

## Health Center

Code: ANCMF-AU-GB-HC-01 • Facility: Government Building • Frequency: daily

### Scope of Work

- Dusting of all horizontal surfaces including desks, shelves, and windowsills.
- Vacuuming of all carpeted areas and rugs.
- Mopping of hard floors using appropriate cleaning solutions.
- Sanitising of high-touch surfaces such as door handles, light switches, and taps.
- Cleaning and sanitising of toilets and washbasins.
- Emptying and sanitising rubbish bins.
- Cleaning of glass surfaces and mirrors to remove smudges and fingerprints.
- Restocking of hygiene supplies such as soap, paper towels, and toilet paper.

### Method

1. Use a colour-coded cleaning system to prevent cross-contamination.
2. Start with dusting from top to bottom to ensure all surfaces are free of dust and debris.
3. Vacuum all carpeted areas thoroughly, paying special attention to corners and edges.
4. Mop hard floors using a damp mop and appropriate cleaning solution, ensuring no residue is left.
5. Sanitise high-touch surfaces with a disinfectant approved for healthcare settings.
6. Clean toilets and washbasins with a non-abrasive cleaner, ensuring all surfaces are sanitised.
7. Empty rubbish bins, replace liners, and sanitise the bin interior and exterior.
8. Clean glass surfaces with a streak-free glass cleaner.
9. Check and restock hygiene supplies as needed.

### Equipment

- Colour-coded microfibre cloths
- Vacuum cleaner with HEPA filter
- Mop and bucket with wringer
- Disinfectant spray
- Non-abrasive toilet cleaner
- Glass cleaner
- Rubbish bin liners
- Cleaning trolley

### Quality Criteria

| Performance Level | Criteria                                                                                                                                                                                                                                                  |
|-------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>Excellent</b>  | All surfaces are visibly clean and free of dust, dirt, and smudges. No odours present. High-touch areas are sanitised and free of residue. Floors are spotless and dry. Toilets and washbasins are sparkling clean. Supplies are fully stocked.           |
| <b>Good</b>       | Minor dust or smudges on less than 5% of surfaces. No strong odours. High-touch areas are mostly sanitised. Floors are clean with minimal streaks. Toilets and washbasins are clean with minor water spots. Supplies are mostly stocked.                  |
| <b>Pass</b>       | Noticeable dust or smudges on less than 10% of surfaces. Mild odours present. High-touch areas are partially sanitised. Floors are clean but may have visible streaks. Toilets and washbasins are clean but not polished. Supplies are low but available. |
| <b>Fail</b>       | Visible dust or smudges on more than 10% of surfaces. Strong odours present. High-touch areas are not sanitised. Floors are dirty or wet. Toilets and washbasins are visibly dirty. Supplies are depleted.                                                |