

Counselling Room

Code: ANCMF-AU-HF-CR-03 • Facility: Healthcare Facility • Frequency: daily

Scope of Work

- Dust all surfaces including desks, chairs, and shelves.
- Sanitise high-touch areas such as door handles, light switches, and telephones.
- Vacuum carpeted areas and spot clean stains.
- Mop hard floors using a damp mop with appropriate disinfectant.
- Empty rubbish bins and replace liners.
- Clean windows and glass surfaces to remove smudges and fingerprints.
- Ensure air vents are free from dust and debris.

Method

1. Prepare the cleaning trolley with all necessary supplies, ensuring colour-coded cloths and mops are used to prevent cross-contamination.
2. Begin by dusting all surfaces using a microfibre cloth, starting from the highest point and working downwards.
3. Sanitise high-touch areas using a hospital-grade disinfectant, ensuring sufficient contact time as per manufacturer's instructions.
4. Vacuum carpeted areas thoroughly, paying special attention to corners and edges.
5. Mop hard floors with a damp mop, using a neutral pH disinfectant solution.
6. Empty rubbish bins, replace liners, and dispose of waste according to facility protocols.
7. Clean windows and glass surfaces using a glass cleaner and a lint-free cloth.
8. Inspect air vents and clean as necessary to ensure proper air flow and hygiene.

Equipment

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| • Microfibre cloths (colour-coded) | • Damp mop and bucket | • Cleaning trolley |
| • Hospital-grade disinfectant | • Glass cleaner | • Rubbish bin liners |
| • Vacuum cleaner with HEPA filter | • Lint-free cloths | |

Quality Criteria

Performance Level	Criteria
Excellent	All surfaces are visibly clean and free from dust. High-touch areas are sanitised with no visible residue. Floors are spotless with no stains or debris. Windows and glass surfaces are streak-free. Air vents are clean and unobstructed.
Good	Surfaces are mostly clean with minimal dust. High-touch areas are sanitised with slight residue. Floors have minor stains or debris. Windows and glass surfaces have minor streaks. Air vents are mostly clean.
Pass	Surfaces have visible dust. High-touch areas are sanitised but with visible residue. Floors have noticeable stains or debris. Windows and glass surfaces have visible streaks. Air vents have some dust.
Fail	Surfaces are dusty. High-touch areas are not sanitised. Floors are dirty with significant stains or debris. Windows and glass surfaces are dirty. Air vents are clogged with dust.