janitorial program to achieve each customer's janitorial goals. Years of industry service and lessons learned then applied play a critical role in the evolution of MCJ Operations Department. Our Quality Control Department addresses the issues that

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are most important to each client and its facility and then trains employees to respond with excellence.

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

Each building's individual cleaning program is built into the CleanTelligent evaluation software. We will design customized cleaning evaluation forms which will provide our Quality Assurance Team with the ability to check off the completed assigned tasks, take pictures of areas of concern, attach comments, and then provide easy-to-read reports via email to our clients. If cleaning specifications change, we are able to quickly adjust the evaluation form(s) through the program, which will be immediately viewable by the cleaning crew. A copy of a sample report generated by CleanTelligent is included in a document labeled "MCJ Reporting Example" included with our proposal submission.

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

MCJ knows through experience that bringing a building into compliance with green-cleaning practices does not have to be difficult and, in fact, with proper resourcing and training, can be quickly implemented.

Clean equipment translates to a cleaner building. We will immediately begin using appropriate, well-maintained equipment including vacuums, mopping systems, and truck-mounted equipment from our extensive inventory of tools. Our staff is trained in its proper use and care in order to maintain its green-cleaning effectiveness.

Proper use and mixing of chemicals will also begin immediately. Our experience has shown that providing environmental staff with both chemical education and the tools to properly mix chemicals to their proper strength / dilution creates a healthier environment.

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We will provide our teams with the proper tools and equipment for mixing and train them in proper usage prior to our first day in the contract.

When chemicals are used to clean carpets, the chemicals are released into the air and left on the carpet to then be “tracked” via foot traffic throughout the building. MCJ provides carpet cleaning services with our truck-mounted system. This system will steam clean carpets without chemicals creating a cleaner environment for the County’s staff and visitors.

MCJ desires to become part of the County’s and each building’s culture of excellence and will strive for collaboration with the County in how to improve current practices for a cleaner environment.

3.4 Company Equipment

a. List prime Vendor’s current inventory of heavy equipment, i.e., escalator step and walkway cleaner, truck to haul trash, mobile pressure cleaner(s), etc.

Our equipment list is attached and is labeled “MCJ Equipment List.”

b. For the above-mentioned heavy equipment, provide the response time for mobilization for each piece of equipment.

MCJ is able to mobilize its inventory of heavy equipment within a few hours because they are warehoused locally in Pompano Beach.

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c. List prime Vendor's current inventory of machinery for floor care that will be utilized to perform the requirements ***for each Agreement of locations prime Vendor is proposing*** *(i.e., commercial vacuum cleaners, water extraction equipment, machine scrubbers, buffers, air scrubbers, etc.)*

Whenever we begin a new contract, we anticipate the need of purchasing new equipment. While we do maintain an extensive inventory of appropriate equipment, it will be necessary for us to augment what we stock once the contracts begin. Generally speaking, we would meet with our equipment vendor(s) and schedule delivery of the equipment on our first day in the facility. Our current equipment list is attached and is labeled "MCJ Equipment List."

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

We have a long-standing relationship with our floor-care equipment vendor and have a warranty program on all of our machines. The warranty program we participate in allows us to contact the owner directly with any issues with our machines, which they will repair within hours or, if that is not possible, they will lend us a comparable machine while repairs are made. Their response time is 24/7/365, and they are able to deliver a loaned machine within hours. This arrangement nearly eliminates down time for broken equipment.

e. List office equipment and computer programs that prime Vendor currently possesses in order to deliver electronic communications and reports to County staff, i.e., computer, facsimile, scanner, printer, photocopier, Adobe Acrobat, Microsoft Word, Outlook, and Excel, etc.

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MCJ operates from a fully-equipped 2,400 square foot office / warehouse space in Pompano Beach, Florida. We work with up-to-date office equipment and software applications:

- Computers – Numerous computers operating Microsoft Windows, along with iPads and other mobile devices for our on-site operations.

- Office Equipment –
  - Printer;
  - Scanner;
  - Facsimile machine; and
  - Photocopier.
- Software / Applications –
  - Microsoft 365 (Word, Excel, Outlook) for our word processing, spreadsheets, and email;
  - Quickbooks through which we process our billing;
  - Intuit's "Tsheets" for our employee time keeping;
  - Adobe Acrobat to create, edit, and view pdfs; and
  - CleanTelligent to create cleaning schedules, perform quality assurance inspections, and to email performance reports (with the ability to attach pictures and comments directly to County staff.)

3.5 Company Training

a. Provide prime Vendor's internal Employee Safety Training Manual.

"MCJ Environmental Services Policy and Procedure Manual" (included with our submission) is a comprehensive document for cleaning in a variety of environments, including healthcare. It provides our staff with detailed instruction for cleaning and operating safely in any environment.

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b. Provide prime Vendor's internal Employee Training Manual.

"MCJ Environmental Services Policy and Procedure Manual" (included with our submission) is a comprehensive document for cleaning in a variety of environments, including healthcare. It provides our staff with detailed instruction for cleaning and operating safely in any environment.

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/packages, running water, potential slip and fall conditions, ajar doors, etc.

Keeping employees safe is not only good for our team members; it's good for our clients, too. Accident prevention leads to consistent, reliable work. We provide initial and ongoing safety training for all employees and keep records of dates and training type. Training for all team members covers three major areas:

- **Hazard Communication Training**—Introduction to Material Safety Data Sheets (MSDS), personal protection requirements, exposure procedures, and first aid. We maintain MSDS in every client location for each chemical we use to ensure our employees know how to use the chemicals properly to prevent injury.
- **Fire Safety Training**—Facility fire plan, location of fire alarms, fire extinguishers, and emergency exits.
- **General Health and Safety Training**—Proper lifting techniques, safe housekeeping, equipment safety, slip and fall dangers, the effects of substance abuse, and the procedures for reporting accidents, injuries or unsafe working conditions.

We strive to adapt to the culture of our clients. As such our general practice is to adopt the security training provided at our clients' buildings to ensure our janitorial teams are integrated with the client. During the Phase-In Period, we will seek to obtain the County's security training for each location and add it to our training manuals and practices.

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MCJ understands the value these systems can add to your facility and operations, such as:

Improved Productivity. Facilities operate more efficiently when health and safety considerations are part of the equation. The National Safety Council estimates that more than 70 million days of work were lost to work-related injuries in 2019. To combat this problem, we educate our employees about safety in the workplace to keep them healthy and free from injury. A healthy staff translates into a strong team able to provide our clients the excellent cleaning results they need.

Cost Savings. Businesses spend $170 billion annually on costs associated with occupational injuries and illness. However, facilities focused on safety and health enjoy diminished liability claims among other related cost-savings.

Consistency & Reliability. Clean environments assist in minimizing injury and illness and they foster healthier lives for the people who are at your facility day in and day out.

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

By aligning environmental issues with key business goals, our Green Cleaning Program is not only good for the environment, but also healthier for your occupants, and it is good for our community. We train our janitors on our standardized Green Cleaning Program, including proper chemical dilution, use, disposal of cleaning chemicals and packaging, maintenance of equipment, which means a cleaner and healthier environment for facility tenants and visitors. A copy of our Green Cleaning Program is included with our submission as a document labeled "MCJ Green Cleaning Program."

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MCJ & PRESTIGE
Cleaning Services

4. Workload of the Firm

For the prime vendor only, list all completed and active projects that vendor has managed within the past five (5) years. In addition, list all projected projects that vendor will be working on in the near future. Projected projects will be defined as a project(s) 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.

Over the past several years, MCJ has had the opportunity to furnish environmental service at great organizations such as:

Investment Limit (2004 - 2019)

Broward County Aviation Department (2014 - 2017)

Henderson Behavioral Health (2009 - 2018)

City of Deerfield Beach (2017 - 2019)

Port Everglades (2015 - 2021)

City of Boca Raton (2017 - Current)

Broward County 911 Call Center (2020 - Current)

Palm Beach County Government Buildings (2020 - Current)

MCJ knows that any new project presents its own set of challenges because it has individual needs. In collaboration with the Contract Administrator, we will drill down into the details of the Scope of Work and each facility's expectations to develop processes and procedures that will consistently deliver the cleaning solutions promised. We will take full advantage of the time allotted during the Phase-In Period to work with the

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Contract Administrator and key County personnel to learn how each facility operates in order to adapt to their needs and adopt their culture.

MCJ strives to offer personalized services tailored for each of the County's facilities. We welcome the opportunity to be challenged to provide the service the County needs to operate at the level its leaders and residents expect.

5. Pricing

All locations for each Agreement being proposed must have complete pricing. Incomplete pricing in any Agreement will be rejected. Each Agreement will be individually scored for evaluation criteria pricing purposes.

MCJ has proposed pricing for 4 of the 14 Agreements in the Janitorial Services solicitation, and we have uploaded the Pricing Sheets as directed. We are confident our pricing is competitive and complete based upon the information provided in the RFP as far as Scope of Work, Technical Specification, Frequencies and Procedures for Cleaning in Sections 4 and 5, and from the Question & Answer tab in Periscope. We are certain we will meet or exceed the Performance Standards required by the County.

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Janitorial Services - Price Sheets - Large Facilities - Group 4 - Agreement 5 (CBE Reserve)

ITEM NO.	FACILITY LOCATION	Annual Frequency	Annual Process	Year 1 Unit Price	Year 1 Annual	Year 2 Unit Price	Year 2 Annual	*Two Year Total*
1	MASS TRANSIT NORTH	12	Basic Cleaning	$ 9,728.00	$ 116,736.00	$ 10,700.80	$ 128,409.60	$ 245,145.60
35000 sqft	3201 Copans Rd.	12	Restrooms	$ 780.00	$ 9,360.00	$ 858.00	$ 10,296.00	$ 19,656.00
	POMPANO BEACH, FL	12	Floors	$ 1,153.00	$ 13,836.00	$ 1,268.30	$ 15,219.60	$ 29,055.60
		Hourly	Porter (450 per month)	$ 41.34		$ 45.47		$ -
		4	Pressure Cleaning	$ 200.00	$ 800.00	$ 220.00	$ 880.00	$ 1,680.00
		1	Windows	$ 575.00	$ 575.00	$ 632.50	$ 632.50	$ 1,207.50
		1	Air Quality	$ 1,080.00	$ 1,080.00	$ 1,188.00	$ 1,188.00	$ 2,268.00
		12	Cleaning Supplies	$ 1,000.00	$ 12,000.00	$ 1,100.00	$ 13,200.00	$ 25,200.00
		12	Paper Products	$ 1,759.00	$ 21,108.00	$ 1,934.90	$ 23,218.80	$ 44,326.80
		Sq. Ft.	Carpet Cleaning - Deep	$ 0.45		$ 0.50		$ -
		Sq. Ft.	Electrostatic Disinfection	$ 0.20		$ 0.22		$ -
			Total		$ 175,495.00		$ 193,044.50	$ 368,539.50
2	MASS TRANSIT SOUTH	12	Basic Cleaning	$ 2,867.00	$ 34,404.00	$ 3,153.70	$ 37,844.40	$ 72,248.40
20900sqft	5440 Ravenswood Rd.	12	Restrooms	$ 580.00	$ 6,960.00	$ 638.00	$ 7,656.00	$ 14,616.00
	FT. LAUDERDALE, FL	12	Floors	$ 780.00	$ 9,360.00	$ 858.00	$ 10,296.00	$ 19,656.00
		Hourly	Porter (450 per month)	$ 41.34		$ 45.47		$ -
		4	Pressure Cleaning	$ 100.00	$ 400.00	$ 110.00	$ 440.00	$ 840.00
		1	Windows	$ 150.00	$ 150.00	$ 165.00	$ 165.00	$ 315.00
		1	Air Quality	$ 400.00	$ 400.00	$ 440.00	$ 440.00	$ 840.00
		12	Cleaning Supplies	$ 400.00	$ 4,800.00	$ 440.00	$ 5,280.00	$ 10,080.00
		12	Paper Products	$ 600.00	$ 7,200.00	$ 660.00	$ 7,920.00	$ 15,120.00
		Sq. Ft.	Carpet Cleaning - Deep	$ 0.45		$ 0.50		$ -
		Sq. Ft.	Electrostatic Disinfection	$ 0.20		$ 0.22		$ -
			Total		$ 63,674.00		$ 70,041.40	$ 133,715.40
3	MASS TRANSIT	12	Basic Cleaning	$ 1,280.00	$ 15,360.00	$ 1,408.00	$ 16,896.00	$ 32,256.00
2953sqft	Lauderhill Mass Trans.	12	Restrooms	$ 360.00	$ 4,320.00	$ 396.00	$ 4,752.00	$ 9,072.00
	1359 NW 40th Avenue	12	Floors	$ 400.00	$ 4,800.00	$ 440.00	$ 5,280.00	$ 10,080.00
	Lauderhill, FL. 33310	Hourly	Porter (~~535~~ **1095** per month)	**$ 41.34**		$ 45.47		$ -
		4	Pressure Cleaning	$ 120.00	$ 480.00	$ 132.00	$ 528.00	$ 1,008.00
		1	Windows	$ 100.00	$ 100.00	$ 110.00	$ 110.00	$ 210.00
		1	Air Quality	$ 580.00	$ 580.00	$ 638.00	$ 638.00	$ 1,218.00
		12	Cleaning Supplies	$ 240.00	$ 2,880.00	$ 264.00	$ 3,168.00	$ 6,048.00
		12	Paper Products	$ 200.00	$ 2,400.00	$ 220.00	$ 2,640.00	$ 5,040.00
		Sq. Ft.	Carpet Cleaning - Deep	$ 0.45		$ 0.50		$ -
		Sq. Ft.	Electrostatic Disinfection	$ 0.20		$ 0.22		$ -
			Total		$ 30,920.00		$ 34,012.00	$ 64,932.00
4	MASS TRANSIT	12	Basic Cleaning	$ 890.00	$ 10,680.00	$ 979.00	$ 11,748.00	$ 22,428.00
1260 sqft	LAUDERHILL MASS TRANS.	12	Restrooms	$ 224.00	$ 2,688.00	$ 246.40	$ 2,956.80	$ 5,644.80
	4221 NW 12th Street	12	Floors	$ 200.00	$ 2,400.00	$ 220.00	$ 2,640.00	$ 5,040.00
	Lauderhill, FL	4	Pressure Cleaning	$ 50.00	$ 200.00	$ 55.00	$ 220.00	$ 420.00
		1	Windows	$ 50.00	$ 50.00	$ 55.00	$ 55.00	$ 105.00
		1	Air Quality	$ 240.00	$ 240.00	$ 264.00	$ 264.00	$ 504.00
		12	Cleaning Supplies	$ 180.00	$ 2,160.00	$ 198.00	$ 2,376.00	$ 4,536.00
		12	Paper Products	$ 200.00	$ 2,400.00	$ 220.00	$ 2,640.00	$ 5,040.00
		Sq. Ft.	Carpet Cleaning - Deep	$ 0.45		$ 0.50		$ -
		Sq. Ft.	Electrostatic Disinfection	$ 0.20		$ 0.22		$ -
			Total		$ 20,818.00		$ 22,899.80	$ 43,717.80
	Total (1) - Summary, all sites				$ 290,907.00		$ 319,997.70	$ 610,904.70

Janitorial Services - Price Sheets - Large Facilities - Group 4 - Agreement 5
(CBE Reserve)

		Per Hour	Annual	Per Hour	Annual	2 years
Additional Labor:						
Project Supervisor	50 hrs.	$ 25.00	$ 1,250.00	$ 27.50	$ 1,375.00	$ 2,625.00
Site Supervisor	50 hrs.	$ 21.00	$ 1,050.00	$ 23.10	$ 1,155.00	$ 2,205.00
Full Time Service Crew	50 hrs.	$ 21.00	$ 1,050.00	$ 23.10	$ 1,155.00	$ 2,205.00
Part Time Service Crew	50 hrs.	$ 25.00	$ 1,250.00	$ 27.50	$ 1,375.00	$ 2,625.00
Porter Day/Night	50 hrs.	$ 25.00	$ 1,250.00	$ 27.50	$ 1,375.00	$ 2,625.00
Emergency Services Labor:						
Project Supervisor	50 hrs.	$ 30.00	$ 1,500.00	$ 33.00	$ 1,650.00	$ 3,150.00
Site Supervisor	50 hrs.	$ 30.00	$ 1,500.00	$ 33.00	$ 1,650.00	$ 3,150.00
Full Time Service Crew	50 hrs.	$ 35.00	$ 1,750.00	$ 38.50	$ 1,925.00	$ 3,675.00
Part Time Service Crew	50 hrs.	$ 25.00	$ 1,250.00	$ 27.50	$ 1,375.00	$ 2,625.00
Porter Day/Night	50 hrs.	$ 40.00	$ 2,000.00	$ 44.00	$ 2,200.00	$ 4,200.00
"Pass thru" (Services/Materials)			$ 1,000.00		$ 1,000.00	$ 2,000.00
	Total (2)		$14,850.00		$16,235.00	$ 31,085.00
Grand Total - Whole Group **(Total 1 + Total 2)**			$ 305,757.00		$ 336,232.70	$ 641,989.70

NOTE: IT IS AGREED THAT THE MINIMUM WAGE TO BE PAID TO ALL EMPLOYEES, REGARDLESS OF THE NUMBER OF HOURS WORKED, WILL BE THE CURRENT BROWARD COUNTY LIVING WAGE.

YES		**Agree to the above statement.**
NO		**Disagree to the above statement.**

NAME OF COMPANY: MCJ PROFESSIONAL CLEANING SERVICES CORP.

AUTHORIZED PERSON NAME: MARIA WATSON

AUTHORIZED SIGNATURE: Maria Jose Watson

By signing this proposal sheet, your firm is agreeing to the terms and conditions of the invitation for proposal.
All buildings listed in the group must be priced for this proposal sheet to be determined responsive.

AUTHORIZED PERSON TITLE: PRESIDENT **DATE:** 5/13/2021

THIS SHEET MUST BE SIGNED AND MUST NOT BE ALTERED OR REVISED.
ANY REVISION TO THIS SHEET MAY RENDER THE PROPOSAL NON-RESPONSIVE.

Broward County Board of
County Commissioners

MCJ PROFESSIONAL CLEANING SERVICES

AGREEMENT5	Line #	Building	Sq.Ft*	man	superv	DAY PORTER	DAYS	#EMPLOYEES BUILDING	#EMPLOYEES TOTAL
	1	MASS TRANSIT NORTH	35,000	1	1	3	7	6	13
	2	MASS TRANSIT SOUTH	20,900	1	1	2	7	4	
	3	MASS TRANSIT - LAUDERDALE	2,953	1	1	1	7	1.5	
	4	MASS TRANSIT - LAUDERHILL	1,260	1	1	1	7	1.5	

CORP

EVENING 2 EMP 5H + BACKUP1
EVENING 1 EMP 5H + BACKUP1

Broward County Board of
County Commissioners

BLD2121632P1

CERTIFICATE OF LIABILITY INSURANCE

DATE (MM/DD/YYYY)
10/1/2020

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 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 Keyes Coverage Insurance 5900 Hiatus Road Tamarac FL 33321	**CONTACT NAME** David Ragno **PHONE (A/C, No, Ext)** 954-724-7000 **FAX (A/C, No)** 954-724-7024 **E-MAIL ADDRESS** dragno@keyescoverage.com
INSURED 15484 MCJ Professional Cleaning Services, Corp. 1905 NW 32nd St, Bay 6 Pompano Beach FL 33064	**INSURER(S) AFFORDING COVERAGE** / **NAIC #** **INSURER A** Associated Industries Ins. Co. 23140 **INSURER B** Hartford Accident & Indemnity 22357 **INSURER C** Twin City Fire Insurance Company 29459 **INSURER D** Federal Ins Co **INSURER E** **INSURER F**

COVERAGES **CERTIFICATE NUMBER:** 1028428937 **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	
C	**COMMERCIAL GENERAL LIABILITY** [ ] CLAIMS-MADE [X] OCCUR GEN'L AGGREGATE L MIT APPL ES PER: [X] POLICY [ ] PRO-JECT [ ] LOC [ ] OTHER:	Y		21 SBM VK9609	10/1/2020	10/1/2021	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 $ 1,000,000 $ 10,000 $ 1,000,000 $ 2000000/2000000 $ 2,000,000 $
B	**AUTOMOBILE LIABILITY** [X] ANY AUTO [ ] ALL OWNED AUTOS [ ] SCHEDULED AUTOS [X] HIRED AUTOS [X] NON-OWNED AUTOS	Y		21 UEC DE0087	10/1/2020	10/1/2021	COMBINED SINGLE LIMIT (Ea accident) BODILY INJURY (Per person) BODILY INJURY (Per accident) PROPERTY DAMAGE (Per accident) Comp/Coll Deductible	$ 1,000,000 $ $ $ $ 1,000
C	[X] **UMBRELLA LIAB** [X] OCCUR **EXCESS LIAB** [ ] CLAIMS-MADE [ ] DED [X] RETENTION $ 10 000	Y		21 SBM VK9609	10/1/2020	10/1/2021	EACH OCCURRENCE AGGREGATE [ ]	$ 1,000,000 $ 1,000,000 $
A	**WORKERS COMPENSATION AND EMPLOYERS' LIABILITY** Y / N ANY PROPRIETOR/PARTNER/EXECUTIVE OFFICER/MEMBER EXCLUDED? [ ] **(Mandatory in NH)** If yes, describe under DESCR PTION OF OPERATIONS below	N / A		AWC1157880	10/1/2020	10/1/2021	[X] PER STATUTE [ ] OTH-ER E.L. EACH ACC DENT E.L. DISEASE - EA EMPLOYEE E.L. DISEASE - POLICY LIMIT	 $ 500,000 $ 500,000 $ 500,000
D	Crime			8251-2075	3/17/2020	3/17/2021	Employee Theft - Client Premises	100,000

DESCRIPTION OF OPERATIONS / LOCATIONS / VEHICLES (ACORD 101, Additional Remarks Schedule, may be attached if more space is required)
Certificate Holder is listed as Additional Insured for General Liability and Auto Liability when required by written contract.

CERTIFICATE HOLDER

Broward County
115 S Andrews Ave
Fort Lauderdale FL 33301

CANCELLATION 30 Days Notice / 10 Days for Non-Pay

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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MCJ PROFESSIONAL CLEANING SERVICES, CORP.

MCJ & Prestige Professional
Cleaning Services
Phone: (954) 418-6248

1905 NW 32nd Street, Bay 6
Pompano Beach, FL 33064

www.mcjcleaning.com

ENVIRONMENTAL SERVICES POLICY AND PROCEDURE MANUAL

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I. OVERVIEW/GENERAL

A. BASIC INFECTION CONTROL

What do we mean by Infection Control?

Because so many of the residents of a healthcare facility have weakened defenses and are more prone to getting sick, it is important that the employees use extra care to maintain as sanitary an environment as possible. By protecting the residents from any harmful germs, the employees are also protecting themselves. There are five ways to transmit bacteria that can cause infection:

1. Direct contact with an infected person.
2. Indirect contact with inanimate objects contaminated by an infected person.
3. The inhalation of airborne dust or droplets contaminated by an infected person.
4. Spread through insects.
5. Inoculation.

Some things to remember:

1. Use an effective quaternary germicidal solution along with systematic cleaning of all rooms and bathrooms.
2. Expose all surfaces to the chemical agent. Anything short of actual contact is insufficient.
3. Always dilute properly -- too little will be ineffective; too much will be wasteful.
4. Never use a chemical on any surface until its safety for that purpose has been determined.
5. Since chemicals are liquid and could be swallowed, label all bottles with contents, ingredients, and antidote.
6. Do not clean or work around food while it is being served.
7. Change water often. Failure to do this will result in cloudiness and sedimentation, which will lessen the effectiveness of the germicidal solution.
8. Schedule and complete routine cleaning of closets and drawers to eliminate insect breeding grounds.
9. Follow all isolation procedures for linen and laundry.
10. Schedule and hold regular in-service meetings for the department. The manager should be an active member of the Infection Control Committee, if one is established at the client's facility.
11. Design linen and laundry procedures prevent cross-contamination.
12. Schedule and receive initial chest x-ray or tine tests to detect any communicable disease in our staff.
13. Use hand sanitizer and wash your hands frequently. It is a good practice to wash your hands after cleaning because the disinfecting agents remain active on the skin.

14. Make sure all equipment is kept clean so that it is not a breeding ground for germs.

B. EMERGENCY/DISASTER JOB ASSIGNMENTS

Policy:
Personnel will be assigned specific tasks to perform during emergency/disaster situations.
Procedure:

1. Department supervisors are responsible for assigning their respective employees to specific tasks during emergency/disaster situations.

2. Require all newly hired personnel to attend an orientation class regarding fire safety and disaster preparedness plans. Periodic in-service training classes will keep all personnel informed of changes in fire safety and disaster preparedness plans, as well as any changes in job assignments.

3. In addition to orientation and in-service training classes, conduct periodic drills to assist personnel in performing their assigned tasks.

4. Janitorial Services is responsible for:

a. Turning off all electrical equipment;
b. Turning off any equipment with blower fans;
c. Removing all equipment from hallways, resident rooms, etc. (store in janitorial/utility room);
d. Closing all doors and windows to storage and supply rooms; and
e. Reporting to the person in charge for assignments.

5. The Laundry Department is responsible for:

a. Turning off all washers and dryers;
b. Turning off all electrical and gas equipment;
c. Turning off any equipment with blower fans;
d. Removing all equipment from hallways, resident rooms, etc. (store in linen room);
e. Closing all laundry chute vents;
f. Closing all doors and windows to linen rooms, storage areas, and laundry room; and
g. Reporting to the person in charge for assignments.

C. HAZARDOUS AREAS

Policy:

All hazardous areas to be serviced by our teams will be identified with appropriate precautionary signs.

Procedure:

1. All **hazardous areas** to be serviced by us will be so designated. They will be identified on floor plans posted throughout each facility.

2. **Hazardous areas**, such as power rooms, boiler rooms, oxygen or other flammable liquids, storage rooms, etc., shall display "**No Smoking**" signs.

3. **Smoking shall be prohibited** in all hazardous areas.

4. **Smoking** shall be prohibited in any area bearing a "**No Smoking**" sign without exception. Violators will be disciplined in accordance with established personnel policies and smoking regulations.

D. SAFETY OVERVIEW FOR JANITORIAL AND LAUNDRY SERVICES

General:
Safety is unique in that it is measured not by its level of success, but more often by its failure; that is, the frequency and severity of accidents and injuries.

JANITORIAL:
Most of the responsibility for maintaining a safe and healthy environment rests with our teams. Every day, we must deal with the safe storage of materials. Without a well-trained Environmental Services team, the opportunity for fire, accident, injury, or infection is greatly increased.

When a janitorial situation arises that could cause an accident, report it immediately to the Janitorial Supervisor unless immediate corrective action is required to avoid a hazard. During hours when janitorial personnel are off duty, either the maintenance staff or the nursing staff should take responsibility for cleanup.

Make janitorial employees aware of their own safety responsibilities. These include:

1. Safe use of the equipment provided;

2. Knowing and understanding the safety rules and regulations applicable to the Environmental Services Department, as well as other departments; and

3. Watching for hazards and reporting them.

Electrical Equipment:

1. Handle electrical power equipment only with dry hands.

2. Before cleaning, always unplug power equipment and only after switching off the equipment.

3. New personnel must demonstrate the ability to use cleaning equipment before being permitted to operate it in a resident area.

4. Supervisors must provide "hands on" training with new employees so as not to disturb residents. This is especially important when showing employees how to use major equipment (e.g., side-to-side floor machine or burnisher).

Chemical Cleaning Agents:
Use only the specified type and amount of chemical for specific jobs. Excessive quantities or the wrong type of chemical may cause problems such as skin irritation, respiratory problems, fire, and wasted supplies.
Do not mix cleaners. Some mixtures may procedure hazardous or violent reactions. For example, chlorine bleaches mixed with substances such as vinegar, toilet bowl cleaner, or ammonia will produce chlorine dioxide, which is extremely toxic. Such "thirsty" chemicals as lye may react violently with water. Pouring water into acids or alkalis may cause a splash or spray. The mixing of acids and alkalis may produce a violent reaction.
Personnel are required to use the proper personal protective equipment when dealing with chemicals.
Trash Disposal:
Every day, our clients generate trash in large amounts that require constant removal. Fire-resistant trash receptacles should be placed by each resident bed, at all nursing stations and offices, and throughout the BUILDING(S). Trash receptacles should be in areas where visitors will have access to them. Containers should be cleaned and disinfected daily and should be small and light enough to empty easily.
Personnel who collect trash and dispose of it should practice the guidelines listed below:

1. Wear gloves and all other required personal protective equipment.

2. Never dig into a wastebasket. Close plastic liners securely before transferring a wastebasket's contents to collecting receptacles. Grasp wastebasket by the sides and tip to let contents fall into the receptacle.

3. Dispose of broken glass so that no one is harmed during any stage of the waste-handling process. A separate container labeled "Glass Only" is helpful. Fluorescent tubes should be broken into covered containers.

4. Do not assume that other departments have disposed of their trash properly. Take all precautions necessary when handling trash.

5. Do not collect trash in areas where food is being prepared or served, in resident's rooms during meal times or at any time that would disturb the delivery of resident care.

Remove trash from the BUILDING(S) frequently and before trash receptacles overflow. Carry or wheel away large bags; do not put into trash chutes where they could jam and ignite. Make large carts used to transport trash "Trash Only" and have a lid or cover.

Laundry:

1. The Laundry Department is responsible for the safe and proper collection, cleaning and distribution of linens within the BUILDING(S).

2. The soiled linen sorting and washing area in the laundry should be separated from the clean linen processing area, from resident rooms, from areas of food preparation and storage and from areas in which clean material and equipment are stored.

3. Arrange and operate the laundry area so that work flow and pathways for transporting clean linen and soiled linen are separate to minimize the possibility of contaminating clean linen.

4. Train employees on each piece of equipment before they are allowed to operate it. Employees should do a quick preventive maintenance check of all equipment at the end of each shift. Take care when working behind large washers and dryers. Carefully change chemicals in 5-, 10-, or 15-gallon drums to avoid stains or sprains when lifting or moving containers.

5. To prevent injuries to laundry employees, equipment should be maintained and inspected regularly.

6. Wear proper personal protective equipment, gloves, glasses, and aprons when working with both soiled and clean linen.

Clean lint traps and screens in each dryer on a regular basis. In addition, kitchen mops and rags, or any type of wet mop or rag, never dry in the machine. Air dry wet mops or rags. (*See* Cleaning of Mops and Rags.)

Equipment Safety:

Attention to equipment and care in handling it contribute to the safety of everyone in the BUILDING(S). The reminders listed here are suitable for posting in work areas:

1. Read the instructions that accompany a new piece of equipment before using it.

2. Carry portable equipment such as a mop or broom close to the body to avoid injuring anyone.

3. Place equipment out of the way. Never permit it to block exits, fire doors, fire extinguishers, fire hoses, cabinets, stairwells, or elevators.

4. Clean equipment after use. Turn buckets upside down to dry thoroughly. Mops and cleaning cloths should be changed each shift.

5. Keep equipment in good repair; tighten nuts and bolts and repair or replace broken parts.

6. Report broken equipment immediately, remove it from service and label the equipment as defective until repaired. Do not put broken equipment in a storage area containing operable equipment.

7. Make sure electrical equipment is in working order and is grounded when in use. Do not use adapters. When using electrical rotary cleaning machines on wet floors, make sure all wiring and connection are sound.

8. Wear rubber soled shoes to prevent slipping.

9. Do not clean ramps with power equipment.

10. Make sure an adequate number of various sizes of ladders are available and in good repair. Set ladders firmly in position and never stand on the top two rungs or steps. Do not use chairs, tables, or other furniture as stools or ladders.

11. Be aware of the "lock out, tag out" policy and how and when it should be used.

Floor Care:

1. Make sure corridors, aisles, and passageways are clear at all times.

2. Mop up fluids, including rain and snow, near doorways immediately.
3. Determine the nature of spills and clean them accordingly. Display "Wet Floor" signs prominently when floors are washed, waxed, sealed, or stripped.
4. Mop areas so that there is a dry passageway. Half of a corridor should always be free for traffic. All equipment should stand in the section being cleaned.
5. Make sure wet areas are marked. Place "Wet Floor" signs at the beginning, middle, and end of the section being mopped. Display such signs when floors are being washed, waxed, sealed, or stripped.
6. Before leaving a work area temporarily, remove water pails from floors or stairs, secure equipment, and pull out all plugs.
7. Schedule floor care in heavy traffic areas to correspond with periods of least traffic and clean only a small section at a time.
8. Maintain floors on a schedule to prevent floor finish buildup.
9. After floors have been cleaned, return any moved furniture to its **original location**. Make sure that all bed casters are locked. Incorrectly placed beds may lead to mistaken identification of residents. Relocation of other furniture may cause tripping hazards.
10. Wear rubber footwear when stripping and refurbishing hard surface floors.
11. Put down absorbent walk-off runners at the point where freshly shampooed carpeting joins a hard surface floor, so slippery shampoo residue can be removed from shoes.
12. During wet weather, put rubber mats or runners near entrances.
13. Clean any blood spills immediately.
14. OUR CLIENT'S staff and residents must be aware of a wet hallway floor when exiting a room or turning a hallway corner. Wet floor signs MUST be displayed. Verbal warnings will also help others to avoid an accident.

Equipment Cart:

Equipment carts are designed to expedite work, so they should be kept ready for use with every item in its prescribed place.

1. Load equipment and supplies on the cart in the prescribed order.
2. Move the cart carefully in corridors, keeping to the center and looking ahead.
3. Move carefully when approaching corridor intersections, stairways, elevators, and groups of people. Move carefully on ramps.
4. Pull, DO NOT PUSH, the cart through swinging doors.
5. Keep hands away from the sides of the cart when pulling it.
6. Never leave the cart, equipment, or supplies in a position where someone could bump into or trip over them.
7. Report repair requirement immediately.
8. Never ride on the cart or permit others to ride on it.
9. When cleaning a resident's room, do not leave the cart in the hallway; pull the cart into the resident's room.
10. Never leave chemicals unattended on carts.
11. Safety glasses and gloves are available for use in all departments.

E. STORAGE AREAS

Policy:
Janitorial and laundry department storage areas shall be maintained in a clean and safe manner.
Procedure:

1. Keep all Janitorial and laundry storage areas free from accumulation of trash, rubbish, oily rags, paper, etc., at all times.
2. Do not store flammable liquids, combustible gasses, etc., in areas where intense heat or open flame devices could cause them to ignite. Store in an approved cabinet, vented to exterior of building.
3. Store cleaning supplies, etc., in areas separate from food storage rooms according to label instructions.
4. Do not store gasoline within the facility at any time.
5. Store oily rags, etc., in metal containers with tight-fitting covers.

F. CHEMICAL USE -- GENERAL GUIDELINES

The chemicals and products used by Sub-Acute Services are safe when used in the proper dilution ratio and with the proper safety precautions.
This review will introduce the new employees to the use of chemicals, stressing an awareness of the environment in which the employee is working. For example, chemical mist may not pose a problem for a Light Housekeeper but may pose serious health risks for residents in the area.
The Environmental Services/Janitorial Director must emphasize that **no** chemicals or products from employees' homes can be brought to work for use on the units.

II. AN INTRODUCTION TO CLEANING PROCEDURES

A standardized, systematic approach to cleaning is the key to the success of the department. Every aspect of our performance is based on our staff knowing and following proper cleaning techniques.
Areas affected by standardized cleaning procedures:

1. Quality Level: True long-term quality levels can only be reached and maintained through proper technique.
2. Training: A consistent training program is based on standardized cleaning procedures and orientation of new employees.
3. Infection Control: Standard precaution is the most standardized approach to cleaning and disinfection. Refer to Infection Control Manual.
4. Safety: Standardized training of all employees on routines and techniques keeps the work place environment safe and accident free.

A. ASHTRAYS

Policy:
Most of our clients have very strict non-smoking rules; however, should a client allow smoking on their premises, we will provide the necessary janitorial service to keep the area clean.
Procedure:

1. Empty and clean ashtrays daily and as needed.

B. BATHROOMS, GENERAL GUIDELINES

Policy:
Bathrooms shall be maintained in a clean and sanitary manner and shall be cleaned daily.
Procedure:

1. Clean bathrooms, including showers, whirlpools, century baths, commodes, etc., daily in accordance with established procedures.
2. Daily bathroom cleaning includes:
    a. Emptying waste receptacles;
    b. Servicing toilet paper holders;
    c. Servicing and cleaning soap dispensers;
    d. Servicing and cleaning towel dispensers;
    e. Dusting windowsills, ledges, etc.;
    f. Cleaning walls, mirrors, pipes, shelves, etc.;
    g. Cleaning partitions, wash basins, commodes, etc.;
    h. Polishing fixtures; and
    i. Sweeping, mopping, and scrubbing floors.

C. BATHROOMS -- LAVATORIES, OR SINKS

Introduction:
Lavatories are in constant use. They must be cleaned frequently to keep them up to facility standards. Because of infectious material washed from hands, this cleaning must be thorough.
Procedure:

1. Don disposable gloves.
2. Dampen one cloth and apply germicidal detergent solution or cleanser to cloth.

NOTE: Do not use an excess amount of cleaning product. Do not use caustic cleaner on porcelain bowls.

3. Clean all nickel surfaces, including faucets, valves, stoppers, and stopper chain. Clean both the inside and outside of the sink. Be sure to clean the underside of the rim above the overflow opening.
4. Rinse cloth in running water.
5. Use fresh cleaning material.
6. Clean overflow drain opening. Folded cloth or wedge covered with a cloth can be used. Be sure to clean (a second time) the underside of the rim above the overflow opening.
7. Rinse cloth in running water.
8. Rinse both porcelain and nickel surfaces with the wet cloth.
9. Dry and polish all nickel and porcelain surfaces with a dry cloth.
10. Dust all exposed pipes below the basin with a dry cloth. Polish all nickel pipes (if applicable).
11. Remove gloves.
12. Wash hands.

D. BATHROOMS -- TOILETS, AND URINALS

Introduction:
A clean toilet has no odor. Spotless cleanliness is a must inside and outside the bowl.
Procedure:

1. Don gloves.
2. Assemble equipment.
3. Flush toilet or urinal.
4. Sprinkle bowl cleanser inside bowl or wash inside bowl with swab saturated in germicidal detergent solution. Cover entire inside of bowl with bowl cleanser or germicidal detergent. Allow to stand.
5. Wash and dry outside of bowl. Use clean cloths. Clean adjoining pipes, seat hinges, and all around base of bowl.
6. Scour inside of bowl. Use long-handled brush kept in antiseptic solution.
7. Rinse by flushing toilet.
8. Replace brush and swab in antiseptic solution.
9. Clean equipment and store.
10. Remove gloves.
11. Wash hands.

E. BATHROOMS -- TOOLS AND PROCEDURES

Tools Needed:

Bucket and wringer
Cart
Disinfectant
Dust brush
Dust mop
Dustpan
High duster
Johnny mop
Three spray bottles: (a) Disinfectant
(b) Glass
(c) Cleaner, deodorizer
Plastic trash bags
Rags
Scraper
Sponge
Three pails
Toilet tissue
"Wet Floor" sign
Paper towels

Procedure:

1. Each housekeeper must announce him/herself before entering to clean.
2. Don gloves and follow the seven-step method:
   a. Dry steps:
      i. Pull trash: Wipe can and, if necessary, replace the liner.
      ii. Fill dispensers: Soap, paper, etc.
      iii. Dust mop: Pick up trash; use dust mop before using water in the room.
   b. Wet steps:
      i. Sanitize: Sinks, light, mirror, sink fixtures, pipes.
      ii. Sanitize: Commode, tank, bowl, and base. Use brush for inside of bowl.
      iii. Spot clean: Walls, partitions, light switches.
      iv. Damp mop: Start in far corner. Get behind commode, move trash can, mop out the door. Use "Wet Floor" sign when finished.
      v. Use harsh chemicals, like cleanser or bowl cleaner, sparingly.
3. Use different cloths to clean washroom than those used in resident's room.
4. Clean glass and chrome with the proper cleaner, then polish with glass cleaner and paper towel.
5. Clean vents.
6. Take care when mopping around commode.
7. Do not leave a lot of "extra" paper products on counters or sinks.
8. Remove gloves.
9. Wash Hands

NOTE: Proper cleaning technique prevents the spread of infection.

F. BROOMS, HAIR PUSH BROOMS (BRUSHES)

Introduction:
Dirty brooms deposit more soil than is removed. Maintaining floors with clean equipment saves time and effort.

Procedure:

1. Bring broom to hopper room.
2. Shake over newspapers or waste receptacle.
3. Remove hair and lint with comb or wire brush.
4. Wash when necessary.
5. Hang with bristles off floor.
6. Change handle into other hole in head every week. This equalizes wear on bristles and prolongs the life of the broom.

G. CARPET -- BONNET BUFFING

Procedure:

1. Fill bucket with warm water and shampoo solution.
2. Soak bonnet pad in solution.
3. Wring out bonnet so it is not soaking wet.
4. Place bonnet on carpet.
5. Place side-to-side machine directly on bonnet.
6. Pass over area to be cleaned in a crisscross motion.
7. Flip bonnet as one side becomes dirty.
8. Wash bonnet before first use and after every use.
9. Bonnet will pick up surface direct that vacuuming may leave behind.
10. Do not use the same bonnet when switching to a different colored carpet.
11. Do not soak carpet.

Remember: The bonnet must be wet enough to turn on the pad and move across the carpet but not so wet that it soaks and stains carpet.

H. CARPET -- SHAMPOO AND EXTRACTION

Procedure:

1. Use this procedure in heavy traffic/heavily soiled areas:
    a. Attach tank to side-to-side.
    b. Fill tank with shampoo solution.
    c. Shampoo is dispensed through shampoo block to carpet.
    d. Wet enough area so machine with block can move over carpet.
    e. Make several passes over area.
    f. Use extraction to pick up shampoo solution on carpet.
2. Extraction may be a process by itself:
    a. Jets in front of machine fire solution into carpet.
    b. Extraction follows immediately to pull shampoo and dirt from carpet.
    c. Defoamer may be necessary in extractor to keep soiled shampoo solution from backing up in machine.

Safety Issues:

Be aware of safety issues:

1. Do not stretch cord across hall or open common areas.
2. Always use "Wet Floor" signs -- especially where carpet meets a tile floor.

I. CERAMIC/GLAZED TILE

Policy:
Walls of shower rooms, utility rooms, bathrooms, etc., are often made of ceramic or glazed tile. Careful washing and drying prevents streaking of these walls. Cleaning is done monthly.

Procedure:

1. Assemble equipment.
2. Prepare solution and rinse water. Use appropriate cleaning solution for the surface.
3. Rub with clean cloth, sponge or chamois wrung partially dry from solution. Use a grout brush to clean between tiles if needed. Avoid splashing and dripping.
4. Rinse with clean cloth, sponge or chamois wrung partially dry. Avoid splashing and dripping. Change water frequently.
5. Dry the surface. Use a clean, lint-free cloth.
6. Clean equipment and store.

Additional Information:

1. Use cleaning solution depending upon surface.
2. Avoid splashing and dripping.
3. Change water frequently.
4. Use clean, lint-free cloth.

J. CHEMICAL USE -- JANITORIAL AND LAUNDRY DEPARTMENTS

The chemicals used by Marblehead Services' employees are never dangerous when used in the proper dilution ratios for their intended purposes. However, if a resident were to swallow a chemical or a janitorial employee were to accidentally spray him/herself in the eye, adverse reactions can and will occur. Always follow these guidelines:

1. Never use a chemical for something other than for what it is intended.
2. Always make sure that all bottles have proper labels. If they are not labeled properly, report it immediately to the department manager.
3. Avoid using old bottles for new chemicals. Even though the bottle may appear dry, a residue of the previous chemical often remains and could cause a chemical reaction.

Caution: NEVER mix chemicals.

4. Each janitorial cart has a lockbox. Store all chemicals in the lockbox. **DO NOT leave a cart unattended.** Store cart properly while on break.
5. If chemicals are left in the janitor's closets, the door must be locked.

K. CLEANING SCHEDULES

Policy:
Cleaning schedules shall be developed and implemented to ensure that our facility is maintained in a clean and comfortable manner.
Procedure:

1. Develop and implement cleaning schedules to ensure that each area of our facility is maintained in a safe, clean, and comfortable manner.
2. Post cleaning schedules in each utility room or designated area, and a copy must be available in the department director's office.
3. The Janitorial Supervisor will be responsible for ensuring routine cleaning schedules are adhered to.

L. CUBICLE CURTAINS

Procedure:

1. Examine curtains while cleaning resident's room or at discharge.
2. Be sure netting at top of curtain meets code.
3. If curtain is stained, dirty, or torn, notify Maintenance Department immediately for replacement.
4. If curtains are off hooks, notify Maintenance Department for reattachment.

Cleaning Curtains:

1. Treat stained area with pre-soak.
2. Wash on mild cycle with short extract. **Do not over-extract**.
3. Allow curtains to air dry. Never put cubicle curtains in dryer.
4. Cubicle curtains shall be washed semi-annually or as needed.

Note: Cubicle curtains must be fire retardant. Special care must be taken when washing.

Additional Information:

1. Squares of netting cannot be too large or they will allow smoke through.
2. Curtains must reach completely around bed.
3. Curtains should not touch floor.
4. Curtains hanging damp will become free of wrinkles (from their own weight).

M. DRAPERIES

If draperies are dirty, Maintenance Department will remove the draperies, and we will wash on site; however, if the draperies are dry-clean only, we will send the draperies out to be cleaned. Once the draperies are returned, Maintenance Department will re-attach.

N. DRINKING FOUNTAINS

Introduction:
The purpose of cleaning drinking fountains is to maintain cleanliness, control bacteria, and improve appearance.

Procedure:

1. Wet surface thoroughly with water.
2. Sprinkle small amount of cleaning agent on sponge or cloth and wash fountain and fixtures.
3. Use fountain brush to clean hard-to-get-to areas around faucet fixture.
4. Rinse thoroughly and wipe outside of fountain with sponge.
5. Do not drip water on floor.
6. Be sure to eliminate all water spotting to improve appearance.
7. Wipe dry.
8. Inspect.

O. STAINLESS STEEL DRINKING FOUNTAINS

Introduction:
The purpose of cleaning stainless steel drinking fountains is to maintain cleanliness, control bacteria, and improve appearance.

Procedure:

1. Make wash solution.
2. Wash surfaces of fountain thoroughly with sponge and solution.
3. Do not drip solution on floor.
4. Do not use cleanser on stainless steel.
5. Use fountain brush to clean hard-to-get-to areas around faucet fixtures.
6. Rinse with water.
7. Wipe dry.
8. Inspect.

P. DUSTING FURNITURE AND EQUIPMENT

Introduction:
The purpose of dusting is to protect furniture finish, to remove soil, and to improve appearance.
Procedure:

1. Assemble equipment and fill pail with tepid water. Add germicidal detergent.
2. Wet cloths and then wring solution out so that cloths are as dry as possible. Keep cloths clean by washing them frequently.
3. Dust all surfaces (except varnished surfaces) with damp cloth and dry with dry cloth.
4. Dust all varnished surfaces with a dry cloth or a cloth treated with polish.
5. Dust with the gain of the wood. Fold cloth and refold to continuously maintain a fresh cleaning edge. Change cloths frequently.
6. Clean equipment and store.

Q. ELEVATOR

Introduction:

Elevators give the first impression of a facility. **Keep Clean!**

Procedure:

1. Clean elevators during a time of day when traffic is at a minimum.
2. Use a portable vacuum to clean tracks. If dirt will not come out with a portable vacuum, spray solution on tracks and use a brush, rage, or scraper to clean.
3. Polish tracks with glass cleaner.
4. Wipe down panels with glass cleaner. Also wipe "button plate", handrails, and elevator walls.
5. Remove light covers to remove trash and debris. Wipe covers.
6. Dust mop floor.
7. Damp mop floor.

Note: The service elevator will need more attention than passenger elevator.

R. ELECTROSTATIC SPRAYING

Introduction:

We use electrostatic spraying devices to disinfect large spaces or oddly-shaped surfaces with hard-to-reach or often overlooked areas.

Procedure:

1. The optimum sprayer distance is 4–6 feet (1.22–1.83 m) from surface being sprayed.
2. Spray in an "S" like fashion from top to bottom of surface areas
3. Start at opposite end of room & progress toward the door to avoid walking through spray pattern & touching sprayed surfaces
4. Utilize extension wand for better control and reduce amount of back-spray on the handle and user.
5. Maintain proper grip of handle to ensure contact to grounding strip on trigger.
6. Hands should remain dry during operation.
7. To reduce any static build up in the user, the user's free hand should be used to touch grounded surfaces that have not been sprayed (e.g. metal components of adjacent equipment).
8. Clean and story daily:

- All users should follow safe cleaning practices to protect themselves from harmful exposure when cleaning the sprayer.
- Review chemical Safety Data Sheet for how to secure and store your chemical solution when not in use.
- Remove all chemical from tank and flush with water.
- Spray water through each nozzle size for at least 30 seconds.
- Cleaning nozzle: If nozzle becomes plugged, soak in hot soapy water and blow pressurized air through to remove blockage .

S. FLOOR CARE

Policy:
Floors shall be maintained in a clean, safe, and sanitary manner.
Procedure:

1. Mop, clean, and/or vacuum all floors daily in accordance with established procedures.
2. The Janitorial Director shall maintain floor-cleaning procedures.
3. Direct inquiries concerning floor care to the Janitorial Director.

T. FLOOR MACHINE (AUTOMATIC)

Introduction:
The purpose of cleaning electric or battery-operated equipment is to maintain efficient performance.
Procedure:

1. Disconnect floor machine or turn off motor switches. Adjust cord in holder (if electric).
2. Stop and raise brushes and squeegees. Never run machine with scrub brushes down unless solution is used.
3. Take to designated cleaning areas. Turn on the master switch of the self-propelled machines to move it. Be sure to turn it off again before starting to clean it.
4. Remove and place brushes in hopper.
5. Drain tanks thoroughly.
6. Rinse brushes and tanks with hot water.
7. Hang brushes to dry. Do not leave brushes standing with bristles down. Leave tank lids open to air.
8. Wipe inside of tanks and outside of machine.

U. BUFFING OR SCRUBBING MACHINE

Introduction:
The purpose of cleaning electric equipment is to ensure efficient operation.
Procedure:

1. Disconnect machine. Adjust cord in holder.
2. Remove brushes. Never transport machine with brushes attached.
3. Take to designated location.
4. Place brushes in hopper or pail.
5. Rinse with hot water.
6. Prepare solution with detergent using hot water.
7. Wash by agitating in solution.
8. Rinse with hot water.
9. Hang to dry. Do not leave brush lying with bristle side down. Hang up on handle of machine, if convenient.
10. Wipe outside housing of machine clean and dry.

V. FLOORS -- USING AUTOMATIC FLOOR MACHINE

Procedure:

1. Dust mop common area or hallway to be done.
2. Fill auto scrubber with germicide solution.
3. Apply small amount of solution on floor through front of scrubber.
4. Brush will work solution into floor.
5. Squeegee will collect solution.
6. Extraction will draw solution back into machine.
7. If machine is used to "light strip", use super amino in mild solution.
8. Follow steps 1-6 when "light-stripping" floors.
   Note: Use auto scrubber in long halls or wide open common areas.

W. FLOORS -- BUFFING ROOMS AND/OR HALLS

Procedure:

1. Dust mop and damp mop area to be buffed properly.
2. Use scraper to pick up trash/debris.
3. Resident Rooms:
    a. Move furniture in room side-to-side to create space.
    b. Spray fine mist of spray buff.
    c. Use high-speed machine with pad to work spray buff into tile.
    d. Buffing remove top surface of dirt and old wax.
    e. Extra time spent working on scuffs and scratches will repair floor.
    f. Dust mop after buffing.
4. Halls/Common Areas:
    a. Spray mist in center of area to be buffed. Work in with appropriate pad and machine.
    b. Stay away from baseboards.
    c. Dust mop area after buffing.
5. Clean machine and pads after use. Change pad as build-up begins.

Safety Issues:

1. Be aware of safety issues when buffing.
2. Never stretch cord across hallway.
3. Use "Wet Floor" signs if necessary to alert people to work area.
4. Do not spray directly over machine as spray buff may settle on housing unit and drip into motor.

X. FLOORS -- BURNISHING WITH SPRAY BUFF

Description:

Any floor machine that rotates at over 1000 rpm is considered a burnisher. A burnisher moves in a forward and backward motion as opposed to side-to-side.

Procedure:

1. Dust mop and damp mop area to be burnished properly.
2. Use a scraper to pick up debris.
3. Start the burnisher with the pad off the floor.
4. When turning a burnisher, lift the machine to take pressure off of the pad.
5. Halls/Common Areas:
    a. Mop or use spray buff.
    b. When dry, move the burnisher forward and backward over the area.
    c. Use proper pad and change regularly. Do not launder pads.
    d. Clean pads when finished by brushing with inside ring of new pad.
    e. Dust mop when done.
6. Rooms:

a. In tight spaces: apply a 3" line of spray buff product.
b. Move forward and back with burnisher.
c. Complete three or four rooms with one application.
d. Dust mop after burnishing.

Notes:

1. Most often, burnishers have the following rotation speeds of 1500, 1600, or 2000 rpm.
2. Most commonly used pads are natural hair, tan burnisher, rubberized super speed pad, or Coco pad.

Y. FLOORS -- SCRUB TILE AND REFINISH

Tools Needed:

Dust brush
Dust pan
Scraper
Side-to-Side
"Wet Floor" signs
Three mop handles
Three Buckets:
(a) Light Strip Solution
(b) Rinse
(c) Finish

Dust mop
Mop heads
Sponge
Steel wool
Wet vac
Tape
Three Pads:
(a) Black
(b) Green
(c) Blue

Procedure:

1. Choose an area to be scrubbed.
2. Assemble equipment.
3. Move furniture. Try to move furniture completely out of area.
4. Tape-off adjoining rooms.
5. Scrub Floor:
    a. Try to remove a few coats of debris and finish and get down to a clean base.
    b. Dust mop area.
    c. Always put a fresh finish on floor.
    d. Do not make the solution so strong that it eats through all of the finish.
    e. Lay a light coat of the solution along baseboard.
    f. Do not scrub down too far.
    g. Lay a light strip of solution in the center of the area.
    h. Use a lighter pad for scrubbing.
    i. Remove two coats.
    j. Keep solution wet.
    k. Use a wet vac to pick up solution.
6. Refinish:
    a. Put a plastic liner in a bucket and then fill with finish.
    b. Use clean mop to lay two or three coats of fresh finish on top of base.
    c. Never pour unused finish back into container.
    d. Let finish dry completely between coats.
    e. Replace furniture.
    f. Clean equipment.
    g. Wash hands.

Z. FLOORS -- STRIPPING AND REFINISHING

Tools Needed:

Black pads
Dust brush
Dust mop
Floor Finish
Rags
Sealer
Sponge/cloth
Three mop handles
Walk-off liner
Wet vac
Stripper or rinseless stripper
Tape
Dust pan
Plenty of mop heads
Scraper
Side-to-side machine/block
Steel wool
Two wringers
"Wet Floor" sign

Three Buckets:

(a) One filled with hot water/stripper
(b) One filled with clean rinse water
(c) One lined with a plastic bag (used with floor finish)

Procedure:

1. Choose a method for stripping the area.
2. Move furniture. If possible, move all furniture to a completely separate area. If not possible, move furniture to half of room while stripping the other half.
3. Assemble equipment.
4. Dust mop area and use scraper to pick up debris.
5. Tape off entrances to rooms adjacent to the area to be stripped.
6. Specific types of strippers:
    a. Amino stripper:
        i. Prepare bucket with stripper solution. Use hottest water available to mix super amino.
        ii. Strip about 1 foot from baseboard.
        iii. Use baseboard brush or steel wool.
        iv. Do not splash solution on baseboard.
        v. Use scraper for corners and edges.
        vi. Apply solution with mop.
        vii. Cover 800 sq. ft. to 1000 sq. ft.
        viii. Let the solution sit so it can begin to work.
        ix. With side-to-side machine, go over area with black pad.
        x. Change pad as it cakes up.
        xi. Crisscross the area to be sure all "high" spots are stripped.
        xii. Keep area wet with solution.
        xiii. Use wet vac to pick up solution.

b. Rinseless:
    i. Apply solution to floor.
    ii. Do not use extremely hot water, as it will evaporate too rapidly.
    iii. As the solution begins to work, carefully remove wet solution with wet vac.
    iv. Be sure not to splash solution on baseboards.

7. The remaining steps are identical no matter what stripping solution is used:
    a. Wipe baseboards while splashes of solution are wet. Do not allow splashed solution to dry.
    b. Do no lay more solution at one time than can be used -- it will start to dry.
    c. Apply more solution to keep floor wet or to avoid going back to an area only to remove dry solution.
    d. Rinse floor with clean water after wet vac.
    e. Rinse floor as many times as necessary to get all film off of the floor.
    f. When changing rinse water, always rinse the dirty solution out of the mop.
    g. Stock plenty of clean mop heads to change while rinsing.
    h. If needed to remove film, use the side-to-side machine with a dry black pad. Run the dry black pad over the area. It will pick up all excess film.
    i. Always apply finish on the floor after it has been stripped. Never leave the floor bare.
8. Refinishing:
    a. Before any finish is applied, run one hand over the tile. If a chalky film residue is discovered, do not apply finish. Rinse again.
    b. Once the floor is clean, choose a finish, use a Rayon mop head and begin.
    c. Do not coat the edges until the last coat.
    d. Each coat must be completely dry before applying the next coat. All floors need six to eight coats of finish.
    e. Use stain-resistant sealer (if sealer is being used).
    f. Do not wax baseboard. Apply each successive coat of finish in the opposite direction of the previous coat.
    g. Use thermal-based finish if the surface undergoes regular burnishing.
    h. Use an 18% to 25% finish if the surface will be buffed.
    i. Finish should be poured into a lined bucket, not directly into bucket. Do not pour unused finish back into container.
    j. Replace all furniture in original positions.
    k. Clean equipment.

AA. GENERAL CLEANING RECOMMENDATIONS

1. Do not use dirty mops. We only use micro-fiber mopping systems, and we change mop heads after every room.
2. Keep freshly laundered mop heads and cloths clean by storing them in a covered plastic container (use a separate covered plastic container for dirty mop heads).
3. Mopping done as a wet process is most effective in killing germs. No buckets are to be used, and the mop should carry an adequate amount of solution to the floor.
4. Dry mopping is not recommended in resident rooms or food service areas.
5. Do not guess at how much germicidal detergent to use. Follow directions carefully on the container. Measure carefully using recommended dilutions.
6. Never return used portions of floor wax or cleaning solutions to their original containers.
7. Clean and store maintenance tools properly. Machine brushes should be disinfected daily and hung on the wall.
8. Empty and clean vacuum cleaners and other machines daily. Wipe them off with a cloth dampened with germicidal detergent solution. Launder and disinfect vacuum cleaner filter bags daily.
9. Clearly label all containers of cleaning products to avoid mistakes.
10. Polish floors immediately after they have been disinfected by the wet cleaning process.
11. Ensure certain polishing brushes and pads are disinfected before use.
12. Disinfect buckets used to contain cleaning solutions and floor finishes, rinse, and dry before storing. Put wringers or mop presses in the release position when not in use.
13. Do not apply excessive amounts of floor finish. Follow the manufacturer's instructions carefully.
14. Adhere to facility-cleaning frequency schedules are adhered to.

BB. JANITORIAL CART -- STOCKING

Procedure:

1. Lock box: **Always** start with clean cart with a lock box. Store chemicals in the lock box when not using them.
2. Top shelf:
    a. Three pails with rags. Keep rags and solution in these pails separate (**never** use the same rag to clean). Use rags separately for cleaning:
        i. Rooms;
        ii. Commodes; and
        iii. Sinks/sink fixtures.
    b. Properly labeled spray bottles.
3. Middle shelf: Plastic and paper products. Do not carry more paper products on the cart than needed for one shift.
4. Long bottom shelf:
    a. Proper sized mopping system for Light Janitor.
    b. Dust mop.
5. Hang dustpan and brush from cart. Keep wheels or cart free of mop strands and other debris.
6. Keep scraper on cart.
7. Stock germicides on cart.

CC. JANITOR CLOSETS

Policy:
It is imperative for janitor closets to be maintained in a neat, orderly, and clean fashion. Janitor closets containing cleaning agents/chemicals should remain locked when not in use.
Procedure:

1. Scrub interior of sink with powdered cleanser or germicidal detergent solution and wipe dry. Wash all pipes, fixtures, and porcelain with germicidal detergent and wipe dry.
2. Damp dust any counter tops or shelves in the area and wipe dry daily.
3. Damp dust and spot clean walls and baseboards daily to prevent accumulation of splash marks and water marks.
4. Install/establish hooks so that mops and dust mops used in this area do not have to rest within them op tank or sink, but can be hung up in a well-ventilated area to dry.
5. Thoroughly scour janitorial equipment, carts, etc., that are kept or maintained in this area and clean daily so that they are left clean.
6. Stock the janitor room with standard supplies: paper towels, toilet tissue, and hand soap, as well as germicidal detergents, detergents, and other items needed by housekeepers/janitors in their daily cleaning routine.
7. Dust mop and damp mop closet floors daily.

DD. LIGHT FIXTURES

Introduction:
For efficient lighting, fixtures must be clean. A film of soil and dust on bulbs reduces the amount of available light. A clean light is aesthetically pleasing.
Safety:
Secure locking device on stepladder.
Procedure:

1. Assemble equipment.
2. Turn light switch off.
3. Place stepladder, with its platform extended, under the light fixture. Adjust safety lock on the ladder.
4. Prepare cleaning solution and place pail on stepladder platform, if necessary.
5. Remove globe or plastic panels (if fluorescent fixture) and set in a safe place. Dry hands. Use a screwdriver to remove lens/cover if necessary.
6. With the light switch off, remove bulb. Use care if bulb is hot.
7. Clean bulb with damp cloth.
8. Clean socket and fixture with dry cloth.
9. Wash and dry globe or panel. Handle carefully to avoid breaking.
10. Replace bulb and globe or panel. Dry hands.
11. Remove pail if used on stepladder platform.
12. Close stepladder.
13. Clean equipment and store.

EE. MOPPING -- DAMP

Procedure:

1. Resident room:
    a. Mix disinfectant solution in correct ratio with cold water and changed every three rooms.
    b. Use 12-oz. mop head for resident rooms.
    c. Wring out mop so it is damp before mopping. Start in far corner of the room.
    d. Run mop along baseboard; avoid pushing dirt into corners.
    e. Mop under and around all furniture.
    f. Use "Wet Floor" sign.
2. Rest room:
    a. Use disinfectant solution in correct dilution and change every three or four rooms.
    b. Wring out mop so it is damp.
    c. Mop from far corner, behind commode, out door.
    d. Use "Wet Floor" sign.
3. Hallways/common areas:
    a. Use "Wet Floor" signs to mark the wet side of floor (mop 1/2 hallway at a time).
    b. Run mop along baseboard; do not slap mop into corners.
    c. Using "figure 8" mop back to bucket.
4. All areas:
    a. Use proper dilution ratio of disinfectant.
    b. Never fill the bucket with solution above the bottom of the wringer. They key phrase is "damp mop".

FF. MOPPING -- DUST

Procedure:

1. Resident room:
    a. Dust mopping is a technique used to pick up trash and debris before using water on the floor.
    b. Move furniture and dust mop behind it.
    c. Use a "figure 8" motion and mop from far corner and out door.
2. Washroom:
    a. Always use dust mop before bringing water into room.
    b. Pick up trash and debris at door.
3. Hallways/common areas:
    a. Use larger dust mop when working in halls.
    b. Run mop along baseboard, then mop back using "figure 8" motion.
    c. Pick up trash.

4. All areas:
    a. Never use a damp mop to collect trash.
    b. Always pick up trash immediately after collection.
    c. If the area to be dust mopped opens onto a carpeted area, be careful not to deposit dirt on carpet.

GG. MOPS

Policy:
Mops shall be used in daily floor care and shall be maintained in a clean and sanitary manner. Use cotton mops for sanitizing, stripping, rinsing, and all cleaning operations. Use Rayon mop for applying finishes.

Procedure:

1. Wash mop heads with a disinfectant and rinse well after each use.
2. Use clean mop heads when changing areas of mopping and when used in isolation rooms.
3. The Janitorial Director maintains procedures for the cleaning of mop heads.

HH. MOPS -- CLEANING AND TREATING DRY DUST MOPS

Introduction:

1. Proper care and treatment of dust mops prolongs the life of a mop and increases its efficiency.
2. Always work with a clean, treated mop. Change mop heads daily and launder after each day of use. Use cotton and/or rayon mops as the situation warrants.

Procedure:

1. Pour dry mop treatment solution into washing machine. Use only the last rinse cycle of the laundering procedure (place mop heads only in designated machine(s) used to launder mop head). Tumble-dry as usual; **OR**
2. Pour a small amount of dry mop treatment solution along the heavy fabric part of mop. Roll mop and place in plastic bag to "season" overnight. Please in a metal container. Do not treat soiled mop (doing so would harbor and spread germs).
   NOTE: Laundering between each use is recommended for best cleaning of mop heads and general infection control. Dry mopping is not recommended in resident or food service areas.

II. MOPS, WET -- DAILY CLEANING

Introduction:
A clean, wet mop is an essential tool in maintaining cleanliness and sanitation. Mop heads shall be changed after being used to clean three or four resident rooms and laundered daily. Thorough daily washing, rinsing, and drying are essential to keep mops in good condition. Cotton and/or Rayon mops may be used as the situation warrants.

Procedure:

1. Take mopping equipment to hopper room.
2. Wring out mop. Place mop in hopper or pail.
3. Rinse mop and wringer with hot water.
4. Pour 3 oz. of soap solution on mop head. Stopper must be in hopper outlet if pail is not used.
5. Washing by dousing in a pail of warm water. Lift and lower mop head, using turning motion. Press against bottom of hopper or pail, using the same motion. Drain hopper or empty and rinse pail.
6. Rinse mop in clean warm water. Use hot running water and move mop head in an up and down motion until water runs clear.
7. Wring mop.
8. Shake and straighten strings and hang up to dry; **OR**
9. Place in design covered container in soiled laundry area to be washed by machine.

JJ. OFFICES

Procedure:

1. Offices must be thoroughly cleaned.

Remember: In many cases, the office staff may judge the appearance of the entire facility based upon the cleanliness of their offices.

2. Clean offices before or after they are in use. Review with office occupant when to clean, what to clean, and how often to clean.
3. Straighten up the office quickly -- being mindful of personal items -- do not touch without permission.
4. Use a five-step method:
    a. Empty trash: Clean can and, if necessary, replace liner.
    b. Dust all horizontal surfaces: Use proper chemicals on furniture -- use only furniture polish on wood.
    c. Spot clean, especially by light switches and trash cans.
    d. Dust mop/damp mop. If tile floor, dust mop and damp mop. Always have clean solution. Use "Wet Floor" sign.
    e. Vacuum carpet. Be aware of areas under desk and behind furniture.

KK. RADIATORS

Introduction:
The radiator, being a part of the heating system, radiates heat waves that attract dust. Frequent cleaning is necessary.

Procedure:

1. Assemble equipment.
2. Place paper under radiator to keep dust from getting on the floor.
3. Insert radiator brush or vacuum attachment into each opening and clean all parts.
4. If radiator brush is used, brush dust onto paper. Brush gently to avoid raising dust.
5. Wipe all exposed parts of radiator with damp cloth.
6. Remove paper, fold, and discard.
7. Inspect work to make sure all parts have been cleaned properly.

LL. RESIDENT ROOM -- ADMISSION/DISCHARGE

Procedure:

1. Admission Cleaning:
    a. Room must always be ready to show to a family member/resident.
    b. Spot check all empty rooms daily.
    c. Before a new admit, recheck room, and clean again if necessary.
    d. Provide fresh linens.
2. Discharge Cleaning:
    a. Upon discharge, room should be cleaned immediately. Never allow an empty room to remain uncleaned.
    b. Check identification for person items left in room by resident. Nursing must empty dressers and closets. If resident is to return, put personal items in storage.
    c. Nursing will handle storage of personal items; Maintenance will handle proper labeling and storage, including locking valuables while in storage.
    d. Check cubicle curtains and window curtains.
    e. Remove all trash.
    f. Do high dusting and sanitize walls.
    g. Damp wipe all surfaces of furniture, including bed, with germicide.
    h. Use 8-step method to clean resident room.
    i. Notify Nursing to make up bed.
    j. Monitor empty rooms.

MM. RESIDENT ROOMS -- DAILY CLEANING

Procedure:

1. Each Janitorial employee must announce him/herself at the resident's door. Every room to be cleaned is a resident's home and is treated as such.
2. Straighten up room quickly.
3. Infection control is the goal of an effective room-cleaning technique.
4. Follow 8-step room cleaning method:
    a. Empty trash: Remove trash from all rooms first. Wipe the wastebasket if necessary and replace liner.
    b. Fill dispensers.
    c. Dust all horizontal surfaces: With a cloth and disinfectant, wipe all horizontal (flat) surfaces.
    d. Spot clean: With a cloth and disinfectant, spot clean all vertical surfaces.
    e. Dust mop: Use dust mop to gather all trash and debris on floor. Sweep to the door; pick up with dustpan.
    f. Bathroom: With a cloth and disinfectant, wipe sink, mirror, and shelf in bathroom.
    g. Toilet:
        i. Flush toilet or urinal.
        ii. Sprinkle bowl cleanser inside bowl or wash inside bowl with swab saturated in germicidal detergent solution. Cover entire inside of bowl with bowl cleanser or germicidal detergent. Allow to stand.
        iii. Wash and dry outside of bowl. Use clean cloths. Clean adjoining pipes, seat hinges, and all around base of bowl.
        iv. Scour inside of bowl. Use long-handled brush kept in antiseptic solution.
        v. Rinse by flushing toilet.
        vi. Replace brush and swab in antiseptic solution.
    h. Damp mop floor: With germicidal solution, damp mop floor, working from back corner to door. Use "Wet Floor" sign when finished.
5. Change solution in buckets and pails every three rooms.
6. Dilute chemicals properly.
7. Wear necessary personal protection equipment.
8. Wash hands after clean each resident room.
9. Follow all safety procedures.
10. Never leave chemicals or equipment unattended.

NOTE: Remember, a resident's contact with a housekeeper may be the main part of his/her social life.

NN. RESIDENT ROOMS -- COMPLETE ROOM

Procedure:

1. Indicate on a calendar the days of the week on which each room is to be cleaned. Complete room cleaning ensures that every bed, closet, and drawer are disinfected at least once a month.
2. Coordinate with Charge Nurse at the start of the shift to have a room ready.
3. If room is not ready, a supervisor must schedule the room for cleaning sometime during that day.
4. Nursing Assistants should strip beds and empty closets and drawers.
5. Clean the room using the 8-step method. *See* policy on Resident Room -- Daily.
6. Additional work:
    a. Clean and sanitize mattress, bed frame, springs, and rails.
    b. Clean and sanitize closets and drawers.
7. Coordinate complete room cleaning with exterminator's visit.
8. A Discharge Clean may be counted as a Complete Clean. Revise schedule accordingly.
9. Turn over any food found in dressers to Nursing for disposal.

OO. SERVICING DISPENSERS

Introduction:
People learn to depend on supplies from dispensing machines. This public service can promote or disrupt good public relations.

Procedure:

1. Assemble supplies for refilling.
2. Open dispenser.
3. Clean inside with damp cloth.
4. Refill and arrange supplies so that they will dispense properly to the next user.
5. Close and check.
6. Clean outside with damp cloth.

PP. SHOWER STALLS

Introduction:
Deposits of hard water scale and soap become very difficult to remove unless cleaned daily. Hard water deposits harbor athlete's foot fungi, and shower stalls should be cleaned frequently to remove this fungi.

Procedure:

1. Assemble equipment.
2. Attach hose to faucet.
3. Prepare solutions according to directions.
4. Wear rubber gloves if hands are affected by solution.
5. Wash walls and floor with sponge mop dipped in solution.
6. Let stand several minutes.
7. Scrub with utility brush and scouring pads; scrape stubborn scales with putty knife.
8. Rinse with hot water and wipe with clean cloth.
9. Inspect for appearance and odor.

QQ. UPHOLSTERY -- SHAMPOOING

Introduction:
Upholstered furniture, by the nature of its surface, has a tendency to hold soil. Frequent shampooing is necessary to keep colors bright and the material clean. To prevent material damage, the cleaning process must be done carefully.

Procedure:

1. Move furniture to work room.
2. Assemble equipment.
3. Prepare furniture. Brush and vacuum.
4. Prepare shampooing solution and rinse water.
5. Dip soft brush in solution. Use only foam of cleaning solution.
6. Scrub section lightly with brush to avoid injury to fabric and quickly to avoid soaking material. Scrub sections about 1 foot square to avoid drying.
7. Wipe section with damp cloth or sponge wrung from clean water until no suds are visible. Work quickly to avoid soaking.
8. Dry section with dry cloth. Rub against nap and, finally, with nap. If colors are not fast and liable to run, pat with dry cloth. Do not rub, because rubbing may cause colors to fade or run.
9. Repeat until all upholstery is cleaned. Overlap each section to avoid streaking.
10. Allow to stand overnight to dry thoroughly.
11. Brush with nap using furniture brush.
12. Clean and replace equipment.

RR. UPHOLSTERY -- VACUUMING

Introduction:
Good janitorial procedures require frequent cleaning of upholstery.
Procedure:

1. Assemble vacuum cleaner with upholstery attachments.
2. Remove all cushions.
3. Attach vacuum cleaner to electric outlet.
4. Run attachment over entire upholstered surface. Use up and down and side-to-side movement. Vacuum thoroughly all tufting and folds and space between seat and back and seat and arms.
5. Vacuum cushions.
6. Replace cushions.
7. Clean and replace equipment according to manufacturer's instructions for the machine.

SS. VACUUM -- WET/DRY PICK UP

Introduction:
Clean, well-maintained electrical equipment is vital for efficient performance.
Safety:
Disconnect vacuum cord from electrical outlet.
Procedure:

1. Take to cleaning area and empty tank.
2. Flush out sediment with hot water.
3. Prepare 1 gallon of cleaning solution using disinfectant detergent.
4. Remove floor tool from wand, wash in solution and wipe.
5. Draw solution into tank through wand and hoses.
6. Disconnect machine and wipe out. Adjust cord in holder or around motor on lid.
7. Remove and wipe outside of wand and hose. Hang up to store.
8. Wash inside and outside of lid and tank, including casters. Oil casters after cleaning.
9. Empty solution and wipe dry. Set lid at angle to allow tank to dry while stored.
10. If dry pick up is done, remove and brush dry filter bag and do so for wet vac on tank, etc. Be sure to use filter bag for dry pick up and do not get it wet.

TT. VENTS

Procedure:

1. Remove debris/lint with cloth of small vacuum.
2. Wipe each vent surface with cleaning solution.
3. Clean most vents daily as part of routine cleaning procedures.
4. Maintain vents in hallways, dining rooms, and common areas on a routine cleaning schedule.
5. If necessary, Maintenance can remove covers to clean inside vents.

UU. WALLS

Introduction:
Residents look at the walls of their constantly. Much of the soil on these areas comes from the dust from floors and atmospheric contamination and is, therefore, very objectionable. Walls must be washed frequently to keep rooms sanitary and attractive.

Procedure:

1. Assemble equipment.
2. Spread drop cloths under portion to be washed. Be sure they cover sufficient area.
3. Prepare cleaning solution according to soil on walls.
4. Fill paid with cleaning solution half full. Fill rinse pail 1/4 full of clear water.
5. Dip sponge into cleaning solution and squeeze dry enough so that it does not drip. Do not allow solution to run down wall.
6. Wash section as far as can be reached easily. Start at baseboard. Outline space to be washed by running sponge across and over in straight lines. Clean within that area.
7. Rinse washed section. Squeeze clean sponges from rinse water and over washed section frequently.
8. Repeat washing and rinsing until entire surface is clean. Overlap each section to avoid streaking.
9. Adjust drop cloth as necessary.
10. Clean equipment and replace.

VV. WINDOW WASHING -- INSIDE

Introduction:
A sparkling clean window adds to the cheerfulness of a room, provides light, and allows resident to enjoy the view. Windows will be cleaned as p art of the Complete Room Procedure or as needed.

Procedure:

1. Assemble equipment and prepare solution.
2. Remove curtain or pin back drape.
3. Wipe entire surface with damp cloth or wet sponge. Corners first, then rest of surface. Up-and-down and side-to-side motion. Avoid splashing and dripping.
4. Remove moisture with dry clean cloth or chamois. Corners first. Square around edge then rest of surface with up-and-down movement.
5. Polish entire surface with clean cloth or chamois.
6. Wash sill with cloth or sponge. Rinse and dry well.
7. Clean and store equipment.
8. Alternative -- Use squeegee:
    a. Be sure glass is wet all over before using squeegee.
    b. Pull it across the pane, beginning at top.
    c. Wipe squeegee blade with sponge after each stroke.
    d. To use a squeegee to dry a window, omit Steps 5 and 6.

WW. WINDOW WASHING -- OUTSIDE

Introduction:
A sparkling clean window adds to the cheerfulness of a room, provides light, and allows resident to enjoy the view. Maintenance performs this service.
Procedure:
1. Assemble equipment and prepare solution.
2. Follow procedure for Window Washing -- Inside.

III. AN INTRODUCTION TO LAUNDRY SERVICES

Clean linen is essential to the effective operation of a skilled nursing facility. Therefore, the laundry operation is very important to facility administration and resident care staff. The laundry service, by providing a sufficient supply of clean linen when and where needed, plays a vital role in providing quality resident care.
The laundry, along with soiled linen handling practices, are very important steps in the overall Infection Control Program of a facility. Each step of the process must be controlled to ensure that residents and staff are not knowingly exposed to microorganisms that might cause illnesses. Most of our residents are elderly and, as such, are very susceptible to infection. Laundry service personnel must always follow established laundry practices to protect residents.

Roles and Responsibilities:
It is the responsibility of the Laundry Department to provide the resident care staff and supportive departments (Therapy and Dietary) with an adequate supply of clean linen, upon demand, for the delivery of quality care. It is also the Laundry Department's responsibility to provide each resident with clean personal linen.
To delivery this clean linen, the Laundry Department must:

1. Have sufficient quantities of linen to meet the needs of all residents.
2. Have an adequate mechanically functioning laundry.
3. Have consistent minimum hot water temperatures of 140-150°F delivered to washers (temperature may vary according to State requirements).
4. Have adequate staff, both in number and with proper training.

The Laundry, working with all other departments in the collection of soiled linen, will process and deliver to the proper department the required amount of clean linen.
The Laundry Director, in most cases, working under the direction of the Environmental Services/Janitorial Director, in conjunction with other departments should completely inventory the linen quarterly (or more often per State requirements). The Laundry Supervisor is responsible for rag-out procedures to assist in good linen control.

Policies:
Each facility has developed policies for the department on linen delivery times to the floor and on how residents' personal linen is done. These policies, written by the Laundry Supervisor in conjunction with the Nursing Department and Administration, define responsibilities that ensure good lines of communication between Laundry Services and Nursing. These responsibilities also ensure that each resident's clothes will be efficiently laundered.

In-Service Training:

It is the responsibility of the Laundry Supervisor to promote In-Service Training for Laundry staff. In-Services should be both procedural and meet yearly in-servicing requirements as defined by the Staff Development Coordinator.

Required In -- Services	**Examples of Departmental In-Services**
Accident Prevention	Procedure Based In-Service Provided by Laundry Supply Vendor
Fire	Proper Sorting Procedure
Hand Washing	Psychological/Social Aspects of Aging
Handling of Isolation Linen	Resident's Bill of Rights
Infection Control	Semi-Annual Training by Laundry Chemical Supply Vendor
Methods of Linen Inventory	Use of Laundry Chemicals/Safety (MSDS info)

Orientation

The Staff Development Coordinator or designee shall be responsible for the basic orientation of each new employee. The Laundry Supervisor will be responsible for orientation that pertains directly to laundry operations. Using an orientation checklist, each supervisor will inform each new employee about the function and operation of the Laundry Department and equipment operation.

NOTE: *See* Appendix for Orientation Checklist.

A. PICK-UP

Policy:
Residents will be provided with personal laundry service at no cost.
Procedure:

1. Each resident/representative (sponsor) may choose to use this service.
2. This facility must launder personal items removed from an isolation room.
3. Should the resident/representative (sponsor) choose to have laundry done elsewhere, all soiled laundry must be kept in an airtight container and picked up twice weekly. Sufficient clothing must be maintained on premises to keep the resident clean and dry at all times.
4. Should the resident's representative not pick up the laundry or not return adequate articles to keep the resident in clean clothes, our facility will launder such articles.
5. Refer to the Business Office or Admissions inquiries concerning laundry charges or services.

B. CHEMICAL USE -- JANITORIAL AND LAUNDRY DEPARTMENTS

The chemicals used by Marblehead Services' employees are never dangerous when used in the proper dilution ratios for their intended purposes. However, if a resident were to swallow a chemical or a janitorial employee were to accidentally spray him/herself in the eye, adverse reactions can and will occur. Always follow these guidelines:

6. Never use a chemical for something other than for what it is intended.
7. Always make sure that all bottles have proper labels. If they are not labeled properly, report it immediately to the department manager.
8. Avoid using old bottles for new chemicals. Even though the bottle may appear dry, a residue of the previous chemical often remains and could cause a chemical reaction.

Caution: NEVER mix chemicals.

9. Each janitor cart has a lockbox. Store all chemicals in the lockbox. **DO NOT leave a cart unattended.** Store cart properly while on break.
10. If chemicals are left in the janitor's closets, the door must be locked.

C. DRYERS -- DESCRIPTION

Institutional or commercial-sized dryers are larger in size and capacity than the more familiar domestic dryers, but both operate on the same basic principles.

1. Air is drawn into the top of the dryer from the surrounding environment.
2. Dryers are either gas, electric, or steam fueled.
3. The air is heated by being drawn over elements or flames created by the power source.
4. The hot air is then pushed through the drum in which the wet linen is turning. Small holes in the sides of the drum allow the hot air to enter and leave the basket.
5. At the same time as the air is moving through the drum, the drum itself is turning, moving the linen about in the basket so the hot air passes through every item.
6. The air exits the bottom of the dryer and out a vent to the outside.

Lint Screens:

1. A lint screen is installed in the bottom compartment of all commercial dryers. Lint that falls from the linen as it dries is caught by the lint screen, preventing lint from moving directly through the vent and blowing all over the outside of the building.
2. Brush and clean these lint screens every two or three loads. If not, the screen will become packed with lint. When this occurs, the warm air moving through the system is blocked, raising the temperature in the basket and causing a potentially dangerous situation -- one spark on lint can cause a fire.
3. Lint also may build up on the top compartment of the dryer. This is dangerous because the heat source is there. Open the top panel and clean the area daily.
4. Lint also may build up between the drum and the sides of the dryer. This may cause a problem because in many dryers a heat sensor is located there. This senor reads the heat of the basket and is programmed to shut the dryer down if the temperature gets too hot. If this sensor is covered with lint, the lint acts as insulation and fools the sensor into thinking the basket is not as hot as it really may be. So, instead of shutting the dryer down, it allows heat to continue to pour in.
5. To clean between the drum and the dryer sides, remove the front of the dryer and vacuum the entire interior.

Drying Times:

Proper drying temperatures and times are as important as wash temperatures and times. Do not mix linen classifications together -- this only increases the drying time. Over drying or drying with too much heat will shorten the life of the linen.

SAMPLE DRYING GUIDE		
Item	**Drying Time**	**Cooling Time**
Towels	25-35 minutes	5 minutes
Sheets/Pillow Cases	15-20 minutes	7 minutes

Blankets	30-40 minutes	5 minutes
Pads	35-45 minutes	7 minutes
Diapers	30-40 minutes	5 minutes
Table Linen	5-10 minutes	5-7 minutes

Employees must be trained to not simply set the dial for the full drying time (usually 1 hour). In most cases, linen that has been sorted properly and extracted completely needs 1/2 the time a dial allows.
Never skip the cool-down cycle. This stage allows fabric to breathe before it is folded.

D. GLOSSARY

Below is a glossary of terms used in the laundry industry:

Bath	A step in a washer cycle in which a chemical is injected (e.g., suds bath, bleach bath, sour bath, softener bath). The suds bath and bleach bath are never combined into one bath. However, the sour bath and softener can be combined into one bath.
Bleach Bath	A step in a laundering cycle in which chlorine bleach is injected for stain removal and whitening.
Drain Speed	Sometimes referred to as "distribution speed". It is a rotation speed fast enough to force linen to the outside of a washer wheel for efficient draining, but slow enough to prevent redepositing of soil back into the linen.
Drops	A measurement used in the titration of a suds bath.
Extractor	Clean, wet linen is fed into this machine on a conveyer belt. This machine then extracts water from the clean linen. This piece of equipment is typically found only in very large laundry operations.
Flush	A non-chemical rinse **before** a suds and bleach bath.
Grains Per Gallon	A measurement used to determine the hardness of water. Hard (**GPG**) water contains high amounts of calcium and magnesium that can leave white powdery deposits on plumbing fixtures. Zero to eight grains per gallon is the acceptable range. Water softeners are used to remove hardness in water about 8 GPG.
Hand	A term used to describe the feel of linen after it has been dried (e.g., the linen has a soft hand).
High Extract	A high-speed spin cycle at the end of the washer cycle. The duration is programmed to remove a minimum of 60% of the moisture from the linen.
High Water Level	A hot, cold, or split fill to a level measured 10" to 12" from the bottom of the wheel. This level is used for flush and rinse steps.

Low Extract	Describes a slow-speed or a medium-speed spin. This step can be used between rinse cycles.
Low Water Level	A hot, cold, or split fill to a level measured 5" to 7" from the bottom of the wheel. This level is used in all bath cycles.
Parts Per Million (PPM	A measurement used in titrating for residual chlorine in the bleach bath.
Probes	Plastic tubes that are placed in chemical product pails or drums and are connected to the suction side of the chemical dispenser.
Rinse	A non-chemical rinse **after** a suds and bleach bath.
Shakeout	The last step in the washer cycle after the extract cycle. The shakeout loosens the linen from the outside of the wheel for easier removal from the washing machine.
Sour Bath	Referred to as the neutralizer step. It is a bath to alter the pH of the water after the rinse steps and, therefore, alters the pH of the linen. A range of 5.5 to 6.5 pH is required. This is the range of pH for skin. This step can be combined with the softener bath.
Softener Bath	A step in the laundering cycle in which fabric softener is injected to reduce static buildup, reduce wrinkling and provide a soft hand for the linen wearer's skin. The disadvantage to using a fabric softener is that the chemical waterproofs the fabric. Therefore, the softener bath is not used in the laudering of pads and diapers.
Split Fill	Hot and cold water blended to fill the washer to a high or level.
Suds Bath	A step in the laundering cycle in which detergent is injected for soil removal by soil suspension and dissolution.
Titration	A measurement of combined chemicals used to determine the water condition at specific intervals in baths.
Turbidity	A term used to refer to the extent to which water appears to be transparent. Turbidity of water is typically observed during the flush steps of a cycle. High turbidity refers to very cloudy water; low turbidity refers to nearly clear water.

Viscosity	Resistance of a liquid to flow. Thick liquids are said to have a high viscosity; thin liquids have a low viscosity.
Volumetric	The amount of product dispensed compared to the time a dispenser is pumping. Generally, 1 ounce per 6 seconds is normal.
Washer Extractor	A machine that washes the linen and extracts water in a high-speed spin action.
Wheel	The basket inside of a washer or dryer.
Wide-Open Hot Fill	Hot water that is not automatically adjusted by temperature sensors in the washer.

E. INFECTION CONTROL -- DISINFECTION IN THE LAUNDRY PROCESS

In addition to cleaning linens and producing an aesthetically pleasing product for residents, the main role of the laundry operation is to disinfect the linens before sending them to nursing units. A well-structured, well-implemented wash cycle will provide an infection-free product.
The four factors in sanitizing linens are:

1. **Dilution:** The sheer volume of water that passes through the wash wheel and over the linens in the course of the wash cycle shakes loose and carries away much of the harmful bacteria on soiled linen.
2. **Agitation:** The mechanical action of the basket, which drops the linens against the sides, pounding it clean, also breaks up much of the bacteria accumulated on soiled linen.
3. **Temperature:** Most microorganisms need a temperature near 98°F (body temperature) to survive. Any environment where temperatures fluctuate substantially above or below that mark will kill bacteria. Most detergent and bleach cycles require 140-160°F, which is far above the "kill zone" for bacteria. In addition to the water temperature in the wash cycles, the temperature in the dryers provides substantial sanitization.
4. **Chemicals:** Bacteria cannot survive beyond a pH of 8. The pH of the human body is 6.5. A heavy alkali wash will raise the linens to a pH of 11 or 12 and will destroy any living organism in the wash.

F. LAUNDRY PROCESS

Procedure:

1. Collection of Soiled Linen:
    a. Soiled linen containers or barrels should be on each Nursing unit, stored in a soiled area, so that Nursing can deposit soiled linen.
    b. Check these containers at regular intervals to keep the soiled linen from over-flowing, which may cause odor and infection control problems.
    c. Coordinate regularly scheduled pickups with Nursing to remove soiled linen from the units.
    d. Soiled linen must be removed from the units for two (2) reasons:
        i. To keep the area infection free; and
        ii. To keep the flow of wash moving through the laundry room.
    e. The Laundry Manager should check with Nursing to coordinate these pickups.
    f. The timing of Nursing activities, such as those that follow, will dictate the best times for soiled linen pickup:
        i. Getting residents up;
        ii. Showers;
        iii. Breakfast feeding;
        iv. Changing beds;
2. Transferring Soiled Linen:
    a. Line soiled linen containers with an impervious liner.
    b. Do not allow soiled linen simply to be dropped into a container.
    c. At designated times, laundry workers using a large bin with lid marked "For Soiled Linen Use Only", will go to each Soiled Linen Room to pick up the soiled linens.
    d. Transport soiled linen through a facility in a covered cart.
    e. Laundry workers must always wear the proper personal protective equipment when handling soiled linen.
    f. Clean and disinfect the soiled linen containers on the units and the bind used to transport soiled linen on a scheduled basis.
3. Sorting:
    a. After the soiled linen is delivered to the laundry, if not using a three-bag system, a laundry aide should pick or sort the linen into type and soil. All sheets should be placed in one soiled hamper, incontinent briefs in another, and towels or terry in another.
    b. The laundry washing procedure should be done by type.
    c. When aides sort soiled linen, they should wear cover gowns and gloves. These gowns will protect the clothing of the laundry workers.
    d. Aides should remove the gowns when going from the soiled area to the clean area (drying, folding, and storage).

e. Aides should also wash their hands after handling soiled linen.
f. When sorting soiled linen, sheets, incontinent briefs, and other heavily soiled items should be washing on BM cycle, which has flushes to remove gross soil.
g. Report loose fecal matter within soiled linen to the Director of Nursing for corrective action.

4. Wash load: The key to a successful laundry operation is to structure a system that produces a quality product in a streamlined time frame. The Laundry Manager must know how many loads of wash will be required each day to process the linen needed by Nursing Services.
    a. Once a 24-hour delivery par is established, the Laundry Manager generally knows how much linen will be processed in a 24-hour period.
    b. The Laundry Manager also knows the wash capacity in the Laundry. Simply by dividing the wash capacity into the pounds of linen to be produced, he/she will know how long the Laundry must operate per day.
    Example: The 24-hour par calls for 1200 pounds of linen. The Laundry has 2, 50-pound washers or 100 pounds of capacity. Allowing an hour for each wash load from loading through washing to unloading (and this time frame is generous), the Supervisor sees 1200 pounds of linen washing at 100 pounds per hour and realizes the washers should be operated for 12-hours per day.
5. Transfer to dryer:
    a. Linens should be moved from washer to dryer as quickly as possible.
    b. Never use a soiled linen cart to move clean, damp linen.
    c. The linen was sorted before the wash process, but should be resorted as it enters the dryer to keep drying time down.
    d. Train employees to avoid simply turning the timing dial to the longest setting. Over-drying linens will destroy the fabric.
    Example: If a load of damp linen is all sheets, that load should take 30-35 minutes to dry. If the employee is allowed to set the timing dial to the full 60-minute setting, the Laundry will be wasting time and energy, and will significantly reduce linen life expectancy.
    e. If possible, dry items such as sheets, blankets, spreads, etc., in dryers with reversing baskets to avoid the entire load from balling up in a knot.
    f. Never overload dryers. This will only lengthen the drying time of the linen and may damage the basket or motor.
    g. Always use the cool down cycle to give linens a chance to breathe after drying for 30-40 minutes on high heat.
6. Folding linens:
    a. As soon as linens are removed from the dryer, fold them. linens sitting in a bin, dried but not folded, for even a short period of time, will wrinkle.
    b. The folding process must keep pace with the washers and dryers. There should never be a backup of clean linen waiting to be folded.

Example: A load of sheets may take 35 minutes to dry, but 60 minutes to fold. It's easy to see how three consecutive loads of sheets could back up the folding process. On the other hand, a load of diapers may take 45-50 minutes to dry, but only 20 minutes to fold. So, alternating a load of sheets with a load of diapers will allow folding to keep pace with washing/drying.

c. A competent Laundry Manager will coordinate the types of linens washed during the day to allow folding to keep pace with drying.
d. As linens are folded, stack then count and allow them to sit on the shelves before they are delivered to the floors for use.
e. The ideal situation in a laundry is for employees who are processing linens for the next shift to fill more than the needs of the shift on which they are working. Problems in this area often result from an inadequate amount of linen in the facility. Laundry, in effect, is waiting for Nursing to use the linen so they can collect it, wash it, and send it right back to the floor for re-use.
NOTE: If the same sheet, towel, or diaper is used twice in one 24-hour period, not enough linen is in the facility for the Laundry Department to work with.

7. Folding area:
    a. Set up the folding area with adequate space to allow the linen to be removed from a cart, folded, and placed on a table, then onto carts.
    b. Place dry linen of the same type in carts so as not to break an established folding rhythm.
    c. When an individual is folding undergarments, sheets or wash cloths should not be in the same cart.
    d. Instruct aides on how to develop a productive folding rhythm to increase the number of items processed.
    e. Always use the least number of folds required and acceptable for space requirements on carts and shelves.
    f. After linen is folded, place it in delivery carts in predetermined quantities for delivery to the floor.
8. Resident personal linen:
    a. Labeling of Clothing: Nursing will mark all personal items with the resident's name upon admission using acrylic paint pens or a comparable marking system. All personals are marked, even if the facility is not to wash the resident's clothing.
        i. Use a dark paint pen for light-colored materials; or
        ii. Use a silver paint pen on dark-colored materials.
    b. When to wash personals: Some facilities have home-type machines for personals. If not, wash personals in the delicate/light soil cycle. Process all at a specific time. Wash personals in the morning, whenever possible, to assure a change of clothing is available to residents with limited wardrobes.
    c. Soiled linen collection: Separate personals from facility linens during the collection process and deposit them in the leak-proof bag designated for

personals. Nursing must separate linens into specific groups. Nursing will sort all personals from house linens.

d. Sorting: It is not necessary to sort personals into color groups as they will be washed on the no-bleach cycle. By not sorting during the washing process, redistribution will be easier after processing each floor or section of floor together as a group, as they were originally collected.
e. Washing: Wash personal clothing on a no-bleach cycle, the weight being 5 pounds less than the washer capacity.

9. Drying:
    a. Separate clothes that require hanging from those that are folded.
    b. Dry outer garments on permanent press or medium heat to avoid wrinkling. Dry undergarments on the highest heat setting in order to speed delivery. Post the drying times on the dryers for load types, settings, and times.
    c. Place hanging garments on the delivery cart rod, numerically by room number (resident name identified). Deliver one floor at a time, if necessary, for space considerations.
    d. Button the top button of hanging garments before placing in the dryer. This will expedite the placement of hanging garments onto the delivery cart. The advantages of having metal snaps already buttoned before retaining dryer heat are obvious.
    e. Sort undergarments numerically (resident name identified) on the folding table from the laundry cart. By dividing the room numbers into sections, any sized table will suffice. Place undergarments on delivery shelves with each shelf numerically sectioned as the folding table.
10. Clean linen delivery:
    a. The Laundry Aide or designee will deliver all personals to the residents. It is vital to report all room changes to Laundry daily. Make the changes on a clipboard, which lists room numbers of residents. Attach this clipboard to the delivery cart.
    b. Equipment:
        i. One delivery cart equipped with shelving for undergarments and a metal rod for hanging personals;
        ii. Alphabetized dividers to organize garments on hangers. these dividers may be plastic rings or clothing store rack dividers;
        iii. Two acrylic paint pen markers; and
        iv. Separate soiled linen equipment.
11. Leak-proof bag sorting system to sort leak-proof bags:
    a. Each facility will use a 100% leak-proof washable laundry bag system.
    b. This will consist of a bag collection system where Nursing staff will be responsible for depositing soiled linen in the appropriate bag as it is collected from the resident room.
    c. The number of bags will vary from facility to facility, based on soiled linen room space.

i. One bag -- facility linen; and
ii. One bag -- personal linen room.

d. The Nursing staff will sort more soiled linen in the soiled linen holding room, if space permits.

12. Conventional personals handling:
    a. Personals can be handled in a couple of ways. This varies whether or not a home-type machine is used or not. One person should be responsible for re-marking, washing, drying, and delivering to appropriate residents. The position is sometimes five days per week with variable hours.
        i. Collect soiled personals as described above.
        ii. Laundry Aides may wash all personals on a cool or color cycle.
        iii. Another option is to separate the whites from the colors and wash the whites on permanent press or sheets.
        iv. Dry the articles and move them to the folding table.
    b. Depending on the size of the facility and the amount of personal laundry to be processed, various cart methods are used.
        i. Some facilities wash various floors or wings on different days.
        ii. A few facilities have a personals passing cart for each floor of the facility.
        iii. Some facilities use Lakeside carts.
    c. The method of hanging and folding varies little.
        i. Hang outer garments by room number, from wing to wing, making a "Z" delivery motion down each hall so as not to miss any rooms.
        ii. Fold and place undergarments on the bottom of the cart or on shelves designated by wings or rooms.
        iii. Variations to contain undergarments include rubber bands, cards, plastic bags, cardboard boxes, or a combination thereof.
        iv. A current list of resident room numbers shall accompany the delivery cart. Update this list daily, noting admissions and room changes.
    d. The labeling of clothing is undoubtedly the biggest, but correctable, problem. Inform all employees as to where and how **the facility in which he/she is working** is to mark the resident's name. Be inconspicuous, but always be consistent with marking. In some cases, the family does the laundry. Their clothing should still be marked with indelible ink in case it is accidentally sent to the Laundry for processing.
    e. Another facet of handling personals is timing. Ideally, personals will be done at a specific time of day. This is important to avoid a problem caused by the build-up of soiled personals (e.g., a family member requesting a particular pair of pants). It is not important whether personals are washing in the A.M. or P.M., merely that a specific time for washing personals is designated. Residents and employees are creatures of habit. By concentrating on personals, rather than trying to process intermittent loads, a greater degree of responsiveness to Nursing and resident needs can be achieved.

G. LINEN -- GENERAL INFORMATION

One of the keys to a successful laundry operation is understanding the effects that laundry chemicals have on fabrics.
There are four basic linen classifications:

1. Vegetable: e.g. Cotton;
2. Animal: e.g., Wool or Silk;
3. Synthetic: e.g., Polyester or Nylon; and
4. Blend: e.g., Combination.

Vegetable Fiber:

1. Cotton is the most widely used vegetable fiber. Cotton consists of a series of microscopic ribbons twisted together with a canal running through the center.
2. Cotton will not be damaged even in boiling water. In fact, cotton is stronger wet than dry. Water swells the fibers and over time may cause the fibers to contract and the linen will shrink.
3. Cotton can be damaged very quickly with exposure to acids. So, sours must be used properly in the wash cycle to protect the linen. Cotton, on the other hand, is very resilient to alkali and detergents as long as rinsed properly.
4. Cotton stands up well to bleach, except when over bleached and not rinsed out.

Animal Fiber:

1. Wool is one of the most widely used animal fibers. Wool consists of long strands of fiber with what appear to be over-lapping scales.
2. Wool does not stand up well in high heat. On the other hand, wool stands up well in the presence of acids. Detergents with high alkalinity severely damage wool.

Never use bleach on a wool fabric.

Synthetic Fiber:

1. Synthetic fibers are the most widely used fabric component.
2. Polyester is made up of small, thin filament-like structures similar to fishing line. Polyester fabrics do not handle high temperatures well. In fact, any type of quick temperature changes will set wrinkles in the fabric.
3. Polyester is non-porous and does not absorb water, so constant washing will not affect a polyester product.

Example: A sheet that is 50% cotton and 50% polyester, after 100 or so washes, will have no cotton left. It will be all polyester. These are the sheets that can be easily seen through.

4. Polyester is resistant to most acids, but can be damaged with excessive detergent or bleach use.
    a. Never add detergent to a dry load.
    b. Do not add detergent before proper water levels are reached.
    c. Do not add detergent when the wash wheel is still.

Blend:

Blend fabrics are the most common type of fabric used, especially cotton-polyester blend. This particular combination gives the fabric strength to hold up under constant washing, while bouncing back every time to look good and be stain free.

H. LINEN INVENTORY -- MONTHLY PROCEDURE

Policy:
To outline a procedure to provide an accurate linen inventory on a monthly basis, a good inventory will.

1. Help monitor linen losses;
2. Structure the monthly linen order; and
3. Verify the daily "IN" and "OUT" counts.

To do an accurate linen inventory, linens must be counted in seven areas:

1. Soiled area;
2. Wash area;
3. Folding area;
4. Closets in units;
5. Soiled on units in barrels;
6. Linens on beds; and
7. Storage.

Procedure:

1. Schedule the inventory for late morning. Try to do the inventory after the beds are made on each Nursing unit. Before the count is done:
    a. Drop all soiled linen from the floor; and
    b. Stop all clean deliveries from coming up.
2. Count all linens on beds (do not assume every bed has two sheets, a pillowcase, etc.). When counting in the rooms, check dressers, closets, and under mattresses for hidden linen.
3. Got to the Laundry Room to count:
    a. All soiled linen waiting to be washed;
    b. Linen in the washers and dryers;
    c. Clean linen in carts to be folded; and
    d. Clean linen on the shelves.
    NOTE: Do not allow any clean linen deliveries to the units until both the Nursing units and the Laundry Room have been counted.
4. Count all lien in storage as well as linen being discharged.
5. Total all lien counts from all areas. Compare total to the month's starting inventory total. Was linen lost? Was a loss expected, based on the totals of the weekly "IN" and "OUT" sheets? Next stop may be to isolate linen as it comes down from each unit in order to compare Nursing unit by Nursing unit the amount delivered versus the amount sent down.

I. LINEN INVENTORY -- PROCEDURE

Before the Inventory:

1. Meet with the facility Administrator to stress the importance of an accurate linen inventory and the necessity of cooperation by the Nursing staff during the process.
2. Meet with the Director of Nursing Services to set a satisfactory date and time for the inventory to all departments concerned.
3. Set aside 1 hour for the inventory process. The Administrator, the Director of Nursing Services, or the Janitorial Supervisor should issue a memo to all departments about the upcoming inventory.
4. Immediately prior to taking the inventory, take all soiled linen to the holding room for soiled laundry. Suspend all bed changing and baths until after the inventory is completed in that area.

During the Inventory:

1. One Laundry Aide will be assigned an area to inventory (the whole building is to be divided into equal areas and an area assigned to each Laundry Aide).
2. To assist in counting linen, a Laundry Aide will be assigned a Nursing Assistant who regularly works the area being inventoried.
3. The Nursing Assistant will count the linen in each room and tell the Laundry Aide the amount and type found. The Laundry Aide will record the information on a tally sheet prepared for this inventory.
4. Report any linen soiled during the time of the counting to the Laundry Aide to be counted as clean. This will take into account clean linen taken off the shelf in that area.
5. When inventory is complete in the rooms, the Nursing Assistant will be free to resume his/her normal routine. The Laundry Aide will then inventory linen stored in the linen closets and/or exchange carts on the station.
6. All Laundry personnel will return to Laundry and turn in their inventory sheets. Additional help may be needed to count the linen in Laundry or in the main storage areas. If not, catching up with production that was delayed for the inventory will be a priority. Sort soiled linen and return empty barrels to the stations.

Linen Inventory/Linen Order Consideration:

Take the inventory a week or two before the next quarterly linen order is expected to be placed.

Linen Inventory Procedure:

Nursing Department help is encouraged in order to improve:

1. Speed of inventory;
2. Accuracy of inventory;
3. Nursing Aide's awareness of linen usage;
4. Conservation of linen; and
5. Teamwork between Laundry and Nursing Assistants.

J. LINEN -- PAR LEVELS

"Par levels" is a phrase used when referring to the amount of linen in a facility.
Par levels are defined as the amount of linen required by one (1) resident for a 24-hour period. The proper par level for each facility could be best described as the total number of items it takes to satisfy all residents at a given facility per day. Some residents may require multiple bed pads, while others may not. A proper par level for every facility should be approximately 3.0 par on all items.

PAR LEVELS CHART, EXAMPLE

Item	One Par Level	No. of Beds	Facility Inventory	
			1 Par	2.5 Par
Sheet	3	100	300	750
Draw Sheet				
Fitted Sheets				
Towels				
Bath Blankets				
Thermal Blankets				
Spreads				
Pillow Cases				
Incontinent Briefs				
Underpads				
Gowns				

K. LINEN -- REQUIREMENTS

Policy:
The Laundry Department is responsible for providing a well-organized, timely laundry processing and delivery system for the facility. In order to fulfill the components of this policy, par levels of adequate linen supply must be established and maintained for each facility.
Procedure:
After adequate par levels are established, regular linen inventories must be performed. Also, routine rag-out procedures must be performed per guidelines. It is mandatory that these procedures be performed on a scheduled basis.
The amount of linen required by each facility and each resident depends on a number of factors:

1. Individual facility policies;
2. Number, condition, and needs of the residents;
3. Design and equipment size of a facility's laundry;
4. Availability of storage area;
5. Distribution and collection system; and
6. Government regulations.

L. RAG-OUT PROCEDURES

Rag-out is the system by which torn or badly stained linen is taken out of circulation. The Laundry Supervisor must keep track, using a tally sheet, of all old, torn, and badly stained linen and remove them from circulation. The easiest method is to place the torn linen in a special box and count it weekly. This linen can then be sent to the Janitorial Department for use as cleaning rags (this may vary per State regulations).

M. RECORDKEEPING

Policy:
Production/processing usage records must be maintained. Each facility will maintain daily production reports and utilize linen inventory update to provide management with meaningful information regarding lien and/or equipment needs.

Procedure:
The Laundry Supervisor is responsible for the maintenance and review of records. These records are important in running each facility and in calculating proper reimbursement rates established by Medicare.

1. Laundry Production Report:
    a. Keep production reports for at least seven (7) days to show proper operation of the Laundry. Production reports help show the efficiency of employees. Production reports should show #/hr/employee for a seven-day period.
    b. To complete the production report, each shift counts all items processed.
    c. Tally these counts and multiply by specific weights assigned on the form.
    d. Add the final column together for the total weight for a day or week, and this number, divided by the total hours worked, will yield the production level per employee hour in the Laundry.
    NOTE: Also record daily the wash loads produced for this seven-day period.
    e. Evaluate Laundry Production Reports against facility design, type and size of equipment, and linen inventory for overall department efficiency.
2. Linen Inventory Sheet:
    a. Establish an ongoing inventory program to ensure adequate linen is available for resident care.
    b. The method for doing inventory is found in this manual.
    c. Make reports quarterly, at a minimum. Make purchase requests to compare inventory to the actual production sheet.
    d. Follow established level for the facility.
3. Facility Laundry Usage Form guidelines:
    a. The Facility Laundry Usage Form will show where laundry is being used, either by department or location, in the facility.
    NOTE: This is important to determining the payment the facility gets from Medicare. Medicare will pay the costs of laundry usage for Medicare residents (in the certified area and in therapy units), but only if accurate statistics on usage are provided.
    b. Weigh laundry when dry and clean.
    c. Record usage 1 week per month. The specific weeks to use will be provided.
    d. It is very important that the correct week be used for recorded usage.
    e. Each week begins on Sunday and ends on Saturday.

f. Record the total pounds of laundry processed during the designated weeks for each area listed on the form.
g. Medicare does not accept estimates. For example, estimating the amount of laundry in a 50-pound washer is not an acceptable method for determining the weight.
h. If laundry is processed for departments other than those listed on the form, show this on the form under "Other" with an explanation.

4. Staffing Records:

Keep staffing records to show allocation of employee time and to assist in the overall running of the Department. The Laundry must operate seven (7) days a week and be staffed for maximum productivity.

N. SAFETY

Policy:
Every effort must be made to ensure day-to-day operational safety of all employees and residents.

Procedure:

1. File MSDS sheets and make available to all laundry employees. In accordance with OSHA regulations, locate the MSDS binder in the work area. Binders with racks are available from Diversey/Lever and other suppliers. Employees must receive in-service training in the correct interpretation of the MSDS sheets and must be familiar with first aid and other listed precautions. Give careful consideration to skin and eye damage. Fully explain the "corrosive" label on the containers.
2. Provide full-face shields and use them when changing chemical pails or containers. Goggles or safety glasses are not recommended.
3. Provide emergency eyewash stations within easy accessibility near the chemical dispensers. All employees must receive in-service training in the proper use of eyewash stations. As a learning tool, ask the employee to close one eye, proceed to the eyewash station, and turn on the eye washer (in his/her face). This alleviates apprehension during a real emergency. "Squeeze bottle" eyewash stations are prohibited.
4. Chemical spills require precautions. Employees must receive in-service training to safely remove spills.
5. Remove water on the floor immediately.
6. Floor mats are not recommended at the front of washers. They are a tripping hazard and harbor infection bacteria. Safety strips manufactured by 3-M are recommended.
7. **Placing mop heads and rags in dryers are strictly prohibited!** The facility Maintenance Director will provide and maintain an area with drying racks or lines.
8. Clean dryer lint compartments every two (2) hours of dryer operation.
9. Utility sinks that are supplied with 120°F hot water must have warning labels affixed near the sinks. The proper signage requires a red background with 2" white letters at 3/16" stroke that states, "**CAUTION -- HOT WATER TEMPERATURE MAY EXCEED 120°F**".
10. Rags laden with grease from the Dietary Department cannot be laundered. They must be discarded. Spontaneous combustion can occur if the rags are stored together. If rags are found stored together, discuss the situation with the Dietary Supervisor.

O. STAFFING AND WORK SCHEDULES

The Director of Operations and the Administrator allocate staffing hours for Sunrise Health and Rehabilitation Center. It is based on number of licensed beds, current customer base, and the configuration of the laundry and equipment size. A properly designed laundry with adequately sized equipment should be able to process between 85 and 100 pounds of linen per hour, per laundry employee. By using the production sheets found in the Appendix, an Environmental Services/Janitorial Director can determine if his/her staff is not producing to capacity.

Staffing:

Staffing of each facility's laundry department should be the same seven (7) days a week if personal laundry is not being processed; more hours (Monday through Friday) are required if personal linen is being processed.

Standards:

1.31 Laundry Hours per 100 pounds, 12 hours per day

For proper utilization of staff, consider delivery time and pick up time when developing proper staffing patterns. Two employees working together some of the time will be more productive than each one working alone. If laundry has been allocated 16 employee hours per day, it would be more efficient to run laundry for 12 hours than either 8 or 16 hours.

P. SUPPLIES

Automatic injection equipment for providing chemicals in wash cycles may be used in laundry. The Laundry staff must monitor chemical usage, change supply buckets in a timely manner when product is exhausted, and carefully examine processed linen periodically to ensure desired results are being achieved.
Supplies or chemicals used in the laundry process are injected into the washing machines automatically. Home-style machines use liquid or powder added by hand.
The liquid dispenser is a much more accurate method of adding the chemicals and does not allow for mistakes or overuse, as does the procedure for placing the dry chemical in by hand. There is no guessing or questioning the amount to be used with the automatic dispenser.

1. Chemicals -- Four product system:
    a. Concentrated sour ensures appropriate pH levels that otherwise could irritate residents' skin.
    b. Closes the linen fibers to enhance the feel of softness.
    c. A high-performance concentrated detergent that removes soil and stains with built-in water conditioning agents.
    d. A concentrated liquid chlorinated bleach that removes recalcitrant stains.
2. Stain removal: The ideal water temperature for stain removal is 98°F. Facility washers shall be programmed to flush with 110°F water to remove gross soil. In some instances, a presoak may be necessary to dislodge embedded excrement and medicines. Use facility washers or 5-gallon pails as soaking sinks. Use lukewarm water when soaking.
   The best method of stain removal requires that soiled linens be sorted properly and washed in the appropriate wash cycle. Various methods can be used to presoak linens. Soaking methods will vary based on cleaning needs. The use of 1 ounce of household bleach in 4 gallons of 100°F water will aid in stain removal.
3. Powders: Since powders are bulky and an added expense, they should be purchased only if the facility has a household-type washing machine. They are often applied inaccurately into industrial machines.

These chemicals are caustic. Follow the manufacturer's directions for use. When mixing destainer with a sour, never use more than 2 ounces of destainer per 4 gallons of water.

Q. WASH CYCLES

The step-by-step process of cycle after cycle that moves the linens from soiled to clean is known as a "wash formula".

Components of a "Wash Formula":

1. Bleach
2. Break
3. Flush
4. Rinse
5. Softener
6. Sour
7. Suds (detergent)

Flush:

Most formulas begin with a "flush" cycle. The flush cycle does the following:

1. Loosens all heavy soil (fecal matter, blood, etc.) and carries it away.
2. "Wets" all linens so detergent that will be introduced in the following cycle will be effective. For example, when a washer is overloaded, linens in the center of the wheel do not get soaked. This means any detergent that may reach these linens has a much reduced effectiveness.
3. The warm-water flush cycle helps transition the linens from room temperature, at the start of the wash, to the hot 140-160°F water temperature of the detergent cycle.

Breaks:

In heavily soiled formulas, linens undergo a "break" cycle:

1. As much as 60% of heavy soil can be removed quickly with a good break operation.
2. The product used in the break cycle has high alkalinity, much higher than regular detergent. This alkaline wash raises the pH of the linen so high that no bacteria can survive.
3. Water temperature in the break cycle is warm. Hot water would seem a better option to attack soil and kill bacteria, but high water temperatures can set stains in the linen (especially blood stains) much faster than warm water. The chemical action, not water temperature, will kill bacteria.
4. It is recommended to extend the length of the break cycle rather than raise water temperature.

Suds (detergent):

The detergent cycle finishes the job of soil removal started in the break cycle. By the time linen gets to the detergent cycle, over 60% of the soil has been washed away, and what remains is not clinging tightly.

1. The detergent cycle has a moderate level of alkalinity but uses a very high water temperature (150° - 155°F), since setting stains is no longer a concern.
2. The length of the detergent cycle is based on how many suds cycles are in a formula.

Bleach:

1. Only include a bleach cycle in the formula when washing whites. The job of a bleach cycle is to:
    a. Remove stubborn stains that may be resistant to detergents; and
    b. Whitten the wash load.
2. Bleach has little capacity to remove soil -- detergents must do that.
3. Bleaching is usually done at a low water level, but high water temperature. The cycle should run 10 minutes -- longer than that, and the bleach loses its effectiveness.
4. The pH must be at the proper level during the bleach cycle. A pH of 10.2 is 10.5 is the proper level. Too low a level will over-activate the bleach and damage the linens; too high a pH will make the bleach ineffective.
5. The bleach cycle always follows the detergent cycles. The alkali in the detergent should get the pH level to the point where bleach will work.

Rinse:

Once the load has been washed and bleached, several rinses must remove the remaining soil and whatever alkali and bleach are left over from the previous cycles.

1. Rinses are always done at high water levels.
2. The first rinse should be at the same water temperature as the bleach cycle, with each successive rinse at a lower temperature until the linens are brought down to a temperature at which employees can handle them.
3. Many short rinses are better than fewer long rinses. Even after the detergent and bleach cycles, 15% of the original soil may still be floating in the wash wheel. The rinse cycle flushes the wash load several additional times to carry away the balance of the soil.
4. When there are not enough rinse cycles, linen may seem rough or stiff because of leftover alkali that was not rinsed away. Linen may also appear gray if all the soil was not rinsed away.

Sour:

Even after the rinse cycle, there may still be traces of alkali in the wash. If this alkali is not neutralized, when the linens come in contact with the heat of the dryers, they may burn or scorch. In addition, if the alkali is not neutralized and the pH stays above that of human skin, the linens may cause skin irritation on the residents.

Sour is an acidic product that will neutralize the alkali left after the rinse cycles. Sour will reduce the pH of the linens to slightly below the pH of skin. There is no rinse after the sour cycle.

Softener:

There are several reasons to use softener:

1. Its softens the linens. Softener will remove any harsh feeling and will help prevent skin irritation.
2. It fluffs the linen so it looks better when folded.
3. It removes static electricity and makes folding easier and quicker.
4. Most softeners have a bac-stat that leaves a final shot of disinfectant in the linens.

Extraction:

The extraction cycle removes the water left in the linens at the end of various cycles. Good extraction cycles shorten drying time. After extraction, the linens will be packed around the inside of the drum. A short tumble cycle will loosen the linens from the sides for easy unloading.

R. WASHERS -- DESCRIPTION

1. Institutional or commercial washers are larger and load from the front as opposed to smaller capacity domestic washers that load from the top.
2. Washers range in capacity from 25 pounds to 750 pounds, but in the case of nursing homes and other residential living centers, often the sizes used are 60 pound, 85 pound, and 100 pound.
3. The heart of the commercial washer is the wash wheel, a basket that rotates and reverses direction approximately every 10 seconds. Inside the basket are bars that lift the linen out of the water and drop it back down against the side of the basket to create the mechanical action that pounds the linens clean.
4. Commercial washers have some type of programmer, either a computer or a card that regulates the sequence of cycles, controls the flow and temperature of the water, and introduces the chemicals at the correct time in the cycle.

Size of Loads:

1. **Overloading:** Overloading washers affects the quality of laundered items. Overloading does not allow correct mechanical action in the wash wheel. Instead of linens being raised to the top of the basket and then dropped to the bottom to pound them clean, linens in an overloaded washer are packed so tight that they simply rotate as the basket rotates. In addition, a machine that is overloaded is ineffective, wasting chemicals, water, and time.
2. **Underloading:** Underloading a washer may not affect the quality of the wash, but may affect the long-term mechanical reliability of the machine. Underloading can cause problems for the motor as it tries to reverse directions and turn all the additional water just sitting in the basket.

Water Level:

There are two water levels in wash cycles -- high and low:

1. **Low Water Levels:** A level with about 6 inches of water in the basket when there is no linen. When the washer is loaded, low water level should come up to the bottom of the window in the door. Low water levels are usually in the wash and bleach cycles in order to get the most mechanical action or "pounding" in those cycles.
2. **High Water Levels:** Found in the rinse cycles. High water levels should be halfway up the window in the door when the washer is full of linens. High water levels are used for the rinse cycle because linens are lifted and dropped into water instead of pounding on the sides of the machine.

Temperature:

Usually, high temperatures produce the best wash results. Care should be taken since high water temperatures may also damage linens. The first cycle of most wash loads is usually a warm or cold rinse, then hot water for the detergent and bleach cycles, with lower temperature water for the final rinses.

Times:

Time in every laundry operation is a valuable resource. Long wash cycles produce good results, but not practical in normal production schedules. Finding the balance between good cycles and time management is a key to good laundry operations.
Cycles that are run too long may damage linens and waste hours. Cycles that are run too short will not produce the required result.

MCJ & PRESTIGE
Cleaning Services

MCJ EQUIPMENT LIST

Equipment	Nomenclature:	Quantity:
	ADVANCE AQUACLEAN CARPET CLEANER XP	2 (one for each location)
	CIMEX CAPERT MACHINE CR48CM	2
	CIMEX FLOOR SCRUBBER	2
	STINGER 15”AND 20”LOW SPEED FLOOR MACHINE SIDE-BY-SIDE	2
	20”HYBRID SCRUBBER	2

	CHAMP 3 GALLON SPOT EXTRACTOR	2
	RX20 HE ROTARTY CARPET EXTRACTOR AND STEAM CLEANING	2
Equipment	Nomenclature:	Quantity:
	JET CVX TURBO DRYER	2
	MINUTEMAN E20 AUTOMATIC SCRUBBER CYLINDRICAL TRACTION DRIVE MODEL	2
	Advance VP300 Vacuum Cleaner	2
	Advance Spectrum Upright Commercial Vacuum	13

	JL PREMIUM 20" HIGHSPEED 2000 RPM	2
	Powr-Flite PF2030 Wide Area Sweeper Vacuum, 30"	1
	TRANSPORT Backpack Vacuum SC412B	8
	New Advance Adgility 6XP Backpack Vacuum	2

Like 0

Standard Equipment

- One Low Profile Wand with 12 in. quad-jet head (67-002P).
- Two 50 ft. sections of 2 in. vacuum hose.
- Two 37.5 ft. sections of 2½ in. vacuum hose.
- Two 50 ft. sections of ¼ in. high pressure solution hose.
- Two 37.5 ft. sections of ¼ in. high pressure solution hose.
- One 50 ft. section of water hose with quick-connect fitting.
- Battery box
- Installation kit
- Operation and service manual

Features & Benefits

- Full thermostatic control
- Through-frame drive belt cooling – significantly reduces downtime by extending belt life
- Patent pending thermal well incorporates tube-and-shell heat exchanger transfers more heat from engine to solution.
- Easy-to-remove access panel and side hoods allows for quick service
- Superior heat production and control
- Narrowest liquid-cooled slide-in on the market

Power plant	Three-cylinder liquid cooled 31 HP Kubota 972 gasoline engine operating at 3000 RPM. Model #WG972-E2.
Vacuum pump	Gardner Denver HF408 Helical Tri-Lobe blower
Solution pump	CAT 5CP 5120 producing up to 1500 PSI and 5.0 GPM
Waste tank	90 gal. (75 gal. at shutoff) capacity. TIG-welded marine grade aluminum construction.
Frame construction	1/8 in. × 2 in. TIG welded aluminum box tubing
Belt cooling	100 CFM through-frame air injection belt cooling
Console dimensions (W × H × D)	20 × 43 × 49 in. | 51 × 109 × 124 cm
Frame finish	Powder coated for maximum corrosion resistance
Frame construction	Powder-coated steel

MCJ & PRESTIGE
Cleaning Services

High Performance Green Cleaning Policy
May 1, 2021

SECTION 1: SCOPE

This Policy addresses environmental best practices for cleaning Broward County Facilities. Specifically, it addresses purchasing sustainable cleaning; procuring sustainable cleaning equipment; developing and implementing standard operating procedures for effective cleaning; developing guidelines for handling cleaning chemicals; developing staffing and employee training requirements; collecting and addressing occupant feedback; and establishing procedures for use of chemical concentrates and dilution systems.

SECTION 2: GOALS

The goal of this High Performance Green Cleaning Policy and Plan is to reduce the exposure of building occupants and maintenance personnel to potentially hazardous chemical, biological and particle contaminants, which adversely impact air quality, health, building finishes, building systems and the environment.

SECTION 3: RESPONSIBLE PARTIES

Maria Watson, President of MCJ Professional Cleaning Services Corp., responsible for developing and managing the implementation of the High Performance Green Cleaning Policy and Plan. Michael Murphy, Vice President of CleanAll Supply, is an LEED to develop the plan.

Personnel involved with various elements of the green cleaning program shall carry out their tasks according to this policy and report all relevant activities to the aforementioned parties. To ensure an effective and coordinated effort, the building staff responsible for overseeing the High Performance Green Cleaning Policy and Plan shall review all proposed cleaning activities before implementation.

Function	Company Name	Primary Contact	Phone
Janitorial Services	CleanAll Supply	Walter Lawrence	954 232-4339

SECTION 4: QUALITY ASSURANCE CONTROL PROCESS

The party(ies) responsible shall periodically evaluate the success of the High Performance Green Cleaning Policy and Plan. This evaluation may include producing and providing a report on an annual basis to senior management. Whenever possible, the annual report shall include an evaluation of the performance, safety, cost and environmental/public health benefits achieved as a result of its implementation.

Prior to implementation, the responsible party(ies) shall review all proposed cleaning activities. Upon reviewing proposed activities, the responsible party(ies) shall determine if they meet the criteria of the High Performance Green Cleaning Policy and approve or deny action.

The responsible party(ies) shall regularly communicate with all cleaning staff and conduct regular site inspections and evaluations to ensure that the High Performance Green Cleaning Policy and Plan is in place and functioning as intended. In addition to ongoing quality control measures, Michael Murphy will review all practices and products to identify opportunities for improvement and expansion of environmentally friendly practices.

SECTION 5: CLEANING PRODUCTS

PERFORMANCE METRICS AND MEASUREMENT
The practices listed below shall be implemented, to the extent practicable, with a target goal of 80% of products complying, based on cost. The Responsible Party shall assign staff to track purchase rates of both compliant and noncompliant products.

PRACTICES TO OPTIMIZE USE OF SUSTAINABLE CLEANING PRODUCTS
Cleaning products and materials used at Miami International Airport Hotel shall, when possible, meet the requirements of IEQc3.3: Green Cleaning, Purchase of Sustainable Cleaning Products and Materials.

Product types subject to these requirements include, but are not limited to, bio-enzymatic cleaners, general-purpose cleaners, specialty cleaners, odor control, disinfectants, disposable janitorial paper products and micro-fiber cloths and mops.

IEQc3.3: Green Cleaning, Purchase of Sustainable Cleaning Products and Materials Criteria:

- The cleaning products meet one or more of the following standards for the appropriate category:
  - Green Seal GS-37, for general-purpose, bathroom, glass and carpet cleaner use for industrial and institutional purposes
  - Environmental Choice CCD-110, for cleaning and degreasing compounds
- Disinfectants, metal polish, floor finishes, strippers or other products not addressed by GS-37 or Environmental Choice CCD-110, 146, or 148 shall meet at least one of the following standards for the appropriate category:
  - Environmental Choice CCD-112, for digestion additives for cleaning and odor control
  - Environmental Choice CCD-113, for drain or grease-trap additives
  - Environmental Choice CCD-115, for odor-control additives
  - California Code of Regulations maximum allowable VOC levels for the specific product category.
- Disposable janitorial paper products and trash bags meet the minimum requirements of one or more of the following programs for the applicable product category:
  - U.S. EPA Comprehensive Procurement Guidelines for Janitorial Paper and Plastic Trash Can Liners
  - Green Seal GS-09, for paper towels and napkins
  - Green Seal GS- 01, for tissue paper
  - Environmental Choice CCD-082, for toilet tissue
  - Environmental Choice CCD-086, for hand towels
  - Janitorial paper products derived from rapidly renewable resources or made from tree-free fibers.

APPROVED PRODUCT LIST
The products listed below are approved for use. Products beyond those listed here must be submitted for approval prior to use.

Product Type	Manufacturer/Product Name	Sustainability Criteria Met
Toilet Tissue	VonDrehle White JRT	Green Seal Certified
Hand towels	Solaris Paper	RRF Rapidly Renewable Fiber
Facial Tissue	Solaris Paper	RRF Rapidly Renewable Fiber
Toilet Tissue	Solaris Paper	RRF Rapidly Renewable Fiber
Bathroom Cleaner	Brulin	Green Seal Certified
Neutral Floor Cleaner	Brulin	Green Seal Certified
Degreaser	Brulin	Green Seal Certified
Microfiber cleaning towels red	MCLOTH R 16" X 16" 250g wt	n/a
Microfiber cleaning towels Blue	MCLOTH B 16" X 16" 250g wt	n/a

SECTION 6: CLEANING EQUIPMENT

PERFORMANCE METRICS AND MEASUREMENT
All newly acquired cleaning equipment shall comply with the criteria listed below. The Responsible Party shall assign staff to track the percentage of all equipment that meets the criteria, based on cost or number of pieces of equipment, with a target of 100% of equipment complies by 12 months after start date.

PRACTICES TO OPTIMIZE USE OF SUSTAINABLE CLEANING EQUIPMENT

Purchase Criteria
All new equipment acquisitions shall comply with the requirements of IEQc3.4: Green Cleaning, Sustainable Cleaning Equipment:

- Vacuum cleaners meet the requirements of the Carpet and Rug Institute "Green Label" Testing Program—Vacuum Cleaner Criteria and can capture 96% of particulates 0.3 microns in size and shall operate with a sound level less than 70dBA.
- Carpet extraction equipment for restorative, deep cleaning is certified by the Carpet and Rug Institute's "Seal of Approval" Testing Program for deep-cleaning extractors.
- Automated scrubbing machines are equipped with variable-speed feed pumps and onboard chemical metering to optimize the use of cleaning fluids. Alternatively, the scrubbing machines use only tap water with no added cleaning products.
- Battery-powered equipment is equipped with environmentally preferable gel batteries.
- Powered equipment is ergonomically designed to minimize vibration, noise and user fatigue.
- Equipment is designed with safeguards, such as rollers or rubber bumpers, to reduce potential damage to building surfaces.

Record-keeping
A log shall be kept for all powered cleaning equipment to document the date of purchase and all repair and maintenance activities. Vendor cut sheets for all equipment used onsite shall be stored onsite. When cleaning equipment replacement is necessary, acquisition dates and supporting documentation shall be retained to demonstrate that all newly acquired equipment complies with the specifications.

APPROVED EQUIPMENT LIST
The equipment listed below is approved in the event of new equipment acquisition. Equipment beyond that listed here must be submitted for approval prior to acquisition.

Equipment Type	Manufacturer/Model	Sustainability Criteria Met
		CRI Seal of Approval
		CRI Seal of Approval

SECTION 7: HANDLING AND STORAGE OF CLEANING CHEMICALS

PERFORMANCE METRICS AND MEASUREMENT
Protocols governing safe handling and storage of cleaning chemicals shall be wholly adopted. QC checks will be used to ensure 100% adoption.

PRACTICES TO OPTIMIZE HANDLING AND STORAGE OF CLEANING CHEMICALS
The following protocols have been established to mitigate spills, leaks and mismanagement.

Storage

- Cleaning chemicals are stored in a single-locked janitorial closet. Workers access chemicals at the beginning of their shift and as needed.

Chemical Dilution systems
(See Section 8)

SDS Storage

- The cleaning chemical supplier is required to provide accurate MSDSs for all chemicals delivered to the building.

- MSDSs are filed, in duplicate, in the chemical storage room and the manager's office in clearly labeled binders.
- The cleaning chemical supplier maintains a toll-free hotline that can be called in the event of spills or accidents to access safety data and protocols.

Emergency Procedures

The onsite responsible party is required to notify property management and building engineer immediately if any dangerous or potentially harmful situations arise. The property manager and building engineer will then notify tenants and work with cleaning contractor to expedite response and ensue tenant safety. No toxic chemicals are allowed on site. The introduction of any non-Green Seal, Environmental Choice or Eco Logo certified products must first be approved by property management. Notice will be given to all tenants 48 hours prior to use of any non-approved chemicals.

SECTION 8: USE OF CHEMICAL CONCENTRATES AND DILUTION SYSTEMS

PERFORMANCE METRICS AND MEASUREMENT
Dilution systems and chemical concentrates shall be wholly utilized for the following product types:

Disinfectant		Green Seal Certified
Bathroom Cleaner	Brulin	Green Seal Certified
Degreaser/Carpet Spotter	Brulin	Green Seal Certified
Neutral Floor Cleaner	Brulin	Green Seal Certified

PRACTICES TO OPTIMIZE USE OF CHEMICAL CONCENTRATES AND DILUTION SYSTEMS
Chemical concentrates and dilution systems are used according to the procedures below to minimize risk to staff and occupants, and to conserve resources.

Dilution System Description

CleanALL utilizes modular dilution systems with a dispenser top to service any chemical proportioning application. Chemicals are placed in the cabinet with integrated metering tips for correct chemical mixture through single product quart or bulk fill containers.

Protocol for Use

The dilution system combines concentrated cleaning products, color coded labels, descriptive identifiers, and posters for use by the dispenser site.

Maintenance

The system utilizes a modular port design allowing for any dispensed product to slide into any available slot. The measuring tips and labeling are built in providing for a maintenance free system. Replacement hoses are available in the rare event that they need changing.

SECTION 9: CONTAINMENT AND TREATMENT OF LABORATORY CHEMICALS N/A

PERFORMANCE METRICS AND MEASUREMENT
For any drain that handles laboratory-type liquids, containment drains must be provided that will appropriately treat the liquid waste.

PRACTICES TO OPTIMIZE USE OF CONTAINMENT DRAINS IN LABORATORY SPACES
Containment drains are installed and used, as necessary, according to the procedures below, to minimize risk to staff and occupants, and to mitigate contamination of natural resources.

Containment Drain Description

Protocol for Use

Maintenance

SECTION 10: VULNERABLE BUILDING OCCUPANTS

To protect vulnerable building occupants, such as pregnant women, children, asthmatics, elderly occupants, individuals with allergies and highly sensitive individuals, cleaning staff shall use low/no VOC cleaning products; they shall perform

routine cleaning and floor restoration activities after working hours when the majority of occupants have left the building; the staff shall limit the number of cleaning chemicals used in the building; and they shall maintain a high level of cleanliness thus minimizing the presence of irritants.

SECTION 11: STAFFING AND TRAINING

PERFORMANCE METRICS AND MEASUREMENT
All cleaning personnel shall receive regular training. Vendors shall supply evidence of compliance with training requirements prior to contract award or renewal.

PRACTICES TO OPTIMIZE STAFFING AND TRAINING
All cleaning staff and managers shall receive environmental safety and health training, addressing, at minimum, hazards associated with the use, disposal and recycling of cleaning chemicals, dispensing equipment and packaging.

Training Topics

-
- Employee safety and health compliance as it relates to the cleaning program
- Regulatory compliance standards—OSHA, EPA, and other local, state, and federal rules and regulations
- Unsafe attitudes and conditions in the work place through Job Safety Analysis—OSHA JSA or JHA (Job Hazard Analysis)
- Employee performance improvement, such as accident prevention and record-keeping
- Compliance with health and safety rules, and regulation and confidentiality issues
- Safe chemical storage and handling
- Disposal and recycling of cleaning chemicals, dispensing equipment and packaging

Annual Training Hours
All workers shall receive 4 hours of training annually.

Staffing Plan
To meet cleaning objectives within the building, minimum staffing requirements must be met. Factors such as occupancy rates, seasonal variations and other considerations should be considered when adjusting the staffing plan.

SECTION 12: OCCUPANT FEEDBACK AND EVALUATION OF NEW TECHNOLOGIES

PERFORMANCE METRICS AND MEASUREMENT
All guests and employees shall have a mechanism by which to provide feedback on cleaning practices.

PRACTICES TO OPTIMIZE OCCUPANT FEEDBACK AND EVALUATE NEW TECHNOLOGIES AND PROCEDURES

The Manager has implemented a system for gathering occupants' feedback about the green cleaning program. Occupants are encouraged to alert the management to any issues relating to the green cleaning program. In addition, management regularly researches and integrates new green cleaning technologies into the building's green cleaning procedures.

SECTION 13: TIME PERIOD

This policy shall take effect on August 1, 2016 and shall continue indefinitely or until amended and/or replaced by a subsequent green cleaning policy.

BROWARD COUNTY BOARD OF COMISSIONERS	MCJ PROFESSIONAL CLEANING SERVICES CORP.
Signature_____	Signature _____
Date _____	Date _____

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: MCJ PROFESSIONAL CLEANING SERVICES CORP.

Address: 1905 SW 32ND STREET, BAY 6, POMPANO BEACH, FL 33064

Local Contact: Maria Watson | E-Mail Address: contact@mcjcleaning.com

Address: SAME

Contract Amount:

Using Agency Served: Solicitation No. and Title:

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. [X] 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 / B	Name	Job Class	A / B
Josenildo Ribeiro	Supervisor	B	Carolina Rodrigues	Janitor	
Nayra Rodrigues	Supervisor		Rosaura Lopez	Janitor	
Flavio Losada	Supervisor		Maicohl Caruacho	Janitor	
Iris Losada	Supervisor		Jose Damasceno	Janitor	

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

I, Maria Jose Watson (Print Name) of MCJ Professional Cleaning Services Corp. (Company) hereby attest that

(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 receip t 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 maria José Watson Title President

SWORN TO AND SUBSCRIBED BEFORE ME this 13 day of MAY, 2021

STATE OF FL

COUNTY OF BROWARD

Notary Public State of Florida
Maria Das Dores Toledo Carvalho
My Commission HH 069562
Expires 12/06/2024

_____ My commission expires: _____
(SEAL) Notary Public (Sign name of Notary Public)

Personally Known [X] or Produced Identification [ ] Type of Identification Produced:

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	$ 27.00
Assistant Project Manager or Equivalent	Hour	$ 24.00
Quality Control Manager or Equivalent	Hour	$ 23.00
Shift Supervisor or Equivalent	Hour	$ 21.00
Team Leader/Supervisor or Equivalent	Hour	$ 20.00
Janitorial Worker or Equivalent	Hour	$ 17.05
	Hour	$
	Hour	$

Vendor Name MCJ PROFESSIONAL CLEANING SERVICES CORP.

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	$ 30.51
Assistant Project Manager or Equivalent	Hour	$ 27.12
Quality Control Manager or Equivalent	Hour	$ 25.99
Shift Supervisor or Equivalent	Hour	$ 23.73
Team Leader/Supervisor or Equivalent	Hour	$ 22.60
Janitorial Worker or Equivalent	Hour	$ 19.26
	Hour	$
	Hour	$

Vendor Name MCJ PROFESSIONAL CLEANING SERVICES CORP.

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.

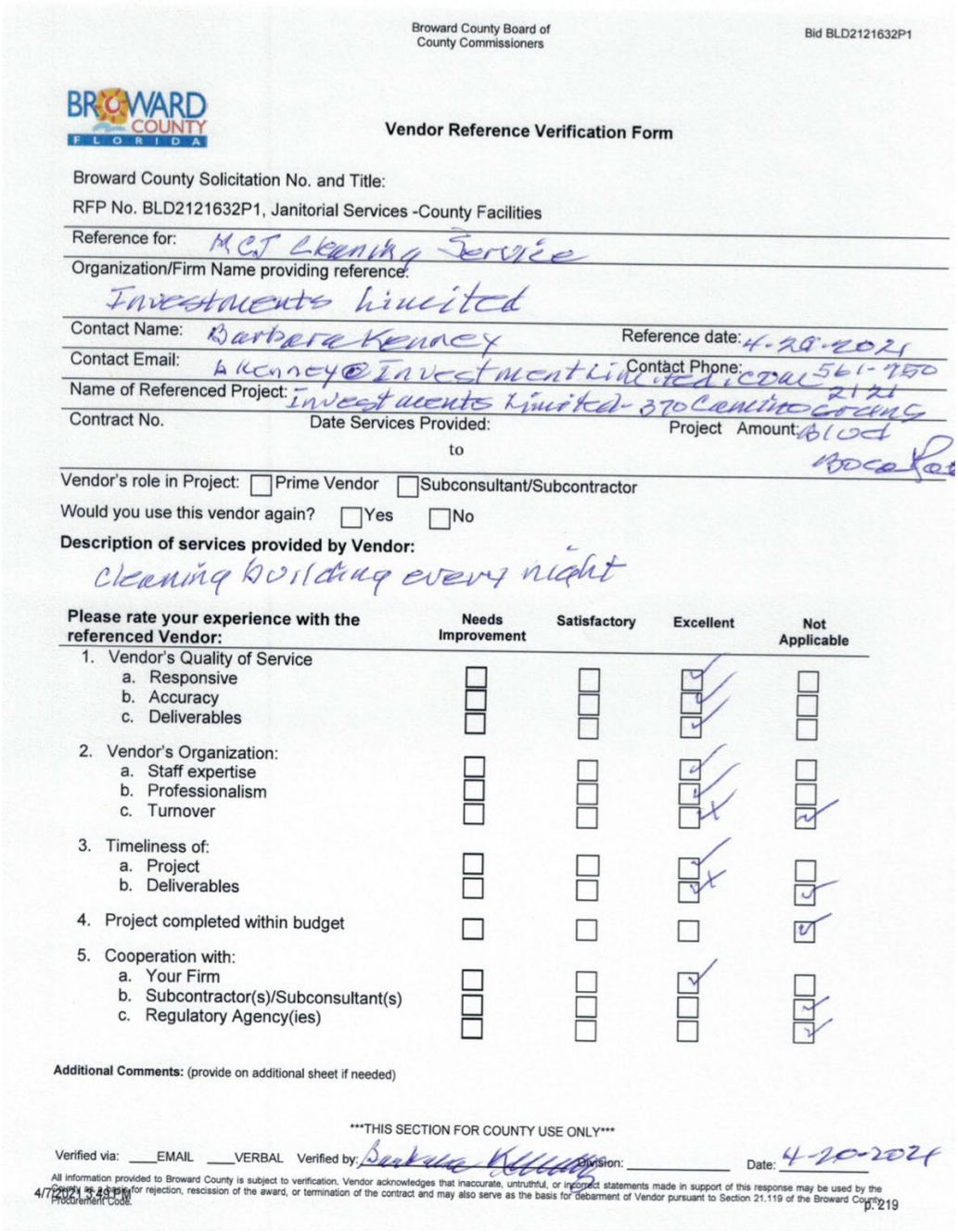
PERSONNEL POSITIONS (Insert below for each position the minimum unburdened hourly rate)

DESCRIPTION	UNIT	(HOURLY RATE UNBURDENED)
Project Manager or Equivalent	Hour	$ 34.48
Assistant Project Manager or Equivalent	Hour	$ 30.64
Quality Control Manager or Equivalent	Hour	$ 29.36
Shift Supervisor or Equivalent	Hour	$ 26.81
Team Leader/Supervisor or Equivalent	Hour	$ 25.54
Janitorial Worker or Equivalent	Hour	$ 21.76
_____	Hour	$ _____
_____	Hour	$ _____

Vendor Name MCJ PROFESSIONAL CLEANING SERVICES CORP.

MCJ & PRESTIGE
Cleaning Services

MCJ REFERENCES



Broward County Board of
County Commissioners

Bid BLD2121632P1

BROWARD COUNTY FLORIDA

Vendor Reference Verification Form

Broward County Solicitation No. and Title:

RFP No. BLD2121632P1, Janitorial Services -County Facilities

Reference for: MCJ Cleaning Service

Organization/Firm Name providing reference:

Investaments limited

Contact Name: Barbara Kenney Reference date: 4-29-2021

Contact Email: bkenney@investmentlimited.com Contact Phone: 561-750-2121

Name of Referenced Project: Investaments Limited - 370 Camino Gardens

Contract No. Date Services Provided: Project Amount: Block

to Boca Raton

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

Would you use this vendor again? ☐ Yes ☐ No

Description of services provided by Vendor:

cleaning building every night

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: Barbara Kenney Division: _____ Date: 4-20-2021

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.

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www.mcjcleaning.com

MCJ & PRESTIGE
Cleaning Services

Broward County Board of
County Commissioners

Bid BLD2121632P1

BROWARD COUNTY FLORIDA

Vendor Reference Verification Form

Broward County Solicitation No. and Title:
RFP No. BLD2121632P1, Janitorial Services -County Facilities

Reference for: MCJ Professional Cleaning Services

Organization/Firm Name providing reference:
PM Technologies

Reference date: 4/20/2021

Contact Name: Carmen M Ellis

Contact Email: cellis@pmtechno.com

Contact Phone: 678.557.5330

Name of Referenced Project: T2 Modernization

Contract No. AVC0000115/139

Date Services Provided: 03/2017 to Current

Project Amount: $47,000.00

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

Would you use this vendor again? ☑ Yes ☐ No

Description of services provided by Vendor:
Cleaning / COVID Cleaning

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)

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MCJ & PRESTIGE
Cleaning Services

BROWARD COUNTY FLORIDA

Vendor Reference Verification Form

Broward County Solicitation No. and Title:
RFP No. BLD2121632P1, Janitorial Services -County Facilities

Reference for:

Organization/Firm Name providing reference: City of Boca Raton

Contact Name: Wayne Anderson, Facilities Manager — Reference date: 4/19/21

Contact Email: wanderson@ci.boca-raton.fl.us — Contact Phone: (561) 239-2084

Name of Referenced Project: City of Boca Raton

Contract No.	Date Services Provided:	Project Amount:
2017-031	10/16/2017 to Present	$489,210.00

Vendor's role in Project: [X] Prime Vendor [ ] Subconsultant/Subcontractor

Would you use this vendor again? [X] Yes [ ] No

Description of services provided by Vendor: Janitorial Services

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)

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MCJ & PRESTIGE
Cleaning Services

BROWARD COUNTY FLORIDA

Vendor Reference Verification Form

Broward County Solicitation No. and Title:

RFP No. BLD2121632P1, Janitorial Services -County Facilities

Reference for: MCJ PROFESSIONAL CLEANING SERV

Organization/Firm Name providing reference:

United Services, Inc

Contact Name: Raymond Pardo Reference date: 4/22/21

Contact Email: RPardo@UnitedServicesInc.net Contact Phone: 561-847-4824

Name of Referenced Project: Palm Beach County

Contract No. Date Services Provided: 6/1/2020 to 5/30/2025 Project Amount: YEAR $ 700,000.-

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

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) RPardo

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MCJ & PRESTIGE
Cleaning Services

Henderson Behavioral Health

Innovation
Compassion
Hope

May 5, 2017

Re: MCJ Prestige Cleaning Services, Inc.

To whom it may concern:

We are pleased to highly recommend MCJ Prestige Cleaning Services, Inc.

Over the past seven years, we have been impressed by their willingness to go *over and above* in assisting our organization with hygienically maintaining our facilities and employing cleaning crews who are professional and responsive.

Their team's honesty, integrity and willingness to help are extraordinary. They are highly competent and always ready to perform special clean-ups as needed or attending to the regularly scheduled building services as contracted for.

Our contract with MCJ Prestige is a full-service contract that includes supplies. They were diligent and professional in installing cost-saving dispensers, at their own expense and continue to do so as we expand our services in south Florida.

They provide ongoing management inspection services to maintain our facilities at the highest level possible; and, should one of our building managers notice any deficiencies, they are always available and work toward a speedy resolution of the particular concern or building need- including re-stocking when supplies run low or are completely depleted.

In short, MCJ Prestige is a reliable business partner and a trusted resource for our organization.

If I may be of further assistance to you in your selection process, please call me at (954) 777-1623.

Sincerely,

John D. Aquino, MPA
Director of Administration

Administration 4740 North State Road 7 Building C Suite 201 Lauderdale Lakes FL 33319 954-486-4005 www.hendersonbh.org

Broward County Board of County Commissioners

Inspection Summary

Inspection Information

Date	5/12/21 11:44 PM
Location	City Hall
Inspected By	Maria Watson

Overview

Inspection Score	Deficient Ratings	Non-Deficient Ratings
95.00%	0	31

Top 5 Areas

Bottom 5 Areas

General Notes

Inspector Notes

(None)

Client Notes

(None)

Plan of Action

(None)

Service Scores

No Sublocation - No Section	95%
Clean all glass partitions and glass exterior doors	95%
Clean and disinfect all surfaces in breakrooms, conference rooms, and trainings rooms	95%
Clean and disinfect drinking fountains	95%
Clean and refill floor drains	95%
Clean & disinfect all surfaces in break rooms, conference rooms, and training rooms	95%
Clean & disinfect lobby/entrance	95%
Clean floor drains	95%
Clean restroom facilities and locker rooms	95%
Clean up spills	95%
Dust, mop, vacuum, and sweep non-carpeted floors	95%
Dust, mop, vacuum, and sweep non-carpeted floors	95%
Dust surface	95%
Emergency cleaning service of bodily fluid spills	95%
Empty recycled containers	95%
Empty trash receptacles and cigarette receptacles	95%
Empty trash receptacles and cigarette receptacles in public seating areas, employee lounges/lunchrooms.	95%
Refill dispensers	95%
Remove carpet stains	95%
Spot clean surfaces	95%
Vacuum carpet surfaces	95%
Wash interior glass walls and partitions.	95%

MCJ PROFESSIONAL CLEANING SERVICES CORP.

Resumes of Key Personnel

MCJ & PRESTIGE
Cleaning Services

Maria Watson

Deerfield Beach, FL 33441 ◆ 954-418-6248 ◆ contact@mcjcleaning.com

Professional Summary

I've served as the owner and operator of a cleaning business for the last 17 years. With strong organizational and multi-tasking skills, as well as superior time and resource management capabilities. Dedicated and energetic. Reliable and responsible with a positive attitude.
Proactive and meticulous Customer-oriented team player with expertise generating optimal satisfaction levels while building profits and client generation. Results-driven, goal-oriented and looking to leverage effective background into Cleaning role.

Skills

- CUSTOMER-ORIENTED
- EXCEPTIONAL TIME
- MANAGEMENT
- INTERIOR AND EXTERIOR
- EXCEPTIONAL
- CHEMICAL CLEANING
- COMMUNICATOR
- DECISION MAKING SKILLS
- MAINTAIN DOCUMENTS AND
- ABILITY TO WORK
- FILES PLAN AND INDEPENDENTLY
- COORDINATE WORK
- MOTIVATION TO EXCEL
- DECISION MAKING
- EXCEL
- COMMUNICATOR
- TIME
- MANAGEMENT
- BUSINESS MANAGEMENT AND DEVELOPMENT
- BUSINESS GROWTH AND RETENTION
- TEAM LEADERSHIP

Work History

Small Business Owner, 06/2003 to Current
MCJ & PRESTIGE CLEANING SERVICES CORPORATION – POMPANO BEACH, United States

Education

BUSINESS ADMINISTRATION, Accounting, 1998

Accomplishments

- Successfully ran a commercial cleaning business for [17] years.
- Contributed to company customer satisfaction through exceptional services.
- Business Growth.
- Developed and built business from start increasing company's gross income from $475.00 in 2003 to

MCJ & PRESTIGE
Cleaning Services

FLAVIO JUAN A. LOZADA
(561) 929 408 | fjalo63@gmail.com

Summary of Skills and Qualifications

• Leadership, training, and team building. • Sales action plans development. • Sound ability to count rapidly and accurate. • Excellent interpersonal and communication skills. • Exceptional ability to set up / maintain own accounting.	• Great ability to continually adapt and learn. • Outstanding customer service and relations. • Strong knowledge of safe work practices and proper lifting methods. • Speak Spanish, English and Portuguese

Experience

MCJ PRESTIGE SERVICES
APRIL 2018 - PRESENT
JANITORIAL SUPERVISOR
Lead cleaning crews that work at governmental sites, including Broward County Courthouse, Boca Raton Sheriff Office, Boca Raton City Hall, Boca Raton Library. Duties include, supervising and organizing teams of 10 employees and overseeing their daily tasks, including performing quality assurance checks; assign personnel to established work areas or project duties; manage key performance indicators and reports to client; monitors and manages performance of cleaning team(s); ensure all health and safety procedures are followed to encourage safe working practices; control the issuing and usage of cleaning materials to ensure best chemical and material handling; completes weekly timesheets and submits to Facilities Manager; ensures all machinery to be in good working condition; interview and hire personnel.

CORNESTONE GROUP
March 2019 – Present
Marquis Apartments - Eagle Pointe
MAINTENANCE SUPERVISOR
Give responses to resident service inquiries and interests promptly; walks through the community daily, ensuring the cleanliness of the grounds, common areas and community facilities; performs general maintenance duties to include replacing door locks, caulking, patching sheetrock holes, painting; performs electrical duties to include replacing faulty switches/outlets, added switches and receptacles/breakers. performed plumbing duties to include replace and repair toilets together with pulling old fixtures and setting new ones and replace and repair faucet fixtures; cleans and repairs building fixtures including lights, locks, windows, doors, screens, walls, floors, gutters, and drains; performs preventive maintenance and repairs A/C; carry out all on-call emergencies as necessary.

MCJ & PRESTIGE
Cleaning Services

AAA NEW ENGLAND. INC
SEPTEMBER 2016- MARCH 2019
Maintenance and Repairs
Responsible for daily maintenance at 100-unit complex. Performed regular check on exterior parts of buildings and general areas; carried out repairs and offering janitorial help as required; supported scheduled yearly unit inspections; kept precise records with regards to preventive maintenance of all accessories monthly; cleaned and repaired building fixtures including lights, locks, windows, doors, screens, walls, floors, gutters, and drains; operated pressure washer machinery to clean driveways, parking lots, sidewalks, and walls.

Education

Institute of Bankers Education (College) - Bolivia High School Diploma – Bolivia
EPA certification #963733329710

MCJ & PRESTIGE
Cleaning Services

IRIS LOZADA

roxcaloz@gmail.com | 561-729-6592

PROFESSIONAL PROFILE

Cleaning Supervisor with knowledge of efficient cleaning practices in a commercial environment. Assures crew completes tasks according to established procedures. Excellent supervisory skills.

WORK EXPERIENCE

Cleaning Supervisor
MCJ Cleaning Services
July 2018 – Present

- Conducts day-to-day cleaning supervision paying particular attention to productivity and quality control through regular visits.
- Controls and monitors correct use of appropriate cleaning materials in the facilities.
- Provides courteous and professional services at all times.
- Manages performance of cleaning team.

Janitor
Marsden South
January 2016 – June 2018

- Performed a variety of custodial duties with established standards, instructions, and procedures.
- Set up, stocked, and maintained cleaning equipment and supplies.
- Monitored and maintained sanitation and organization of assigned areas.

Preschool Teacher
Amazing Grace Preschool
March 2012 – March 2013

- Provided a variety of materials and resources for children to explore, manipulate, and use, both in learning activities and imaginative play.
- Taught basic skills such as colors shape, number, and letter recognition, personal hygiene, and social skills.

SKILLS SUMMARY

- Hard Working
- Easily adapts to changes within organization and clients' cultures.
- Organized and detail oriented.

MCJ & PRESTIGE
Cleaning Services

Luisa Matias

(561)-261-9419
luisarojas83@yahoo.com

EXPERIENCE

Stockton Maintenance Group, *Janitorial / Supervisor*

June 2009- April 2018

Training in customer services, payroll experiences, secretary work / Microsoft experiences, and worked in managing Martin County region

United Service, *Supervisor*

April 2018 - June 2020

Experiences in how to manage the supervisor position and how to get along with clients and how to solve any complaints.

MCJ Professional Cleaning Services, — *Supervisor*

June 2020- Present

EDUCATION

Colegio Adventista Del Septimo Dia , Dominican Republic
High School Diploma

SKILLS

- Communicating skills
-Listening skills
- Leadership skills
- Outgoing
- Understanding
- Time management

LANGUAGES

Spanish
English

MCJ & PRESTIGE
Cleaning Services

MAICOHL REGO CARVALHO

Presentation:

Career developed in the area of Sales Management in multinationals and large companies. Extensive experience in managing business units with sales of over R $ 100 million / year.

Management of corporate projects, involving different areas of the company, focusing on the definition of commercial policies and strategies. Negotiation and market opening with large retail, wholesale and distributor networks in Brazil.

Management of marketing, experience in distribution channels, implementation of commercial policies, credit, guarantee, product launches and promotional campaigns.

Training, development and management of high performance teams, focused on execution, performance management and productivity. Strong financial knowledge of the business processes and development of management tools such as P & L per client, margin control and development of improvement and profitability plans per client.

Experience in financial management of commercial projects, with investment analysis, business valuation and price composition focused on value packages, customer focused (win / win).

Committed to the Mission, Vision and Values of the organization where I work, always having them as a reference.

Personal data

Name:	Maicohl Rego Carvalho
Age:	43 years
Cell Phone:	(954) 994 8081

GOALS

Area of interest:	Supervisor and Sales

Language

- basic English
- advanced Spanish

University graduate

institution:	UNIFOR – Faculdade de Fortaleza
course:	Graduated in Business Administration and MBA in Marketing

MCJ & PRESTIGE
Cleaning Services

PROFESSIONAL EXPERIENCE

COMPANY:	MCJ PROFESSIONAL CLEANING SERVICES, CORP.
OCCUPATION:	**SUPERVISOR – 2019**
Atribuições do cargo:	- Lead cleaning crews that worked at large corporate sites. - Traveled between sites to ensure crews were complying with company standards. - Implemented cleaning supply inventory controls. - Communicated with clients and corporate staff to ensure clients were happy. - Interviewed and hired cleaning crew members.

COMPANY:	GTEX COMPANY USA
OCCUPATION:	**REGIONAL SALES MANAGER – 2019**
ASSIGNMENTS:	- Responsible for Commercial Operation and Marketing - Market opening with new Supermarkets, Medium Markets and Distributors - Management of promoters team - Project management for prospecting new customers, markets and segments - Develop and define growth strategies in large retailers - Relationship with key customers - Ensure the achievement of goals and the generation of revenue and profit - Tactical performance with creative commercial strategies and implementation of effective and seasonal marketing campaigns - Plan, direct and coordinate the company's commercial effort, based on market opportunities and threats, the company's commercial plans and information generated by field research, the commercial team and the ADVS team.

COMPANY:	MEGA SOLUTIONS USA
OCCUPATION:	**SUPERVISOR – 2016/2019**
ASSIGNMENTS:	- Manage market opening in Brazil, in the segments of food, food supplements. - To elaborate all commercial strategy for opening of clients, Distributors, retail and large Wholesale - Plan commercial strategy, price, costs, investment, aiming for greater profitability and financial health of the negotiations. - Responsible for investment funds and marketing strategy. - Responsible for presentation and negotiation with potential clients in Brazil - Hiring of Commercial Representatives in the Food segments

COMPANY:	SADIA BRF AS – 2010/2016
OCCUPATION:	**REGIONAL SALES AND MARKETING MANAGER**
ASSIGNMENTS:	- Responsible for Commercial Operation and Sales and Distribution - Management of 12 Branches in Brazil

MCJ & PRESTIGE
Cleaning Services

Mayra
Rodrı

ıgues70@hotmail.com
9548618791
POMPANO BEACH, FL

Summary

Efficient Custodial Worker with more than 05 years executing custodial and maintenance duties in and around Port Everglades facilities. Skilled at performing minor repairs and responding quickly to emergency service calls. Strong knowledge of health and safety practices and regulations.Manages multiple tasks including cleaning and maintaining buildings grounds and facilities. Detail-oriented Janitor committed to working hard and handling various tasks including cleaning sanitation bathrooms vacuuming and sweeping . Experience working in large facilities with multiple areas.

Experı

Custodı ı ı

MCJ & Prestige Cleaning Services • Pompano Beach, Florida
01/2016

- Open and close facilities following procedural guidelines
- Manage all cleaning tools and ensure proper working condition
- Distributed supplies and goods to staff at beginning of shift to manage inventory and maintain proper supplies while controlling expenses.
- Mixed used and properly stored hazardous chemical cleaners to reduce risk of injury or illness.
- Checked in and stocked inventory throughout facility.
- Kept janitorial closets clean and organized.
- Collected sorted and transported recyclable materials.
- Identified concerns with facilities including repair needs and major maintenance concerns and escalated issues to management.
- Completed routine floor maintenance incluing stripping sealing and finishing.
- Cleaned vaccumed and dusted all area of building to maintain organized professional appearance for employees and clients

Skılls

- Inter-department collaboration.
- Vacuuming sweeping cleaning and sanitation.
- HAZMAT knowledge
- Chemical cleaners
- Preventive Maintenance
- Inventory Control and replenishment
- Facility Maintenance
- Multitasking abilities
- Flexible & Adaptable
- Leadership

Education

Physı

Ie University • Novo Hamburgo, RS

Languages

- Portuguese
- English
- Spanish

MCJ & PRESTIGE
Cleaning Services

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MCJ Professional Cleaning Services

Item: **BLD2121632P1:BLD2121632P1:BLD2121632P1:Janitorial Services - Port Everglades - Agreement No. 13**

Attachments
MCJ_Broward_Eval Criteria Agmt 13.pdf
MCJ_Price Sheet_BLD2121632P1 Agmt 13.xlsx
MCJ_Staffing Schedule Agmt 13.xlsx
MCJ 2019 Tax Return.pdf
MCJ 2020 Tax Return.pdf
MCJ Certificate of Insurance.pdf
MCJ Certifications Licenses.pdf
MCJ Environmental Services Policy and Procedure Manual Training.pdf
MCJ Equipment List.pdf
MCJ Green Cleaning Program.pdf
MCJ Living Wage Affidavit.pdf
MCJ Living Wage Price Sheets.pdf
MCJ References.pdf
MCJ Reporting Example.pdf
MCJ Resumes of Key Personnel.pdf

MCJ PROFESSIONAL CLEANING SERVICES CORP.

RESPONSES TO EVALUATION CRITERIA QUESTIONS

RFP #BLD2121632P1

Janitorial Services - County Facilities

Agreement 13 Port Everglades Facilities

Submitted May 14, 2021

MCJ & PRESTIGE
Cleaning Services

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contact@mcjcleaning.com || www.mcjcleaning.com

MCJ & PRESTIGE
Cleaning Services

1. 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.

Additional Questions:

1.1. Company Profile

1. Provide a description of the company's history:

a. business location
b. length of time in business
c. principals and their experience
d. list any change(s) in ownership and date(s) of such change.

Established in 2003, MCJ Professional Cleaning Corp. is a local business headquartered in Pompano Beach, Florida with operations in Broward and Palm Beach Counties. Maria Watson, founder, President and CEO, has led our company to expand from a small "mom & pop" business servicing small businesses to a reputable, mid-sized organization servicing more than 1 million square feet of commercial office space for clients such as the City of Boca Raton as a prime vendor, and we perform services as an SBE 20 percent subcontractor for the Palm Beach County Government Buildings.

MCJ sets itself apart in a very competitive marketplace by being a locally owned and operated professional cleaning company with financial stability, modern evaluation processes, well-maintained equipment, and by delivering the quality cleaning experience expected only in a private, residential setting. We currently do business in the private sector and for local municipalities and government facilities.

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MCJ is fully qualified to perform the services requested in this solicitation for Broward County's facilities. MCJ possesses the following abilities:

- A comprehensive history and understanding of the janitorial business;
- Experience servicing clients having comparable requirements for size and scope;
- Possessing nine years of experience working with government and municipality contracts;
- Competent and proactive project and corporate staff members;
- An extensive knowledge in best janitorial and green cleaning practices; and
- Fair and reasonable pricing.

We feel our ability to manage and plan for delivering high-caliber services at your locations is directly tied to years of experience in janitorial services, our comprehensive plan for continuous staff training, and our commitment to excellence.

MCJ & PRESTIGE is a CBE/SBE/SMWBE/ACDBE and DBE/MWBE and SBA 8A Certified Company made up of hard-working and highly-trained personnel dedicated to providing our clients with the highest quality of excellence. (Copies of the certificates are attached in a document labeled "MCJ Certifications and Licenses.")

2. Provide total number of current employees:

a. Full-time 22
b. Part-time 37

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3. Provide total number of supervisory employees:

a. Full-time 1
b. Part-time 5

4. Provide total number of custodial workers:

a. Full-time 19
b. Part-time 32

5. Do you employ any temporary employees? If so, what percentage of your workforce will be temporary / on-call?

MCJ does not currently employ any temporary employees.

6. Do you provide health benefits to your employees?

MCJ currently has fewer than 50 full-time employees, therefore, at this time, MCJ does not offer health insurance to our employees; however, we know being awarded one or more contracts with the County will grow the size of our company to the point where we will offer health insurance to our employees.

7. Does your company require your employees to have a criminal background check?

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

MCJ processes background screenings on all potential employees, for every client account / location, for every role our employees fill -- from Site Supervisors to Janitors to Floor Care Technicians. In addition, we will reprocess the background screening at the client's request.

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1.2. Company Experience/Reference

Vendor should submit a minimum of at least three (3) janitorial contract references but no more than five (5) janitorial contract references that have been performed in the past five (5) years, including the following information described in paragraphs "a" through "j" below. Identify for each reference whether the work was performed as a Prime or Sub-Contractor. Refer to Vendor reference Verification Form and submit as instructed. Only provide references for non-Broward County Board of County Commissioners contracts. For Broward County contracts, the County will review performance evaluations in its database for vendors with previous or current contracts with the County. The County considers references and performance evaluations in the evaluation of the Vendor's past performance.

MCJ's janitorial contract references are attached in a document labeled "MCJ References."

Describe prime Vendor's experience on projects of similar nature, scope, and duration, along with evidence of satisfactory completion, both on time and within budget. For each such project, provide the following information:

a. Name and location of facility.
b. Size of facility area cleaned (square feet).
c. Number of stories (height of building).
d. Total number of workers/supervisors assigned to facility.
e. Total number of facility users. i.e., employees, clients, customers, passengers.
f. Start date and end date of contract.
g. Annual dollar value of contract.
h. Identify which of the above-mentioned contracts were/are operational 24 hours a day, 7 days a week, 52 weeks a year.
i. Identify which of the above-mentioned contracts required extensive employee background/security checks.
j. Identify any of the above contracts that adhered to green building maintenance standards.

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MCJ's currently provides cleaning services for Palm Beach County Government Buildings located in West Palm Beach County, Florida. We are choosing to compare this contract with the Port Everglades Facilities due to the demanding cleaning specifications.

We have been working with Palm Beach County since last June, which coincided with the height of the COVID-19 pandemic. We quickly implemented effective cleaning solutions for these high-traffic buildings. We currently clean 28 facilities as part of this contract.

We currently staff this contract 24/7 to be available to disinfect high-touch areas due to the number of people utilizing the space. In addition, the security level is very similar in Port Everglades as it is in Palm Beach County's buildings. Both are a Level 3, which we are accustomed to processing for our employees.

The contract is just wrapping up its first year of a five-year contract. We are the SBE firm for the prime vendor, and their reference is included in this proposal package.

SIZE (SQUARE FEET): 812,512
NUMBER OF STORIES: Various
TOTAL EMPLOYEES: 30
TOTAL NUMBER OF FACILITY USERS: Unknown
DATE AND END DATE OF CONTRACT: June 2020 – May 2025
ANNUAL DOLLAR VALUE OF CONTRACT: $700,000.00
24/7/52 WEEKS: Yes
BACKGROUND CHECKS: All
GREEN BUILDING MAINTENANCE: All

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1.3 Experience of Key Personnel

Describe the experience of key personnel (including prime Vendor and their subcontractor(s) relevant to providing timely, high quality janitorial service in an environmentally friendly manner to multiple high-profile facilities. ***Refer to Section 10. Green Cleaning, in the Specifications and Requirements***

1. List key personnel of the proposed maintenance team, including supervisor(s), and primary project managers 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 information:

a. Project superintendent.

The Project Superintendent will be our company's President, Maria Watson. In 2003, Maria Watson launched MCJ Professional Cleaning Corp. with the goal of providing the same quality cleaning she treasured in her own home to businesses and agencies throughout South Florida. Her resume is attached. (See Attachment labeled "Resumes of Key Personnel.")

Through MCJ, Maria has gained experience with a variety of industries and organizations. She started from the ground up and has grown to be a seasoned cleaning company executive. She oversees all operations of MCJ, including, but not limited to, human resources (hiring, training, etc.), equipment (purchasing, maintenance, etc.), contract administration, and developing cleaning schedules and staffing solutions for clients.

During the past nearly two decades, she has developed strong relationships with multiple organizations and has created hundreds of career opportunities in the community.

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b. Site Supervisors.

MCJ has several quality cleaning professionals staffed as Site Supervisors at current client locations. We will reassign a few of these seasoned professionals to the Broward County locations in which we will provide services, but we will also recruit and hire additional staffing as needed. As is customary in the contract janitorial field, we will also seek to retain some of the employees currently working in the County facilities. We will offer them positions with MCJ, and they will go through the same hiring and training processes we offer to our new hires. Resumes for each of the Supervisors listed below are attached.

Flavio Losada, Supervisor

Flavio has a proven track record of ensuring the smooth running and functioning of all janitorial concerns throughout his career as a Cleaning Supervisor. With more than 15 years of experience, Flavio is able to efficiently coordinate all aspects of a contract cleaning program, including, but not limited to interviewing, hiring, establishing cleaning schedules, evaluating staff performance, responding to emergencies, and equipment maintenance. He is a tremendous asset to MCJ and currently serves with our team in our contract with the City of Boca Raton.

Iris Losada, Supervisor

During her time with MCJ, Iris has consistently demonstrated her ability to manage large janitorial teams with the goal of excellence. She is skilled in juggling the demands of multiple departments in the same organization to exceed their expectations. She oversees all aspects of the cleaning process at some of our largest clients (most recently for our contract with the City of Boca Raton) including, but not limited, human resource functions, work flow schedules, training, establishing performance goals, and developing equipment maintenance programs. Iris is a dedicated, skilled supervisor with more than 10 years of supervisory experience, and she has been with MCJ since 2019.

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Luisa Matias

Luisa has been a part of the Supervisory Team with MCJ since June, 2020 with our contract with Palm Beach County (Belle Glade). In the short time Luisa has been with our team, she has been instrumental in maintaining the cleanliness of our client's facility. She is diligent, possesses strong leadership skills, and is knowledgeable about best cleaning practices.

Maicohl Carvalho

Maicohl has been with MCJ for two years serving in our contracts with both Broward County and Palm Beach County. He has more than nine years of professional cleaning experience. He possesses extensive knowledge of successful cleaning crew management and problem-solving skills. He is able to quickly prioritize tasks to maximize productivity, performs inspections with a keen eye toward cleanliness and safety standards, and communicates effectively.

Mayra Rodrigues, Supervisor

Mayra is a hardworking and dependable Cleaning Supervisor and has been working in this role for nine years and with MCJ since 2014. She possesses excellent leadership skills and the ability to effectively communicate with crew, corporate management, and clients. Mayra has a client-focused approach to her daily work flow, and strives to deliver outstanding customer service. In her role with MCJ, she assigns work to the janitorial staff and performs inspections to ensure conformance to specifications and established standards. Mayra has been a team player with MCJ in our contracts with Port Everglades, Palm Beach County, and Boca Raton.

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c. Full Time Service Crews.

We have great teams of employees at MCJ to whom we will offer new opportunities in the County facilities. We will also give the opportunity to employees with the current janitorial service to apply with MCJ to remain in their present roles. Some of our great team members are highlighted below:

Miriam Silva, Janitor, has over two years of experience in performing janitorial services in a commercial setting. Miriam is a solid staff member and looks forward to growing in her role with MCJ. Her primary duties include cleaning surfaces and glass, mopping, vacuuming, and removing rubbish. She currently performs cleaning at the 911 Facility in Pembroke Pines.

Stephanie dos Santos, Janitor, is a versatile team member who can perform both light and heavy janitorial duties. She has more than three years of experience in working for both residential and commercial clients, including hotels and hospitals. She currently performs cleaning at the 911 Facility in Coconut Creek and City of Boca Raton.

Jose Carlos Damasceno, Janitor, performs heavy janitorial work for MCJ. He does floor work, shampoos carpets, removes rubbish, and washes walls and windows. He is dependable and reliable. He currently works for us in our contract with the City of Boca Raton at the Fire Station and City Hall.

Monica Mattos, Janitor, is part of our commercial cleaning team. She has experience in all types of janitorial services, including, sweeping, mopping, vacuuming, trash removal, and cleaning surfaces and touchpoints throughout the buildings. She currently works for our contract at the City of Boca Raton.

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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 the following information:

a. Their functions in the company.
b. Their title and number of years of service with the company.
c. Their years of experience in the maintenance of comparably complex facilities and systems.

Dora Carvalho, Office Manager

Maria "Dora" Carvalho comes to MCJ with more than 15 years of office-related experience. She is a newer team member, having joined our team just last year, but she has learned so much about our business and continues to take a proactive role in developing client relationships and keeping our office functioning at the highest level. Dora is responsible for the day-to-day office operations, including contract administration and problem solving. Her resume is attached.

Additionally, MCJ is supported by great vendors who are considered part of our team. As a small business, these alliances are crucial to the smooth operation in all of our contract locations. These vendors provide assistance with our technology base (computers, software, printers, etc.), cleaning supplies, paper products, equipment, and professional services for accounting and legal. For example, when we begin a new client, our cleaning supplies vendor will work with us to bring locations online to our Green Cleaning Program, deliver all necessary paper, plastics, and new equipment (mopping systems, carts, etc.), and help us train staff on chemical safety if requested.

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2. Location

*Refer to **Location Certification Form** and submit as instructed. The maximum points shall be assigned to each Locally Based Business and to each join venture that is composed solely of Locally Based Businesses.*

MCJ is both a local business and a locally-based business in Broward County (as described in Section 1-74 of the Broward county Code of Ordinances), with our corporate office located in a corporate park in Pompano Beach, Florida. Our day-to-day business is conducted from this office, along with our warehouse for storage of our cleaning supplies and equipment. We have completed our Location Certification Form as directed in the RFP. A copy of our Broward County Local Business Tax Receipt is included in the attached document labeled "MCJ Certifications."

3. Project Approach

*Describe the prime Vendor's approach for each agreement of locations prime Vendor is proposing. Include how the prime Vendor will use subcontractors for each agreement of locations prime Vendor is proposing. **FIRMS MUST COMPLETE THIS SECTION AND LIST EACH AGREEMENT OF LOCATIONS THE FIRM IS PROPOSING.***

MCJ is a CBE business and will be the prime Vendor and will not enlist any subcontractors to meet the SBE/CBE requirements of this Agreement. A copy of the letters from the Broward County Office of Economic and Small Business Development is included in the attached document labeled "MCJ Certifications & Licenses."

We have prepared pricing and proposals for the following Agreements / Locations listed in the RFP:

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Agreement No. 2: **LARGE FACILITIES GROUP 1 (5 LOCATIONS)**
Agreement No. 5: **LARGE FACILITIES GROUP 4 (4 LOCATIONS)**
Agreement No. 13: **PORT EVERGLADES FACILITIES (26 LOCATIONS)**
Agreement No. 14: **911 REGIONAL DISPATCH CENTERS (3 LOCATIONS)**

There are eight (8) CBE Reserve Agreements and six (6) SBE Reserve Agreements. Provide total number of full-time and part-time employees currently employed by prime Vendor. Provide total number of full-time and part-time supervisory employees currently employed by prime Vendor. Provide total number of full-time and part-time custodial workers currently employed by prime Vendor. Indicate whether prime Vendor employs any temporary employees and, if so, indicate the percentage of be temporary/on-call.

As further described in Section 1.1 “Company Profile” (above, Pages 2-5), MCJ currently employs 59 employees (22 full time / 37 part time). We do not employ any temporary employees at this time nor do we subcontract any part of our cleaning services contracts to third parties.

3.1 Project Approach for Each Location

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.

MCJ strives for excellence that can only be attained through personalized service and open communication. During the Phase-In Period, our Project Manager will perform an in-depth analysis of each facility’s needs in order to develop a tailored cleaning schedule within the proposed service hours.

Our supervisory staff utilizes smartphones / iPads and a digitized quality control system called “CleanTelligent” to allow for up-to-the-minute review of performance. This “in the moment” assessment allows for immediate identification and planning for correction of

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any issues, including our ability to provide photos (for correction or repair) and comments for the client's review. In addition, the CleanTelligent program provides a daily rating of the quality of our work and generates weekly reports sent via email.

A dedicated On-Site Supervisor will be staffed daily and will be readily available to the Contract Administrator. In the event of any issues, problems, or concerns, Broward County personnel would contact the assigned Project Manager or On-Site Supervisor directly. The Contract Administrator will have access to the Project Manager, On-Site Supervisor, and the Director of Operations 24/7/365.

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

After careful review of the proposed service hours, MCJ finds the hours to be sufficient to accomplish the cleaning goals.

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

Our cleaning staff is experienced in working in busy office spaces and understands the need for quick and discreet service. We strive to work quickly and efficiently with minimal disruption to the day-to-day responsibilities of our clients. With an On-Site Supervisor and dedicated staff, our assistance with any unusual needs or emergency issues is only moments away.

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

High-quality floor work takes time, which is why we generally schedule our floor work to be performed in the evenings after regular business hours; however, in instances where the facility operates 24/7/365, we choose low-traffic times to schedule daily maintenance and will consult with the Contract Manager and facility staff to determine best timing for project work, including floor stripping and waxing (usually on holidays and off-peak days / evenings).

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3.2 Managing & Organizing Work

Describe how prime Vendor will manage and organize work for each Agreement of locations prime Vendor is proposing:

a. State number of crews working for each agreement identified.

MCJ is planning on staffing 5 crews for a total of 32 people for the locations listed in Agreement 2 Large Facilities Group 1.

MCJ is planning on staffing 4 crews for a total of 13 people for the locations listed in Agreement 5 Large Facilities Group 4.

MCJ is planning on staffing 3 crews for a total of 10 people for the locations listed in Agreement 13 Port Everglades Facilities.

MCJ is planning on staffing 3 crews for a total of 10 people for the locations listed in Agreement 14 911 Regional Dispatch Centers.

i. Describe how you will schedule basic janitorial service for each facility.

We know there is no “cookie cutter” cleaning schedule that works for every facility. Every facility has its own culture and workflow, and our team wants not only to adopt the culture of where we are contracted to work but also to enhance it.

Our senior supervisory staff members are environmental service professionals who are experienced in developing cleaning schedules designed to exceed the client’s expectations. During the Phase In-Period, our Project Manager will perform in-depth analyses of each facilities’ needs -- taking into consideration foot traffic, workflow, hours

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of operation, and timing challenges -- in order to develop a tailored cleaning schedule with built-in quality assurance checks.

MCJ utilizes the QuickBooks Time scheduling software to schedule employees, assign jobs and shifts, and allow for our employees to track their time. This program is web based, can be accessed via mobile devices, and allows us to not only produce a master schedule but to also add or edit cleaning schedules and/or staffing and then alert employees of new schedules and/or shift changes via their mobile devices.

ii. List the individual building teams that will be working for that agreement per building(s): management, supervisory, maintenance crews.

On the attached Excel spreadsheet labeled “MCJ Staffing Schedule,” we have included a tab called “Zones” where we detail the number of employees, their roles, how many days they will work, etc. for each of the four agreements we are submitting for consideration.

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

Once the detailed analysis of each facility’s cleaning needs is developed, our Project Manager will build a customized project schedule for each facility, and it will be uploaded to our digitized monitoring program “CleanTelligent.” Annual work tasks, such as Air Quality Cleaning, will be scheduled in advance with the Contract Administrator. For several weeks prior to Air Quality Cleaning, we will cross-train several staff members from other facilities to learn the specifications for the site. This will allow us to add additional staffing on the scheduled project day(s) to ensure completion and reduce potential interruptions or distractions to the County’s business. When we perform project work such as floor stripping, we perform this service during off-peak hours, over several days if necessary.

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i. Describe crew organization to perform basic and project work.

On the attached Excel spreadsheet labeled “MCJ Staffing Schedule,” we have included a tab called “Zones” where we detail the number of employees, their roles, how many days they will work, etc. for each of the four agreements we are submitting a proposal for consideration.

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

Our supervisory staff utilizes iPads / smartphones with digitized evaluation tools. These tools allow for convenient, accurate, and detailed reporting, including the ability to “attach” pictures and comments to a particular concern and forward it to the appropriate party for attention or to recommend adjustments to the cleaning schedules and/or tasks. A copy of example reports generated by CleanTelligent are attached to our submission in a document labeled “MCJ Reporting Examples.”

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.

MCJ is staffed 365/24/7 in order to provide our clients peace of mind both in day-to-day operations and in emergency situations. The Contract Administrator and key Broward County personnel at each facility will have direct access to MCJ senior staff and decision makers who can staff an emergency clean up or enlist an SBE certified subcontractor to provide services falling outside of our scope of business.

In addition to our day-to-day cleaning and sanitizing services, we are able to provide de-watering services and moisture removal up to 220 degrees with our truck-mounted equipment. Previously we have performed hurricane clean up where we were able to mobilize our crews to de-water and sanitize 10 local schools. In addition, we have performed specialized clean-up operations for the Aviation Department, among other

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organizations, covering more than 100,000 square feet of commercial office space over a three-month period of time following construction.

3.3 Quality Control

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.

MCJ will actively recruit through CareerSource Broward, conduct interviews, and then hire qualified cleaning professionals. Once they have completed their employment packets, and we will perform background screenings at the appropriate security level for each facility.

Several days prior to our contract beginning, we will hold an on-boarding meeting to be attended by all staff for each Agreement. During this meeting, we will cover numerous Human Resource and regular Operations training sessions, including:

- Thorough, detailed training on day-to-day operations, including processes, procedures, scheduling, etc. This training will include, among other things, demonstrations on proper cleaning green cleaning techniques (including mixing and proper usage of chemicals used), safety procedures, proper use of personal protective equipment (PPE), and building security processes.
- We will train our employees on proper time tracking through our Quickbooks Time software and how to check for schedule changes or special requests required by the client.
- Employees will receive training on proper use of our digitized operations inspection program, CleanTelligent.

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- Account Managers and Supervisors will then “shadow” the newly trained staff to ensure proficiency in all areas.
- Employees will receive their uniforms, badges, and other necessary equipment.

We are confident in an excellent return on this training investment in our staff based upon our past experience on-boarding our employees in this fashion. Our team will be able to begin their assignments with confidence to deliver the quality standards requested by the County.

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

Our supervisory staff utilizes smartphones / iPads and a digitized quality control system called “CleanTelligent” to allow for up-to-the-minute review of performance. This “in the moment” assessment allows for immediate identification and correction of any issues, including our ability to provide photos (for correction or repair) and comments for the client’s review. In addition, the CleanTelligent program provides a daily rating of the quality of our work and generates weekly reports sent via email.

In the event of a performance issue, MCJ Account Management is notified immediately. MCJ Account Management then determines the category of the janitorial issue, coordinates with the Project Manager to implement a corrective action, and they dispatch staff to address the concern.

c. Describe how prime Vendor will achieve the services and quality standards described in the attached Exhibit 1 – Specification.

MCJ designs a janitorial program to achieve each customer's janitorial goals. Years of industry service and lessons learned then applied play a critical role in the evolution of MCJ Operations Department. Our Quality Control Department addresses the issues that

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are most important to each client and its facility and then trains employees to respond with excellence.

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

Each building's individual cleaning program is built into the CleanTelligent evaluation software. We will design customized cleaning evaluation forms which will provide our Quality Assurance Team with the ability to check off the completed assigned tasks, take pictures of areas of concern, attach comments, and then provide easy-to-read reports via email to our clients. If cleaning specifications change, we are able to quickly adjust the evaluation form(s) through the program, which will be immediately viewable by the cleaning crew. A copy of a sample report generated by CleanTelligent is included in a document labeled "MCJ Reporting Example" included with our proposal submission.

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

MCJ knows through experience that bringing a building into compliance with green-cleaning practices does not have to be difficult and, in fact, with proper resourcing and training, can be quickly implemented.

Clean equipment translates to a cleaner building. We will immediately begin using appropriate, well-maintained equipment including vacuums, mopping systems, and truck-mounted equipment from our extensive inventory of tools. Our staff is trained in its proper use and care in order to maintain its green-cleaning effectiveness.

Proper use and mixing of chemicals will also begin immediately. Our experience has shown that providing environmental staff with both chemical education and the tools to properly mix chemicals to their proper strength / dilution creates a healthier environment.

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We will provide our teams with the proper tools and equipment for mixing and train them in proper usage prior to our first day in the contract.

When chemicals are used to clean carpets, the chemicals are released into the air and left on the carpet to then be “tracked” via foot traffic throughout the building. MCJ provides carpet cleaning services with our truck-mounted system. This system will steam clean carpets without chemicals creating a cleaner environment for the County’s staff and visitors.

MCJ desires to become part of the County’s and each building’s culture of excellence and will strive for collaboration with the County in how to improve current practices for a cleaner environment.

3.4 Company Equipment

a. List prime Vendor’s current inventory of heavy equipment, i.e., escalator step and walkway cleaner, truck to haul trash, mobile pressure cleaner(s), etc.

Our equipment list is attached and is labeled “MCJ Equipment List.”

b. For the above-mentioned heavy equipment, provide the response time for mobilization for each piece of equipment.

MCJ is able to mobilize its inventory of heavy equipment within a few hours because they are warehoused locally in Pompano Beach.

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c. List prime Vendor's current inventory of machinery for floor care that will be utilized to perform the requirements ***for each Agreement of locations prime Vendor is proposing*** *(i.e., commercial vacuum cleaners, water extraction equipment, machine scrubbers, buffers, air scrubbers, etc.)*

Whenever we begin a new contract, we anticipate the need of purchasing new equipment. While we do maintain an extensive inventory of appropriate equipment, it will be necessary for us to augment what we stock once the contracts begin. Generally speaking, we would meet with our equipment vendor(s) and schedule delivery of the equipment on our first day in the facility. Our current equipment list is attached and is labeled "MCJ Equipment List."

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

We have a long-standing relationship with our floor-care equipment vendor and have a warranty program on all of our machines. The warranty program we participate in allows us to contact the owner directly with any issues with our machines, which they will repair within hours or, if that is not possible, they will lend us a comparable machine while repairs are made. Their response time is 24/7/365, and they are able to deliver a loaned machine within hours. This arrangement nearly eliminates down time for broken equipment.

e. List office equipment and computer programs that prime Vendor currently possesses in order to deliver electronic communications and reports to County staff, i.e., computer, facsimile, scanner, printer, photocopier, Adobe Acrobat, Microsoft Word, Outlook, and Excel, etc.

MCJ operates from a fully-equipped 2,400 square foot office / warehouse space in Pompano Beach, Florida. We work with up-to-date office equipment and software applications:

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- Computers – Numerous computers operating Microsoft Windows, along with iPads and other mobile devices for our on-site operations.
- Office Equipment –
  - Printer;
  - Scanner;
  - Facsimile machine; and
  - Photocopier.
- Software / Applications –
  - Microsoft 365 (Word, Excel, Outlook) for our word processing, spreadsheets, and email;
  - Quickbooks through which we process our billing;
  - Intuit's "Tsheets" for our employee time keeping;
  - Adobe Acrobat to create, edit, and view pdfs; and
  - CleanTelligent to create cleaning schedules, perform quality assurance inspections, and to email performance reports (with the ability to attach pictures and comments directly to County staff.)

3.5 Company Training

a. Provide prime Vendor's internal Employee Safety Training Manual.

"MCJ Environmental Services Policy and Procedure Manual" (included with our submission) is a comprehensive document for cleaning in a variety of environments, including healthcare. It provides our staff with detailed instruction for cleaning and operating safely in any environment.

b. Provide prime Vendor's internal Employee Training Manual.

"MCJ Environmental Services Policy and Procedure Manual" (included with our submission) is a comprehensive document for cleaning in a variety of environments,

including healthcare. It provides our staff with detailed instruction for cleaning and operating safely in any environment.

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/packages, running water, potential slip and fall conditions, ajar doors, etc.

Keeping employees safe is not only good for our team members; it's good for our clients, too. Accident prevention leads to consistent, reliable work. We provide initial and ongoing safety training for all employees and keep records of dates and training type. Training for all team members covers three major areas:

- **Hazard Communication Training**—Introduction to Material Safety Data Sheets (MSDS), personal protection requirements, exposure procedures, and first aid. We maintain MSDS in every client location for each chemical we use to ensure our employees know how to use the chemicals properly to prevent injury.
- **Fire Safety Training**—Facility fire plan, location of fire alarms, fire extinguishers, and emergency exits.
- **General Health and Safety Training**—Proper lifting techniques, safe housekeeping, equipment safety, slip and fall dangers, the effects of substance abuse, and the procedures for reporting accidents, injuries or unsafe working conditions.

We strive to adapt to the culture of our clients. As such our general practice is to adopt the security training provided at our clients' buildings to ensure our janitorial teams are integrated with the client. During the Phase-In Period, we will seek to obtain the County's security training for each location and add it to our training manuals and practices.

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MCJ understands the value these systems can add to your facility and operations, such as:

Improved Productivity. Facilities operate more efficiently when health and safety considerations are part of the equation. The National Safety Council estimates that more than 70 million days of work were lost to work-related injuries in 2019. To combat this problem, we educate our employees about safety in the workplace to keep them healthy and free from injury. A healthy staff translates into a strong team able to provide our clients the excellent cleaning results they need.

Cost Savings. Businesses spend $170 billion annually on costs associated with occupational injuries and illness. However, facilities focused on safety and health enjoy diminished liability claims among other related cost-savings.

Consistency & Reliability. Clean environments assist in minimizing injury and illness and they foster healthier lives for the people who are at your facility day in and day out.

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

By aligning environmental issues with key business goals, our Green Cleaning Program is not only good for the environment, but also healthier for your occupants, and it is good for our community. We train our janitors on our standardized Green Cleaning Program, including proper chemical dilution, use, disposal of cleaning chemicals and packaging, maintenance of equipment, which means a cleaner and healthier environment for facility tenants and visitors. A copy of our Green Cleaning Program is included with our submission as a document labeled "MCJ Green Cleaning Program."

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4. Workload of the Firm

For the prime vendor only, list all completed and active projects that vendor has managed within the past five (5) years. In addition, list all projected projects that vendor will be working on in the near future. Projected projects will be defined as a project(s) 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.

Over the past several years, MCJ has had the opportunity to furnish environmental service at great organizations such as:

Investment Limit (2004 - 2019)

Broward County Aviation Department (2014 - 2017)

Henderson Behavioral Health (2009 - 2018)

City of Deerfield Beach (2017 - 2019)

Port Everglades (2015 - 2021)

City of Boca Raton (2017 - Current)

Broward County 911 Call Center (2020 - Current)

Palm Beach County Government Buildings (2020 - Current)

MCJ knows that any new project presents its own set of challenges because it has individual needs. In collaboration with the Contract Administrator, we will drill down into the details of the Scope of Work and each facility's expectations to develop processes and procedures that will consistently deliver the cleaning solutions promised. We will take full advantage of the time allotted during the Phase-In Period to work with the

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Contract Administrator and key County personnel to learn how each facility operates in order to adapt to their needs and adopt their culture.

MCJ strives to offer personalized services tailored for each of the County's facilities. We welcome the opportunity to be challenged to provide the service the County needs to operate at the level its leaders and residents expect.

5. Pricing

All locations for each Agreement being proposed must have complete pricing. Incomplete pricing in any Agreement will be rejected. Each Agreement will be individually scored for evaluation criteria pricing purposes.

MCJ has proposed pricing for 4 of the 14 Agreements in the Janitorial Services solicitation, and we have uploaded the Pricing Sheets as directed. We are confident our pricing is competitive and complete based upon the information provided in the RFP as far as Scope of Work, Technical Specification, Frequencies and Procedures for Cleaning in Sections 4 and 5, and from the Question & Answer tab in Periscope. We are certain we will meet or exceed the Performance Standards required by the County.

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Janitorial Services - Price Sheets - Port Everglades - Agreement 13 (CBE Reserve)

ITEM NO.	FACILITY LOCATION	Annual Frequency	Annual Process	Year 1 Unit Price	Year 1 Annual	Year 2 Unit Price	Year 2 Annual	Two Year Total
~~1~~	~~1800 SE 18th Street Ft. Lauderdale~~	~~12~~	~~Restrooms~~		~~$ -~~		~~$ -~~	~~$ -~~
		~~Hourly~~	~~Porter (30Hrs./Month)~~					~~$ -~~
		~~12~~	~~Cleaning Supplies~~		~~$ -~~		~~$ -~~	~~$ -~~
		~~12~~	~~Paper Products~~		~~$ -~~		~~$ -~~	~~$ -~~
		~~Sq. Ft.~~	~~Carpet Cleaning - Deep~~					~~$ -~~
		~~Sq. Ft.~~	~~Electrostatic Disinfection~~					~~$ -~~
			~~Total~~		~~$ -~~		~~$ -~~	~~$ -~~
1	1801 SE 20th Street Ft. Lauderdale	12	Restrooms	$ 1,528.00	$ 18,336.00	$ 1,680.80	$ 20,169.60	$ 38,505.60
	395sqft	Hourly	Porter (120Hrs./Month)	**$ 5,400.00**		$ 5,940.00		$ -
		12	Cleaning Supplies	$ 318.00	$ 3,816.00	$ 349.80	$ 4,197.60	$ 8,013.60
		12	Paper Products	$ 198.00	$ 2,376.00	$ 217.80	$ 2,613.60	$ 4,989.60
		Sq. Ft.	Carpet Cleaning - Deep	$ 0.45		$ 0.50		$ -
		Sq. Ft.	Electrostatic Disinfection	$ 0.20		$ 0.22		$ -
			Total		$ 24,528.00		$ 26,980.80	$ 51,508.80
2	1800 SE ~~20th~~ 18th Street Ft. Lauderdale	12	Restrooms	$ 2,080.00	$ 24,960.00	$ 2,288.00	$ 27,456.00	$ 52,416.00
	746 sqft	Hourly	Porter (90Hrs./Month)	**$ 4,050.00**		$ 4,455.00		$ -
		12	Cleaning Supplies	$ 313.32	$ 3,759.84	$ 344.65	$ 4,135.82	$ 7,895.66
		12	Paper Products	$ 271.54	$ 3,258.48	$ 298.69	$ 3,584.33	$ 6,842.81
		Sq. Ft.	Carpet Cleaning - Deep	$ 0.45		$ 0.50		$ -
		Sq. Ft.	Electrostatic Disinfection	$ 0.20		$ 0.22		$ -
			Total		$ 31,978.32		$ 35,176.15	$ 67,154.47
3	**1800 SE 18th Street Garage Ft. Lauderdale**	**12**	**Restrooms**	$ 2,080.00	$ 24,960.00	$ 2,288.00	$ 27,456.00	$ 52,416.00
	xxx sqft	**Hourly**	**Porter (30Hrs./Month)**	**$ 1,350.00**		$ 1,485.00		$ -
		12	**Cleaning Supplies**	$ 313.32	$ 3,759.84	$ 344.65	$ 4,135.82	$ 7,895.66
		12	**Paper Products**	$ 271.54	$ 3,258.48	$ 298.69	$ 3,584.33	$ 6,842.81
		Sq. Ft.	**Carpet Cleaning - Deep**	$ 0.45		$ 0.50		$ -
		Sq. Ft.	**Electrostatic Disinfection**	$ 0.20		$ 0.22		$ -
			Total		$ 31,978.32		$ 35,176.15	$ 67,154.47
4	Check point 3 **(Restroom Only)**	12	Restrooms	$ 482.00	$ 5,784.00	$ 530.20	$ 6,362.40	$ 12,146.40
	41 sqft	Hourly	Porter (30Hrs./Month)	**$ 1,350.00**		$ 1,485.00		$ -
		12	Cleaning Supplies	$ 15.00	$ 180.00	$ 16.50	$ 198.00	$ 378.00
		12	Paper Products	$ 18.00	$ 216.00	$ 19.80	$ 237.60	$ 453.60
		Sq. Ft.	Carpet Cleaning - Deep	$ 0.45		$ 0.50		$ -
		Sq. Ft.	Electrostatic Disinfection	$ 0.20		$ 0.22		$ -
			Total		$ 6,180.00		$ 6,798.00	$ 12,978.00
5	Check point 3 - Booth	12	Restrooms	$ 482.00	$ 5,784.00	$ 530.20	$ 6,362.40	$ 12,146.40
	24 sqft	Hourly	Porter (30Hrs./Month)	**$ 1,350.00**		$ 1,485.00		$ -
		12	Cleaning Supplies	$ 15.00	$ 180.00	$ 16.50	$ 198.00	$ 378.00
		12	Paper Products	$ 18.00	$ 216.00	$ 19.80	$ 237.60	$ 453.60
		Sq. Ft.	Carpet Cleaning - Deep	$ 0.45		$ 0.50		$ -
		Sq. Ft.	Electrostatic Disinfection	$ 0.20		$ 0.22		$ -
			Total		$ 6,180.00		$ 6,798.00	$ 12,978.00

Janitorial Services - Price Sheets - Port Everglades - Agreement 13 (CBE Reserve)

ITEM NO.	FACILITY LOCATION	Annual Frequency	Annual Process	Unit Price	Annual	Unit Price	Annual	*Two Year Total*
6	Check point 2 **(Restroom Only)**	12	Restrooms	$ 482.00	$ 5,784.00	$ 964.10	$ 11,569.20	$ 17,353.20
	41 sqft	**Hourly**	(30Hrs./Month)	**$ 1,350.00**		$ 2,700.10		$ -
		12	Cleaning Supplies	$ 15.00	$ 180.00	$ 30.10	$ 361.20	$ 541.20
		12	Paper Products	$ 18.00	$ 216.00	$ 36.10	$ 433.20	$ 649.20
		Sq. Ft.	Carpet Cleaning - Deep	$ 0.45		$ 1.00		$ -
		Sq. Ft.	Electrostatic Disinfection	$ 0.20		$ 0.50		$ -
			Total		$ 6,180.00		$ 12,363.60	$ 18,543.60
7	Check point 2 - Booth	12	Restrooms	$ 482.00	$ 5,784.00	$ 964.10	$ 11,569.20	$ 17,353.20
	24 sqft	**Hourly**	(30Hrs./Month)	**$ 1,350.00**		$ 2,700.10		$ -
		12	Cleaning Supplies	$ 15.00	$ 180.00	$ 30.10	$ 361.20	$ 541.20
		12	Paper Products	$ 18.00	$ 216.00	$ 36.10	$ 433.20	$ 649.20
		Sq. Ft.	Carpet Cleaning - Deep	$ 0.45		$ 1.00		$ -
		Sq. Ft.	Electrostatic Disinfection	$ 0.20		$ 0.50		$ -
			Total		$ 6,180.00		$ 12,363.60	$ 18,543.60
8	1900 SE 23rd Street, Fort Lauderdale	12	Restrooms	$ 1,528.00	$ 18,336.00	$ 3,056.10	$ 36,673.20	$ 55,009.20
	124 sqft	**Hourly**	(30Hrs./Month)	**$ 1,350.00**		$ 2,700.10		$ -
		12	Cleaning Supplies	$ 550.34	$ 6,604.08	$ 1,100.78	$ 13,209.36	$ 19,813.44
		12	Paper Products	$ 635.60	$ 7,627.20	$ 1,271.30	$ 15,255.60	$ 22,882.80
		Sq. Ft.	Carpet Cleaning - Deep	$ 0.45		$ 1.00		$ -
		Sq. Ft.	Electrostatic Disinfection	$ 0.20		$ 0.50		$ -
			Total		$ 32,567.28		$ 65,138.16	$ 97,705.44
9	Berth 8 **(Restroom Only)**	12	Restrooms	$ 482.00	$ 5,784.00	$ 530.20	$ 6,362.40	$ 12,146.40
	172 sqft	**Hourly**	(30Hrs./Month)	**$ 1,350.00**		$ 1,485.00		$ -
		12	Cleaning Supplies	$ 72.24	$ 866.88	$ 79.46	$ 953.57	$ 1,820.45
		12	Paper Products	$ 62.60	$ 751.20	$ 68.86	$ 826.32	$ 1,577.52
		Sq. Ft.	Carpet Cleaning - Deep	$ 0.45		$ 0.50		$ -
		Sq. Ft.	Electrostatic Disinfection	$ 0.20		$ 0.22		$ -
			Total		$ 7,402.08		$ 8,142.29	$ 15,544.37
10	Berth 13 **(Restroom Only)**	12	Restrooms	$ 482.00	$ 5,784.00	$ 530.20	$ 6,362.40	$ 12,146.40
	100 sqft	**Hourly**	(30Hrs./Month)	**$ 1,350.00**		$ 1,485.00		$ -
		12	Cleaning Supplies	$ 72.24	$ 866.88	$ 79.46	$ 953.57	$ 1,820.45
		12	Paper Products	$ 62.60	$ 751.20	$ 68.86	$ 826.32	$ 1,577.52
		Sq. Ft.	Carpet Cleaning - Deep	$ 0.45		$ 0.50		$ -
		Sq. Ft.	Electrostatic Disinfection	$ 0.20		$ 0.22		$ -
			Total		$ 7,402.08		$ 8,142.29	$ 15,544.37
11	Gate 13 **(Restroom Only)**	12	Restrooms	$ 482.00	$ 5,784.00	$ 530.20	$ 6,362.40	$ 12,146.40
	41 sqft	**Hourly**	(30Hrs./Month)	**$ 1,350.00**		$ 1,485.00		$ -
		12	Cleaning Supplies	$ 72.24	$ 866.88	$ 79.46	$ 953.57	$ 1,820.45
		12	Paper Products	$ 62.60	$ 751.20	$ 68.86	$ 826.32	$ 1,577.52
		Sq. Ft.	Carpet Cleaning - Deep	$ 0.45		$ 0.50		$ -
		Sq. Ft.	Electrostatic Disinfection	$ 0.20		$ 0.22		$ -
			Total		$ 7,402.08		$ 8,142.29	$ 15,544.37

Janitorial Services - Price Sheets - Port Everglades - Agreement 13 (CBE Reserve)

				Unit Price	Annual	Unit Price	Annual	Two Year Total
12	Gate 13 - Booth	12	Restrooms	$ 482.00	$ 5,784.00	$ 530.20	$ 6,362.40	$ 12,146.40
	24 sqft	**Hourly**	(30Hrs./Month)	**$ 1,350.00**		$ 1,485.00		$ -
		12	Cleaning Supplies	$ 72.24	$ 866.88	$ 79.46	$ 953.57	$ 1,820.45
		12	Paper Products	$ 62.60	$ 751.20	$ 68.86	$ 826.32	$ 1,577.52
		Sq. Ft.	Carpet Cleaning - Deep	$ 0.45		$ 0.50		$ -
		Sq. Ft.	Electrostatic Disinfection	$ 0.20		$ 0.22		$ -
			Total		$ 7,402.08		$ 8,142.29	$ 15,544.37
13	1900 SE ~~30th~~ **32nd** Street, Fort Lauderdale	12	Restrooms	$ 3,280.00	$ 39,360.00	$ 3,608.00	$ 43,296.00	$ 82,656.00
	977 sqft	**Hourly**	Porter (150Hrs./Month)	**$ 6,750.00**		$ 7,425.00		$ -
		12	Cleaning Supplies	$ 550.34	$ 6,604.08	$ 605.37	$ 7,264.49	$ 13,868.57
		12	Paper Products	$ 635.60	$ 7,627.20	$ 699.16	$ 8,389.92	$ 16,017.12
		Sq. Ft.	Carpet Cleaning - Deep	$ 0.45		$ 0.50		$ -
		Sq. Ft.	Electrostatic Disinfection	$ 0.20		$ 0.22		$ -
			Tota		$ 53,591.28		$ 58,950.41	$ 112,541.69

ITEM NO.	FACILITY LOCATION	Annual Frequency	Annual Process	Unit Price	Annual	Unit Price	Annual	*Two Year Total*
14	2019 Eller Drive, Fort Lauderdale	12	Restrooms	$ 2,628.00	$ 31,536.00	$ 2,890.80	$ 34,689.60	$ 66,225.60
	1362 sqft	**Hourly**	Porter (120Hrs./Month)	**$ 5,400.00**		$ 5,940.00		$ -
		12	Cleaning Supplies	$ 495.76	$ 5,949.12	$ 545.34	$ 6,544.03	$ 12,493.15
		12	Paper Products	$ 572.04	$ 6,864.48	$ 629.24	$ 7,550.93	$ 14,415.41
		Sq. Ft.	Carpet Cleaning - Deep	$ 0.45		$ 0.50		$ -
		Sq. Ft.	Electrostatic Disinfection	$ 0.20		$ 0.22		$ -
			Total		$ 44,349.60		$ 48,784.56	$ 93,134.16
15	2021 Eller Drive, Fort Lauderdale	12	Restrooms	$ 1,080.00	$ 12,960.00	$ 1,188.00	$ 14,256.00	$ 27,216.00
	433 sqft	**Hourly**	Porter (30Hrs./Month)			$ -		$ -
		12	Cleaning Supplies	$ 247.88	$ 2,974.56	$ 272.67	$ 3,272.02	$ 6,246.58
		12	Paper Products	$ 229.00	$ 2,748.00	$ 251.90	$ 3,022.80	$ 5,770.80
		Sq. Ft.	Carpet Cleaning - Deep	$ 0.45		$ 0.50		$ -
		Sq. Ft.	Electrostatic Disinfection	$ 0.20		$ 0.22		$ -
			Total		$ 18,682.56		$ 20,550.82	$ 39,233.38
~~16~~	~~2022 Eller Drive, Fort Lauderdale~~	~~12~~	~~Restrooms~~		$ -		$ -	$ -
		~~Hourly~~	~~Porter (30Hrs./Month)~~					$ -
		~~12~~	~~Cleaning Supplies~~		$ -		$ -	$ -
		~~12~~	~~Paper Products~~		$ -		$ -	$ -
		~~Sq. Ft.~~	~~Carpet Cleaning - Deep~~					$ -
		~~Sq. Ft.~~	~~Electrostatic Disinfection~~					$ -
			~~Total~~		$ -		$ -	$ -
~~17~~	~~2024 Eller Drive, Fort Lauderdale~~	~~12~~	~~Restrooms~~		$ -		$ -	$ -
		~~Hourly~~	~~Porter (30Hrs./Month)~~					$ -
		~~12~~	~~Cleaning Supplies~~		$ -		$ -	$ -
		~~12~~	~~Paper Products~~		$ -		$ -	$ -
		~~Sq. Ft.~~	~~Carpet Cleaning - Deep~~					$ -
		~~Sq. Ft.~~	~~Electrostatic Disinfection~~					$ -
			~~Total~~		$ -		$ -	$ -

Janitorial Services - Price Sheets - Port Everglades - Agreement 13 (CBE Reserve)

ITEM NO.	FACILITY LOCATION	Annual Frequency	Annual Process	Unit Price	Annual	Unit Price	Annual	Two Year Total
16	2025 Eller Drive, Fort Lauderdale	12	Restrooms	$ 1,080.00	$ 12,960.00	$ 1,188.00	$ 14,256.00	$ 27,216.00
	66 sqft	Hourly	Porter (30Hrs./Month)	**$ 1,350.00**		$ 1,485.00		$ -
		12	Cleaning Supplies	$ 247.88	$ 2,974.56	$ 272.67	$ 3,272.02	$ 6,246.58
		12	Paper Products	$ 229.00	$ 2,748.00	$ 251.90	$ 3,022.80	$ 5,770.80
		Sq. Ft.	Carpet Cleaning - Deep	$ 0.45		$ 0.50		$ -
		Sq. Ft.	Electrostatic Disinfection	$ 0.20		$ 0.22		$ -
			Total		$ 18,682.56		$ 20,550.82	$ 39,233.38
17	2026A Eller Drive, Fort Lauderdale	12	Restrooms	$ 1,080.00	$ 12,960.00	$ 1,188.00	$ 14,256.00	$ 27,216.00
	359 sqft	Hourly	Porter (90Hrs./Month)	**$ 4,050.00**		$ 4,455.00		$ -
		12	Cleaning Supplies	$ 247.88	$ 2,974.56	$ 272.67	$ 3,272.02	$ 6,246.58
		12	Paper Products	$ 229.00	$ 2,748.00	$ 251.90	$ 3,022.80	$ 5,770.80
		Sq. Ft.	Carpet Cleaning - Deep	$ 0.45		$ 0.50		$ -
		Sq. Ft.	Electrostatic Disinfection	$ 0.20		$ 0.22		$ -
			Total		$ 18,682.56		$ 20,550.82	$ 39,233.38
18	2026 Eller Drive, Fort Lauderdale	12	Restrooms	$ 1,080.00	$ 12,960.00	$ 1,188.00	$ 14,256.00	$ 27,216.00
	666 sqft	Hourly	Porter (90Hrs./Month)	**$ 4,050.00**		$ 4,455.00		$ -
		12	Cleaning Supplies	$ 247.88	$ 2,974.56	$ 272.67	$ 3,272.02	$ 6,246.58
		12	Paper Products	$ 229.00	$ 2,748.00	$ 251.90	$ 3,022.80	$ 5,770.80
		Sq. Ft.	Carpet Cleaning - Deep	$ 0.45		$ 0.50		$ -
		Sq. Ft.	Electrostatic Disinfection	$ 0.20		$ 0.22		$ -
			Total		$ 18,682.56		$ 20,550.82	$ 39,233.38
19	2200 SE 35th Street, Fort Lauderdale	12	Restrooms	$ 1,080.00	$ 12,960.00	$ 1,188.00	$ 14,256.00	$ 27,216.00
	360 sqft	Hourly	Porter (60Hrs./Month)	**$ 2,700.00**		$ 2,970.00		$ -
		12	Cleaning Supplies	$ 247.88	$ 2,974.56	$ 272.67	$ 3,272.02	$ 6,246.58
		12	Paper Products	$ 229.00	$ 2,748.00	$ 251.90	$ 3,022.80	$ 5,770.80
		Sq. Ft.	Carpet Cleaning - Deep	$ 0.45		$ 0.50		$ -
		Sq. Ft.	Electrostatic Disinfection	$ 0.20		$ 0.22		$ -
			Total		$ 18,682.56		$ 20,550.82	$ 39,233.38
20	Check point 1 **(Restroom Only)**	12	Restrooms	$ 482.00	$ 5,784.00	$ 530.20	$ 6,362.40	$ 12,146.40
	41 sqft	Hourly	Porter (30Hrs./Month)	**$ 1,350.00**		$ 1,485.00		$ -
		12	Cleaning Supplies	$ 112.00	$ 1,344.00	$ 123.20	$ 1,478.40	$ 2,822.40
		12	Paper Products	$ 112.00	$ 1,344.00	$ 123.20	$ 1,478.40	$ 2,822.40
		Sq. Ft.	Carpet Cleaning - Deep	$ 0.45		$ 0.50		$ -
		Sq. Ft.	Electrostatic Disinfection	$ 0.20		$ 0.22		$ -
			Total		$ 8,472.00		$ 9,319.20	$ 17,791.20
21	Check point 1 - Booth	12	Restrooms	$ 482.00	$ 5,784.00	$ 530.20	$ 6,362.40	$ 12,146.40
	24 sqft	Hourly	Porter (30Hrs./Month)	**$ 1,350.00**		$ 1,485.00		$ -
		12	Cleaning Supplies	$ 112.00	$ 1,344.00	$ 123.20	$ 1,478.40	$ 2,822.40
		12	Paper Products	$ 112.00	$ 1,344.00	$ 123.20	$ 1,478.40	$ 2,822.40
		Sq. Ft.	Carpet Cleaning - Deep	$ 0.45		$ 0.50		$ -
		Sq. Ft.	Electrostatic Disinfection	$ 0.20		$ 0.22		$ -
			Total		$ 8,472.00		$ 9,319.20	$ 17,791.20

Janitorial Services - Price Sheets - Port Everglades - Agreement 13 (CBE Reserve)

~~24~~	~~FTZ, 3400 McIntosh Rd Ft. Laud.~~	~~12~~	~~Restrooms~~		$ -		$ -	$ -
		~~Hourly~~	~~(30Hrs./Month)~~					$ -
		~~12~~	~~Cleaning Supplies~~		$ -		$ -	$ -
		~~12~~	~~Paper Products~~		$ -		$ -	$ -
		~~Sq. Ft.~~	~~Carpet Cleaning - Deep~~					$ -
		~~Sq. Ft.~~	~~Electrostatic Disinfection~~					$ -
			~~Total~~		$ -		$ -	$ -
~~25~~	~~FTZ, 3400 McIntosh Rd Ft. Laud.~~	~~12~~	~~Restrooms~~		$ -		$ -	$ -
	~~Booth~~	~~Hourly~~	~~(30Hrs./Month)~~					$ -
		~~12~~	~~Cleaning Supplies~~		$ -		$ -	$ -
		~~12~~	~~Paper Products~~		$ -		$ -	$ -
		~~Sq. Ft.~~	~~Carpet Cleaning - Deep~~					$ -
		~~Sq. Ft.~~	~~Electrostatic Disinfection~~					$ -
			~~Total~~		$ -		$ -	$ -
22	Check point 4 **(Restroom Only)**	12	Restrooms	$ 482.00	$ 5,784.00	$ 530.20	$ 6,362.40	$ 12,146.40
	41 sqft	Hourly	(30Hrs./Month)	**$ 1,350.00**		$ 1,485.00		$ -
		12	Cleaning Supplies	$ 112.00	$ 1,344.00	$ 123.20	$ 1,478.40	$ 2,822.40
		12	Paper Products	$ 112.00	$ 1,344.00	$ 123.20	$ 1,478.40	$ 2,822.40
		Sq. Ft.	Carpet Cleaning - Deep	$ 0.45		$ 0.50		$ -
		Sq. Ft.	Electrostatic Disinfection	$ 0.20		$ 0.22		$ -
			Total		$ 8,472.00		$ 9,319.20	$ 17,791.20
23	Check point 4 - Booth	12	Restrooms	$ 482.00	$ 5,784.00	$ 530.20	$ 6,362.40	$ 12,146.40
	24 sqft	Hourly	(30Hrs./Month)	**$ 1,350.00**		$ 1,485.00		$ -
		12	Cleaning Supplies	$ 112.00	$ 1,344.00	$ 123.20	$ 1,478.40	$ 2,822.40
		12	Paper Products	$ 112.00	$ 1,344.00	$ 123.20	$ 1,478.40	$ 2,822.40
		Sq. Ft.	Carpet Cleaning - Deep	$ 0.45		$ 0.50		$ -
		Sq. Ft.	Electrostatic Disinfection	$ 0.20		$ 0.22		$ -
			Total		$ 8,472.00		$ 9,319.20	$ 17,791.20
24	Crane- 2050 SE 42nd ST. Ft. Laud	12	Restrooms	$ 1,528.00	$ 18,336.00	$ 1,680.80	$ 20,169.60	$ 38,505.60
	520 sqft	Hourly	Porter (120Hrs./Month)	**$ 5,400.00**		$ 5,940.00		$ -
		12	Cleaning Supplies	$ 189.00	$ 2,268.00	$ 207.90	$ 2,494.80	$ 4,762.80
		12	Paper Products	$ 188.00	$ 2,256.00	$ 206.80	$ 2,481.60	$ 4,737.60
		Sq. Ft.	Carpet Cleaning - Deep	$ 0.45		$ 0.50		$ -
		Sq. Ft.	Electrostatic Disinfection	$ 0.20		$ 0.22		$ -
			Total		$ 22,860.00		$ 25,146.00	$ 48,006.00
25	Sally Port **(Booth)**	12	Restrooms	$ 482.00	$ 5,784.00	$ 530.20	$ 6,362.40	$ 12,146.40
	24 sqft	Hourly	(30Hrs./Month)	**$ 1,350.00**		$ 1,485.00		$ -
		12	Cleaning Supplies	$ 112.00	$ 1,344.00	$ 123.20	$ 1,478.40	$ 2,822.40
		12	Paper Products	$ 112.00	$ 1,344.00	$ 123.20	$ 1,478.40	$ 2,822.40
		Sq. Ft.	Carpet Cleaning - Deep	$ 0.45		$ 0.50		$ -
		Sq. Ft.	Electrostatic Disinfection	$ 0.20		$ 0.22		$ -
			Total		$ 8,472.00		$ 9,319.20	$ 17,791.20

Janitorial Services - Price Sheets - Port Everglades - Agreement 13 (CBE Reserve)

26	Gate 32 **(Booth)**	12	Restrooms	$ 482.00	$ 5,784.00	$ 530.20	$ 6,362.40	$	12,146.40
	24 sqft	**Hourly**	(30Hrs./Month)	**$ 1,350.00**		$ 1,485.00		$	-
		12	Cleaning Supplies	$ 112.00	$ 1,344.00	$ 123.20	$ 1,478.40	$	2,822.40
		12	Paper Products	$ 112.00	$ 1,344.00	$ 123.20	$ 1,478.40	$	2,822.40
		Sq. Ft.	Carpet Cleaning - Deep	$ 0.45		$ 0.50		$	-
		Sq. Ft.	Electrostatic Disinfection	$ 0.20		$ 0.22		$	-
			Total		$ 8,472.00		$ 9,319.20	$	17,791.20
			Total (1) - Summary, all sites		$ 408,447.60		$ 489,737.71	$	898,185.31

FACILITY LOCATION	**Annual Frequency**	**Annual Process**	**Unit Price Per Hour**	**Annual**	**Unit Price Per Hour**	**Annual**	***Two Year Total*** **2 years**
Additional Labor:							
Project Supervisor		50 hrs.	$ 25.00	$ 1,250.00	$ 27.50	$ 1,375.00	$ 2,625.00
Site Supervisor		50 hrs.	$ 21.00	$ 1,050.00	$ 23.10	$ 1,155.00	$ 2,205.00
Full Time Service Crew		50 hrs.	$ 21.00	$ 1,050.00	$ 23.10	$ 1,155.00	$ 2,205.00
Part Time Service Crew		50 hrs.	$ 25.00	$ 1,250.00	$ 27.50	$ 1,375.00	$ 2,625.00
Porter Day/Night		50 hrs.	$ 25.00	$ 1,250.00	$ 27.50	$ 1,375.00	$ 2,625.00
Emergency Services Labor:							
Project Supervisor		50 hrs.	$ 30.00	$ 1,500.00	$ 33.00	$ 1,650.00	$ 3,150.00
Site Supervisor		50 hrs.	$ 30.00	$ 1,500.00	$ 33.00	$ 1,650.00	$ 3,150.00
Full Time Service Crew		50 hrs.	$ 35.00	$ 1,750.00	$ 38.50	$ 1,925.00	$ 3,675.00
Part Time Service Crew		50 hrs.	$ 25.00	$ 1,250.00	$ 27.50	$ 1,375.00	$ 2,625.00
Porter Day/Night		50 hrs.	$ 40.00	$ 2,000.00	$ 44.00	$ 2,200.00	$ 4,200.00
"Pass thru" (Services/Materials)				$ 1,000.00		$ 1,000.00	$ 2,000.00
		Total (2)		$ 14,850.00		$ 16,235.00	$ 31,085.00

Grand Total - Whole Group **(Total 1 + Total 2)**		$ 423,297.60	$ 505,972.71	$ 929,270.31

NOTE: IT IS AGREED THAT THE MINIMUM WAGE TO BE PAID TO ALL EMPLOYEES, REGARDLESS OF THE NUMBER OF HOURS WORKED, WILL BE THE CURRENT BROWARD COUNTY LIVING WAGE.

YES	x	**Agree to the above statement.**
NO		**Disagree to the above statement.**

NAME OF COMPANY: MCJ PROFESSIONAL CLEANING SERVICES, CORP.

AUTHORIZED PERSON NAME: MARIA WATSON

AUTHORIZED SIGNATURE: Maria Jose Watson

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

All buildings listed in the group must be priced for this proposal sheet to be determined responsive.

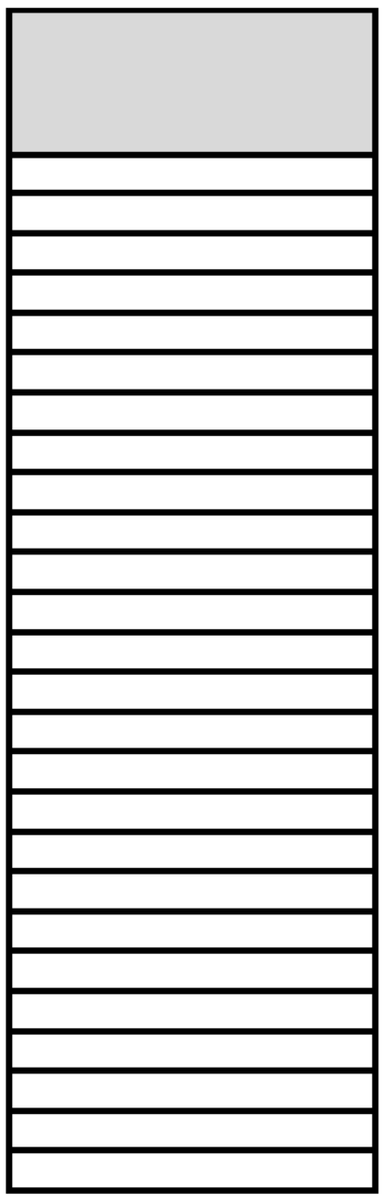
AUTHORIZED PERSON TITLE: PRESIDENT **DATE:**

THIS SHEET MUST BE SIGNED AND MUST NOT BE ALTERED OR REVISED.
ANY REVISION TO THIS SHEET MAY RENDER THE PROPOSAL NON-RESPONSIVE.

MCJ PROFESSIONAL CLEANING SERVICES

	Line #	Building	Sq.Ft*	man	superv	DAY PORTER	DAYS	#EMPLOYEES BUILDING	#EMPLOYEES TOTAL
AGREEMENT13	1	1801 SE 20TH STREET	395	1	1	0	7	0	10
	2	1800 SE18TH STREET	746			0	7	0	
	3	1800 SE18TH STREET GARAGE				0	7	0	
	4	CHECK POINT 3 - RESTROOM	41			0	7	0	
	5	CHECK POINT 3 - BOOTH	24			1	7	1	
	6	CHECK POINT 2 - RESTROOM	41			0	7	0	
	7	CHECK POINT 2 - BOOTH	24			0	7	0	
	8	1900 SE 23ND STREET	124			0	7	0	
	9	BERTH 8 - RESTROOM	172			0	7	0	
	10	BERTH13 - RESTROOM	100			1	7	1	
	11	GATE13 - RESTROOM	41			0	7	0	
	12	GATE13 - BOOTH	24			0	7	0	
	13	1900 SE 32ND STREET	977			0	7	0	
	14	2019 ELLER DRIVE	1382			0	7	0	
	15	2021 ELLER DRIVE	433			1	7	1	
	16	2025 ELLER DRIVE	66			0	7	0	
	17	2026A ELLER DRIVE	359			0	7	0	
	18	2026 ELLER DRIVE	666			0	7	0	
	19	2200 SE 35TH STREET	360			0	7	0	
	20	CHECK POINT 1 - RESTROOM	41			1	7	1	
	21	CHECK POINT 1 - BOOTH	24			0	7	0	
	22	CHECK POINT 4 - RESTROOM	41			0	7	0	
	24	CHECK POINT 4 - BOOTH	24			0	7	0	
	25	CRANE - 2050 SE 42ND STREET	520			0	7	1	
	26	SALLY - SE 20TH STREET - BOOTH	24			1	7	1	
	27	GATE 32 - BOOTH	24			0	7	0	

CORP



Broward County Board of
County Commissioners

BLD2121632P1

CERTIFICATE OF LIABILITY INSURANCE

DATE (MM/DD/YYYY)
10/1/2020

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 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
Keyes Coverage Insurance
5900 Hiatus Road
Tamarac FL 33321

CONTACT NAME David Ragno
PHONE (A/C, No, Ext) 954-724-7000 **FAX (A/C, No)** 954-724-7024
E-MAIL ADDRESS dragno@keyescoverage.com

INSURER(S) AFFORDING COVERAGE	NAIC #
INSURER A Associated Industries Ins. Co.	23140
INSURER B Hartford Accident & Indemnity	22357
INSURER C Twin City Fire Insurance Company	29459
INSURER D Federal Ins Co	
INSURER E	
INSURER F	

INSURED 15484
MCJ Professional Cleaning Services, Corp.
1905 NW 32nd St, Bay 6
Pompano Beach FL 33064

COVERAGES **CERTIFICATE NUMBER:** 1028428937 **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	
C	COMMERCIAL GENERAL LIABILITY	Y		21 SBM VK9609	10/1/2020	10/1/2021	EACH OCCURRENCE	$ 1,000,000
	[ ] CLAIMS-MADE [X] OCCUR						DAMAGE TO RENTED PREMISES (Ea occurrence)	$ 1,000,000
							MED EXP (Any one person)	$ 10,000
							PERSONAL & ADV INJURY	$ 1,000,000
	GEN'L AGGREGATE L MIT APPL ES PER:						GENERAL AGGREGATE	$ 2000000/2000000
	[X] POLICY [ ] PRO-JECT [ ] LOC						PRODUCTS - COMP/OP AGG	$ 2,000,000
	[ ] OTHER:							$
B	AUTOMOBILE LIABILITY	Y		21 UEC DE0087	10/1/2020	10/1/2021	COMBINED SINGLE LIMIT (Ea accident)	$ 1,000,000
	[X] ANY AUTO						BODILY INJURY (Per person)	$
	[ ] ALL OWNED AUTOS [ ] SCHEDULED AUTOS						BODILY INJURY (Per accident)	$
	[X] HIRED AUTOS [X] NON-OWNED AUTOS						PROPERTY DAMAGE (Per accident)	$
							Comp/Coll Deductible	$ 1,000
C	[X] UMBRELLA LIAB [X] OCCUR	Y		21 SBM VK9609	10/1/2020	10/1/2021	EACH OCCURRENCE	$ 1,000,000
	[ ] EXCESS LIAB [ ] CLAIMS-MADE						AGGREGATE	$ 1,000,000
	DED [X] RETENTION $ 10 000							$
A	WORKERS COMPENSATION AND EMPLOYERS' LIABILITY Y / N	N / A		AWC1157880	10/1/2020	10/1/2021	[X] PER STATUTE [ ] OTH-ER	
	ANY PROPRIETOR/PARTNER/EXECUTIVE OFFICER/MEMBER EXCLUDED? [ ] (Mandatory in NH)						E.L. EACH ACC DENT	$ 500,000
	If yes, describe under DESCR PTION OF OPERATIONS below						E.L. DISEASE - EA EMPLOYEE	$ 500,000
							E.L. DISEASE - POLICY LIMIT	$ 500,000
D	Crime			8251-2075	3/17/2020	3/17/2021	Employee Theft - Client Premises	100,000

DESCRIPTION OF OPERATIONS / LOCATIONS / VEHICLES (ACORD 101, Additional Remarks Schedule, may be attached if more space is required)
Certificate Holder is listed as Additional Insured for General Liability and Auto Liability when required by written contract.

CERTIFICATE HOLDER

Broward County
115 S Andrews Ave
Fort Lauderdale FL 33301

CANCELLATION 30 Days Notice / 10 Days for Non-Pay

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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MCJ Professional Cleaning Services Corp

Certificates & Licenses

MCJ & PRESTIGE
Cleaning Services

Certified MWBE
Minority/Women-Owned
Business Enterprise

SBA U.S. Small Business Administration
8(a) Certified

SBE CERTIFIED ENTERPRISE

CBE Certified Business Enterprise Program

DBE CERTIFIED DISADVANTAGED BUSINESS ENTERPRISE

CERTIFIED INSURED
√ Liability
√ Workers Comp
√ Bond
√ Umbrella

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:

MCJ PROFESSIONAL CLEANING SERVICES

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: June 10th

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

1905 NW 32nd ST, BAY 6, POMPANO BEACH, FL 33064
www.mcjcleaning.com

MCJ & PRESTIGE
Cleaning Services

SBA

Small Business Administration

Certificate of Completion

This document hereby certifies that

Maria Watson

has successfully completed
the prescribed requirements for

Bids and Proposals

Course Title

October 13, 2020

Date

MCJ & PRESTIGE
Cleaning Services

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: MCJ PROFESSIONAL CLEANING SERVICES CORP
Receipt #: 325-13530
Business Type: CLEANING/JANITORIAL (CLEANING SERVICES)

Owner Name: MCJ PROFESSIONAL CLEANING SERVICES
Business Location: 1905 32 BAY 6
POMPANO BEACH
Business Phone: 9544186248
Business Opened: 06/17/2003
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:
MCJ PROFESSIONAL CLEANING SERVICES
1905 32ND ST, BAY 6
POMPANO BEACH, FL 33064

Receipt #WWW-19-00206368
Paid 08/28/2020 33.00

2020 - 2021

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:
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State/County/Cert/Reg:
Exemption Code:

Rooms	Seats	Employees	Machines	Professionals
		1		

Signature

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

Receipt #WWW-19-00206368
Paid 08/28/2020 33.00

MCJ & PRESTIGE
Cleaning Services

pompano beach
Florida's Warmest Welcome

CITY OF POMPANO BEACH
BUSINESS TAX RECEIPT
FISCAL YEAR: 2019 - 2020

Business Tax Receipt Valid from: October 1, 2019 through September 30, 2020

4470612 9/18/2019
MCJ PROFESSIONAL CLEANING SERVICES CORP
1905 NW 32 ST BAY 6

POMPANO BEACH FL 33064

THIS IS NOT A BILL

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

BUSINESS OWNER: MCJ PROFESSIONAL CLEANING SVCS
BUSINESS LOCATION: 1905 NW 32 ST 6 POMPANO BEACH FL

RECEIPT NO: **CLASSIFICATION**

20-00100268 **JANITORIAL OR WINDO[illegible]NING**

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

MCJ & PRESTIGE
Cleaning Services

Procurement & Warehousing Services

SUPPLIER DIVERSITY OUTREACH PROGRAM

THIS CERTIFICATE IS AWARDED TO

MCJ Professional Cleaning Services, Corp.

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/Minority/Women Business Enterprise (S/M/WBE)

Hispanic-American

ON THIS DAY **March 7, 2017**

Mary Catherine Coker
Director, Procurement & Warehousing Services

Certification #: **3330-00645 17**

Expiration Date: **3/6/2020**

1905 NW 32nd ST, BAY 6, POMPANO BEACH, FL 33064
www.mcjcleaning.com

MCJ & PRESTIGE
Cleaning Services

THE SCHOOL DISTRICT OF PALM BEACH COUNTY
OFFICE OF DIVERSITY IN BUSINESS PRACTICES

CONGRATULATIONS!

M/WBE (Minority/Woman) Business Enterprise

MCJ PROFESSIONAL CLEANING SERVICES, CORP.

as a *Hispanic American Female Enterprise*, in the (M/WBE) Program

This certificate is valid

January 23, 2020—January 22, 2023

The following are the areas that your firm has been certified:

Janitorial/Custodial Services, Building and Pressure Cleaning Services, New Construction Cleaning & Window Washing Services.

Certification is not a guarantee that your firm will receive work. Please register your company with **www.bidsync.com** to receive notification of upcoming opportunities. Any change to your certification requires you to submit proof of expertise, licensure and a business history (at minimum) to justify the additional certification. You are also required to submit a copy of your certificate with each bid, or proposal that you submit to the School District. You must notify this office if the status of your firm changes. Failure to report changes that affect the ownership or control of your firm may result in decertification.

Patrick Chrysostome—Manager

THE SCHOOL DISTRICT PALM BEACH COUNTY

Dicky Sykes—Director

1905 NW 32nd ST, BAY 6, POMPANO BEACH, FL 33064
www.mcjcleaning.com

MCJ & PRESTIGE
Cleaning Services

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

April 9, 2020

Ms. Maria Watson
MCJ PROFESSIONAL CLEANING SERVICES CORP.
1905 NW 32nd Street Bay 6
Pompano Beach, Florida 33064

Dear Ms. Watson:

The Broward County Office of Economic and Small Business Development (OESBD) is pleased to announce that your firm's County Business Enterprise (CBE) and Small Business Enterprise (SBE) certifications have been renewed.

Your firm's certifications are continuing from your anniversary date but are contingent upon the firm verifying its eligibility annually through this office. You will be notified in advance of your obligation to continue eligibility in a timely fashion. However, the responsibility to ensure continued certification is yours. Failure to document your firm's continued eligibility for the CBE and SBE programs within thirty (30) days from your anniversary may result in the expiration of your firm's certifications. Should you continue to be interested in certification after it has expired, you will need to submit a new application, and all required supporting documentation for review.

To review current Broward County Government bid opportunities visit: www.broward.org/Purchasing and click on "Current Solicitations and Results." Also, from this website, you can log into your firm's profile in BidSync to ensure you have added all appropriate classification codes. Bid opportunities over $3,500 will be advertised to vendors via e-mail and according to classification codes, so please ensure that both the Purchasing Division and OESBD are apprised of your current e-mail address.

Your primary certification group is: **Contract Services.** This is also how your listing in our directory will read. You may access your firm's listing by visiting the Office of Economic and Small Business Development Directory, located on the internet at: www.broward.org/EconDev and click on "Certified Firm Directories."

Your firm may compete for, and perform work on Broward County projects in the following areas:

NAICS CODE: 561720, 561740, 561790

We look forward to working with you to achieve greater opportunities for your business through county procurement.

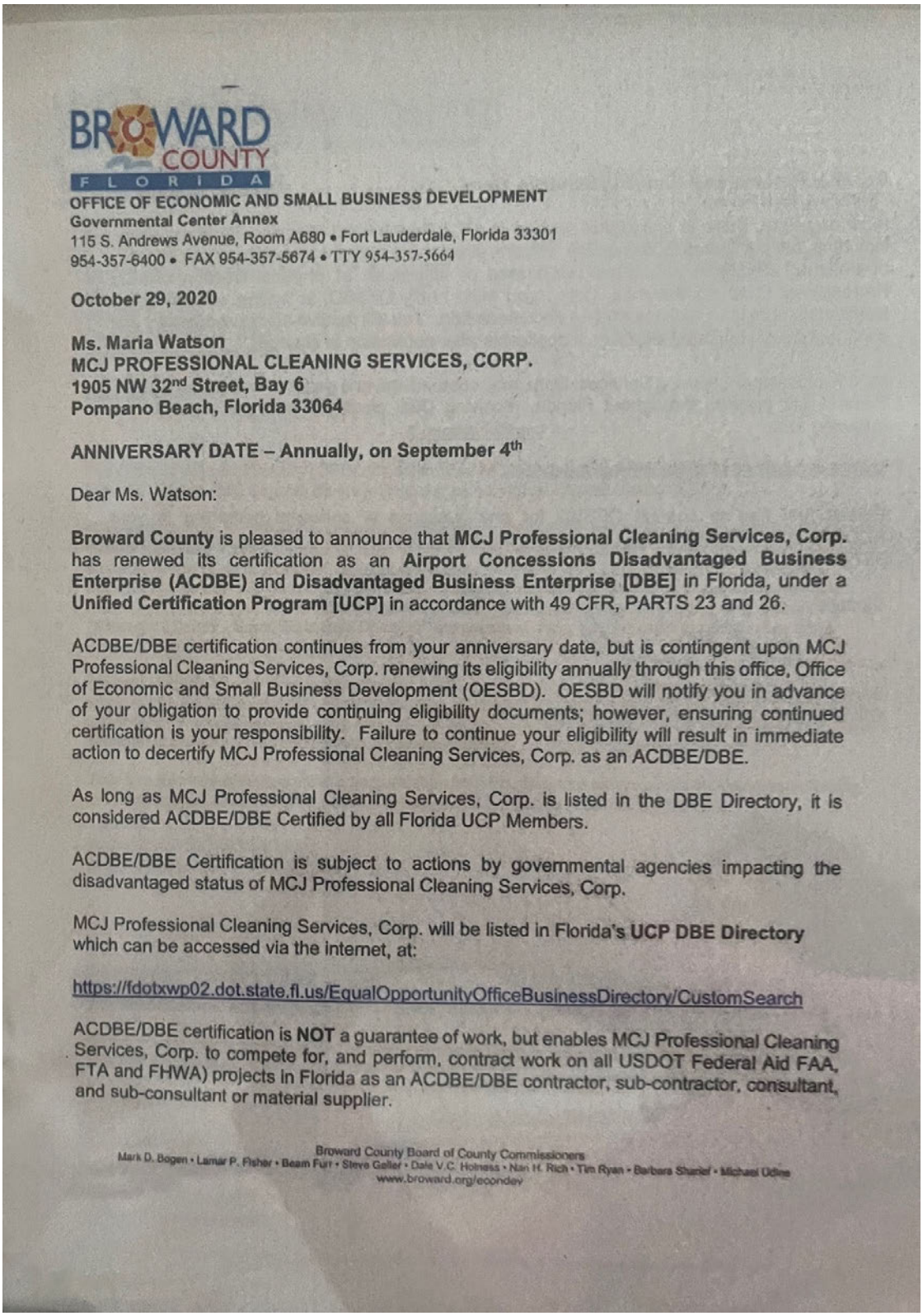
Sincerely,

Sandy-Michael McDonald, Director
Office of Economic and Small Business Development

Cert Agency: BC-CBE SBE
ANNIVERSARY DATE: June 10TH

Broward County Board of County Commissioners
Mark D. Bogen • Lamar P. Fisher • Beam Furr • Steve Geller • Dale V.C. Holness • Nan H. Rich • Tim Ryan • Barbara Sharief • Michael Udine
www.broward.org/econdev

MCJ & PRESTIGE
Cleaning Services



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

October 29, 2020

Ms. Maria Watson
MCJ PROFESSIONAL CLEANING SERVICES, CORP.
1905 NW 32nd Street, Bay 6
Pompano Beach, Florida 33064

ANNIVERSARY DATE – Annually, on September 4th

Dear Ms. Watson:

Broward County is pleased to announce that **MCJ Professional Cleaning Services, Corp.** has renewed its certification as an **Airport Concessions Disadvantaged Business Enterprise (ACDBE)** and **Disadvantaged Business Enterprise [DBE]** in Florida, under a **Unified Certification Program [UCP]** in accordance with 49 CFR, PARTS 23 and 26.

ACDBE/DBE certification continues from your anniversary date, but is contingent upon MCJ Professional Cleaning Services, Corp. renewing its eligibility annually through this office, Office of Economic and Small Business Development (OESBD). OESBD will notify you in advance of your obligation to provide continuing eligibility documents; however, ensuring continued certification is your responsibility. Failure to continue your eligibility will result in immediate action to decertify MCJ Professional Cleaning Services, Corp. as an ACDBE/DBE.

As long as MCJ Professional Cleaning Services, Corp. is listed in the DBE Directory, it is considered ACDBE/DBE Certified by all Florida UCP Members.

ACDBE/DBE Certification is subject to actions by governmental agencies impacting the disadvantaged status of MCJ Professional Cleaning Services, Corp.

MCJ Professional Cleaning Services, Corp. will be listed in Florida's **UCP DBE Directory** which can be accessed via the internet, at:

https://fdotxwp02.dot.state.fl.us/EqualOpportunityOfficeBusinessDirectory/CustomSearch

ACDBE/DBE certification is **NOT** a guarantee of work, but enables MCJ Professional Cleaning Services, Corp. to compete for, and perform, contract work on all USDOT Federal Aid FAA, FTA and FHWA) projects in Florida as an ACDBE/DBE contractor, sub-contractor, consultant, and sub-consultant or material supplier.

Broward County Board of County Commissioners
Mark D. Bogen • Lamar P. Fisher • Beam Furr • Steve Geller • Dale V.C. Holness • Nan H. Rich • Tim Ryan • Barbara Sharief • Michael Udine
www.broward.org/econdev

MCJ & PRESTIGE
Cleaning Services

State of Florida
Department of State

I certify from the records of this office that MCJ PROFESSIONAL CLEANING SERVICES, CORP. is a corporation organized under the laws of the State of Florida, filed on June 12, 2003.

The document number of this corporation is P03000065509.

I further certify that said corporation has paid all fees due this office through December 31, 2020, that its most recent annual report/uniform business report was filed on January 30, 2020, and that its status is active.

I further certify that said corporation has not filed Articles of Dissolution.

Given under my hand and the Great Seal of the State of Florida at Tallahassee, the Capital, this the Thirtieth day of January, 2020

GREAT SEAL OF THE STATE OF FLORIDA
IN GOD WE TRUST

Secretary of State

Tracking Number: 9844164893CC

To authenticate this certificate,visit the following site,enter this number, and then follow the instructions displayed.

https://services.sunbiz.org/Filings/CertificateOfStatus/CertificateAuthentication

MCJ PROFESSIONAL CLEANING SERVICES, CORP.

MCJ & Prestige Professional
Cleaning Services
Phone: (954) 418-6248

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ENVIRONMENTAL SERVICES POLICY AND PROCEDURE MANUAL

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I. OVERVIEW/GENERAL

A. BASIC INFECTION CONTROL

What do we mean by Infection Control?

Because so many of the residents of a healthcare facility have weakened defenses and are more prone to getting sick, it is important that the employees use extra care to maintain as sanitary an environment as possible. By protecting the residents from any harmful germs, the employees are also protecting themselves. There are five ways to transmit bacteria that can cause infection:

1. Direct contact with an infected person.
2. Indirect contact with inanimate objects contaminated by an infected person.
3. The inhalation of airborne dust or droplets contaminated by an infected person.
4. Spread through insects.
5. Inoculation.

Some things to remember:

1. Use an effective quaternary germicidal solution along with systematic cleaning of all rooms and bathrooms.
2. Expose all surfaces to the chemical agent. Anything short of actual contact is insufficient.
3. Always dilute properly -- too little will be ineffective; too much will be wasteful.
4. Never use a chemical on any surface until its safety for that purpose has been determined.
5. Since chemicals are liquid and could be swallowed, label all bottles with contents, ingredients, and antidote.
6. Do not clean or work around food while it is being served.
7. Change water often. Failure to do this will result in cloudiness and sedimentation, which will lessen the effectiveness of the germicidal solution.
8. Schedule and complete routine cleaning of closets and drawers to eliminate insect breeding grounds.
9. Follow all isolation procedures for linen and laundry.
10. Schedule and hold regular in-service meetings for the department. The manager should be an active member of the Infection Control Committee, if one is established at the client's facility.
11. Design linen and laundry procedures prevent cross-contamination.
12. Schedule and receive initial chest x-ray or tine tests to detect any communicable disease in our staff.
13. Use hand sanitizer and wash your hands frequently. It is a good practice to wash your hands after cleaning because the disinfecting agents remain active on the skin.

14. Make sure all equipment is kept clean so that it is not a breeding ground for germs.

B. EMERGENCY/DISASTER JOB ASSIGNMENTS

Policy:
Personnel will be assigned specific tasks to perform during emergency/disaster situations.
Procedure:

1. Department supervisors are responsible for assigning their respective employees to specific tasks during emergency/disaster situations.

2. Require all newly hired personnel to attend an orientation class regarding fire safety and disaster preparedness plans. Periodic in-service training classes will keep all personnel informed of changes in fire safety and disaster preparedness plans, as well as any changes in job assignments.

3. In addition to orientation and in-service training classes, conduct periodic drills to assist personnel in performing their assigned tasks.

4. Janitorial Services is responsible for:

a. Turning off all electrical equipment;
b. Turning off any equipment with blower fans;
c. Removing all equipment from hallways, resident rooms, etc. (store in janitorial/utility room);
d. Closing all doors and windows to storage and supply rooms; and
e. Reporting to the person in charge for assignments.

5. The Laundry Department is responsible for:

a. Turning off all washers and dryers;
b. Turning off all electrical and gas equipment;
c. Turning off any equipment with blower fans;
d. Removing all equipment from hallways, resident rooms, etc. (store in linen room);
e. Closing all laundry chute vents;
f. Closing all doors and windows to linen rooms, storage areas, and laundry room; and
g. Reporting to the person in charge for assignments.

C. HAZARDOUS AREAS

Policy:

All hazardous areas to be serviced by our teams will be identified with appropriate precautionary signs.

Procedure:

1. All **hazardous areas** to be serviced by us will be so designated. They will be identified on floor plans posted throughout each facility.

2. **Hazardous areas**, such as power rooms, boiler rooms, oxygen or other flammable liquids, storage rooms, etc., shall display "**No Smoking**" signs.

3. **Smoking shall be prohibited** in all hazardous areas.

4. **Smoking** shall be prohibited in any area bearing a "**No Smoking**" sign without exception. Violators will be disciplined in accordance with established personnel policies and smoking regulations.

D. SAFETY OVERVIEW FOR JANITORIAL AND LAUNDRY SERVICES

General:
Safety is unique in that it is measured not by its level of success, but more often by its failure; that is, the frequency and severity of accidents and injuries.

JANITORIAL:
Most of the responsibility for maintaining a safe and healthy environment rests with our teams. Every day, we must deal with the safe storage of materials. Without a well-trained Environmental Services team, the opportunity for fire, accident, injury, or infection is greatly increased.

When a janitorial situation arises that could cause an accident, report it immediately to the Janitorial Supervisor unless immediate corrective action is required to avoid a hazard. During hours when janitorial personnel are off duty, either the maintenance staff or the nursing staff should take responsibility for cleanup.

Make janitorial employees aware of their own safety responsibilities. These include:

1. Safe use of the equipment provided;

2. Knowing and understanding the safety rules and regulations applicable to the Environmental Services Department, as well as other departments; and

3. Watching for hazards and reporting them.

Electrical Equipment:

1. Handle electrical power equipment only with dry hands.

2. Before cleaning, always unplug power equipment and only after switching off the equipment.

3. New personnel must demonstrate the ability to use cleaning equipment before being permitted to operate it in a resident area.

4. Supervisors must provide "hands on" training with new employees so as not to disturb residents. This is especially important when showing employees how to use major equipment (e.g., side-to-side floor machine or burnisher).

Chemical Cleaning Agents:
Use only the specified type and amount of chemical for specific jobs. Excessive quantities or the wrong type of chemical may cause problems such as skin irritation, respiratory problems, fire, and wasted supplies.
Do not mix cleaners. Some mixtures may procedure hazardous or violent reactions. For example, chlorine bleaches mixed with substances such as vinegar, toilet bowl cleaner, or ammonia will produce chlorine dioxide, which is extremely toxic. Such "thirsty" chemicals as lye may react violently with water. Pouring water into acids or alkalis may cause a splash or spray. The mixing of acids and alkalis may produce a violent reaction.
Personnel are required to use the proper personal protective equipment when dealing with chemicals.
Trash Disposal:
Every day, our clients generate trash in large amounts that require constant removal. Fire-resistant trash receptacles should be placed by each resident bed, at all nursing stations and offices, and throughout the BUILDING(S). Trash receptacles should be in areas where visitors will have access to them. Containers should be cleaned and disinfected daily and should be small and light enough to empty easily.
Personnel who collect trash and dispose of it should practice the guidelines listed below:

1. Wear gloves and all other required personal protective equipment.

2. Never dig into a wastebasket. Close plastic liners securely before transferring a wastebasket's contents to collecting receptacles. Grasp wastebasket by the sides and tip to let contents fall into the receptacle.

3. Dispose of broken glass so that no one is harmed during any stage of the waste-handling process. A separate container labeled "Glass Only" is helpful. Fluorescent tubes should be broken into covered containers.

4. Do not assume that other departments have disposed of their trash properly. Take all precautions necessary when handling trash.

5. Do not collect trash in areas where food is being prepared or served, in resident's rooms during meal times or at any time that would disturb the delivery of resident care.

Remove trash from the BUILDING(S) frequently and before trash receptacles overflow. Carry or wheel away large bags; do not put into trash chutes where they could jam and ignite. Make large carts used to transport trash "Trash Only" and have a lid or cover.

Laundry:

1. The Laundry Department is responsible for the safe and proper collection, cleaning and distribution of linens within the BUILDING(S).

2. The soiled linen sorting and washing area in the laundry should be separated from the clean linen processing area, from resident rooms, from areas of food preparation and storage and from areas in which clean material and equipment are stored.

3. Arrange and operate the laundry area so that work flow and pathways for transporting clean linen and soiled linen are separate to minimize the possibility of contaminating clean linen.

4. Train employees on each piece of equipment before they are allowed to operate it. Employees should do a quick preventive maintenance check of all equipment at the end of each shift. Take care when working behind large washers and dryers. Carefully change chemicals in 5-, 10-, or 15-gallon drums to avoid stains or sprains when lifting or moving containers.

5. To prevent injuries to laundry employees, equipment should be maintained and inspected regularly.

6. Wear proper personal protective equipment, gloves, glasses, and aprons when working with both soiled and clean linen.

Clean lint traps and screens in each dryer on a regular basis. In addition, kitchen mops and rags, or any type of wet mop or rag, never dry in the machine. Air dry wet mops or rags. (*See* Cleaning of Mops and Rags.)

Equipment Safety:

Attention to equipment and care in handling it contribute to the safety of everyone in the BUILDING(S). The reminders listed here are suitable for posting in work areas:

1. Read the instructions that accompany a new piece of equipment before using it.

2. Carry portable equipment such as a mop or broom close to the body to avoid injuring anyone.

3. Place equipment out of the way. Never permit it to block exits, fire doors, fire extinguishers, fire hoses, cabinets, stairwells, or elevators.

4. Clean equipment after use. Turn buckets upside down to dry thoroughly. Mops and cleaning cloths should be changed each shift.

5. Keep equipment in good repair; tighten nuts and bolts and repair or replace broken parts.

6. Report broken equipment immediately, remove it from service and label the equipment as defective until repaired. Do not put broken equipment in a storage area containing operable equipment.

7. Make sure electrical equipment is in working order and is grounded when in use. Do not use adapters. When using electrical rotary cleaning machines on wet floors, make sure all wiring and connection are sound.

8. Wear rubber soled shoes to prevent slipping.

9. Do not clean ramps with power equipment.

10. Make sure an adequate number of various sizes of ladders are available and in good repair. Set ladders firmly in position and never stand on the top two rungs or steps. Do not use chairs, tables, or other furniture as stools or ladders.

11. Be aware of the "lock out, tag out" policy and how and when it should be used.

Floor Care:

1. Make sure corridors, aisles, and passageways are clear at all times.

2. Mop up fluids, including rain and snow, near doorways immediately.
3. Determine the nature of spills and clean them accordingly. Display "Wet Floor" signs prominently when floors are washed, waxed, sealed, or stripped.
4. Mop areas so that there is a dry passageway. Half of a corridor should always be free for traffic. All equipment should stand in the section being cleaned.
5. Make sure wet areas are marked. Place "Wet Floor" signs at the beginning, middle, and end of the section being mopped. Display such signs when floors are being washed, waxed, sealed, or stripped.
6. Before leaving a work area temporarily, remove water pails from floors or stairs, secure equipment, and pull out all plugs.
7. Schedule floor care in heavy traffic areas to correspond with periods of least traffic and clean only a small section at a time.
8. Maintain floors on a schedule to prevent floor finish buildup.
9. After floors have been cleaned, return any moved furniture to its **original location**. Make sure that all bed casters are locked. Incorrectly placed beds may lead to mistaken identification of residents. Relocation of other furniture may cause tripping hazards.
10. Wear rubber footwear when stripping and refurbishing hard surface floors.
11. Put down absorbent walk-off runners at the point where freshly shampooed carpeting joins a hard surface floor, so slippery shampoo residue can be removed from shoes.
12. During wet weather, put rubber mats or runners near entrances.
13. Clean any blood spills immediately.
14. OUR CLIENT'S staff and residents must be aware of a wet hallway floor when exiting a room or turning a hallway corner. Wet floor signs MUST be displayed. Verbal warnings will also help others to avoid an accident.

Equipment Cart:

Equipment carts are designed to expedite work, so they should be kept ready for use with every item in its prescribed place.

1. Load equipment and supplies on the cart in the prescribed order.
2. Move the cart carefully in corridors, keeping to the center and looking ahead.
3. Move carefully when approaching corridor intersections, stairways, elevators, and groups of people. Move carefully on ramps.
4. Pull, DO NOT PUSH, the cart through swinging doors.
5. Keep hands away from the sides of the cart when pulling it.
6. Never leave the cart, equipment, or supplies in a position where someone could bump into or trip over them.
7. Report repair requirement immediately.
8. Never ride on the cart or permit others to ride on it.
9. When cleaning a resident's room, do not leave the cart in the hallway; pull the cart into the resident's room.
10. Never leave chemicals unattended on carts.
11. Safety glasses and gloves are available for use in all departments.

E. STORAGE AREAS

Policy:
Janitorial and laundry department storage areas shall be maintained in a clean and safe manner.
Procedure:

1. Keep all Janitorial and laundry storage areas free from accumulation of trash, rubbish, oily rags, paper, etc., at all times.
2. Do not store flammable liquids, combustible gasses, etc., in areas where intense heat or open flame devices could cause them to ignite. Store in an approved cabinet, vented to exterior of building.
3. Store cleaning supplies, etc., in areas separate from food storage rooms according to label instructions.
4. Do not store gasoline within the facility at any time.
5. Store oily rags, etc., in metal containers with tight-fitting covers.

F. CHEMICAL USE -- GENERAL GUIDELINES

The chemicals and products used by Sub-Acute Services are safe when used in the proper dilution ratio and with the proper safety precautions.
This review will introduce the new employees to the use of chemicals, stressing an awareness of the environment in which the employee is working. For example, chemical mist may not pose a problem for a Light Housekeeper but may pose serious health risks for residents in the area.
The Environmental Services/Janitorial Director must emphasize that **no** chemicals or products from employees' homes can be brought to work for use on the units.

II. AN INTRODUCTION TO CLEANING PROCEDURES

A standardized, systematic approach to cleaning is the key to the success of the department. Every aspect of our performance is based on our staff knowing and following proper cleaning techniques.
Areas affected by standardized cleaning procedures:

1. Quality Level: True long-term quality levels can only be reached and maintained through proper technique.
2. Training: A consistent training program is based on standardized cleaning procedures and orientation of new employees.
3. Infection Control: Standard precaution is the most standardized approach to cleaning and disinfection. Refer to Infection Control Manual.
4. Safety: Standardized training of all employees on routines and techniques keeps the work place environment safe and accident free.

A. ASHTRAYS

Policy:
Most of our clients have very strict non-smoking rules; however, should a client allow smoking on their premises, we will provide the necessary janitorial service to keep the area clean.
Procedure:

1. Empty and clean ashtrays daily and as needed.

B. BATHROOMS, GENERAL GUIDELINES

Policy:
Bathrooms shall be maintained in a clean and sanitary manner and shall be cleaned daily.
Procedure:

1. Clean bathrooms, including showers, whirlpools, century baths, commodes, etc., daily in accordance with established procedures.
2. Daily bathroom cleaning includes:
    a. Emptying waste receptacles;
    b. Servicing toilet paper holders;
    c. Servicing and cleaning soap dispensers;
    d. Servicing and cleaning towel dispensers;
    e. Dusting windowsills, ledges, etc.;
    f. Cleaning walls, mirrors, pipes, shelves, etc.;
    g. Cleaning partitions, wash basins, commodes, etc.;
    h. Polishing fixtures; and
    i. Sweeping, mopping, and scrubbing floors.

C. BATHROOMS -- LAVATORIES, OR SINKS

Introduction:
Lavatories are in constant use. They must be cleaned frequently to keep them up to facility standards. Because of infectious material washed from hands, this cleaning must be thorough.
Procedure:

1. Don disposable gloves.
2. Dampen one cloth and apply germicidal detergent solution or cleanser to cloth.

NOTE: Do not use an excess amount of cleaning product. Do not use caustic cleaner on porcelain bowls.

3. Clean all nickel surfaces, including faucets, valves, stoppers, and stopper chain. Clean both the inside and outside of the sink. Be sure to clean the underside of the rim above the overflow opening.
4. Rinse cloth in running water.
5. Use fresh cleaning material.
6. Clean overflow drain opening. Folded cloth or wedge covered with a cloth can be used. Be sure to clean (a second time) the underside of the rim above the overflow opening.
7. Rinse cloth in running water.
8. Rinse both porcelain and nickel surfaces with the wet cloth.
9. Dry and polish all nickel and porcelain surfaces with a dry cloth.
10. Dust all exposed pipes below the basin with a dry cloth. Polish all nickel pipes (if applicable).
11. Remove gloves.
12. Wash hands.

D. BATHROOMS -- TOILETS, AND URINALS

Introduction:
A clean toilet has no odor. Spotless cleanliness is a must inside and outside the bowl.
Procedure:

1. Don gloves.
2. Assemble equipment.
3. Flush toilet or urinal.
4. Sprinkle bowl cleanser inside bowl or wash inside bowl with swab saturated in germicidal detergent solution. Cover entire inside of bowl with bowl cleanser or germicidal detergent. Allow to stand.
5. Wash and dry outside of bowl. Use clean cloths. Clean adjoining pipes, seat hinges, and all around base of bowl.
6. Scour inside of bowl. Use long-handled brush kept in antiseptic solution.
7. Rinse by flushing toilet.
8. Replace brush and swab in antiseptic solution.
9. Clean equipment and store.
10. Remove gloves.
11. Wash hands.

E. BATHROOMS -- TOOLS AND PROCEDURES

Tools Needed:

Bucket and wringer
Cart
Disinfectant
Dust brush
Dust mop
Dustpan
High duster
Johnny mop
Three spray bottles: (a) Disinfectant
(b) Glass
(c) Cleaner, deodorizer
Plastic trash bags
Rags
Scraper
Sponge
Three pails
Toilet tissue
"Wet Floor" sign
Paper towels

Procedure:

1. Each housekeeper must announce him/herself before entering to clean.
2. Don gloves and follow the seven-step method:
   a. Dry steps:
      i. Pull trash: Wipe can and, if necessary, replace the liner.
      ii. Fill dispensers: Soap, paper, etc.
      iii. Dust mop: Pick up trash; use dust mop before using water in the room.
   b. Wet steps:
      i. Sanitize: Sinks, light, mirror, sink fixtures, pipes.
      ii. Sanitize: Commode, tank, bowl, and base. Use brush for inside of bowl.
      iii. Spot clean: Walls, partitions, light switches.
      iv. Damp mop: Start in far corner. Get behind commode, move trash can, mop out the door. Use "Wet Floor" sign when finished.
      v. Use harsh chemicals, like cleanser or bowl cleaner, sparingly.
3. Use different cloths to clean washroom than those used in resident's room.
4. Clean glass and chrome with the proper cleaner, then polish with glass cleaner and paper towel.
5. Clean vents.
6. Take care when mopping around commode.
7. Do not leave a lot of "extra" paper products on counters or sinks.
8. Remove gloves.
9. Wash Hands

NOTE: Proper cleaning technique prevents the spread of infection.

F. BROOMS, HAIR PUSH BROOMS (BRUSHES)

Introduction:
Dirty brooms deposit more soil than is removed. Maintaining floors with clean equipment saves time and effort.

Procedure:

1. Bring broom to hopper room.
2. Shake over newspapers or waste receptacle.
3. Remove hair and lint with comb or wire brush.
4. Wash when necessary.
5. Hang with bristles off floor.
6. Change handle into other hole in head every week. This equalizes wear on bristles and prolongs the life of the broom.

G. CARPET -- BONNET BUFFING

Procedure:

1. Fill bucket with warm water and shampoo solution.
2. Soak bonnet pad in solution.
3. Wring out bonnet so it is not soaking wet.
4. Place bonnet on carpet.
5. Place side-to-side machine directly on bonnet.
6. Pass over area to be cleaned in a crisscross motion.
7. Flip bonnet as one side becomes dirty.
8. Wash bonnet before first use and after every use.
9. Bonnet will pick up surface direct that vacuuming may leave behind.
10. Do not use the same bonnet when switching to a different colored carpet.
11. Do not soak carpet.

Remember: The bonnet must be wet enough to turn on the pad and move across the carpet but not so wet that it soaks and stains carpet.

H. CARPET -- SHAMPOO AND EXTRACTION

Procedure:

1. Use this procedure in heavy traffic/heavily soiled areas:
    a. Attach tank to side-to-side.
    b. Fill tank with shampoo solution.
    c. Shampoo is dispensed through shampoo block to carpet.
    d. Wet enough area so machine with block can move over carpet.
    e. Make several passes over area.
    f. Use extraction to pick up shampoo solution on carpet.
2. Extraction may be a process by itself:
    a. Jets in front of machine fire solution into carpet.
    b. Extraction follows immediately to pull shampoo and dirt from carpet.
    c. Defoamer may be necessary in extractor to keep soiled shampoo solution from backing up in machine.

Safety Issues:

Be aware of safety issues:

1. Do not stretch cord across hall or open common areas.
2. Always use "Wet Floor" signs -- especially where carpet meets a tile floor.

I. CERAMIC/GLAZED TILE

Policy:
Walls of shower rooms, utility rooms, bathrooms, etc., are often made of ceramic or glazed tile. Careful washing and drying prevents streaking of these walls. Cleaning is done monthly.

Procedure:

1. Assemble equipment.
2. Prepare solution and rinse water. Use appropriate cleaning solution for the surface.
3. Rub with clean cloth, sponge or chamois wrung partially dry from solution. Use a grout brush to clean between tiles if needed. Avoid splashing and dripping.
4. Rinse with clean cloth, sponge or chamois wrung partially dry. Avoid splashing and dripping. Change water frequently.
5. Dry the surface. Use a clean, lint-free cloth.
6. Clean equipment and store.

Additional Information:

1. Use cleaning solution depending upon surface.
2. Avoid splashing and dripping.
3. Change water frequently.
4. Use clean, lint-free cloth.

J. CHEMICAL USE -- JANITORIAL AND LAUNDRY DEPARTMENTS

The chemicals used by Marblehead Services' employees are never dangerous when used in the proper dilution ratios for their intended purposes. However, if a resident were to swallow a chemical or a janitorial employee were to accidentally spray him/herself in the eye, adverse reactions can and will occur. Always follow these guidelines:

1. Never use a chemical for something other than for what it is intended.
2. Always make sure that all bottles have proper labels. If they are not labeled properly, report it immediately to the department manager.
3. Avoid using old bottles for new chemicals. Even though the bottle may appear dry, a residue of the previous chemical often remains and could cause a chemical reaction.

Caution: NEVER mix chemicals.

4. Each janitorial cart has a lockbox. Store all chemicals in the lockbox. **DO NOT leave a cart unattended.** Store cart properly while on break.
5. If chemicals are left in the janitor's closets, the door must be locked.

K. CLEANING SCHEDULES

Policy:
Cleaning schedules shall be developed and implemented to ensure that our facility is maintained in a clean and comfortable manner.
Procedure:

1. Develop and implement cleaning schedules to ensure that each area of our facility is maintained in a safe, clean, and comfortable manner.
2. Post cleaning schedules in each utility room or designated area, and a copy must be available in the department director's office.
3. The Janitorial Supervisor will be responsible for ensuring routine cleaning schedules are adhered to.

L. CUBICLE CURTAINS

Procedure:

1. Examine curtains while cleaning resident's room or at discharge.
2. Be sure netting at top of curtain meets code.
3. If curtain is stained, dirty, or torn, notify Maintenance Department immediately for replacement.
4. If curtains are off hooks, notify Maintenance Department for reattachment.

Cleaning Curtains:

1. Treat stained area with pre-soak.
2. Wash on mild cycle with short extract. **Do not over-extract**.
3. Allow curtains to air dry. Never put cubicle curtains in dryer.
4. Cubicle curtains shall be washed semi-annually or as needed.

Note: Cubicle curtains must be fire retardant. Special care must be taken when washing.

Additional Information:

1. Squares of netting cannot be too large or they will allow smoke through.
2. Curtains must reach completely around bed.
3. Curtains should not touch floor.
4. Curtains hanging damp will become free of wrinkles (from their own weight).

M. DRAPERIES

If draperies are dirty, Maintenance Department will remove the draperies, and we will wash on site; however, if the draperies are dry-clean only, we will send the draperies out to be cleaned. Once the draperies are returned, Maintenance Department will re-attach.

N. DRINKING FOUNTAINS

Introduction:
The purpose of cleaning drinking fountains is to maintain cleanliness, control bacteria, and improve appearance.

Procedure:

1. Wet surface thoroughly with water.
2. Sprinkle small amount of cleaning agent on sponge or cloth and wash fountain and fixtures.
3. Use fountain brush to clean hard-to-get-to areas around faucet fixture.
4. Rinse thoroughly and wipe outside of fountain with sponge.
5. Do not drip water on floor.
6. Be sure to eliminate all water spotting to improve appearance.
7. Wipe dry.
8. Inspect.

O. STAINLESS STEEL DRINKING FOUNTAINS

Introduction:
The purpose of cleaning stainless steel drinking fountains is to maintain cleanliness, control bacteria, and improve appearance.

Procedure:

1. Make wash solution.
2. Wash surfaces of fountain thoroughly with sponge and solution.
3. Do not drip solution on floor.
4. Do not use cleanser on stainless steel.
5. Use fountain brush to clean hard-to-get-to areas around faucet fixtures.
6. Rinse with water.
7. Wipe dry.
8. Inspect.

P. DUSTING FURNITURE AND EQUIPMENT

Introduction:
The purpose of dusting is to protect furniture finish, to remove soil, and to improve appearance.
Procedure:

1. Assemble equipment and fill pail with tepid water. Add germicidal detergent.
2. Wet cloths and then wring solution out so that cloths are as dry as possible. Keep cloths clean by washing them frequently.
3. Dust all surfaces (except varnished surfaces) with damp cloth and dry with dry cloth.
4. Dust all varnished surfaces with a dry cloth or a cloth treated with polish.
5. Dust with the gain of the wood. Fold cloth and refold to continuously maintain a fresh cleaning edge. Change cloths frequently.
6. Clean equipment and store.

Q. ELEVATOR

Introduction:

Elevators give the first impression of a facility. **Keep Clean!**

Procedure:

1. Clean elevators during a time of day when traffic is at a minimum.
2. Use a portable vacuum to clean tracks. If dirt will not come out with a portable vacuum, spray solution on tracks and use a brush, rage, or scraper to clean.
3. Polish tracks with glass cleaner.
4. Wipe down panels with glass cleaner. Also wipe "button plate", handrails, and elevator walls.
5. Remove light covers to remove trash and debris. Wipe covers.
6. Dust mop floor.
7. Damp mop floor.

Note: The service elevator will need more attention than passenger elevator.

R. ELECTROSTATIC SPRAYING

Introduction:

We use electrostatic spraying devices to disinfect large spaces or oddly-shaped surfaces with hard-to-reach or often overlooked areas.

Procedure:

1. The optimum sprayer distance is 4–6 feet (1.22–1.83 m) from surface being sprayed.
2. Spray in an "S" like fashion from top to bottom of surface areas
3. Start at opposite end of room & progress toward the door to avoid walking through spray pattern & touching sprayed surfaces
4. Utilize extension wand for better control and reduce amount of back-spray on the handle and user.
5. Maintain proper grip of handle to ensure contact to grounding strip on trigger.
6. Hands should remain dry during operation.
7. To reduce any static build up in the user, the user's free hand should be used to touch grounded surfaces that have not been sprayed (e.g. metal components of adjacent equipment).
8. Clean and story daily:

- All users should follow safe cleaning practices to protect themselves from harmful exposure when cleaning the sprayer.
- Review chemical Safety Data Sheet for how to secure and store your chemical solution when not in use.
- Remove all chemical from tank and flush with water.
- Spray water through each nozzle size for at least 30 seconds.
- Cleaning nozzle: If nozzle becomes plugged, soak in hot soapy water and blow pressurized air through to remove blockage .

S. FLOOR CARE

Policy:
Floors shall be maintained in a clean, safe, and sanitary manner.
Procedure:

1. Mop, clean, and/or vacuum all floors daily in accordance with established procedures.
2. The Janitorial Director shall maintain floor-cleaning procedures.
3. Direct inquiries concerning floor care to the Janitorial Director.

T. FLOOR MACHINE (AUTOMATIC)

Introduction:
The purpose of cleaning electric or battery-operated equipment is to maintain efficient performance.
Procedure:

1. Disconnect floor machine or turn off motor switches. Adjust cord in holder (if electric).
2. Stop and raise brushes and squeegees. Never run machine with scrub brushes down unless solution is used.
3. Take to designated cleaning areas. Turn on the master switch of the self-propelled machines to move it. Be sure to turn it off again before starting to clean it.
4. Remove and place brushes in hopper.
5. Drain tanks thoroughly.
6. Rinse brushes and tanks with hot water.
7. Hang brushes to dry. Do not leave brushes standing with bristles down. Leave tank lids open to air.
8. Wipe inside of tanks and outside of machine.

U. BUFFING OR SCRUBBING MACHINE

Introduction:
The purpose of cleaning electric equipment is to ensure efficient operation.
Procedure:

1. Disconnect machine. Adjust cord in holder.
2. Remove brushes. Never transport machine with brushes attached.
3. Take to designated location.
4. Place brushes in hopper or pail.
5. Rinse with hot water.
6. Prepare solution with detergent using hot water.
7. Wash by agitating in solution.
8. Rinse with hot water.
9. Hang to dry. Do not leave brush lying with bristle side down. Hang up on handle of machine, if convenient.
10. Wipe outside housing of machine clean and dry.

V. FLOORS -- USING AUTOMATIC FLOOR MACHINE

Procedure:

1. Dust mop common area or hallway to be done.
2. Fill auto scrubber with germicide solution.
3. Apply small amount of solution on floor through front of scrubber.
4. Brush will work solution into floor.
5. Squeegee will collect solution.
6. Extraction will draw solution back into machine.
7. If machine is used to "light strip", use super amino in mild solution.
8. Follow steps 1-6 when "light-stripping" floors.
   Note: Use auto scrubber in long halls or wide open common areas.

W. FLOORS -- BUFFING ROOMS AND/OR HALLS

Procedure:

1. Dust mop and damp mop area to be buffed properly.
2. Use scraper to pick up trash/debris.
3. Resident Rooms:
    a. Move furniture in room side-to-side to create space.
    b. Spray fine mist of spray buff.
    c. Use high-speed machine with pad to work spray buff into tile.
    d. Buffing remove top surface of dirt and old wax.
    e. Extra time spent working on scuffs and scratches will repair floor.
    f. Dust mop after buffing.
4. Halls/Common Areas:
    a. Spray mist in center of area to be buffed. Work in with appropriate pad and machine.
    b. Stay away from baseboards.
    c. Dust mop area after buffing.
5. Clean machine and pads after use. Change pad as build-up begins.

Safety Issues:

1. Be aware of safety issues when buffing.
2. Never stretch cord across hallway.
3. Use "Wet Floor" signs if necessary to alert people to work area.
4. Do not spray directly over machine as spray buff may settle on housing unit and drip into motor.

X. FLOORS -- BURNISHING WITH SPRAY BUFF

Description:

Any floor machine that rotates at over 1000 rpm is considered a burnisher. A burnisher moves in a forward and backward motion as opposed to side-to-side.

Procedure:

1. Dust mop and damp mop area to be burnished properly.
2. Use a scraper to pick up debris.
3. Start the burnisher with the pad off the floor.
4. When turning a burnisher, lift the machine to take pressure off of the pad.
5. Halls/Common Areas:
    a. Mop or use spray buff.
    b. When dry, move the burnisher forward and backward over the area.
    c. Use proper pad and change regularly. Do not launder pads.
    d. Clean pads when finished by brushing with inside ring of new pad.
    e. Dust mop when done.
6. Rooms:

a. In tight spaces: apply a 3" line of spray buff product.
b. Move forward and back with burnisher.
c. Complete three or four rooms with one application.
d. Dust mop after burnishing.

Notes:

1. Most often, burnishers have the following rotation speeds of 1500, 1600, or 2000 rpm.
2. Most commonly used pads are natural hair, tan burnisher, rubberized super speed pad, or Coco pad.

Y. FLOORS -- SCRUB TILE AND REFINISH

Tools Needed:

Dust brush
Dust pan
Scraper
Side-to-Side
"Wet Floor" signs
Three mop handles
Three Buckets:
(a) Light Strip Solution
(b) Rinse
(c) Finish

Dust mop
Mop heads
Sponge
Steel wool
Wet vac
Tape
Three Pads:
(a) Black
(b) Green
(c) Blue

Procedure:

1. Choose an area to be scrubbed.
2. Assemble equipment.
3. Move furniture. Try to move furniture completely out of area.
4. Tape-off adjoining rooms.
5. Scrub Floor:
    a. Try to remove a few coats of debris and finish and get down to a clean base.
    b. Dust mop area.
    c. Always put a fresh finish on floor.
    d. Do not make the solution so strong that it eats through all of the finish.
    e. Lay a light coat of the solution along baseboard.
    f. Do not scrub down too far.
    g. Lay a light strip of solution in the center of the area.
    h. Use a lighter pad for scrubbing.
    i. Remove two coats.
    j. Keep solution wet.
    k. Use a wet vac to pick up solution.
6. Refinish:
    a. Put a plastic liner in a bucket and then fill with finish.
    b. Use clean mop to lay two or three coats of fresh finish on top of base.
    c. Never pour unused finish back into container.
    d. Let finish dry completely between coats.
    e. Replace furniture.
    f. Clean equipment.
    g. Wash hands.

Z. FLOORS -- STRIPPING AND REFINISHING

Tools Needed:

Black pads
Dust brush
Dust mop
Floor Finish
Rags
Sealer
Sponge/cloth
Three mop handles
Walk-off liner
Wet vac
Stripper or rinseless stripper
Tape
Dust pan
Plenty of mop heads
Scraper
Side-to-side machine/block
Steel wool
Two wringers
"Wet Floor" sign

Three Buckets:

(a) One filled with hot water/stripper
(b) One filled with clean rinse water
(c) One lined with a plastic bag (used with floor finish)

Procedure:

1. Choose a method for stripping the area.
2. Move furniture. If possible, move all furniture to a completely separate area. If not possible, move furniture to half of room while stripping the other half.
3. Assemble equipment.
4. Dust mop area and use scraper to pick up debris.
5. Tape off entrances to rooms adjacent to the area to be stripped.
6. Specific types of strippers:
    a. Amino stripper:
        i. Prepare bucket with stripper solution. Use hottest water available to mix super amino.
        ii. Strip about 1 foot from baseboard.
        iii. Use baseboard brush or steel wool.
        iv. Do not splash solution on baseboard.
        v. Use scraper for corners and edges.
        vi. Apply solution with mop.
        vii. Cover 800 sq. ft. to 1000 sq. ft.
        viii. Let the solution sit so it can begin to work.
        ix. With side-to-side machine, go over area with black pad.
        x. Change pad as it cakes up.
        xi. Crisscross the area to be sure all "high" spots are stripped.
        xii. Keep area wet with solution.
        xiii. Use wet vac to pick up solution.

b. Rinseless:
    i. Apply solution to floor.
    ii. Do not use extremely hot water, as it will evaporate too rapidly.
    iii. As the solution begins to work, carefully remove wet solution with wet vac.
    iv. Be sure not to splash solution on baseboards.

7. The remaining steps are identical no matter what stripping solution is used:
    a. Wipe baseboards while splashes of solution are wet. Do not allow splashed solution to dry.
    b. Do no lay more solution at one time than can be used -- it will start to dry.
    c. Apply more solution to keep floor wet or to avoid going back to an area only to remove dry solution.
    d. Rinse floor with clean water after wet vac.
    e. Rinse floor as many times as necessary to get all film off of the floor.
    f. When changing rinse water, always rinse the dirty solution out of the mop.
    g. Stock plenty of clean mop heads to change while rinsing.
    h. If needed to remove film, use the side-to-side machine with a dry black pad. Run the dry black pad over the area. It will pick up all excess film.
    i. Always apply finish on the floor after it has been stripped. Never leave the floor bare.
8. Refinishing:
    a. Before any finish is applied, run one hand over the tile. If a chalky film residue is discovered, do not apply finish. Rinse again.
    b. Once the floor is clean, choose a finish, use a Rayon mop head and begin.
    c. Do not coat the edges until the last coat.
    d. Each coat must be completely dry before applying the next coat. All floors need six to eight coats of finish.
    e. Use stain-resistant sealer (if sealer is being used).
    f. Do not wax baseboard. Apply each successive coat of finish in the opposite direction of the previous coat.
    g. Use thermal-based finish if the surface undergoes regular burnishing.
    h. Use an 18% to 25% finish if the surface will be buffed.
    i. Finish should be poured into a lined bucket, not directly into bucket. Do not pour unused finish back into container.
    j. Replace all furniture in original positions.
    k. Clean equipment.

AA. GENERAL CLEANING RECOMMENDATIONS

1. Do not use dirty mops. We only use micro-fiber mopping systems, and we change mop heads after every room.
2. Keep freshly laundered mop heads and cloths clean by storing them in a covered plastic container (use a separate covered plastic container for dirty mop heads).
3. Mopping done as a wet process is most effective in killing germs. No buckets are to be used, and the mop should carry an adequate amount of solution to the floor.
4. Dry mopping is not recommended in resident rooms or food service areas.
5. Do not guess at how much germicidal detergent to use. Follow directions carefully on the container. Measure carefully using recommended dilutions.
6. Never return used portions of floor wax or cleaning solutions to their original containers.
7. Clean and store maintenance tools properly. Machine brushes should be disinfected daily and hung on the wall.
8. Empty and clean vacuum cleaners and other machines daily. Wipe them off with a cloth dampened with germicidal detergent solution. Launder and disinfect vacuum cleaner filter bags daily.
9. Clearly label all containers of cleaning products to avoid mistakes.
10. Polish floors immediately after they have been disinfected by the wet cleaning process.
11. Ensure certain polishing brushes and pads are disinfected before use.
12. Disinfect buckets used to contain cleaning solutions and floor finishes, rinse, and dry before storing. Put wringers or mop presses in the release position when not in use.
13. Do not apply excessive amounts of floor finish. Follow the manufacturer's instructions carefully.
14. Adhere to facility-cleaning frequency schedules are adhered to.

BB. JANITORIAL CART -- STOCKING

Procedure:

1. Lock box: **Always** start with clean cart with a lock box. Store chemicals in the lock box when not using them.
2. Top shelf:
    a. Three pails with rags. Keep rags and solution in these pails separate (**never** use the same rag to clean). Use rags separately for cleaning:
        i. Rooms;
        ii. Commodes; and
        iii. Sinks/sink fixtures.
    b. Properly labeled spray bottles.
3. Middle shelf: Plastic and paper products. Do not carry more paper products on the cart than needed for one shift.
4. Long bottom shelf:
    a. Proper sized mopping system for Light Janitor.
    b. Dust mop.
5. Hang dustpan and brush from cart. Keep wheels or cart free of mop strands and other debris.
6. Keep scraper on cart.
7. Stock germicides on cart.

CC. JANITOR CLOSETS

Policy:
It is imperative for janitor closets to be maintained in a neat, orderly, and clean fashion. Janitor closets containing cleaning agents/chemicals should remain locked when not in use.
Procedure:

1. Scrub interior of sink with powdered cleanser or germicidal detergent solution and wipe dry. Wash all pipes, fixtures, and porcelain with germicidal detergent and wipe dry.
2. Damp dust any counter tops or shelves in the area and wipe dry daily.
3. Damp dust and spot clean walls and baseboards daily to prevent accumulation of splash marks and water marks.
4. Install/establish hooks so that mops and dust mops used in this area do not have to rest within them op tank or sink, but can be hung up in a well-ventilated area to dry.
5. Thoroughly scour janitorial equipment, carts, etc., that are kept or maintained in this area and clean daily so that they are left clean.
6. Stock the janitor room with standard supplies: paper towels, toilet tissue, and hand soap, as well as germicidal detergents, detergents, and other items needed by housekeepers/janitors in their daily cleaning routine.
7. Dust mop and damp mop closet floors daily.

DD. LIGHT FIXTURES

Introduction:
For efficient lighting, fixtures must be clean. A film of soil and dust on bulbs reduces the amount of available light. A clean light is aesthetically pleasing.
Safety:
Secure locking device on stepladder.
Procedure:

1. Assemble equipment.
2. Turn light switch off.
3. Place stepladder, with its platform extended, under the light fixture. Adjust safety lock on the ladder.
4. Prepare cleaning solution and place pail on stepladder platform, if necessary.
5. Remove globe or plastic panels (if fluorescent fixture) and set in a safe place. Dry hands. Use a screwdriver to remove lens/cover if necessary.
6. With the light switch off, remove bulb. Use care if bulb is hot.
7. Clean bulb with damp cloth.
8. Clean socket and fixture with dry cloth.
9. Wash and dry globe or panel. Handle carefully to avoid breaking.
10. Replace bulb and globe or panel. Dry hands.
11. Remove pail if used on stepladder platform.
12. Close stepladder.
13. Clean equipment and store.

EE. MOPPING -- DAMP

Procedure:

1. Resident room:
    a. Mix disinfectant solution in correct ratio with cold water and changed every three rooms.
    b. Use 12-oz. mop head for resident rooms.
    c. Wring out mop so it is damp before mopping. Start in far corner of the room.
    d. Run mop along baseboard; avoid pushing dirt into corners.
    e. Mop under and around all furniture.
    f. Use "Wet Floor" sign.
2. Rest room:
    a. Use disinfectant solution in correct dilution and change every three or four rooms.
    b. Wring out mop so it is damp.
    c. Mop from far corner, behind commode, out door.
    d. Use "Wet Floor" sign.
3. Hallways/common areas:
    a. Use "Wet Floor" signs to mark the wet side of floor (mop 1/2 hallway at a time).
    b. Run mop along baseboard; do not slap mop into corners.
    c. Using "figure 8" mop back to bucket.
4. All areas:
    a. Use proper dilution ratio of disinfectant.
    b. Never fill the bucket with solution above the bottom of the wringer. They key phrase is "damp mop".

FF. MOPPING -- DUST

Procedure:

1. Resident room:
    a. Dust mopping is a technique used to pick up trash and debris before using water on the floor.
    b. Move furniture and dust mop behind it.
    c. Use a "figure 8" motion and mop from far corner and out door.
2. Washroom:
    a. Always use dust mop before bringing water into room.
    b. Pick up trash and debris at door.
3. Hallways/common areas:
    a. Use larger dust mop when working in halls.
    b. Run mop along baseboard, then mop back using "figure 8" motion.
    c. Pick up trash.

4. All areas:
    a. Never use a damp mop to collect trash.
    b. Always pick up trash immediately after collection.
    c. If the area to be dust mopped opens onto a carpeted area, be careful not to deposit dirt on carpet.

GG. MOPS

Policy:
Mops shall be used in daily floor care and shall be maintained in a clean and sanitary manner. Use cotton mops for sanitizing, stripping, rinsing, and all cleaning operations. Use Rayon mop for applying finishes.

Procedure:

1. Wash mop heads with a disinfectant and rinse well after each use.
2. Use clean mop heads when changing areas of mopping and when used in isolation rooms.
3. The Janitorial Director maintains procedures for the cleaning of mop heads.

HH. MOPS -- CLEANING AND TREATING DRY DUST MOPS

Introduction:

1. Proper care and treatment of dust mops prolongs the life of a mop and increases its efficiency.
2. Always work with a clean, treated mop. Change mop heads daily and launder after each day of use. Use cotton and/or rayon mops as the situation warrants.

Procedure:

1. Pour dry mop treatment solution into washing machine. Use only the last rinse cycle of the laundering procedure (place mop heads only in designated machine(s) used to launder mop head). Tumble-dry as usual; **OR**
2. Pour a small amount of dry mop treatment solution along the heavy fabric part of mop. Roll mop and place in plastic bag to "season" overnight. Please in a metal container. Do not treat soiled mop (doing so would harbor and spread germs).
   NOTE: Laundering between each use is recommended for best cleaning of mop heads and general infection control. Dry mopping is not recommended in resident or food service areas.

II. MOPS, WET -- DAILY CLEANING

Introduction:
A clean, wet mop is an essential tool in maintaining cleanliness and sanitation. Mop heads shall be changed after being used to clean three or four resident rooms and laundered daily. Thorough daily washing, rinsing, and drying are essential to keep mops in good condition. Cotton and/or Rayon mops may be used as the situation warrants.

Procedure:

1. Take mopping equipment to hopper room.
2. Wring out mop. Place mop in hopper or pail.
3. Rinse mop and wringer with hot water.
4. Pour 3 oz. of soap solution on mop head. Stopper must be in hopper outlet if pail is not used.
5. Washing by dousing in a pail of warm water. Lift and lower mop head, using turning motion. Press against bottom of hopper or pail, using the same motion. Drain hopper or empty and rinse pail.
6. Rinse mop in clean warm water. Use hot running water and move mop head in an up and down motion until water runs clear.
7. Wring mop.
8. Shake and straighten strings and hang up to dry; **OR**
9. Place in design covered container in soiled laundry area to be washed by machine.

JJ. OFFICES

Procedure:

1. Offices must be thoroughly cleaned.

Remember: In many cases, the office staff may judge the appearance of the entire facility based upon the cleanliness of their offices.

2. Clean offices before or after they are in use. Review with office occupant when to clean, what to clean, and how often to clean.
3. Straighten up the office quickly -- being mindful of personal items -- do not touch without permission.
4. Use a five-step method:
    a. Empty trash: Clean can and, if necessary, replace liner.
    b. Dust all horizontal surfaces: Use proper chemicals on furniture -- use only furniture polish on wood.
    c. Spot clean, especially by light switches and trash cans.
    d. Dust mop/damp mop. If tile floor, dust mop and damp mop. Always have clean solution. Use "Wet Floor" sign.
    e. Vacuum carpet. Be aware of areas under desk and behind furniture.

KK. RADIATORS

Introduction:
The radiator, being a part of the heating system, radiates heat waves that attract dust. Frequent cleaning is necessary.

Procedure:

1. Assemble equipment.
2. Place paper under radiator to keep dust from getting on the floor.
3. Insert radiator brush or vacuum attachment into each opening and clean all parts.
4. If radiator brush is used, brush dust onto paper. Brush gently to avoid raising dust.
5. Wipe all exposed parts of radiator with damp cloth.
6. Remove paper, fold, and discard.
7. Inspect work to make sure all parts have been cleaned properly.

LL. RESIDENT ROOM -- ADMISSION/DISCHARGE

Procedure:

1. Admission Cleaning:
    a. Room must always be ready to show to a family member/resident.
    b. Spot check all empty rooms daily.
    c. Before a new admit, recheck room, and clean again if necessary.
    d. Provide fresh linens.
2. Discharge Cleaning:
    a. Upon discharge, room should be cleaned immediately. Never allow an empty room to remain uncleaned.
    b. Check identification for person items left in room by resident. Nursing must empty dressers and closets. If resident is to return, put personal items in storage.
    c. Nursing will handle storage of personal items; Maintenance will handle proper labeling and storage, including locking valuables while in storage.
    d. Check cubicle curtains and window curtains.
    e. Remove all trash.
    f. Do high dusting and sanitize walls.
    g. Damp wipe all surfaces of furniture, including bed, with germicide.
    h. Use 8-step method to clean resident room.
    i. Notify Nursing to make up bed.
    j. Monitor empty rooms.

MM. RESIDENT ROOMS -- DAILY CLEANING

Procedure:

1. Each Janitorial employee must announce him/herself at the resident's door. Every room to be cleaned is a resident's home and is treated as such.
2. Straighten up room quickly.
3. Infection control is the goal of an effective room-cleaning technique.
4. Follow 8-step room cleaning method:
    a. Empty trash: Remove trash from all rooms first. Wipe the wastebasket if necessary and replace liner.
    b. Fill dispensers.
    c. Dust all horizontal surfaces: With a cloth and disinfectant, wipe all horizontal (flat) surfaces.
    d. Spot clean: With a cloth and disinfectant, spot clean all vertical surfaces.
    e. Dust mop: Use dust mop to gather all trash and debris on floor. Sweep to the door; pick up with dustpan.
    f. Bathroom: With a cloth and disinfectant, wipe sink, mirror, and shelf in bathroom.
    g. Toilet:
        i. Flush toilet or urinal.
        ii. Sprinkle bowl cleanser inside bowl or wash inside bowl with swab saturated in germicidal detergent solution. Cover entire inside of bowl with bowl cleanser or germicidal detergent. Allow to stand.
        iii. Wash and dry outside of bowl. Use clean cloths. Clean adjoining pipes, seat hinges, and all around base of bowl.
        iv. Scour inside of bowl. Use long-handled brush kept in antiseptic solution.
        v. Rinse by flushing toilet.
        vi. Replace brush and swab in antiseptic solution.
    h. Damp mop floor: With germicidal solution, damp mop floor, working from back corner to door. Use "Wet Floor" sign when finished.
5. Change solution in buckets and pails every three rooms.
6. Dilute chemicals properly.
7. Wear necessary personal protection equipment.
8. Wash hands after clean each resident room.
9. Follow all safety procedures.
10. Never leave chemicals or equipment unattended.

NOTE: Remember, a resident's contact with a housekeeper may be the main part of his/her social life.

NN. RESIDENT ROOMS -- COMPLETE ROOM

Procedure:

1. Indicate on a calendar the days of the week on which each room is to be cleaned. Complete room cleaning ensures that every bed, closet, and drawer are disinfected at least once a month.
2. Coordinate with Charge Nurse at the start of the shift to have a room ready.
3. If room is not ready, a supervisor must schedule the room for cleaning sometime during that day.
4. Nursing Assistants should strip beds and empty closets and drawers.
5. Clean the room using the 8-step method. *See* policy on Resident Room -- Daily.
6. Additional work:
    a. Clean and sanitize mattress, bed frame, springs, and rails.
    b. Clean and sanitize closets and drawers.
7. Coordinate complete room cleaning with exterminator's visit.
8. A Discharge Clean may be counted as a Complete Clean. Revise schedule accordingly.
9. Turn over any food found in dressers to Nursing for disposal.

OO. SERVICING DISPENSERS

Introduction:
People learn to depend on supplies from dispensing machines. This public service can promote or disrupt good public relations.

Procedure:

1. Assemble supplies for refilling.
2. Open dispenser.
3. Clean inside with damp cloth.
4. Refill and arrange supplies so that they will dispense properly to the next user.
5. Close and check.
6. Clean outside with damp cloth.

PP. SHOWER STALLS

Introduction:
Deposits of hard water scale and soap become very difficult to remove unless cleaned daily. Hard water deposits harbor athlete's foot fungi, and shower stalls should be cleaned frequently to remove this fungi.

Procedure:

1. Assemble equipment.
2. Attach hose to faucet.
3. Prepare solutions according to directions.
4. Wear rubber gloves if hands are affected by solution.
5. Wash walls and floor with sponge mop dipped in solution.
6. Let stand several minutes.
7. Scrub with utility brush and scouring pads; scrape stubborn scales with putty knife.
8. Rinse with hot water and wipe with clean cloth.
9. Inspect for appearance and odor.

QQ. UPHOLSTERY -- SHAMPOOING

Introduction:
Upholstered furniture, by the nature of its surface, has a tendency to hold soil. Frequent shampooing is necessary to keep colors bright and the material clean. To prevent material damage, the cleaning process must be done carefully.

Procedure:

1. Move furniture to work room.
2. Assemble equipment.
3. Prepare furniture. Brush and vacuum.
4. Prepare shampooing solution and rinse water.
5. Dip soft brush in solution. Use only foam of cleaning solution.
6. Scrub section lightly with brush to avoid injury to fabric and quickly to avoid soaking material. Scrub sections about 1 foot square to avoid drying.
7. Wipe section with damp cloth or sponge wrung from clean water until no suds are visible. Work quickly to avoid soaking.
8. Dry section with dry cloth. Rub against nap and, finally, with nap. If colors are not fast and liable to run, pat with dry cloth. Do not rub, because rubbing may cause colors to fade or run.
9. Repeat until all upholstery is cleaned. Overlap each section to avoid streaking.
10. Allow to stand overnight to dry thoroughly.
11. Brush with nap using furniture brush.
12. Clean and replace equipment.

RR. UPHOLSTERY -- VACUUMING

Introduction:
Good janitorial procedures require frequent cleaning of upholstery.
Procedure:

1. Assemble vacuum cleaner with upholstery attachments.
2. Remove all cushions.
3. Attach vacuum cleaner to electric outlet.
4. Run attachment over entire upholstered surface. Use up and down and side-to-side movement. Vacuum thoroughly all tufting and folds and space between seat and back and seat and arms.
5. Vacuum cushions.
6. Replace cushions.
7. Clean and replace equipment according to manufacturer's instructions for the machine.

SS. VACUUM -- WET/DRY PICK UP

Introduction:
Clean, well-maintained electrical equipment is vital for efficient performance.
Safety:
Disconnect vacuum cord from electrical outlet.
Procedure:

1. Take to cleaning area and empty tank.
2. Flush out sediment with hot water.
3. Prepare 1 gallon of cleaning solution using disinfectant detergent.
4. Remove floor tool from wand, wash in solution and wipe.
5. Draw solution into tank through wand and hoses.
6. Disconnect machine and wipe out. Adjust cord in holder or around motor on lid.
7. Remove and wipe outside of wand and hose. Hang up to store.
8. Wash inside and outside of lid and tank, including casters. Oil casters after cleaning.
9. Empty solution and wipe dry. Set lid at angle to allow tank to dry while stored.
10. If dry pick up is done, remove and brush dry filter bag and do so for wet vac on tank, etc. Be sure to use filter bag for dry pick up and do not get it wet.

TT. VENTS

Procedure:

1. Remove debris/lint with cloth of small vacuum.
2. Wipe each vent surface with cleaning solution.
3. Clean most vents daily as part of routine cleaning procedures.
4. Maintain vents in hallways, dining rooms, and common areas on a routine cleaning schedule.
5. If necessary, Maintenance can remove covers to clean inside vents.

UU. WALLS

Introduction:
Residents look at the walls of their constantly. Much of the soil on these areas comes from the dust from floors and atmospheric contamination and is, therefore, very objectionable. Walls must be washed frequently to keep rooms sanitary and attractive.

Procedure:

1. Assemble equipment.
2. Spread drop cloths under portion to be washed. Be sure they cover sufficient area.
3. Prepare cleaning solution according to soil on walls.
4. Fill paid with cleaning solution half full. Fill rinse pail 1/4 full of clear water.
5. Dip sponge into cleaning solution and squeeze dry enough so that it does not drip. Do not allow solution to run down wall.
6. Wash section as far as can be reached easily. Start at baseboard. Outline space to be washed by running sponge across and over in straight lines. Clean within that area.
7. Rinse washed section. Squeeze clean sponges from rinse water and over washed section frequently.
8. Repeat washing and rinsing until entire surface is clean. Overlap each section to avoid streaking.
9. Adjust drop cloth as necessary.
10. Clean equipment and replace.

VV. WINDOW WASHING -- INSIDE

Introduction:
A sparkling clean window adds to the cheerfulness of a room, provides light, and allows resident to enjoy the view. Windows will be cleaned as p art of the Complete Room Procedure or as needed.

Procedure:

1. Assemble equipment and prepare solution.
2. Remove curtain or pin back drape.
3. Wipe entire surface with damp cloth or wet sponge. Corners first, then rest of surface. Up-and-down and side-to-side motion. Avoid splashing and dripping.
4. Remove moisture with dry clean cloth or chamois. Corners first. Square around edge then rest of surface with up-and-down movement.
5. Polish entire surface with clean cloth or chamois.
6. Wash sill with cloth or sponge. Rinse and dry well.
7. Clean and store equipment.
8. Alternative -- Use squeegee:
    a. Be sure glass is wet all over before using squeegee.
    b. Pull it across the pane, beginning at top.
    c. Wipe squeegee blade with sponge after each stroke.
    d. To use a squeegee to dry a window, omit Steps 5 and 6.

WW. WINDOW WASHING -- OUTSIDE

Introduction:
A sparkling clean window adds to the cheerfulness of a room, provides light, and allows resident to enjoy the view. Maintenance performs this service.
Procedure:
1. Assemble equipment and prepare solution.
2. Follow procedure for Window Washing -- Inside.

III. AN INTRODUCTION TO LAUNDRY SERVICES

Clean linen is essential to the effective operation of a skilled nursing facility. Therefore, the laundry operation is very important to facility administration and resident care staff. The laundry service, by providing a sufficient supply of clean linen when and where needed, plays a vital role in providing quality resident care.
The laundry, along with soiled linen handling practices, are very important steps in the overall Infection Control Program of a facility. Each step of the process must be controlled to ensure that residents and staff are not knowingly exposed to microorganisms that might cause illnesses. Most of our residents are elderly and, as such, are very susceptible to infection. Laundry service personnel must always follow established laundry practices to protect residents.

Roles and Responsibilities:
It is the responsibility of the Laundry Department to provide the resident care staff and supportive departments (Therapy and Dietary) with an adequate supply of clean linen, upon demand, for the delivery of quality care. It is also the Laundry Department's responsibility to provide each resident with clean personal linen.
To delivery this clean linen, the Laundry Department must:

1. Have sufficient quantities of linen to meet the needs of all residents.
2. Have an adequate mechanically functioning laundry.
3. Have consistent minimum hot water temperatures of 140-150°F delivered to washers (temperature may vary according to State requirements).
4. Have adequate staff, both in number and with proper training.

The Laundry, working with all other departments in the collection of soiled linen, will process and deliver to the proper department the required amount of clean linen.
The Laundry Director, in most cases, working under the direction of the Environmental Services/Janitorial Director, in conjunction with other departments should completely inventory the linen quarterly (or more often per State requirements). The Laundry Supervisor is responsible for rag-out procedures to assist in good linen control.

Policies:
Each facility has developed policies for the department on linen delivery times to the floor and on how residents' personal linen is done. These policies, written by the Laundry Supervisor in conjunction with the Nursing Department and Administration, define responsibilities that ensure good lines of communication between Laundry Services and Nursing. These responsibilities also ensure that each resident's clothes will be efficiently laundered.

In-Service Training:

It is the responsibility of the Laundry Supervisor to promote In-Service Training for Laundry staff. In-Services should be both procedural and meet yearly in-servicing requirements as defined by the Staff Development Coordinator.

Required In -- Services	**Examples of Departmental In-Services**
Accident Prevention	Procedure Based In-Service Provided by Laundry Supply Vendor
Fire	Proper Sorting Procedure
Hand Washing	Psychological/Social Aspects of Aging
Handling of Isolation Linen	Resident's Bill of Rights
Infection Control	Semi-Annual Training by Laundry Chemical Supply Vendor
Methods of Linen Inventory	Use of Laundry Chemicals/Safety (MSDS info)

Orientation

The Staff Development Coordinator or designee shall be responsible for the basic orientation of each new employee. The Laundry Supervisor will be responsible for orientation that pertains directly to laundry operations. Using an orientation checklist, each supervisor will inform each new employee about the function and operation of the Laundry Department and equipment operation.

NOTE: *See* Appendix for Orientation Checklist.

A. PICK-UP

Policy:
Residents will be provided with personal laundry service at no cost.
Procedure:

1. Each resident/representative (sponsor) may choose to use this service.
2. This facility must launder personal items removed from an isolation room.
3. Should the resident/representative (sponsor) choose to have laundry done elsewhere, all soiled laundry must be kept in an airtight container and picked up twice weekly. Sufficient clothing must be maintained on premises to keep the resident clean and dry at all times.
4. Should the resident's representative not pick up the laundry or not return adequate articles to keep the resident in clean clothes, our facility will launder such articles.
5. Refer to the Business Office or Admissions inquiries concerning laundry charges or services.

B. CHEMICAL USE -- JANITORIAL AND LAUNDRY DEPARTMENTS

The chemicals used by Marblehead Services' employees are never dangerous when used in the proper dilution ratios for their intended purposes. However, if a resident were to swallow a chemical or a janitorial employee were to accidentally spray him/herself in the eye, adverse reactions can and will occur. Always follow these guidelines:

6. Never use a chemical for something other than for what it is intended.
7. Always make sure that all bottles have proper labels. If they are not labeled properly, report it immediately to the department manager.
8. Avoid using old bottles for new chemicals. Even though the bottle may appear dry, a residue of the previous chemical often remains and could cause a chemical reaction.

Caution: NEVER mix chemicals.

9. Each janitor cart has a lockbox. Store all chemicals in the lockbox. **DO NOT leave a cart unattended.** Store cart properly while on break.
10. If chemicals are left in the janitor's closets, the door must be locked.

C. DRYERS -- DESCRIPTION

Institutional or commercial-sized dryers are larger in size and capacity than the more familiar domestic dryers, but both operate on the same basic principles.

1. Air is drawn into the top of the dryer from the surrounding environment.
2. Dryers are either gas, electric, or steam fueled.
3. The air is heated by being drawn over elements or flames created by the power source.
4. The hot air is then pushed through the drum in which the wet linen is turning. Small holes in the sides of the drum allow the hot air to enter and leave the basket.
5. At the same time as the air is moving through the drum, the drum itself is turning, moving the linen about in the basket so the hot air passes through every item.
6. The air exits the bottom of the dryer and out a vent to the outside.

Lint Screens:

1. A lint screen is installed in the bottom compartment of all commercial dryers. Lint that falls from the linen as it dries is caught by the lint screen, preventing lint from moving directly through the vent and blowing all over the outside of the building.
2. Brush and clean these lint screens every two or three loads. If not, the screen will become packed with lint. When this occurs, the warm air moving through the system is blocked, raising the temperature in the basket and causing a potentially dangerous situation -- one spark on lint can cause a fire.
3. Lint also may build up on the top compartment of the dryer. This is dangerous because the heat source is there. Open the top panel and clean the area daily.
4. Lint also may build up between the drum and the sides of the dryer. This may cause a problem because in many dryers a heat sensor is located there. This senor reads the heat of the basket and is programmed to shut the dryer down if the temperature gets too hot. If this sensor is covered with lint, the lint acts as insulation and fools the sensor into thinking the basket is not as hot as it really may be. So, instead of shutting the dryer down, it allows heat to continue to pour in.
5. To clean between the drum and the dryer sides, remove the front of the dryer and vacuum the entire interior.

Drying Times:

Proper drying temperatures and times are as important as wash temperatures and times. Do not mix linen classifications together -- this only increases the drying time. Over drying or drying with too much heat will shorten the life of the linen.

SAMPLE DRYING GUIDE		
Item	**Drying Time**	**Cooling Time**
Towels	25-35 minutes	5 minutes
Sheets/Pillow Cases	15-20 minutes	7 minutes

Blankets	30-40 minutes	5 minutes
Pads	35-45 minutes	7 minutes
Diapers	30-40 minutes	5 minutes
Table Linen	5-10 minutes	5-7 minutes

Employees must be trained to not simply set the dial for the full drying time (usually 1 hour). In most cases, linen that has been sorted properly and extracted completely needs 1/2 the time a dial allows.
Never skip the cool-down cycle. This stage allows fabric to breathe before it is folded.

D. GLOSSARY

Below is a glossary of terms used in the laundry industry:

Bath	A step in a washer cycle in which a chemical is injected (e.g., suds bath, bleach bath, sour bath, softener bath). The suds bath and bleach bath are never combined into one bath. However, the sour bath and softener can be combined into one bath.
Bleach Bath	A step in a laundering cycle in which chlorine bleach is injected for stain removal and whitening.
Drain Speed	Sometimes referred to as "distribution speed". It is a rotation speed fast enough to force linen to the outside of a washer wheel for efficient draining, but slow enough to prevent redepositing of soil back into the linen.
Drops	A measurement used in the titration of a suds bath.
Extractor	Clean, wet linen is fed into this machine on a conveyer belt. This machine then extracts water from the clean linen. This piece of equipment is typically found only in very large laundry operations.
Flush	A non-chemical rinse **before** a suds and bleach bath.
Grains Per Gallon	A measurement used to determine the hardness of water. Hard (**GPG**) water contains high amounts of calcium and magnesium that can leave white powdery deposits on plumbing fixtures. Zero to eight grains per gallon is the acceptable range. Water softeners are used to remove hardness in water about 8 GPG.
Hand	A term used to describe the feel of linen after it has been dried (e.g., the linen has a soft hand).
High Extract	A high-speed spin cycle at the end of the washer cycle. The duration is programmed to remove a minimum of 60% of the moisture from the linen.
High Water Level	A hot, cold, or split fill to a level measured 10" to 12" from the bottom of the wheel. This level is used for flush and rinse steps.

Low Extract	Describes a slow-speed or a medium-speed spin. This step can be used between rinse cycles.
Low Water Level	A hot, cold, or split fill to a level measured 5" to 7" from the bottom of the wheel. This level is used in all bath cycles.
Parts Per Million (PPM	A measurement used in titrating for residual chlorine in the bleach bath.
Probes	Plastic tubes that are placed in chemical product pails or drums and are connected to the suction side of the chemical dispenser.
Rinse	A non-chemical rinse **after** a suds and bleach bath.
Shakeout	The last step in the washer cycle after the extract cycle. The shakeout loosens the linen from the outside of the wheel for easier removal from the washing machine.
Sour Bath	Referred to as the neutralizer step. It is a bath to alter the pH of the water after the rinse steps and, therefore, alters the pH of the linen. A range of 5.5 to 6.5 pH is required. This is the range of pH for skin. This step can be combined with the softener bath.
Softener Bath	A step in the laundering cycle in which fabric softener is injected to reduce static buildup, reduce wrinkling and provide a soft hand for the linen wearer's skin. The disadvantage to using a fabric softener is that the chemical waterproofs the fabric. Therefore, the softener bath is not used in the laudering of pads and diapers.
Split Fill	Hot and cold water blended to fill the washer to a high or level.
Suds Bath	A step in the laundering cycle in which detergent is injected for soil removal by soil suspension and dissolution.
Titration	A measurement of combined chemicals used to determine the water condition at specific intervals in baths.
Turbidity	A term used to refer to the extent to which water appears to be transparent. Turbidity of water is typically observed during the flush steps of a cycle. High turbidity refers to very cloudy water; low turbidity refers to nearly clear water.

Viscosity	Resistance of a liquid to flow. Thick liquids are said to have a high viscosity; thin liquids have a low viscosity.
Volumetric	The amount of product dispensed compared to the time a dispenser is pumping. Generally, 1 ounce per 6 seconds is normal.
Washer Extractor	A machine that washes the linen and extracts water in a high-speed spin action.
Wheel	The basket inside of a washer or dryer.
Wide-Open Hot Fill	Hot water that is not automatically adjusted by temperature sensors in the washer.

E. INFECTION CONTROL -- DISINFECTION IN THE LAUNDRY PROCESS

In addition to cleaning linens and producing an aesthetically pleasing product for residents, the main role of the laundry operation is to disinfect the linens before sending them to nursing units. A well-structured, well-implemented wash cycle will provide an infection-free product.
The four factors in sanitizing linens are:

1. **Dilution:** The sheer volume of water that passes through the wash wheel and over the linens in the course of the wash cycle shakes loose and carries away much of the harmful bacteria on soiled linen.
2. **Agitation:** The mechanical action of the basket, which drops the linens against the sides, pounding it clean, also breaks up much of the bacteria accumulated on soiled linen.
3. **Temperature:** Most microorganisms need a temperature near 98°F (body temperature) to survive. Any environment where temperatures fluctuate substantially above or below that mark will kill bacteria. Most detergent and bleach cycles require 140-160°F, which is far above the "kill zone" for bacteria. In addition to the water temperature in the wash cycles, the temperature in the dryers provides substantial sanitization.
4. **Chemicals:** Bacteria cannot survive beyond a pH of 8. The pH of the human body is 6.5. A heavy alkali wash will raise the linens to a pH of 11 or 12 and will destroy any living organism in the wash.

F. LAUNDRY PROCESS

Procedure:

1. Collection of Soiled Linen:
    a. Soiled linen containers or barrels should be on each Nursing unit, stored in a soiled area, so that Nursing can deposit soiled linen.
    b. Check these containers at regular intervals to keep the soiled linen from over-flowing, which may cause odor and infection control problems.
    c. Coordinate regularly scheduled pickups with Nursing to remove soiled linen from the units.
    d. Soiled linen must be removed from the units for two (2) reasons:
        i. To keep the area infection free; and
        ii. To keep the flow of wash moving through the laundry room.
    e. The Laundry Manager should check with Nursing to coordinate these pickups.
    f. The timing of Nursing activities, such as those that follow, will dictate the best times for soiled linen pickup:
        i. Getting residents up;
        ii. Showers;
        iii. Breakfast feeding;
        iv. Changing beds;
2. Transferring Soiled Linen:
    a. Line soiled linen containers with an impervious liner.
    b. Do not allow soiled linen simply to be dropped into a container.
    c. At designated times, laundry workers using a large bin with lid marked "For Soiled Linen Use Only", will go to each Soiled Linen Room to pick up the soiled linens.
    d. Transport soiled linen through a facility in a covered cart.
    e. Laundry workers must always wear the proper personal protective equipment when handling soiled linen.
    f. Clean and disinfect the soiled linen containers on the units and the bind used to transport soiled linen on a scheduled basis.
3. Sorting:
    a. After the soiled linen is delivered to the laundry, if not using a three-bag system, a laundry aide should pick or sort the linen into type and soil. All sheets should be placed in one soiled hamper, incontinent briefs in another, and towels or terry in another.
    b. The laundry washing procedure should be done by type.
    c. When aides sort soiled linen, they should wear cover gowns and gloves. These gowns will protect the clothing of the laundry workers.
    d. Aides should remove the gowns when going from the soiled area to the clean area (drying, folding, and storage).

e. Aides should also wash their hands after handling soiled linen.
f. When sorting soiled linen, sheets, incontinent briefs, and other heavily soiled items should be washing on BM cycle, which has flushes to remove gross soil.
g. Report loose fecal matter within soiled linen to the Director of Nursing for corrective action.

4. Wash load: The key to a successful laundry operation is to structure a system that produces a quality product in a streamlined time frame. The Laundry Manager must know how many loads of wash will be required each day to process the linen needed by Nursing Services.
    a. Once a 24-hour delivery par is established, the Laundry Manager generally knows how much linen will be processed in a 24-hour period.
    b. The Laundry Manager also knows the wash capacity in the Laundry. Simply by dividing the wash capacity into the pounds of linen to be produced, he/she will know how long the Laundry must operate per day.
    Example: The 24-hour par calls for 1200 pounds of linen. The Laundry has 2, 50-pound washers or 100 pounds of capacity. Allowing an hour for each wash load from loading through washing to unloading (and this time frame is generous), the Supervisor sees 1200 pounds of linen washing at 100 pounds per hour and realizes the washers should be operated for 12-hours per day.
5. Transfer to dryer:
    a. Linens should be moved from washer to dryer as quickly as possible.
    b. Never use a soiled linen cart to move clean, damp linen.
    c. The linen was sorted before the wash process, but should be resorted as it enters the dryer to keep drying time down.
    d. Train employees to avoid simply turning the timing dial to the longest setting. Over-drying linens will destroy the fabric.
    Example: If a load of damp linen is all sheets, that load should take 30-35 minutes to dry. If the employee is allowed to set the timing dial to the full 60-minute setting, the Laundry will be wasting time and energy, and will significantly reduce linen life expectancy.
    e. If possible, dry items such as sheets, blankets, spreads, etc., in dryers with reversing baskets to avoid the entire load from balling up in a knot.
    f. Never overload dryers. This will only lengthen the drying time of the linen and may damage the basket or motor.
    g. Always use the cool down cycle to give linens a chance to breathe after drying for 30-40 minutes on high heat.
6. Folding linens:
    a. As soon as linens are removed from the dryer, fold them. linens sitting in a bin, dried but not folded, for even a short period of time, will wrinkle.
    b. The folding process must keep pace with the washers and dryers. There should never be a backup of clean linen waiting to be folded.

Example: A load of sheets may take 35 minutes to dry, but 60 minutes to fold. It's easy to see how three consecutive loads of sheets could back up the folding process. On the other hand, a load of diapers may take 45-50 minutes to dry, but only 20 minutes to fold. So, alternating a load of sheets with a load of diapers will allow folding to keep pace with washing/drying.

c. A competent Laundry Manager will coordinate the types of linens washed during the day to allow folding to keep pace with drying.
d. As linens are folded, stack then count and allow them to sit on the shelves before they are delivered to the floors for use.
e. The ideal situation in a laundry is for employees who are processing linens for the next shift to fill more than the needs of the shift on which they are working. Problems in this area often result from an inadequate amount of linen in the facility. Laundry, in effect, is waiting for Nursing to use the linen so they can collect it, wash it, and send it right back to the floor for re-use.
NOTE: If the same sheet, towel, or diaper is used twice in one 24-hour period, not enough linen is in the facility for the Laundry Department to work with.

7. Folding area:
    a. Set up the folding area with adequate space to allow the linen to be removed from a cart, folded, and placed on a table, then onto carts.
    b. Place dry linen of the same type in carts so as not to break an established folding rhythm.
    c. When an individual is folding undergarments, sheets or wash cloths should not be in the same cart.
    d. Instruct aides on how to develop a productive folding rhythm to increase the number of items processed.
    e. Always use the least number of folds required and acceptable for space requirements on carts and shelves.
    f. After linen is folded, place it in delivery carts in predetermined quantities for delivery to the floor.
8. Resident personal linen:
    a. Labeling of Clothing: Nursing will mark all personal items with the resident's name upon admission using acrylic paint pens or a comparable marking system. All personals are marked, even if the facility is not to wash the resident's clothing.
        i. Use a dark paint pen for light-colored materials; or
        ii. Use a silver paint pen on dark-colored materials.
    b. When to wash personals: Some facilities have home-type machines for personals. If not, wash personals in the delicate/light soil cycle. Process all at a specific time. Wash personals in the morning, whenever possible, to assure a change of clothing is available to residents with limited wardrobes.
    c. Soiled linen collection: Separate personals from facility linens during the collection process and deposit them in the leak-proof bag designated for

personals. Nursing must separate linens into specific groups. Nursing will sort all personals from house linens.

d. Sorting: It is not necessary to sort personals into color groups as they will be washed on the no-bleach cycle. By not sorting during the washing process, redistribution will be easier after processing each floor or section of floor together as a group, as they were originally collected.
e. Washing: Wash personal clothing on a no-bleach cycle, the weight being 5 pounds less than the washer capacity.

9. Drying:
    a. Separate clothes that require hanging from those that are folded.
    b. Dry outer garments on permanent press or medium heat to avoid wrinkling. Dry undergarments on the highest heat setting in order to speed delivery. Post the drying times on the dryers for load types, settings, and times.
    c. Place hanging garments on the delivery cart rod, numerically by room number (resident name identified). Deliver one floor at a time, if necessary, for space considerations.
    d. Button the top button of hanging garments before placing in the dryer. This will expedite the placement of hanging garments onto the delivery cart. The advantages of having metal snaps already buttoned before retaining dryer heat are obvious.
    e. Sort undergarments numerically (resident name identified) on the folding table from the laundry cart. By dividing the room numbers into sections, any sized table will suffice. Place undergarments on delivery shelves with each shelf numerically sectioned as the folding table.
10. Clean linen delivery:
    a. The Laundry Aide or designee will deliver all personals to the residents. It is vital to report all room changes to Laundry daily. Make the changes on a clipboard, which lists room numbers of residents. Attach this clipboard to the delivery cart.
    b. Equipment:
        i. One delivery cart equipped with shelving for undergarments and a metal rod for hanging personals;
        ii. Alphabetized dividers to organize garments on hangers. these dividers may be plastic rings or clothing store rack dividers;
        iii. Two acrylic paint pen markers; and
        iv. Separate soiled linen equipment.
11. Leak-proof bag sorting system to sort leak-proof bags:
    a. Each facility will use a 100% leak-proof washable laundry bag system.
    b. This will consist of a bag collection system where Nursing staff will be responsible for depositing soiled linen in the appropriate bag as it is collected from the resident room.
    c. The number of bags will vary from facility to facility, based on soiled linen room space.

i. One bag -- facility linen; and
ii. One bag -- personal linen room.

d. The Nursing staff will sort more soiled linen in the soiled linen holding room, if space permits.

12. Conventional personals handling:
    a. Personals can be handled in a couple of ways. This varies whether or not a home-type machine is used or not. One person should be responsible for re-marking, washing, drying, and delivering to appropriate residents. The position is sometimes five days per week with variable hours.
        i. Collect soiled personals as described above.
        ii. Laundry Aides may wash all personals on a cool or color cycle.
        iii. Another option is to separate the whites from the colors and wash the whites on permanent press or sheets.
        iv. Dry the articles and move them to the folding table.
    b. Depending on the size of the facility and the amount of personal laundry to be processed, various cart methods are used.
        i. Some facilities wash various floors or wings on different days.
        ii. A few facilities have a personals passing cart for each floor of the facility.
        iii. Some facilities use Lakeside carts.
    c. The method of hanging and folding varies little.
        i. Hang outer garments by room number, from wing to wing, making a "Z" delivery motion down each hall so as not to miss any rooms.
        ii. Fold and place undergarments on the bottom of the cart or on shelves designated by wings or rooms.
        iii. Variations to contain undergarments include rubber bands, cards, plastic bags, cardboard boxes, or a combination thereof.
        iv. A current list of resident room numbers shall accompany the delivery cart. Update this list daily, noting admissions and room changes.
    d. The labeling of clothing is undoubtedly the biggest, but correctable, problem. Inform all employees as to where and how **the facility in which he/she is working** is to mark the resident's name. Be inconspicuous, but always be consistent with marking. In some cases, the family does the laundry. Their clothing should still be marked with indelible ink in case it is accidentally sent to the Laundry for processing.
    e. Another facet of handling personals is timing. Ideally, personals will be done at a specific time of day. This is important to avoid a problem caused by the build-up of soiled personals (e.g., a family member requesting a particular pair of pants). It is not important whether personals are washing in the A.M. or P.M., merely that a specific time for washing personals is designated. Residents and employees are creatures of habit. By concentrating on personals, rather than trying to process intermittent loads, a greater degree of responsiveness to Nursing and resident needs can be achieved.

G. LINEN -- GENERAL INFORMATION

One of the keys to a successful laundry operation is understanding the effects that laundry chemicals have on fabrics.
There are four basic linen classifications:

1. Vegetable: e.g. Cotton;
2. Animal: e.g., Wool or Silk;
3. Synthetic: e.g., Polyester or Nylon; and
4. Blend: e.g., Combination.

Vegetable Fiber:

1. Cotton is the most widely used vegetable fiber. Cotton consists of a series of microscopic ribbons twisted together with a canal running through the center.
2. Cotton will not be damaged even in boiling water. In fact, cotton is stronger wet than dry. Water swells the fibers and over time may cause the fibers to contract and the linen will shrink.
3. Cotton can be damaged very quickly with exposure to acids. So, sours must be used properly in the wash cycle to protect the linen. Cotton, on the other hand, is very resilient to alkali and detergents as long as rinsed properly.
4. Cotton stands up well to bleach, except when over bleached and not rinsed out.

Animal Fiber:

1. Wool is one of the most widely used animal fibers. Wool consists of long strands of fiber with what appear to be over-lapping scales.
2. Wool does not stand up well in high heat. On the other hand, wool stands up well in the presence of acids. Detergents with high alkalinity severely damage wool.

Never use bleach on a wool fabric.

Synthetic Fiber:

1. Synthetic fibers are the most widely used fabric component.
2. Polyester is made up of small, thin filament-like structures similar to fishing line. Polyester fabrics do not handle high temperatures well. In fact, any type of quick temperature changes will set wrinkles in the fabric.
3. Polyester is non-porous and does not absorb water, so constant washing will not affect a polyester product.

Example: A sheet that is 50% cotton and 50% polyester, after 100 or so washes, will have no cotton left. It will be all polyester. These are the sheets that can be easily seen through.

4. Polyester is resistant to most acids, but can be damaged with excessive detergent or bleach use.
    a. Never add detergent to a dry load.
    b. Do not add detergent before proper water levels are reached.
    c. Do not add detergent when the wash wheel is still.

Blend:

Blend fabrics are the most common type of fabric used, especially cotton-polyester blend. This particular combination gives the fabric strength to hold up under constant washing, while bouncing back every time to look good and be stain free.

H. LINEN INVENTORY -- MONTHLY PROCEDURE

Policy:
To outline a procedure to provide an accurate linen inventory on a monthly basis, a good inventory will.

1. Help monitor linen losses;
2. Structure the monthly linen order; and
3. Verify the daily "IN" and "OUT" counts.

To do an accurate linen inventory, linens must be counted in seven areas:

1. Soiled area;
2. Wash area;
3. Folding area;
4. Closets in units;
5. Soiled on units in barrels;
6. Linens on beds; and
7. Storage.

Procedure:

1. Schedule the inventory for late morning. Try to do the inventory after the beds are made on each Nursing unit. Before the count is done:
    a. Drop all soiled linen from the floor; and
    b. Stop all clean deliveries from coming up.
2. Count all linens on beds (do not assume every bed has two sheets, a pillowcase, etc.). When counting in the rooms, check dressers, closets, and under mattresses for hidden linen.
3. Got to the Laundry Room to count:
    a. All soiled linen waiting to be washed;
    b. Linen in the washers and dryers;
    c. Clean linen in carts to be folded; and
    d. Clean linen on the shelves.
    NOTE: Do not allow any clean linen deliveries to the units until both the Nursing units and the Laundry Room have been counted.
4. Count all lien in storage as well as linen being discharged.
5. Total all lien counts from all areas. Compare total to the month's starting inventory total. Was linen lost? Was a loss expected, based on the totals of the weekly "IN" and "OUT" sheets? Next stop may be to isolate linen as it comes down from each unit in order to compare Nursing unit by Nursing unit the amount delivered versus the amount sent down.

I. LINEN INVENTORY -- PROCEDURE

Before the Inventory:

1. Meet with the facility Administrator to stress the importance of an accurate linen inventory and the necessity of cooperation by the Nursing staff during the process.
2. Meet with the Director of Nursing Services to set a satisfactory date and time for the inventory to all departments concerned.
3. Set aside 1 hour for the inventory process. The Administrator, the Director of Nursing Services, or the Janitorial Supervisor should issue a memo to all departments about the upcoming inventory.
4. Immediately prior to taking the inventory, take all soiled linen to the holding room for soiled laundry. Suspend all bed changing and baths until after the inventory is completed in that area.

During the Inventory:

1. One Laundry Aide will be assigned an area to inventory (the whole building is to be divided into equal areas and an area assigned to each Laundry Aide).
2. To assist in counting linen, a Laundry Aide will be assigned a Nursing Assistant who regularly works the area being inventoried.
3. The Nursing Assistant will count the linen in each room and tell the Laundry Aide the amount and type found. The Laundry Aide will record the information on a tally sheet prepared for this inventory.
4. Report any linen soiled during the time of the counting to the Laundry Aide to be counted as clean. This will take into account clean linen taken off the shelf in that area.
5. When inventory is complete in the rooms, the Nursing Assistant will be free to resume his/her normal routine. The Laundry Aide will then inventory linen stored in the linen closets and/or exchange carts on the station.
6. All Laundry personnel will return to Laundry and turn in their inventory sheets. Additional help may be needed to count the linen in Laundry or in the main storage areas. If not, catching up with production that was delayed for the inventory will be a priority. Sort soiled linen and return empty barrels to the stations.

Linen Inventory/Linen Order Consideration:

Take the inventory a week or two before the next quarterly linen order is expected to be placed.

Linen Inventory Procedure:

Nursing Department help is encouraged in order to improve:

1. Speed of inventory;
2. Accuracy of inventory;
3. Nursing Aide's awareness of linen usage;
4. Conservation of linen; and
5. Teamwork between Laundry and Nursing Assistants.

J. LINEN -- PAR LEVELS

"Par levels" is a phrase used when referring to the amount of linen in a facility.
Par levels are defined as the amount of linen required by one (1) resident for a 24-hour period. The proper par level for each facility could be best described as the total number of items it takes to satisfy all residents at a given facility per day. Some residents may require multiple bed pads, while others may not. A proper par level for every facility should be approximately 3.0 par on all items.

PAR LEVELS CHART, EXAMPLE

Item	One Par Level	No. of Beds	Facility Inventory	
			1 Par	2.5 Par
Sheet	3	100	300	750
Draw Sheet				
Fitted Sheets				
Towels				
Bath Blankets				
Thermal Blankets				
Spreads				
Pillow Cases				
Incontinent Briefs				
Underpads				
Gowns				

K. LINEN -- REQUIREMENTS

Policy:
The Laundry Department is responsible for providing a well-organized, timely laundry processing and delivery system for the facility. In order to fulfill the components of this policy, par levels of adequate linen supply must be established and maintained for each facility.
Procedure:
After adequate par levels are established, regular linen inventories must be performed. Also, routine rag-out procedures must be performed per guidelines. It is mandatory that these procedures be performed on a scheduled basis.
The amount of linen required by each facility and each resident depends on a number of factors:

1. Individual facility policies;
2. Number, condition, and needs of the residents;
3. Design and equipment size of a facility's laundry;
4. Availability of storage area;
5. Distribution and collection system; and
6. Government regulations.

L. RAG-OUT PROCEDURES

Rag-out is the system by which torn or badly stained linen is taken out of circulation. The Laundry Supervisor must keep track, using a tally sheet, of all old, torn, and badly stained linen and remove them from circulation. The easiest method is to place the torn linen in a special box and count it weekly. This linen can then be sent to the Janitorial Department for use as cleaning rags (this may vary per State regulations).

M. RECORDKEEPING

Policy:
Production/processing usage records must be maintained. Each facility will maintain daily production reports and utilize linen inventory update to provide management with meaningful information regarding lien and/or equipment needs.

Procedure:
The Laundry Supervisor is responsible for the maintenance and review of records. These records are important in running each facility and in calculating proper reimbursement rates established by Medicare.

1. Laundry Production Report:
    a. Keep production reports for at least seven (7) days to show proper operation of the Laundry. Production reports help show the efficiency of employees. Production reports should show #/hr/employee for a seven-day period.
    b. To complete the production report, each shift counts all items processed.
    c. Tally these counts and multiply by specific weights assigned on the form.
    d. Add the final column together for the total weight for a day or week, and this number, divided by the total hours worked, will yield the production level per employee hour in the Laundry.
    NOTE: Also record daily the wash loads produced for this seven-day period.
    e. Evaluate Laundry Production Reports against facility design, type and size of equipment, and linen inventory for overall department efficiency.
2. Linen Inventory Sheet:
    a. Establish an ongoing inventory program to ensure adequate linen is available for resident care.
    b. The method for doing inventory is found in this manual.
    c. Make reports quarterly, at a minimum. Make purchase requests to compare inventory to the actual production sheet.
    d. Follow established level for the facility.
3. Facility Laundry Usage Form guidelines:
    a. The Facility Laundry Usage Form will show where laundry is being used, either by department or location, in the facility.
    NOTE: This is important to determining the payment the facility gets from Medicare. Medicare will pay the costs of laundry usage for Medicare residents (in the certified area and in therapy units), but only if accurate statistics on usage are provided.
    b. Weigh laundry when dry and clean.
    c. Record usage 1 week per month. The specific weeks to use will be provided.
    d. It is very important that the correct week be used for recorded usage.
    e. Each week begins on Sunday and ends on Saturday.

f. Record the total pounds of laundry processed during the designated weeks for each area listed on the form.
g. Medicare does not accept estimates. For example, estimating the amount of laundry in a 50-pound washer is not an acceptable method for determining the weight.
h. If laundry is processed for departments other than those listed on the form, show this on the form under "Other" with an explanation.

4. Staffing Records:

Keep staffing records to show allocation of employee time and to assist in the overall running of the Department. The Laundry must operate seven (7) days a week and be staffed for maximum productivity.

N. SAFETY

Policy:
Every effort must be made to ensure day-to-day operational safety of all employees and residents.

Procedure:

1. File MSDS sheets and make available to all laundry employees. In accordance with OSHA regulations, locate the MSDS binder in the work area. Binders with racks are available from Diversey/Lever and other suppliers. Employees must receive in-service training in the correct interpretation of the MSDS sheets and must be familiar with first aid and other listed precautions. Give careful consideration to skin and eye damage. Fully explain the "corrosive" label on the containers.
2. Provide full-face shields and use them when changing chemical pails or containers. Goggles or safety glasses are not recommended.
3. Provide emergency eyewash stations within easy accessibility near the chemical dispensers. All employees must receive in-service training in the proper use of eyewash stations. As a learning tool, ask the employee to close one eye, proceed to the eyewash station, and turn on the eye washer (in his/her face). This alleviates apprehension during a real emergency. "Squeeze bottle" eyewash stations are prohibited.
4. Chemical spills require precautions. Employees must receive in-service training to safely remove spills.
5. Remove water on the floor immediately.
6. Floor mats are not recommended at the front of washers. They are a tripping hazard and harbor infection bacteria. Safety strips manufactured by 3-M are recommended.
7. **Placing mop heads and rags in dryers are strictly prohibited!** The facility Maintenance Director will provide and maintain an area with drying racks or lines.
8. Clean dryer lint compartments every two (2) hours of dryer operation.
9. Utility sinks that are supplied with 120°F hot water must have warning labels affixed near the sinks. The proper signage requires a red background with 2" white letters at 3/16" stroke that states, "**CAUTION -- HOT WATER TEMPERATURE MAY EXCEED 120°F**".
10. Rags laden with grease from the Dietary Department cannot be laundered. They must be discarded. Spontaneous combustion can occur if the rags are stored together. If rags are found stored together, discuss the situation with the Dietary Supervisor.

O. STAFFING AND WORK SCHEDULES

The Director of Operations and the Administrator allocate staffing hours for Sunrise Health and Rehabilitation Center. It is based on number of licensed beds, current customer base, and the configuration of the laundry and equipment size. A properly designed laundry with adequately sized equipment should be able to process between 85 and 100 pounds of linen per hour, per laundry employee. By using the production sheets found in the Appendix, an Environmental Services/Janitorial Director can determine if his/her staff is not producing to capacity.

Staffing:

Staffing of each facility's laundry department should be the same seven (7) days a week if personal laundry is not being processed; more hours (Monday through Friday) are required if personal linen is being processed.

Standards:

1.31 Laundry Hours per 100 pounds, 12 hours per day

For proper utilization of staff, consider delivery time and pick up time when developing proper staffing patterns. Two employees working together some of the time will be more productive than each one working alone. If laundry has been allocated 16 employee hours per day, it would be more efficient to run laundry for 12 hours than either 8 or 16 hours.

P. SUPPLIES

Automatic injection equipment for providing chemicals in wash cycles may be used in laundry. The Laundry staff must monitor chemical usage, change supply buckets in a timely manner when product is exhausted, and carefully examine processed linen periodically to ensure desired results are being achieved.
Supplies or chemicals used in the laundry process are injected into the washing machines automatically. Home-style machines use liquid or powder added by hand.
The liquid dispenser is a much more accurate method of adding the chemicals and does not allow for mistakes or overuse, as does the procedure for placing the dry chemical in by hand. There is no guessing or questioning the amount to be used with the automatic dispenser.

1. Chemicals -- Four product system:
    a. Concentrated sour ensures appropriate pH levels that otherwise could irritate residents' skin.
    b. Closes the linen fibers to enhance the feel of softness.
    c. A high-performance concentrated detergent that removes soil and stains with built-in water conditioning agents.
    d. A concentrated liquid chlorinated bleach that removes recalcitrant stains.
2. Stain removal: The ideal water temperature for stain removal is 98°F. Facility washers shall be programmed to flush with 110°F water to remove gross soil. In some instances, a presoak may be necessary to dislodge embedded excrement and medicines. Use facility washers or 5-gallon pails as soaking sinks. Use lukewarm water when soaking.
   The best method of stain removal requires that soiled linens be sorted properly and washed in the appropriate wash cycle. Various methods can be used to presoak linens. Soaking methods will vary based on cleaning needs. The use of 1 ounce of household bleach in 4 gallons of 100°F water will aid in stain removal.
3. Powders: Since powders are bulky and an added expense, they should be purchased only if the facility has a household-type washing machine. They are often applied inaccurately into industrial machines.

These chemicals are caustic. Follow the manufacturer's directions for use. When mixing destainer with a sour, never use more than 2 ounces of destainer per 4 gallons of water.

Q. WASH CYCLES

The step-by-step process of cycle after cycle that moves the linens from soiled to clean is known as a "wash formula".

Components of a "Wash Formula":

1. Bleach
2. Break
3. Flush
4. Rinse
5. Softener
6. Sour
7. Suds (detergent)

Flush:

Most formulas begin with a "flush" cycle. The flush cycle does the following:

1. Loosens all heavy soil (fecal matter, blood, etc.) and carries it away.
2. "Wets" all linens so detergent that will be introduced in the following cycle will be effective. For example, when a washer is overloaded, linens in the center of the wheel do not get soaked. This means any detergent that may reach these linens has a much reduced effectiveness.
3. The warm-water flush cycle helps transition the linens from room temperature, at the start of the wash, to the hot 140-160°F water temperature of the detergent cycle.

Breaks:

In heavily soiled formulas, linens undergo a "break" cycle:

1. As much as 60% of heavy soil can be removed quickly with a good break operation.
2. The product used in the break cycle has high alkalinity, much higher than regular detergent. This alkaline wash raises the pH of the linen so high that no bacteria can survive.
3. Water temperature in the break cycle is warm. Hot water would seem a better option to attack soil and kill bacteria, but high water temperatures can set stains in the linen (especially blood stains) much faster than warm water. The chemical action, not water temperature, will kill bacteria.
4. It is recommended to extend the length of the break cycle rather than raise water temperature.

Suds (detergent):

The detergent cycle finishes the job of soil removal started in the break cycle. By the time linen gets to the detergent cycle, over 60% of the soil has been washed away, and what remains is not clinging tightly.

1. The detergent cycle has a moderate level of alkalinity but uses a very high water temperature (150° - 155°F), since setting stains is no longer a concern.
2. The length of the detergent cycle is based on how many suds cycles are in a formula.

Bleach:

1. Only include a bleach cycle in the formula when washing whites. The job of a bleach cycle is to:
    a. Remove stubborn stains that may be resistant to detergents; and
    b. Whitten the wash load.
2. Bleach has little capacity to remove soil -- detergents must do that.
3. Bleaching is usually done at a low water level, but high water temperature. The cycle should run 10 minutes -- longer than that, and the bleach loses its effectiveness.
4. The pH must be at the proper level during the bleach cycle. A pH of 10.2 is 10.5 is the proper level. Too low a level will over-activate the bleach and damage the linens; too high a pH will make the bleach ineffective.
5. The bleach cycle always follows the detergent cycles. The alkali in the detergent should get the pH level to the point where bleach will work.

Rinse:

Once the load has been washed and bleached, several rinses must remove the remaining soil and whatever alkali and bleach are left over from the previous cycles.

1. Rinses are always done at high water levels.
2. The first rinse should be at the same water temperature as the bleach cycle, with each successive rinse at a lower temperature until the linens are brought down to a temperature at which employees can handle them.
3. Many short rinses are better than fewer long rinses. Even after the detergent and bleach cycles, 15% of the original soil may still be floating in the wash wheel. The rinse cycle flushes the wash load several additional times to carry away the balance of the soil.
4. When there are not enough rinse cycles, linen may seem rough or stiff because of leftover alkali that was not rinsed away. Linen may also appear gray if all the soil was not rinsed away.

Sour:

Even after the rinse cycle, there may still be traces of alkali in the wash. If this alkali is not neutralized, when the linens come in contact with the heat of the dryers, they may burn or scorch. In addition, if the alkali is not neutralized and the pH stays above that of human skin, the linens may cause skin irritation on the residents.

Sour is an acidic product that will neutralize the alkali left after the rinse cycles. Sour will reduce the pH of the linens to slightly below the pH of skin. There is no rinse after the sour cycle.

Softener:

There are several reasons to use softener:

1. Its softens the linens. Softener will remove any harsh feeling and will help prevent skin irritation.
2. It fluffs the linen so it looks better when folded.
3. It removes static electricity and makes folding easier and quicker.
4. Most softeners have a bac-stat that leaves a final shot of disinfectant in the linens.

Extraction:

The extraction cycle removes the water left in the linens at the end of various cycles. Good extraction cycles shorten drying time. After extraction, the linens will be packed around the inside of the drum. A short tumble cycle will loosen the linens from the sides for easy unloading.

R. WASHERS -- DESCRIPTION

1. Institutional or commercial washers are larger and load from the front as opposed to smaller capacity domestic washers that load from the top.
2. Washers range in capacity from 25 pounds to 750 pounds, but in the case of nursing homes and other residential living centers, often the sizes used are 60 pound, 85 pound, and 100 pound.
3. The heart of the commercial washer is the wash wheel, a basket that rotates and reverses direction approximately every 10 seconds. Inside the basket are bars that lift the linen out of the water and drop it back down against the side of the basket to create the mechanical action that pounds the linens clean.
4. Commercial washers have some type of programmer, either a computer or a card that regulates the sequence of cycles, controls the flow and temperature of the water, and introduces the chemicals at the correct time in the cycle.

Size of Loads:

1. **Overloading:** Overloading washers affects the quality of laundered items. Overloading does not allow correct mechanical action in the wash wheel. Instead of linens being raised to the top of the basket and then dropped to the bottom to pound them clean, linens in an overloaded washer are packed so tight that they simply rotate as the basket rotates. In addition, a machine that is overloaded is ineffective, wasting chemicals, water, and time.
2. **Underloading:** Underloading a washer may not affect the quality of the wash, but may affect the long-term mechanical reliability of the machine. Underloading can cause problems for the motor as it tries to reverse directions and turn all the additional water just sitting in the basket.

Water Level:

There are two water levels in wash cycles -- high and low:

1. **Low Water Levels:** A level with about 6 inches of water in the basket when there is no linen. When the washer is loaded, low water level should come up to the bottom of the window in the door. Low water levels are usually in the wash and bleach cycles in order to get the most mechanical action or "pounding" in those cycles.
2. **High Water Levels:** Found in the rinse cycles. High water levels should be halfway up the window in the door when the washer is full of linens. High water levels are used for the rinse cycle because linens are lifted and dropped into water instead of pounding on the sides of the machine.

Temperature:

Usually, high temperatures produce the best wash results. Care should be taken since high water temperatures may also damage linens. The first cycle of most wash loads is usually a warm or cold rinse, then hot water for the detergent and bleach cycles, with lower temperature water for the final rinses.

Times:

Time in every laundry operation is a valuable resource. Long wash cycles produce good results, but not practical in normal production schedules. Finding the balance between good cycles and time management is a key to good laundry operations.
Cycles that are run too long may damage linens and waste hours. Cycles that are run too short will not produce the required result.

MCJ & PRESTIGE
Cleaning Services

MCJ EQUIPMENT LIST

Equipment	Nomenclature:	Quantity:
	ADVANCE AQUACLEAN CARPET CLEANER XP	2 (one for each location)
	CIMEX CAPERT MACHINE CR48CM	2
	CIMEX FLOOR SCRUBBER	2
	STINGER 15”AND 20”LOW SPEED FLOOR MACHINE SIDE-BY-SIDE	2
	20”HYBRID SCRUBBER	2

	CHAMP 3 GALLON SPOT EXTRACTOR	2
	RX20 HE ROTARTY CARPET EXTRACTOR AND STEAM CLEANING	2
Equipment	Nomenclature:	Quantity:
	JET CVX TURBO DRYER	2
	MINUTEMAN E20 AUTOMATIC SCRUBBER CYLINDRICAL TRACTION DRIVE MODEL	2
	Advance VP300 Vacuum Cleaner	2
	Advance Spectrum Upright Commercial Vacuum	13

	JL PREMIUM 20" HIGHSPEED 2000 RPM	2
	Powr-Flite PF2030 Wide Area Sweeper Vacuum, 30"	1
	TRANSPORT Backpack Vacuum SC412B	8
	New Advance Adgility 6XP Backpack Vacuum	2

Like 0

Standard Equipment

- One Low Profile Wand with 12 in. quad-jet head (67-002P).
- Two 50 ft. sections of 2 in. vacuum hose.
- Two 37.5 ft. sections of 2½ in. vacuum hose.
- Two 50 ft. sections of ¼ in. high pressure solution hose.
- Two 37.5 ft. sections of ¼ in. high pressure solution hose.
- One 50 ft. section of water hose with quick-connect fitting.
- Battery box
- Installation kit
- Operation and service manual

Features & Benefits

- Full thermostatic control
- Through-frame drive belt cooling – significantly reduces downtime by extending belt life
- Patent pending thermal well incorporates tube-and-shell heat exchanger transfers more heat from engine to solution.
- Easy-to-remove access panel and side hoods allows for quick service
- Superior heat production and control
- Narrowest liquid-cooled slide-in on the market

Power plant	Three-cylinder liquid cooled 31 HP Kubota 972 gasoline engine operating at 3000 RPM. Model #WG972-E2.
Vacuum pump	Gardner Denver HF408 Helical Tri-Lobe blower
Solution pump	CAT 5CP 5120 producing up to 1500 PSI and 5.0 GPM
Waste tank	90 gal. (75 gal. at shutoff) capacity. TIG-welded marine grade aluminum construction.
Frame construction	1/8 in. × 2 in. TIG welded aluminum box tubing
Belt cooling	100 CFM through-frame air injection belt cooling
Console dimensions (W × H × D)	20 × 43 × 49 in. | 51 × 109 × 124 cm
Frame finish	Powder coated for maximum corrosion resistance
Frame construction	Powder-coated steel

High Performance Green Cleaning Policy
May 1, 2021

SECTION 1: SCOPE

This Policy addresses environmental best practices for cleaning Broward County Facilities. Specifically, it addresses purchasing sustainable cleaning; procuring sustainable cleaning equipment; developing and implementing standard operating procedures for effective cleaning; developing guidelines for handling cleaning chemicals; developing staffing and employee training requirements; collecting and addressing occupant feedback; and establishing procedures for use of chemical concentrates and dilution systems.

SECTION 2: GOALS

The goal of this High Performance Green Cleaning Policy and Plan is to reduce the exposure of building occupants and maintenance personnel to potentially hazardous chemical, biological and particle contaminants, which adversely impact air quality, health, building finishes, building systems and the environment.

SECTION 3: RESPONSIBLE PARTIES

Maria Watson, President of MCJ Professional Cleaning Services Corp., responsible for developing and managing the implementation of the High Performance Green Cleaning Policy and Plan. Michael Murphy, Vice President of CleanAll Supply, is an LEED to develop the plan.

Personnel involved with various elements of the green cleaning program shall carry out their tasks according to this policy and report all relevant activities to the aforementioned parties. To ensure an effective and coordinated effort, the building staff responsible for overseeing the High Performance Green Cleaning Policy and Plan shall review all proposed cleaning activities before implementation.

Function	Company Name	Primary Contact	Phone
Janitorial Services	CleanAll Supply	Walter Lawrence	954 232-4339

SECTION 4: QUALITY ASSURANCE CONTROL PROCESS

The party(ies) responsible shall periodically evaluate the success of the High Performance Green Cleaning Policy and Plan. This evaluation may include producing and providing a report on an annual basis to senior management. Whenever possible, the annual report shall include an evaluation of the performance, safety, cost and environmental/public health benefits achieved as a result of its implementation.

Prior to implementation, the responsible party(ies) shall review all proposed cleaning activities. Upon reviewing proposed activities, the responsible party(ies) shall determine if they meet the criteria of the High Performance Green Cleaning Policy and approve or deny action.

The responsible party(ies) shall regularly communicate with all cleaning staff and conduct regular site inspections and evaluations to ensure that the High Performance Green Cleaning Policy and Plan is in place and functioning as intended. In addition to ongoing quality control measures, Michael Murphy will review all practices and products to identify opportunities for improvement and expansion of environmentally friendly practices.

SECTION 5: CLEANING PRODUCTS

PERFORMANCE METRICS AND MEASUREMENT
The practices listed below shall be implemented, to the extent practicable, with a target goal of 80% of products complying, based on cost. The Responsible Party shall assign staff to track purchase rates of both compliant and noncompliant products.

PRACTICES TO OPTIMIZE USE OF SUSTAINABLE CLEANING PRODUCTS
Cleaning products and materials used at Miami International Airport Hotel shall, when possible, meet the requirements of IEQc3.3: Green Cleaning, Purchase of Sustainable Cleaning Products and Materials.

Product types subject to these requirements include, but are not limited to, bio-enzymatic cleaners, general-purpose cleaners, specialty cleaners, odor control, disinfectants, disposable janitorial paper products and micro-fiber cloths and mops.

IEQc3.3: Green Cleaning, Purchase of Sustainable Cleaning Products and Materials Criteria:

- The cleaning products meet one or more of the following standards for the appropriate category:
  - Green Seal GS-37, for general-purpose, bathroom, glass and carpet cleaner use for industrial and institutional purposes
  - Environmental Choice CCD-110, for cleaning and degreasing compounds
- Disinfectants, metal polish, floor finishes, strippers or other products not addressed by GS-37 or Environmental Choice CCD-110, 146, or 148 shall meet at least one of the following standards for the appropriate category:
  - Environmental Choice CCD-112, for digestion additives for cleaning and odor control
  - Environmental Choice CCD-113, for drain or grease-trap additives
  - Environmental Choice CCD-115, for odor-control additives
  - California Code of Regulations maximum allowable VOC levels for the specific product category.
- Disposable janitorial paper products and trash bags meet the minimum requirements of one or more of the following programs for the applicable product category:
  - U.S. EPA Comprehensive Procurement Guidelines for Janitorial Paper and Plastic Trash Can Liners
  - Green Seal GS-09, for paper towels and napkins
  - Green Seal GS- 01, for tissue paper
  - Environmental Choice CCD-082, for toilet tissue
  - Environmental Choice CCD-086, for hand towels
  - Janitorial paper products derived from rapidly renewable resources or made from tree-free fibers.

APPROVED PRODUCT LIST
The products listed below are approved for use. Products beyond those listed here must be submitted for approval prior to use.

Product Type	Manufacturer/Product Name	Sustainability Criteria Met
Toilet Tissue	VonDrehle White JRT	Green Seal Certified
Hand towels	Solaris Paper	RRF Rapidly Renewable Fiber
Facial Tissue	Solaris Paper	RRF Rapidly Renewable Fiber
Toilet Tissue	Solaris Paper	RRF Rapidly Renewable Fiber
Bathroom Cleaner	Brulin	Green Seal Certified
Neutral Floor Cleaner	Brulin	Green Seal Certified
Degreaser	Brulin	Green Seal Certified
Microfiber cleaning towels red	MCLOTH R 16" X 16" 250g wt	n/a
Microfiber cleaning towels Blue	MCLOTH B 16" X 16" 250g wt	n/a

SECTION 6: CLEANING EQUIPMENT

PERFORMANCE METRICS AND MEASUREMENT
All newly acquired cleaning equipment shall comply with the criteria listed below. The Responsible Party shall assign staff to track the percentage of all equipment that meets the criteria, based on cost or number of pieces of equipment, with a target of 100% of equipment complies by 12 months after start date.

PRACTICES TO OPTIMIZE USE OF SUSTAINABLE CLEANING EQUIPMENT

Purchase Criteria
All new equipment acquisitions shall comply with the requirements of IEQc3.4: Green Cleaning, Sustainable Cleaning Equipment:

- Vacuum cleaners meet the requirements of the Carpet and Rug Institute "Green Label" Testing Program—Vacuum Cleaner Criteria and can capture 96% of particulates 0.3 microns in size and shall operate with a sound level less than 70dBA.
- Carpet extraction equipment for restorative, deep cleaning is certified by the Carpet and Rug Institute's "Seal of Approval" Testing Program for deep-cleaning extractors.
- Automated scrubbing machines are equipped with variable-speed feed pumps and onboard chemical metering to optimize the use of cleaning fluids. Alternatively, the scrubbing machines use only tap water with no added cleaning products.
- Battery-powered equipment is equipped with environmentally preferable gel batteries.
- Powered equipment is ergonomically designed to minimize vibration, noise and user fatigue.
- Equipment is designed with safeguards, such as rollers or rubber bumpers, to reduce potential damage to building surfaces.

Record-keeping
A log shall be kept for all powered cleaning equipment to document the date of purchase and all repair and maintenance activities. Vendor cut sheets for all equipment used onsite shall be stored onsite. When cleaning equipment replacement is necessary, acquisition dates and supporting documentation shall be retained to demonstrate that all newly acquired equipment complies with the specifications.

APPROVED EQUIPMENT LIST
The equipment listed below is approved in the event of new equipment acquisition. Equipment beyond that listed here must be submitted for approval prior to acquisition.

Equipment Type	Manufacturer/Model	Sustainability Criteria Met
		CRI Seal of Approval
		CRI Seal of Approval

SECTION 7: HANDLING AND STORAGE OF CLEANING CHEMICALS

PERFORMANCE METRICS AND MEASUREMENT
Protocols governing safe handling and storage of cleaning chemicals shall be wholly adopted. QC checks will be used to ensure 100% adoption.

PRACTICES TO OPTIMIZE HANDLING AND STORAGE OF CLEANING CHEMICALS
The following protocols have been established to mitigate spills, leaks and mismanagement.

Storage

- Cleaning chemicals are stored in a single-locked janitorial closet. Workers access chemicals at the beginning of their shift and as needed.

Chemical Dilution systems
(See Section 8)

SDS Storage

- The cleaning chemical supplier is required to provide accurate MSDSs for all chemicals delivered to the building.

- MSDSs are filed, in duplicate, in the chemical storage room and the manager's office in clearly labeled binders.
- The cleaning chemical supplier maintains a toll-free hotline that can be called in the event of spills or accidents to access safety data and protocols.

Emergency Procedures

The onsite responsible party is required to notify property management and building engineer immediately if any dangerous or potentially harmful situations arise. The property manager and building engineer will then notify tenants and work with cleaning contractor to expedite response and ensue tenant safety. No toxic chemicals are allowed on site. The introduction of any non-Green Seal, Environmental Choice or Eco Logo certified products must first be approved by property management. Notice will be given to all tenants 48 hours prior to use of any non-approved chemicals.

SECTION 8: USE OF CHEMICAL CONCENTRATES AND DILUTION SYSTEMS

PERFORMANCE METRICS AND MEASUREMENT
Dilution systems and chemical concentrates shall be wholly utilized for the following product types:

Disinfectant		Green Seal Certified
Bathroom Cleaner	Brulin	Green Seal Certified
Degreaser/Carpet Spotter	Brulin	Green Seal Certified
Neutral Floor Cleaner	Brulin	Green Seal Certified

PRACTICES TO OPTIMIZE USE OF CHEMICAL CONCENTRATES AND DILUTION SYSTEMS
Chemical concentrates and dilution systems are used according to the procedures below to minimize risk to staff and occupants, and to conserve resources.

Dilution System Description

CleanALL utilizes modular dilution systems with a dispenser top to service any chemical proportioning application. Chemicals are placed in the cabinet with integrated metering tips for correct chemical mixture through single product quart or bulk fill containers.

Protocol for Use

The dilution system combines concentrated cleaning products, color coded labels, descriptive identifiers, and posters for use by the dispenser site.

Maintenance

The system utilizes a modular port design allowing for any dispensed product to slide into any available slot. The measuring tips and labeling are built in providing for a maintenance free system. Replacement hoses are available in the rare event that they need changing.

SECTION 9: CONTAINMENT AND TREATMENT OF LABORATORY CHEMICALS N/A

PERFORMANCE METRICS AND MEASUREMENT
For any drain that handles laboratory-type liquids, containment drains must be provided that will appropriately treat the liquid waste.

PRACTICES TO OPTIMIZE USE OF CONTAINMENT DRAINS IN LABORATORY SPACES
Containment drains are installed and used, as necessary, according to the procedures below, to minimize risk to staff and occupants, and to mitigate contamination of natural resources.

Containment Drain Description

Protocol for Use

Maintenance

SECTION 10: VULNERABLE BUILDING OCCUPANTS

To protect vulnerable building occupants, such as pregnant women, children, asthmatics, elderly occupants, individuals with allergies and highly sensitive individuals, cleaning staff shall use low/no VOC cleaning products; they shall perform

routine cleaning and floor restoration activities after working hours when the majority of occupants have left the building; the staff shall limit the number of cleaning chemicals used in the building; and they shall maintain a high level of cleanliness thus minimizing the presence of irritants.

SECTION 11: STAFFING AND TRAINING

PERFORMANCE METRICS AND MEASUREMENT
All cleaning personnel shall receive regular training. Vendors shall supply evidence of compliance with training requirements prior to contract award or renewal.

PRACTICES TO OPTIMIZE STAFFING AND TRAINING
All cleaning staff and managers shall receive environmental safety and health training, addressing, at minimum, hazards associated with the use, disposal and recycling of cleaning chemicals, dispensing equipment and packaging.

Training Topics

-
- Employee safety and health compliance as it relates to the cleaning program
- Regulatory compliance standards—OSHA, EPA, and other local, state, and federal rules and regulations
- Unsafe attitudes and conditions in the work place through Job Safety Analysis—OSHA JSA or JHA (Job Hazard Analysis)
- Employee performance improvement, such as accident prevention and record-keeping
- Compliance with health and safety rules, and regulation and confidentiality issues
- Safe chemical storage and handling
- Disposal and recycling of cleaning chemicals, dispensing equipment and packaging

Annual Training Hours
All workers shall receive 4 hours of training annually.

Staffing Plan
To meet cleaning objectives within the building, minimum staffing requirements must be met. Factors such as occupancy rates, seasonal variations and other considerations should be considered when adjusting the staffing plan.

SECTION 12: OCCUPANT FEEDBACK AND EVALUATION OF NEW TECHNOLOGIES

PERFORMANCE METRICS AND MEASUREMENT
All guests and employees shall have a mechanism by which to provide feedback on cleaning practices.

PRACTICES TO OPTIMIZE OCCUPANT FEEDBACK AND EVALUATE NEW TECHNOLOGIES AND PROCEDURES

The Manager has implemented a system for gathering occupants' feedback about the green cleaning program. Occupants are encouraged to alert the management to any issues relating to the green cleaning program. In addition, management regularly researches and integrates new green cleaning technologies into the building's green cleaning procedures.

SECTION 13: TIME PERIOD

This policy shall take effect on August 1, 2016 and shall continue indefinitely or until amended and/or replaced by a subsequent green cleaning policy.

BROWARD COUNTY BOARD OF COMISSIONERS	MCJ PROFESSIONAL CLEANING SERVICES CORP.
Signature_____	Signature _____
Date _____	Date _____

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: MCJ PROFESSIONAL CLEANING SERVICES CORP.

Address: 1905 SW 32ND STREET, BAY 6, POMPANO BEACH, FL 33064

Local Contact: Maria Watson | E-Mail Address: contact@mcjcleaning.com

Address: SAME

Contract Amount:

Using Agency Served: Solicitation No. and Title:

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. [X] 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 / B	Name	Job Class	A / B
Josenildo Ribeiro	Supervisor	B	Carolina Rodrigues	Janitor	
Nayra Rodrigues	Supervisor		Rosaura Lopez	Janitor	
Flavio Losada	Supervisor		Maicohl Caruacho	Janitor	
Iris Losada	Supervisor		Jose Damasceno	Janitor	

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

I, Maria Jose Watson (Print Name) of MCJ Professional Cleaning Services Corp. (Company) hereby attest that

(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 receip t 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 maria José Watson Title President

SWORN TO AND SUBSCRIBED BEFORE ME this 13 day of MAY, 2021

STATE OF FL

COUNTY OF BROWARD

Notary Public State of Florida
Maria Das Dores Toledo Carvalho
My Commission HH 069562
Expires 12/06/2024

_____ My commission expires: _____
(SEAL)Notary Public (Sign name of Notary Public)

Personally Known [X] or Produced Identification [ ] Type of Identification Produced:

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	$ 27.00
Assistant Project Manager or Equivalent	Hour	$ 24.00
Quality Control Manager or Equivalent	Hour	$ 23.00
Shift Supervisor or Equivalent	Hour	$ 21.00
Team Leader/Supervisor or Equivalent	Hour	$ 20.00
Janitorial Worker or Equivalent	Hour	$ 17.05
	Hour	$
	Hour	$

Vendor Name MCJ PROFESSIONAL CLEANING SERVICES CORP.

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.

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	$ 30.51
Assistant Project Manager or Equivalent	Hour	$ 27.12
Quality Control Manager or Equivalent	Hour	$ 25.99
Shift Supervisor or Equivalent	Hour	$ 23.73
Team Leader/Supervisor or Equivalent	Hour	$ 22.60
Janitorial Worker or Equivalent	Hour	$ 19.26
	Hour	$
	Hour	$

Vendor Name MCJ PROFESSIONAL CLEANING SERVICES CORP.

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

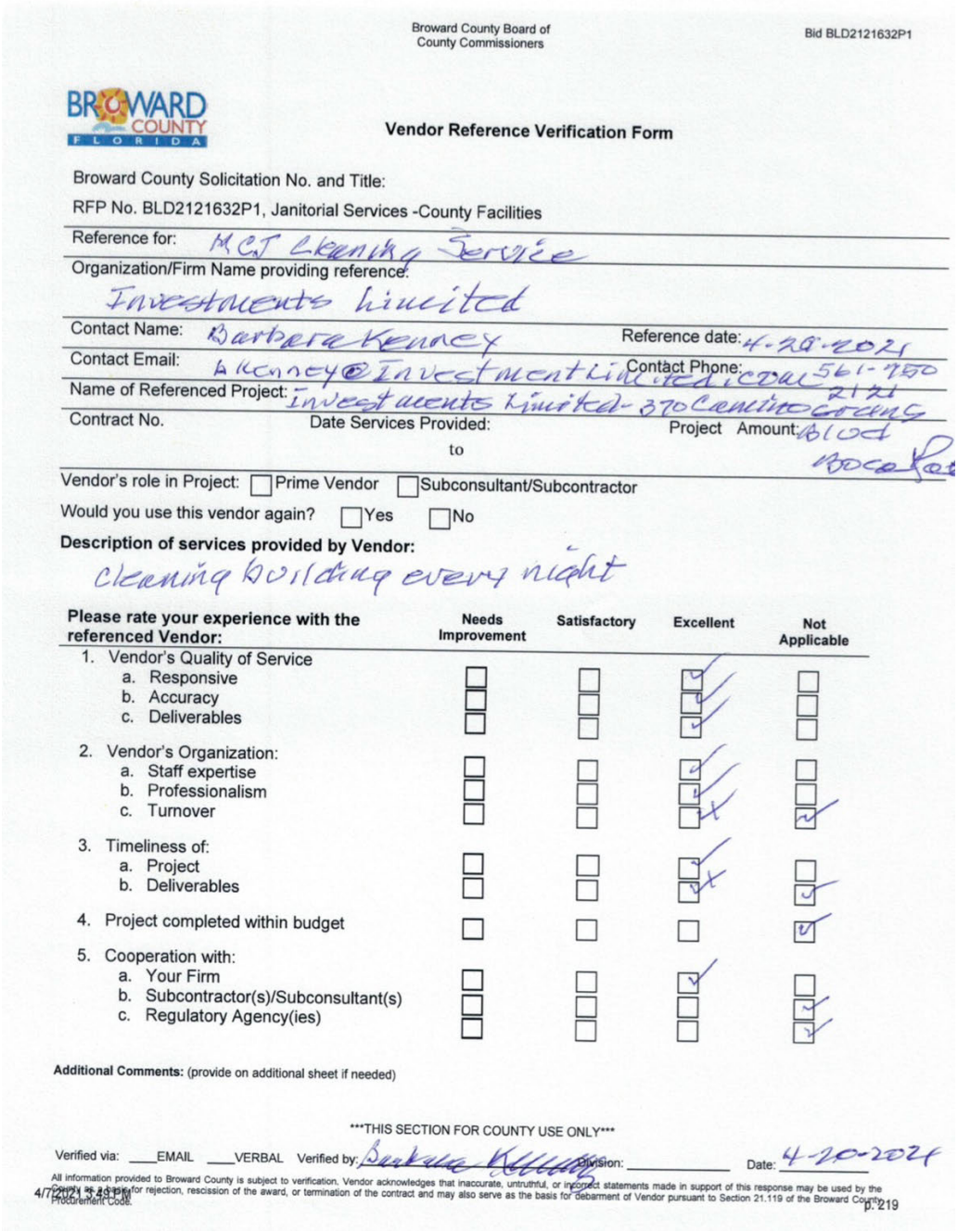
PERSONNEL POSITIONS (Insert below for each position the minimum unburdened hourly rate)

DESCRIPTION	UNIT	(HOURLY RATE UNBURDENED)
Project Manager or Equivalent	Hour	$ 34.48
Assistant Project Manager or Equivalent	Hour	$ 30.64
Quality Control Manager or Equivalent	Hour	$ 29.36
Shift Supervisor or Equivalent	Hour	$ 26.81
Team Leader/Supervisor or Equivalent	Hour	$ 25.54
Janitorial Worker or Equivalent	Hour	$ 21.76
_____	Hour	$ _____
_____	Hour	$ _____

Vendor Name MCJ PROFESSIONAL CLEANING SERVICES CORP.

MCJ & PRESTIGE
Cleaning Services

MCJ REFERENCES



Broward County Board of
County Commissioners

Bid BLD2121632P1

BROWARD COUNTY FLORIDA

Vendor Reference Verification Form

Broward County Solicitation No. and Title:

RFP No. BLD2121632P1, Janitorial Services -County Facilities

Reference for: MCJ Cleaning Service

Organization/Firm Name providing reference:

Investaments limited

Contact Name: Barbara Kenney Reference date: 4-29-2021

Contact Email: bkenney@investmentlimited.com Contact Phone: 561-750-2121

Name of Referenced Project: Investaments Limited - 370 Camino Gardens

Contract No. Date Services Provided: Project Amount: Block

to Boca Raton

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

Would you use this vendor again? ☐ Yes ☐ No

Description of services provided by Vendor:

cleaning building every night

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: Barbara Kenney Division: _____ Date: 4-30-2021

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.

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1905 NW 32nd ST, BAY 6, POMPANO BEACH, FL 33064
www.mcjcleaning.com

MCJ & PRESTIGE
Cleaning Services

Broward County Board of
County Commissioners

Bid BLD2121632P1

BROWARD COUNTY FLORIDA

Vendor Reference Verification Form

Broward County Solicitation No. and Title:

RFP No. BLD2121632P1, Janitorial Services -County Facilities

Reference for: MCJ Professional Cleaning Services

Organization/Firm Name providing reference:

PM Technologies

Reference date: 4/20/2021

Contact Name: Carmen M Ellis

Contact Email: cellis@pmtechno.com

Contact Phone: 678.557.5330

Name of Referenced Project: T2 Modernization

Contract No.: AVC0000115/139

Date Services Provided: 03/2017 to Current

Project Amount: $47,000.00

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

Would you use this vendor again? ☑ Yes ☐ No

Description of services provided by Vendor:

Cleaning / COVID Cleaning

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)

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MCJ & PRESTIGE
Cleaning Services

Broward County Board of
County Commissioners

Bid BLD2121632P1

BROWARD COUNTY FLORIDA

Vendor Reference Verification Form

Broward County Solicitation No. and Title:
RFP No. BLD2121632P1, Janitorial Services -County Facilities

Reference for:

Organization/Firm Name providing reference: City of Boca Raton

Contact Name: Wayne Anderson, Facilities Manager — Reference date: 4/19/21

Contact Email: wanderson@ci.boca-raton.fl.us — Contact Phone: (561) 239-2084

Name of Referenced Project: City of Boca Raton

Contract No.	Date Services Provided:	Project Amount:
2017-031	10/16/2017 to Present	$489,210.00

Vendor's role in Project: [X] Prime Vendor [ ] Subconsultant/Subcontractor

Would you use this vendor again? [X] Yes [ ] No

Description of services provided by Vendor: Janitorial Services

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: _____

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MCJ & PRESTIGE
Cleaning Services

BROWARD COUNTY FLORIDA

Vendor Reference Verification Form

Broward County Solicitation No. and Title:

RFP No. BLD2121632P1, Janitorial Services -County Facilities

Reference for: MCJ PROFESSIONAL CLEANING SERV

Organization/Firm Name providing reference:

United Services, Inc

Contact Name: Raymond Pardo Reference date: 4/22/21

Contact Email: RPardo@UnitedServicesInc.net Contact Phone: 561-847-4824

Name of Referenced Project: Palm Beach County

Contract No. Date Services Provided: Project Amount: YEAR

6/1/2020 to 5/30/2025 $ 700,000.-

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

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) RPardo

THIS SECTION FOR COUNTY USE ONLY

Verified via: ___EMAIL ___VERBAL Verified by: _____ Division: _____ Date: _____

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4/7/2021 3:49 PM p. 219

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www.mcjcleaning.com

MCJ & PRESTIGE
Cleaning Services

Henderson Behavioral Health

Innovation
Compassion
Hope

May 5, 2017

Re: MCJ Prestige Cleaning Services, Inc.

To whom it may concern:

We are pleased to highly recommend MCJ Prestige Cleaning Services, Inc.

Over the past seven years, we have been impressed by their willingness to go *over and above* in assisting our organization with hygienically maintaining our facilities and employing cleaning crews who are professional and responsive.

Their team's honesty, integrity and willingness to help are extraordinary. They are highly competent and always ready to perform special clean-ups as needed or attending to the regularly scheduled building services as contracted for.

Our contract with MCJ Prestige is a full-service contract that includes supplies. They were diligent and professional in installing cost-saving dispensers, at their own expense and continue to do so as we expand our services in south Florida.

They provide ongoing management inspection services to maintain our facilities at the highest level possible; and, should one of our building managers notice any deficiencies, they are always available and work toward a speedy resolution of the particular concern or building need- including re-stocking when supplies run low or are completely depleted.

In short, MCJ Prestige is a reliable business partner and a trusted resource for our organization.

If I may be of further assistance to you in your selection process, please call me at (954) 777-1623.

Sincerely,

John D. Aquino, MPA
Director of Administration

Administration 4740 North State Road 7 Building C Suite 201 Lauderdale Lakes FL 33319 954-486-4005 www.hendersonbh.org

Broward County Board of County Commissioners

BLD2121632P1

Inspection Summary

Inspection Information

Date	5/12/21 11:44 PM
Location	City Hall
Inspected By	Maria Watson

Overview

Inspection Score	Deficient Ratings	Non-Deficient Ratings
95.00%	0	31

Top 5 Areas

Bottom 5 Areas

General Notes

Inspector Notes

(None)

Client Notes

(None)

Plan of Action

(None)

Service Scores

No Sublocation - No Section	95%
Clean all glass partitions and glass exterior doors	95%
Clean and disinfect all surfaces in breakrooms, conference rooms, and trainings rooms	95%
Clean and disinfect drinking fountains	95%
Clean and refill floor drains	95%
Clean & disinfect all surfaces in break rooms, conference rooms, and training rooms	95%
Clean & disinfect lobby/entrance	95%
Clean floor drains	95%
Clean restroom facilities and locker rooms	95%
Clean up spills	95%
Dust, mop, vacuum, and sweep non-carpeted floors	95%
Dust, mop, vacuum, and sweep non-carpeted floors	95%
Dust surface	95%
Emergency cleaning service of bodily fluid spills	95%
Empty recycled containers	95%
Empty trash receptacles and cigarette receptacles	95%
Empty trash receptacles and cigarette receptacles in public seating areas, employee lounges/lunchrooms.	95%
Refill dispensers	95%
Remove carpet stains	95%
Spot clean surfaces	95%
Vacuum carpet surfaces	95%
Wash interior glass walls and partitions.	95%

MCJ & PRESTIGE
Cleaning Services

MCJ PROFESSIONAL CLEANING SERVICES CORP.

Resumes of Key Personnel

MCJ & PRESTIGE
Cleaning Services

MARIA WATSON

Deerfield Beach, FL 33441 ◆ 954-418-6248 ◆ contact@mcjcleaning.com

PROFESSIONAL SUMMARY

I've served as the owner and operator of a cleaning business for the last 17 years. With strong organizational and multi-tasking skills, as well as superior time and resource management capabilities. Dedicated and energetic. Reliable and responsible with a positive attitude.
Proactive and meticulous Customer-oriented team player with expertise generating optimal satisfaction levels while building profits and client generation. Results-driven, goal-oriented and looking to leverage effective background into Cleaning role.

SKILLS

- CUSTOMER-ORIENTED
- EXCEPTIONAL TIME
- MANAGEMENT
- INTERIOR AND EXTERIOR
- EXCEPTIONAL
- CHEMICAL CLEANING
- COMMUNICATOR
- DECISION MAKING SKILLS
- MAINTAIN DOCUMENTS AND
- ABILITY TO WORK
- FILES PLAN AND INDEPENDENTLY
- COORDINATE WORK
- MOTIVATION TO EXCEL
- DECISION MAKING
- EXCEL
- COMMUNICATOR
- TIME
- MANAGEMENT
- BUSINESS MANAGEMENT AND DEVELOPMENT
- BUSINESS GROWTH AND RETENTION
- TEAM LEADERSHIP

WORK HISTORY

Small Business Owner, 06/2003 to Current
MCJ & PRESTIGE CLEANING SERVICES CORPORATION – POMPANO BEACH, United States

EDUCATION

BUSINESS ADMINISTRATION, Accounting, 1998

ACCOMPLISHMENTS

- Successfully ran a commercial cleaning business for [17] years.
- Contributed to company customer satisfaction through exceptional services.
- Business Growth.
- Developed and built business from start increasing company's gross income from $475.00 in 2003 to

MCJ & PRESTIGE
Cleaning Services

FLAVIO JUAN A. LOZADA
(561) 929 408 | fjalo63@gmail.com

Summary of Skills and Qualifications

• Leadership, training, and team building. • Sales action plans development. • Sound ability to count rapidly and accurate. • Excellent interpersonal and communication skills. • Exceptional ability to set up / maintain own accounting.	• Great ability to continually adapt and learn. • Outstanding customer service and relations. • Strong knowledge of safe work practices and proper lifting methods. • Speak Spanish, English and Portuguese

Experience

MCJ PRESTIGE SERVICES
APRIL 2018 - PRESENT
JANITORIAL SUPERVISOR
Lead cleaning crews that work at governmental sites, including Broward County Courthouse, Boca Raton Sheriff Office, Boca Raton City Hall, Boca Raton Library. Duties include, supervising and organizing teams of 10 employees and overseeing their daily tasks, including performing quality assurance checks; assign personnel to established work areas or project duties; manage key performance indicators and reports to client; monitors and manages performance of cleaning team(s); ensure all health and safety procedures are followed to encourage safe working practices; control the issuing and usage of cleaning materials to ensure best chemical and material handling; completes weekly timesheets and submits to Facilities Manager; ensures all machinery to be in good working condition; interview and hire personnel.

CORNESTONE GROUP
March 2019 – Present
Marquis Apartments - Eagle Pointe
MAINTENANCE SUPERVISOR
Give responses to resident service inquiries and interests promptly; walks through the community daily, ensuring the cleanliness of the grounds, common areas and community facilities; performs general maintenance duties to include replacing door locks, caulking, patching sheetrock holes, painting; performs electrical duties to include replacing faulty switches/outlets, added switches and receptacles/breakers. performed plumbing duties to include replace and repair toilets together with pulling old fixtures and setting new ones and replace and repair faucet fixtures; cleans and repairs building fixtures including lights, locks, windows, doors, screens, walls, floors, gutters, and drains; performs preventive maintenance and repairs A/C; carry out all on-call emergencies as necessary.

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AAA NEW ENGLAND. INC
SEPTEMBER 2016- MARCH 2019
Maintenance and Repairs
Responsible for daily maintenance at 100-unit complex. Performed regular check on exterior parts of buildings and general areas; carried out repairs and offering janitorial help as required; supported scheduled yearly unit inspections; kept precise records with regards to preventive maintenance of all accessories monthly; cleaned and repaired building fixtures including lights, locks, windows, doors, screens, walls, floors, gutters, and drains; operated pressure washer machinery to clean driveways, parking lots, sidewalks, and walls.

Education

Institute of Bankers Education (College) - Bolivia High School Diploma – Bolivia
EPA certification #963733329710

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IRIS LOZADA

roxcaloz@gmail.com | 561-729-6592

PROFESSIONAL PROFILE

Cleaning Supervisor with knowledge of efficient cleaning practices in a commercial environment. Assures crew completes tasks according to established procedures. Excellent supervisory skills.

WORK EXPERIENCE

Cleaning Supervisor
MCJ Cleaning Services
July 2018 – Present

- Conducts day-to-day cleaning supervision paying particular attention to productivity and quality control through regular visits.
- Controls and monitors correct use of appropriate cleaning materials in the facilities.
- Provides courteous and professional services at all times.
- Manages performance of cleaning team.

Janitor
Marsden South
January 2016 – June 2018

- Performed a variety of custodial duties with established standards, instructions, and procedures.
- Set up, stocked, and maintained cleaning equipment and supplies.
- Monitored and maintained sanitation and organization of assigned areas.

Preschool Teacher
Amazing Grace Preschool
March 2012 – March 2013

- Provided a variety of materials and resources for children to explore, manipulate, and use, both in learning activities and imaginative play.
- Taught basic skills such as colors shape, number, and letter recognition, personal hygiene, and social skills.

SKILLS SUMMARY

- Hard Working
- Easily adapts to changes within organization and clients' cultures.
- Organized and detail oriented.

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Luisa Matias

(561)-261-9419
luisarojas83@yahoo.com

EXPERIENCE

Stockton Maintenance Group, *Janitorial / Supervisor*

June 2009- April 2018

Training in customer services, payroll experiences, secretary work / Microsoft experiences, and worked in managing Martin County region

United Service, *Supervisor*

April 2018 - June 2020

Experiences in how to manage the supervisor position and how to get along with clients and how to solve any complaints.

MCJ Professional Cleaning Services, — *Supervisor*

June 2020- Present

EDUCATION

Colegio Adventista Del Septimo Dia , Dominican Republic
High School Diploma

SKILLS

- Communicating skills
-Listening skills
- Leadership skills
- Outgoing
- Understanding
- Time management

LANGUAGES

Spanish
English

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MAICOHL REGO CARVALHO

Presentation:

Career developed in the area of Sales Management in multinationals and large companies. Extensive experience in managing business units with sales of over R $ 100 million / year.

Management of corporate projects, involving different areas of the company, focusing on the definition of commercial policies and strategies. Negotiation and market opening with large retail, wholesale and distributor networks in Brazil.

Management of marketing, experience in distribution channels, implementation of commercial policies, credit, guarantee, product launches and promotional campaigns.

Training, development and management of high performance teams, focused on execution, performance management and productivity. Strong financial knowledge of the business processes and development of management tools such as P & L per client, margin control and development of improvement and profitability plans per client.

Experience in financial management of commercial projects, with investment analysis, business valuation and price composition focused on value packages, customer focused (win / win).

Committed to the Mission, Vision and Values of the organization where I work, always having them as a reference.

Personal data

Name:	Maicohl Rego Carvalho
Age:	43 years
Cell Phone:	(954) 994 8081

GOALS

Area of interest:	Supervisor and Sales

Language

- basic English
- advanced Spanish

University graduate

institution:	UNIFOR – Faculdade de Fortaleza
course:	Graduated in Business Administration and MBA in Marketing

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PROFESSIONAL EXPERIENCE

COMPANY:	MCJ PROFESSIONAL CLEANING SERVICES, CORP.
OCCUPATION:	**SUPERVISOR – 2019**
Atribuições do cargo:	- Lead cleaning crews that worked at large corporate sites. - Traveled between sites to ensure crews were complying with company standards. - Implemented cleaning supply inventory controls. - Communicated with clients and corporate staff to ensure clients were happy. - Interviewed and hired cleaning crew members.

COMPANY:	GTEX COMPANY USA
OCCUPATION:	**REGIONAL SALES MANAGER – 2019**
ASSIGNMENTS:	- Responsible for Commercial Operation and Marketing - Market opening with new Supermarkets, Medium Markets and Distributors - Management of promoters team - Project management for prospecting new customers, markets and segments - Develop and define growth strategies in large retailers - Relationship with key customers - Ensure the achievement of goals and the generation of revenue and profit - Tactical performance with creative commercial strategies and implementation of effective and seasonal marketing campaigns - Plan, direct and coordinate the company's commercial effort, based on market opportunities and threats, the company's commercial plans and information generated by field research, the commercial team and the ADVS team.

COMPANY:	MEGA SOLUTIONS USA
OCCUPATION:	**SUPERVISOR – 2016/2019**
ASSIGNMENTS:	- Manage market opening in Brazil, in the segments of food, food supplements. - To elaborate all commercial strategy for opening of clients, Distributors, retail and large Wholesale - Plan commercial strategy, price, costs, investment, aiming for greater profitability and financial health of the negotiations. - Responsible for investment funds and marketing strategy. - Responsible for presentation and negotiation with potential clients in Brazil - Hiring of Commercial Representatives in the Food segments

COMPANY:	SADIA BRF AS – 2010/2016
OCCUPATION:	**REGIONAL SALES AND MARKETING MANAGER**
ASSIGNMENTS:	- Responsible for Commercial Operation and Sales and Distribution - Management of 12 Branches in Brazil

MCJ & PRESTIGE
Cleaning Services

Mayra
Rodrı

ıgues70@hotmail.com
9548618791
POMPANO BEACH, FL

Summary

Efficient Custodial Worker with more than 05 years executing custodial and maintenance duties in and around Port Everglades facilities. Skilled at performing minor repairs and responding quickly to emergency service calls. Strong knowledge of health and safety practices and regulations.Manages multiple tasks including cleaning and maintaining buildings grounds and facilities. Detail-oriented Janitor committed to working hard and handling various tasks including cleaning sanitation bathrooms vacuuming and sweeping . Experience working in large facilities with multiple areas.

Experı

Custodı ı ı

MCJ & Prestige Cleaning Services • Pompano Beach, Florida
01/2016

- Open and close facilities following procedural guidelines
- Manage all cleaning tools and ensure proper working condition
- Distributed supplies and goods to staff at beginning of shift to manage inventory and maintain proper supplies while controlling expenses.
- Mixed used and properly stored hazardous chemical cleaners to reduce risk of injury or illness.
- Checked in and stocked inventory throughout facility.
- Kept janitorial closets clean and organized.
- Collected sorted and transported recyclable materials.
- Identified concerns with facilities including repair needs and major maintenance concerns and escalated issues to management.
- Completed routine floor maintenance incluing stripping sealing and finishing.
- Cleaned vaccumed and dusted all area of building to maintain organized professional appearance for employees and clients

Skılls

- Inter-department collaboration.
- Vacuuming sweeping cleaning and sanitation.
- HAZMAT knowledge
- Chemical cleaners
- Preventive Maintenance
- Inventory Control and replenishment
- Facility Maintenance
- Multitasking abilities
- Flexible & Adaptable
- Leadership

Education

Physı

Ie University • Novo Hamburgo, RS

Languages

- Portuguese
- English
- Spanish

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Item: **BLD2121632P1:BLD2121632P1:BLD2121632P1:BLD2121632P1:Janitorial Services - 911 Regional Dispatch Centers - Agreement No. 14**

Attachments
MCJ_Broward_Eval Criteria Agmt 14.docx
MCJ_Price Sheet_BLD2121632P1 Agmt 14.xlsx
MCJ_Staffing Schedule Agmt 14.xlsx
MCJ 2019 Tax Return.pdf
MCJ 2020 Tax Return.pdf
MCJ Certificate of Insurance.pdf
MCJ Certifications Licenses.pdf
MCJ Environmental Services Policy and Procedure Manual Training.pdf
MCJ Equipment List.pdf
MCJ Green Cleaning Program.pdf
MCJ Living Wage Affidavit.pdf
MCJ Living Wage Price Sheets.pdf
MCJ References.pdf
MCJ Reporting Example.pdf
MCJ Resumes of Key Personnel.pdf

MCJ PROFESSIONAL CLEANING SERVICES CORP.

RESPONSES TO EVALUATION CRITERIA QUESTIONS

RFP #BLD2121632P1

Janitorial Services - County Facilities

Agreement 14 911 Facilities

Submitted May 14, 2021

MCJ & PRESTIGE
Cleaning Services

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1. 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.

Additional Questions:

1.1. Company Profile

1. Provide a description of the company's history:

a. business location
b. length of time in business
c. principals and their experience
d. list any change(s) in ownership and date(s) of such change.

Established in 2003, MCJ Professional Cleaning Corp. is a local business headquartered in Pompano Beach, Florida with operations in Broward and Palm Beach Counties. Maria Watson, founder, President and CEO, has led our company to expand from a small "mom & pop" business servicing small businesses to a reputable, mid-sized organization servicing more than 1 million square feet of commercial office space for clients such as the City of Boca Raton as a prime vendor, and we perform services as an SBE 20 percent subcontractor for the Palm Beach County Government Buildings.

MCJ sets itself apart in a very competitive marketplace by being a locally owned and operated professional cleaning company with financial stability, modern evaluation processes, well-maintained equipment, and by delivering the quality cleaning experience expected only in a private, residential setting. We currently do business in the private sector and for local municipalities and government facilities.

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MCJ is fully qualified to perform the services requested in this solicitation for Broward County's facilities. MCJ possesses the following abilities:

- A comprehensive history and understanding of the janitorial business;
- Experience servicing clients having comparable requirements for size and scope;
- Possessing nine years of experience working with government and municipality contracts;
- Competent and proactive project and corporate staff members;
- An extensive knowledge in best janitorial and green cleaning practices; and
- Fair and reasonable pricing.

We feel our ability to manage and plan for delivering high-caliber services at your locations is directly tied to years of experience in janitorial services, our comprehensive plan for continuous staff training, and our commitment to excellence.

MCJ & PRESTIGE is a CBE/SBE/SMWBE/ACDBE and DBE/MWBE and SBA 8A Certified Company made up of hard-working and highly-trained personnel dedicated to providing our clients with the highest quality of excellence. (Copies of the certificates are attached in a document labeled "MCJ Certifications and Licenses.")

2. Provide total number of current employees:

a. Full-time 22
b. Part-time 37

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3. Provide total number of supervisory employees:

a. Full-time 1
b. Part-time 5

4. Provide total number of custodial workers:

a. Full-time 19
b. Part-time 32

5. Do you employ any temporary employees? If so, what percentage of your workforce will be temporary / on-call?

MCJ does not currently employ any temporary employees.

6. Do you provide health benefits to your employees?

MCJ currently has fewer than 50 full-time employees, therefore, at this time, MCJ does not offer health insurance to our employees; however, we know being awarded one or more contracts with the County will grow the size of our company to the point where we will offer health insurance to our employees.

7. Does your company require your employees to have a criminal background check?

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

MCJ processes background screenings on all potential employees, for every client account / location, for every role our employees fill -- from Site Supervisors to Janitors to Floor Care Technicians. In addition, we will reprocess the background screening at the client's request.

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1.2. Company Experience/Reference

Vendor should submit a minimum of at least three (3) janitorial contract references but no more than five (5) janitorial contract references that have been performed in the past five (5) years, including the following information described in paragraphs "a" through "j" below. Identify for each reference whether the work was performed as a Prime or Sub-Contractor. Refer to Vendor reference Verification Form and submit as instructed. Only provide references for non-Broward County Board of County Commissioners contracts. For Broward County contracts, the County will review performance evaluations in its database for vendors with previous or current contracts with the County. The County considers references and performance evaluations in the evaluation of the Vendor's past performance.

MCJ's janitorial contract references are attached in a document labeled "MCJ References."

Describe prime Vendor's experience on projects of similar nature, scope, and duration, along with evidence of satisfactory completion, both on time and within budget. For each such project, provide the following information:

a. Name and location of facility.
b. Size of facility area cleaned (square feet).
c. Number of stories (height of building).
d. Total number of workers/supervisors assigned to facility.
e. Total number of facility users. i.e., employees, clients, customers, passengers.
f. Start date and end date of contract.
g. Annual dollar value of contract.
h. Identify which of the above-mentioned contracts were/are operational 24 hours a day, 7 days a week, 52 weeks a year.
i. Identify which of the above-mentioned contracts required extensive employee background/security checks.
j. Identify any of the above contracts that adhered to green building maintenance standards.

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MCJ has been providing cleaning services to the City of Boca Raton in their 911 BSO Dispatch Facility, located at 6500 N. Congress Avenue, since 2017. We are choosing to compare this particular part of our City of Boca Raton contract to Agreement 14 of this RFP because of the identical nature of business being conducted and the cleaning requirements for them.

The 911 Facilities are very active. There is a lot of foot traffic, many County staff members, and due to the 24/7/365 nature of the work, the cleaning process never concludes. In addition, the square footage is higher in this City of Boca Raton location than for the Broward County 911 facility, and yet we are still able to consistently deliver quality services for them.

We consider this a very successful contract. We continue to have a great relationship with the City of Boca Raton and look forward to remaining an integral part of their facilities team.

SIZE (SQUARE FEET): 69,000
NUMBER OF STORIES: 4
TOTAL EMPLOYEES: 3
TOTAL NUMBER OF FACILITY USERS: Unknown
DATE AND END DATE OF CONTRACT: October 2017 - Present
ANNUAL DOLLAR VALUE OF CONTRACT: $489,210 (total City of Boca Raton yearly contract)
24/7/52 WEEKS: Yes
BACKGROUND CHECKS: All
GREEN BUILDING MAINTENANCE: All

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1.3 Experience of Key Personnel

Describe the experience of key personnel (including prime Vendor and their subcontractor(s) relevant to providing timely, high quality janitorial service in an environmentally friendly manner to multiple high-profile facilities. ***Refer to Section 10. Green Cleaning, in the Specifications and Requirements***

1. List key personnel of the proposed maintenance team, including supervisor(s), and primary project managers 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 information:

a. Project superintendent.

The Project Superintendent will be our company's President, Maria Watson. In 2003, Maria Watson launched MCJ Professional Cleaning Corp. with the goal of providing the same quality cleaning she treasured in her own home to businesses and agencies throughout South Florida. Her resume is attached. (See Attachment labeled "Resumes of Key Personnel.")

Through MCJ, Maria has gained experience with a variety of industries and organizations. She started from the ground up and has grown to be a seasoned cleaning company executive. She oversees all operations of MCJ, including, but not limited to, human resources (hiring, training, etc.), equipment (purchasing, maintenance, etc.), contract administration, and developing cleaning schedules and staffing solutions for clients.

During the past nearly two decades, she has developed strong relationships with multiple organizations and has created hundreds of career opportunities in the community.

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b. Site Supervisors.

MCJ has several quality cleaning professionals staffed as Site Supervisors at current client locations. We will reassign a few of these seasoned professionals to the Broward County locations in which we will provide services, but we will also recruit and hire additional staffing as needed. As is customary in the contract janitorial field, we will also seek to retain some of the employees currently working in the County facilities. We will offer them positions with MCJ, and they will go through the same hiring and training processes we offer to our new hires. Resumes for each of the Supervisors listed below are attached.

Flavio Losada, Supervisor

Flavio has a proven track record of ensuring the smooth running and functioning of all janitorial concerns throughout his career as a Cleaning Supervisor. With more than 15 years of experience, Flavio is able to efficiently coordinate all aspects of a contract cleaning program, including, but not limited to interviewing, hiring, establishing cleaning schedules, evaluating staff performance, responding to emergencies, and equipment maintenance. He is a tremendous asset to MCJ and currently serves with our team in our contract with the City of Boca Raton.

Iris Losada, Supervisor

During her time with MCJ, Iris has consistently demonstrated her ability to manage large janitorial teams with the goal of excellence. She is skilled in juggling the demands of multiple departments in the same organization to exceed their expectations. She oversees all aspects of the cleaning process at some of our largest clients (most recently for our contract with the City of Boca Raton) including, but not limited, human resource functions, work flow schedules, training, establishing performance goals, and developing equipment maintenance programs. Iris is a dedicated, skilled supervisor

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with more than 10 years of supervisory experience, and she has been with MCJ since 2019.

Luisa Matias

Luisa has been a part of the Supervisory Team with MCJ since June, 2020 with our contract with Palm Beach County (Belle Glade). In the short time Luisa has been with our team, she has been instrumental in maintaining the cleanliness of our client's facility. She is diligent, possesses strong leadership skills, and is knowledgeable about best cleaning practices.

Maicohl Carvalho

Maicohl has been with MCJ for two years serving in our contracts with both Broward County and Palm Beach County. He has more than nine years of professional cleaning experience. He possesses extensive knowledge of successful cleaning crew management and problem-solving skills. He is able to quickly prioritize tasks to maximize productivity, performs inspections with a keen eye toward cleanliness and safety standards, and communicates effectively.

Mayra Rodrigues, Supervisor

Mayra is a hardworking and dependable Cleaning Supervisor and has been working in this role for nine years and with MCJ since 2014. She possesses excellent leadership skills and the ability to effectively communicate with crew, corporate management, and clients. Mayra has a client-focused approach to her daily work flow, and strives to deliver outstanding customer service. In her role with MCJ, she assigns work to the janitorial staff and performs inspections to ensure conformance to specifications and established standards. Mayra has been a team player with MCJ in our contracts with Port Everglades, Palm Beach County, and Boca Raton.

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c. Full Time Service Crews.

We have great teams of employees at MCJ to whom we will offer new opportunities in the County facilities. We will also give the opportunity to employees with the current janitorial service to apply with MCJ to remain in their present roles. Some of our great team members are highlighted below:

Miriam Silva, Janitor, has over two years of experience in performing janitorial services in a commercial setting. Miriam is a solid staff member and looks forward to growing in her role with MCJ. Her primary duties include cleaning surfaces and glass, mopping, vacuuming, and removing rubbish. She currently performs cleaning at the 911 Facility in Pembroke Pines.

Stephanie dos Santos, Janitor, is a versatile team member who can perform both light and heavy janitorial duties. She has more than three years of experience in working for both residential and commercial clients, including hotels and hospitals. She currently performs cleaning at the 911 Facility in Coconut Creek and City of Boca Raton.

Jose Carlos Damasceno, Janitor, performs heavy janitorial work for MCJ. He does floor work, shampoos carpets, removes rubbish, and washes walls and windows. He is dependable and reliable. He currently works for us in our contract with the City of Boca Raton at the Fire Station and City Hall.

Monica Mattos, Janitor, is part of our commercial cleaning team. She has experience in all types of janitorial services, including, sweeping, mopping, vacuuming, trash removal, and cleaning surfaces and touchpoints throughout the buildings. She currently works for our contract at the City of Boca Raton.

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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 the following information:

a. Their functions in the company.
b. Their title and number of years of service with the company.
c. Their years of experience in the maintenance of comparably complex facilities and systems.

Dora Carvalho, Office Manager

Maria “Dora” Carvalho comes to MCJ with more than 15 years of office-related experience. She is a newer team member, having joined our team just last year, but she has learned so much about our business and continues to take a proactive role in developing client relationships and keeping our office functioning at the highest level. Dora is responsible for the day-to-day office operations, including contract administration and problem solving. Her resume is attached.

Additionally, MCJ is supported by great vendors who are considered part of our team. As a small business, these alliances are crucial to the smooth operation in all of our contract locations. These vendors provide assistance with our technology base (computers, software, printers, etc.), cleaning supplies, paper products, equipment, and professional services for accounting and legal. For example, when we begin a new client, our cleaning supplies vendor will work with us to bring locations online to our Green Cleaning Program, deliver all necessary paper, plastics, and new equipment (mopping systems, carts, etc.), and help us train staff on chemical safety if requested.

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2. Location

*Refer to **Location Certification Form** and submit as instructed. The maximum points shall be assigned to each Locally Based Business and to each join venture that is composed solely of Locally Based Businesses.*

MCJ is both a local business and a locally-based business in Broward County (as described in Section 1-74 of the Broward county Code of Ordinances), with our corporate office located in a corporate park in Pompano Beach, Florida. Our day-to-day business is conducted from this office, along with our warehouse for storage of our cleaning supplies and equipment. We have completed our Location Certification Form as directed in the RFP. A copy of our Broward County Local Business Tax Receipt is included in the attached document labeled “MCJ Certifications.”

3. Project Approach

*Describe the prime Vendor’s approach for each agreement of locations prime Vendor is proposing. Include how the prime Vendor will use subcontractors for each agreement of locations prime Vendor is proposing. **FIRMS MUST COMPLETE THIS SECTION AND LIST EACH AGREEMENT OF LOCATIONS THE FIRM IS PROPOSING.***

MCJ is a CBE business and will be the prime Vendor and will not enlist any subcontractors to meet the SBE/CBE requirements of this Agreement. A copy of the letters from the Broward County Office of Economic and Small Business Development is included in the attached document labeled “MCJ Certifications & Licenses.”

We have prepared pricing and proposals for the following Agreements / Locations listed in the RFP:

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Agreement No. 2: **LARGE FACILITIES GROUP 1 (5 LOCATIONS)**
Agreement No. 5: **LARGE FACILITIES GROUP 4 (4 LOCATIONS)**
Agreement No. 13: **PORT EVERGLADES FACILITIES (26 LOCATIONS)**
Agreement No. 14: **911 REGIONAL DISPATCH CENTERS (3 LOCATIONS)**

There are eight (8) CBE Reserve Agreements and six (6) SBE Reserve Agreements. Provide total number of full-time and part-time employees currently employed by prime Vendor. Provide total number of full-time and part-time supervisory employees currently employed by prime Vendor. Provide total number of full-time and part-time custodial workers currently employed by prime Vendor. Indicate whether prime Vendor employs any temporary employees and, if so, indicate the percentage of be temporary/on-call.

As further described in Section 1.1 “Company Profile” (above, Pages 2-5), MCJ currently employs 59 employees (22 full time / 37 part time). We do not employ any temporary employees at this time nor do we subcontract any part of our cleaning services contracts to third parties.

3.1 Project Approach for Each Location

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.

MCJ strives for excellence that can only be attained through personalized service and open communication. During the Phase-In Period, our Project Manager will perform an in-depth analysis of each facility’s needs in order to develop a tailored cleaning schedule within the proposed service hours.

Our supervisory staff utilizes smartphones / iPads and a digitized quality control system called “CleanTelligent” to allow for up-to-the-minute review of performance. This “in the moment” assessment allows for immediate identification and planning for

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correction of any issues, including our ability to provide photos (for correction or repair) and comments for the client's review. In addition, the CleanTelligent program provides a daily rating of the quality of our work and generates weekly reports sent via email.

A dedicated On-Site Supervisor will be staffed daily and will be readily available to the Contract Administrator. In the event of any issues, problems, or concerns, Broward County personnel would contact the assigned Project Manager or On-Site Supervisor directly. The Contract Administrator will have access to the Project Manager, On-Site Supervisor, and the Director of Operations 24/7/365.

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

After careful review of the proposed service hours, MCJ finds the hours to be sufficient to accomplish the cleaning goals.

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

Our cleaning staff is experienced in working in busy office spaces and understands the need for quick and discreet service. We strive to work quickly and efficiently with minimal disruption to the day-to-day responsibilities of our clients. With an On-Site Supervisor and dedicated staff, our assistance with any unusual needs or emergency issues is only moments away.

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

High-quality floor work takes time, which is why we generally schedule our floor work to be performed in the evenings after regular business hours; however, in instances where the facility operates 24/7/365, we choose low-traffic times to schedule daily maintenance and will consult with the Contract Manager and facility staff to determine

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best timing for project work, including floor stripping and waxing (usually on holidays and off-peak days / evenings).

3.2 Managing & Organizing Work

Describe how prime Vendor will manage and organize work for each Agreement of locations prime Vendor is proposing:

a. State number of crews working for each agreement identified.

MCJ is planning on staffing 5 crews for a total of 32 people for the locations listed in Agreement 2 Large Facilities Group 1.

MCJ is planning on staffing 4 crews for a total of 13 people for the locations listed in Agreement 5 Large Facilities Group 4.

MCJ is planning on staffing 3 crews for a total of 10 people for the locations listed in Agreement 13 Port Everglades Facilities.

MCJ is planning on staffing 3 crews for a total of 10 people for the locations listed in Agreement 14 911 Regional Dispatch Centers.

i. Describe how you will schedule basic janitorial service for each facility.

We know there is no “cookie cutter” cleaning schedule that works for every facility. Every facility has its own culture and workflow, and our team wants not only to adopt the culture of where we are contracted to work but also to enhance it.

Our senior supervisory staff members are environmental service professionals who are experienced in developing cleaning schedules designed to exceed the client’s expectations. During the Phase In-Period, our Project Manager will perform in-depth

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analyses of each facilities' needs -- taking into consideration foot traffic, workflow, hours of operation, and timing challenges -- in order to develop a tailored cleaning schedule with built-in quality assurance checks.

MCJ utilizes the QuickBooks Time scheduling software to schedule employees, assign jobs and shifts, and allow for our employees to track their time. This program is web based, can be accessed via mobile devices, and allows us to not only produce a master schedule but to also add or edit cleaning schedules and/or staffing and then alert employees of new schedules and/or shift changes via their mobile devices.

ii. List the individual building teams that will be working for that agreement per building(s): management, supervisory, maintenance crews.

On the attached Excel spreadsheet labeled "MCJ Staffing Schedule," we have included a tab called "Zones" where we detail the number of employees, their roles, how many days they will work, etc. for each of the four agreements we are submitting for consideration.

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

Once the detailed analysis of each facility's cleaning needs is developed, our Project Manager will build a customized project schedule for each facility, and it will be uploaded to our digitized monitoring program "CleanTelligent." Annual work tasks, such as Air Quality Cleaning, will be scheduled in advance with the Contract Administrator. For several weeks prior to Air Quality Cleaning, we will cross-train several staff members from other facilities to learn the specifications for the site. This will allow us to add additional staffing on the scheduled project day(s) to ensure completion and reduce potential interruptions or distractions to the County's business. When we perform project work such as floor stripping, we perform this service during off-peak hours, over several days if necessary.

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i. Describe crew organization to perform basic and project work.

On the attached Excel spreadsheet labeled “MCJ Staffing Schedule,” we have included a tab called “Zones” where we detail the number of employees, their roles, how many days they will work, etc. for each of the four agreements we are submitting a proposal for consideration.

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

Our supervisory staff utilizes iPads / smartphones with digitized evaluation tools. These tools allow for convenient, accurate, and detailed reporting, including the ability to “attach” pictures and comments to a particular concern and forward it to the appropriate party for attention or to recommend adjustments to the cleaning schedules and/or tasks. A copy of example reports generated by CleanTelligent are attached to our submission in a document labeled “MCJ Reporting Examples.”

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.

MCJ is staffed 365/24/7 in order to provide our clients peace of mind both in day-to-day operations and in emergency situations. The Contract Administrator and key Broward County personnel at each facility will have direct access to MCJ senior staff and decision makers who can staff an emergency clean up or enlist an SBE certified subcontractor to provide services falling outside of our scope of business.

In addition to our day-to-day cleaning and sanitizing services, we are able to provide de-watering services and moisture removal up to 220 degrees with our truck-mounted equipment. Previously we have performed hurricane clean up where we were able to mobilize our crews to de-water and sanitize 10 local schools. In addition, we have performed specialized clean-up operations for the Aviation Department, among other

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organizations, covering more than 100,000 square feet of commercial office space over a three-month period of time following construction.

3.3 Quality Control

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.

MCJ will actively recruit through CareerSource Broward, conduct interviews, and then hire qualified cleaning professionals. Once they have completed their employment packets, and we will perform background screenings at the appropriate security level for each facility.

Several days prior to our contract beginning, we will hold an on-boarding meeting to be attended by all staff for each Agreement. During this meeting, we will cover numerous Human Resource and regular Operations training sessions, including:

- Thorough, detailed training on day-to-day operations, including processes, procedures, scheduling, etc. This training will include, among other things, demonstrations on proper cleaning green cleaning techniques (including mixing and proper usage of chemicals used), safety procedures, proper use of personal protective equipment (PPE), and building security processes.
- We will train our employees on proper time tracking through our Quickbooks Time software and how to check for schedule changes or special requests required by the client.
- Employees will receive training on proper use of our digitized operations inspection program, CleanTelligent.

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- Account Managers and Supervisors will then “shadow” the newly trained staff to ensure proficiency in all areas.
- Employees will receive their uniforms, badges, and other necessary equipment.

We are confident in an excellent return on this training investment in our staff based upon our past experience on-boarding our employees in this fashion. Our team will be able to begin their assignments with confidence to deliver the quality standards requested by the County.

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

Our supervisory staff utilizes smartphones / iPads and a digitized quality control system called “CleanTelligent” to allow for up-to-the-minute review of performance. This “in the moment” assessment allows for immediate identification and correction of any issues, including our ability to provide photos (for correction or repair) and comments for the client’s review. In addition, the CleanTelligent program provides a daily rating of the quality of our work and generates weekly reports sent via email.

In the event of a performance issue, MCJ Account Management is notified immediately. MCJ Account Management then determines the category of the janitorial issue, coordinates with the Project Manager to implement a corrective action, and they dispatch staff to address the concern.

c. Describe how prime Vendor will achieve the services and quality standards described in the attached Exhibit 1 – Specification.

MCJ designs a janitorial program to achieve each customer's janitorial goals. Years of industry service and lessons learned then applied play a critical role in the evolution of MCJ Operations Department. Our Quality Control Department addresses the issues

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that are most important to each client and its facility and then trains employees to respond with excellence.

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

Each building's individual cleaning program is built into the CleanTelligent evaluation software. We will design customized cleaning evaluation forms which will provide our Quality Assurance Team with the ability to check off the completed assigned tasks, take pictures of areas of concern, attach comments, and then provide easy-to-read reports via email to our clients. If cleaning specifications change, we are able to quickly adjust the evaluation form(s) through the program, which will be immediately viewable by the cleaning crew. A copy of a sample report generated by CleanTelligent is included in a document labeled "MCJ Reporting Example" included with our proposal submission.

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

MCJ knows through experience that bringing a building into compliance with green-cleaning practices does not have to be difficult and, in fact, with proper resourcing and training, can be quickly implemented.

Clean equipment translates to a cleaner building. We will immediately begin using appropriate, well-maintained equipment including vacuums, mopping systems, and truck-mounted equipment from our extensive inventory of tools. Our staff is trained in its proper use and care in order to maintain its green-cleaning effectiveness.

Proper use and mixing of chemicals will also begin immediately. Our experience has shown that providing environmental staff with both chemical education and the tools to properly mix chemicals to their proper strength / dilution creates a healthier

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environment. We will provide our teams with the proper tools and equipment for mixing and train them in proper usage prior to our first day in the contract.

When chemicals are used to clean carpets, the chemicals are released into the air and left on the carpet to then be “tracked” via foot traffic throughout the building. MCJ provides carpet cleaning services with our truck-mounted system. This system will steam clean carpets without chemicals creating a cleaner environment for the County’s staff and visitors.

MCJ desires to become part of the County’s and each building’s culture of excellence and will strive for collaboration with the County in how to improve current practices for a cleaner environment.

3.4 Company Equipment

a. List prime Vendor’s current inventory of heavy equipment, i.e., escalator step and walkway cleaner, truck to haul trash, mobile pressure cleaner(s), etc.

Our equipment list is attached and is labeled “MCJ Equipment List.”

b. For the above-mentioned heavy equipment, provide the response time for mobilization for each piece of equipment.

MCJ is able to mobilize its inventory of heavy equipment within a few hours because they are warehoused locally in Pompano Beach.

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c. List prime Vendor's current inventory of machinery for floor care that will be utilized to perform the requirements ***for each Agreement of locations prime Vendor is proposing*** *(i.e., commercial vacuum cleaners, water extraction equipment, machine scrubbers, buffers, air scrubbers, etc.)*

Whenever we begin a new contract, we anticipate the need of purchasing new equipment. While we do maintain an extensive inventory of appropriate equipment, it will be necessary for us to augment what we stock once the contracts begin. Generally speaking, we would meet with our equipment vendor(s) and schedule delivery of the equipment on our first day in the facility. Our current equipment list is attached and is labeled "MCJ Equipment List."

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

We have a long-standing relationship with our floor-care equipment vendor and have a warranty program on all of our machines. The warranty program we participate in allows us to contact the owner directly with any issues with our machines, which they will repair within hours or, if that is not possible, they will lend us a comparable machine while repairs are made. Their response time is 24/7/365, and they are able to deliver a loaned machine within hours. This arrangement nearly eliminates down time for broken equipment.

e. List office equipment and computer programs that prime Vendor currently possesses in order to deliver electronic communications and reports to County staff, i.e., computer, facsimile, scanner, printer, photocopier, Adobe Acrobat, Microsoft Word, Outlook, and Excel, etc.

MCJ operates from a fully-equipped 2,400 square foot office / warehouse space in Pompano Beach, Florida. We work with up-to-date office equipment and software applications:

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- Computers – Numerous computers operating Microsoft Windows, along with iPads and other mobile devices for our on-site operations.
- Office Equipment –
  - Printer;
  - Scanner;
  - Facsimile machine; and
  - Photocopier.
- Software / Applications –
  - Microsoft 365 (Word, Excel, Outlook) for our word processing, spreadsheets, and email;
  - Quickbooks through which we process our billing;
  - Intuit's "Tsheets" for our employee time keeping;
  - Adobe Acrobat to create, edit, and view pdfs; and
  - CleanTelligent to create cleaning schedules, perform quality assurance inspections, and to email performance reports (with the ability to attach pictures and comments directly to County staff.)

3.5 Company Training

a. Provide prime Vendor's internal Employee Safety Training Manual.

"MCJ Environmental Services Policy and Procedure Manual" (included with our submission) is a comprehensive document for cleaning in a variety of environments, including healthcare. It provides our staff with detailed instruction for cleaning and operating safely in any environment.

b. Provide prime Vendor's internal Employee Training Manual.

"MCJ Environmental Services Policy and Procedure Manual" (included with our submission) is a comprehensive document for cleaning in a variety of environments,

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including healthcare. It provides our staff with detailed instruction for cleaning and operating safely in any environment.

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/packages, running water, potential slip and fall conditions, ajar doors, etc.

Keeping employees safe is not only good for our team members; it's good for our clients, too. Accident prevention leads to consistent, reliable work. We provide initial and ongoing safety training for all employees and keep records of dates and training type. Training for all team members covers three major areas:

- **Hazard Communication Training**—Introduction to Material Safety Data Sheets (MSDS), personal protection requirements, exposure procedures, and first aid. We maintain MSDS in every client location for each chemical we use to ensure our employees know how to use the chemicals properly to prevent injury.
- **Fire Safety Training**—Facility fire plan, location of fire alarms, fire extinguishers, and emergency exits.
- **General Health and Safety Training**—Proper lifting techniques, safe housekeeping, equipment safety, slip and fall dangers, the effects of substance abuse, and the procedures for reporting accidents, injuries or unsafe working conditions.

We strive to adapt to the culture of our clients. As such our general practice is to adopt the security training provided at our clients' buildings to ensure our janitorial teams are integrated with the client. During the Phase-In Period, we will seek to obtain the County's security training for each location and add it to our training manuals and practices.

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MCJ understands the value these systems can add to your facility and operations, such as:

Improved Productivity. Facilities operate more efficiently when health and safety considerations are part of the equation. The National Safety Council estimates that more than 70 million days of work were lost to work-related injuries in 2019. To combat this problem, we educate our employees about safety in the workplace to keep them healthy and free from injury. A healthy staff translates into a strong team able to provide our clients the excellent cleaning results they need.

Cost Savings. Businesses spend $170 billion annually on costs associated with occupational injuries and illness. However, facilities focused on safety and health enjoy diminished liability claims among other related cost-savings.

Consistency & Reliability. Clean environments assist in minimizing injury and illness and they foster healthier lives for the people who are at your facility day in and day out.

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

By aligning environmental issues with key business goals, our Green Cleaning Program is not only good for the environment, but also healthier for your occupants, and it is good for our community. We train our janitors on our standardized Green Cleaning Program, including proper chemical dilution, use, disposal of cleaning chemicals and packaging, maintenance of equipment, which means a cleaner and healthier environment for facility tenants and visitors. A copy of our Green Cleaning Program is included with our submission as a document labeled "MCJ Green Cleaning Program."

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4. Workload of the Firm

For the prime vendor only, list all completed and active projects that vendor has managed within the past five (5) years. In addition, list all projected projects that vendor will be working on in the near future. Projected projects will be defined as a project(s) 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.

Over the past several years, MCJ has had the opportunity to furnish environmental service at great organizations such as:

Investment Limit (2004 - 2019)

Broward County Aviation Department (2014 - 2017)

Henderson Behavioral Health (2009 - 2018)

City of Deerfield Beach (2017 - 2019)

Port Everglades (2015 - 2021)

City of Boca Raton (2017 - Current)

Broward County 911 Call Center (2020 - Current)

Palm Beach County Government Buildings (2020 - Current)

MCJ knows that any new project presents its own set of challenges because it has individual needs. In collaboration with the Contract Administrator, we will drill down into the details of the Scope of Work and each facility's expectations to develop processes and procedures that will consistently deliver the cleaning solutions promised. We will take full advantage of the time allotted during the Phase-In Period to work with the

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Contract Administrator and key County personnel to learn how each facility operates in order to adapt to their needs and adopt their culture.

MCJ strives to offer personalized services tailored for each of the County's facilities. We welcome the opportunity to be challenged to provide the service the County needs to operate at the level its leaders and residents expect.

5. Pricing

All locations for each Agreement being proposed must have complete pricing. Incomplete pricing in any Agreement will be rejected. Each Agreement will be individually scored for evaluation criteria pricing purposes.

MCJ has proposed pricing for 4 of the 14 Agreements in the Janitorial Services solicitation, and we have uploaded the Pricing Sheets as directed. We are confident our pricing is competitive and complete based upon the information provided in the RFP as far as Scope of Work, Technical Specification, Frequencies and Procedures for Cleaning in Sections 4 and 5, and from the Question & Answer tab in Periscope. We are certain we will meet or exceed the Performance Standards required by the County.

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Janitorial Services - Price Sheets - 911 Call Centers - Agreement 14 (CBE Reserve)

ITEM NO.	FACILITY LOCATION	Annual Frequency	Annual Process	Year 1 Unit Price	Year 1 Annual	Year 2 Unit Price	Year 2 Annual	*Two Year Total*
1	**North Regional Dispatch Center**	12	Basic Cleaning	$ 4,502.40	$ 54,028.80	$ 5,042.69	$ 60,512.26	$ 114,541.06
	4900 Copans Rd, 2nd Fl	12	Restrooms (241sqft)	$ 468.00	$ 5,616.00	$ 524.16	$ 6,289.92	$ 11,905.92
	Coconut Creek 33066	12	Floors	$ 1,688.40	$ 20,260.80	$ 1,891.01	$ 22,692.10	$ 42,952.90
	3752 SQFT	**Hourly**	Porter (325Hrs./Month)	**$ 41.34**		$ 46.30		$ -
		4	Pressure Cleaning	$ 1,076.00	$ 4,304.00	$ 1,205.12	$ 4,820.48	$ 9,124.48
		1	Windows	$ 100.00	$ 100.00	$ 112.00	$ 112.00	$ 212.00
		1	Air Quality	$ 1,076.00	$ 1,076.00	$ 1,205.12	$ 1,205.12	$ 2,281.12
		12	Cleaning Supplies	$ 480.00	$ 5,760.00	$ 537.60	$ 6,451.20	$ 12,211.20
		12	Paper Products	$ 360.00	$ 4,320.00	$ 403.20	$ 4,838.40	$ 9,158.40
	2976	**Sq. Ft.**	Carpet Cleaning - Deep	$ 0.45		$ 0.50		$ -
		Sq. Ft.	Electrostatic Disinfection	$ 0.20		$ 0.22		$ -
			Total		$ 95,465.60		$ 106,921.47	$ 202,387.07
2	**South Regional Dispatch Center**	12	Basic Cleaning	$ 2,787.60	$ 33,451.20	$ 3,122.11	$ 37,465.34	$ 70,916.54
	6057 SW 198 Terrace	12	Restrooms (180sqft)	$ 292.00	$ 3,504.00	$ 327.04	$ 3,924.48	$ 7,428.48
	Pembroke Pines 33332	12	Floors	$ 1,045.35	$ 12,544.20	$ 1,170.79	$ 14,049.50	$ 26,593.70
	2323 SQFT	**Hourly**	Porter (325Hrs./Month)	**$ 41.34**		$ 46.30		$ -
		4	Pressure Cleaning	$ 1,161.50	$ 4,646.00	$ 1,300.88	$ 5,203.52	$ 9,849.52
		1	Windows	$ 100.00	$ 100.00	$ 112.00	$ 112.00	$ 212.00
		1	Air Quality	$ 1,161.50	$ 1,161.50	$ 1,300.88	$ 1,300.88	$ 2,462.38
		12	Cleaning Supplies	$ 680.00	$ 8,160.00	$ 761.60	$ 9,139.20	$ 17,299.20
		12	Paper Products	$ 480.00	$ 5,760.00	$ 537.60	$ 6,451.20	$ 12,211.20
		Sq. Ft.	Carpet Cleaning - Deep	$ 0.45		$ 0.50		$ -
		Sq. Ft.	Electrostatic Disinfection	$ 0.20		$ 0.22		$ -
			Total		$ 69,326.90		$ 77,646.13	$ 146,973.03
3	**Central Regional Dispatch Center**	12	Basic Cleaning	$ 5,344.80	$ 64,137.60	$ 5,986.18	$ 71,834.11	$ 135,971.71
	10440 W Oakland Park Bld	12	Restrooms (180sqft)	$ 292.00	$ 3,504.00	$ 327.04	$ 3,924.48	$ 7,428.48
	Sunrise 33351	12	Floors	$ 2,008.80	$ 24,105.60	$ 2,249.86	$ 26,998.27	$ 51,103.87
	4464 SQFT	**Hourly**	Porter (325Hrs./Month)	**$ 41.34**		$ 46.30		$ -
		4	Pressure Cleaning	$ 2,232.00	$ 8,928.00	$ 2,499.84	$ 9,999.36	$ 18,927.36
		1	Windows	$ 100.00	$ 100.00	$ 112.00	$ 112.00	$ 212.00
		1	Air Quality	$ 2,232.00	$ 2,232.00	$ 2,499.84	$ 2,499.84	$ 4,731.84
		12	Cleaning Supplies	$ 1,216.00	$ 14,592.00	$ 1,361.92	$ 16,343.04	$ 30,935.04
		12	Paper Products	$ 516.00	$ 6,192.00	$ 577.92	$ 6,935.04	$ 13,127.04
	3968	**Sq. Ft.**	Carpet Cleaning - Deep	$ 0.45		$ 0.50		$ -
		Sq. Ft.	Electrostatic Disinfection	$ 0.20		$ 0.22		$ -
			Total		$ 123,791.20		$ 138,646.14	$ 262,437.34
			Total (1) - Summary, all sites		$ 288,583.70	$ -	$ 323,213.74	$ 611,797.44

Janitorial Services - Price Sheets - 911 Call Centers - Agreement 14 (CBE Reserve)

ITEM NO.	FACILITY LOCATION	Annual Frequency	Annual Process	Unit Price Per Hour	Annual Annual	Unit Price Per Hour	Annual Annual	*Two Year Total* 2 years
	Additional Labor:							
	Project Supervisor		50 hrs.	$ 22.00	$ 1,100.00		$ -	$ 1,100.00
	Site Supervisor		50 hrs.	$ 22.00	$ 1,100.00		$ -	$ 1,100.00
	Full Time Service Crew		50 hrs.	$ 25.00	$ 1,250.00		$ -	$ 1,250.00
	Part Time Service Crew		50 hrs.	$ 25.00	$ 1,250.00		$ -	$ 1,250.00
	Porter Day/Night		50 hrs.	$ 25.00	$ 1,250.00		$ -	$ 1,250.00
	Emergency Services Labor:							
	Project Supervisor		50 hrs.	$ 30.00	$ 1,500.00		$ -	$ 1,500.00
	Site Supervisor		50 hrs.	$ 30.00	$ 1,500.00		$ -	$ 1,500.00
	Full Time Service Crew		50 hrs.	$ 35.00	$ 1,750.00		$ -	$ 1,750.00
	Part Time Service Crew		50 hrs.	$ 25.00	$ 1,250.00		$ -	$ 1,250.00
	Porter Day/Night		50 hrs.	$ 40.00	$ 2,000.00		$ -	$ 2,000.00
	"Pass thru" (Services/Materials)		$1,000.00		$ 1,000.00		$ 1,000.00	$ 2,000.00
			Total Group 2		$ 14,950.00		$ 1,000.00	$ 15,950.00

Grand Total - Whole Group (Total 1 + Total 2)		$303,533.70	$ -	$324,213.74	$ 627,747.44

NOTE: IT IS AGREED THAT THE MINIMUM WAGE TO BE PAID TO ALL EMPLOYEES,
REGARDLESS OF THE NUMBER OF HOURS WORKED,
WILL BE THE CURRENT BROWARD COUNTY LIVING WAGE.

YES		Agree to the above statement.
NO		Disagree to the above statement.

NAME OF COMPANY: MCJ PROFESSIONAL CLEANING SERVICES CORP.

AUTHORIZED PERSON NAME: MARIA JOSE WATSON

AUTHORIZED SIGNATURE: Maria Jose Watson

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

All buildings listed in the group must be priced for this proposal sheet to be determined responsive.

AUTHORIZED PERSON TITLE: PRESIDENT DATE: 5/13/2021

THIS SHEET MUST BE SIGNED AND MUST NOT BE ALTERED OR REVISED.
ANY REVISION TO THIS SHEET MAY RENDER THE PROPOSAL NON-RESPONSIVE.

HOJE RECEBEMOS 28000 MES, ANO 336000

Broward County Board of
County Commissioners

MCJ PROFESSIONAL CLEANING SERVICES

AGREEMENT14	Line #	Building	Sq.Ft*	man	superv	DAY PORTER	DAYS	#EMPLOYEES BUILDING	#EMPLOYEES TOTAL
	1	NORTH REGIONAL 911 - COCONUT CREEK	3,752	1	1	3	7	2	10
	2	SOUTH REGIONAL 911 - PEMBROKE PINES	2,323			3	7	2	
	3	CENTRAL REGIONAL 911 - SUNRISE	4464			3	7	2	

CORP

Broward County Board of
County Commissioners

BLD2121632P1

CERTIFICATE OF LIABILITY INSURANCE

DATE (MM/DD/YYYY) 10/1/2020

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 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 Keyes Coverage Insurance 5900 Hiatus Road Tamarac FL 33321	**CONTACT NAME** David Ragno **PHONE (A/C, No, Ext)** 954-724-7000 **FAX (A/C, No)** 954-724-7024 **E-MAIL ADDRESS** dragno@keyescoverage.com
INSURED 15484 MCJ Professional Cleaning Services, Corp. 1905 NW 32nd St, Bay 6 Pompano Beach FL 33064	**INSURER(S) AFFORDING COVERAGE** / **NAIC #** **INSURER A** Associated Industries Ins. Co. 23140 **INSURER B** Hartford Accident & Indemnity 22357 **INSURER C** Twin City Fire Insurance Company 29459 **INSURER D** Federal Ins Co **INSURER E** **INSURER F**

COVERAGES **CERTIFICATE NUMBER:** 1028428937 **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	
C	**COMMERCIAL GENERAL LIABILITY** [ ] CLAIMS-MADE [X] OCCUR GEN'L AGGREGATE L MIT APPL ES PER: [X] POLICY [ ] PRO-JECT [ ] LOC [ ] OTHER:	Y		21 SBM VK9609	10/1/2020	10/1/2021	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 $ 1,000,000 $ 10,000 $ 1,000,000 $ 2000000/2000000 $ 2,000,000 $
B	**AUTOMOBILE LIABILITY** [X] ANY AUTO [ ] ALL OWNED AUTOS [ ] SCHEDULED AUTOS [X] HIRED AUTOS [X] NON-OWNED AUTOS	Y		21 UEC DE0087	10/1/2020	10/1/2021	COMBINED SINGLE LIMIT (Ea accident) BODILY INJURY (Per person) BODILY INJURY (Per accident) PROPERTY DAMAGE (Per accident) Comp/Coll Deductible	$ 1,000,000 $ $ $ $ 1,000
C	[X] **UMBRELLA LIAB** [X] OCCUR **EXCESS LIAB** [ ] CLAIMS-MADE [ ] DED [X] RETENTION $ 10 000	Y		21 SBM VK9609	10/1/2020	10/1/2021	EACH OCCURRENCE AGGREGATE 	$ 1,000,000 $ 1,000,000 $
A	**WORKERS COMPENSATION AND EMPLOYERS' LIABILITY** Y / N ANY PROPRIETOR/PARTNER/EXECUTIVE OFFICER/MEMBER EXCLUDED? [ ] **(Mandatory in NH)** If yes, describe under DESCR PTION OF OPERATIONS below	N / A		AWC1157880	10/1/2020	10/1/2021	[X] PER STATUTE [ ] OTH-ER E.L. EACH ACC DENT E.L. DISEASE - EA EMPLOYEE E.L. DISEASE - POLICY LIMIT	 $ 500,000 $ 500,000 $ 500,000
D	Crime			8251-2075	3/17/2020	3/17/2021	Employee Theft - Client Premises	100,000

DESCRIPTION OF OPERATIONS / LOCATIONS / VEHICLES (ACORD 101, Additional Remarks Schedule, may be attached if more space is required)
Certificate Holder is listed as Additional Insured for General Liability and Auto Liability when required by written contract.

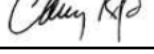
CERTIFICATE HOLDER

Broward County
115 S Andrews Ave
Fort Lauderdale FL 33301

CANCELLATION 30 Days Notice / 10 Days for Non-Pay

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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MCJ & PRESTIGE
Cleaning Services

MCJ Professional Cleaning Services Corp

Certificates & Licenses

Certified MWBE
Minority/Women-Owned
Business Enterprise

SBA U.S. Small Business Administration
8(a) Certified

SBE CERTIFIED ENTERPRISE

CBE Certified Business Enterprise Program

DBE CERTIFIED ENTERPRISE

CERTIFIED INSURED
√Liability
√Workers Comp
√Bond
√Umbrella

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:

MCJ PROFESSIONAL CLEANING SERVICES

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: June 10th

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

1905 NW 32nd ST, BAY 6, POMPANO BEACH, FL 33064
www.mcjcleaning.com

MCJ & PRESTIGE
Cleaning Services

SBA

Small Business Administration

Certificate of Completion

This document hereby certifies that

Maria Watson

has successfully completed
the prescribed requirements for

Bids and Proposals

Course Title

October 13, 2020

Date

MCJ & PRESTIGE
Cleaning Services

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: MCJ PROFESSIONAL CLEANING SERVICES CORP
Receipt #: 325-13530
Business Type: CLEANING/JANITORIAL (CLEANING SERVICES)

Owner Name: MCJ PROFESSIONAL CLEANING SERVICES
Business Location: 1905 32 BAY 6
POMPANO BEACH
Business Phone: 9544186248
Business Opened: 06/17/2003
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:
MCJ PROFESSIONAL CLEANING SERVICES
1905 32ND ST, BAY 6
POMPANO BEACH, FL 33064

Receipt #WWW-19-00206368
Paid 08/28/2020 33.00

2020 - 2021

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

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Rooms	Seats	Employees	Machines	Professionals
		1		

Signature

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

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33.00	0.00	0.00	0.00	0.00	0.00	33.00

Receipt #WWW-19-00206368
Paid 08/28/2020 33.00

MCJ & PRESTIGE
Cleaning Services

pompano beach
Florida's Warmest Welcome

CITY OF POMPANO BEACH
BUSINESS TAX RECEIPT
FISCAL YEAR: 2019 - 2020

Business Tax Receipt Valid from: October 1, 2019 through September 30, 2020

4470612 9/18/2019
MCJ PROFESSIONAL CLEANING SERVICES CORP
1905 NW 32 ST BAY 6

POMPANO BEACH FL 33064

THIS IS NOT A BILL

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

BUSINESS OWNER: MCJ PROFESSIONAL CLEANING SVCS
BUSINESS LOCATION: 1905 NW 32 ST 6 POMPANO BEACH FL

RECEIPT NO: **CLASSIFICATION**

20-00100268 **JANITORIAL OR WINDO[illegible]NING**

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

MCJ & PRESTIGE
Cleaning Services

Procurement & Warehousing Services

SUPPLIER DIVERSITY OUTREACH PROGRAM

THIS CERTIFICATE IS AWARDED TO

MCJ Professional Cleaning Services, Corp.

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/Minority/Women Business Enterprise (S/M/WBE)

Hispanic-American

ON THIS DAY **March 7, 2017**

Mary Catherine Coker
Director, Procurement & Warehousing Services

Certification #: **3330-00645 17**

Expiration Date: **3/6/2020**

1905 NW 32nd ST, BAY 6, POMPANO BEACH, FL 33064
www.mcjcleaning.com

MCJ & PRESTIGE
Cleaning Services

THE SCHOOL DISTRICT OF PALM BEACH COUNTY
OFFICE OF DIVERSITY IN BUSINESS PRACTICES

CONGRATULATIONS!

M/WBE (Minority/Woman) Business Enterprise

MCJ PROFESSIONAL CLEANING SERVICES, CORP.

as a *Hispanic American Female Enterprise*, in the (M/WBE) Program

This certificate is valid

January 23, 2020—January 22, 2023

The following are the areas that your firm has been certified:

Janitorial/Custodial Services, Building and Pressure Cleaning Services, New Construction Cleaning & Window Washing Services.

Certification is not a guarantee that your firm will receive work. Please register your company with **www.bidsync.com** to receive notification of upcoming opportunities. Any change to your certification requires you to submit proof of expertise, licensure and a business history (at minimum) to justify the additional certification. You are also required to submit a copy of your certificate with each bid, or proposal that you submit to the School District. You must notify this office if the status of your firm changes. Failure to report changes that affect the ownership or control of your firm may result in decertification.

Patrick Chrysostome—Manager

THE SCHOOL DISTRICT PALM BEACH COUNTY

Dicky Sykes—Director

1905 NW 32nd ST, BAY 6, POMPANO BEACH, FL 33064
www.mcjcleaning.com

MCJ & PRESTIGE
Cleaning Services

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

April 9, 2020

Ms. Maria Watson
MCJ PROFESSIONAL CLEANING SERVICES CORP.
1905 NW 32nd Street Bay 6
Pompano Beach, Florida 33064

Dear Ms. Watson:

The Broward County Office of Economic and Small Business Development (OESBD) is pleased to announce that your firm's County Business Enterprise (CBE) and Small Business Enterprise (SBE) certifications have been renewed.

Your firm's certifications are continuing from your anniversary date but are contingent upon the firm verifying its eligibility annually through this office. You will be notified in advance of your obligation to continue eligibility in a timely fashion. However, the responsibility to ensure continued certification is yours. Failure to document your firm's continued eligibility for the CBE and SBE programs within thirty (30) days from your anniversary may result in the expiration of your firm's certifications. Should you continue to be interested in certification after it has expired, you will need to submit a new application, and all required supporting documentation for review.

To review current Broward County Government bid opportunities visit: www.broward.org/Purchasing and click on "Current Solicitations and Results." Also, from this website, you can log into your firm's profile in BidSync to ensure you have added all appropriate classification codes. Bid opportunities over $3,500 will be advertised to vendors via e-mail and according to classification codes, so please ensure that both the Purchasing Division and OESBD are apprised of your current e-mail address.

Your primary certification group is: **Contract Services.** This is also how your listing in our directory will read. You may access your firm's listing by visiting the Office of Economic and Small Business Development Directory, located on the internet at: www.broward.org/EconDev and click on "Certified Firm Directories."

Your firm may compete for, and perform work on Broward County projects in the following areas:

NAICS CODE: 561720, 561740, 561790

We look forward to working with you to achieve greater opportunities for your business through county procurement.

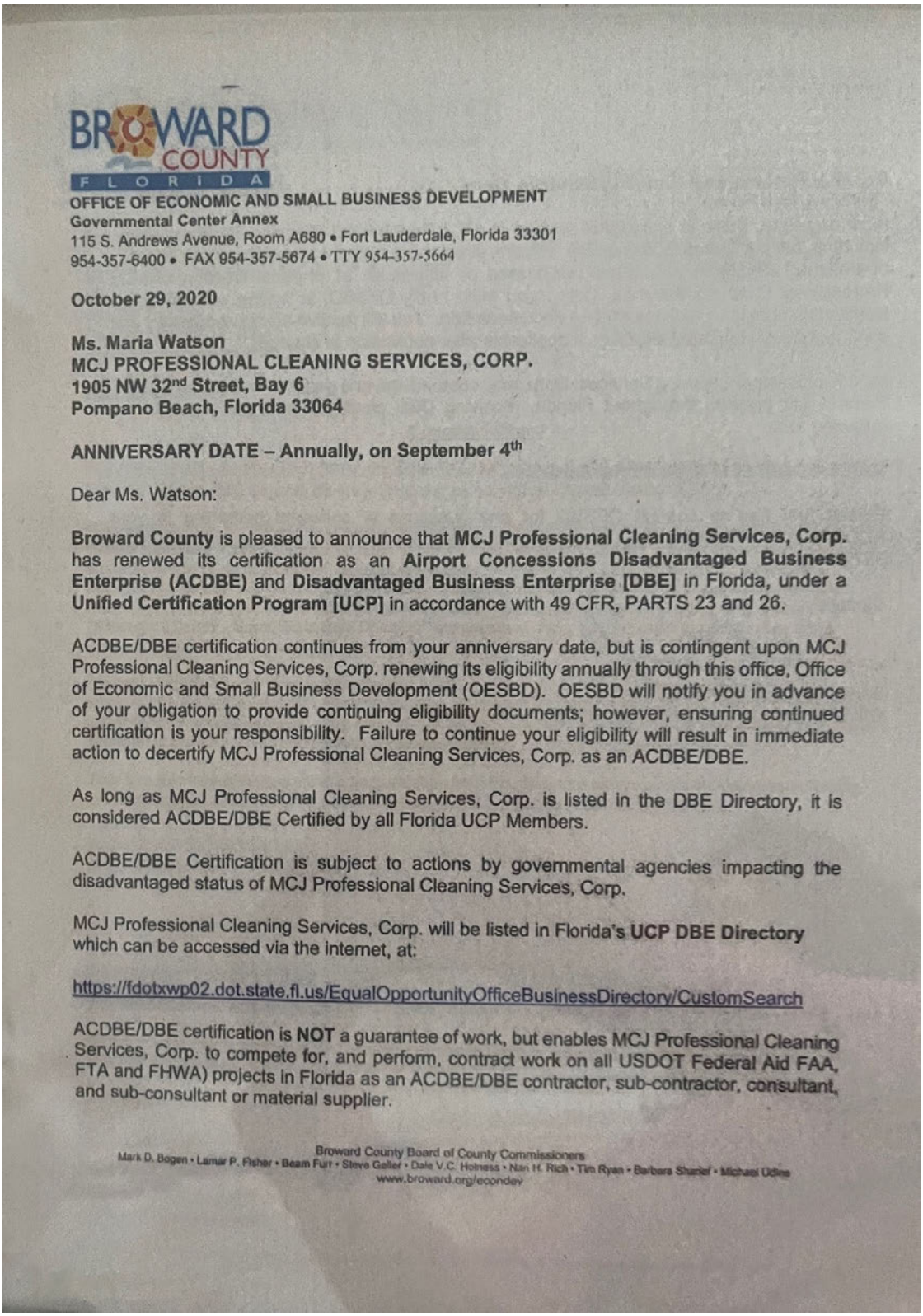
Sincerely,

Sandy-Michael McDonald, Director
Office of Economic and Small Business Development

Cert Agency: BC-CBE SBE
ANNIVERSARY DATE: June 10TH

Broward County Board of County Commissioners
Mark D. Bogen • Lamar P. Fisher • Beam Furr • Steve Geller • Dale V.C. Holness • Nan H. Rich • Tim Ryan • Barbara Sharief • Michael Udine
www.broward.org/econdev

MCJ & PRESTIGE
Cleaning Services



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

October 29, 2020

Ms. Maria Watson
MCJ PROFESSIONAL CLEANING SERVICES, CORP.
1905 NW 32nd Street, Bay 6
Pompano Beach, Florida 33064

ANNIVERSARY DATE – Annually, on September 4th

Dear Ms. Watson:

Broward County is pleased to announce that **MCJ Professional Cleaning Services, Corp.** has renewed its certification as an **Airport Concessions Disadvantaged Business Enterprise (ACDBE)** and **Disadvantaged Business Enterprise [DBE]** in Florida, under a **Unified Certification Program [UCP]** in accordance with 49 CFR, PARTS 23 and 26.

ACDBE/DBE certification continues from your anniversary date, but is contingent upon MCJ Professional Cleaning Services, Corp. renewing its eligibility annually through this office, Office of Economic and Small Business Development (OESBD). OESBD will notify you in advance of your obligation to provide continuing eligibility documents; however, ensuring continued certification is your responsibility. Failure to continue your eligibility will result in immediate action to decertify MCJ Professional Cleaning Services, Corp. as an ACDBE/DBE.

As long as MCJ Professional Cleaning Services, Corp. is listed in the DBE Directory, it is considered ACDBE/DBE Certified by all Florida UCP Members.

ACDBE/DBE Certification is subject to actions by governmental agencies impacting the disadvantaged status of MCJ Professional Cleaning Services, Corp.

MCJ Professional Cleaning Services, Corp. will be listed in Florida's **UCP DBE Directory** which can be accessed via the internet, at:

https://fdotxwp02.dot.state.fl.us/EqualOpportunityOfficeBusinessDirectory/CustomSearch

ACDBE/DBE certification is **NOT** a guarantee of work, but enables MCJ Professional Cleaning Services, Corp. to compete for, and perform, contract work on all USDOT Federal Aid FAA, FTA and FHWA) projects in Florida as an ACDBE/DBE contractor, sub-contractor, consultant, and sub-consultant or material supplier.

Broward County Board of County Commissioners
Mark D. Bogen • Lamar P. Fisher • Beam Furr • Steve Geller • Dale V.C. Holness • Nan H. Rich • Tim Ryan • Barbara Sharief • Michael Udine
www.broward.org/econdev

MCJ & PRESTIGE
Cleaning Services

State of Florida
Department of State

I certify from the records of this office that MCJ PROFESSIONAL CLEANING SERVICES, CORP. is a corporation organized under the laws of the State of Florida, filed on June 12, 2003.

The document number of this corporation is P03000065509.

I further certify that said corporation has paid all fees due this office through December 31, 2020, that its most recent annual report/uniform business report was filed on January 30, 2020, and that its status is active.

I further certify that said corporation has not filed Articles of Dissolution.

Given under my hand and the Great Seal of the State of Florida at Tallahassee, the Capital, this the Thirtieth day of January, 2020

Secretary of State

Tracking Number: 9844164893CC

To authenticate this certificate,visit the following site,enter this number, and then follow the instructions displayed.

https://services.sunbiz.org/Filings/CertificateOfStatus/CertificateAuthentication

MCJ PROFESSIONAL CLEANING SERVICES, CORP.

MCJ & Prestige Professional
Cleaning Services
Phone: (954) 418-6248

1905 NW 32nd Street, Bay 6
Pompano Beach, FL 33064

www.mcjcleaning.com

ENVIRONMENTAL SERVICES POLICY AND PROCEDURE MANUAL

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I. OVERVIEW/GENERAL

A. BASIC INFECTION CONTROL

What do we mean by Infection Control?

Because so many of the residents of a healthcare facility have weakened defenses and are more prone to getting sick, it is important that the employees use extra care to maintain as sanitary an environment as possible. By protecting the residents from any harmful germs, the employees are also protecting themselves. There are five ways to transmit bacteria that can cause infection:

1. Direct contact with an infected person.
2. Indirect contact with inanimate objects contaminated by an infected person.
3. The inhalation of airborne dust or droplets contaminated by an infected person.
4. Spread through insects.
5. Inoculation.

Some things to remember:

1. Use an effective quaternary germicidal solution along with systematic cleaning of all rooms and bathrooms.
2. Expose all surfaces to the chemical agent. Anything short of actual contact is insufficient.
3. Always dilute properly -- too little will be ineffective; too much will be wasteful.
4. Never use a chemical on any surface until its safety for that purpose has been determined.
5. Since chemicals are liquid and could be swallowed, label all bottles with contents, ingredients, and antidote.
6. Do not clean or work around food while it is being served.
7. Change water often. Failure to do this will result in cloudiness and sedimentation, which will lessen the effectiveness of the germicidal solution.
8. Schedule and complete routine cleaning of closets and drawers to eliminate insect breeding grounds.
9. Follow all isolation procedures for linen and laundry.
10. Schedule and hold regular in-service meetings for the department. The manager should be an active member of the Infection Control Committee, if one is established at the client's facility.
11. Design linen and laundry procedures prevent cross-contamination.
12. Schedule and receive initial chest x-ray or tine tests to detect any communicable disease in our staff.
13. Use hand sanitizer and wash your hands frequently. It is a good practice to wash your hands after cleaning because the disinfecting agents remain active on the skin.

14. Make sure all equipment is kept clean so that it is not a breeding ground for germs.

B. EMERGENCY/DISASTER JOB ASSIGNMENTS

Policy:
Personnel will be assigned specific tasks to perform during emergency/disaster situations.
Procedure:

1. Department supervisors are responsible for assigning their respective employees to specific tasks during emergency/disaster situations.

2. Require all newly hired personnel to attend an orientation class regarding fire safety and disaster preparedness plans. Periodic in-service training classes will keep all personnel informed of changes in fire safety and disaster preparedness plans, as well as any changes in job assignments.

3. In addition to orientation and in-service training classes, conduct periodic drills to assist personnel in performing their assigned tasks.

4. Janitorial Services is responsible for:

a. Turning off all electrical equipment;
b. Turning off any equipment with blower fans;
c. Removing all equipment from hallways, resident rooms, etc. (store in janitorial/utility room);
d. Closing all doors and windows to storage and supply rooms; and
e. Reporting to the person in charge for assignments.

5. The Laundry Department is responsible for:

a. Turning off all washers and dryers;
b. Turning off all electrical and gas equipment;
c. Turning off any equipment with blower fans;
d. Removing all equipment from hallways, resident rooms, etc. (store in linen room);
e. Closing all laundry chute vents;
f. Closing all doors and windows to linen rooms, storage areas, and laundry room; and
g. Reporting to the person in charge for assignments.

C. HAZARDOUS AREAS

Policy:

All hazardous areas to be serviced by our teams will be identified with appropriate precautionary signs.

Procedure:

1. All **hazardous areas** to be serviced by us will be so designated. They will be identified on floor plans posted throughout each facility.

2. **Hazardous areas**, such as power rooms, boiler rooms, oxygen or other flammable liquids, storage rooms, etc., shall display "**No Smoking**" signs.

3. **Smoking shall be prohibited** in all hazardous areas.

4. **Smoking** shall be prohibited in any area bearing a "**No Smoking**" sign without exception. Violators will be disciplined in accordance with established personnel policies and smoking regulations.

D. SAFETY OVERVIEW FOR JANITORIAL AND LAUNDRY SERVICES

General:
Safety is unique in that it is measured not by its level of success, but more often by its failure; that is, the frequency and severity of accidents and injuries.

JANITORIAL:
Most of the responsibility for maintaining a safe and healthy environment rests with our teams. Every day, we must deal with the safe storage of materials. Without a well-trained Environmental Services team, the opportunity for fire, accident, injury, or infection is greatly increased.

When a janitorial situation arises that could cause an accident, report it immediately to the Janitorial Supervisor unless immediate corrective action is required to avoid a hazard. During hours when janitorial personnel are off duty, either the maintenance staff or the nursing staff should take responsibility for cleanup.

Make janitorial employees aware of their own safety responsibilities. These include:

1. Safe use of the equipment provided;

2. Knowing and understanding the safety rules and regulations applicable to the Environmental Services Department, as well as other departments; and

3. Watching for hazards and reporting them.

Electrical Equipment:

1. Handle electrical power equipment only with dry hands.

2. Before cleaning, always unplug power equipment and only after switching off the equipment.

3. New personnel must demonstrate the ability to use cleaning equipment before being permitted to operate it in a resident area.

4. Supervisors must provide "hands on" training with new employees so as not to disturb residents. This is especially important when showing employees how to use major equipment (e.g., side-to-side floor machine or burnisher).

Chemical Cleaning Agents:
Use only the specified type and amount of chemical for specific jobs. Excessive quantities or the wrong type of chemical may cause problems such as skin irritation, respiratory problems, fire, and wasted supplies.
Do not mix cleaners. Some mixtures may procedure hazardous or violent reactions. For example, chlorine bleaches mixed with substances such as vinegar, toilet bowl cleaner, or ammonia will produce chlorine dioxide, which is extremely toxic. Such "thirsty" chemicals as lye may react violently with water. Pouring water into acids or alkalis may cause a splash or spray. The mixing of acids and alkalis may produce a violent reaction.
Personnel are required to use the proper personal protective equipment when dealing with chemicals.
Trash Disposal:
Every day, our clients generate trash in large amounts that require constant removal. Fire-resistant trash receptacles should be placed by each resident bed, at all nursing stations and offices, and throughout the BUILDING(S). Trash receptacles should be in areas where visitors will have access to them. Containers should be cleaned and disinfected daily and should be small and light enough to empty easily.
Personnel who collect trash and dispose of it should practice the guidelines listed below:

1. Wear gloves and all other required personal protective equipment.

2. Never dig into a wastebasket. Close plastic liners securely before transferring a wastebasket's contents to collecting receptacles. Grasp wastebasket by the sides and tip to let contents fall into the receptacle.

3. Dispose of broken glass so that no one is harmed during any stage of the waste-handling process. A separate container labeled "Glass Only" is helpful. Fluorescent tubes should be broken into covered containers.

4. Do not assume that other departments have disposed of their trash properly. Take all precautions necessary when handling trash.

5. Do not collect trash in areas where food is being prepared or served, in resident's rooms during meal times or at any time that would disturb the delivery of resident care.

Remove trash from the BUILDING(S) frequently and before trash receptacles overflow. Carry or wheel away large bags; do not put into trash chutes where they could jam and ignite. Make large carts used to transport trash "Trash Only" and have a lid or cover.

Laundry:

1. The Laundry Department is responsible for the safe and proper collection, cleaning and distribution of linens within the BUILDING(S).

2. The soiled linen sorting and washing area in the laundry should be separated from the clean linen processing area, from resident rooms, from areas of food preparation and storage and from areas in which clean material and equipment are stored.

3. Arrange and operate the laundry area so that work flow and pathways for transporting clean linen and soiled linen are separate to minimize the possibility of contaminating clean linen.

4. Train employees on each piece of equipment before they are allowed to operate it. Employees should do a quick preventive maintenance check of all equipment at the end of each shift. Take care when working behind large washers and dryers. Carefully change chemicals in 5-, 10-, or 15-gallon drums to avoid stains or sprains when lifting or moving containers.

5. To prevent injuries to laundry employees, equipment should be maintained and inspected regularly.

6. Wear proper personal protective equipment, gloves, glasses, and aprons when working with both soiled and clean linen.

Clean lint traps and screens in each dryer on a regular basis. In addition, kitchen mops and rags, or any type of wet mop or rag, never dry in the machine. Air dry wet mops or rags. (*See* Cleaning of Mops and Rags.)

Equipment Safety:

Attention to equipment and care in handling it contribute to the safety of everyone in the BUILDING(S). The reminders listed here are suitable for posting in work areas:

1. Read the instructions that accompany a new piece of equipment before using it.

2. Carry portable equipment such as a mop or broom close to the body to avoid injuring anyone.

3. Place equipment out of the way. Never permit it to block exits, fire doors, fire extinguishers, fire hoses, cabinets, stairwells, or elevators.

4. Clean equipment after use. Turn buckets upside down to dry thoroughly. Mops and cleaning cloths should be changed each shift.

5. Keep equipment in good repair; tighten nuts and bolts and repair or replace broken parts.

6. Report broken equipment immediately, remove it from service and label the equipment as defective until repaired. Do not put broken equipment in a storage area containing operable equipment.

7. Make sure electrical equipment is in working order and is grounded when in use. Do not use adapters. When using electrical rotary cleaning machines on wet floors, make sure all wiring and connection are sound.

8. Wear rubber soled shoes to prevent slipping.

9. Do not clean ramps with power equipment.

10. Make sure an adequate number of various sizes of ladders are available and in good repair. Set ladders firmly in position and never stand on the top two rungs or steps. Do not use chairs, tables, or other furniture as stools or ladders.

11. Be aware of the "lock out, tag out" policy and how and when it should be used.

Floor Care:

1. Make sure corridors, aisles, and passageways are clear at all times.

2. Mop up fluids, including rain and snow, near doorways immediately.
3. Determine the nature of spills and clean them accordingly. Display "Wet Floor" signs prominently when floors are washed, waxed, sealed, or stripped.
4. Mop areas so that there is a dry passageway. Half of a corridor should always be free for traffic. All equipment should stand in the section being cleaned.
5. Make sure wet areas are marked. Place "Wet Floor" signs at the beginning, middle, and end of the section being mopped. Display such signs when floors are being washed, waxed, sealed, or stripped.
6. Before leaving a work area temporarily, remove water pails from floors or stairs, secure equipment, and pull out all plugs.
7. Schedule floor care in heavy traffic areas to correspond with periods of least traffic and clean only a small section at a time.
8. Maintain floors on a schedule to prevent floor finish buildup.
9. After floors have been cleaned, return any moved furniture to its **original location**. Make sure that all bed casters are locked. Incorrectly placed beds may lead to mistaken identification of residents. Relocation of other furniture may cause tripping hazards.
10. Wear rubber footwear when stripping and refurbishing hard surface floors.
11. Put down absorbent walk-off runners at the point where freshly shampooed carpeting joins a hard surface floor, so slippery shampoo residue can be removed from shoes.
12. During wet weather, put rubber mats or runners near entrances.
13. Clean any blood spills immediately.
14. OUR CLIENT'S staff and residents must be aware of a wet hallway floor when exiting a room or turning a hallway corner. Wet floor signs MUST be displayed. Verbal warnings will also help others to avoid an accident.

Equipment Cart:

Equipment carts are designed to expedite work, so they should be kept ready for use with every item in its prescribed place.

1. Load equipment and supplies on the cart in the prescribed order.
2. Move the cart carefully in corridors, keeping to the center and looking ahead.
3. Move carefully when approaching corridor intersections, stairways, elevators, and groups of people. Move carefully on ramps.
4. Pull, DO NOT PUSH, the cart through swinging doors.
5. Keep hands away from the sides of the cart when pulling it.
6. Never leave the cart, equipment, or supplies in a position where someone could bump into or trip over them.
7. Report repair requirement immediately.
8. Never ride on the cart or permit others to ride on it.
9. When cleaning a resident's room, do not leave the cart in the hallway; pull the cart into the resident's room.
10. Never leave chemicals unattended on carts.
11. Safety glasses and gloves are available for use in all departments.

E. STORAGE AREAS

Policy:
Janitorial and laundry department storage areas shall be maintained in a clean and safe manner.
Procedure:

1. Keep all Janitorial and laundry storage areas free from accumulation of trash, rubbish, oily rags, paper, etc., at all times.
2. Do not store flammable liquids, combustible gasses, etc., in areas where intense heat or open flame devices could cause them to ignite. Store in an approved cabinet, vented to exterior of building.
3. Store cleaning supplies, etc., in areas separate from food storage rooms according to label instructions.
4. Do not store gasoline within the facility at any time.
5. Store oily rags, etc., in metal containers with tight-fitting covers.

F. CHEMICAL USE -- GENERAL GUIDELINES

The chemicals and products used by Sub-Acute Services are safe when used in the proper dilution ratio and with the proper safety precautions.
This review will introduce the new employees to the use of chemicals, stressing an awareness of the environment in which the employee is working. For example, chemical mist may not pose a problem for a Light Housekeeper but may pose serious health risks for residents in the area.
The Environmental Services/Janitorial Director must emphasize that **no** chemicals or products from employees' homes can be brought to work for use on the units.

II. AN INTRODUCTION TO CLEANING PROCEDURES

A standardized, systematic approach to cleaning is the key to the success of the department. Every aspect of our performance is based on our staff knowing and following proper cleaning techniques.
Areas affected by standardized cleaning procedures:

1. Quality Level: True long-term quality levels can only be reached and maintained through proper technique.
2. Training: A consistent training program is based on standardized cleaning procedures and orientation of new employees.
3. Infection Control: Standard precaution is the most standardized approach to cleaning and disinfection. Refer to Infection Control Manual.
4. Safety: Standardized training of all employees on routines and techniques keeps the work place environment safe and accident free.

A. ASHTRAYS

Policy:
Most of our clients have very strict non-smoking rules; however, should a client allow smoking on their premises, we will provide the necessary janitorial service to keep the area clean.
Procedure:

1. Empty and clean ashtrays daily and as needed.

B. BATHROOMS, GENERAL GUIDELINES

Policy:
Bathrooms shall be maintained in a clean and sanitary manner and shall be cleaned daily.
Procedure:

1. Clean bathrooms, including showers, whirlpools, century baths, commodes, etc., daily in accordance with established procedures.
2. Daily bathroom cleaning includes:
    a. Emptying waste receptacles;
    b. Servicing toilet paper holders;
    c. Servicing and cleaning soap dispensers;
    d. Servicing and cleaning towel dispensers;
    e. Dusting windowsills, ledges, etc.;
    f. Cleaning walls, mirrors, pipes, shelves, etc.;
    g. Cleaning partitions, wash basins, commodes, etc.;
    h. Polishing fixtures; and
    i. Sweeping, mopping, and scrubbing floors.

C. BATHROOMS -- LAVATORIES, OR SINKS

Introduction:
Lavatories are in constant use. They must be cleaned frequently to keep them up to facility standards. Because of infectious material washed from hands, this cleaning must be thorough.
Procedure:

1. Don disposable gloves.
2. Dampen one cloth and apply germicidal detergent solution or cleanser to cloth.

NOTE: Do not use an excess amount of cleaning product. Do not use caustic cleaner on porcelain bowls.

3. Clean all nickel surfaces, including faucets, valves, stoppers, and stopper chain. Clean both the inside and outside of the sink. Be sure to clean the underside of the rim above the overflow opening.
4. Rinse cloth in running water.
5. Use fresh cleaning material.
6. Clean overflow drain opening. Folded cloth or wedge covered with a cloth can be used. Be sure to clean (a second time) the underside of the rim above the overflow opening.
7. Rinse cloth in running water.
8. Rinse both porcelain and nickel surfaces with the wet cloth.
9. Dry and polish all nickel and porcelain surfaces with a dry cloth.
10. Dust all exposed pipes below the basin with a dry cloth. Polish all nickel pipes (if applicable).
11. Remove gloves.
12. Wash hands.

D. BATHROOMS -- TOILETS, AND URINALS

Introduction:
A clean toilet has no odor. Spotless cleanliness is a must inside and outside the bowl.
Procedure:

1. Don gloves.
2. Assemble equipment.
3. Flush toilet or urinal.
4. Sprinkle bowl cleanser inside bowl or wash inside bowl with swab saturated in germicidal detergent solution. Cover entire inside of bowl with bowl cleanser or germicidal detergent. Allow to stand.
5. Wash and dry outside of bowl. Use clean cloths. Clean adjoining pipes, seat hinges, and all around base of bowl.
6. Scour inside of bowl. Use long-handled brush kept in antiseptic solution.
7. Rinse by flushing toilet.
8. Replace brush and swab in antiseptic solution.
9. Clean equipment and store.
10. Remove gloves.
11. Wash hands.

E. BATHROOMS -- TOOLS AND PROCEDURES

Tools Needed:

Bucket and wringer
Cart
Disinfectant
Dust brush
Dust mop
Dustpan
High duster
Johnny mop
Three spray bottles: (a) Disinfectant
(b) Glass
(c) Cleaner, deodorizer
Plastic trash bags
Rags
Scraper
Sponge
Three pails
Toilet tissue
"Wet Floor" sign
Paper towels

Procedure:

1. Each housekeeper must announce him/herself before entering to clean.
2. Don gloves and follow the seven-step method:
   a. Dry steps:
      i. Pull trash: Wipe can and, if necessary, replace the liner.
      ii. Fill dispensers: Soap, paper, etc.
      iii. Dust mop: Pick up trash; use dust mop before using water in the room.
   b. Wet steps:
      i. Sanitize: Sinks, light, mirror, sink fixtures, pipes.
      ii. Sanitize: Commode, tank, bowl, and base. Use brush for inside of bowl.
      iii. Spot clean: Walls, partitions, light switches.
      iv. Damp mop: Start in far corner. Get behind commode, move trash can, mop out the door. Use "Wet Floor" sign when finished.
      v. Use harsh chemicals, like cleanser or bowl cleaner, sparingly.
3. Use different cloths to clean washroom than those used in resident's room.
4. Clean glass and chrome with the proper cleaner, then polish with glass cleaner and paper towel.
5. Clean vents.
6. Take care when mopping around commode.
7. Do not leave a lot of "extra" paper products on counters or sinks.
8. Remove gloves.
9. Wash Hands

NOTE: Proper cleaning technique prevents the spread of infection.

F. BROOMS, HAIR PUSH BROOMS (BRUSHES)

Introduction:
Dirty brooms deposit more soil than is removed. Maintaining floors with clean equipment saves time and effort.

Procedure:

1. Bring broom to hopper room.
2. Shake over newspapers or waste receptacle.
3. Remove hair and lint with comb or wire brush.
4. Wash when necessary.
5. Hang with bristles off floor.
6. Change handle into other hole in head every week. This equalizes wear on bristles and prolongs the life of the broom.

G. CARPET -- BONNET BUFFING

Procedure:

1. Fill bucket with warm water and shampoo solution.
2. Soak bonnet pad in solution.
3. Wring out bonnet so it is not soaking wet.
4. Place bonnet on carpet.
5. Place side-to-side machine directly on bonnet.
6. Pass over area to be cleaned in a crisscross motion.
7. Flip bonnet as one side becomes dirty.
8. Wash bonnet before first use and after every use.
9. Bonnet will pick up surface direct that vacuuming may leave behind.
10. Do not use the same bonnet when switching to a different colored carpet.
11. Do not soak carpet.

Remember: The bonnet must be wet enough to turn on the pad and move across the carpet but not so wet that it soaks and stains carpet.

H. CARPET -- SHAMPOO AND EXTRACTION

Procedure:

1. Use this procedure in heavy traffic/heavily soiled areas:
    a. Attach tank to side-to-side.
    b. Fill tank with shampoo solution.
    c. Shampoo is dispensed through shampoo block to carpet.
    d. Wet enough area so machine with block can move over carpet.
    e. Make several passes over area.
    f. Use extraction to pick up shampoo solution on carpet.
2. Extraction may be a process by itself:
    a. Jets in front of machine fire solution into carpet.
    b. Extraction follows immediately to pull shampoo and dirt from carpet.
    c. Defoamer may be necessary in extractor to keep soiled shampoo solution from backing up in machine.

Safety Issues:

Be aware of safety issues:

1. Do not stretch cord across hall or open common areas.
2. Always use "Wet Floor" signs -- especially where carpet meets a tile floor.

I. CERAMIC/GLAZED TILE

Policy:
Walls of shower rooms, utility rooms, bathrooms, etc., are often made of ceramic or glazed tile. Careful washing and drying prevents streaking of these walls. Cleaning is done monthly.

Procedure:

1. Assemble equipment.
2. Prepare solution and rinse water. Use appropriate cleaning solution for the surface.
3. Rub with clean cloth, sponge or chamois wrung partially dry from solution. Use a grout brush to clean between tiles if needed. Avoid splashing and dripping.
4. Rinse with clean cloth, sponge or chamois wrung partially dry. Avoid splashing and dripping. Change water frequently.
5. Dry the surface. Use a clean, lint-free cloth.
6. Clean equipment and store.

Additional Information:

1. Use cleaning solution depending upon surface.
2. Avoid splashing and dripping.
3. Change water frequently.
4. Use clean, lint-free cloth.

J. CHEMICAL USE -- JANITORIAL AND LAUNDRY DEPARTMENTS

The chemicals used by Marblehead Services' employees are never dangerous when used in the proper dilution ratios for their intended purposes. However, if a resident were to swallow a chemical or a janitorial employee were to accidentally spray him/herself in the eye, adverse reactions can and will occur. Always follow these guidelines:

1. Never use a chemical for something other than for what it is intended.
2. Always make sure that all bottles have proper labels. If they are not labeled properly, report it immediately to the department manager.
3. Avoid using old bottles for new chemicals. Even though the bottle may appear dry, a residue of the previous chemical often remains and could cause a chemical reaction.

Caution: NEVER mix chemicals.

4. Each janitorial cart has a lockbox. Store all chemicals in the lockbox. **DO NOT leave a cart unattended.** Store cart properly while on break.
5. If chemicals are left in the janitor's closets, the door must be locked.

K. CLEANING SCHEDULES

Policy:
Cleaning schedules shall be developed and implemented to ensure that our facility is maintained in a clean and comfortable manner.
Procedure:

1. Develop and implement cleaning schedules to ensure that each area of our facility is maintained in a safe, clean, and comfortable manner.
2. Post cleaning schedules in each utility room or designated area, and a copy must be available in the department director's office.
3. The Janitorial Supervisor will be responsible for ensuring routine cleaning schedules are adhered to.

L. CUBICLE CURTAINS

Procedure:

1. Examine curtains while cleaning resident's room or at discharge.
2. Be sure netting at top of curtain meets code.
3. If curtain is stained, dirty, or torn, notify Maintenance Department immediately for replacement.
4. If curtains are off hooks, notify Maintenance Department for reattachment.

Cleaning Curtains:

1. Treat stained area with pre-soak.
2. Wash on mild cycle with short extract. **Do not over-extract**.
3. Allow curtains to air dry. Never put cubicle curtains in dryer.
4. Cubicle curtains shall be washed semi-annually or as needed.

Note: Cubicle curtains must be fire retardant. Special care must be taken when washing.

Additional Information:

1. Squares of netting cannot be too large or they will allow smoke through.
2. Curtains must reach completely around bed.
3. Curtains should not touch floor.
4. Curtains hanging damp will become free of wrinkles (from their own weight).

M. DRAPERIES

If draperies are dirty, Maintenance Department will remove the draperies, and we will wash on site; however, if the draperies are dry-clean only, we will send the draperies out to be cleaned. Once the draperies are returned, Maintenance Department will re-attach.

N. DRINKING FOUNTAINS

Introduction:
The purpose of cleaning drinking fountains is to maintain cleanliness, control bacteria, and improve appearance.

Procedure:

1. Wet surface thoroughly with water.
2. Sprinkle small amount of cleaning agent on sponge or cloth and wash fountain and fixtures.
3. Use fountain brush to clean hard-to-get-to areas around faucet fixture.
4. Rinse thoroughly and wipe outside of fountain with sponge.
5. Do not drip water on floor.
6. Be sure to eliminate all water spotting to improve appearance.
7. Wipe dry.
8. Inspect.

O. STAINLESS STEEL DRINKING FOUNTAINS

Introduction:
The purpose of cleaning stainless steel drinking fountains is to maintain cleanliness, control bacteria, and improve appearance.

Procedure:

1. Make wash solution.
2. Wash surfaces of fountain thoroughly with sponge and solution.
3. Do not drip solution on floor.
4. Do not use cleanser on stainless steel.
5. Use fountain brush to clean hard-to-get-to areas around faucet fixtures.
6. Rinse with water.
7. Wipe dry.
8. Inspect.

P. DUSTING FURNITURE AND EQUIPMENT

Introduction:
The purpose of dusting is to protect furniture finish, to remove soil, and to improve appearance.
Procedure:

1. Assemble equipment and fill pail with tepid water. Add germicidal detergent.
2. Wet cloths and then wring solution out so that cloths are as dry as possible. Keep cloths clean by washing them frequently.
3. Dust all surfaces (except varnished surfaces) with damp cloth and dry with dry cloth.
4. Dust all varnished surfaces with a dry cloth or a cloth treated with polish.
5. Dust with the gain of the wood. Fold cloth and refold to continuously maintain a fresh cleaning edge. Change cloths frequently.
6. Clean equipment and store.

Q. ELEVATOR

Introduction:

Elevators give the first impression of a facility. **Keep Clean!**

Procedure:

1. Clean elevators during a time of day when traffic is at a minimum.
2. Use a portable vacuum to clean tracks. If dirt will not come out with a portable vacuum, spray solution on tracks and use a brush, rage, or scraper to clean.
3. Polish tracks with glass cleaner.
4. Wipe down panels with glass cleaner. Also wipe "button plate", handrails, and elevator walls.
5. Remove light covers to remove trash and debris. Wipe covers.
6. Dust mop floor.
7. Damp mop floor.

Note: The service elevator will need more attention than passenger elevator.

R. ELECTROSTATIC SPRAYING

Introduction:

We use electrostatic spraying devices to disinfect large spaces or oddly-shaped surfaces with hard-to-reach or often overlooked areas.

Procedure:

1. The optimum sprayer distance is 4–6 feet (1.22–1.83 m) from surface being sprayed.
2. Spray in an "S" like fashion from top to bottom of surface areas
3. Start at opposite end of room & progress toward the door to avoid walking through spray pattern & touching sprayed surfaces
4. Utilize extension wand for better control and reduce amount of back-spray on the handle and user.
5. Maintain proper grip of handle to ensure contact to grounding strip on trigger.
6. Hands should remain dry during operation.
7. To reduce any static build up in the user, the user's free hand should be used to touch grounded surfaces that have not been sprayed (e.g. metal components of adjacent equipment).
8. Clean and story daily:

- All users should follow safe cleaning practices to protect themselves from harmful exposure when cleaning the sprayer.
- Review chemical Safety Data Sheet for how to secure and store your chemical solution when not in use.
- Remove all chemical from tank and flush with water.
- Spray water through each nozzle size for at least 30 seconds.
- Cleaning nozzle: If nozzle becomes plugged, soak in hot soapy water and blow pressurized air through to remove blockage .

S. FLOOR CARE

Policy:
Floors shall be maintained in a clean, safe, and sanitary manner.
Procedure:

1. Mop, clean, and/or vacuum all floors daily in accordance with established procedures.
2. The Janitorial Director shall maintain floor-cleaning procedures.
3. Direct inquiries concerning floor care to the Janitorial Director.

T. FLOOR MACHINE (AUTOMATIC)

Introduction:
The purpose of cleaning electric or battery-operated equipment is to maintain efficient performance.

Procedure:

1. Disconnect floor machine or turn off motor switches. Adjust cord in holder (if electric).
2. Stop and raise brushes and squeegees. Never run machine with scrub brushes down unless solution is used.
3. Take to designated cleaning areas. Turn on the master switch of the self-propelled machines to move it. Be sure to turn it off again before starting to clean it.
4. Remove and place brushes in hopper.
5. Drain tanks thoroughly.
6. Rinse brushes and tanks with hot water.
7. Hang brushes to dry. Do not leave brushes standing with bristles down. Leave tank lids open to air.
8. Wipe inside of tanks and outside of machine.

U. BUFFING OR SCRUBBING MACHINE

Introduction:
The purpose of cleaning electric equipment is to ensure efficient operation.
Procedure:

1. Disconnect machine. Adjust cord in holder.
2. Remove brushes. Never transport machine with brushes attached.
3. Take to designated location.
4. Place brushes in hopper or pail.
5. Rinse with hot water.
6. Prepare solution with detergent using hot water.
7. Wash by agitating in solution.
8. Rinse with hot water.
9. Hang to dry. Do not leave brush lying with bristle side down. Hang up on handle of machine, if convenient.
10. Wipe outside housing of machine clean and dry.

V. FLOORS -- USING AUTOMATIC FLOOR MACHINE

Procedure:

1. Dust mop common area or hallway to be done.
2. Fill auto scrubber with germicide solution.
3. Apply small amount of solution on floor through front of scrubber.
4. Brush will work solution into floor.
5. Squeegee will collect solution.
6. Extraction will draw solution back into machine.
7. If machine is used to "light strip", use super amino in mild solution.
8. Follow steps 1-6 when "light-stripping" floors.
   Note: Use auto scrubber in long halls or wide open common areas.

W. FLOORS -- BUFFING ROOMS AND/OR HALLS

Procedure:

1. Dust mop and damp mop area to be buffed properly.
2. Use scraper to pick up trash/debris.
3. Resident Rooms:
    a. Move furniture in room side-to-side to create space.
    b. Spray fine mist of spray buff.
    c. Use high-speed machine with pad to work spray buff into tile.
    d. Buffing remove top surface of dirt and old wax.
    e. Extra time spent working on scuffs and scratches will repair floor.
    f. Dust mop after buffing.
4. Halls/Common Areas:
    a. Spray mist in center of area to be buffed. Work in with appropriate pad and machine.
    b. Stay away from baseboards.
    c. Dust mop area after buffing.
5. Clean machine and pads after use. Change pad as build-up begins.

Safety Issues:

1. Be aware of safety issues when buffing.
2. Never stretch cord across hallway.
3. Use "Wet Floor" signs if necessary to alert people to work area.
4. Do not spray directly over machine as spray buff may settle on housing unit and drip into motor.

X. FLOORS -- BURNISHING WITH SPRAY BUFF

Description:

Any floor machine that rotates at over 1000 rpm is considered a burnisher. A burnisher moves in a forward and backward motion as opposed to side-to-side.

Procedure:

1. Dust mop and damp mop area to be burnished properly.
2. Use a scraper to pick up debris.
3. Start the burnisher with the pad off the floor.
4. When turning a burnisher, lift the machine to take pressure off of the pad.
5. Halls/Common Areas:
    a. Mop or use spray buff.
    b. When dry, move the burnisher forward and backward over the area.
    c. Use proper pad and change regularly. Do not launder pads.
    d. Clean pads when finished by brushing with inside ring of new pad.
    e. Dust mop when done.
6. Rooms:

a. In tight spaces: apply a 3" line of spray buff product.
b. Move forward and back with burnisher.
c. Complete three or four rooms with one application.
d. Dust mop after burnishing.

Notes:

1. Most often, burnishers have the following rotation speeds of 1500, 1600, or 2000 rpm.
2. Most commonly used pads are natural hair, tan burnisher, rubberized super speed pad, or Coco pad.

Y. FLOORS -- SCRUB TILE AND REFINISH

Tools Needed:

Dust brush
Dust pan
Scraper
Side-to-Side
"Wet Floor" signs
Three mop handles
Three Buckets:
(a) Light Strip Solution
(b) Rinse
(c) Finish

Dust mop
Mop heads
Sponge
Steel wool
Wet vac
Tape
Three Pads:
(a) Black
(b) Green
(c) Blue

Procedure:

1. Choose an area to be scrubbed.
2. Assemble equipment.
3. Move furniture. Try to move furniture completely out of area.
4. Tape-off adjoining rooms.
5. Scrub Floor:
    a. Try to remove a few coats of debris and finish and get down to a clean base.
    b. Dust mop area.
    c. Always put a fresh finish on floor.
    d. Do not make the solution so strong that it eats through all of the finish.
    e. Lay a light coat of the solution along baseboard.
    f. Do not scrub down too far.
    g. Lay a light strip of solution in the center of the area.
    h. Use a lighter pad for scrubbing.
    i. Remove two coats.
    j. Keep solution wet.
    k. Use a wet vac to pick up solution.
6. Refinish:
    a. Put a plastic liner in a bucket and then fill with finish.
    b. Use clean mop to lay two or three coats of fresh finish on top of base.
    c. Never pour unused finish back into container.
    d. Let finish dry completely between coats.
    e. Replace furniture.
    f. Clean equipment.
    g. Wash hands.

Z. FLOORS -- STRIPPING AND REFINISHING

Tools Needed:

Black pads
Dust brush
Dust mop
Floor Finish
Rags
Sealer
Sponge/cloth
Three mop handles
Walk-off liner
Wet vac
Stripper or rinseless stripper
Tape
Dust pan
Plenty of mop heads
Scraper
Side-to-side machine/block
Steel wool
Two wringers
"Wet Floor" sign

Three Buckets:

(a) One filled with hot water/stripper
(b) One filled with clean rinse water
(c) One lined with a plastic bag (used with floor finish)

Procedure:

1. Choose a method for stripping the area.
2. Move furniture. If possible, move all furniture to a completely separate area. If not possible, move furniture to half of room while stripping the other half.
3. Assemble equipment.
4. Dust mop area and use scraper to pick up debris.
5. Tape off entrances to rooms adjacent to the area to be stripped.
6. Specific types of strippers:
    a. Amino stripper:
        i. Prepare bucket with stripper solution. Use hottest water available to mix super amino.
        ii. Strip about 1 foot from baseboard.
        iii. Use baseboard brush or steel wool.
        iv. Do not splash solution on baseboard.
        v. Use scraper for corners and edges.
        vi. Apply solution with mop.
        vii. Cover 800 sq. ft. to 1000 sq. ft.
        viii. Let the solution sit so it can begin to work.
        ix. With side-to-side machine, go over area with black pad.
        x. Change pad as it cakes up.
        xi. Crisscross the area to be sure all "high" spots are stripped.
        xii. Keep area wet with solution.
        xiii. Use wet vac to pick up solution.

b. Rinseless:
    i. Apply solution to floor.
    ii. Do not use extremely hot water, as it will evaporate too rapidly.
    iii. As the solution begins to work, carefully remove wet solution with wet vac.
    iv. Be sure not to splash solution on baseboards.

7. The remaining steps are identical no matter what stripping solution is used:
    a. Wipe baseboards while splashes of solution are wet. Do not allow splashed solution to dry.
    b. Do no lay more solution at one time than can be used -- it will start to dry.
    c. Apply more solution to keep floor wet or to avoid going back to an area only to remove dry solution.
    d. Rinse floor with clean water after wet vac.
    e. Rinse floor as many times as necessary to get all film off of the floor.
    f. When changing rinse water, always rinse the dirty solution out of the mop.
    g. Stock plenty of clean mop heads to change while rinsing.
    h. If needed to remove film, use the side-to-side machine with a dry black pad. Run the dry black pad over the area. It will pick up all excess film.
    i. Always apply finish on the floor after it has been stripped. Never leave the floor bare.
8. Refinishing:
    a. Before any finish is applied, run one hand over the tile. If a chalky film residue is discovered, do not apply finish. Rinse again.
    b. Once the floor is clean, choose a finish, use a Rayon mop head and begin.
    c. Do not coat the edges until the last coat.
    d. Each coat must be completely dry before applying the next coat. All floors need six to eight coats of finish.
    e. Use stain-resistant sealer (if sealer is being used).
    f. Do not wax baseboard. Apply each successive coat of finish in the opposite direction of the previous coat.
    g. Use thermal-based finish if the surface undergoes regular burnishing.
    h. Use an 18% to 25% finish if the surface will be buffed.
    i. Finish should be poured into a lined bucket, not directly into bucket. Do not pour unused finish back into container.
    j. Replace all furniture in original positions.
    k. Clean equipment.

AA. GENERAL CLEANING RECOMMENDATIONS

1. Do not use dirty mops. We only use micro-fiber mopping systems, and we change mop heads after every room.
2. Keep freshly laundered mop heads and cloths clean by storing them in a covered plastic container (use a separate covered plastic container for dirty mop heads).
3. Mopping done as a wet process is most effective in killing germs. No buckets are to be used, and the mop should carry an adequate amount of solution to the floor.
4. Dry mopping is not recommended in resident rooms or food service areas.
5. Do not guess at how much germicidal detergent to use. Follow directions carefully on the container. Measure carefully using recommended dilutions.
6. Never return used portions of floor wax or cleaning solutions to their original containers.
7. Clean and store maintenance tools properly. Machine brushes should be disinfected daily and hung on the wall.
8. Empty and clean vacuum cleaners and other machines daily. Wipe them off with a cloth dampened with germicidal detergent solution. Launder and disinfect vacuum cleaner filter bags daily.
9. Clearly label all containers of cleaning products to avoid mistakes.
10. Polish floors immediately after they have been disinfected by the wet cleaning process.
11. Ensure certain polishing brushes and pads are disinfected before use.
12. Disinfect buckets used to contain cleaning solutions and floor finishes, rinse, and dry before storing. Put wringers or mop presses in the release position when not in use.
13. Do not apply excessive amounts of floor finish. Follow the manufacturer's instructions carefully.
14. Adhere to facility-cleaning frequency schedules are adhered to.

BB. JANITORIAL CART -- STOCKING

Procedure:

1. Lock box: **Always** start with clean cart with a lock box. Store chemicals in the lock box when not using them.
2. Top shelf:
    a. Three pails with rags. Keep rags and solution in these pails separate (**never** use the same rag to clean). Use rags separately for cleaning:
        i. Rooms;
        ii. Commodes; and
        iii. Sinks/sink fixtures.
    b. Properly labeled spray bottles.
3. Middle shelf: Plastic and paper products. Do not carry more paper products on the cart than needed for one shift.
4. Long bottom shelf:
    a. Proper sized mopping system for Light Janitor.
    b. Dust mop.
5. Hang dustpan and brush from cart. Keep wheels or cart free of mop strands and other debris.
6. Keep scraper on cart.
7. Stock germicides on cart.

CC. JANITOR CLOSETS

Policy:
It is imperative for janitor closets to be maintained in a neat, orderly, and clean fashion. Janitor closets containing cleaning agents/chemicals should remain locked when not in use.
Procedure:

1. Scrub interior of sink with powdered cleanser or germicidal detergent solution and wipe dry. Wash all pipes, fixtures, and porcelain with germicidal detergent and wipe dry.
2. Damp dust any counter tops or shelves in the area and wipe dry daily.
3. Damp dust and spot clean walls and baseboards daily to prevent accumulation of splash marks and water marks.
4. Install/establish hooks so that mops and dust mops used in this area do not have to rest within them op tank or sink, but can be hung up in a well-ventilated area to dry.
5. Thoroughly scour janitorial equipment, carts, etc., that are kept or maintained in this area and clean daily so that they are left clean.
6. Stock the janitor room with standard supplies: paper towels, toilet tissue, and hand soap, as well as germicidal detergents, detergents, and other items needed by housekeepers/janitors in their daily cleaning routine.
7. Dust mop and damp mop closet floors daily.

DD. LIGHT FIXTURES

Introduction:
For efficient lighting, fixtures must be clean. A film of soil and dust on bulbs reduces the amount of available light. A clean light is aesthetically pleasing.
Safety:
Secure locking device on stepladder.
Procedure:

1. Assemble equipment.
2. Turn light switch off.
3. Place stepladder, with its platform extended, under the light fixture. Adjust safety lock on the ladder.
4. Prepare cleaning solution and place pail on stepladder platform, if necessary.
5. Remove globe or plastic panels (if fluorescent fixture) and set in a safe place. Dry hands. Use a screwdriver to remove lens/cover if necessary.
6. With the light switch off, remove bulb. Use care if bulb is hot.
7. Clean bulb with damp cloth.
8. Clean socket and fixture with dry cloth.
9. Wash and dry globe or panel. Handle carefully to avoid breaking.
10. Replace bulb and globe or panel. Dry hands.
11. Remove pail if used on stepladder platform.
12. Close stepladder.
13. Clean equipment and store.

EE. MOPPING -- DAMP

Procedure:

1. Resident room:
    a. Mix disinfectant solution in correct ratio with cold water and changed every three rooms.
    b. Use 12-oz. mop head for resident rooms.
    c. Wring out mop so it is damp before mopping. Start in far corner of the room.
    d. Run mop along baseboard; avoid pushing dirt into corners.
    e. Mop under and around all furniture.
    f. Use "Wet Floor" sign.
2. Rest room:
    a. Use disinfectant solution in correct dilution and change every three or four rooms.
    b. Wring out mop so it is damp.
    c. Mop from far corner, behind commode, out door.
    d. Use "Wet Floor" sign.
3. Hallways/common areas:
    a. Use "Wet Floor" signs to mark the wet side of floor (mop 1/2 hallway at a time).
    b. Run mop along baseboard; do not slap mop into corners.
    c. Using "figure 8" mop back to bucket.
4. All areas:
    a. Use proper dilution ratio of disinfectant.
    b. Never fill the bucket with solution above the bottom of the wringer. They key phrase is "damp mop".

FF. MOPPING -- DUST

Procedure:

1. Resident room:
    a. Dust mopping is a technique used to pick up trash and debris before using water on the floor.
    b. Move furniture and dust mop behind it.
    c. Use a "figure 8" motion and mop from far corner and out door.
2. Washroom:
    a. Always use dust mop before bringing water into room.
    b. Pick up trash and debris at door.
3. Hallways/common areas:
    a. Use larger dust mop when working in halls.
    b. Run mop along baseboard, then mop back using "figure 8" motion.
    c. Pick up trash.

4. All areas:
    a. Never use a damp mop to collect trash.
    b. Always pick up trash immediately after collection.
    c. If the area to be dust mopped opens onto a carpeted area, be careful not to deposit dirt on carpet.

GG. MOPS

Policy:
Mops shall be used in daily floor care and shall be maintained in a clean and sanitary manner. Use cotton mops for sanitizing, stripping, rinsing, and all cleaning operations. Use Rayon mop for applying finishes.

Procedure:

1. Wash mop heads with a disinfectant and rinse well after each use.
2. Use clean mop heads when changing areas of mopping and when used in isolation rooms.
3. The Janitorial Director maintains procedures for the cleaning of mop heads.

HH. MOPS -- CLEANING AND TREATING DRY DUST MOPS

Introduction:

1. Proper care and treatment of dust mops prolongs the life of a mop and increases its efficiency.
2. Always work with a clean, treated mop. Change mop heads daily and launder after each day of use. Use cotton and/or rayon mops as the situation warrants.

Procedure:

1. Pour dry mop treatment solution into washing machine. Use only the last rinse cycle of the laundering procedure (place mop heads only in designated machine(s) used to launder mop head). Tumble-dry as usual; **OR**
2. Pour a small amount of dry mop treatment solution along the heavy fabric part of mop. Roll mop and place in plastic bag to "season" overnight. Please in a metal container. Do not treat soiled mop (doing so would harbor and spread germs).
   NOTE: Laundering between each use is recommended for best cleaning of mop heads and general infection control. Dry mopping is not recommended in resident or food service areas.

II. MOPS, WET -- DAILY CLEANING

Introduction:
A clean, wet mop is an essential tool in maintaining cleanliness and sanitation. Mop heads shall be changed after being used to clean three or four resident rooms and laundered daily. Thorough daily washing, rinsing, and drying are essential to keep mops in good condition. Cotton and/or Rayon mops may be used as the situation warrants.

Procedure:

1. Take mopping equipment to hopper room.
2. Wring out mop. Place mop in hopper or pail.
3. Rinse mop and wringer with hot water.
4. Pour 3 oz. of soap solution on mop head. Stopper must be in hopper outlet if pail is not used.
5. Washing by dousing in a pail of warm water. Lift and lower mop head, using turning motion. Press against bottom of hopper or pail, using the same motion. Drain hopper or empty and rinse pail.
6. Rinse mop in clean warm water. Use hot running water and move mop head in an up and down motion until water runs clear.
7. Wring mop.
8. Shake and straighten strings and hang up to dry; **OR**
9. Place in design covered container in soiled laundry area to be washed by machine.

JJ. OFFICES

Procedure:

1. Offices must be thoroughly cleaned.

Remember: In many cases, the office staff may judge the appearance of the entire facility based upon the cleanliness of their offices.

2. Clean offices before or after they are in use. Review with office occupant when to clean, what to clean, and how often to clean.
3. Straighten up the office quickly -- being mindful of personal items -- do not touch without permission.
4. Use a five-step method:
    a. Empty trash: Clean can and, if necessary, replace liner.
    b. Dust all horizontal surfaces: Use proper chemicals on furniture -- use only furniture polish on wood.
    c. Spot clean, especially by light switches and trash cans.
    d. Dust mop/damp mop. If tile floor, dust mop and damp mop. Always have clean solution. Use "Wet Floor" sign.
    e. Vacuum carpet. Be aware of areas under desk and behind furniture.

KK. RADIATORS

Introduction:
The radiator, being a part of the heating system, radiates heat waves that attract dust. Frequent cleaning is necessary.

Procedure:

1. Assemble equipment.
2. Place paper under radiator to keep dust from getting on the floor.
3. Insert radiator brush or vacuum attachment into each opening and clean all parts.
4. If radiator brush is used, brush dust onto paper. Brush gently to avoid raising dust.
5. Wipe all exposed parts of radiator with damp cloth.
6. Remove paper, fold, and discard.
7. Inspect work to make sure all parts have been cleaned properly.

LL. RESIDENT ROOM -- ADMISSION/DISCHARGE

Procedure:

1. Admission Cleaning:
    a. Room must always be ready to show to a family member/resident.
    b. Spot check all empty rooms daily.
    c. Before a new admit, recheck room, and clean again if necessary.
    d. Provide fresh linens.
2. Discharge Cleaning:
    a. Upon discharge, room should be cleaned immediately. Never allow an empty room to remain uncleaned.
    b. Check identification for person items left in room by resident. Nursing must empty dressers and closets. If resident is to return, put personal items in storage.
    c. Nursing will handle storage of personal items; Maintenance will handle proper labeling and storage, including locking valuables while in storage.
    d. Check cubicle curtains and window curtains.
    e. Remove all trash.
    f. Do high dusting and sanitize walls.
    g. Damp wipe all surfaces of furniture, including bed, with germicide.
    h. Use 8-step method to clean resident room.
    i. Notify Nursing to make up bed.
    j. Monitor empty rooms.

MM. RESIDENT ROOMS -- DAILY CLEANING

Procedure:

1. Each Janitorial employee must announce him/herself at the resident's door. Every room to be cleaned is a resident's home and is treated as such.
2. Straighten up room quickly.
3. Infection control is the goal of an effective room-cleaning technique.
4. Follow 8-step room cleaning method:
    a. Empty trash: Remove trash from all rooms first. Wipe the wastebasket if necessary and replace liner.
    b. Fill dispensers.
    c. Dust all horizontal surfaces: With a cloth and disinfectant, wipe all horizontal (flat) surfaces.
    d. Spot clean: With a cloth and disinfectant, spot clean all vertical surfaces.
    e. Dust mop: Use dust mop to gather all trash and debris on floor. Sweep to the door; pick up with dustpan.
    f. Bathroom: With a cloth and disinfectant, wipe sink, mirror, and shelf in bathroom.
    g. Toilet:
        i. Flush toilet or urinal.
        ii. Sprinkle bowl cleanser inside bowl or wash inside bowl with swab saturated in germicidal detergent solution. Cover entire inside of bowl with bowl cleanser or germicidal detergent. Allow to stand.
        iii. Wash and dry outside of bowl. Use clean cloths. Clean adjoining pipes, seat hinges, and all around base of bowl.
        iv. Scour inside of bowl. Use long-handled brush kept in antiseptic solution.
        v. Rinse by flushing toilet.
        vi. Replace brush and swab in antiseptic solution.
    h. Damp mop floor: With germicidal solution, damp mop floor, working from back corner to door. Use "Wet Floor" sign when finished.
5. Change solution in buckets and pails every three rooms.
6. Dilute chemicals properly.
7. Wear necessary personal protection equipment.
8. Wash hands after clean each resident room.
9. Follow all safety procedures.
10. Never leave chemicals or equipment unattended.

NOTE: Remember, a resident's contact with a housekeeper may be the main part of his/her social life.

NN. RESIDENT ROOMS -- COMPLETE ROOM

Procedure:

1. Indicate on a calendar the days of the week on which each room is to be cleaned. Complete room cleaning ensures that every bed, closet, and drawer are disinfected at least once a month.
2. Coordinate with Charge Nurse at the start of the shift to have a room ready.
3. If room is not ready, a supervisor must schedule the room for cleaning sometime during that day.
4. Nursing Assistants should strip beds and empty closets and drawers.
5. Clean the room using the 8-step method. *See* policy on Resident Room -- Daily.
6. Additional work:
    a. Clean and sanitize mattress, bed frame, springs, and rails.
    b. Clean and sanitize closets and drawers.
7. Coordinate complete room cleaning with exterminator's visit.
8. A Discharge Clean may be counted as a Complete Clean. Revise schedule accordingly.
9. Turn over any food found in dressers to Nursing for disposal.

OO. SERVICING DISPENSERS

Introduction:
People learn to depend on supplies from dispensing machines. This public service can promote or disrupt good public relations.

Procedure:

1. Assemble supplies for refilling.
2. Open dispenser.
3. Clean inside with damp cloth.
4. Refill and arrange supplies so that they will dispense properly to the next user.
5. Close and check.
6. Clean outside with damp cloth.

PP. SHOWER STALLS

Introduction:
Deposits of hard water scale and soap become very difficult to remove unless cleaned daily. Hard water deposits harbor athlete's foot fungi, and shower stalls should be cleaned frequently to remove this fungi.

Procedure:

1. Assemble equipment.
2. Attach hose to faucet.
3. Prepare solutions according to directions.
4. Wear rubber gloves if hands are affected by solution.
5. Wash walls and floor with sponge mop dipped in solution.
6. Let stand several minutes.
7. Scrub with utility brush and scouring pads; scrape stubborn scales with putty knife.
8. Rinse with hot water and wipe with clean cloth.
9. Inspect for appearance and odor.

QQ. UPHOLSTERY -- SHAMPOOING

Introduction:
Upholstered furniture, by the nature of its surface, has a tendency to hold soil. Frequent shampooing is necessary to keep colors bright and the material clean. To prevent material damage, the cleaning process must be done carefully.

Procedure:

1. Move furniture to work room.
2. Assemble equipment.
3. Prepare furniture. Brush and vacuum.
4. Prepare shampooing solution and rinse water.
5. Dip soft brush in solution. Use only foam of cleaning solution.
6. Scrub section lightly with brush to avoid injury to fabric and quickly to avoid soaking material. Scrub sections about 1 foot square to avoid drying.
7. Wipe section with damp cloth or sponge wrung from clean water until no suds are visible. Work quickly to avoid soaking.
8. Dry section with dry cloth. Rub against nap and, finally, with nap. If colors are not fast and liable to run, pat with dry cloth. Do not rub, because rubbing may cause colors to fade or run.
9. Repeat until all upholstery is cleaned. Overlap each section to avoid streaking.
10. Allow to stand overnight to dry thoroughly.
11. Brush with nap using furniture brush.
12. Clean and replace equipment.

RR. UPHOLSTERY -- VACUUMING

Introduction:
Good janitorial procedures require frequent cleaning of upholstery.
Procedure:

1. Assemble vacuum cleaner with upholstery attachments.
2. Remove all cushions.
3. Attach vacuum cleaner to electric outlet.
4. Run attachment over entire upholstered surface. Use up and down and side-to-side movement. Vacuum thoroughly all tufting and folds and space between seat and back and seat and arms.
5. Vacuum cushions.
6. Replace cushions.
7. Clean and replace equipment according to manufacturer's instructions for the machine.

SS. VACUUM -- WET/DRY PICK UP

Introduction:
Clean, well-maintained electrical equipment is vital for efficient performance.
Safety:
Disconnect vacuum cord from electrical outlet.
Procedure:

1. Take to cleaning area and empty tank.
2. Flush out sediment with hot water.
3. Prepare 1 gallon of cleaning solution using disinfectant detergent.
4. Remove floor tool from wand, wash in solution and wipe.
5. Draw solution into tank through wand and hoses.
6. Disconnect machine and wipe out. Adjust cord in holder or around motor on lid.
7. Remove and wipe outside of wand and hose. Hang up to store.
8. Wash inside and outside of lid and tank, including casters. Oil casters after cleaning.
9. Empty solution and wipe dry. Set lid at angle to allow tank to dry while stored.
10. If dry pick up is done, remove and brush dry filter bag and do so for wet vac on tank, etc. Be sure to use filter bag for dry pick up and do not get it wet.

TT. VENTS

Procedure:

1. Remove debris/lint with cloth of small vacuum.
2. Wipe each vent surface with cleaning solution.
3. Clean most vents daily as part of routine cleaning procedures.
4. Maintain vents in hallways, dining rooms, and common areas on a routine cleaning schedule.
5. If necessary, Maintenance can remove covers to clean inside vents.

UU. WALLS

Introduction:
Residents look at the walls of their constantly. Much of the soil on these areas comes from the dust from floors and atmospheric contamination and is, therefore, very objectionable. Walls must be washed frequently to keep rooms sanitary and attractive.

Procedure:

1. Assemble equipment.
2. Spread drop cloths under portion to be washed. Be sure they cover sufficient area.
3. Prepare cleaning solution according to soil on walls.
4. Fill paid with cleaning solution half full. Fill rinse pail 1/4 full of clear water.
5. Dip sponge into cleaning solution and squeeze dry enough so that it does not drip. Do not allow solution to run down wall.
6. Wash section as far as can be reached easily. Start at baseboard. Outline space to be washed by running sponge across and over in straight lines. Clean within that area.
7. Rinse washed section. Squeeze clean sponges from rinse water and over washed section frequently.
8. Repeat washing and rinsing until entire surface is clean. Overlap each section to avoid streaking.
9. Adjust drop cloth as necessary.
10. Clean equipment and replace.

VV. WINDOW WASHING -- INSIDE

Introduction:
A sparkling clean window adds to the cheerfulness of a room, provides light, and allows resident to enjoy the view. Windows will be cleaned as p art of the Complete Room Procedure or as needed.

Procedure:

1. Assemble equipment and prepare solution.
2. Remove curtain or pin back drape.
3. Wipe entire surface with damp cloth or wet sponge. Corners first, then rest of surface. Up-and-down and side-to-side motion. Avoid splashing and dripping.
4. Remove moisture with dry clean cloth or chamois. Corners first. Square around edge then rest of surface with up-and-down movement.
5. Polish entire surface with clean cloth or chamois.
6. Wash sill with cloth or sponge. Rinse and dry well.
7. Clean and store equipment.
8. Alternative -- Use squeegee:
    a. Be sure glass is wet all over before using squeegee.
    b. Pull it across the pane, beginning at top.
    c. Wipe squeegee blade with sponge after each stroke.
    d. To use a squeegee to dry a window, omit Steps 5 and 6.

WW. WINDOW WASHING -- OUTSIDE

Introduction:
A sparkling clean window adds to the cheerfulness of a room, provides light, and allows resident to enjoy the view. Maintenance performs this service.

Procedure:
1. Assemble equipment and prepare solution.
2. Follow procedure for Window Washing -- Inside.

III. AN INTRODUCTION TO LAUNDRY SERVICES

Clean linen is essential to the effective operation of a skilled nursing facility. Therefore, the laundry operation is very important to facility administration and resident care staff. The laundry service, by providing a sufficient supply of clean linen when and where needed, plays a vital role in providing quality resident care.
The laundry, along with soiled linen handling practices, are very important steps in the overall Infection Control Program of a facility. Each step of the process must be controlled to ensure that residents and staff are not knowingly exposed to microorganisms that might cause illnesses. Most of our residents are elderly and, as such, are very susceptible to infection. Laundry service personnel must always follow established laundry practices to protect residents.

Roles and Responsibilities:
It is the responsibility of the Laundry Department to provide the resident care staff and supportive departments (Therapy and Dietary) with an adequate supply of clean linen, upon demand, for the delivery of quality care. It is also the Laundry Department's responsibility to provide each resident with clean personal linen.
To delivery this clean linen, the Laundry Department must:

1. Have sufficient quantities of linen to meet the needs of all residents.
2. Have an adequate mechanically functioning laundry.
3. Have consistent minimum hot water temperatures of 140-150°F delivered to washers (temperature may vary according to State requirements).
4. Have adequate staff, both in number and with proper training.

The Laundry, working with all other departments in the collection of soiled linen, will process and deliver to the proper department the required amount of clean linen.
The Laundry Director, in most cases, working under the direction of the Environmental Services/Janitorial Director, in conjunction with other departments should completely inventory the linen quarterly (or more often per State requirements). The Laundry Supervisor is responsible for rag-out procedures to assist in good linen control.

Policies:
Each facility has developed policies for the department on linen delivery times to the floor and on how residents' personal linen is done. These policies, written by the Laundry Supervisor in conjunction with the Nursing Department and Administration, define responsibilities that ensure good lines of communication between Laundry Services and Nursing. These responsibilities also ensure that each resident's clothes will be efficiently laundered.

In-Service Training:

It is the responsibility of the Laundry Supervisor to promote In-Service Training for Laundry staff. In-Services should be both procedural and meet yearly in-servicing requirements as defined by the Staff Development Coordinator.

Required In -- Services	**Examples of Departmental In-Services**
Accident Prevention	Procedure Based In-Service Provided by Laundry Supply Vendor
Fire	Proper Sorting Procedure
Hand Washing	Psychological/Social Aspects of Aging
Handling of Isolation Linen	Resident's Bill of Rights
Infection Control	Semi-Annual Training by Laundry Chemical Supply Vendor
Methods of Linen Inventory	Use of Laundry Chemicals/Safety (MSDS info)

Orientation

The Staff Development Coordinator or designee shall be responsible for the basic orientation of each new employee. The Laundry Supervisor will be responsible for orientation that pertains directly to laundry operations. Using an orientation checklist, each supervisor will inform each new employee about the function and operation of the Laundry Department and equipment operation.

NOTE: *See* Appendix for Orientation Checklist.

A. PICK-UP

Policy:
Residents will be provided with personal laundry service at no cost.
Procedure:

1. Each resident/representative (sponsor) may choose to use this service.
2. This facility must launder personal items removed from an isolation room.
3. Should the resident/representative (sponsor) choose to have laundry done elsewhere, all soiled laundry must be kept in an airtight container and picked up twice weekly. Sufficient clothing must be maintained on premises to keep the resident clean and dry at all times.
4. Should the resident's representative not pick up the laundry or not return adequate articles to keep the resident in clean clothes, our facility will launder such articles.
5. Refer to the Business Office or Admissions inquiries concerning laundry charges or services.

B. CHEMICAL USE -- JANITORIAL AND LAUNDRY DEPARTMENTS

The chemicals used by Marblehead Services' employees are never dangerous when used in the proper dilution ratios for their intended purposes. However, if a resident were to swallow a chemical or a janitorial employee were to accidentally spray him/herself in the eye, adverse reactions can and will occur. Always follow these guidelines:

6. Never use a chemical for something other than for what it is intended.
7. Always make sure that all bottles have proper labels. If they are not labeled properly, report it immediately to the department manager.
8. Avoid using old bottles for new chemicals. Even though the bottle may appear dry, a residue of the previous chemical often remains and could cause a chemical reaction.

Caution: NEVER mix chemicals.

9. Each janitor cart has a lockbox. Store all chemicals in the lockbox. **DO NOT leave a cart unattended.** Store cart properly while on break.
10. If chemicals are left in the janitor's closets, the door must be locked.

C. DRYERS -- DESCRIPTION

Institutional or commercial-sized dryers are larger in size and capacity than the more familiar domestic dryers, but both operate on the same basic principles.

1. Air is drawn into the top of the dryer from the surrounding environment.
2. Dryers are either gas, electric, or steam fueled.
3. The air is heated by being drawn over elements or flames created by the power source.
4. The hot air is then pushed through the drum in which the wet linen is turning. Small holes in the sides of the drum allow the hot air to enter and leave the basket.
5. At the same time as the air is moving through the drum, the drum itself is turning, moving the linen about in the basket so the hot air passes through every item.
6. The air exits the bottom of the dryer and out a vent to the outside.

Lint Screens:

1. A lint screen is installed in the bottom compartment of all commercial dryers. Lint that falls from the linen as it dries is caught by the lint screen, preventing lint from moving directly through the vent and blowing all over the outside of the building.
2. Brush and clean these lint screens every two or three loads. If not, the screen will become packed with lint. When this occurs, the warm air moving through the system is blocked, raising the temperature in the basket and causing a potentially dangerous situation -- one spark on lint can cause a fire.
3. Lint also may build up on the top compartment of the dryer. This is dangerous because the heat source is there. Open the top panel and clean the area daily.
4. Lint also may build up between the drum and the sides of the dryer. This may cause a problem because in many dryers a heat sensor is located there. This senor reads the heat of the basket and is programmed to shut the dryer down if the temperature gets too hot. If this sensor is covered with lint, the lint acts as insulation and fools the sensor into thinking the basket is not as hot as it really may be. So, instead of shutting the dryer down, it allows heat to continue to pour in.
5. To clean between the drum and the dryer sides, remove the front of the dryer and vacuum the entire interior.

Drying Times:

Proper drying temperatures and times are as important as wash temperatures and times. Do not mix linen classifications together -- this only increases the drying time. Over drying or drying with too much heat will shorten the life of the linen.

SAMPLE DRYING GUIDE		
Item	**Drying Time**	**Cooling Time**
Towels	25-35 minutes	5 minutes
Sheets/Pillow Cases	15-20 minutes	7 minutes

Blankets	30-40 minutes	5 minutes
Pads	35-45 minutes	7 minutes
Diapers	30-40 minutes	5 minutes
Table Linen	5-10 minutes	5-7 minutes

Employees must be trained to not simply set the dial for the full drying time (usually 1 hour). In most cases, linen that has been sorted properly and extracted completely needs 1/2 the time a dial allows.
Never skip the cool-down cycle. This stage allows fabric to breathe before it is folded.

D. GLOSSARY

Below is a glossary of terms used in the laundry industry:

Bath	A step in a washer cycle in which a chemical is injected (e.g., suds bath, bleach bath, sour bath, softener bath). The suds bath and bleach bath are never combined into one bath. However, the sour bath and softener can be combined into one bath.
Bleach Bath	A step in a laundering cycle in which chlorine bleach is injected for stain removal and whitening.
Drain Speed	Sometimes referred to as "distribution speed". It is a rotation speed fast enough to force linen to the outside of a washer wheel for efficient draining, but slow enough to prevent redepositing of soil back into the linen.
Drops	A measurement used in the titration of a suds bath.
Extractor	Clean, wet linen is fed into this machine on a conveyer belt. This machine then extracts water from the clean linen. This piece of equipment is typically found only in very large laundry operations.
Flush	A non-chemical rinse **before** a suds and bleach bath.
Grains Per Gallon	A measurement used to determine the hardness of water. Hard (**GPG**) water contains high amounts of calcium and magnesium that can leave white powdery deposits on plumbing fixtures. Zero to eight grains per gallon is the acceptable range. Water softeners are used to remove hardness in water about 8 GPG.
Hand	A term used to describe the feel of linen after it has been dried (e.g., the linen has a soft hand).
High Extract	A high-speed spin cycle at the end of the washer cycle. The duration is programmed to remove a minimum of 60% of the moisture from the linen.
High Water Level	A hot, cold, or split fill to a level measured 10" to 12" from the bottom of the wheel. This level is used for flush and rinse steps.

Low Extract	Describes a slow-speed or a medium-speed spin. This step can be used between rinse cycles.
Low Water Level	A hot, cold, or split fill to a level measured 5" to 7" from the bottom of the wheel. This level is used in all bath cycles.
Parts Per Million (PPM	A measurement used in titrating for residual chlorine in the bleach bath.
Probes	Plastic tubes that are placed in chemical product pails or drums and are connected to the suction side of the chemical dispenser.
Rinse	A non-chemical rinse **after** a suds and bleach bath.
Shakeout	The last step in the washer cycle after the extract cycle. The shakeout loosens the linen from the outside of the wheel for easier removal from the washing machine.
Sour Bath	Referred to as the neutralizer step. It is a bath to alter the pH of the water after the rinse steps and, therefore, alters the pH of the linen. A range of 5.5 to 6.5 pH is required. This is the range of pH for skin. This step can be combined with the softener bath.
Softener Bath	A step in the laundering cycle in which fabric softener is injected to reduce static buildup, reduce wrinkling and provide a soft hand for the linen wearer's skin. The disadvantage to using a fabric softener is that the chemical waterproofs the fabric. Therefore, the softener bath is not used in the laudering of pads and diapers.
Split Fill	Hot and cold water blended to fill the washer to a high or level.
Suds Bath	A step in the laundering cycle in which detergent is injected for soil removal by soil suspension and dissolution.
Titration	A measurement of combined chemicals used to determine the water condition at specific intervals in baths.
Turbidity	A term used to refer to the extent to which water appears to be transparent. Turbidity of water is typically observed during the flush steps of a cycle. High turbidity refers to very cloudy water; low turbidity refers to nearly clear water.

Viscosity	Resistance of a liquid to flow. Thick liquids are said to have a high viscosity; thin liquids have a low viscosity.
Volumetric	The amount of product dispensed compared to the time a dispenser is pumping. Generally, 1 ounce per 6 seconds is normal.
Washer Extractor	A machine that washes the linen and extracts water in a high-speed spin action.
Wheel	The basket inside of a washer or dryer.
Wide-Open Hot Fill	Hot water that is not automatically adjusted by temperature sensors in the washer.

E. INFECTION CONTROL -- DISINFECTION IN THE LAUNDRY PROCESS

In addition to cleaning linens and producing an aesthetically pleasing product for residents, the main role of the laundry operation is to disinfect the linens before sending them to nursing units. A well-structured, well-implemented wash cycle will provide an infection-free product.
The four factors in sanitizing linens are:

1. **Dilution:** The sheer volume of water that passes through the wash wheel and over the linens in the course of the wash cycle shakes loose and carries away much of the harmful bacteria on soiled linen.
2. **Agitation:** The mechanical action of the basket, which drops the linens against the sides, pounding it clean, also breaks up much of the bacteria accumulated on soiled linen.
3. **Temperature:** Most microorganisms need a temperature near 98°F (body temperature) to survive. Any environment where temperatures fluctuate substantially above or below that mark will kill bacteria. Most detergent and bleach cycles require 140-160°F, which is far above the "kill zone" for bacteria. In addition to the water temperature in the wash cycles, the temperature in the dryers provides substantial sanitization.
4. **Chemicals:** Bacteria cannot survive beyond a pH of 8. The pH of the human body is 6.5. A heavy alkali wash will raise the linens to a pH of 11 or 12 and will destroy any living organism in the wash.

F. LAUNDRY PROCESS

Procedure:

1. Collection of Soiled Linen:
    a. Soiled linen containers or barrels should be on each Nursing unit, stored in a soiled area, so that Nursing can deposit soiled linen.
    b. Check these containers at regular intervals to keep the soiled linen from over-flowing, which may cause odor and infection control problems.
    c. Coordinate regularly scheduled pickups with Nursing to remove soiled linen from the units.
    d. Soiled linen must be removed from the units for two (2) reasons:
        i. To keep the area infection free; and
        ii. To keep the flow of wash moving through the laundry room.
    e. The Laundry Manager should check with Nursing to coordinate these pickups.
    f. The timing of Nursing activities, such as those that follow, will dictate the best times for soiled linen pickup:
        i. Getting residents up;
        ii. Showers;
        iii. Breakfast feeding;
        iv. Changing beds;
2. Transferring Soiled Linen:
    a. Line soiled linen containers with an impervious liner.
    b. Do not allow soiled linen simply to be dropped into a container.
    c. At designated times, laundry workers using a large bin with lid marked "For Soiled Linen Use Only", will go to each Soiled Linen Room to pick up the soiled linens.
    d. Transport soiled linen through a facility in a covered cart.
    e. Laundry workers must always wear the proper personal protective equipment when handling soiled linen.
    f. Clean and disinfect the soiled linen containers on the units and the bind used to transport soiled linen on a scheduled basis.
3. Sorting:
    a. After the soiled linen is delivered to the laundry, if not using a three-bag system, a laundry aide should pick or sort the linen into type and soil. All sheets should be placed in one soiled hamper, incontinent briefs in another, and towels or terry in another.
    b. The laundry washing procedure should be done by type.
    c. When aides sort soiled linen, they should wear cover gowns and gloves. These gowns will protect the clothing of the laundry workers.
    d. Aides should remove the gowns when going from the soiled area to the clean area (drying, folding, and storage).

e. Aides should also wash their hands after handling soiled linen.
f. When sorting soiled linen, sheets, incontinent briefs, and other heavily soiled items should be washing on BM cycle, which has flushes to remove gross soil.
g. Report loose fecal matter within soiled linen to the Director of Nursing for corrective action.

4. Wash load: The key to a successful laundry operation is to structure a system that produces a quality product in a streamlined time frame. The Laundry Manager must know how many loads of wash will be required each day to process the linen needed by Nursing Services.
    a. Once a 24-hour delivery par is established, the Laundry Manager generally knows how much linen will be processed in a 24-hour period.
    b. The Laundry Manager also knows the wash capacity in the Laundry. Simply by dividing the wash capacity into the pounds of linen to be produced, he/she will know how long the Laundry must operate per day.
    Example: The 24-hour par calls for 1200 pounds of linen. The Laundry has 2, 50-pound washers or 100 pounds of capacity. Allowing an hour for each wash load from loading through washing to unloading (and this time frame is generous), the Supervisor sees 1200 pounds of linen washing at 100 pounds per hour and realizes the washers should be operated for 12-hours per day.
5. Transfer to dryer:
    a. Linens should be moved from washer to dryer as quickly as possible.
    b. Never use a soiled linen cart to move clean, damp linen.
    c. The linen was sorted before the wash process, but should be resorted as it enters the dryer to keep drying time down.
    d. Train employees to avoid simply turning the timing dial to the longest setting. Over-drying linens will destroy the fabric.
    Example: If a load of damp linen is all sheets, that load should take 30-35 minutes to dry. If the employee is allowed to set the timing dial to the full 60-minute setting, the Laundry will be wasting time and energy, and will significantly reduce linen life expectancy.
    e. If possible, dry items such as sheets, blankets, spreads, etc., in dryers with reversing baskets to avoid the entire load from balling up in a knot.
    f. Never overload dryers. This will only lengthen the drying time of the linen and may damage the basket or motor.
    g. Always use the cool down cycle to give linens a chance to breathe after drying for 30-40 minutes on high heat.
6. Folding linens:
    a. As soon as linens are removed from the dryer, fold them. linens sitting in a bin, dried but not folded, for even a short period of time, will wrinkle.
    b. The folding process must keep pace with the washers and dryers. There should never be a backup of clean linen waiting to be folded.

Example: A load of sheets may take 35 minutes to dry, but 60 minutes to fold. It's easy to see how three consecutive loads of sheets could back up the folding process. On the other hand, a load of diapers may take 45-50 minutes to dry, but only 20 minutes to fold. So, alternating a load of sheets with a load of diapers will allow folding to keep pace with washing/drying.

c. A competent Laundry Manager will coordinate the types of linens washed during the day to allow folding to keep pace with drying.
d. As linens are folded, stack then count and allow them to sit on the shelves before they are delivered to the floors for use.
e. The ideal situation in a laundry is for employees who are processing linens for the next shift to fill more than the needs of the shift on which they are working. Problems in this area often result from an inadequate amount of linen in the facility. Laundry, in effect, is waiting for Nursing to use the linen so they can collect it, wash it, and send it right back to the floor for re-use.
NOTE: If the same sheet, towel, or diaper is used twice in one 24-hour period, not enough linen is in the facility for the Laundry Department to work with.

7. Folding area:
    a. Set up the folding area with adequate space to allow the linen to be removed from a cart, folded, and placed on a table, then onto carts.
    b. Place dry linen of the same type in carts so as not to break an established folding rhythm.
    c. When an individual is folding undergarments, sheets or wash cloths should not be in the same cart.
    d. Instruct aides on how to develop a productive folding rhythm to increase the number of items processed.
    e. Always use the least number of folds required and acceptable for space requirements on carts and shelves.
    f. After linen is folded, place it in delivery carts in predetermined quantities for delivery to the floor.
8. Resident personal linen:
    a. Labeling of Clothing: Nursing will mark all personal items with the resident's name upon admission using acrylic paint pens or a comparable marking system. All personals are marked, even if the facility is not to wash the resident's clothing.
        i. Use a dark paint pen for light-colored materials; or
        ii. Use a silver paint pen on dark-colored materials.
    b. When to wash personals: Some facilities have home-type machines for personals. If not, wash personals in the delicate/light soil cycle. Process all at a specific time. Wash personals in the morning, whenever possible, to assure a change of clothing is available to residents with limited wardrobes.
    c. Soiled linen collection: Separate personals from facility linens during the collection process and deposit them in the leak-proof bag designated for

personals. Nursing must separate linens into specific groups. Nursing will sort all personals from house linens.

d. Sorting: It is not necessary to sort personals into color groups as they will be washed on the no-bleach cycle. By not sorting during the washing process, redistribution will be easier after processing each floor or section of floor together as a group, as they were originally collected.
e. Washing: Wash personal clothing on a no-bleach cycle, the weight being 5 pounds less than the washer capacity.

9. Drying:
    a. Separate clothes that require hanging from those that are folded.
    b. Dry outer garments on permanent press or medium heat to avoid wrinkling. Dry undergarments on the highest heat setting in order to speed delivery. Post the drying times on the dryers for load types, settings, and times.
    c. Place hanging garments on the delivery cart rod, numerically by room number (resident name identified). Deliver one floor at a time, if necessary, for space considerations.
    d. Button the top button of hanging garments before placing in the dryer. This will expedite the placement of hanging garments onto the delivery cart. The advantages of having metal snaps already buttoned before retaining dryer heat are obvious.
    e. Sort undergarments numerically (resident name identified) on the folding table from the laundry cart. By dividing the room numbers into sections, any sized table will suffice. Place undergarments on delivery shelves with each shelf numerically sectioned as the folding table.
10. Clean linen delivery:
    a. The Laundry Aide or designee will deliver all personals to the residents. It is vital to report all room changes to Laundry daily. Make the changes on a clipboard, which lists room numbers of residents. Attach this clipboard to the delivery cart.
    b. Equipment:
        i. One delivery cart equipped with shelving for undergarments and a metal rod for hanging personals;
        ii. Alphabetized dividers to organize garments on hangers. these dividers may be plastic rings or clothing store rack dividers;
        iii. Two acrylic paint pen markers; and
        iv. Separate soiled linen equipment.
11. Leak-proof bag sorting system to sort leak-proof bags:
    a. Each facility will use a 100% leak-proof washable laundry bag system.
    b. This will consist of a bag collection system where Nursing staff will be responsible for depositing soiled linen in the appropriate bag as it is collected from the resident room.
    c. The number of bags will vary from facility to facility, based on soiled linen room space.

i. One bag -- facility linen; and
ii. One bag -- personal linen room.

d. The Nursing staff will sort more soiled linen in the soiled linen holding room, if space permits.

12. Conventional personals handling:
    a. Personals can be handled in a couple of ways. This varies whether or not a home-type machine is used or not. One person should be responsible for re-marking, washing, drying, and delivering to appropriate residents. The position is sometimes five days per week with variable hours.
        i. Collect soiled personals as described above.
        ii. Laundry Aides may wash all personals on a cool or color cycle.
        iii. Another option is to separate the whites from the colors and wash the whites on permanent press or sheets.
        iv. Dry the articles and move them to the folding table.
    b. Depending on the size of the facility and the amount of personal laundry to be processed, various cart methods are used.
        i. Some facilities wash various floors or wings on different days.
        ii. A few facilities have a personals passing cart for each floor of the facility.
        iii. Some facilities use Lakeside carts.
    c. The method of hanging and folding varies little.
        i. Hang outer garments by room number, from wing to wing, making a "Z" delivery motion down each hall so as not to miss any rooms.
        ii. Fold and place undergarments on the bottom of the cart or on shelves designated by wings or rooms.
        iii. Variations to contain undergarments include rubber bands, cards, plastic bags, cardboard boxes, or a combination thereof.
        iv. A current list of resident room numbers shall accompany the delivery cart. Update this list daily, noting admissions and room changes.
    d. The labeling of clothing is undoubtedly the biggest, but correctable, problem. Inform all employees as to where and how **the facility in which he/she is working** is to mark the resident's name. Be inconspicuous, but always be consistent with marking. In some cases, the family does the laundry. Their clothing should still be marked with indelible ink in case it is accidentally sent to the Laundry for processing.
    e. Another facet of handling personals is timing. Ideally, personals will be done at a specific time of day. This is important to avoid a problem caused by the build-up of soiled personals (e.g., a family member requesting a particular pair of pants). It is not important whether personals are washing in the A.M. or P.M., merely that a specific time for washing personals is designated. Residents and employees are creatures of habit. By concentrating on personals, rather than trying to process intermittent loads, a greater degree of responsiveness to Nursing and resident needs can be achieved.

G. LINEN -- GENERAL INFORMATION

One of the keys to a successful laundry operation is understanding the effects that laundry chemicals have on fabrics.
There are four basic linen classifications:

1. Vegetable: e.g. Cotton;
2. Animal: e.g., Wool or Silk;
3. Synthetic: e.g., Polyester or Nylon; and
4. Blend: e.g., Combination.

Vegetable Fiber:

1. Cotton is the most widely used vegetable fiber. Cotton consists of a series of microscopic ribbons twisted together with a canal running through the center.
2. Cotton will not be damaged even in boiling water. In fact, cotton is stronger wet than dry. Water swells the fibers and over time may cause the fibers to contract and the linen will shrink.
3. Cotton can be damaged very quickly with exposure to acids. So, sours must be used properly in the wash cycle to protect the linen. Cotton, on the other hand, is very resilient to alkali and detergents as long as rinsed properly.
4. Cotton stands up well to bleach, except when over bleached and not rinsed out.

Animal Fiber:

1. Wool is one of the most widely used animal fibers. Wool consists of long strands of fiber with what appear to be over-lapping scales.
2. Wool does not stand up well in high heat. On the other hand, wool stands up well in the presence of acids. Detergents with high alkalinity severely damage wool.

Never use bleach on a wool fabric.

Synthetic Fiber:

1. Synthetic fibers are the most widely used fabric component.
2. Polyester is made up of small, thin filament-like structures similar to fishing line. Polyester fabrics do not handle high temperatures well. In fact, any type of quick temperature changes will set wrinkles in the fabric.
3. Polyester is non-porous and does not absorb water, so constant washing will not affect a polyester product.

Example: A sheet that is 50% cotton and 50% polyester, after 100 or so washes, will have no cotton left. It will be all polyester. These are the sheets that can be easily seen through.

4. Polyester is resistant to most acids, but can be damaged with excessive detergent or bleach use.
    a. Never add detergent to a dry load.
    b. Do not add detergent before proper water levels are reached.
    c. Do not add detergent when the wash wheel is still.

Blend:

Blend fabrics are the most common type of fabric used, especially cotton-polyester blend. This particular combination gives the fabric strength to hold up under constant washing, while bouncing back every time to look good and be stain free.

H. LINEN INVENTORY -- MONTHLY PROCEDURE

Policy:
To outline a procedure to provide an accurate linen inventory on a monthly basis, a good inventory will.

1. Help monitor linen losses;
2. Structure the monthly linen order; and
3. Verify the daily "IN" and "OUT" counts.

To do an accurate linen inventory, linens must be counted in seven areas:

1. Soiled area;
2. Wash area;
3. Folding area;
4. Closets in units;
5. Soiled on units in barrels;
6. Linens on beds; and
7. Storage.

Procedure:

1. Schedule the inventory for late morning. Try to do the inventory after the beds are made on each Nursing unit. Before the count is done:
    a. Drop all soiled linen from the floor; and
    b. Stop all clean deliveries from coming up.
2. Count all linens on beds (do not assume every bed has two sheets, a pillowcase, etc.). When counting in the rooms, check dressers, closets, and under mattresses for hidden linen.
3. Got to the Laundry Room to count:
    a. All soiled linen waiting to be washed;
    b. Linen in the washers and dryers;
    c. Clean linen in carts to be folded; and
    d. Clean linen on the shelves.
    NOTE: Do not allow any clean linen deliveries to the units until both the Nursing units and the Laundry Room have been counted.
4. Count all lien in storage as well as linen being discharged.
5. Total all lien counts from all areas. Compare total to the month's starting inventory total. Was linen lost? Was a loss expected, based on the totals of the weekly "IN" and "OUT" sheets? Next stop may be to isolate linen as it comes down from each unit in order to compare Nursing unit by Nursing unit the amount delivered versus the amount sent down.

I. LINEN INVENTORY -- PROCEDURE

Before the Inventory:

1. Meet with the facility Administrator to stress the importance of an accurate linen inventory and the necessity of cooperation by the Nursing staff during the process.
2. Meet with the Director of Nursing Services to set a satisfactory date and time for the inventory to all departments concerned.
3. Set aside 1 hour for the inventory process. The Administrator, the Director of Nursing Services, or the Janitorial Supervisor should issue a memo to all departments about the upcoming inventory.
4. Immediately prior to taking the inventory, take all soiled linen to the holding room for soiled laundry. Suspend all bed changing and baths until after the inventory is completed in that area.

During the Inventory:

1. One Laundry Aide will be assigned an area to inventory (the whole building is to be divided into equal areas and an area assigned to each Laundry Aide).
2. To assist in counting linen, a Laundry Aide will be assigned a Nursing Assistant who regularly works the area being inventoried.
3. The Nursing Assistant will count the linen in each room and tell the Laundry Aide the amount and type found. The Laundry Aide will record the information on a tally sheet prepared for this inventory.
4. Report any linen soiled during the time of the counting to the Laundry Aide to be counted as clean. This will take into account clean linen taken off the shelf in that area.
5. When inventory is complete in the rooms, the Nursing Assistant will be free to resume his/her normal routine. The Laundry Aide will then inventory linen stored in the linen closets and/or exchange carts on the station.
6. All Laundry personnel will return to Laundry and turn in their inventory sheets. Additional help may be needed to count the linen in Laundry or in the main storage areas. If not, catching up with production that was delayed for the inventory will be a priority. Sort soiled linen and return empty barrels to the stations.

Linen Inventory/Linen Order Consideration:

Take the inventory a week or two before the next quarterly linen order is expected to be placed.

Linen Inventory Procedure:

Nursing Department help is encouraged in order to improve:

1. Speed of inventory;
2. Accuracy of inventory;
3. Nursing Aide's awareness of linen usage;
4. Conservation of linen; and
5. Teamwork between Laundry and Nursing Assistants.

J. LINEN -- PAR LEVELS

"Par levels" is a phrase used when referring to the amount of linen in a facility.
Par levels are defined as the amount of linen required by one (1) resident for a 24-hour period. The proper par level for each facility could be best described as the total number of items it takes to satisfy all residents at a given facility per day. Some residents may require multiple bed pads, while others may not. A proper par level for every facility should be approximately 3.0 par on all items.

PAR LEVELS CHART, EXAMPLE

Item	One Par Level	No. of Beds	Facility Inventory	
			1 Par	2.5 Par
Sheet	3	100	300	750
Draw Sheet				
Fitted Sheets				
Towels				
Bath Blankets				
Thermal Blankets				
Spreads				
Pillow Cases				
Incontinent Briefs				
Underpads				
Gowns				

K. LINEN -- REQUIREMENTS

Policy:
The Laundry Department is responsible for providing a well-organized, timely laundry processing and delivery system for the facility. In order to fulfill the components of this policy, par levels of adequate linen supply must be established and maintained for each facility.
Procedure:
After adequate par levels are established, regular linen inventories must be performed. Also, routine rag-out procedures must be performed per guidelines. It is mandatory that these procedures be performed on a scheduled basis.
The amount of linen required by each facility and each resident depends on a number of factors:

1. Individual facility policies;
2. Number, condition, and needs of the residents;
3. Design and equipment size of a facility's laundry;
4. Availability of storage area;
5. Distribution and collection system; and
6. Government regulations.

L. RAG-OUT PROCEDURES

Rag-out is the system by which torn or badly stained linen is taken out of circulation. The Laundry Supervisor must keep track, using a tally sheet, of all old, torn, and badly stained linen and remove them from circulation. The easiest method is to place the torn linen in a special box and count it weekly. This linen can then be sent to the Janitorial Department for use as cleaning rags (this may vary per State regulations).

M. RECORDKEEPING

Policy:
Production/processing usage records must be maintained. Each facility will maintain daily production reports and utilize linen inventory update to provide management with meaningful information regarding lien and/or equipment needs.

Procedure:
The Laundry Supervisor is responsible for the maintenance and review of records. These records are important in running each facility and in calculating proper reimbursement rates established by Medicare.

1. Laundry Production Report:
    a. Keep production reports for at least seven (7) days to show proper operation of the Laundry. Production reports help show the efficiency of employees. Production reports should show #/hr/employee for a seven-day period.
    b. To complete the production report, each shift counts all items processed.
    c. Tally these counts and multiply by specific weights assigned on the form.
    d. Add the final column together for the total weight for a day or week, and this number, divided by the total hours worked, will yield the production level per employee hour in the Laundry.
    NOTE: Also record daily the wash loads produced for this seven-day period.
    e. Evaluate Laundry Production Reports against facility design, type and size of equipment, and linen inventory for overall department efficiency.
2. Linen Inventory Sheet:
    a. Establish an ongoing inventory program to ensure adequate linen is available for resident care.
    b. The method for doing inventory is found in this manual.
    c. Make reports quarterly, at a minimum. Make purchase requests to compare inventory to the actual production sheet.
    d. Follow established level for the facility.
3. Facility Laundry Usage Form guidelines:
    a. The Facility Laundry Usage Form will show where laundry is being used, either by department or location, in the facility.
    NOTE: This is important to determining the payment the facility gets from Medicare. Medicare will pay the costs of laundry usage for Medicare residents (in the certified area and in therapy units), but only if accurate statistics on usage are provided.
    b. Weigh laundry when dry and clean.
    c. Record usage 1 week per month. The specific weeks to use will be provided.
    d. It is very important that the correct week be used for recorded usage.
    e. Each week begins on Sunday and ends on Saturday.

f. Record the total pounds of laundry processed during the designated weeks for each area listed on the form.
g. Medicare does not accept estimates. For example, estimating the amount of laundry in a 50-pound washer is not an acceptable method for determining the weight.
h. If laundry is processed for departments other than those listed on the form, show this on the form under "Other" with an explanation.

4. Staffing Records:

Keep staffing records to show allocation of employee time and to assist in the overall running of the Department. The Laundry must operate seven (7) days a week and be staffed for maximum productivity.

N. SAFETY

Policy:
Every effort must be made to ensure day-to-day operational safety of all employees and residents.

Procedure:

1. File MSDS sheets and make available to all laundry employees. In accordance with OSHA regulations, locate the MSDS binder in the work area. Binders with racks are available from Diversey/Lever and other suppliers. Employees must receive in-service training in the correct interpretation of the MSDS sheets and must be familiar with first aid and other listed precautions. Give careful consideration to skin and eye damage. Fully explain the "corrosive" label on the containers.
2. Provide full-face shields and use them when changing chemical pails or containers. Goggles or safety glasses are not recommended.
3. Provide emergency eyewash stations within easy accessibility near the chemical dispensers. All employees must receive in-service training in the proper use of eyewash stations. As a learning tool, ask the employee to close one eye, proceed to the eyewash station, and turn on the eye washer (in his/her face). This alleviates apprehension during a real emergency. "Squeeze bottle" eyewash stations are prohibited.
4. Chemical spills require precautions. Employees must receive in-service training to safely remove spills.
5. Remove water on the floor immediately.
6. Floor mats are not recommended at the front of washers. They are a tripping hazard and harbor infection bacteria. Safety strips manufactured by 3-M are recommended.
7. **Placing mop heads and rags in dryers are strictly prohibited!** The facility Maintenance Director will provide and maintain an area with drying racks or lines.
8. Clean dryer lint compartments every two (2) hours of dryer operation.
9. Utility sinks that are supplied with 120°F hot water must have warning labels affixed near the sinks. The proper signage requires a red background with 2" white letters at 3/16" stroke that states, "**CAUTION -- HOT WATER TEMPERATURE MAY EXCEED 120°F**".
10. Rags laden with grease from the Dietary Department cannot be laundered. They must be discarded. Spontaneous combustion can occur if the rags are stored together. If rags are found stored together, discuss the situation with the Dietary Supervisor.

O. STAFFING AND WORK SCHEDULES

The Director of Operations and the Administrator allocate staffing hours for Sunrise Health and Rehabilitation Center. It is based on number of licensed beds, current customer base, and the configuration of the laundry and equipment size. A properly designed laundry with adequately sized equipment should be able to process between 85 and 100 pounds of linen per hour, per laundry employee. By using the production sheets found in the Appendix, an Environmental Services/Janitorial Director can determine if his/her staff is not producing to capacity.

Staffing:

Staffing of each facility's laundry department should be the same seven (7) days a week if personal laundry is not being processed; more hours (Monday through Friday) are required if personal linen is being processed.

Standards:

1.31 Laundry Hours per 100 pounds, 12 hours per day

For proper utilization of staff, consider delivery time and pick up time when developing proper staffing patterns. Two employees working together some of the time will be more productive than each one working alone. If laundry has been allocated 16 employee hours per day, it would be more efficient to run laundry for 12 hours than either 8 or 16 hours.

P. SUPPLIES

Automatic injection equipment for providing chemicals in wash cycles may be used in laundry. The Laundry staff must monitor chemical usage, change supply buckets in a timely manner when product is exhausted, and carefully examine processed linen periodically to ensure desired results are being achieved.
Supplies or chemicals used in the laundry process are injected into the washing machines automatically. Home-style machines use liquid or powder added by hand.
The liquid dispenser is a much more accurate method of adding the chemicals and does not allow for mistakes or overuse, as does the procedure for placing the dry chemical in by hand. There is no guessing or questioning the amount to be used with the automatic dispenser.

1. Chemicals -- Four product system:
    a. Concentrated sour ensures appropriate pH levels that otherwise could irritate residents' skin.
    b. Closes the linen fibers to enhance the feel of softness.
    c. A high-performance concentrated detergent that removes soil and stains with built-in water conditioning agents.
    d. A concentrated liquid chlorinated bleach that removes recalcitrant stains.
2. Stain removal: The ideal water temperature for stain removal is 98°F. Facility washers shall be programmed to flush with 110°F water to remove gross soil. In some instances, a presoak may be necessary to dislodge embedded excrement and medicines. Use facility washers or 5-gallon pails as soaking sinks. Use lukewarm water when soaking.
   The best method of stain removal requires that soiled linens be sorted properly and washed in the appropriate wash cycle. Various methods can be used to presoak linens. Soaking methods will vary based on cleaning needs. The use of 1 ounce of household bleach in 4 gallons of 100°F water will aid in stain removal.
3. Powders: Since powders are bulky and an added expense, they should be purchased only if the facility has a household-type washing machine. They are often applied inaccurately into industrial machines.

These chemicals are caustic. Follow the manufacturer's directions for use. When mixing destainer with a sour, never use more than 2 ounces of destainer per 4 gallons of water.

Q. WASH CYCLES

The step-by-step process of cycle after cycle that moves the linens from soiled to clean is known as a "wash formula".

Components of a "Wash Formula":

1. Bleach
2. Break
3. Flush
4. Rinse
5. Softener
6. Sour
7. Suds (detergent)

Flush:

Most formulas begin with a "flush" cycle. The flush cycle does the following:

1. Loosens all heavy soil (fecal matter, blood, etc.) and carries it away.
2. "Wets" all linens so detergent that will be introduced in the following cycle will be effective. For example, when a washer is overloaded, linens in the center of the wheel do not get soaked. This means any detergent that may reach these linens has a much reduced effectiveness.
3. The warm-water flush cycle helps transition the linens from room temperature, at the start of the wash, to the hot 140-160°F water temperature of the detergent cycle.

Breaks:

In heavily soiled formulas, linens undergo a "break" cycle:

1. As much as 60% of heavy soil can be removed quickly with a good break operation.
2. The product used in the break cycle has high alkalinity, much higher than regular detergent. This alkaline wash raises the pH of the linen so high that no bacteria can survive.
3. Water temperature in the break cycle is warm. Hot water would seem a better option to attack soil and kill bacteria, but high water temperatures can set stains in the linen (especially blood stains) much faster than warm water. The chemical action, not water temperature, will kill bacteria.
4. It is recommended to extend the length of the break cycle rather than raise water temperature.

Suds (detergent):

The detergent cycle finishes the job of soil removal started in the break cycle. By the time linen gets to the detergent cycle, over 60% of the soil has been washed away, and what remains is not clinging tightly.

1. The detergent cycle has a moderate level of alkalinity but uses a very high water temperature (150° - 155°F), since setting stains is no longer a concern.
2. The length of the detergent cycle is based on how many suds cycles are in a formula.

Bleach:

1. Only include a bleach cycle in the formula when washing whites. The job of a bleach cycle is to:
    a. Remove stubborn stains that may be resistant to detergents; and
    b. Whitten the wash load.
2. Bleach has little capacity to remove soil -- detergents must do that.
3. Bleaching is usually done at a low water level, but high water temperature. The cycle should run 10 minutes -- longer than that, and the bleach loses its effectiveness.
4. The pH must be at the proper level during the bleach cycle. A pH of 10.2 is 10.5 is the proper level. Too low a level will over-activate the bleach and damage the linens; too high a pH will make the bleach ineffective.
5. The bleach cycle always follows the detergent cycles. The alkali in the detergent should get the pH level to the point where bleach will work.

Rinse:

Once the load has been washed and bleached, several rinses must remove the remaining soil and whatever alkali and bleach are left over from the previous cycles.

1. Rinses are always done at high water levels.
2. The first rinse should be at the same water temperature as the bleach cycle, with each successive rinse at a lower temperature until the linens are brought down to a temperature at which employees can handle them.
3. Many short rinses are better than fewer long rinses. Even after the detergent and bleach cycles, 15% of the original soil may still be floating in the wash wheel. The rinse cycle flushes the wash load several additional times to carry away the balance of the soil.
4. When there are not enough rinse cycles, linen may seem rough or stiff because of leftover alkali that was not rinsed away. Linen may also appear gray if all the soil was not rinsed away.

Sour:

Even after the rinse cycle, there may still be traces of alkali in the wash. If this alkali is not neutralized, when the linens come in contact with the heat of the dryers, they may burn or scorch. In addition, if the alkali is not neutralized and the pH stays above that of human skin, the linens may cause skin irritation on the residents.

Sour is an acidic product that will neutralize the alkali left after the rinse cycles. Sour will reduce the pH of the linens to slightly below the pH of skin. There is no rinse after the sour cycle.

Softener:

There are several reasons to use softener:

1. Its softens the linens. Softener will remove any harsh feeling and will help prevent skin irritation.
2. It fluffs the linen so it looks better when folded.
3. It removes static electricity and makes folding easier and quicker.
4. Most softeners have a bac-stat that leaves a final shot of disinfectant in the linens.

Extraction:

The extraction cycle removes the water left in the linens at the end of various cycles. Good extraction cycles shorten drying time. After extraction, the linens will be packed around the inside of the drum. A short tumble cycle will loosen the linens from the sides for easy unloading.

R. WASHERS -- DESCRIPTION

1. Institutional or commercial washers are larger and load from the front as opposed to smaller capacity domestic washers that load from the top.
2. Washers range in capacity from 25 pounds to 750 pounds, but in the case of nursing homes and other residential living centers, often the sizes used are 60 pound, 85 pound, and 100 pound.
3. The heart of the commercial washer is the wash wheel, a basket that rotates and reverses direction approximately every 10 seconds. Inside the basket are bars that lift the linen out of the water and drop it back down against the side of the basket to create the mechanical action that pounds the linens clean.
4. Commercial washers have some type of programmer, either a computer or a card that regulates the sequence of cycles, controls the flow and temperature of the water, and introduces the chemicals at the correct time in the cycle.

Size of Loads:

1. **Overloading:** Overloading washers affects the quality of laundered items. Overloading does not allow correct mechanical action in the wash wheel. Instead of linens being raised to the top of the basket and then dropped to the bottom to pound them clean, linens in an overloaded washer are packed so tight that they simply rotate as the basket rotates. In addition, a machine that is overloaded is ineffective, wasting chemicals, water, and time.
2. **Underloading:** Underloading a washer may not affect the quality of the wash, but may affect the long-term mechanical reliability of the machine. Underloading can cause problems for the motor as it tries to reverse directions and turn all the additional water just sitting in the basket.

Water Level:

There are two water levels in wash cycles -- high and low:

1. **Low Water Levels:** A level with about 6 inches of water in the basket when there is no linen. When the washer is loaded, low water level should come up to the bottom of the window in the door. Low water levels are usually in the wash and bleach cycles in order to get the most mechanical action or "pounding" in those cycles.
2. **High Water Levels:** Found in the rinse cycles. High water levels should be halfway up the window in the door when the washer is full of linens. High water levels are used for the rinse cycle because linens are lifted and dropped into water instead of pounding on the sides of the machine.

Temperature:

Usually, high temperatures produce the best wash results. Care should be taken since high water temperatures may also damage linens. The first cycle of most wash loads is usually a warm or cold rinse, then hot water for the detergent and bleach cycles, with lower temperature water for the final rinses.

Times:

Time in every laundry operation is a valuable resource. Long wash cycles produce good results, but not practical in normal production schedules. Finding the balance between good cycles and time management is a key to good laundry operations.
Cycles that are run too long may damage linens and waste hours. Cycles that are run too short will not produce the required result.

MCJ & PRESTIGE
Cleaning Services

MCJ EQUIPMENT LIST

Equipment	Nomenclature:	Quantity:
	ADVANCE AQUACLEAN CARPET CLEANER XP	2 (one for each location)
	CIMEX CAPERT MACHINE CR48CM	2
	CIMEX FLOOR SCRUBBER	2
	STINGER 15”AND 20”LOW SPEED FLOOR MACHINE SIDE-BY-SIDE	2
	20”HYBRID SCRUBBER	2

	CHAMP 3 GALLON SPOT EXTRACTOR	2
	RX20 HE ROTARTY CARPET EXTRACTOR AND STEAM CLEANING	2
Equipment	Nomenclature:	Quantity:
	JET CVX TURBO DRYER	2
	MINUTEMAN E20 AUTOMATIC SCRUBBER CYLINDRICAL TRACTION DRIVE MODEL	2
	Advance VP300 Vacuum Cleaner	2
	Advance Spectrum Upright Commercial Vacuum	13

	JL PREMIUM 20" HIGHSPEED 2000 RPM	2
	Powr-Flite PF2030 Wide Area Sweeper Vacuum, 30"	1
	TRANSPORT Backpack Vacuum SC412B	8
	New Advance Adgility 6XP Backpack Vacuum	2

Like 0

Standard Equipment

- One Low Profile Wand with 12 in. quad-jet head (67-002P).
- Two 50 ft. sections of 2 in. vacuum hose.
- Two 37.5 ft. sections of 2½ in. vacuum hose.
- Two 50 ft. sections of ¼ in. high pressure solution hose.
- Two 37.5 ft. sections of ¼ in. high pressure solution hose.
- One 50 ft. section of water hose with quick-connect fitting.
- Battery box
- Installation kit
- Operation and service manual

Features & Benefits

- Full thermostatic control
- Through-frame drive belt cooling – significantly reduces downtime by extending belt life
- Patent pending thermal well incorporates tube-and-shell heat exchanger transfers more heat from engine to solution.
- Easy-to-remove access panel and side hoods allows for quick service
- Superior heat production and control
- Narrowest liquid-cooled slide-in on the market

Power plant	Three-cylinder liquid cooled 31 HP Kubota 972 gasoline engine operating at 3000 RPM. Model #WG972-E2.
Vacuum pump	Gardner Denver HF408 Helical Tri-Lobe blower
Solution pump	CAT 5CP 5120 producing up to 1500 PSI and 5.0 GPM
Waste tank	90 gal. (75 gal. at shutoff) capacity. TIG-welded marine grade aluminum construction.
Frame construction	1/8 in. × 2 in. TIG welded aluminum box tubing
Belt cooling	100 CFM through-frame air injection belt cooling
Console dimensions (W × H × D)	20 × 43 × 49 in. | 51 × 109 × 124 cm
Frame finish	Powder coated for maximum corrosion resistance
Frame construction	Powder-coated steel

MCJ & PRESTIGE
Cleaning Services

High Performance Green Cleaning Policy
May 1, 2021

SECTION 1: SCOPE

This Policy addresses environmental best practices for cleaning Broward County Facilities. Specifically, it addresses purchasing sustainable cleaning; procuring sustainable cleaning equipment; developing and implementing standard operating procedures for effective cleaning; developing guidelines for handling cleaning chemicals; developing staffing and employee training requirements; collecting and addressing occupant feedback; and establishing procedures for use of chemical concentrates and dilution systems.

SECTION 2: GOALS

The goal of this High Performance Green Cleaning Policy and Plan is to reduce the exposure of building occupants and maintenance personnel to potentially hazardous chemical, biological and particle contaminants, which adversely impact air quality, health, building finishes, building systems and the environment.

SECTION 3: RESPONSIBLE PARTIES

Maria Watson, President of MCJ Professional Cleaning Services Corp., responsible for developing and managing the implementation of the High Performance Green Cleaning Policy and Plan. Michael Murphy, Vice President of CleanAll Supply, is an LEED to develop the plan.

Personnel involved with various elements of the green cleaning program shall carry out their tasks according to this policy and report all relevant activities to the aforementioned parties. To ensure an effective and coordinated effort, the building staff responsible for overseeing the High Performance Green Cleaning Policy and Plan shall review all proposed cleaning activities before implementation.

Function	Company Name	Primary Contact	Phone
Janitorial Services	CleanAll Supply	Walter Lawrence	954 232-4339

SECTION 4: QUALITY ASSURANCE CONTROL PROCESS

The party(ies) responsible shall periodically evaluate the success of the High Performance Green Cleaning Policy and Plan. This evaluation may include producing and providing a report on an annual basis to senior management. Whenever possible, the annual report shall include an evaluation of the performance, safety, cost and environmental/public health benefits achieved as a result of its implementation.

Prior to implementation, the responsible party(ies) shall review all proposed cleaning activities. Upon reviewing proposed activities, the responsible party(ies) shall determine if they meet the criteria of the High Performance Green Cleaning Policy and approve or deny action.

The responsible party(ies) shall regularly communicate with all cleaning staff and conduct regular site inspections and evaluations to ensure that the High Performance Green Cleaning Policy and Plan is in place and functioning as intended. In addition to ongoing quality control measures, Michael Murphy will review all practices and products to identify opportunities for improvement and expansion of environmentally friendly practices.

SECTION 5: CLEANING PRODUCTS

PERFORMANCE METRICS AND MEASUREMENT
The practices listed below shall be implemented, to the extent practicable, with a target goal of 80% of products complying, based on cost. The Responsible Party shall assign staff to track purchase rates of both compliant and noncompliant products.

PRACTICES TO OPTIMIZE USE OF SUSTAINABLE CLEANING PRODUCTS
Cleaning products and materials used at Miami International Airport Hotel shall, when possible, meet the requirements of IEQc3.3: Green Cleaning, Purchase of Sustainable Cleaning Products and Materials.

Product types subject to these requirements include, but are not limited to, bio-enzymatic cleaners, general-purpose cleaners, specialty cleaners, odor control, disinfectants, disposable janitorial paper products and micro-fiber cloths and mops.

IEQc3.3: Green Cleaning, Purchase of Sustainable Cleaning Products and Materials Criteria:

- The cleaning products meet one or more of the following standards for the appropriate category:
  - Green Seal GS-37, for general-purpose, bathroom, glass and carpet cleaner use for industrial and institutional purposes
  - Environmental Choice CCD-110, for cleaning and degreasing compounds
- Disinfectants, metal polish, floor finishes, strippers or other products not addressed by GS-37 or Environmental Choice CCD-110, 146, or 148 shall meet at least one of the following standards for the appropriate category:
  - Environmental Choice CCD-112, for digestion additives for cleaning and odor control
  - Environmental Choice CCD-113, for drain or grease-trap additives
  - Environmental Choice CCD-115, for odor-control additives
  - California Code of Regulations maximum allowable VOC levels for the specific product category.
- Disposable janitorial paper products and trash bags meet the minimum requirements of one or more of the following programs for the applicable product category:
  - U.S. EPA Comprehensive Procurement Guidelines for Janitorial Paper and Plastic Trash Can Liners
  - Green Seal GS-09, for paper towels and napkins
  - Green Seal GS- 01, for tissue paper
  - Environmental Choice CCD-082, for toilet tissue
  - Environmental Choice CCD-086, for hand towels
  - Janitorial paper products derived from rapidly renewable resources or made from tree-free fibers.

APPROVED PRODUCT LIST
The products listed below are approved for use. Products beyond those listed here must be submitted for approval prior to use.

Product Type	Manufacturer/Product Name	Sustainability Criteria Met
Toilet Tissue	VonDrehle White JRT	Green Seal Certified
Hand towels	Solaris Paper	RRF Rapidly Renewable Fiber
Facial Tissue	Solaris Paper	RRF Rapidly Renewable Fiber
Toilet Tissue	Solaris Paper	RRF Rapidly Renewable Fiber
Bathroom Cleaner	Brulin	Green Seal Certified
Neutral Floor Cleaner	Brulin	Green Seal Certified
Degreaser	Brulin	Green Seal Certified
Microfiber cleaning towels red	MCLOTH R 16" X 16" 250g wt	n/a
Microfiber cleaning towels Blue	MCLOTH B 16" X 16" 250g wt	n/a

SECTION 6: CLEANING EQUIPMENT

PERFORMANCE METRICS AND MEASUREMENT
All newly acquired cleaning equipment shall comply with the criteria listed below. The Responsible Party shall assign staff to track the percentage of all equipment that meets the criteria, based on cost or number of pieces of equipment, with a target of 100% of equipment complies by 12 months after start date.

PRACTICES TO OPTIMIZE USE OF SUSTAINABLE CLEANING EQUIPMENT

Purchase Criteria
All new equipment acquisitions shall comply with the requirements of IEQc3.4: Green Cleaning, Sustainable Cleaning Equipment:

- Vacuum cleaners meet the requirements of the Carpet and Rug Institute "Green Label" Testing Program—Vacuum Cleaner Criteria and can capture 96% of particulates 0.3 microns in size and shall operate with a sound level less than 70dBA.
- Carpet extraction equipment for restorative, deep cleaning is certified by the Carpet and Rug Institute's "Seal of Approval" Testing Program for deep-cleaning extractors.
- Automated scrubbing machines are equipped with variable-speed feed pumps and onboard chemical metering to optimize the use of cleaning fluids. Alternatively, the scrubbing machines use only tap water with no added cleaning products.
- Battery-powered equipment is equipped with environmentally preferable gel batteries.
- Powered equipment is ergonomically designed to minimize vibration, noise and user fatigue.
- Equipment is designed with safeguards, such as rollers or rubber bumpers, to reduce potential damage to building surfaces.

Record-keeping
A log shall be kept for all powered cleaning equipment to document the date of purchase and all repair and maintenance activities. Vendor cut sheets for all equipment used onsite shall be stored onsite. When cleaning equipment replacement is necessary, acquisition dates and supporting documentation shall be retained to demonstrate that all newly acquired equipment complies with the specifications.

APPROVED EQUIPMENT LIST
The equipment listed below is approved in the event of new equipment acquisition. Equipment beyond that listed here must be submitted for approval prior to acquisition.

Equipment Type	Manufacturer/Model	Sustainability Criteria Met
		CRI Seal of Approval
		CRI Seal of Approval

SECTION 7: HANDLING AND STORAGE OF CLEANING CHEMICALS

PERFORMANCE METRICS AND MEASUREMENT
Protocols governing safe handling and storage of cleaning chemicals shall be wholly adopted. QC checks will be used to ensure 100% adoption.

PRACTICES TO OPTIMIZE HANDLING AND STORAGE OF CLEANING CHEMICALS
The following protocols have been established to mitigate spills, leaks and mismanagement.

Storage

- Cleaning chemicals are stored in a single-locked janitorial closet. Workers access chemicals at the beginning of their shift and as needed.

Chemical Dilution systems
(See Section 8)

SDS Storage

- The cleaning chemical supplier is required to provide accurate MSDSs for all chemicals delivered to the building.

- MSDSs are filed, in duplicate, in the chemical storage room and the manager's office in clearly labeled binders.
- The cleaning chemical supplier maintains a toll-free hotline that can be called in the event of spills or accidents to access safety data and protocols.

Emergency Procedures

The onsite responsible party is required to notify property management and building engineer immediately if any dangerous or potentially harmful situations arise. The property manager and building engineer will then notify tenants and work with cleaning contractor to expedite response and ensue tenant safety. No toxic chemicals are allowed on site. The introduction of any non-Green Seal, Environmental Choice or Eco Logo certified products must first be approved by property management. Notice will be given to all tenants 48 hours prior to use of any non-approved chemicals.

SECTION 8: USE OF CHEMICAL CONCENTRATES AND DILUTION SYSTEMS

PERFORMANCE METRICS AND MEASUREMENT
Dilution systems and chemical concentrates shall be wholly utilized for the following product types:

Disinfectant		Green Seal Certified
Bathroom Cleaner	Brulin	Green Seal Certified
Degreaser/Carpet Spotter	Brulin	Green Seal Certified
Neutral Floor Cleaner	Brulin	Green Seal Certified

PRACTICES TO OPTIMIZE USE OF CHEMICAL CONCENTRATES AND DILUTION SYSTEMS
Chemical concentrates and dilution systems are used according to the procedures below to minimize risk to staff and occupants, and to conserve resources.

Dilution System Description

CleanALL utilizes modular dilution systems with a dispenser top to service any chemical proportioning application. Chemicals are placed in the cabinet with integrated metering tips for correct chemical mixture through single product quart or bulk fill containers.

Protocol for Use

The dilution system combines concentrated cleaning products, color coded labels, descriptive identifiers, and posters for use by the dispenser site.

Maintenance

The system utilizes a modular port design allowing for any dispensed product to slide into any available slot. The measuring tips and labeling are built in providing for a maintenance free system. Replacement hoses are available in the rare event that they need changing.

SECTION 9: CONTAINMENT AND TREATMENT OF LABORATORY CHEMICALS N/A

PERFORMANCE METRICS AND MEASUREMENT
For any drain that handles laboratory-type liquids, containment drains must be provided that will appropriately treat the liquid waste.

PRACTICES TO OPTIMIZE USE OF CONTAINMENT DRAINS IN LABORATORY SPACES
Containment drains are installed and used, as necessary, according to the procedures below, to minimize risk to staff and occupants, and to mitigate contamination of natural resources.

Containment Drain Description

Protocol for Use

Maintenance

SECTION 10: VULNERABLE BUILDING OCCUPANTS

To protect vulnerable building occupants, such as pregnant women, children, asthmatics, elderly occupants, individuals with allergies and highly sensitive individuals, cleaning staff shall use low/no VOC cleaning products; they shall perform

routine cleaning and floor restoration activities after working hours when the majority of occupants have left the building; the staff shall limit the number of cleaning chemicals used in the building; and they shall maintain a high level of cleanliness thus minimizing the presence of irritants.

SECTION 11: STAFFING AND TRAINING

PERFORMANCE METRICS AND MEASUREMENT
All cleaning personnel shall receive regular training. Vendors shall supply evidence of compliance with training requirements prior to contract award or renewal.

PRACTICES TO OPTIMIZE STAFFING AND TRAINING
All cleaning staff and managers shall receive environmental safety and health training, addressing, at minimum, hazards associated with the use, disposal and recycling of cleaning chemicals, dispensing equipment and packaging.

Training Topics

-
- Employee safety and health compliance as it relates to the cleaning program
- Regulatory compliance standards—OSHA, EPA, and other local, state, and federal rules and regulations
- Unsafe attitudes and conditions in the work place through Job Safety Analysis—OSHA JSA or JHA (Job Hazard Analysis)
- Employee performance improvement, such as accident prevention and record-keeping
- Compliance with health and safety rules, and regulation and confidentiality issues
- Safe chemical storage and handling
- Disposal and recycling of cleaning chemicals, dispensing equipment and packaging

Annual Training Hours
All workers shall receive 4 hours of training annually.

Staffing Plan
To meet cleaning objectives within the building, minimum staffing requirements must be met. Factors such as occupancy rates, seasonal variations and other considerations should be considered when adjusting the staffing plan.

SECTION 12: OCCUPANT FEEDBACK AND EVALUATION OF NEW TECHNOLOGIES

PERFORMANCE METRICS AND MEASUREMENT
All guests and employees shall have a mechanism by which to provide feedback on cleaning practices.

PRACTICES TO OPTIMIZE OCCUPANT FEEDBACK AND EVALUATE NEW TECHNOLOGIES AND PROCEDURES

The Manager has implemented a system for gathering occupants' feedback about the green cleaning program. Occupants are encouraged to alert the management to any issues relating to the green cleaning program. In addition, management regularly researches and integrates new green cleaning technologies into the building's green cleaning procedures.

SECTION 13: TIME PERIOD

This policy shall take effect on August 1, 2016 and shall continue indefinitely or until amended and/or replaced by a subsequent green cleaning policy.

BROWARD COUNTY BOARD OF COMISSIONERS	MCJ PROFESSIONAL CLEANING SERVICES CORP.
Signature_____	Signature _____
Date _____	Date _____

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: MCJ PROFESSIONAL CLEANING SERVICES CORP.

Address: 1905 SW 32ND STREET, BAY 6, POMPANO BEACH, FL 33064

Local Contact: Maria Watson | E-Mail Address: contact@mcjcleaning.com

Address: SAME

Contract Amount:

Using Agency Served: Solicitation No. and Title:

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. [X] 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 / B	Name	Job Class	A / B
Josenildo Ribeiro	Supervisor	B	Carolina Rodrigues	Janitor	
Nayra Rodrigues	Supervisor		Rosaura Lopez	Janitor	
Flavio Losada	Supervisor		Maicohl Caruacho	Janitor	
Iris Losada	Supervisor		Jose Damasceno	Janitor	

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

I, Maria Jose Watson (Print Name) of MCJ Professional Cleaning Services Corp. (Company) hereby attest that

(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 maria José Watson Title President

SWORN TO AND SUBSCRIBED BEFORE ME this 13 day of MAY, 2021

STATE OF FL

COUNTY OF BROWARD

Notary Public State of Florida
Maria Das Dores Toledo Carvalho
My Commission HH 069562
Expires 12/06/2024

_____ My commission expires: _____
(SEAL) Notary Public (Sign name of Notary Public)

Personally Known [X] or Produced Identification [ ] Type of Identification Produced:

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	$ 27.00
Assistant Project Manager or Equivalent	Hour	$ 24.00
Quality Control Manager or Equivalent	Hour	$ 23.00
Shift Supervisor or Equivalent	Hour	$ 21.00
Team Leader/Supervisor or Equivalent	Hour	$ 20.00
Janitorial Worker or Equivalent	Hour	$ 17.05
	Hour	$
	Hour	$

Vendor Name MCJ PROFESSIONAL CLEANING SERVICES CORP.

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.

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	$ 30.51
Assistant Project Manager or Equivalent	Hour	$ 27.12
Quality Control Manager or Equivalent	Hour	$ 25.99
Shift Supervisor or Equivalent	Hour	$ 23.73
Team Leader/Supervisor or Equivalent	Hour	$ 22.60
Janitorial Worker or Equivalent	Hour	$ 19.26
	Hour	$
	Hour	$

Vendor Name MCJ PROFESSIONAL CLEANING SERVICES CORP.

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.

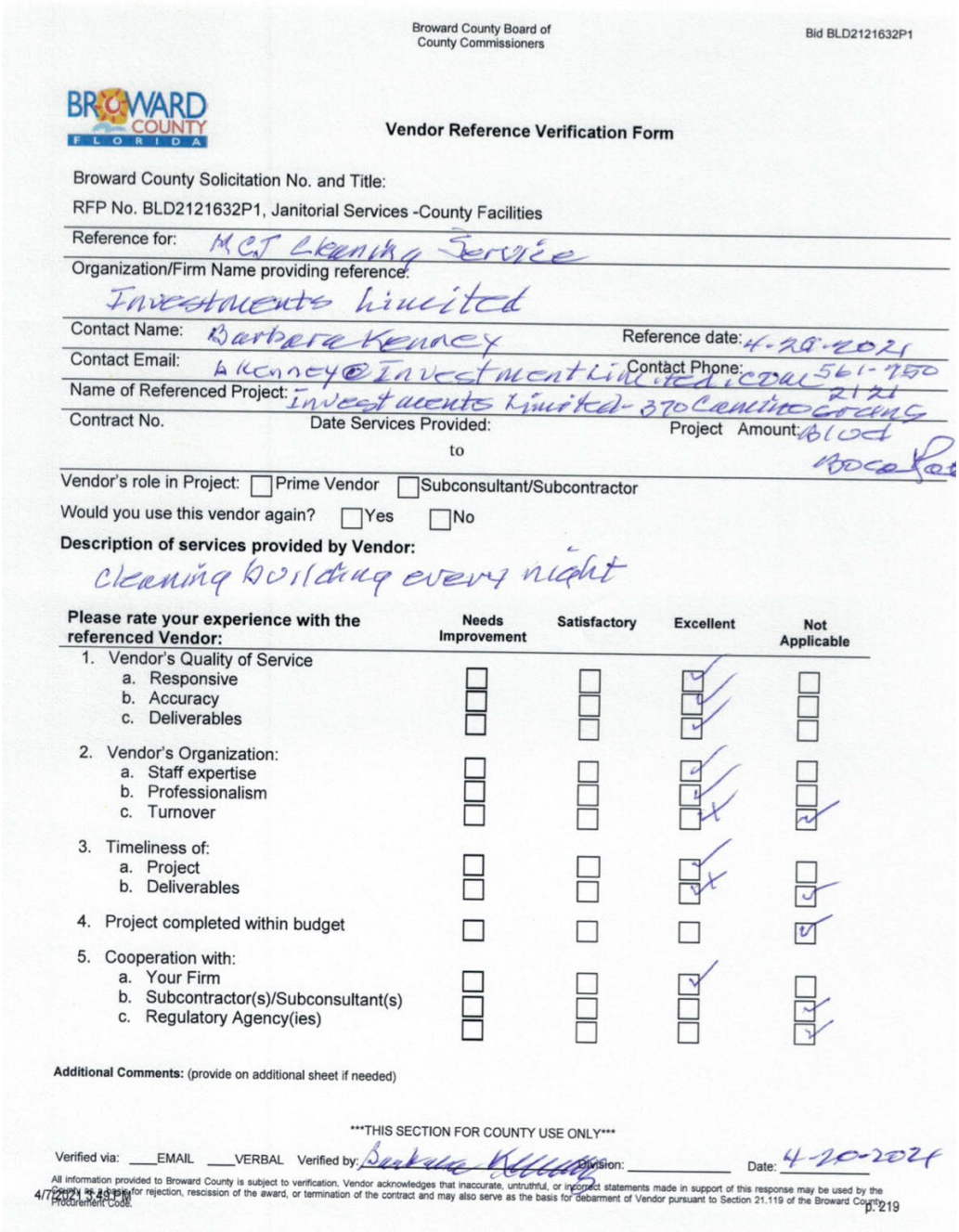
PERSONNEL POSITIONS (Insert below for each position the minimum unburdened hourly rate)

DESCRIPTION	UNIT	(HOURLY RATE UNBURDENED)
Project Manager or Equivalent	Hour	$ 34.48
Assistant Project Manager or Equivalent	Hour	$ 30.64
Quality Control Manager or Equivalent	Hour	$ 29.36
Shift Supervisor or Equivalent	Hour	$ 26.81
Team Leader/Supervisor or Equivalent	Hour	$ 25.54
Janitorial Worker or Equivalent	Hour	$ 21.76
_____	Hour	$ _____
_____	Hour	$ _____

Vendor Name MCJ PROFESSIONAL CLEANING SERVICES CORP.

MCJ & PRESTIGE
Cleaning Services

MCJ REFERENCES



Broward County Board of
County Commissioners

Bid BLD2121632P1

BROWARD COUNTY FLORIDA

Vendor Reference Verification Form

Broward County Solicitation No. and Title:

RFP No. BLD2121632P1, Janitorial Services -County Facilities

Reference for: MCJ Cleaning Service

Organization/Firm Name providing reference:

Investments limited

Contact Name: Barbara Kenney Reference date: 4-29-2021

Contact Email: bkenney@investmentlimited.com Contact Phone: 561-750-2121

Name of Referenced Project: Investments Limited - 370 Camino Gardens

Contract No. Date Services Provided: Project Amount: Block

to Boca Raton

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

Would you use this vendor again? ☐ Yes ☐ No

Description of services provided by Vendor:

cleaning building every night

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: Barbara Kenney Division: _____ Date: 4-30-2021

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.

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1905 NW 32nd ST, BAY 6, POMPANO BEACH, FL 33064
www.mcjcleaning.com

MCJ & PRESTIGE
Cleaning Services

Broward County Board of
County Commissioners

Bid BLD2121632P1

BROWARD COUNTY FLORIDA

Vendor Reference Verification Form

Broward County Solicitation No. and Title:

RFP No. BLD2121632P1, Janitorial Services -County Facilities

Reference for: MCJ Professional Cleaning Services

Organization/Firm Name providing reference:

PM Technologies

Reference date: 4/20/2021

Contact Name: Carmen M Ellis

Contact Email: cellis@pmtechno.com

Contact Phone: 678.557.5330

Name of Referenced Project: T2 Modernization

Contract No. AVC0000115/139

Date Services Provided: 03/2017 to Current

Project Amount: $47,000.00

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

Would you use this vendor again? ☑ Yes ☐ No

Description of services provided by Vendor:

Cleaning / COVID Cleaning

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)

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MCJ & PRESTIGE
Cleaning Services

Broward County Board of
County Commissioners

Bid BLD2121632P1

BROWARD COUNTY FLORIDA

Vendor Reference Verification Form

Broward County Solicitation No. and Title:
RFP No. BLD2121632P1, Janitorial Services -County Facilities

Reference for:

Organization/Firm Name providing reference: City of Boca Raton

Contact Name: Wayne Anderson, Facilities Manager — Reference date: 4/19/21

Contact Email: wanderson@ci.boca-raton.fl.us — Contact Phone: (561) 239-2084

Name of Referenced Project: City of Boca Raton

Contract No.	Date Services Provided:	Project Amount:
2017-031	10/16/2017 to Present	$489,210.00

Vendor's role in Project: [X] Prime Vendor [ ] Subconsultant/Subcontractor

Would you use this vendor again? [X] Yes [ ] No

Description of services provided by Vendor: Janitorial Services

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)

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MCJ & PRESTIGE
Cleaning Services

BROWARD COUNTY FLORIDA

Vendor Reference Verification Form

Broward County Solicitation No. and Title:

RFP No. BLD2121632P1, Janitorial Services -County Facilities

Reference for: MCJ PROFESSIONAL CLEANING SERV

Organization/Firm Name providing reference:

United Services, Inc

Contact Name: Raymond Pardo Reference date: 4/22/21

Contact Email: RPardo@UnitedServicesInc.net Contact Phone: 561-847-4824

Name of Referenced Project: Palm Beach County

Contract No. Date Services Provided: 6/1/2020 to 5/30/2025 Project Amount: YEAR $ 700,000.-

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

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)

R Pardo

THIS SECTION FOR COUNTY USE ONLY

Verified via: ___EMAIL ___VERBAL Verified by: _____ Division: _____ Date: _____

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www.mcjcleaning.com

MCJ & PRESTIGE
Cleaning Services

Henderson Behavioral Health

Innovation
Compassion
Hope

May 5, 2017

Re: MCJ Prestige Cleaning Services, Inc.

To whom it may concern:

We are pleased to highly recommend MCJ Prestige Cleaning Services, Inc.

Over the past seven years, we have been impressed by their willingness to go *over and above* in assisting our organization with hygienically maintaining our facilities and employing cleaning crews who are professional and responsive.

Their team's honesty, integrity and willingness to help are extraordinary. They are highly competent and always ready to perform special clean-ups as needed or attending to the regularly scheduled building services as contracted for.

Our contract with MCJ Prestige is a full-service contract that includes supplies. They were diligent and professional in installing cost-saving dispensers, at their own expense and continue to do so as we expand our services in south Florida.

They provide ongoing management inspection services to maintain our facilities at the highest level possible; and, should one of our building managers notice any deficiencies, they are always available and work toward a speedy resolution of the particular concern or building need- including re-stocking when supplies run low or are completely depleted.

In short, MCJ Prestige is a reliable business partner and a trusted resource for our organization.

If I may be of further assistance to you in your selection process, please call me at (954) 777-1623.

Sincerely,

John D. Aquino, MPA
Director of Administration

Administration 4740 North State Road 7 Building C Suite 201 Lauderdale Lakes FL 33319 954-486-4005 www.hendersonbh.org

Broward County Board of County Commissioners

BLD2121632P1

Inspection Summary

Inspection Information

Date	5/12/21 11:44 PM
Location	City Hall
Inspected By	Maria Watson

Overview

Inspection Score	Deficient Ratings	Non-Deficient Ratings
95.00%	0	31

Top 5 Areas

Bottom 5 Areas

General Notes

Inspector Notes

(None)

Client Notes

(None)

Plan of Action

(None)

Service Scores

No Sublocation - No Section	95%
Clean all glass partitions and glass exterior doors	95%
Clean and disinfect all surfaces in breakrooms, conference rooms, and trainings rooms	95%
Clean and disinfect drinking fountains	95%
Clean and refill floor drains	95%
Clean & disinfect all surfaces in break rooms, conference rooms, and training rooms	95%
Clean & disinfect lobby/entrance	95%
Clean floor drains	95%
Clean restroom facilities and locker rooms	95%
Clean up spills	95%
Dust, mop, vacuum, and sweep non-carpeted floors	95%
Dust, mop, vacuum, and sweep non-carpeted floors	95%
Dust surface	95%
Emergency cleaning service of bodily fluid spills	95%
Empty recycled containers	95%
Empty trash receptacles and cigarette receptacles	95%
Empty trash receptacles and cigarette receptacles in public seating areas, employee lounges/lunchrooms.	95%
Refill dispensers	95%
Remove carpet stains	95%
Spot clean surfaces	95%
Vacuum carpet surfaces	95%
Wash interior glass walls and partitions.	95%

MCJ & PRESTIGE
Cleaning Services

MCJ PROFESSIONAL CLEANING SERVICES CORP.

Resumes of Key Personnel

MCJ & PRESTIGE
Cleaning Services

Maria Watson

Deerfield Beach, FL 33441 ◆ 954-418-6248 ◆ contact@mcjcleaning.com

Professional Summary

I've served as the owner and operator of a cleaning business for the last 17 years. With strong organizational and multi-tasking skills, as well as superior time and resource management capabilities. Dedicated and energetic. Reliable and responsible with a positive attitude.
Proactive and meticulous Customer-oriented team player with expertise generating optimal satisfaction levels while building profits and client generation. Results-driven, goal-oriented and looking to leverage effective background into Cleaning role.

Skills

- CUSTOMER-ORIENTED
- EXCEPTIONAL TIME
- MANAGEMENT
- INTERIOR AND EXTERIOR
- EXCEPTIONAL
- CHEMICAL CLEANING
- COMMUNICATOR
- DECISION MAKING SKILLS
- MAINTAIN DOCUMENTS AND
- ABILITY TO WORK
- FILES PLAN AND INDEPENDENTLY
- COORDINATE WORK
- MOTIVATION TO EXCEL
- DECISION MAKING
- EXCEL
- COMMUNICATOR
- TIME
- MANAGEMENT
- BUSINESS MANAGEMENT AND DEVELOPMENT
- BUSINESS GROWTH AND RETENTION
- TEAM LEADERSHIP

Work History

Small Business Owner, 06/2003 to Current
MCJ & PRESTIGE CLEANING SERVICES CORPORATION – POMPANO BEACH, United States

Education

BUSINESS ADMINISTRATION, Accounting, 1998

Accomplishments

- Successfully ran a commercial cleaning business for [17] years.
- Contributed to company customer satisfaction through exceptional services.
- Business Growth.
- Developed and built business from start increasing company's gross income from $475.00 in 2003 to

MCJ & PRESTIGE
Cleaning Services

FLAVIO JUAN A. LOZADA

(561) 929 408 | fjalo63@gmail.com

Summary of Skills and Qualifications

• Leadership, training, and team building. • Sales action plans development. • Sound ability to count rapidly and accurate. • Excellent interpersonal and communication skills. • Exceptional ability to set up / maintain own accounting.	• Great ability to continually adapt and learn. • Outstanding customer service and relations. • Strong knowledge of safe work practices and proper lifting methods. • Speak Spanish, English and Portuguese

Experience

MCJ PRESTIGE SERVICES
APRIL 2018 - PRESENT
JANITORIAL SUPERVISOR
Lead cleaning crews that work at governmental sites, including Broward County Courthouse, Boca Raton Sheriff Office, Boca Raton City Hall, Boca Raton Library. Duties include, supervising and organizing teams of 10 employees and overseeing their daily tasks, including performing quality assurance checks; assign personnel to established work areas or project duties; manage key performance indicators and reports to client; monitors and manages performance of cleaning team(s); ensure all health and safety procedures are followed to encourage safe working practices; control the issuing and usage of cleaning materials to ensure best chemical and material handling; completes weekly timesheets and submits to Facilities Manager; ensures all machinery to be in good working condition; interview and hire personnel.

CORNESTONE GROUP
March 2019 – Present
Marquis Apartments - Eagle Pointe
MAINTENANCE SUPERVISOR
Give responses to resident service inquiries and interests promptly; walks through the community daily, ensuring the cleanliness of the grounds, common areas and community facilities; performs general maintenance duties to include replacing door locks, caulking, patching sheetrock holes, painting; performs electrical duties to include replacing faulty switches/outlets, added switches and receptacles/breakers. performed plumbing duties to include replace and repair toilets together with pulling old fixtures and setting new ones and replace and repair faucet fixtures; cleans and repairs building fixtures including lights, locks, windows, doors, screens, walls, floors, gutters, and drains; performs preventive maintenance and repairs A/C; carry out all on-call emergencies as necessary.

MCJ & PRESTIGE
Cleaning Services

AAA NEW ENGLAND. INC
SEPTEMBER 2016- MARCH 2019
Maintenance and Repairs
Responsible for daily maintenance at 100-unit complex. Performed regular check on exterior parts of buildings and general areas; carried out repairs and offering janitorial help as required; supported scheduled yearly unit inspections; kept precise records with regards to preventive maintenance of all accessories monthly; cleaned and repaired building fixtures including lights, locks, windows, doors, screens, walls, floors, gutters, and drains; operated pressure washer machinery to clean driveways, parking lots, sidewalks, and walls.

Education

Institute of Bankers Education (College) - Bolivia High School Diploma – Bolivia
EPA certification #963733329710

MCJ & PRESTIGE
Cleaning Services

IRIS LOZADA

roxcaloz@gmail.com | 561-729-6592

PROFESSIONAL PROFILE

Cleaning Supervisor with knowledge of efficient cleaning practices in a commercial environment. Assures crew completes tasks according to established procedures. Excellent supervisory skills.

WORK EXPERIENCE

Cleaning Supervisor
MCJ Cleaning Services
July 2018 – Present

- Conducts day-to-day cleaning supervision paying particular attention to productivity and quality control through regular visits.
- Controls and monitors correct use of appropriate cleaning materials in the facilities.
- Provides courteous and professional services at all times.
- Manages performance of cleaning team.

Janitor
Marsden South
January 2016 – June 2018

- Performed a variety of custodial duties with established standards, instructions, and procedures.
- Set up, stocked, and maintained cleaning equipment and supplies.
- Monitored and maintained sanitation and organization of assigned areas.

Preschool Teacher
Amazing Grace Preschool
March 2012 – March 2013

- Provided a variety of materials and resources for children to explore, manipulate, and use, both in learning activities and imaginative play.
- Taught basic skills such as colors shape, number, and letter recognition, personal hygiene, and social skills.

SKILLS SUMMARY

- Hard Working
- Easily adapts to changes within organization and clients' cultures.
- Organized and detail oriented.

MCJ & PRESTIGE
Cleaning Services

Luisa Matias

(561)-261-9419
luisarojas83@yahoo.com

EXPERIENCE

Stockton Maintenance Group, *Janitorial / Supervisor*

June 2009- April 2018

Training in customer services, payroll experiences, secretary work / Microsoft experiences, and worked in managing Martin County region

United Service, *Supervisor*

April 2018 - June 2020

Experiences in how to manage the supervisor position and how to get along with clients and how to solve any complaints.

MCJ Professional Cleaning Services, — *Supervisor*

June 2020- Present

EDUCATION

Colegio Adventista Del Septimo Dia , Dominican Republic
High School Diploma

SKILLS

- Communicating skills
-Listening skills
- Leadership skills
- Outgoing
- Understanding
- Time management

LANGUAGES

Spanish
English

MCJ & PRESTIGE
Cleaning Services

MAICOHL REGO CARVALHO

Presentation:

Career developed in the area of Sales Management in multinationals and large companies. Extensive experience in managing business units with sales of over R $ 100 million / year.

Management of corporate projects, involving different areas of the company, focusing on the definition of commercial policies and strategies. Negotiation and market opening with large retail, wholesale and distributor networks in Brazil.

Management of marketing, experience in distribution channels, implementation of commercial policies, credit, guarantee, product launches and promotional campaigns.

Training, development and management of high performance teams, focused on execution, performance management and productivity. Strong financial knowledge of the business processes and development of management tools such as P & L per client, margin control and development of improvement and profitability plans per client.

Experience in financial management of commercial projects, with investment analysis, business valuation and price composition focused on value packages, customer focused (win / win).

Committed to the Mission, Vision and Values of the organization where I work, always having them as a reference.

Personal data

Name:	Maicohl Rego Carvalho
Age:	43 years
Cell Phone:	(954) 994 8081

GOALS

Area of interest:	Supervisor and Sales

Language

- basic English
- advanced Spanish

University graduate

institution:	UNIFOR – Faculdade de Fortaleza
course:	Graduated in Business Administration and MBA in Marketing

MCJ & PRESTIGE
Cleaning Services

PROFESSIONAL EXPERIENCE

COMPANY:	MCJ PROFESSIONAL CLEANING SERVICES, CORP.
OCCUPATION:	**SUPERVISOR – 2019**
Atribuições do cargo:	- Lead cleaning crews that worked at large corporate sites. - Traveled between sites to ensure crews were complying with company standards. - Implemented cleaning supply inventory controls. - Communicated with clients and corporate staff to ensure clients were happy. - Interviewed and hired cleaning crew members.

COMPANY:	GTEX COMPANY USA
OCCUPATION:	**REGIONAL SALES MANAGER – 2019**
ASSIGNMENTS:	- Responsible for Commercial Operation and Marketing - Market opening with new Supermarkets, Medium Markets and Distributors - Management of promoters team - Project management for prospecting new customers, markets and segments - Develop and define growth strategies in large retailers - Relationship with key customers - Ensure the achievement of goals and the generation of revenue and profit - Tactical performance with creative commercial strategies and implementation of effective and seasonal marketing campaigns - Plan, direct and coordinate the company's commercial effort, based on market opportunities and threats, the company's commercial plans and information generated by field research, the commercial team and the ADVS team.

COMPANY:	MEGA SOLUTIONS USA
OCCUPATION:	**SUPERVISOR – 2016/2019**
ASSIGNMENTS:	- Manage market opening in Brazil, in the segments of food, food supplements. - To elaborate all commercial strategy for opening of clients, Distributors, retail and large Wholesale - Plan commercial strategy, price, costs, investment, aiming for greater profitability and financial health of the negotiations. - Responsible for investment funds and marketing strategy. - Responsible for presentation and negotiation with potential clients in Brazil - Hiring of Commercial Representatives in the Food segments

COMPANY:	SADIA BRF AS – 2010/2016
OCCUPATION:	**REGIONAL SALES AND MARKETING MANAGER**
ASSIGNMENTS:	- Responsible for Commercial Operation and Sales and Distribution - Management of 12 Branches in Brazil

MCJ & PRESTIGE
Cleaning Services

Mayra
Rodrı

ıgues70@hotmail.com
9548618791
POMPANO BEACH, FL

Summary

Efficient Custodial Worker with more than 05 years executing custodial and maintenance duties in and around Port Everglades facilities. Skilled at performing minor repairs and responding quickly to emergency service calls. Strong knowledge of health and safety practices and regulations.Manages multiple tasks including cleaning and maintaining buildings grounds and facilities. Detail-oriented Janitor committed to working hard and handling various tasks including cleaning sanitation bathrooms vacuuming and sweeping . Experience working in large facilities with multiple areas.

Experı

Custodı ı ı

MCJ & Prestige Cleaning Services • Pompano Beach, Florida
01/2016

- Open and close facilities following procedural guidelines
- Manage all cleaning tools and ensure proper working condition
- Distributed supplies and goods to staff at beginning of shift to manage inventory and maintain proper supplies while controlling expenses.
- Mixed used and properly stored hazardous chemical cleaners to reduce risk of injury or illness.
- Checked in and stocked inventory throughout facility.
- Kept janitorial closets clean and organized.
- Collected sorted and transported recyclable materials.
- Identified concerns with facilities including repair needs and major maintenance concerns and escalated issues to management.
- Completed routine floor maintenance incluing stripping sealing and finishing.
- Cleaned vaccumed and dusted all area of building to maintain organized professional appearance for employees and clients

Skılls

- Inter-department collaboration.
- Vacuuming sweeping cleaning and sanitation.
- HAZMAT knowledge
- Chemical cleaners
- Preventive Maintenance
- Inventory Control and replenishment
- Facility Maintenance
- Multitasking abilities
- Flexible & Adaptable
- Leadership

Education

Physı

Ie University • Novo Hamburgo, RS

Languages

- Portuguese
- English
- Spanish

MCJ & PRESTIGE
Cleaning Services

1905 NW 32nd ST, BAY 6, POMPANO BEACH, FL 33064
www.mcjcleaning.com

Supplier: **MCJ Professional Cleaning 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 la t three (3) year prior to the olicitation re pon e due date, whether uch ca e 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 wa a ociated with Vendor at the time of the "material" ca e again t 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 olicitation;
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' default, termination, u pen ion, 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 ettlement of any material ca e during the la t three (3) year prior to the olicitation 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 re pon ibility

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' ubcontractor / ubcon ultant propo ed to work on thi 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: **MCJ Professional Cleaning 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 i both a **Local Bu ine** and a **Locally Ba ed Sub idiary** a each term i defined by Section 1 74, Broward County Code of Ordinance The Vendor further certifie 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 olicitation wa adverti ed),

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 good or ervice 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 activitie of the entity (uch a marketing, finance, accounting, human re ource , payroll, and operation) from the Local Bu ine 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 entitie with a principal place of bu ine located out ide of Broward County The Vendor certifie that the total equity intere t in the Vendor owned, directly or indirectly, by one or more entitie with aprincipal place of bu ine located out ide of Broward County i

If Option 3 elected, indicate **Local Bu ine 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 % 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 doingbusiness 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:

TITLE:

VENDOR NAME:

DATE:

Revised May 1, 2021

Supplier: **MCJ Professional Cleaning 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 ofthe 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).

☐ 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).

Authorized Signature/Name **Title** **Vendor Name** **Date**

Revised May 1, 2021

Supplier: **MCJ Professional Cleaning 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:

Revised May 1, 2021

Supplier: **MCJ Professional Cleaning 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: Telephone Number:

Vendor Name:

Revised May 1, 2021

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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:

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:

Authorized Signature/Name **Title** **Date**

Revised May 1, 2021

Supplier: **MCJ Professional Cleaning 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)

☐ 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:

Title:

Vendor Name:

Date:

Revised May 1, 2021

Supplier: **MCJ Professional Cleaning 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, ~~a~~n LOI should besubmitted 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 actas 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 shallconstitute 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: **MCJ Professional Cleaning 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: **MCJ Professional Cleaning 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:
2. Doing Business As/Fictitious Name (if applicable):
3. Federal Employer I.D. no. (FEIN):
4. Dun and Bradstreet No.:
5. Website address (if applicable):
6. Principal place of business address:
7. Office location responsible for this project:
8. Telephone no.: Fax no.:
9. Type of business (check appropriate box):
   - ☐ Corporation (specify the state of incorporation):
   - ☐ Sole Prioprietor
   - ☐ Limited Liability Company (LLC)
   - ☐ Limited Partnership
   - ☐ General Partnership (State and County filled in)
   - ☐ Other – Specify
10. List Florida Department of State, Division of Corporations document number (or registration number if fictitious name):

11. List name and title of each principal, owner, officer, and major shareholder:
    a)
    b)
    c)
    d)
12. AUTHORIZED CONTACT(S) FOR YOUR FIRM:
    Name:
    Title:
    E-mail:
    Telephone No.:

    Name:
    Title:
    E-mail:
    Telephone No.:
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 with Activities 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:

*AUTHORIZED SIGNATURE/NAME TITLE DATE

Vendor Name:

* 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: **MCJ Professional Cleaning 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:
   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.

Authorized Signature/Name	**Title**
Vendor Name	**Date**

Revised May 1, 2021

Supplier: **MCJ Professional Cleaning 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 atleast 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
(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 tatement mu t be igned by an authorized ignatory of the firm Receipt of the igned tatement 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.

AUTHORIZED SIGNATURE/NAME TITLE DATE

Revised May 1, 2021

Supplier: **MCJ Professional Cleaning 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:

Name of Lobbyist:

Lobbyist's Firm:

Phone:

E-mail:

Authorized Signature/Name **TITLE**

Vendor Name **DATE**

Revised May 1, 2021

Supplier: **MCJ Professional Cleaning 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: **MCJ Professional Cleaning 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).

☐ 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: **Maria Jose Watson**

VENDOR NAME: **MCJ Professional Cleaning Services Corp.**

TITLE: **President**

DATE: **mcjcleaning**

Revised May 1, 2021