

On-Call Room

Code: ANCMF-AU-HF-OR-01 • Facility: Healthcare Facility • Frequency: daily

Scope of Work

- Dust all horizontal surfaces including tables, shelves, and ledges.
- Sanitise all high-touch surfaces such as door handles, light switches, and telephones.
- Vacuum carpeted areas and spot clean any stains.
- Mop hard floors with a disinfectant solution.
- Empty rubbish bins and replace liners.
- Clean and sanitise the kitchenette area, including benchtops, sinks, and taps.
- Ensure all furniture is free from dust and stains.
- Check and refill hand sanitiser dispensers.
- Ensure the room is free from unpleasant odours.

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 horizontal surfaces using a microfibre cloth.
3. Sanitise high-touch areas with an approved disinfectant, ensuring contact time as per product instructions.
4. Vacuum carpeted areas thoroughly, paying attention to corners and edges.
5. Mop hard floors using a two-bucket system to ensure effective cleaning and sanitising.
6. Empty rubbish bins, replace liners, and dispose of waste according to facility protocols.
7. Clean the kitchenette area, ensuring all surfaces are sanitised and free from food debris.
8. Inspect the room for any remaining odours and address with appropriate odour neutralisers.
9. Conduct a final inspection to ensure all tasks are completed to standard.

Equipment

- Microfibre cloths (colour-coded)
- Disinfectant solution
- Odour neutraliser
- Vacuum cleaner with HEPA filter
- Rubbish bin liners
- Hand sanitiser refills
- Mop and bucket (colour-coded)
- Cleaning trolley

Quality Criteria

Performance Level	Criteria
Excellent	All surfaces are visibly clean and free from dust and stains. High-touch areas are sanitised with no residue. Floors are spotless and free from debris. No odours present. Rubbish bins are empty and clean.
Good	Most surfaces are clean with minimal dust. High-touch areas are sanitised with slight residue. Floors are mostly clean with minor debris. Minimal odours present. Rubbish bins are empty but may have slight residue.
Pass	Surfaces have some dust accumulation. High-touch areas are sanitised but with visible residue. Floors have noticeable debris. Some odours present. Rubbish bins are not overflowing but have visible residue.
Fail	Surfaces are dusty and stained. High-touch areas are not sanitised. Floors are dirty with significant debris. Strong odours present. Rubbish bins are overflowing or dirty.