UNITED STATES POSTAL SERVICE

Custodial Team Cleaning v16.2

Student Handbook
Course # 10021873
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Maintenance Planning & Support A Commitment to Diversity

The Postal Service is committed to fostering and achieving a work and learning environment that respects and values a diverse workforce. Valuing and managing diversity in the Postal Service means that we will build an inclusive environment that respects the uniqueness of every individual and encourages the contributions, experiences and perspectives of all people.

It is essential that our work and learning environments be free from discrimination and harassment on any basis.

In our classrooms, on the workroom floor, in casual conversation and in formal meetings, employees and faculty are asked to encourage an open learning environment that is supportive of everyone.

Course materials and lectures, classroom debates and casual conversation should always reflect the commitment to safety and freedom from discrimination, sexual harassment and harassment on any prohibited basis. Instructors and class participants are expected to support this commitment.

If you find course material that is presented in the classroom or in self-instructional format does not follow these guidelines, please let an instructor know immediately.

If classroom discussions do not support these principles, please point that out to the instructor as well.

Diversity is a source of strength for our organization. Diversity promotes innovation, creativity, productivity and growth, and enables a broadening of existing concepts.

The Postal Service's policy is to value the diversity of our employees, customers and suppliers, and to do what is right for our employees and the communities we serve, thereby ensuring a competitive advantage in the global marketplace.

Use of Training Materials

These training course materials are intended to be used for training purposes only. These training materials have been prepared in conformance with existing USPS policies and standards and do not represent the establishment of new regulations or policies.

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Foreword

Welcome to the Custodial Team Cleaning Program. The principal aim of this program is to ensure that Building Services employees and Maintenance Supervisors are utilizing the scientifically proven equipment, supplies, and techniques to clean for health first, then for appearance.

Course Overview

The Custodial Team Cleaning Program has been developed to provide a uniform approach to cleaning for health and appearance utilizing tested tools and techniques. This course combines classroom training with on-the-job exercises to allow participants the opportunity to gain knowledge and practical experience.

The program consists of two days of classroom instruction followed by on the job follow-up. Successful course completion will be determined by attendance of all 16 hours and participation in all OJT exercises.

Lesson Plan: Intro

Reasons for this course

- Investing in our custodial workforce
- Recognize cleaning technological advancements
- Commitment to create and maintain a healthy work environment

So what is different with this course compared to other custodial courses?

The learning never stops with this program, which consists of:

- Teaching

This course begins with 16 hours of classroom instruction. Additional supplemental training is provided each month to explore cleaning subject matter in greater detail and to reaffirm retention.

- Coaching

Immediately following successful completion of this course, in addition to their supervisory duties, they will also work in the capacity of coach providing guidance to ensure you practice safe working practices, employ the skills acquired from this training, and identify the most efficient and effective means to complete your tasks.

- Mentoring

Supervisors will also be mentoring by providing guidance pertaining to work improvement development techniques. The mentoring goal is to consistently strive to increase the knowledgebase of custodians during the performance of work activities.

Custodial Team Cleaning Course Development

The International Sanitary Supply Association known as (ISSA) is the world's most recognized cleaning association. This new USPS cleaning program, known as Custodian Team Cleaning is based on the ISSA cleaning principles and strategic objectives.

Team Cleaning Users Symposium

The Team Cleaning Users Symposium is an annual gathering of organizations utilizing Team Cleaning. They share this unique opportunity to discuss the successes and challenges of implementing Team Cleaning in their organizations. The Salt Lake City P&DC was awarded Rookie of the Year for 2013.

In 2014, the USPS was awarded Rookie of the Year for implementing Team Cleaning at the Columbus P&DC. The USPS also received awards for Peer Influence and Quality Improvement.

MOU: MS-47 TL-5

On 7/9/14, the USPS and the APWU signed the MS47 TL5 MOU, in which both parties acknowledged and committed to the orderly implementation of the MS-47 TL-5, which places into practice team cleaning tools and methods.

This course

Throughout the next two days we are going to learn a new vocabulary; the language of cleaning and the professional tools utilized to clean for health.

The Student Handbook is yours to take notes and keep for future reference. Retain this handbook at work.

Lesson 1: The Good, The Bad, and The Ugly

We begin this course with recognizing the good, the bad, and the ugly of custodial operations. You will soon discover the good is the change we are about to embark upon. The bad is the tools and methods we have been using in the past that did not clean our facilities. The ugly is the unsightly dirt and microorganisms left behind using our old custodial methods and equipment.

Lesson 1: Learning Objectives:

- Explore the Good, the Bad, and the Ugly
- Identify the need for change
- Define the Trilogy of Cleaning
- Define the Five Pillars of Building Services Quality

We need to change the tools we use. We need to change the chemicals we use. We need to change our methods.

Ring Around The Building

What you see in this photograph is known in the cleaning industry as "Ring Around The Building". Found in many rooms that have been mopped, the dirt that has been collecting on the mop is re-deposited onto the lower two to three inches of the wall which results in a dark dirt ring that remains on the tiles. Also, take a look at the grout lines. This situation does not happen overnight; it takes months and months of repeatedly pushing dirt around the floor and the walls for these effects to be seen. This is an example of how most janitorial companies including the USPS currently clean which results in a dirty building as opposed to a clean one. In addition to spending financial resources that cause this pollution, we end up spending additional resources in an attempt to restore these surfaces to their proper condition.

Our Future

Our future starts now. The future of changing our tools, chemicals, and methods. A future of cleaning to obtain a healthy environment. The future of embracing change.

These new tools, chemicals, methods and procedures might be new to many of us, but they are not new to many corporations and universities that have adopted this successful program. This new method was originally designed for the University of Massachusetts with the development of their team cleaning professional training program.

One of the largest corporations to adopt this program was the Boeing Aircraft Corporation. The Boeing facility is a 98-acre footprint, so there is a lot to be cleaned in that facility.

We begin with

Training custodians and supervisors. It is imperative that training is provided to custodians and their supervisors.

Removing all previously utilized equipment and tools. As soon as the initial training is completed, the team cleaning process begins. To begin the team cleaning process all previously utilized tools and equipment are removed from the facility and replace with team cleaning tools that are non-polluting, efficient, and ergonomically designed.

Raising the expectation of what cleaning is, and concentrating on cleaning for health to provide all occupants with a safe and clean indoor environment.

The Trilogy of Cleaning

The Trilogy of Cleaning consists of:

1) Engineering
2) Science
3) Professionalism of the Custodian workforce

To be successful we must embrace the Trilogy of Change, Challenge, and Growth

Building Services Quality

Most cleaning organizations that produce high quality work and satisfied customers share five important characteristics; cleaning that results in healthy facilities; recognizing custodians as professionals; employing Keep It Simple Standardize (KISS); incorporating Contagious Cleaning; and maximizing sustainability.

These characteristics are the foundation of our purpose, vision and guiding principles necessary to support our ultimate corporate objective, which is customer (both internal and external) satisfaction. Assessing how well the USPS is working towards our high quality goal, we need to understand the behavior each of the five pillars represents.

1) **Cleaning that results in healthy Postal Facilities,** the first pillar, understanding the importance to cleaning for health as expressed in scientific studies conducted by Michael A. Berry Ph.D.

2) **Recognize Custodians as Professionals**, the second pillar in our pillars of quality model is for the custodian workforce to embrace and engage their profession as professionals and for the entire postal community to recognize custodians as a professional workforce.

In ancient mythology, Janus, the "Keeper of Keys" and "Custodian of Treasures" protected the riches of the gods. Looking both forward and back, this ancient figure could see in all directions, preserving and protecting all that was important.

It's from the name Janus that the modern word "janitor" is derived. And like the Janus of ancient times, today's cleaning professionals safeguard the treasures of the buildings they maintain—treasures such as physical property, the aesthetics of a clean environment, and the health and safety of those who work at or visit the facility.

10 Traits that Define a True Professional

I. **Put customer satisfaction first**
Understanding and satisfying your customer's needs are the cornerstones of a successful business. Do what is necessary to meet those needs. After all, without the customer, there is no professional.

II. **Make expertise your specialty**
The very word professional implies that you are an expert. Become an expert in the skills and tools necessary to do your job. Always perform to the best of your abilities. Keep your knowledge up to date.

III. **Do more than is expected**
Professionals are provided latitude in their daily self-management. They are expected to manage their time and work habits. Professionals are expected to produce results. Professionals meet or exceed expectations whenever possible.

IV. **Do what you say and say what you can do**
Talking the talk and walking the walk. Can you really do what you are about to say? Professionals deliver on promises made.

V. **Communicate effectively**
Resist the urge to blame the customer when communication goes awry. Effective communication is ultimately your responsibility — not your customer's. Whether verbal or written, professionals communicate clearly, concisely, thoroughly, and accurately.

VI. **Follow exceptional guiding principles**
Appreciate and support those you work with. Professionals possess high ethical and moral standards. Be honest and fair in all of your dealings with others. Professionals adhere to high values and principles.

VII. **Praise your peers not yourself**
Respect and acknowledge the talents of your peers. There is nothing more unprofessional and self-serving than telling others how wonderful you are. Professionals are humble and generous in their praise of others.

VIII. **Share your knowledge**
Information isn't a limited resource. Contrary to what some might think, your mind won't be emptied by sharing your wisdom or experience. Professionals help their peers and are respected for doing so.

IX. **Say thank you**
Professionals thank others in a meaningful way that most benefits the recipient.

X. **Keep a smile on your face and maintain a good attitude**
Professionals are pleasant even during trying times.

Custodial Team Cleaning Route Sheets

Consider a professional pilot references the flight plan regardless how many times the pilot flies to the same destination. Professional custodian route sheets identify the tools required and the sequenced workflow. The workflow identified on each route must be constantly reference to ensure you stay on course. If you are assigned to Light Duty Specialist, the Vacuum Specialist is depending upon you to stay 15 minutes ahead following the same sequence. If the sequence is not followed, it will have a negative impact to the entire team. If you are assigned Vacuum Specialist the workflow sequence is extremely important to ensure the sequence is the same are previously prepared for you by the Light Duty Specialist. Regardless of what Specialist you are assigned or the route you are assigned, it is important to carry the route sheet with you for reference to ensure you cover your assigned area at the assigned time using the assigned equipment.

Custodial Team Cleaning Professionals

At the end of each tour or use, custodians are expected to clean and inspect their equipment and supervisors are required to verify by initialing the CTC Equipment Check-In / Check-Out Sheet.

3) **Keep it Simple Standardize (KISS)** is the third pillar. Albert Einstein is quoted; "Making everything as simple as possible, but no simpler". Einstein was stipulating that one should strive for simplicity, but don't go overboard. Utilizing scientifically proven tools, products, and techniques embraces simple without adding unnecessary complexity and costs that accompany complexity.

Custodial Standardization Change Control Board (CSCCB)

Standardization is paramount therefore; any proposed changes or deviations must be submitted to your supervisor. If your supervisor concurs with the proposed change, it is documented and forward to the Custodial Standardization Change Control Board (CSCCB) for consideration and possible implementation. The CSCCB consist of five board members who review submitted problem/situation statements and proposed changes to improve a current process. There are three phases: recommendation submission, technical review, and committee decision.

4) **Contagious Cleaning,** the fourth pillar embraces a clean philosophy of promoting safe, clean, and hygienic environments by incorporating the use of safe cleaning agents, environmentally preferred packaging, efficient cleaning techniques, and changing the behavior of everyone to contribute to the cleaning effort. Corporations such as Disney and the NYC Transit Authority embrace this approach.

The Disney Corporation has built their philosophy on this model. If something is clean, people want to keep it clean. If you keep it clean, people will help you keep it clean. The NYC subway was once a dirty environment. Through cleaning initiatives, it is now clean and stays clean.

Think for a moment, if employees become conditioned to clean up after themselves, these employees actually will contribute to our effort to maintain a clean and healthy facility.

5) Our final pillar, **Maximize Sustainability**, is a goal of the U.S. Postal Service to reduce waste and minimize environmental harm. Our custodial operations contribute to this goal by working with efficient tools and utilizing scientifically proven procedures that result in leaner, greener, faster, and smarter work practices.

This is not just a fad of "Going Green". With this program, we utilize an exact and precise chemical measuring system at the point of use. Think about a centralized chemical dispensing location. It takes time to travel to that location to get more chemical. Additionally, the measurement or dosage is not always followed. With this program there is virtually no chemical waste and the empty PortionPac containers are incineratable, which if recycled can become an energy source for the utility supplier.

Each pillar is equally important. If even one pillar is neglected, the entire structure collapses.

Lesson 1 Key Points

- The Good, the Bad, and the Ugly when it comes to cleaning
- The need for change
- The Trilogy of Cleaning
- The Five Pillars of Building Services Quality

Lesson Plan: 2 The Science of Cleaning

Lesson 2: Learning Objectives

- Exploring germs also known as pathogenic micro-organisms
- Define what a fomite is
- Review the role of personal hygiene and how it decreases harmful microorganisms.
- Review the Bloodborne Pathogens Program
- Explore the scientific credentials of Michael Berry Ph. D.
- View the documentary: "Cleaning or Polluting?"
- Define clean and health
- Review cleaning results of a scientific study
- Define Appearance

Meet the pathogenic microorganisms also known as the Germs

A pathogenic microorganism is a microscopic organism capable of causing disease.

Pathogenic microorganism is defined as:

Patho = sick or pity (Pathology*: capable of producing disease)*
Genic = family
Micro = not visible to the naked eye
Organism = a continuous living system

Many viruses and bacteria infect people only when they enter the nose or mouth (oral transmission). People that do not wash their hands thoroughly after using the toilet can transmit diseases and infect nearby objects or food (fecal transmission). If you touch an object infected by a person who did not wash their hands after using the toilet, fecal microorganisms are transmitted to your hands. If you do not wash your hands thoroughly and touch your nose or mouth, this "fecal-oral" mode of transmission can infect you with the virus or bacteria.

Noroviruses cause gastrointestinal infections. Common symptoms of noroviruses are nausea, vomiting, diarrhea and stomach cramps. Noroviruses are transmitted via the fecal-oral route and spread quickly through large groups of people in close quarters, such as cruise ships, military barracks and day care centers. Norovirus spread can be prevented by thorough hand washing after using the restroom.
Frequent hand washing when in close contact with others, along with avoiding touching your nose and mouth, decreases your chance of becoming infected.

Noroviruses can also be spread by people with the virus handling food and not washing their hands after using the restroom. Food will not taste or smell unusual, so there is no way to know it is infected.

You don't have to be a germophobe to fear public restrooms. The common cold, E. coli and hepatitis A all flourish in public toilets and sinks just waiting to pounce and infect. Despite many scientific studies stating that these and many other bacteria are ever-present in restrooms, is there any real chance of catching something serious from a restroom? Let's face it: The majority of people who will read such articles do not wash their hands when they stop for a restroom break. With this fact alone, it is vital that our restrooms are kept clean and disinfected to minimize the spread of harmful microorganisms.

What follows are some tips on how to maintain good hygiene in public restrooms.

What Can You Catch?
The facts can appear grim. From a common cold to stomach flu viruses, germs lurk on sink surfaces and toilet seats. Without proper care, people are at risk of being bedridden for weeks with a multitude of diseases like streptococcus (a form of strep throat and meningitis), E. Coli, hepatitis A, and staphylococcus (the virus behind food poisoning and a form of pneumonia).It is highly possible that the strange cold you caught in the middle of the summer was transmitted to you through a public restroom.

Your First Line of Defense
The most powerful line of defense is your own immune system. People in excellent health can afford to be somewhat reckless more often than the very young or the elderly. Your immune system designed to combat pathogenic microorganisms.
However, when your immunity is compromised from allergies or a cold, any introduction of harmful bacteria can extend your illness from days to possibly weeks.

Healthy immune system or not, there is much each of us can do to avoid being a walking, talking, deadly virus. Firstly, wash your hands! This personal hygiene is the key to avoiding any microorganisms that remain on a surface (fomite) from an infected person. With hot water, lather up (with soap) for 20 to 30 seconds, not the one or two seconds most people spend. Wash your palms and backs of your hands, in between your fingers and under your fingernails. The friction you generate kills off the most harmful restroom bacteria. So now go forth and shake somebody's hand and exchange greetings, instead of diseases.

Germs consist of:

- Virus
- Bacteria
- Fungi

These are three different types of matter and you have to manage each one differently. You vacuum the fungi spores. Bacteria and virus organisms must be killed.

To survive, microorganisms need the following:

- Food source
- Oxygen (O_2)
- Moisture
- Warmth

Industry terms used to stop the growth of microorganisms:

- Sterilize 100% kill rate (cleaning medical instruments) Kills all forms of microbial life.
- Sanitize 99% kill rate (used in the food industry) Reduces the number of microbes to a safe level
- **Disinfect 99% kill rate (fomites)** Destroys all microbes. Preferred over sanitizing since it also kills the spores of microbes.

The best disinfectant is a clean dry surface

Fomites

Fomite: Any inanimate object or substance that may be contaminated with infectious organisms and serve in their transmission.

When a pathogenic microorganism is introduced onto a fomite, there are several factors that dictate their survival. These factors include:

- Temperature
- Humidity
- Evaporation
- Light radiation
- Chemical/physical properties of the fomite

When we clean fomites, we must concentrate on fomites that are critical contact points. Critical contact points include but are not limited to the following:

- Door handles
- Door push plates
- Stall latches
- Coat hooks

- Toilet paper dispensers
- Handicap stall grab bars
- Faucet and flush valve handles
- Soap dispenser pump
- Public use telephones
- Drinking fountains

Getting Back to Basics with Personal Hygiene

The primary cause of any infection is improper washing of the hands or complete disregard for washing hands after using the restroom. Remember your hands do not have to appear dirty to contain harmful bacteria. These harmful bacteria cannot be seen by the naked eye but can cause severe illness to you and others that could come in contact with bacteria. High-touch areas within public restrooms, particularly areas people touched after washing their hands frequently contain more than 1,000 colony-forming units per milliliter of infection-causing bacteria.

Proper Hand Washing Technique as recommended by the CDC.

- Roll up sleeves, remove watch and/or rings
- Wash all surfaces of hands paying close attention to the fingernails; wash for 15-30 seconds using friction to maintain a good lather.
- Keep wrists lower than elbows and fingertips pointed downward throughout procedure
- Include the area 2-3 inches above the wrist
- Keep body away from sink to prevent micro-organisms and water from getting on your clothing
- Rinse thoroughly
- Turn off faucet using a clean paper towel
- Dry hands thoroughly and moisturize

Bloodborne Pathogen Program

The goal of the Bloodborne Pathogens Program is to protect Postal Service employees from potential infection with Bloodborne pathogens [Human Immunodeficiency Virus (HIV), Hepatitis B Virus (HBV) and other Bloodborne agents].

OSHA standard, 29 Code of Federal Regulations (CFR) 1910.1030 addresses annual BBP training requirement.

Training of occupationally exposed employees is required upon initial assignment and annually thereafter.

- 10021951: Bloodborne Pathogens-VLR
- 10021952: Bloodborne Pathogens -ATF

BBP training is also incorporated in the following Hazwoper courses:

- 10021926: Hazwoper Ops 1st Responder-Refresher-VLR
- 10021927: Hazwoper Ops 1st Responder-ATF
- 10021928: Hazwoper Ops 1st Responder Refresher-VLR
- 10021929: Hazwoper Ops 1st Responder Refresher-ATF
- 10021930: Hazwoper Specialist Refresher-VLR
- 10021931: Hazwoper Specialist Refresher-ATF

Vaccination Program

Employees who are considered occupationally exposed are offered the HBV vaccination. Please contact your Occupational Health Nurse or Supervisor for details.

See Appendix section of this Student Handbook for additional information.

Michael A. Berry Ph.D.

Michael A. Berry Ph.D. is the leading environmental scientist in the world, a subject matter expert on indoor cleaning. Dr. Berry authored "Protecting the Built Environment: Cleaning for Health" (1982). This publication is the blueprint for the (OS1)® program. According to Dr. Berry, "Health is a state of complete physical, mental and social well-being and not merely the absence of disease and infirmity". "There are tremendous benefits when you clean an environment you create the sense of well-being".

While working for the EPA, Dr. Berry was a senior manager and scientist. Dr. Berry was the Deputy Director of National Center for Environmental Assessment at Research Triangle Park, NC for 22 years. During his EPA career, he had extensive interactions with private industry, trade associations, environmental organizations, governments, the federal courts, US Congress, universities worldwide, and institutions such as the National Academy of Sciences, the World Health Organization, and the North Atlantic Treaty Organization. Dr. Berry is recognized internationally as a subject matter expert in the subject of indoor environmental quality. Between 1985 and 1994, he directed EPA's indoor air research program.

As seen in the video, Dr. Berry is stating, "We are polluting, not cleaning". This is not a lack of care, these employees are doing the best they can with the tools they have been provided.

This is the reason we are making the change to the Custodial Team Cleaning Program. Cleaning for health is *the* priority as seen in the video and described by Dr. Berry. If custodians actually clean, they are healthcare workers

In science, we begin with scientific terms. We need to clean with the intent to remove unwanted matter from its current location.

As stated by Dr. Berry: "Clean is an environmental condition free of unwanted matter." A lot of stuff we do not want is invisible to the naked eye and Dr. Berry thought it imperative that "we need to put the unwanted matter in its proper place."

Dr. Berry also stated: "Health is a state of complete physical, mental, social well-being not merely the absence of disease and infirmity. When you clean an environment, you create that "sense of well-being." "There are tremendous benefits".

UNC Scientific Study

In 2006, the University of North Carolina implemented a similar cleaning program on their campus. The university administration wanted "scientific answers" comparing the new and improved cleaning program to their current cleaning method. The university hired Dr. Berry as the subject matter expert leading this scientific study.

This scientific study included two buildings similar in size, which provided an ideal comparison. One building continued with traditional cleaning methods using traditional cleaning equipment, while the other employed ISSA Team Cleaning principles utilizing ISSA recognized cleaning equipment, which employed cleaning for health engineering.

At the conclusion of the study, the results revealed the facility that employed the ISSA cleaning principles utilizing the engineered cleaning for health tools resulted in negligible dust levels. Negligible is a scientific term meaning the levels were so low, it could not be measured. This is the science foundation of this team cleaning program.

We will now be using the Dr. Berry's cleaning principle, cleaning for health first, then appearance. Appearance is defined as a visible communication or message but not necessarily clean by the health definition. When you clean for appearance, it is a deception. An example would be a white glove inspection which is appearance driven, however the potentially deceiving clean appearance could be harboring pathogenic microorganisms which is an unhealthy environment.

Lesson 2: Key Points

- Germs also known as pathogenic micro-organisms
- Fomite
- Personal hygiene and how it decreases harmful microorganisms.
- Bloodborne Pathogens Program
- Scientific credentials of Michael Berry Ph. D.
- Documentary: "Cleaning or Polluting?"
- Clean and health
- Cleaning results of a scientific study
- Appearance

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Lesson 3: Keep It Simple Standardize (KISS)

Lesson 3: Learning Objectives

- Explore Contagious Cleaning
- Explore a Postal documentary "MSDS Compliance"
- Explore the conversion from MSDS to SDS
- Review a chemical poisoning case study
- Introduction to PortionPac chemicals
- Explore the PortionPac Red-Yellow-Green Program™
- Review the PortionPac numbering system
- Define GS37 certification
- Explore EPA registered disinfectants
- Examine Dirt Types
- Explore Floor Mats
- Explore the pH scale

Contagious Cleaning: The Disney Corp.

Every wonder what happens at the happiest place on earth after all the guests leave? Well, according to an article in the Los Angeles Times, 600 custodians, painters, gardeners and decorators descend on the park. "The primary goal of the after-hours crew is to pursue Disney's vision of an immaculate land, free of the litter and grime of the outside world."

Disneyland's cleanliness is the key to its success, and one of the reasons attendance continues to increase despite the economic downturn. It is interesting to read about the tasks employees perform in order to maintain the park, tasks that most visitors never consider.

Most of us never consider that it takes four certified divers to collect submerged trash within the water attractions. Custodians scrape dried chewing gum from the pavement with metal blades attached to long poles. However, the most notable cleaning action is not performed by the employees; it is performed by the paying customers. Disney has strategically placed trash receptacles within the park to ensure they are always within a short walking distance. The trash receptacles are emptied on a regular basis to ensure there is no overflowing trash and obnoxious odors. Custodians are maintaining the pavement by sweeping any debris that did not find its way to a trash receptacle. As a result, this clean environment is replicated by the customers who deposit their trash in the trash receptacles.

So think how can we employ "Contagious Cleaning" to our facilities? If we place enough trash receptacles in the areas that generate the most trash and keep these receptacles emptied, we are well on our way. If the breakrooms are clean and well maintained with no debris outside of the receptacles, employees will be more likely to discard all of their trash properly, which recreates the successful "contagious cleaning" environment achieved by Disneyland.

If we place quality floor mats at each entrance and change them frequently, most people entering the facility will remove the majority of dirt from their shoes before they enter which will substantially reduce the dirt entering the building.

OSHA revises hazard communications standard: MSDS becomes SDS

The Occupational Safety and Health Administration (OSHA) revised its Hazard Communications (HazCom) standard to align with the United Nations' Globally Harmonized System (GHS) of Classification and Labeling of Chemicals in a final rule published on March 26, 2012.

OSHA's stated purpose for making such a change is to reduce worker confusion regarding workplace hazards through hazard training and understanding while classifying chemicals based on their health and physical hazards and establishing labels and Safety Data Sheets (SDSs) to replace the current Materials Safety Data Sheets (MSDSs) for chemicals made in or imported to the United States. While the HazCom standard was implemented to provide U.S. workers the right to know to what hazards the chemicals in their workplaces may expose them, OSHA is now concerned that such information is not as clear to workers with limited literacy when compared with the UN's GHS labeling. Full implementation is scheduled for 2016. In the meantime, employers may comply with either the final standard of 29 CFR 1910.1200, the current standard, or both.

As was the case with MSDSs, the new SDSs are to be provided for each hazardous chemical sent to downstream users by chemical manufacturers, distributors or importers. The SDSs are to provide information regarding hazards associated with each particular chemical, but the format of the SDS is different than the MSDSs of the past. The new standard requires "harmonized" criteria and labeling elements.

The 16-part SDS format is divided as follows:

- General information about the chemical, hazards, components, safe handling, and energy control are found in sections 1-8.

- Technical and scientific information is contained in sections 9-11 and 16.

- UN GHS-compliant sections are found in sections 12-15, but will not be enforced by OSHA because other agencies regulate these concerns (i.e., ecological information, disposal considerations, transport information, and regulatory information).

As with MSDSs, employers must ensure SDSs are readily accessible to employees for all the chemicals in their workplace such that employees have ready access to that information without leaving the work area. This may be accomplished through maintenance of physical binders and/or by electronic means. However, back-up access must be available in case of power outage or electronic system failure if an employer chooses to utilize and electronic system for those employees whose workplace includes ready access to the electronic SDSs. Note that workplaces without ready access to computers must still maintain print copies (i.e., binders) of SDSs just as it does currently for MSDSs).

Compliance deadlines:

- Employers must train on the new label elements and SDS format by 12/1/2013.

- Chemical manufacturers, importers, distributors and employers must comply with all modified provisions of the final rule by 6/1/2015, except that distributors may ship product with old system labels until 12/1/2015.

- Employers must update alternative workplace labeling and HazCom program as necessary and provide additional employee training for newly identified physical or health hazards by 6/1/2016.

Improper Chemical Labeling Concerns

Every year thousands of people die as the result of exposure to poisons. In many cases those deaths were preventable had the product containing the poison been properly labeled. Many of the illnesses and deaths caused by poisoning is the result of a product being mislabeled. The following statistics illustrate how significant this problem is in the United States.

Poison Exposures Facts:

- On average, poison centers handle one poison exposure every 14 seconds.
- Most poisonings involve everyday household items such as cleaning supplies, medicines, cosmetics and personal care items.
- 89 percent of all poison exposures occur in the home.
- 92 percent of exposures involve only one poisonous substance.

Data obtained from the 2000 Annual Report of the American Association of Poison Control Centers

Deseret News

CENTRO CIVICO FINED FOR ALCOHOL INCIDENT

CENTRO CIVICO FINED FOR ALCOHOL INCIDENT
Associated Press
Published: Thursday, May 26 1994 12:00 a.m. MDT
Centro Civico Mexicano has been fined for improperly storing wood alcohol in a vodka bottle that was stolen and the poison drunk, causing one person to die and others to become ill.
The Utah Occupational Safety and Health Administration fined the center $1,000 for storing the chemical in an unmarked vodka bottle and $500 for failing to inform OSHA of the accident and other improper procedures, said Utah OSHA Compliance Supervisor Gary Pedley. On Monday Centro Civico Mexicano Executive Director John Ferraris said the organization will contest the OSHA fines.
Paul Lozano, 19, a gym supervisor at the center, died of poisoning after mistaking the methanol for vodka and drinking it with friends the weekend of March 19.
University of Utah biology professor Orlando Cuellar, the center's board president, took methanol from his lab in March to clean graffiti at the center.
He poured the clear, toxic liquid in a plastic vodka bottle and then directed a janitor to place the container in a closet.
Lozano apparently stole the bottle and took it home. He and others drank the methanol straight and then mixed it with orange juice. The teen later died, and 11 others were treated at Salt Lake City hospitals for methanol poisoning.
Cuellar was not charged with any criminal violation. Salt Lake County Attorney David Yocom said Cuellar was "dumb, stupid and negligent" for storing the chemical in a vodka bottle but was not "grossly" negligent.
University officials said they took action against Cuellar for violating policy when he removed the methanol from campus.
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PortionPac Chemicals

PortionPac is manufactured in Chicago, Illinois. There is no polluting or hazards associated with this chemical manufacturer. The use of PortionPac chemicals results in a lean inventory system and significant packaging reduction.

The History of PortionPac Chemical Corporation

Syd Weisberg witnessed a terrible amount of waste back in the 1950s. The Chicago chemist and inventor saw first-hand the time, energy and natural resources squandered on producing, shipping and disposing of cleaning formulations that were 90% water. He saw millions of steel pails and multi-gallon drums shipped around the world only to be emptied and discarded. Weisberg also discovered very few people actually understood how to correctly (and safely) dilute the extremely hazardous formulations for cleaning. Weisberg knew the answer to the waste and danger he saw could be found through innovation and education. So in 1964, he and his business partner, Marvin Klein, started the PortionPac Chemical Corporation; founding the Company on 5 key principles:

1. Human Health and Safety
2. Environmental Responsibility
3. Improvement of Work Conditions for Custodians
4. Leadership
5. Profitability

Over the years, PortionPac's innovation in concentrated, pre-measured detergents has proved safer, smarter and easier on the environment (not to mention more cost effective and simpler to use). As the first Company in the cleaning industry to emphasize educational materials for the proper use of its products, PortionPac's dedication to improving worker's health remains a driving force for the Company.

Since our inception, we've formulated our products and services for safety and the environment. PortionPac's long history of loyalty to our associates, suppliers and end users has earned us the respect and trust of some of the finest companies and organizations in the industry. We deeply appreciate this and remain committed to providing products and practices that are safe, effective, profitable, sustainable, drive industry leadership standards, and work to improve the human condition.

PortionPac Product Systems

PortionPac believes less is more. In fact, we like that philosophy so much we designed our 3 product lines around it. Since 1964, PortionPac has manufactured concentrated detergents and floor finishes in Pacs; helping janitors, housekeepers and food service professionals in every industry do their job more effectively while using less product.

Even when ready-to-use, multi-gallon drums were the industry standard, we continued producing only pre-measured, high concentrate cleaning products. We've always done it this way and it's the reason our products are still the simplest and most labor effective detergent system in the world.

That's because PortionPac Systems offer the same benefits as "unit-dosed" pharmaceuticals and portion-controlled foods: accurate usage, cost and inventory control, ease of training, and efficiency and standardization. Because PortionPac formulations are highly concentrated, handling, freight, storage and distribution costs are substantially reduced.

The real value of PortionPac Systems goes far beyond accurate dilution and safer use of detergents. Our unique Pacs are the cornerstones of a complete custodial service operation.

Features + Benefits of PortionPac Systems:

1. Concentrated solutions dramatically reduce the energy spent in production, transportation, distribution and storage.
2. Portion controlled cleaning products can help reduce the quantity of detergents used and eliminate wasted labor from misuse.
3. Easy to use product systems ensure accurate and controlled use of materials.
4. Minimal, re-usable and recycled Packaging reduces waste.

PortionPac System's pre-measured cleaning products address industry-wide cleaning, management and labor productivity issues and are the logical choice for standardization between facilities. Our products improve people's health, are easier on the environment and lead to bigger gains for our clients.

Typical janitorial waste is 30 – 75% of chemicals. Using PortionPac and this program waste is basically zero.

PortionPac Red-Yellow-Green Program™

Three basic cleaning materials plus the critical accessories can efficiently clean 80% of your facility. These products simplify your operation from distribution to disposal. Red-Yellow-Green color coding includes bottles, MSDS and mixing charts in English and Spanish.

Red Germicidal Detergent is a quaternary disinfectant for restroom fixtures, above-the-floor-surfaces and restroom floors.

No. 201N, 202N, 204N, 205N & 264N
EPA registered and effective against a wide variety of bacteria such as Staph, Salmonella and Pseudomonas, HBV, MRSA, VRE, HIV-1 (the virus that causes AIDS) and fungi. Simultaneously cleans, disinfects and deodorizes floors, walls, toilet fixtures, tables, countertops, mirrors and non-invasive equipment.

Yellow MopPacLITE® is a pH neutral floor cleaner. Simply fill the bucket with water using the Point-of-Use mixing Hose and add one pac.

No. 1802 & 1804
Liquid blend of organic detergents and solvents for cleaning all hard surface flooring, pH of 7.0 to 7.2 leaves no residue to dull high gloss finishes. Excellent for damp mopping or auto-scrubbing.

Green ScrubPac® is a heavy duty all-purpose spray cleaner for difficult above-the-floor cleaning.

No. 102 & 104
For cleaning and degreasing shower walls, bathtubs, sinks, baseboards, vinyl furniture, wall spotting, and other soiled surfaces and equipment. Excellent for deep cleaning and power scrubbing of all hard surface floors.

PortionPac Numbering System

102 – Degreaser GS37 (is used in a 32oz spray bottle and is Green Seal Certified)
104 – Degreaser GS37

- 102 and 104 are point of use mixing
- 102 and 104 are degreasers similar to household 409 cleaner and Simple Green.
- 102 and 104 (Light Duty Specialist chemicals) are not disinfectants.
- 105 is not used in the USPS. (Note: The 102 and 104 ScrubPacs require point-of-use mixing. The 105 (5 gallon) requires a centralized dispensing system that we will not use).
- 132 – Degreaser G37 – 32 ounces 1 quart

201N – Germicidal EPA 01 = 1 gallon
264N – Germicidal EPA 64 = 64 ounces (half gallon)

N = pH neutral

1802 – Neutral pH GS37 Scrubber – Will not degrease.

Note: 404 (project work chemical) used to remove an Alkaline such as salt. This will not damage the floor finish.

THE RULE OF ONE®
1 pack per bottle (102) green
1 pack per bucket (201N) red
1 pack per bucket (1802) yellow

Of the 3 daily chemicals we use, two are general cleaning (Green Seal Certified GS-37) and one is a disinfectant. Project cleaning chemicals will be covered at another time.

Green Seal

The Green Seal Organization is not associated with the Federal Government. This organization established the criteria as to what can be classified as a "Green" chemical. To be "Green", a chemical cannot contain: poisons, toxins, known carcinogens, or endocrine disruptors (disrupt human reproduction). If none of these are contained in the chemical, then it can qualify to be Green Seal certified.

Green Seal is a non-profit organization that uses science-based programs to empower consumers, purchasers and companies to create a more sustainable world. The reputation of the Seal brand has grown to symbolize environmental leadership, and it continues to represent unquestionably green products and services

Green Seal Certification ensures that a product meets rigorous, science-based leadership standards. This provides manufacturers with the assurance to back up their claims and purchasers with the confidence knowing Green Seal certified products are better for human health and the environment.

The Green Seal Standard (GS-37) for Industrial and Institutional Cleaners establishes requirements for industrial and institutional general-purpose, restroom, glass, carpet cleaners, and biologically-active cleaning products (enzymatic and microbial products for routine cleaning). For purposes of this standard, industrial and institutional cleaners are defined as those cleaners intended for routine cleaning of offices, institutions, warehouses, and industrial facilities.

The GS-37 standard includes product performance requirements and environmental and health considerations for vulnerable populations in institutional settings such as schools, day-care facilities, nursing homes, and other facilities. Green Seal has set the standard for what is actually "Green". Two of the Daily chemicals we will be using are GS-37 certified.

The reason there are no Green Seal certifications for germicide or disinfectants is because these are poisons used to kill pathogenic microorganisms. The chemical we will be using for the restrooms is a germicidal detergent therefore is not GS-37 certified.

To classify a chemical as a disinfectant it has to have an EPA registration number. The restroom chemical is registered with the EPA with the assigned registration #10324-155-8722. To receive the registration number, the chemical manufacturer must conduct a kill test. Kill is the difference between sanitize and disinfectant.

Kill Tests

Quantitative Hard Surface Time-Kill

A Quantitative Hard Surface Time-Kill Test method is an excellent test for use by disinfectant product developers because it is fast, relatively inexpensive, and very reproducible. It is particularly valuable to disinfectant product developers as a screening too, because it utilizes quantitative rather than qualitative endpoint.

A microbial culture is prepared. For most bacteria, a 24-hour culture in nutrient broth works well. For most fungi, a spore preparation from a saline wash works well. A volume of microbial culture (usually 0.010 mL to 0.020 mL) is placed onto the center of each of a number of sterile test surfaces. This inoculum can be spread over the sterile test surface in a circular pattern to achieve a thin, uniform coverage with the test microorganism if desired.

To measure initial microbial concentrations, one or more untreated, inoculated test surfaces are harvested and microorganisms are enumerated. The remaining inoculated test surfaces are treated with the test product, each for a different length of time. Immediately after the treatment times have elapsed, the test surfaces are placed into a solution that neutralizes the disinfecting action of the product, and microorganisms surviving treatment with the disinfectant or sanitizer are cultured and enumerated. Results of the time-kill experiment are tabulated and reported, usually by charting microbial concentrations on the test surfaces as a function of treatment time with the disinfectant or sanitizer.

Disinfectants

Are substances that are applied to non-living objects to destroy microorganisms that are living on the objects. Disinfection does not necessarily kill all microorganisms, especially resistant bacterial spores; it is less effective than sterilization, which is an extreme physical and/or chemical process that kills all types of life. Disinfectants are different from other antimicrobial agents such as antibiotics, which destroy micro-organisms within the body, and antiseptics, which destroy micro-organisms on living tissue. Disinfectants are also different from biocides — the latter are intended to destroy all forms of life, not just microorganisms. Disinfectants work by destroying the cell wall of microbes or interfering with the metabolism. Disinfectants are frequently used in hospitals, dental surgeries, kitchens, and restrooms to kill infectious organisms.

A perfect disinfectant would also offer complete and full microbiological sterilization without harming humans and useful forms of life, be inexpensive, and non-corrosive. However, most disinfectants are also, by nature, potentially harmful or even toxic to humans or animals

Germicide

Is an agent that destroys pathogenic microorganisms.
Hospital-grade disinfectants such as 3M Brand Quat Disinfectant Cleaner must have an EPA number. An organization called the Association of Official Analytical Chemists (AOAC) is an agency that performs testing on "kill efficiency" and determines a family of "marker pathogens.

Disinfectants must desecrate marker pathogens: Staph infection – is caused by the Staphylococcus bacteria that can be difficult to kill. You have to kill the staph microorganism 100% of the time. Hospital grade disinfectants kill this classification of pathogens.

What has been discovered is in the past many disinfectants that were used within the janitorial industry were not properly dosed. **Disinfectants must be mixed PRECISELY to be effective.** A disinfectant must be diluted to work.

Pseudomonas

A species of pathogenic microorganisms that requires a bacteria source and a water source. Pseudomonas can actually grow on the exterior of the disinfectant bottle. This is an example of how over-dosing does not necessarily kill as the intended dosage does.

Pseudomonas has the ability to metabolize a variety of diverse nutrients. Combined with the ability to form biofilms, they are thus able to survive in a variety of unexpected places. For example, they have been found in areas where pharmaceuticals are prepared. A simple carbon source, such as soap residue or cap liner-adhesives is a suitable place for them to thrive. Other unlikely places where they have been found include antiseptics such as quaternary ammonium compounds, and bottled mineral water. Remember that any chemical used on the job can be hazardous, even if it is soap.

Types of Dirt

Once we begin to understand the pH scale, we need to combine that knowledge with our knowledge of dirt. We need to use a vacuum to remove loose dirt, a vacuum and agitation to remove stuck dirt, and we need to use chemistry to remove embedded dirt.

The majority of dirt that we need to remove from our work environment are acidic soils that require alkaline solvents. Since few dirts we encounter are Alkaline, our inventory of acid chemical solvents is minimal.

Examples of acid soils are: vomit, Coca-Cola, body oils.

Hard water is the largest source of alkaline soil.

When the need arises to clean hard water deposits, the products utilized are manufactured by The Carroll Company, which will be reviewed at a later time.

Floor Mats

Floor matting provides an essential role in reducing the amount of dirt that enters into a facility. Proper matting traps the majority of loose dirt resulting in the other floor areas of the facility to remain clean. The key to this success is selecting the proper mat for the conditions and location, strategically placing the mats in areas to capture the most dirt, and maintenance of the matting system including regularly cleaning and replacement when the matting is no longer functioning as designed. A formula for matting success is quality over quantity. High quality matting captures the dirt, compared to low quality matting that retains minimal dirt but creates a slip / trip / fall hazard.

Studies have shown that 70 to 80% of dirt and debris enters a facility through the front door tracked in from the shoes of people entering the facility. When matting is placed external of entranceways, scraper mats scrape and remove dirt, debris, and snow from the shoe soles, which can be as much as 50% before occupants enter the facility. The objective is to trap as much dirt as possible, without creating a tripping hazard, and optimum controlled release of dirt during the mat cleaning process. Regardless of the local climate conditions, scraper mats are essential to be placed external to entranceways.

Matting experts recommend at least 6 feet of scraper matting external to entrances and 10 feet of inside matting placed just inside the entranceway. This combination will remove approximately 80% of the dirt from the soles of shoes.

So let's review that 70 to 80 % of the dirt enters a facility is generated from the shoes that walk through the entrance. With proper matting we can capture 85% of that dirt. It is possible to prevent approximately 68% (0.8 x 85) of all dirt and debris from entering the facility by using proper mats, placing them in the proper locations, and cleaning the mats at regular intervals. It is equally important to realize that if we have proper mats in the proper locations, but never clean them the entire matting system becomes ineffective and can actually contribute to adding to the dirt load. Absent an effective matting system there will be higher maintenance cost, such as floor finish will require more frequent servicing and carpets will need to be cleaned more often and replaced at a higher frequency.

ANSI B101

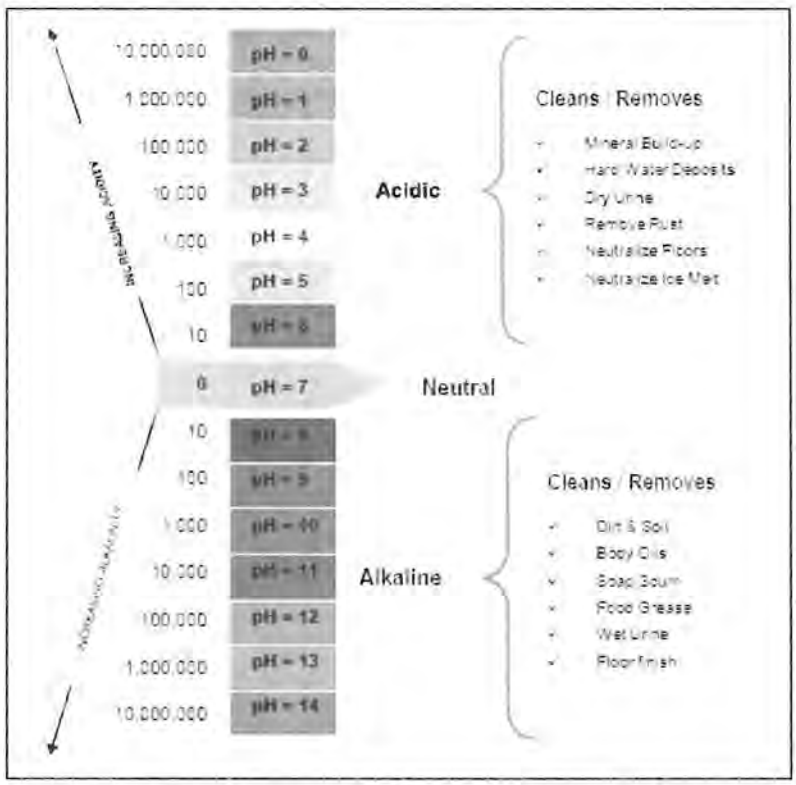
The American National Standards Institute (ANSI) B101 Committee on Slip, Trip and Fall Prevention and National Floor Safety Institute (NFSI) have released the latest walkway safety standards. The ANSI/NFSI B101.6-2012 "Standard Guide For Commercial Entrance Matting In Reducing Slips, Trips And Falls" provides criteria for the selection, installation, inspection, care and maintenance of entrance mats and runners in commercial facilities in reducing slips, trips and falls and is directed to eliminating slip, trip and fall hazards such as soil, moisture, contaminants, edge treatments as well as the improper use of floor mats and runners.

Robert J. Moran, chairman of the ANSI B101.6 sub-committee and Chairman and CEO of Ludlow composites, a leading manufacturer of commercial floor matting states that: "This standard not only covers where and how mats should be deployed, but also identifies the hazards associated with improper mat placement and use. We also believe that the standard will soon be adopted by the insurance industry and will serve as an important tool in preventing their insureds' growing mat related trip-and-fall problem."

The NFSI estimates that 55% of all slip, trip and fall accidents are the result of an unsafe walking surface. Russell Kendzior, Founder and President of the NFSI states that "although entranceway matting can play a significant role in preventing accidental slips by removing moisture from pedestrian footwear, they often contribute to trips and falls when buckled, curled, or flipped over. As the number of floor mat related trip-and-fall lawsuits continues to rise we believe that this ground breaking new standard provides a new standard of effective care in the proper use, maintenance and inspection of entranceway floor matting." Source: Southlake TX (PRWEB) August 14, 2012

pH scale

pH is the potential of hydrogen.



Acidic and alkaline are two extremes that describe a chemical property of a substance. A substance that is neither acidic nor alkaline is referred to as basic, which is neutral. A pH of 7 is neutral (distilled water).

The pH Scale is arranged in increments of 1, with each being 10X. The pH scale measures how acidic or alkaline a substance is. The pH scale ranges from 0 to 14. A pH less than 7 is acidic. A pH greater than 7 is alkaline. Any substance with a pH between the 6 – 8 range is considered pH Neutral.

The pH scale is logarithmic and as a result, each whole pH value less than 7 is ten times more acidic than the next higher value. For example, pH 4 is ten times more acidic than pH 5 and 100 times (10 times 10) more acidic than pH 6. The same holds true for pH values greater than 7, each of which is ten times more alkaline than the next lower whole value. For example, pH 10 is ten times more alkaline than pH 9 and 100 times (10 times 10) more alkaline than pH 8.

Pure water is neutral. But when chemicals are mixed with water, the mixture can become either acidic or alkaline. Examples of common acidic substances are: lemon juice (2.0 pH), vinegar (2.2 pH), and beer (4.0 pH). Examples of alkaline substances are: Baking Soda (8.3 pH), ammonia (pH 11), and Lye (pH 13).

When we are cleaning we are always cleaning a surface. Carpet surface is a nylon loop. Different surfaces can be damaged by different pH levels. Our goal is to dissolve the soil from the surface so we need to find a solvent that dissolves the soil and without harming the surface. The chemical cleaning process is to neutralize the pH. This is the science of custodial work. The lesson plan of this discussion about pH is you do not need an arsenal of chemicals.

So if you would happen to place your hands in ScrubPac 102 would you experience any health concerns? ScrubPac 102 is 7.6 on the pH scale which is neutral; therefore no negative pH reaction would occur.

pH actions:

- To remove an acid dirt you need an Alkaline solvent
- To remove Alkaline dirt you need an acid solvent

NOTE: Mixing different PortionPac chemicals is a prohibitive practice.

Lesson 3: Key Points

- Explore a Postal documentary "MSDS Compliance"
- Review a chemical poisoning case study
- Introduction to PortionPac chemicals
- Explore the conversion from MSDS to SDS
- Explore the PortionPac Red-Yellow-Green Program™
- Define GS37 certification
- Explore EPA registered disinfectants
- Examine Dirt Types
- Floor Mats
- The pH Scale

Lesson Plan: 4 Light Duty Specialist

Lesson 4: Learning Objectives

- Explore the history of team cleaning
- Explore the advantages of Team Cleaning compared to traditional Zone Cleaning
- View the Light Duty Specialist training video
- Explore the LDS distribution tray items
- Examine the MSDS associated with ScrubPac 102
- Examine the NFPA Hazard Rating Diamond
- Explore the Light Duty Specialist chemical containers
- Mix ScrubPac 102 cleaner
- Explore Microfiber cloths
- Examine the PS-4776 work flow
- Perform generalized cleaning using ScrubPac 102 and a microfiber cloth
- Explore all equipment on the barrel apron
- Explore the end of shift equipment cleanup procedures

NOTATION: Light Duty Specialist is an ISSA term. This term will be used in the program and throughout this course; however it has no relationship to a Light Duty employee status.

The Light Duty Specialist only cleans above the floor, therefore there is no mopping performed by the Light Duty Specialist.

History of Team Cleaning

Larry and Sharon Shideler of Boise, Idaho worked together as a contract cleaning crew. Larry performed the heavy work and Sharon performed the "light" work. Larry began to look at the costs and problems of his daily routine, seeking a more efficient means to get the job done more efficiently. With a building with eight floors assigned to eight different workers the traditional cleaning method required eight complete sets of equipment, and resulted in eight different levels of quality. Shideler wanted to maintain consistent quality while simplifying the work process. He began assigning specialists for certain tasks. One person would clean restrooms in the entire building; another would vacuum, and so on.

As Larry shifted to this new system, he also began to experiment with an invention he had been working on in his garage. Working with PVC pipe, multiple filters and a high-powered motor, Larry created the original lightweight backpack vacuum. The invention dramatically shortened the time it took to clean carpet and hard floors. Covering an average of 10,000 sq. ft. an hour, his backpack vacuum improved productivity and effectiveness. Shideler's idea soon became a phenomenon in the industry with the introduction of the team cleaning concept and the inventor of the ProTeam backpack vacuum cleaner.

Team Cleaning is Different from Traditional Zone Cleaning

Zone cleaning consists of one employee performing all tasks for a specific floor or section of a building. This was our cleaning assignments of the past. We will now be utilizing the Team Cleaning method. A team of specialists will now go through the area systematically. Rather than cleaning a specific area requiring more equipment, each custodian will now perform a specific task. The team cleaning assignment will consist of the following:

1) Light Duty Specialist: Dusting, emptying trash, spot cleaning

2) Vacuum Specialist: Vacuuming carpets as well as hard floors.

3) Restroom Specialist: Cleaning, disinfecting and restocking supplies in restrooms.

4) Utility Specialist: Cleaning lobby areas, spot cleaning glass, mopping and scrubbing hard floors, and hauling trash to dumpsters from central collection points.

Team cleaning also means less equipment. With zone cleaning, each custodian needs a vacuum, brute, and restroom cleaning supplies. Utilizing the team cleaning approach we will reduce our need for multiple complete sets of equipment for an entire building as each custodian will only use one piece of equipment for each task.

Additional Considerations

In the past when we were using zone cleaning, each custodian was responsible for every cleaning task from vacuuming to cleaning restrooms in a given area, usually the entire floor. Therefore, for example, in an eight-story building, a cleaning crew would require eight custodians each equipped with their own tools, which is costly in terms of products and equipment.
With team cleaning, custodians working as one team can clean the same amount of space more efficiently with less equipment. Each team member is responsible for a specific task: light-duty work, vacuuming, restroom cleaning or project work.

Light Duty Specialist Distribution Tray Items

- 102 ScrubPac (2)
- Pac Cutter
- Pencil or Pen
- Scrapper (putty knife)
- Pro Duster Cover
- Pink Pearl Eraser
    - The Pink Pearl eraser is utilized to remove markings from walls.
    - When scrapping glass with a razor scrapper or putty knife; always spray the glass with ScrubPac 102 to avoid etching the glass.
    - When installing a Pro Dust Cover on the lambswool duster, a best practice is to tie two of the fingers together. This helps to keep the cover from falling off and it also protects the top of the duster from becoming dirty. Once the cover becomes dirty, it must be replaced as we do not and cannot clean with dirty tools.

The ProDuster cover is electrostatic. There is no chemical or oil collector on the cover.

Light Duty Specialist Equipment is Ergonomically Designed

The Lambswool duster, broom, and dustpan are adjustable to fit the user. Prior to beginning your Light Duty Specialist assignment, ensure each tool is properly adjusted to fit you. The dustpan handle is designed to lock in the horizontal position when used and the vertical position when stored. To engage and disengage the locking mechanism, gently push down on the handle until you hear a soft click. The soft click sound is the locking mechanism engaging or disengaging.

ScrubPac 102

With Team Cleaning, we use ScrubPac 102 as our primary Light Duty Specialist chemical and ScrubPac 104 as our secondary chemical.

ScrubPac 102 (green) is FDA approved; therefore, the ScrubPac 102 solution and a green microfiber cloth are what we use to clean breakroom tables. We do not use a disinfectant (201N) to clean areas where food might come in contact with any surface in which a disinfectant has been applied. The disinfectant (201N) will be addressed in the Restroom Specialist section of this handbook. As identified earlier, our chemicals are color coded, therefore we use the green chemical (ScrubPac 102) in all areas cleaned by the Light Duty Specialist.

MATERIAL SAFETY DATA SHEET (ScrubPac 102)

MATERIAL SAFETY DATA SHEET

24 HOUR EMERGENCY RESPONSE PHONE: 1-800-535-5053

PortionPac® Chemical Corporation
400 N. Ashland Avenue, Chicago, IL 60622-6382
Voice: 312/226-0400 Fax: 312/226-5400
Internet: www.portionpaccorp.com

■ **SECTION 01 IDENTIFICATION**
MSDS No. 100 Series REVISED: March 2013

TRADE NAMES: **ScrubPac® Concentrated Heavy Duty All Purpose Cleaner No. 102, 104, 110**
DepotPac® HD All Purpose Cleaner No. 105

NOTE: CAS Registry numbers are not applicable to formulated products.

■ **SECTION 02 PHYSICAL & HEALTH HAZARDOUS INGREDIENTS**
Hazardous Material as defined by 29 CFR 1910.1200 Reportable under CERCLA or SARA TITLE III Sec. 304 Regulations.

■ **SECTION 02A OTHER INGREDIENTS NOT CONSIDERED HAZARDOUS IN FORMULATION**

water	CAS# 7732-18-5
blended alcohol ethoxylates	CAS# 68439-46-3, 66455-14-9 & others
diethylene glycol monomethyl ether	CAS# 111-90-0
propylene glycol monomethyl ether	CAS# 107-98-2
triethanolamine dodecylbenzene sulfonate	CAS# 27323-41-7
tetrasodium iminodisuccinate	CAS# 144538-83-0
traces of fragrance added and colorant	n.a.

■ **SECTION 03 PHYSICAL & CHEMICAL CHARACTERISTICS**

Boiling Point:	> than 212 deg. F
Vapor Pressure:	Not determined
Vapor Density (air=1):	Not determined.
Water Solubility:	Complete.
Melting/Freezing Point:	< 0 deg. F
Appearance:	Emerald green liquid. Slightly more viscous than water.
Specific Grav. (water=1):	1.014 to 1.020
Evaporation Rate:	much slower than 1 (n-butyl acetate = 1)
pH:	in concentrate: 7.95 ± 0.3 in mopping solution: 7.6 ± 0.3 in spray solutions: 7.4 ± 0.3
Odor:	fresh floral like soap odor

■ **SECTION 04 PHYSICAL HAZARD DATA**

Flash Point:	Greater than 212 deg. F
Flammable Limits:	Does not support combustion (ASTM D 4206)
Fire Fighting Media:	Water spray, CO_2, dry chemical; – Treat primary cause of fire.
Special Fire Fighting Procedures:	None.
Fire/Explosion Hazards:	No unusual hazards known.

■ **SECTION 05 REACTIVITY DATA**

Stability:	Stable.
Hazardous Polymerization:	Will not occur.
Conditions to Avoid:	Long exposure to materials containing copper, aluminum and strong oxidizing agents may cause discoloration.
Incompatible Materials:	Strong oxidizing or reducing agents.
Hazardous Decomposition Products:	If heated to decomposition, CO, CO_2, and NO_x may be produced.

■ **SECTION 06 HEALTH HAZARD DATA**

Oral Toxicity:	Not determined for formulation.
Skin Toxicity:	Not known for formulation: Rabbit Skin LD_{50} 1.0g/Kg for MEA in formulation.
Carcinogenicity:	None of the individual materials in this formulation are listed as carcinogens in NTP, IARC Monographs, or are OSHA Regulated carcinogens.

■ SECTION 07 SYMPTOMS OF OVEREXPOSURE

Symptoms of Ingestion:	Ingestion of significant quantity of concentrate may cause nausea, vomiting, and abdominal pain, diarrhea.
Symptoms of Inhalation:	If misted in concentrated form can cause irritation of mucous membrane, nose, eye and throat.
Symptoms of Skin Contact:	May cause dermatitis or irritation in some individuals upon prolonged contact. Localized skin defatting can be expected from any concentrated detergent on long contact.
Symptoms of Eye Contact:	Can cause stinging or burning sensation of eyes and lids, watering of eye, conjunctivitis in concentrate. Stinging and burning sensation in use solution.

■ SECTION 08 EMERGENCY FIRST AID PROCEDURES

For Ingestion:	DO NOT attempt to induce vomiting. Have the individual drink one or more full glasses or water. NEVER give anything to an unconscious person. Call a physician or your local Poison Control Center. Treatment should be directed at the control of symptoms and the clinical condition of the patient. There is no specific antidote.
For Skin:	As for all foreign materials, wash off concentrate or diluted use solution with water. Remove clothing that has been saturated by concentrate.
For Eyes:	PROMPTLY flush with large amounts of water for 15 minutes, occasionally lifting the lower and upper lids. Call a physician for further medical advice if irritation persists.
Medical Conditions Aggravated by Exposure:	No data found.

■ SECTION 09 OCCUPATIONAL CONTROL PROCEDURES

Ventilation:	Use with adequate ventilation. Working solution should not present any hazard. If misted or an aerosol is generated, local or mechanical exhaust.
Respiratory Protection:	Not required under normal working/use conditions.
Eye Protection:	Not normally required. Use if in specific applications splashes or mists will get into eyes.
Skin Protection:	Use gloves if hands will be continuously in solution. Not normally necessary in general use.
Personal Hygiene:	As in handling any detergent, wash thoroughly after using.

■ SECTION 10 PRECAUTIONS FOR SAFE HANDLING STORAGE AND USE

Precautionary Measures:	Avoid contact with eyes and prolonged contact of concentrate with skin. Avoid breathing misted vapors. Use with adequate ventilation. Do not store at elevated temperatures greater than 150°.
Spills Clean-up Procedures:	Concentrated materials are packed in unit-dosed bags limiting any spills to very small quantities. Paper toweling or mopping is usually sufficient.
Disposal Method:	Normal waste disposal of empty bags in accordance with state and local regulations or recycle after rinsing package.

■ HAZARD RATINGS

	NFPA Concentrate	NFPA Dilution
Health	1	1
Flammability	0	0
Reactivity	0	0

■ GENERAL NOTE ABOUT PRODUCTS

All Purpose Cleaner detergent formulation is not substantially different from any other commercially available hard surface cleaner or for that matter any household spray cleaner available in most grocery stores. The unique packaging of these materials in unit dosed bags limits the amount of exposure of the concentrate to very small amounts. Spills can be cleaned up with paper toweling or plain mopping, as these are in fact products for mopping as well as other maintenance chores. We know of no serious hazards associated with the proper use and handling of this product. PortionPac Chemical Corporation makes no warranty, expressed or implied, as to the accuracy, completeness or reliability of this information, except that such information is, to the best of our knowledge and belief, accurate as of the date indicated.

PELIGRO: SI NO PUEDE LEER EN INGLES, PREGUNTE A SU SUPERVISOR SOBRE LAS INSTRUCCIONES DE USO APROPIADAS ANTES DE TRABAJAR CON ESTE PRODUCTO.

24 HOUR EMERGENCY RESPONSE PHONE: 1-800-535-5053
MSDS: 0100 REVISED: 03/13

The NFPA's Hazard Rating Diamond

The National Fire Protection Association has developed a rating system to identify and rank hazards of a material. You have probably seen the colorful labels used to communicate these hazards. The label is diamond-shaped, made up of four smaller diamonds, one each blue, red, yellow, and white. A number or special symbol is placed on the four diamonds.

Many people take one look at the NFPA diamond and give up learning what those colors, numbers, and symbols mean. It is unfortunate, because the system is easy to learn and really useful. One glance at a NFPA diamond label and you have a wealth of information about the material. Sometimes people think the diamond only gives useful information if the material is on fire. This is not true. The diamond's hazard information is valid for the material under normal circumstances.

So what do those colors mean? The blue diamond, appearing on the left side of the label, conveys **Health Hazard** information for persons exposed to the material. A number from 0 to 4 is written in the blue diamond. The higher the number the higher the hazard, as follows:

0 = No hazard.

1 = Can cause irritation if not treated.

2 = Can cause injury. Requires prompt treatment.

3 = Can cause serious injury despite medical treatment.

4 = Can cause death or major injury despite medical treatment.

The red diamond, appearing at the top of the label, conveys **Flammability Hazard** information. Again, the numbers 0 to 4 are used to rate the flammability hazard, as follows:

0 = Will not burn.

1 = Ignites after considerable preheating.

2 = Ignites if moderately heated.

3 = Can be ignited at all normal temperatures.

4 = Very flammable gases or very volatile flammable liquids.

The yellow diamond, appearing at the right side of the label, conveys **Reactivity** (or Stability) information. The numbers 0 to 4 are also used to rank reactivity hazards, as follows:

0 = Normally stable. Not reactive with water.

1 = Normally stable. Unstable at high temperature and pressure. Reacts with water.

2 = Normally unstable but will not detonate.

3 = Can detonate or explode but requires strong initiating force or heating under confinement.

4 = Readily detonates or explodes.

The white diamond, appearing at the bottom of the label, conveys **Special Hazard** information. This information is conveyed by use of symbols, which represent the special hazard. Two of the common symbols are:

W denotes the material is water reactive

OX denotes an oxidizing agent

Some facilities use the white diamond to convey personal protective equipment requirements when using the material. You may see a picture of gloves, safety glasses, or a respirator in the white diamond.

To determine the NFPA Hazard Ratings for a material, which does not have the label affixed, check the Material Safety Data Sheet. Taking a quick glance at the NFPA label provides a wealth of information. This information is useful to learn the hazards of a particular material and what you should do to use it safely. Follow the warnings on the NFPA label or any label affixed to a container of material.

Chemical Cost

Windex Multisurface Cleaner cost is $6.00 per 32oz bottle (Grainger)
ScrubPac is $0.60

Note: The PortionPac spray bottle has a quality trigger. The spray bottle has an estimated lifespan between 100 - 200 refills before the inked label wears off. Shipping cost associated with the PortionPac chemicals is substantially more economical since the chemicals are shipped in concentrated formulas.

Microfiber cloth

Microfiber is a synthetic thread that is exploded to 1/20, 1/50, 1/100 of the original polyester thread thickness. This exploded manufacturing process results in razor thread edges, which have the capacity to remove soil.

There are two types of microfiber cloths

- Microfiber 500
- Microfiber 4000 (better quality) can be laundered many more times

We will be using green microfiber cloths for work performed by the Light Duty Specialist and red microfiber cloths for work performed by the Restroom Specialist. We will never use a red microfiber cloth in any area other than a restroom, and we will never use a green microfiber cloth in a restroom.

Proper Folding of the Microfiber Cloths

Folding the microfiber cloth three times results in 16 cleaning surfaces. A typical day will require approximately 10 wipes per employee per shift; however, when starting up this program the usage might be higher since the building has not been cleaned to this extent in the past.

Microfiber Cloth Motion - Cleaning Surfaces

When cleaning horizontal or vertical surfaces, be certain your cloth is properly folded. Square off (frame) the area then wipe. Be certain to spray the cloth, not the surface and remember never to saturate the cloth. The majority of the cleaning action is performed by the razor edges of the microfiber cloth; therefore, very little cleaning solution is needed. Only use enough of the cleaning solution to dampen the cloth. As the cloth becomes soiled, use the other sides until all 16 sides have been utilized.

Empty PortionPacs

Empty PortionPacs are retuned each day and recorded in the Chemical /Filter Log. Ensure you rinse each empty Pac three times and pat dry before placing them back in your Distribution Tray. The empty Pacs will be collected by your supervisor who will record your daily usage, which is part of the inventory control process.

Coring

Coring is the process that makes Team Cleaning effective and efficient and resides in how each Team Cleaning route is developed. Coring is a proven methodology to develop Building Services route checklists designed to provide clean and healthful facilities.

Coring is comprised of two different but complementary types of cleaning referred to as "DETAIL CLEANING" aka low speed and "CLEANING FOR HEALTH" aka high speed.

Detail (low-speed) Cleaning

Detail cleaning, a.k.a. low speed cleaning, is performed by thoroughly cleaning all components as specified within the route. With most area cleaning, detailed cleaning will take slightly more time since cleaning is performed "corner to corner" and "wall to wall" compared to high speed cleaning, where cleaning is performed primarily in high traffic areas ensuring all fomites are cleaned.

When a Light Duty Specialist performs detail cleaning, they clean all horizontal services and fomites *wall-to-wall* within a specified area. Detail cleaning is more comprehensive and requires more time than high speed cleaning, which only focuses on cleaning the horizontal services and fomites in the high traffic areas.

When the Vacuum Specialist performs detail (low speed) cleaning, they vacuum all areas of the floor surface including along the baseboard and in the corners. During high speed

cleaning, the Vacuum Specialist vacuums only in the high traffic areas, excluding vacuuming along baseboards and in the corners.

Detail cleaning is more comprehensive and requires more time to complete compared to cleaning for health within the same area. For example, consider an area that contains a horizontal surface such as a bookshelf. A custodian cleans the bookshelf during detail cleaning. However, when cleaning for health, a custodian does not clean the bookshelf if the bookshelf is not frequently used and the surface is not a fomite. Detail cleaning once a week is sufficient for this type of surface.

Cleaning for Health

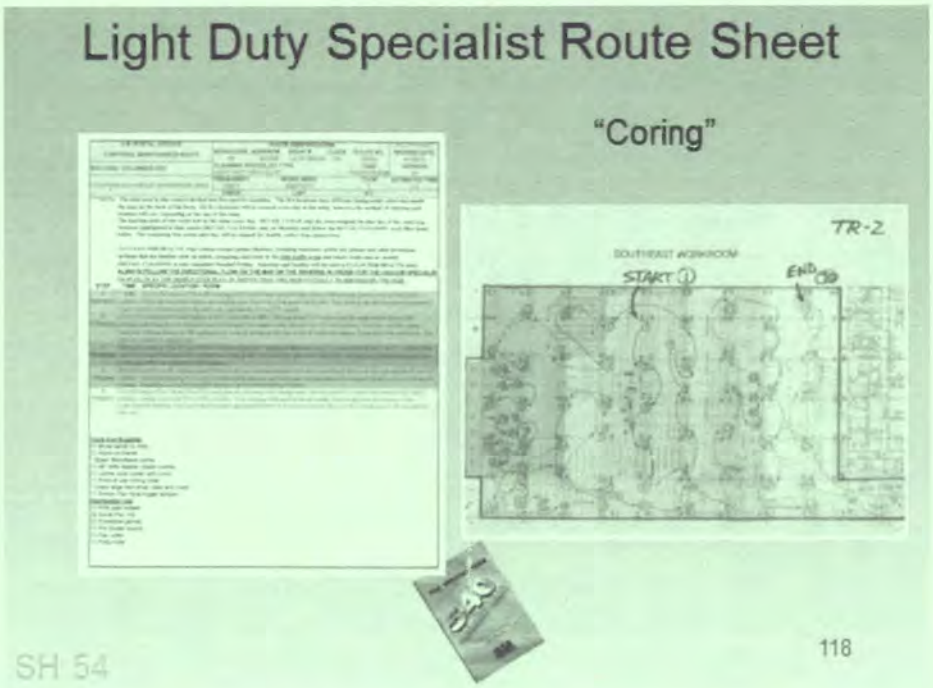
"Cleaning for Health" is cleaning to remove visible dirt and debris and cleaning all fomites (cross-contamination surfaces that collect pathogenic microorganisms). Cleaning for health is also comprised of cleaning only high traffic areas contained within the specified area within the route. In most areas, cleaning for health is performed at a higher speed compared to detail cleaning since cleaning is not needed "corner to corner" or "wall to wall".

To clarify, when cleaning for health we wipe horizontal surfaces each and every day if those surfaces are fomites with high potential for capturing germs. Examples of such fomites include but are not limited to public use telephone, water fountains, doorknobs, etc. However if there is a horizontal surface such as a bookshelf that is infrequently used, it does not need to be wiped down each and every day. In this example that bookshelf is wiped down once per week, which maintains cleanliness. Another example is the expectation of a Vacuum Specialist performing cleaning for health. Vacuuming an area consists of vacuuming the main traffic areas and visible debris. Vacuuming along the entire baseboard or in every corner is not to be performed. The floor surface not within the main traffic areas will be cleaned when the area is detailed cleaned.

Cored Routes

Your routes will be divided into sections identifying what days of the week you will be cleaning for health and the day of the week you will be performing detail cleaning. The starting point will be the same each and every day regardless if you are cleaning a section for health or detail cleaning that section. When working in the section requiring detailed cleaning, you will thoroughly clean that sectional area of the route.

The best method to demonstrate coring is to use the following example of an actual Light Duty Specialist route sheet.



The Light Duty Specialist route sheet shown above contains five specific, color-coded zones. The reverse side of the route sheet provides a corresponding color-coded map identifying the workflow sequence of the route, the boundaries of each of the five areas of the route, and the designated starting and ending points of the route. The intent of color-coding the route and map is to simplify and standardize the process.

The number of color-coded areas on this particular route (or any other Team Cleaning route) is dependent upon the route frequency. In this example, the Light Duty Specialist performs this route five days each week, Monday through Friday; therefore, there are five different color-coded areas on this route that correspond to the different days of the week.

In this example, the route is cored to ensure one color-coded area is detail-cleaned each day and the other four color-coded areas are cleaned for health. Each day the Light Duty Specialist detail cleans a different color-coded area and cleans for health in the other four color-coded areas. By the end of the fifth day, each of the five color-coded areas has been detail-cleaned once and cleaned for health five times (since we clean for health anytime we do not detail-clean an area). To simplify these assignments, each section within the route sheet is color-coded and on the reverse side of the route sheet is a color-coded map. Read the section corresponding to the day of the week, then reference the map corresponding to that same day of the week.

In this example, the Light Duty Specialist completes the route each day as follows:

- Monday: the area on the route and map shaded blue (Step 1) is detail-cleaned. The remaining four areas (indicated in violet, green, orange, and yellow) are cleaned for health.

- Tuesday: the area on the route and map shaded violet (Step 2) is detail-cleaned. The remaining four areas (indicated in blue, green, orange, and yellow) are cleaned for health.

- Wednesday: the area on the route and map shaded green (Step 3) is detail-cleaned. The remaining four areas (indicated in orange, yellow, blue, and violet) are cleaned for health.

- Thursday: the area on the route and map shaded orange is detail-cleaned. The remaining four areas (indicated in yellow, blue, violet, and green) are cleaned for health.

- Friday: the area on the route and map shaded yellow is detail-cleaned. The remaining four areas (indicated in blue, violet, green, and orange) are cleaned for health.

At the conclusion of the five-day cycle, each area of the route has been detail-cleaned, wall to wall, and ALL areas are cleaned for health every day.

Light Duty Specialist Route Sheet

The route sheet is divided into specific locations for the purpose of performing one of two types of cleaning. The divisor is dependent upon the route frequency. In this example, we have a Light Duty Specialist daily cleaning route. One day each workweek, "Detail Cleaning" will be performed in one of the five areas. Each day, the area that will be "Detail Cleaned" will move to a different area. Within 5 days, all 5 areas will have been detailed cleaned once. All five areas collectively encompass the entire area of this route. This is known as "coring".

To understand this, we must first define what is "detail cleaning" compared to "cleaning for health". Detailed cleaning is performed by thoroughly cleaning all components within the route. Cleaning for health, is cleaning the areas to remove visible dirt and debris and cleaning fomites that are known to collect pathogenic microorganisms. With most area cleaning, detailed cleaning will take a little more time since cleaning is performed "corner to corner" compared to cleaning for health in which cleaning is performed in high traffic areas. Consider wiping horizontal surfaces. Not all horizontal surfaces require wiping each and every day. If we are cleaning for health, we wipe that horizontal surface each and every day if that surface is a fomite with high potential for capturing germs such as a public use telephone.

However if there is a horizontal surface such as a bookshelf that is not frequently used, it does not need to be wiped down each and every day. If that bookshelf is wiped down once per week, it is kept cleaned, it is cleaned for health. This is known as coring. Your routes will be divided into sections identifying what days of the week you will be cleaning for health and the day of the week you will be performing detail cleaning. The starting point will be the same each and every day regardless if you are cleaning a section for health or detailing that section. When working in the section requiring detailed cleaning, you will thoroughly clean that sectional area of the route.

To simplify these assignments, each section within the route sheet is color-coded and on the reverse side of the route sheet is a color-coded map. Read the section corresponding to the day of the week, then reference the map corresponding to that same day of the week.

Cleaning Vending Machines

If vending machines are not USPS owned or leased, the vendor, not the Light Duty Specialist is responsible for cleaning these machines. However, vendors normally do not clean the tops of the vending machines that collect dust; therefore, the Light Duty Specialist will use the lamb's wool duster to ensure dust buildup on the tops of vending machines does not accumulate. If dust is allowed to accumulate on the tops of vending machines, the dust becomes air borne and settles on all surfaces within the area. To allow this situation to occur would be counterproductive.

Cleaning Underneath Mail Processing Equipment (MPE)

Electronic Technicians, Mail Processing Equipment Mechanics, and Maintenance Mechanics are responsible for cleaning under the Mail Processing Equipment (MPE). Custodians do not perform cleaning tasks on or under MPE. All mail, labels, and other debris under the MPE is the responsibility of the ET or MPE Mechanic to remove.

Cleaning Underneath Mail Transport Equipment (MTE)

Custodians do not move Mail Transport Equipment to clean. Clean around the MTE not under it.

Light Duty Specialist Work Flow

The sequence of travel (workflow) of each Light Duty Specialist during the tour will be specified on each route sheet (PS Form 4776). This sequence of travel must be followed without any deviations. **Remember that the Light Duty Specialist must stay 15 minutes ahead of the Vacuum Specialist, therefore following the workflow and timeline is critical.**

U.S. POSTAL SERVICE CUSTODIAL MAINTENANCE ROUTE	ROUTE IDENTIFICATION WORKCODE ACRONYM: 06 BLDGS	EQUIP #: LD SE WKRM	CLASS: DA	ROUTE NO.: 22203	PILOT DRAFT REVISED DATE: 8/1/2013
BUILDING: COLUMBUS PDC	CLEANING SPECIALIST TYPE: LIGHT DUTY SPECIALIST			TASK: POLICE/CLEAN	VERSION: V4
LOCATION: SOUTHEAST WORKROOM AREA	FREQUENCY: DAILY	WORK WEEK: SSMTWTF		TOUR: 2	ESTIMATED TIME: 7.5
	CHECK:	LIST:		311	

***NOTE: The total area in this route is divided into five specific locations. The five locations have different background colors and match the map on the back of this form. All five locations will be cleaned every day of the week; however, the method of cleaning each location will vary depending on the day of the week.

The starting point of this route will be the same every day. DETAIL CLEAN only the area assigned for that day of the week (e.g., locations highlighted in blue receive DETAIL CLEANING only on Monday) and follow the DETAIL CLEANING work flow listed below. The remaining four areas each day will be cleaned for health, rather than appearance.

To CLEAN FOR HEALTH, wipe critical contact points (fomites), drinking fountains, public use phones and other horizontal surfaces that are fomites; pick up labels, strapping, and trash in the high traffic areas and empty trash cans as needed.

(DETAIL CLEANING is only scheduled Monday-Friday. Saturday and Sunday will be used to CLEAN FOR HEALTH only)

ALWAYS FOLLOW THE DIRECTIONAL FLOW ON THE MAP ON THE REVERSE IN ORDER FOR THE VACUUM SPECIALIST TO PLUG IN AT THE DESIGNATED PLUG IN POINTS THAT ARE SEQUENTIALLY NUMBERED ON THE MAP.

STEP	TIME	SPECIFIC LOCATION / ROOM
1 MONDAY	6:00	J.1-3 to H2 west to J.1-8 to H8. Starting at the H pole clean the north side of the APBS machine cleaning between the J and J.1 columns. Follow the directional arrows and working west clean to the J.1-8 pole to the H pole. Next move to the H8 pole and clean between H and J columns working back to the east to the aisle near the H3 to J.1-3 columns.
2 TUESDAY		J.1-3 to J.1-5 north to M2 to M5 and K5 to M5.5 west to K5 to M8.5. Starting at the J.1-4 column clean the space around robots 5&6 working north along the east aisle and west to the manual newspaper at the aisle near the M3 to M5 columns. Next from the M5 column work west cleaning around the DB machines over to the K column all the way to DB 49 at the M8 column. Clean only to the north aisle. The poles are cleaned on another route.
3 Wednesday		M8 to M9.5 north to F8 to F8.1 and K8 to J.1-8 east K5 to J.1-5. Starting at K8 column clean the spaces between the K and J.1 column west east to J.1-5 and work west to K5 and then back down to K8. Next clean the spaces from M8 to M9.1 working north by following the arrows on the map all the way to the F8 to F8.1 columns.
4 Thursday		F8 to F8 east to H3 to F3. Starting at the F8 pole work east cleaning between the H and G columns all the way to the aisle near the H3 and G3 columns. Next clean between the G and F columns at the east aisle and work west cleaning between the columns all the way to the G8 and F8 columns. Remember to clean the platform spaces at the Universal Sorting Machine.
5 FRIDAY		F3 to D2 west to F8 to D8 and F8 to F9.1 south into the old stamp vault storage area. Starting at the F3 column clean between the F and E columns working west to the F9.1 to E9.1 columns. Next working south clean to the old stamp vault storage room and request access to the room for cleaning. Next go to the E8 column and clean between the E columns and the AKL's of the U-Sorter east to the aisle near the east wall.

Tools and Supplies
(1) Brute barrel on dolly
(1) Apron on barrel
* Green Microfibers cloths
(1) 36" Nifty Nabber Green handle
(1) Lambs wool duster with cover
(1) Point of use mixing hose
* Liners large and small, clear and black
(1) Portion Pac 32oz trigger sprayer
Distribution tray
(1) Pink pearl eraser
(3) Scrub Pac 102
(2) Protective gloves
(1) Pro Duster covers
(1) Pac cutter
(1) Putty knife

Light Duty Specialist Job Aid

Currently the workflow is transitioning from the 4776 to the job aid. Job aids are compact and provide mobility for the custodian to consistently reference while performing the tasks of the route. Below are examples of the Light Duty Specialist Policing and Cleaning Job Aids.

Light Duty Specialist Job Aid

POLICING

Sign out all needed equipment from the Check-In/Check-Out area.

1. Empty trash and replace liners as needed.
2. Pick up debris from high traffic areas, empty trash cans, replace liners, remove trash, and place it in designated drop-off/pick-up staging areas **as needed**.

NOTE:
Always utilize all 16 sides of the properly folded microfiber cloth.

3. Use 32 oz. trigger sprayer filled with properly diluted Scrub Pac 102 solution and a green microfiber cloth to wipe critical contact points (fomites) including drinking fountains, public phones and other horizontal surfaces.
    - Spot clean vertical surfaces including mirrors, glass, columns, wall switches and walls **as needed.**
4. Address spills and leaks as directed by Supervisor.

END OF SHIFT

1. Clean cart and all equipment at conclusion of route, then sign in all returned equipment to Check-In/Check-Out area before the end of shift.
2. Place used microfiber cloths in designated container and return unused microfiber cloths to Supervisor.
3. Return distribution tray and empty Scrub Pac 102 containers to Supervisor.

Light Duty Specialist Job Aid

CLEANING

Sign out all needed equipment from the Check-In/Check-Out area.

NOTE:
The Light Duty Specialist must always stay 15 minutes ahead of the Vacuum Specialist. Always adhere to the route's planned workflow and monitor the timeline.

LOW SPEED (Wall-to-Wall Detail Cleaning)

1. Empty trash and replace liners as needed.

2. Dust all horizontal and vertical surfaces starting with higher surfaces and working down to lower ones using a lamb's wool duster and Pro Dust cover. Examples of surfaces are light fixtures, air vents, door tops, door frames, cabinets, tables, shelving, and blinds.

WARNING:
Only dust and wipe surfaces safely within reach.

3. Use scraper to remove debris (labels and gum, etc.) stuck to the floor.

4. Use Nifty Nabber to pick up paper clips, papers, and other items from floor that cannot be picked up by the vacuum cleaner.

NOTE:
Always utilize all 16 sides of the properly folded microfiber cloth.

5. Use 32 oz. trigger sprayer filled with properly diluted Scrub Pac 102 solution and a green microfiber cloth to wipe:
   - all horizontal surfaces – desk tops, table tops, cabinet tops, door tops, & door frames
   - all vertical surfaces - mirrors, glass, columns, walls, cabinets, & shelves
   - critical contact points (fomites) - drinking fountains, phones, hand rails, door knobs, and light switches.

HIGH SPEED (High Traffic Areas) – Perform steps 1 – 5 above, but only in high traffic areas.

END OF SHIFT

1. Clean cart and all equipment at conclusion of route, then sign in all returned equipment to Check-In/Check-Out area before the End-of-Shift.

2. Place used microfiber cloths in designated container and return unused microfiber cloths to Supervisor.

3. Return distribution tray and empty Scrub Pac 102 containers to Supervisor.

Mixing ScrubPac 102 Chemical

Exercise:

You will demonstrate filling the bottle using the Point of Use Mixing Hose.

1) Remove the trigger from the bottle
2) Place the Point of Use Mixing Hose in the bottle
3) Connect the faucet hose end to the faucet.
4) Fill the water to the fill line on the bottle.

PortionPacs

During the course of your day, when the bottle is empty (will no longer spray) discard the remaining chemical then rinse the bottle 3 times before making a new mixture. As you open PortionPacs throughout the day, you are required to rinse the empty PortionPacs three times and return these empty Pacs to your distribution tray. At the end of your shift, your supervisor or the employee assigned to oversee the check-in procedure will record the number of empty PortionPacs in the solution log. This procedure is used for inventory control.

Field trip to perform some cleaning

Using the ScrubPac 102 in the spray bottle and a Microfiber 4000, perform cleaning on various surfaces throughout the building (lunchroom, hallway, etc.).

Office and food areas – Spray ScrubPac 102 directly on the microfiber cloth, never on the surface. To minimize potential streaking and smearing when cleaning polished surfaces, glass, and mirrors; attempt using the microfiber cloth without spraying the ScrubPac 102 on to the cloth. If stuck dirt is not removed by using a dry microfiber cloth on these surfaces, apply a very small amount of ScrubPac 102 directly to the cloth to remove stuck dirt. Remember to utilize all 16 folds of the microfiber cloth.

Cleaning your Equipment at the Conclusion of your Shift

At the conclusion of your shift, clean all of your equipment and return unused microfiber cloths to the unused cloth container. Remember, you are a professional and your equipment must be cleaned in a professional manner. You are responsible for damaged or missing equipment, therefore before you depart the check-in / check-out room at the beginning of your shift, inspect and verify all equipment assigned to you is there and in a good and clean condition. If equipment deficiencies are found, immediately report this to your supervisor. Also, remember to sign the equipment log sheet, this is required for each time you place equipment in service and return equipment at the conclusion of each use.

NOTE: Any ScrubPac 102 that remains in your 32 oz. spray bottle at the end of the day is retained for the next use. There is no shelf life expiration.

Lesson 4: Key Points

- Explored the history of team cleaning
- Explored the advantages of Team Cleaning compared to traditional Zone Cleaning
- Viewed the Light Duty Specialist training video
- Explored the LDS distribution tray items
- Examined the MSDS associated with ScrubPac 102
- Examined the NFPA Hazard Rating Diamond
- Explored the Light Duty Specialist chemical containers
- Mixed ScrubPac 102 cleaner
- Explored Microfiber cloths
- Examined the PS-4776 work flow
- Performed generalized cleaning using ScrubPac 102 and a microfiber cloth
- Explored all equipment on the barrel apron
- Explored the end of shift equipment cleanup procedures and expectations

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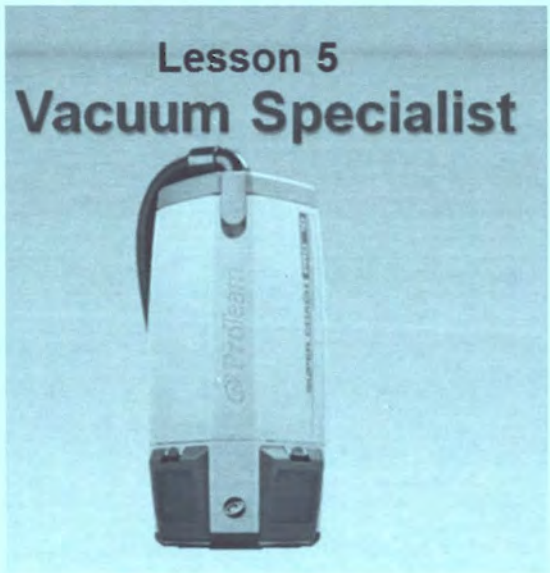
Lesson Plan: 5 Vacuum Specialist



Lesson 5: Learning Objectives

- Explore the history of the vacuum cleaner
- Discover what a conventional vacuum beater bar does.
- View the role of a Vacuum Specialist
- Discover the capabilities of a ProTeam Pro10 vacuum
- Explore the safety instructions
- Perform a power cord visual safety inspection
- Disassemble the Pro10 and remove/replace the filters
- Explore the proper fitting of the vacuum
- Review the PS 4776 work flow sequence
- Perform a hands on exercise using the vacuum
- Review the equipment cleanup expectations

History of the Vacuum Cleaner

The first attempts to provide a mechanical solution to floor cleaning began in England in 1599. Before vacuum cleaners, rugs were hung over a wall and hit repeatedly with a carpet beater to pound out as much dirt as possible.

In 1869, Chicago inventor, Ives McGaffey patented a "sweeping machine". This was the first patent for a device that cleaned rugs; however, it was not a motorized vacuum cleaner. McGaffey called his machine the Whirlwind and it was the first hand-pumped vacuum cleaner in the United States, a wood and canvas contraption.

More American inventors introduced variations of the same cleaning-by-suction type contraptions. For example, Corinne Dufour invented a device that sucked dust into a wet sponge and David Kenney designed a huge centralized vacuum machine installed in a cellar and connected to a network of pipes leading to each room of a house. These early versions of vacuum cleaners were bulky, noisy, smelly, and unsuccessful.

In 1907, James Spangler, an asthmatic janitor working in a Canton, Ohio department store, suspected that the carpet sweeper he used on the job was the source of his cough. Spangler tinkered with an old fan motor, attached it to a soap box stapled to a broom handle, and using a pillowcase as a dust collector on the contraption, he invented a portable and electric vacuum cleaner. Spangler's vacuum cleaner was the first to use both a cloth filter bag and cleaning attachments. After performing modifications, he received a patent in 1908.

Spangler formed the Electric Suction Sweeper Company to manufacture his new vacuum cleaner. One of his first customers happened to be his cousin, who was married to William Hoover, a saddlemaker and leather merchant looking for a new business. William H. Hoover was so impressed with the vacuum cleaner that his wife bought the vacuum cleaner then bought into Spangler's business and patents, becoming the president of the Electric Suction Sweeper Company. In 1922, William Hoover renamed the company the Hoover Company. Hoover cleaners were widely manufactured complete with the "beater bar" to establish the time-honored slogan "It beats as it sweeps as it cleans"

Emptying the MicroFilter

If the vacuum is utilized for an entire shift, the microfilter (part # 107313) is emptied and inspected every two hours of operation. Empty the filter during your first break, empty again at lunch break, again at your second break, and again at check-in at the conclusion of your shift. If the vacuum is assigned to be used on a less than 8 hour route, empty the filter every 2 hours and prior to checking the equipment back in at the conclusion of your Vacuum Specialist route. At any time in which you encounter excessive floor dirt, you might need to empty the microfilter more frequently.

Cloth Filter

The cloth filter (PART # 834000) is the secondary capture filter which houses the microfilter. This filter is washed weekly. Invert the filter and rise, then squeeze the filter to remove excess water A hanging strap is located on the bottom of the filter, used to hang the filter upside down to dry.

Cloth Filter

The Dome filter (part # 510184) is a washable filter located over the motor. This filter is rinsed thoroughly every Friday. Replace the Dome filter on a quarterly schedule.

HEPA Filters

The HEPA filters (2 filters) are located on the bottom of the vacuum unit. The HEPA filters are not washable. HEPA filters (part # 107315) are replaced every 6 months or more frequently if the filter becomes discolored. HEPA filters capture 99.97% of all particles greater than 0.3 micron.

When HEPA replacement filters are needed to be purchased, only purchase Proteam filters. Use of generic manufactured filters will not guarantee the filtration level we require.

Filter Frequencies:

- Empty the microfilter four (4) times each day, before first break, before lunch, before second break, and at the end of the day. (Replace once each week or more frequently if heavily soiled or replace immediately if torn).
- Wash cloth filters weekly
- Wash dome filters weekly
- Dome filter replaced quarterly
- Semiannual replacement of HEPA filters.

Securing the Equipment

Vacuums and equipment must be properly secured in authorized areas when not in use. This includes lunch and break times. Your supervisor will identify the authorized and secured equipment storage areas. Never store any equipment is GPCs or hampers even if only for a few minutes. If the need arises for you to respond to other issues in which your equipment does not stay with you, you must place the equipment in the secured authorized storage area.

CarryPac

There is a side pouch known as a "CarryPac" located on each vacuum. At the beginning of each tour, five (5) wastebasket liners will be included in the CarryPac, which is the distribution tray of the Vacuum Specialist. The wastebasket liners are utilized to empty the debris from the microfilter. Vacuums are emptied every two hours into a wastebasket liner. The CarryPac is also used to store spare gloves, a huck towel, and a spare microfilter.

NOTE: Make certain the CarryPac belt is tight around the base of the vacuum. If the belt is loose, the CarryPac belt will slide down the unit and block the HEPA filters causing over-heating and damage to the vacuum.

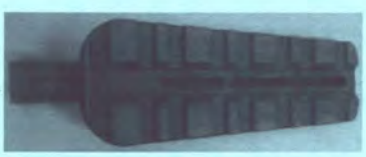
Floor Tools

There are three types of ProTeam vacuum floor tools.

20" floor tool

12" crossover tool, which is used for carpets and hard floor surfaces

Paddle tool



When replacing the floor tool with a different style of floor tool, loosen the collar but do not remove it from the wand. Once the collar is loosened, replace the floor tool and tighten the collar until it is snug but not tight. Do not over-tighten the collar. If the collar is over-tightened, the floor tool will not pivot on the wand.

(Note: There is a reason for loosening, and not removing, the collar from the wand. If the collar is removed from the wand, the retaining ring could slip out of the collar without you knowing it. If the retaining ring is lost, the floor tool will not stay attached to the wand.)

Wands (2 types)

- 2-piece
- Telescoping

Optional wand grippers are available to accommodate employees with finger or hand disabilities.

A complaint by some users is the ProTeam vacuum does not fit properly. Therefore, a proper fitting is vital. You will have the opportunity during this class to ensure you learn the proper self-fitting procedure. Additionally, within the Appendix section of this Student Handbook is the Super Coach Pro 10 Harness Fit Guide and the safety instructions.

Work flow of the Vacuum Specialist route sheet (PS 4776)

The sequence of travel (workflow) of each Vacuum Specialist during the tour will be specified on each route sheet (PS Form 4776). This sequence must be followed without any deviations.

U.S. POSTAL SERVICE CUSTODIAL MAINTENANCE ROUTE	ROUTE IDENTIFICATION WORKCODE / ACRONYM / EQUIP # / CLASS / ROUTE NO. 06 / BLDGS / VS NEWKRM / DA / 22202 CLEANING SPECIALIST TYPE / TASK VACUUM SPECIALIST / POLICE/CLEAN	PILOT DRAFT REVISED DATE 7/9/2013 VERSION V3
BUILDING: COLUMBUS PDC		
LOCATION: NORTHEAST WORKROOM AREA	FREQUENCY / WORK WEEK / TOUR DAILY / SSMTWTF / 2 CHECK LIST 311	ESTIMATED TIME 7.5

**SAFETY - Do not cross over aisle way with cord while back is turned. If plug in point and vacuum location reflects to do this, ask for guidance from your supervisor or skip to the next plug in location until clarification can be obtained. When in an aisle way or on platform/dock, maintain an awareness of PIT traffic to move self and cord out of the way as necessary

****** Extension cords must be inspected for damage prior to use every day.

Vacuum Specialist plug-in locations in order by route (Plug in locations at DB framed machines are dropped from the ceiling in the center of the machine) or by Column numbers

STEP	TIME	SPECIFIC LOCATION / ROOM
1	6:15	

Start by cleaning the North side of Robots 7&8 and work west to the west wall by ATU. Clean ATU space and clean the South side of the robots to the east side. From there clean CIOSS 33 and working west and using the electric drops at the middle of the DB machines and the yellow drops at the feed end of the machines clean to aisle west of DB 17. Use plug locations 1 - 35 on the map.

2 From DB 17 move to DB 18 and clean the spaces working to the East from DB 18 to the East wall of the work room. Use the electric drops at the middle of the machines and the yellow drops at the feed end of the DB's to vacuum. Use plug locations 36 - 53 on the map.

3 Clean CIOSS 34 working South to the R4 column just North of the break area. From there work west cleaning around both sides of AFSM # 1 Use plug locations 54 - 63 on the map.

4 From the Q-5 column work your way to the West cleaning the spaces around the remaining AFSM machines. Next move to the R-9 column and clean the no read and manual cases all the way to the P-9 column. Use plug in locations 64 - 76 on the map.

5 From the P-9 column work South cleaning the spaces to the M-9 column. Clean only the space to the East Side of the # 9 columns. Next moving East to the N-8 column clean the space between the M and N columns all the way to the East wall. Next clean the spaces from the P-4 column to the Q-4 column. Finally, from the M-3 column clean the space between the East wall and the aisle using the plug locations marked on the east wall remembering to be aware of pedestrians and PIT equipment in the aisle way. Use plug locations 77 - 101 on the map.

Proceed to check in room and wipe down vacuum and accessories for storage. Use a blue huck towel and Green 102 to wipe down the extension cord as you inspect and roll the cord up and hang the cord on the vac station. Report defective extension cords to your supervisor immediately.

Tools and Supplies
Pro Team 10 Vacuum
Carry Pac for supplies
(1) Huck towel
(3) waste liners

(2) Disposable gloves

(1) Micro Filter
(1) Pen/Pencil

Vacuum Attachments
* 20" hard floor tool
* Cross-over tool
* Crevice tool
* Upholstery tool
* Brush attachment
* Paddle floor tool

Plug-In locations

The location of the ProTeam vacuum plug-in points will also be specified on the route sheet and the electrical outlets will be identified with blue colored dots.

Vacuum Specialist Job Aid

Job aids are compact and provide mobility for the custodian to frequently reference while performing the tasks of the route. Below is an example of the Vacuum Specialist Job Aid

Detail (low-speed) Cleaning

Detail cleaning, a.k.a. low-speed cleaning, is performed by thoroughly vacuuming as specified within the route. With most area cleaning, detailed cleaning will take slightly more time since cleaning is performed "corner to corner" and "wall to wall" compared to high-speed cleaning, where cleaning is performed primarily in high traffic areas.

When the Vacuum Specialist performs detail (low-speed) cleaning, they vacuum all areas *wall to wall* of the floor surface including along the baseboard and in the corners. During high-speed cleaning, the Vacuum Specialist vacuums only in the high traffic areas, excluding vacuuming along baseboards and in the corners.

Wrapping the cord and cleaning your equipment at the conclusion of your shift

Once you complete the Vacuum Specialist route and the vacuum is ready to be checked in, you are required to properly wrap the 50' electrical cord. While wrapping the cord, clean the cord with a blue huck towel and prepare for proper storage on the vacuum station. In addition to emptying the microfilter or replacing the microfilter, ensure you completely wipe down the entire vacuum cleaner, the wand, and all tools.

Lesson 5: Key Points

- Explored the history of the vacuum cleaner
- Explored the conventional vacuum beater bar
- Observed the role of a Vacuum Specialist
- Explored the capabilities of a ProTeam Pro10 vacuum
- Reviewed the safety instructions
- Performed a power cord visual inspection
- Disassembled a Pro10 and removed / replaced the filters
- Performed proper fitting of the vacuum
- Examined the PS-4776 work flow sequence
- Performed a hands on exercise with the vacuum
- Reviewed and demonstrated the equipment cleanup expectations

Lesson Plan: 6 Restroom Specialist

Specialist

Lesson 6: Learning Objectives

- Identify the Restroom Specialist equipment
- Explore the differences in mop / bucket design
- Review Germicidal Detergent 201N / 264N MSDS
- Mix germicide solution
- Demonstrate how to use the flat mop and bucket
- Explore the PS-4776 Work Flow
- Perform a Restroom Cleaning Route
- Perform End of Shift equipment cleanup procedure
- Explore the Special Project Chemicals used

Restroom Specialist Equipment

As identified earlier in this course, the equipment associated with each Specialist is color-coded. The Restroom Specialist equipment is color-coded red.

Restroom Specialist Microfiber Mops

Red microfiber mops are used exclusively by the Restroom Specialist. The Restroom Specialist uses two types of red mops:

- 7mm red and white striped microfiber mop (used for smooth surfaces). The 7mm mop is used for spot mopping and with the reduced density the dry time is reduced.
- 15mm solid red microfiber mop (used for uneven floor surfaces and tile floors with grout lines. This denser mop allows for deep cleaning the grout lines and is the preferred choice for the majority of USPS floor surfaces.

Again, the mop color-coding is crucial. Never use a red mop in any area other than a restroom and under no circumstances will you ever use a yellow mop in a restroom.

Engineered Scientific Cleaning Process

Throughout this course we have explored the science of cleaning, however now we will closely examine the engineering. The color-coding of equipment and chemicals contributes to this Engineered Scientific Cleaning Process. An example of the equipment engineering is clearly identified in the different mop bucket design. Notice that the newly designed bucket is red, but also it has two separate compartments. One compartment is for the cleaning solution, the other compartment is where you agitate the dirty mop head and wring it out completely before placing the mop head back into the clean solution side of the red bucket.

Different Mop Head – Different Technique

The mop head you will now be using is engineered to perform improved cleaning while reducing the weight. Consider a conventional mop head weighs approximately 22 lbs when wet. Not only does a conventional mop head cause "Ring Around The Building", the weight of the mop is not ergonomically designed for a custodian. The collapsible flat mop you will now be utilizing is scientifically engineered to reduce the weight to approximately 3 lbs wet. This reduced weight is a substantial ergonomic improvement from the custodian's perspective. The mop handle is lightweight aluminum that is height adjustable so the tool ergonomically fits the user. The engineering goes beyond ideal ergonomic design; it incorporates the cleaning power of microfiber.

Proper movement and technique of the flat mop is critical for removal of floor dirt. The microfiber mop head requires a one-way motion similar to a lint brush. Consider a lint brush removes lint from clothes when brushed in one direction, however if the lint brush is moved in the opposite direction, the lint is removed from the brush and redeposit on the surface. This same principle holds true with the microfiber flat mop; therefore always move the mop in the direction of the leading edge. Also to ensure complete mop coverage, start mopping by boxing the 6x6 area using the leading edge, then moving the mop head in an overlapping figure 8 pattern again maintaining the one-way leading edge directional motion. Begin by removing the mop bucket from the cart and placing the bucket in the restroom. This will ensure you are always in close proximately of the bucket to refresh the mop head after mopping a 6x6 area. While mopping apply slight pressure feeling a slight resistance to ensure the microfiber mop head is actually cutting the dirt as opposed to no pressure in which the mop head would glide over the dirt.

Germicide Starter Kit Contents

The Germicide Starter Kit is utilized for training. The kit contains the Restroom Specialist basic components, which we will utilize in a classroom exercise.

The training kit includes the following:

- 64 oz. Stock Solution Bottle with hand pump
- 16 oz. germicide spray bottle and trigger
- Germicidal Detergent 264N
- Pac Cutter
- Nitrile gloves

As a Restroom Specialist you will only use the Germicidal Detergent 201N and 264N chemicals for daily cleaning. The N signifies neutral pH.

- 201N signifies it is mixed with 1 gallon of water in the clean solution side of the two-compartment mop bucket.
- 264N signifies it is used in the 64 oz. Stock Solution Bottle

Other Restroom Specialist chemicals used for Project work include:

- Showers N Stuff
- Beauty Seal (High Gloss Preservative Polish)
- Safety Foam (Cleaner Deodorizer)

Training exploring these specialized chemicals will be facilitated by your supervisor at a separate training session. The MSDS for these chemicals is located in the Appendix section of this Student Handbook.

MATERIAL SAFETY DATA SHEET (201N / 264N)

MATERIAL SAFETY DATA SHEET

PortionPac® Chemical Corporation
400 N. Ashland Avenue, Chicago, IL 60622-6382
Voice: 312/226-0400 Fax: 312/226-5400
Internet: www.portionpaccorp.com

24 HOUR EMERGENCY RESPONSE PHONE: 1-800-535-5053

■ SECTION 01 IDENTIFICATION

MSDS NO. 0200N REVIEWED: January 2010

TRADE NAME: **Germicidal Detergent No. 201N, 202N, 204N, 205N, 264N**

NOTE: CAS Registry numbers are not applicable to formulated products. EPA Reg. No. 10324-155-8722 , EPA Est. No. 8722-IL-1

■ SECTION 02 PHYSICAL & HEALTH HAZARDOUS INGREDIENTS

Hazardous Material as defined by 29 CFR 1910.1200 Reportable under CERCLA or SARA TITLE III Sec. 304 Regulations.

None

NOTE: Germicidal detergents contain germicidal active agents. By definition, these agents are biologically active so that they can kill bacteria and viruses on contact. Even though they are not listed by OSHA et. al. as hazardous materials, safe handling procedures and common sense should be used in their use and handling.

■ SECTION 02A OTHER INGREDIENTS NOT CONSIDERED HAZARDOUS IN FORMULATION

water	CAS# 7732-18-5
n-alkyl dimethyl benzyl ammonium chloride	CAS# 68424-85-1
didecyl dimethyl ammonium chloride	CAS# 17173-51-5
linear alcohol ethoxylate (C_{12-15})	CAS# 68131-39-5
or undecan-1-ol, ethoxylates	CAS# 34398-01-1
or secondary alcohol (C_{12-16}) ethoxylates	CAS# 84133-50-6
ethanol	CAS# 64-17-5
EDTA	CAS# 64-02-8
citric acid	CAS# 77-92-9
trace colorant	n.a.

■ SECTION 03 PHYSICAL & CHEMICAL CHARACTERISTICS

Vapor Pressure:	not determined
Water Solubility:	Complete.
Melting/Freezing point:	< 0 deg. F.
Appearance:	Red liquid, slightly more viscous than water.
Specific Grav. (water=1):	1.006
VOC content	~ 1 % in concentrate
Evaporation Rate:	Slower than 1 (n-butyl acetate = 1)
pH:	in concentrate: 6 - 8 in working/use solution: 6 - 8
Odor:	Fresh, antiseptic odor.

■ SECTION 04 PHYSICAL HAZARD DATA

Flash Point:	None when heated to boiling
Flammable Limits:	Not determined.
Fire Fighting Media:	Water spray, CO_2, dry chemical. Treat primary cause of fire.
Special Fire Fighting Procedures:	n.a.
Fire/Explosion Hazards:	No unusual hazards known.

■ SECTION 05 REACTIVITY DATA

Stability:	Stable.
Hazardous Polymerization:	Will not occur.
Conditions to Avoid:	Long exposure to materials containing copper, aluminum and strong oxidizing agents may cause discoloration.
Incompatible Materials:	Strong oxidizing or reducing agents.
Hazardous Decomposition Products:	If heated to decomposition, CO, CO_2, NO_x and ammonia may be produced.

■ SECTION 06 HEALTH HAZARD DATA

Oral Toxicity:	LD50 ~1.01g/kg body weight (male & female rats combined) in concentrate.
Acute Dermal	2 g/kg (male and female rabbits combined) in concentrate
Primary Skin	Corrosive for concentrate, *mildly irritant for working solution*
Primary Eye	Corrosive for concentrate, *causes moderate irritation for working solution*
Carcinogenicity:	None of the individual materials in this formulation are listed as carcinogens in NTP, IARC Monographs, or are OSHA Regulated carcinogens.

■ SECTION 07 SYMPTOMS OF OVEREXPOSURE

Symptoms of Ingestion: When concentrate is ingested, immediate burning pain in the mouth, throat, abdomen and possible severe swelling of the larynx. Possible skeletal muscle paralysis affecting the ability to breath with circulatory shock if large quantities are ingested. Possible convulsions. May cause red blood cell hemolysis and possible liver and kidney injury. May be fatal.
For Working Solution: Harmful if ingested in large quantities.

Symptoms of Skin Contact: Concentrate may cause corrosive burns. Brief exposure may cause irritation ad defatting of skin. Harmful if absorbed through skin from prolonged contact.
For Working Solution: May be mildly irritating

Symptoms of Eye Contact: Corrosive in concentrate. Causes painful stinging or burning of eyes and lids, watering of eye, conjunctivitis and, in concentrated undiluted form, may cause opaqueness of cornea, possibly leading to loss of sight.
For Working Solution: May cause moderate irritation

Symptoms of Inhalation: If misted in concentrated form, which is improper use, can cause irritation of mucous membrane, nose, eye and throat.
For Working Solution: Mists or vapors may be mildly irritating to throat and respiratory tract.

■ SECTION 08 EMERGENCY FIRST AID PROCEDURES

For Ingestion: DO NOT attempt to induce vomiting. Have the individual drink one or more full glasses of milk or water. If vomiting occurs, give fluids again. NEVER give anything to an unconscious person. Call a physician or your local Poison Control Center. Treatment should be directed at the control of symptoms and the clinical condition of the patient. There is no specific antidote. Possible mucosal damage may contraindicate the use of gastric lavage.
For Working Solution: Have person swallow water if possible, consult Poison Control or physician for treatment.

For Skin: As for all foreign materials, wash off with copious amounts of water. Remove clothing, which has been saturated by concentrate. Thoroughly wash affected clothing and shoes.
For Working Solution: Remove contaminated clothing, rinse skin with water, wash with soap and water.
Consult physician if irritation persists.

For Eyes: Corrosive in concentrate. PROMPTLY flush with large amount of water for at least 15 minutes, remove contact lens, if present after first 5 minutes, holding eye open. Seek prompt medical attention.
For Working Solution: Immediately flush with water for 15 minutes, holding eye open.
Seek medical attention if irritation persists.

Medical Conditions Aggravated by Exposure: No data found.

■ SECTION 09 OCCUPATIONAL CONTROL PROCEDURES

Ventilation: Use with adequate ventilation. Working solution should not present any specific hazard. If misted or aerosol generated, local or mechanical exhaust recommended to maintain vapor concentration below TLV. This level should not be reached under normal working conditions.

Respiratory Protection: Not required under normal working/use conditions.

Eye Protection: EPA recommends use of goggles to handle germicidal products.

Skin Protection: EPA recommends use of gloves to handle germicidal products.

Personal Hygiene: As in handling any germicidal detergent, wash thoroughly after using.

■ SECTION 10 PRECAUTIONS FOR SAFE HANDLING STORAGE AND USE

Precautionary Measures: Avoid contact with eyes and prolonged contact of concentrate with skin. Use with adequate ventilation. Do not store at elevated temperatures.

Spills Clean-up Procedures: Concentrated materials are packed in unit-dosed bags limiting any spills to very small quantities. Paper toweling or mopping is usually sufficient.

Disposal Method: Normal waste disposal of empty bags in accordance with state and local regulations or recycle after rinsing package.

Food Contamination: Foods contaminated by germicides should be discarded and utensils, etc. should be rinsed with potable water before use.

■ HAZARD RATINGS

	NFPA Concentrate	NFPA Dilution
Health	2	1
Flammability	0	0
Reactivity	0	0
PPE	X	

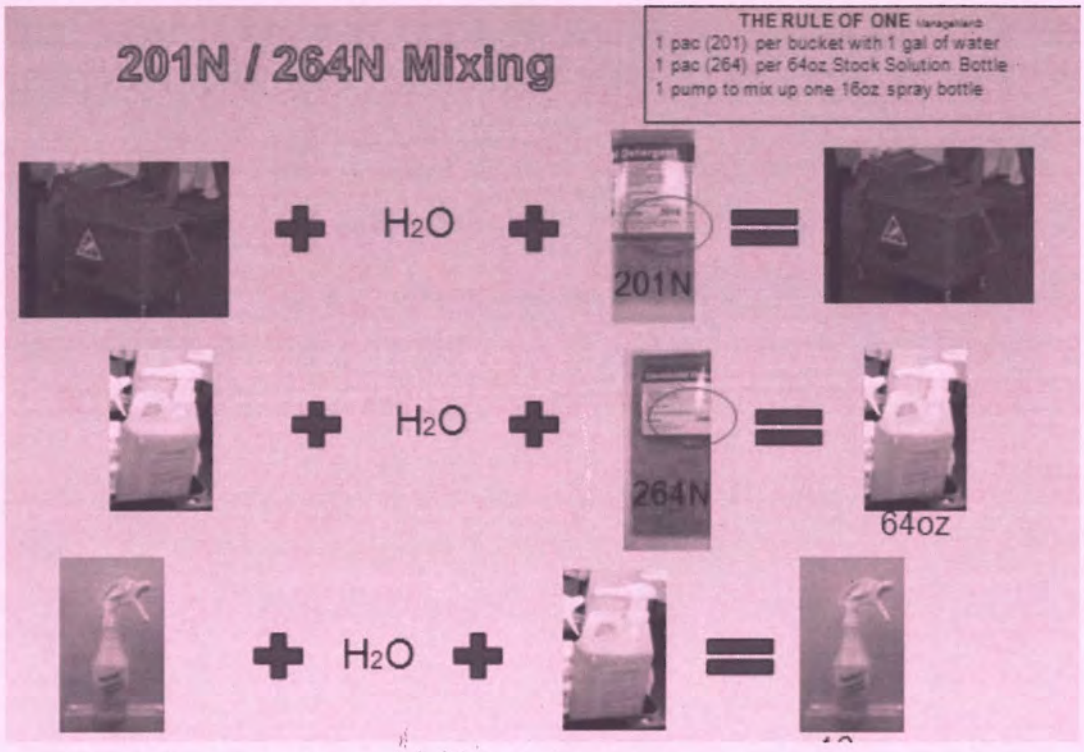
■ GENERAL NOTE ABOUT PRODUCTS

PortionPac® Germicidal Detergent formulation is not substantially different from any other commercially available germicides. The unique packaging of these materials in unit dosed bags limits the amount of exposure of the concentrate to very small amounts. These can be cleaned up with paper toweling or plain mopping. These are in fact products for mopping as well as other maintenance chores requiring disinfectants. We know of no serious hazards associated with the proper use and handling of this product. PortionPac Chemical Corporation makes no warranty, expressed or implied, as to the accuracy, completeness or reliability of this information, except that such information is, to the best of our knowledge and belief, accurate as of the date indicated.

PELIGRO: SI NO PUEDE LEER EN INGLES, PREGUNTE A SU SUPERVISOR SOBRE LAS INSTRUCCIONES DE USO APROPIADAS ANTES DE TRABAJAR CON ESTE PRODUCTO.

24 HOUR EMERGENCY RESPONSE PHONE: 1-800-535-5053
MSDS 0200N REVIEWED: 01/10

Mixing Instructions



The Rule of One is followed when mixing the germicidal solution.

- 1 pac of 201N is emptied into a bucket containing 1 gallon of water
- 1 pac of 264N is emptied into a 64oz Stock Solution Bottle filled with water
- 1 pump from the Stock Solution Bottle is released into a 16oz spray bottle filled with water
- 1 pump from the Stock Solution Bottle is released into each commode and urinal (see Restroom Specialist Job Aid for specific dwell instructions)

WARNING (Do not pump 264N into waterless urinals.)

Filling Instructions

When filling the 64 oz. Stock Solution Bottle with cold water using your Point of Use Mixing Hose, ensure you accurately fill to the water line. It is critical that you do not under fill or overfill, as this would change the chemical composition. Then pour one Germicidal Detergent 264N into the Stock Solution Bottle. Remember to rinse the empty PortionPac three times with water and return it to your Restroom Specialist Distribution Tray.

Priming the Stock Solution Pump

When you create a new germicide mixture within the Stock Solution Bottle, there will be air within the pump. If there is air in the pump the pump will not deliver the measured dosage required, therefore after refilling the Stock Solution Bottle, hold the bottle over a restroom fixture and pump until all air is removed. This will ensure that the prescribed amount of chemical is used in each fixture with one full stroke for each fixture.

Filling the 16 oz. Germicide Spray Bottle

Using your Point of Use Mixing Hose, fill the 16 oz. spray bottle to the water line. It is critical that you do not under fill or overfill, as this would change the chemical composition. After filling the bottle with water to the water line, squirt one single full stroke from the Stock Solution Bottle into the 16 oz. spray bottle. After using the 16 oz. spray bottle throughout your shift, when the spray bottle is empty and no longer delivering a steady spray, empty the bottle and rinse three times before refilling to the water line and adding one pump of chemical solution.

Filling the Restroom Specialist Mop Bucket

The red mop bucket is manufactured by the Unger Company. The engineered design of this mop bucket consists of a two compartments separated by a divider plate that prevents cross-contamination.

NOTE: If the bucket divider and track are not properly cleaned anytime debris is found or seepage occurs it will render the separate compartments worthless. Ensure the track and divider are thoroughly cleaned at the end of your shift. After cleaning the track and divider, when the divider is properly inserted, you will hear a snap. When filling the bucket always fill the contamination side with cold water first and verify there is no seepage in the clean solution side. After verifying no seepage, fill the clean solution side per the instructions provided below.

BUCKET FILL LEVELS

- Clean Solution Side

The Clean Solution compartment of the mop bucket is the compartment without the wringer. This is the front side of the bucket. Fill the clean solution side of the mop bucket using cold water to the water fill line (one gallon). Add one Germicidal Detergent 201N. Remember to rinse the empty PortionPac three times with water and return it to your Restroom Specialist Distribution Tray.

- Contamination Side

The contamination compartment of the mop bucket is identified as the compartment that houses the wringer, which is the rear side of the bucket. Within the contamination side of the mop bucket, fill with one (1) quart of cold water. One (1) quart is identified by #1 on the bucket scale.

You will be using a red flat mop with the Restroom Specialist mop bucket. The procedure will be as follows:

1) Collapse the flat mop and dip it into the clean solution.
2) Lift the mop out of the clean solution and immediately place the mop directly into the wringer.
3) Wring out until the mop head is damp but not dripping.
4) Mop a 6'x6' area by outlining the area, then mop in an overlapping figure 8 pattern.
5) Collapse the mop head and place in the contamination side of the mop bucket and agitate the mop head to remove the contaminates.
6) Place the mop head in the wringer to remove the contaminated water.
7) Place the mop head in the clean solution and repeat the cycle.
8) When finished mopping the restroom, place the mop head in the dirty solution side. Leave the mop head in the dirty solution side while you transport the cart to the next restroom. This agitates the mophead in the dirty solution side while you are pushing the cart to the next location.

NOTE: It is not possible to create "ring around the building" with a flat mop.

Restroom Specialist Mopping Area

When mopping a restroom, position your cart and bucket behind the area you are mopping or remove the bucket from the cart and position the bucket in a manner as to reduce the number of steps needed to reach the bucket for refreshing the mop head.

You will need to concentrate on a 6'x 6' area outlining the area with the mop, then mopping in a figure 8 pattern. Once completed with that area, move your mop bucket, refresh the mop head, and then repeat the same procedure. You will continue this pattern until you reach the doorway. Do not wait for the floor to dry. Drying time is substantially reduced with the microfiber mop pad compared to the water content left on the floor when using a conventional Kentucky string mop. As you finish mopping the restroom floor, remove the closed sign but leave the caution wet floor sign in the area. Immediately proceed to the next restroom as identified by the route sequence.

As you complete mopping each restroom, the clean solution will eventually diminish. When new solution is needed, thoroughly rinse the mop head in the custodial sink, and then completely wring out the mop. Continue by thoroughly cleaning the mop bucket and divider track, reseat the divider, and then refill the bucket with water and 201N germicide.

Note: Some soap dispensers are mounted in a location that soap might drip on the floor. If you should encounter hand soap on the floor, wipe the soap up with a paper towel before mopping. Mopping over soap will result in a streaky floor since the soap residue will not completely release from the microfiber mop head, which would result in the soap being distributed over the entire floor.

Restroom Specialist Cart and Equipment

The Restroom Specialist cart contains everything you will need for your assignments. Your cart will include the following equipment:

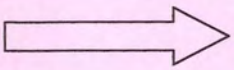
- Restroom Specialist Cart
- Restroom Specialist Distribution Tray
    - Germicidal Detergent 201N
    - Germicidal Detergent 264N
    - Pac Cutter
    - Inspection mirror
    - Pink Pearl eraser*
    - Spare ProDust cover**
    - Detail brush
    - Pen or penci
    - Reported problem form
- Broom and dust pan (used to remove objects from the floor)
- Lambswool extendable duster with ProDuster cover**
- Red mop with telescoping handle
- Red two compartment mop bucket with wringer
- Spare red mop heads
- Red 18" Nifty Nabber (used to remove objects from commodes and urinals)
- Disinfectant Applicator Brush
- Red microfiber cloths
- Point of Use Mixing hose
- Germicidal Detergent 264N (used for filling Stock Solution bottle)
- Germicidal Detergent 201N (used for mop bucket)
- Stock Solution Bottle
- 16 oz. germicide spray bottle
- Replacement trash bags
- Replacement paper products (sometimes stored in custodian closets)
- Replacement hand soap

*The Pink pearl eraser is used to remove marks on walls and partitions. The pencil is used to document any equipment or building problems discovered during the performance of your routes throughout the work shift.

** When installing a Pro Dust Cover on the lambswool duster, a best practice is to tie two of the fingers together. This helps to keep the cover from falling off and it also protects the top of the duster from becoming dirty. Once the cover becomes dirty, it must be replaced as we do not and cannot clean with dirty tools.

Work flow of the Restroom Specialist route sheet (PS 4776)

The sequence of travel (workflow) of each Restroom Specialist is specified on each route sheet (PS Form 4776). This sequence must be followed without any deviations.



U.S. POSTAL SERVICE					IDENTIFICATION PILOT DRAFT DATE 7/12/2013				
PREVENTIVE-CUSTODIAL MAINTENANCE					WORKCODE	ACRONY	EQUIP #	CLASS COD	RT NUM
					06	BLDGS	RESTROOM	DA	22004
BUILDING					CLEANING SPECIALIST TYPE				
Modelville P&DC					Restroom Specialist				
								CHECK LIST	001
BUILDING LOCATION									
RESTROOMS SOUTH & EAST									
Estimated Time:			FREQUENCY		BASIC WORK WEE			TOUR	PERFOR
4			Daily		MTWTF			2	CL / PL

ITEM	LOCATION / ROO	FIXTURE	ITEM	LOCATION / ROOM	FIXTURES
1	1018 Womens Room	4			
2	1020 Mens Room	4			

After mopping the second restroom, leave a caution wet floor sign in the doorway.
Do not leave restroom closed. Then proceed to your next group of restrooms.

TOOLS REQUIRE

Restroom cart
15mm solid (red) mop
16oz spray and 64oz Solution Bottles
Microfiber cloths (red)
Point-of-use mixing hose
Extra liner rolls

18" Nifty Nabber
Disinfectant applicator (toilet brush)
Red Unger restroom bucket/wringer
Dust pan and broom
Produst cover over lambs wool duster
Caution or Restroom Closed signs
Distribution tray
Post It notes for automatic valves
Portion Pac 201 (red) solution
Portion Pac 264 red) solution
Pac cutter
Inspection mirror
Nitrile gloves
1.5" scraper
Detail brush

Restroom Specialist Job Aid

Job aids are compact and provide mobility for the custodian to frequently reference while performing the tasks of the route. Below are examples of the Restroom Specialist Policing and Cleaning Job Aids.

Restroom Specialist Job Aid
POLICING

Sign out properly equipped rest room cart from the Check-In/Check-Out area.

POLICING STEPS

1. Using 18" Nifty Nabber, remove any non-flushable objects from all rest room fixtures.

NOTE:
Do Not Use 18" Nifty Nabber to pick up items from the floor.

2. Flush toilets and urinals. If toilet is equipped with automatic flush valves, cover sensor with Post-It note.
3. Dispense one full pump of properly diluted 264 disinfectant solution from the 64 ounce stock solution bottle into each toilet and urinal.
4. Refill towels, toilet paper, seat covers, wax bags, feminine products, soap, lotion, and sanitizer; verify all dispensers function properly.

NOTE:
Perform steps 5 – 11 **as needed** based on current condition or usage since last cleaning.

5. Empty trash containers **if needed** and replace liners **as needed**.
6. Use small broom and ergonomic dust pan to remove debris from floor **as needed**.

NOTE:
Always utilize all 16 sides of the properly folded microfiber cloth.

7. Use 16 oz. bottle to spray properly diluted 264 solution on microfiber cloth and wipe mirrors **as needed**.
8. Use 16 oz. bottle to spray properly diluted 264 solution directly on sinks, fixtures, and countertops, then wipe those surfaces with microfiber cloth **as needed**.
9. Use 16 oz. bottle to spray properly diluted 264 solution directly on all commonly touched items (fomites) such as entry door handles, stall door handles, soap, and towel dispensers, then wipe those surfaces with microfiber cloth **as needed**.

NOTE:
Use a new microfiber cloth for each stall/urinal. Always utilize all 16 sides of the properly folded microfiber cloth.

10. Enter each stall and use 16 oz. bottle to spray properly diluted 264 solution directly on all toilet or urinal bright works and other fomites. Wipe stall door handles, bright works, both sides of toilet seat, toilet or urinal's top rim and bowl's under side **as needed**.
11. Scrub toilet and urinal bowls with disinfectant applicator brush **as needed**, tap brush on rim to release liquids, flush toilet or urinal, remove Post-It note from automatic flush valve and LEAVE SEAT UP.
12. Mop floor in 6' x 6' areas and always ensure mop's leading edge (marked with an arrow) is forward.
13. Thoroughly rinse mop head each time mopping solution is changed.
14. Note all defective fixtures, dispensers, or other items needing repairs on a Work Request Form.
15. At route's conclusion, thoroughly rinse mop head using a custodial closet sink and remove mop head.

END OF SHIFT

1. Clean cart and all equipment; then sign in all equipment at the Check-In/Check-out room.
2. Place all soiled mop heads and microfiber cloths in designated containers.
3. Return distribution tray with empty 264 solution containers, unused microfiber cloths, and unused mop heads to Supervisor.
4. Turn in completed Work Request Forms to Supervisor.

Restroom Specialist Job Aid
CLEANING

Sign out properly equipped restroom cart from the Check-In/Check-Out area.

CLEANING STEPS

1. Using 18" Nifty Nabber, remove any non-flushable objects from all restroom fixtures.

NOTE:
Do not use 18" Nifty Nabber to pick up items from the floor.

2. Flush toilets and urinals. If toilet is equipped with automatic flush valves, cover sensor with Post-It note.
3. Dispense one full pump of properly diluted 264 solution from the 64 ounce stock solution bottle into each toilet and urinal.
4. Refill towels, toilet paper, seat covers, wax bags, feminine products, soap, lotion, and sanitizer; verify all dispensers function properly.
5. Empty trash containers and replace liners as needed.
6. Use lamb's wool duster to dust restroom from top to bottom.
7. Use small broom and ergonomic dust pan to remove debris from floor.

NOTE:
Always utilize all 16 sides of the properly folded microfiber cloth.

8. Use 16 oz. bottle to spray properly diluted 264 solution on microfiber cloth and wipe mirrors.
9. Use 16 oz. bottle to spray properly diluted 264 solution directly on sinks, fixtures, and countertops, then wipe those surfaces with microfiber cloth.
10. Use 16 oz. bottle to spray properly diluted 264 solution directly on all commonly touched items (fomites) such as entry door handles, stall door handles, soap, and towel dispensers, then wipe surfaces with microfiber cloth.

NOTE:
Use a new microfiber cloth for each stall/urinal. Always utilize all 16 sides of the properly folded microfiber cloth.

11. Spot wipe (clean) outside surfaces of stall doors, stall walls, and baseboards using microfiber cloth.
12. Enter each stall and use 16 oz. bottle to spray properly diluted 264 solution directly on all toilet or urinal bright works and other fomites. Wipe stall door handles, bright works, both sides of toilet seat, toilet or urinal's top rim and bowl's under side.

13. Spot wipe (clean) walls and partitions around toilet and urinals.
14. Scrub toilet and urinal bowls with disinfectant applicator brush, tap brush on rim to release liquids, flush toilet or urinal, remove post-it note from automatic flush valve and LEAVE SEAT UP.
15. Mop floor in 6' x 6' areas and always ensure mop's leading edge (marked with an arrow) is forward.
16. Thoroughly rinse mop head each time mopping solution is changed.
17. Note all defective fixtures, dispensers, or other items needing repairs on a Work Request Form.
18. At route's conclusion, thoroughly rinse mop head using a custodial closet sink and remove mop head.

END OF SHIFT

1. Clean cart and all equipment; then sign in all equipment at the Check-in/Check-out room.
2. Place all soiled mop heads and microfiber cloths in designated containers.
3. Return distribution tray with empty 264 solution containers, unused microfiber cloths, and unused mop heads to Supervisor.
4. Turn in completed Work Request Forms to Supervisor.

Cross-Contamination

Mirrors, bright work, and basins are cleaned prior to cleaning the commodes and urinals to reduce potential of cross-contamination caused by the use of the same microfiber towel.

Never use the same microfiber towel that was used to clean a commode or urinal on the sinks and mirrors in the next restroom on your route.

EXERCISE:

- One student from each table will fill the 16 oz. spray bottle with water to the water fill line.
- 264N Germicidal Detergent is poured into stock solution bottle
- You will need to prime pump to ensure first pump is a full dose pump. To prime the pump, pump into a sink until all air is removed from the pump mechanism.
- Squirt 1 full stroke of the 264N into the 16 oz. spray bottle

When cleaning the restroom follow the Restroom Cleaning route in the prescribed sequence.

1) Mop – Dip in solution – Hold above until it drips
2) Dirty mop – agitate in back
3) Dip gently in solution – Hold above until it drips
4) Wring gently

End of shift Procedure

At the conclusion of your work shift, as a professional you are required to:

- Transport mop in dirty (solution) side
- Thoroughly rinse the mop head and completely wring it out to remove all liquid
- Remove microfiber mop pad and place it in a trash liner placed on the bottom shelf of the cart
- Wash handle
- Hose off wringer
- Pull divider – clean bottom of the divider and the divider slot to ensure proper divider sealing for next use
- Rinse bucket including the divider track to remove all debris
- Wipe down all equipment using a microfiber cloth
- Return cleaned equipment to the Checkout room

The entire cleanup procedure takes about 2 or 3 minutes

Special Project Chemicals

Restroom Specialist /Special Project chemicals used include:

- Showers N Stuff
- Safety Foam
- Beauty Seal (High Gloss Preservative Polish)

Note: the MSDS for each of these products is located in the Appendix section of this Student Handbook.

These three products were developed by Tom Shirley of Modesto, California, who designed chemicals to respond to the extremely hard water conditions associated with the Modesto potable water supply. The Tom Shirley product line was purchased by the Carroll Company who is the current manufacturer.

In our daily restroom cleaning activities we utilize cleaning tools such as microfiber mop heads, bowl brushes and microfiber cloths in which the cleaning action is the friction generated from using these tools. Utilizing these special project chemicals, the primary cleaning action is derived from the actual chemicals.

Your supervisor will provide you with the training (course # 10023437) to use these specialized chemicals.

SHOWERS N STUFF is the restroom special project chemical we will use most often, usually once each week. This is an acidic based (pH <1.5) all-purpose cleaner which is buffered so it does not react with organic materials including your hands. However, caution needs to be exercised so that this chemical does not come in contact with mucous membranes such as your eyes; therefore safety goggles are required.

PPE Required:

- Safety Goggles
- Gloves

Showers N Stuff can be used on just about any surface except stone surfaces such as granite or marble. This product is not intended for use in toilet bowls or urinals. This product will remove rust from chrome and works well on removing alkaline build up. This chemical's widest applications allow for its use on glass, ceramic tile and grout, stainless steel, chrome and brass. If it is going to be used on laminates it should be tested in a small discreet area of the laminate to make certain it does not damage the laminated finish. This chemical is extremely effective removing rust and is also effective to an extent in removing stainless steel polish although it may take several applications to remove the polish completely.

Remember to always utilize PPE when using this product. Ensure you wear gloves and goggles.

Four steps in using **Showers and Stuff**

1. **Apply to surface** with a detail brush or huck towel. Never use a spray trigger to apply this chemical. Use straight if possible or a 1:2 or 1:4 solution for large projects to extend the coverage area.
2. **Agitate: Do not use with microfiber cloth—Showers and Stuff will ruin the microfiber.** The huck towel is the appropriate application tool. Huck towels are 100% cotton cloths. You can agitate the Showers and Stuff with a #10 brush, or with a squeegee.
3. **Soak:** Most surfaces require 20 seconds, but surfaces with a heavy build-up may require up to one minute. One minute is a good soak time.
4. **Rinse with Water:** Use water from the faucet or a damp cloth. It will not harm the surface if not rinsed, but there will be white streaks from remaining residue. Rinsing is not required, however it is recommended to obtain the best results. Of the three special project chemicals, this will be used the most in areas of the country that have hard water issues.

SAFETY FOAM, also acidic based (pH <1.5) is **used only in the bowls of toilets and urinals** to remove alkali buildup and porcelain discoloration. Safety Foam is designed to stick to the surface once applied and must remain on the surface to remove the alkali deposits. After providing ample dwell time, this product must be rinsed by flushing the toilet or urinal.

PPE Required:

- Safety Goggles
- Gloves

Four steps in using **Safety Foam**:

1) Never use a spray trigger to apply this product Apply directly by squirting into toilet bowl or urinal or with a foam applicator. On a project day, the "acid applicator" (white foam brush head) is attached to the handle of the bowl brush.

2) Pour the Safety Foam liquid into the foam applicator cup. Approximately one half of an inch of the solution in the bottom of the cup will allow for production of enough foam to be effectively applied to several toilets or urinals .Agitate the liquid with the foam applicator until a thick foam is created.

3) Apply the thick foam with the foam applicator onto the surface requiring cleaning and let soak. The amount of hard water deposits and rust will determine how long to let it soak or if another application will be needed.

4) Rinse by flushing the toilet or urinal. Wipe excess off of outside of toilet or urinal with a wet huck towel.

BEAUTY SEAL is designed to provide a protective silicone based seal on bright work or any other surface it is used on. It is important to remember that under no circumstances should Beauty Seal be used on surfaces where it could get wet and a person might walk on since the surface will remain extremely slick. For this reason, do not use Beauty Seal on the floors or other areas that would become a slipping hazard.

Four steps for using **Beauty Seal**:

1) Ensure all soils are completely removed from the surface before applying this product. Never use a spray trigger to apply this product, apply with a huck towel. Use straight if possible or a 1:2 solution for large projects to extend the coverage area. Once the application is complete, the huck towel must be properly discarded. If the huck towel is mixed in with the laundering of the microfiber cloths, it will damage the entire load of microfiber cloths.

2) Agitate by using the dry side of the huck towel

3) Soak, essentially let the product dry on the surface

4) Do not rinse; this product is designed to remain on the surface and air dry. Remove any residue with a dry huck towel to obtain a shiny surface.

Lesson 6: Key Points

- Identified the Restroom Specialist equipment
- Explored the differences in mop / bucket design
- Reviewed Germicidal Detergent 201N / 264N MSDS
- Mixed germicide solution
- Demonstrated how to use the flat mop and bucket
- Explored the PS-4776 Work Flow
- Performed a Restroom Cleaning Route
- Performed End of Shift equipment cleanup procedure
- Explored the Special Project Chemicals

Lesson Plan: 7 Utility Specialist

The principle duties of the Utility Specialist are picking up and hauling trash to dumpsters from central collections points, cleaning lobby areas, and mopping and scrubbing hard floors utilizing floor care chemicals.

Lesson 7: Learning Objectives

- Explore the function of the Utility Specialist
- Review MopPacLITE 1802 MSDS
- Review specialized chemical 404
- Explore Utility Specialist equipment
- Explore the PS-4776 Work Flow
- Review USPS Recycling Strategies
- Explore the end of shift cleanup procedure

The primary floor care chemical is:

- MopPacLITE® 1802 Used for floor mopping areas except restrooms

MATERIAL SAFETY DATA SHEET (1802)

MATERIAL SAFETY DATA SHEET

PortionPac® Chemical Corporation
400 N. Ashland Avenue, Chicago, IL 60622-6382
Voice: 312/226-0400 Fax: 312/226-5400
Internet: www.portionpaccorp.com

24 HOUR EMERGENCY RESPONSE PHONE: 1-800-535-5053

■ SECTION 01 IDENTIFICATION

MSDS NO. 1800 Series REVISED: March 2013

TRADE NAME: **MopPacLITE® pH Neutral Floor Cleaner No. 1802, 1804, 1810**

NOTE: CAS Registry numbers are not applicable to formulated products.

■ SECTION 02 PHYSICAL & HEALTH HAZARDOUS INGREDIENTS

Hazardous Material as defined by 29 CFR 1910.1200 Reportable under CERCLA or SARA TITLE III Sec. 304 Regulations.

Common Names:	isopropanol, IPA, 2-propanol	CAS# 67-63-0
Chemical Name:	isopropyl alcohol	
Hazard % in Formula:	in concentrate: 4.5% in working/use solution: 0.013%	
Hazard Reference:	TLV/TWA 400ppm, (980 mg/m³) NIOSH 400ppm 10hrTWA IDLH 20,000ppm	

■ SECTION 02A OTHER INGREDIENTS NOT CONSIDERED HAZARDOUS IN FORMULATION

water	CAS# 7732-18-5
blended alcohol ethoxylates	CAS# 68439-46-3, 66455-14-9 & others
diethylene glycol monomethyl ether	CAS# 111-90-0
propylene glycol monomethyl ether	CAS# 107-98-2
trace fragrance and colorant	n.a.

■ SECTION 03 PHYSICAL & CHEMICAL CHARACTERISTICS

Boiling Point:	200 deg. F. (initial)
Vapor Pressure:	Not determined.
Vapor Density (air=1):	Not determined.
Water Solubility:	Complete.
Melting/Freezing Point:	< 0 deg. F.
Appearance:	Bright yellow clear liquid.
Specific Grav. (water=1):	0.990 ± 0.01
Percentage Volatiles :	in concentrate: 7.5 in working/use solution: 0.03
Evaporation Rate:	Much slower than 1 (n-butyl acetate = 1)
pH:	in concentrate: 5.5 - 7.5 in working/use solution: 5.0 - 7.5
Odor:	Floral.

■ SECTION 04 PHYSICAL HAZARD DATA

Flash Point:	> 212 deg. F. closed cup.
Flammable Limits:	Not determined.
Fire Fighting Media:	Water spray, CO_2, dry chemical. Treat primary cause of fire.
Special Fire Fighting Procedures:	None.
Fire/Explosion Hazards:	None known.

■ SECTION 05 REACTIVITY DATA

Stability:	Stable.
Hazardous Polymerization:	Will not occur.
Conditions to Avoid:	None known.
Incompatible Materials:	Strong oxidizing or reducing agents.
Hazardous Decomposition Products:	If heated to decomposition CO, CO_2 and NO_x may be produced.

■ SECTION 06 HEALTH HAZARD DATA

Oral Toxicity:	Not determined for formulation.
Skin Toxicity:	Not known for formulation.
Carcinogenicity:	None of the individual materials in this formulation are listed as carcinogens in NTP, IARC Monographs, or are OSHA Regulated carcinogens.

■ SECTION 07 SYMPTOMS OF OVEREXPOSURE

Symptoms of Inhalation:	If misted in concentrated form, which is improper use, can cause irritation of mucous membrane: nose, eye and throat.
Symptoms of Skin Contact:	May cause dermatitis or irritation in some individuals upon prolonged contact. Localized skin defatting can be expected from concentrated detergent on long contact.
Symptoms of Eye Contact:	Concentrate will cause stinging or burning of eyes and lids, watering of eye, conjunctivitis.

■ SECTION 08 EMERGENCY FIRST AID PROCEDURES

For Ingestion:	DO NOT attempt to induce vomiting. Have the individual drink one or more full glasses of milk or water. If vomiting occurs, give fluids again. NEVER give anything to an unconscious person. Call a physician or your local Poison Control Center. Treatment should be directed at the control of symptoms and the clinical condition of the patient. There is no specific antidote.
For Skin:	As for all foreign materials, wash off concentrate or diluted use solution with copious amounts of water. Remove clothing, which has been saturated by concentrate. Thoroughly wash affected clothing and shoes.
For Eyes:	PROMPTLY flush with large amounts of water for at least 15 minutes, occasionally lifting the lower and upper lids. See a physician if irritation persists.
Medical Conditions Aggravated by Exposure:	No data found.

■ SECTION 09 OCCUPATIONAL CONTROL PROCEDURES

Ventilation:	None normally required.
Respiratory Protection:	Not required under normal working/use conditions.
Eye Protection:	Not normally required. Use if in specific applications splashes or mists might get into eyes.
Skin Protection:	Not normally required.
Personal Hygiene:	As in handling any detergent, wash thoroughly after using.

■ SECTION 10 PRECAUTIONS FOR SAFE HANDLING STORAGE AND USE

Precautionary Measures:	Avoid contact of concentrate with eyes and prolonged contact of concentrate with skin. Avoid breathing misted vapors.
Spills Clean-up Procedures:	Concentrated materials are packed in small unit dosed bags limiting any spills to very small quantities. Paper toweling or mopping is usually sufficient.
Disposal Method:	Normal waste disposal of empty bags in accordance with state and local regulations or recycle after rinsing package.

■ HAZARD RATINGS

	NFPA Concentrate	NFPA Dilution
Health	1	0
Flammability	1	0
Reactivity	0	0

■ GENERAL NOTE ABOUT PRODUCTS

ModPac LITE® pH Neutral Floor Cleaner detergent formulation is not substantially different from any other commercially available neutral hard surface cleaner. The unique packaging of PortionPac materials in unit dosed bags limits the amount of exposure of the concentrate to very small amounts. Spills can be cleaned up with paper toweling or plain mopping as this product is made for floor mopping. We know of no hazards associated with the proper use and handling of this product.

PortionPac Chemical Corporation makes no warranty, expressed or implied, as to the accuracy, completeness or reliability of this information, except that such information is, to the best of our knowledge and belief, accurate as of the date indicated.

PELIGRO: SI NO PUEDE LEER EN INGLES, PREGUNTE A SU SUPERVISOR SOBRE LAS INSTRUCCIONES DE USO APROPIADAS ANTES DE TRABAJAR CON ESTE PRODUCTO.

24 HOUR EMERGENCY RESPONSE PHONE: 1-800-535-5053
MSDS: 1800 REVISED: 03/13

Other floor care chemicals include:

- NeutraPac® 404 (used for removing alkaline such as snow melt salt from a lobby floor)

Note: The MSDS for this product is found in the Appendix section of this Student Handbook.

Utility Specialist Equipment

The primary equipment of a Utility Specialist consists of a gray two compartment mop bucket, a telescopic mop with yellow microfiber mop pads, a lobby broom and dust pan, and a tilt truck trash dumpster.

Utility Specialist Distribution Tray

- MSDS MopPacLITE 1802
- MopPacLITE 1802
- Pac Cutter
- Nitrile Gloves
- Pink Pearl eraser
- Pen or pencil

The Pink pearl eraser is used to remove marks on walls. The pencil is used to document any equipment or building problems discovered during the performance of your routes throughout the work shift.

Utility Specialist Microfiber Mops

Yellow mops are used exclusively by the Utility Specialist. The Utility Specialist uses two types of yellow mops:

- 7mm yellow and white striped mop (used for smooth surfaces)
- 15mm solid yellow mop (used for rough floor surfaces and the preferred choice)

Again, the mop color coding is crucial. A yellow mop is used by the Utility Specialist anywhere within the facility that requires mopping EXCEPT the restrooms. Never use a yellow mop in a restroom. As identified earlier in this course, the Restroom Specialist uses a red mop exclusively for restroom routes.

Filling the Utility Specialist Mop Bucket

The gray colored mop bucket is manufactured by the Unger Company. The engineered design of this mop bucket consists of two compartments, which prevents cross-contamination.

BUCKET FILL LEVELS

- Clean Solution Side

The Clean Solution compartment of the mop bucket is identified by the section without the wringer. This is the front side of bucket. Fill the clean solution side of the mop bucket with cold water to the (2) gallon water fill line. Add one MopPacLITE 1802. Remember to rinse the empty PortionPac three times with water and return it to your Utility Specialist Distribution Tray.

- Contamination Side

The contamination compartment of the mop bucket is identified by the attached wringer. Within the contamination side of the mop bucket, fill with one quart of cold water to the water fill line.

You will be using a yellow flat mop with the Utility Specialist mop bucket. The procedure will be as follows:

1) Collapse the flat mop and dip it into the clean solution.
2) Lift the mop above the solution and let the solution drain back into the clean solution side of the bucket until the solution no longer drains from the mop head.
3) Place the collapsed mop head in the wringer and wring out until the mop head is damp but not dripping.
4) Mop an 8'x8' area by outlining the area, then mop in an overlapping figure 8 pattern.
5) Collapse the mop head and place in the contamination side of the mop bucket and agitate the mop head to remove the contaminates.
6) Place the mop head in the wringer to remove the contaminated water.
7) Place the mop head in the clean solution and repeat the cycle.

NOTE: It is not possible to make "ring around the building" with a flat mop.

Work flow of the Utility Specialist route sheet (PS 4776)

The sequence of travel (workflow) of each Utility Specialist during the tour will be specified on each route sheet (PS Form 4776). This sequence must be followed without any deviations.

U.S. POSTAL SERVICE	ROUTE IDENTIFICATION					
CUSTODIAL MAINTENANCE ROUTE	WORKCODE	ACRONYM	EQUIP #	CLASS	ROUTE NO	REVISED DATE
	[illegible]	BLDGS	UTIL LR& BR	[illegible]	22015	[illegible]
BUILDING: COLUMBUS P&DC	CLEANING SPECIALIST TYPE				TASK	VERSION
	UTILITY SPECIALIST				[illegible] CLEAN	[illegible]
LOCATION: LCKR RMS BRK RMS CAFETERIA	FREQUENCY		WORK WEEK		TOUR	ESTIMATED TIME
	DAILY		[illegible]		2	[illegible]
	CHECK		LIST		311	

The Utility Specialist on this route should start 30 minutes after the vacuum specialist.

STEP	TIME	SPECIFIC LOCATION / ROOM	
1	6.05	1204	Satellite Vending Area next to AFSM Machines
2		1067	Employee lunch room
3		1001	Main Lobby and employee entrance turnstiles
4		1068	Mens Locker Room across the hall from the Cafeteria
5		1063A	Male Supervisors Locker Room
6		1074A	Female Supervisors Locker Room
7		1074	Womens Locker Room
8		1224	Southwest break area next to Merlins
9		1167A	Contract drivers sitting and vending area
10		1174	Transportation Area Womens Locker Room
11		1178	Transportation Area Mens Locker Room
12		1177	Transportation Corridors 1177 - 1181
13		1179	Northwest Satellite Vending Break Room
14		1122	Maintenance Employees Mens Locker Room
15		1123	Maintenance Employees Womens Locker Room

Tools and Supplies

Gray two sided bucket
Yellow micro fiber flat mop heads
Gray handled telescoping mop
Long floor scraper if needed
Wet floor signs and barricades

Distribution tray

(1) Pink pearl eraser
(3) Scrub Pac 1802
(2) Protective gloves
(1) Pac cutter
(1) Putty knife

Utility Specialist Job Aid

Job aids are compact and provide mobility for the custodian to frequently reference while performing the tasks of the route. Below is an example of the Utility Specialist Job Aid.

Utility Specialist Job Aid 	**FLOOR CLEANING** Follow route sheet's task sequence. Place barricades & floor signs as needed. Use putty knife to remove debris stuck to floor. **MOPPING** Use proper techniques & thoroughly rinse mop head just before changing solution. Notify Supervisor of floor surface or cove base damage. Version 20140819	**FLOOR SCRUBBER** Read & follow manufacturer's instruction manual & observe all safety precautions/warnings. Notify Supervisor of floor surface or cove base damage. **TRASH PICK-UP** Follow route sheet's task sequence. Collect trash from established pick-up points & take trash to compacting area. © US Postal Service - All Rights Reserved	**END OF SHIFT** Clean all & return equipment to the proper location. Turn distribution tray to Supervisor for storage in Check-in/Check-out room control cabinet.

Utility Specialist Mopping Area

Ensure you place wet floor signs in the area before you begin. When mopping, you will need to concentrate on an 8'x 8' area outlining the area, then mopping in a figure 8 pattern. Once completed with that area, move your mop bucket and repeat the same procedure.

Tilt Truck Trash Dumpster

The Utility Specialist is responsible for retrieving all trash generated from the Light Duty Speciaist that was placed at predertimined areas. The Utility Specialist transports the trash to the facility trash compactor area. The Utility Specialist might also be responsible for collecting recyclable items if your plant participates in a recycle program.

Recycle

Postal Handbook AS-552 provides details pertaining to the USPS recycle strategies and goals. Confer with your supervisor regarding recycle efforts in your facility.

End of Shift Procedure

At the conclusion of your work shift, as a professional you are required to:

- Transport mop in clean (solution) side
- Remove mop from mop holder
- Wash handle
- Hose off wringer
- Rinse bucket thoroughly
- Wipe down all equipment using a microfiber cloth or blue huck towel
- Return equipment to the Checkout room

The entire cleanup procedure takes about 2 or 3 minutes

Lesson 7: Key Points

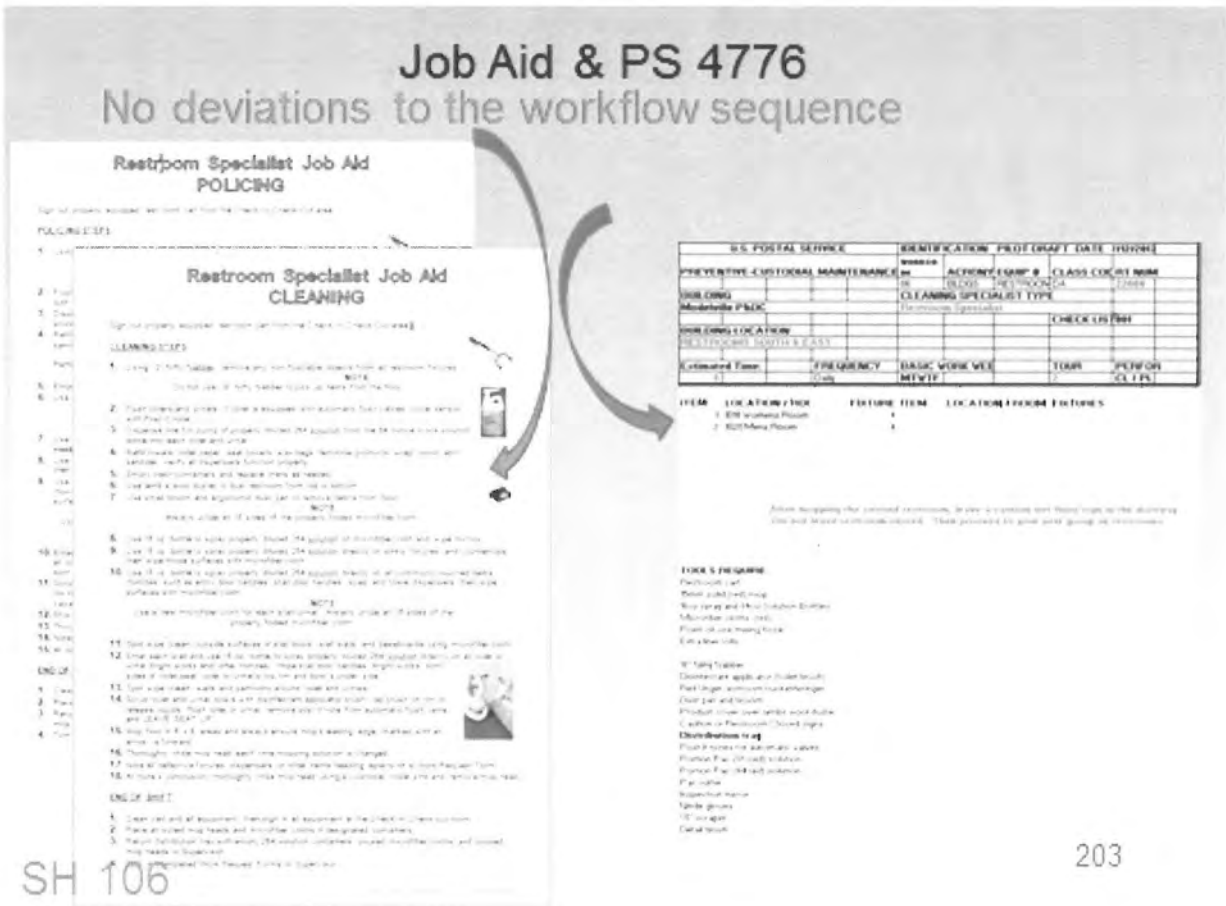
- Explored the function of the Utility Specialist
- Reviewed MopPacLITE 1802 MSDS
- Reviewed specialized chemical 404
- Explored Utility Specialist equipment
- Explored the PS-4776 Work Flow
- Reviewed USPS Recycling Strategies
- Explored the end of shift cleanup procedure

Lesson 8: The Paperwork

Lesson 8: Learning Objectives

- Examine PS-4776 Custodial Routes
- Work Observations
- Examine the Equipment Check-In / Check-Out Log

PS-4776 Example



Work Observations

As revealed earlier in this course, Team Cleaning differs significantly from traditional cleaning which had been utilized in USPS facilities over the past 40 years. Due to the positive change in the USPS cleaning methodology, supervisors are required to perform frequent employee observations to assist custodians with becoming proficient with the Team Cleaning process.

An employee observation consists of a supervisor observing and assessing performance, coaching the observed custodian to improve Team Cleaning knowledge and skills, and requesting employee feedback. During an observation, the observer determines if the custodian is working safely, using the proper tools and cleaning techniques, and following the proper route workflow. The goal is to improve employee proficiency and build the foundation for continuous improvement.

The most vital component of the observation process is interactive communication. Supervisors will ask custodians several questions pertaining to Team Cleaning processes, solicit feedback on how to improve Team Cleaning routes, and provide coaching to reinforce proper Team Cleaning skills and work habits. The purpose of coaching is to assist employees by bridging any potential gap between classroom training and actual everyday work practices.

Custodial Team Cleaning Observation Process	Light Duty Specialist

OBSERVATION SUMMARY

Custodian name: Date of observation:

Observer/Coach name: Beginning/ending times of observation:

Route, number, and estimated time:

Did custodian complete route in estimated time?

Identify difference in actual vs. estimated times:

Explain reason for difference in estimated and actual route completion times:

Did custodian complete route satisfactorily?

All checklist items marked "unsatisfactory" must be addressed in coaching comments.

Coaching comments:

Additional comments (includes any follow-up items for next observation):

Custodian's objective for next observation:

OBSERVATION PROCESS CHECKLIST

Perform following tasks during employee observation (choose only one result):

Item	Action	S	U	N/O
1	Inform employee that you are performing a Team Cleaning employee observation.			
2	Explain purpose of observation.			
3	Ask custodian to provide their copy of PS Form 4776 for assigned route.	☐	☐	☐
4	Verify custodian has correct PS Form 4776 for assigned route.	☐	☐	☐
5	Ask custodian where they are on their route according to PS Form 4776.	☐	☐	☐
6	Check cart or equipment. Are all tools accounted for and in good working order?	☐	☐	☐
7	Verify custodian sprays solution on microfiber cloth in office and food areas.	☐	☐	☐
8	Verify custodian is properly low- and high-speed cleaning in correct areas of route.	☐	☐	☐
9	Verify custodian is approximately 15 minutes ahead of Vacuum Specialist.	☐	☐	☐
10	Verify custodian does not deviate from workflow order.	☐	☐	☐

During observation, ask custodian to answer and/or explain the following:

Item	Action	S	U	N/O
11	Identify supplies that should be in distribution tray.	☐	☐	☐
12	Was distribution tray properly stocked at checkout?	☐	☐	☐
13	What SDS sheet is required if cleaning chemical is spilled or there is an accident?	☐	☐	☐
14	Where is closest SDS sheet located?	☐	☐	☐
15	What is difference between low- and high-speed cleaning?	☐	☐	☐
16	What areas on route today require low-speed cleaning? (Have them show you color-coded section on map.)	☐	☐	☐
17	What is a fomite?	☐	☐	☐
18	How often do you change duster cover?	☐	☐	☐
19	What is proper procedure for filling 32 oz. spray bottle?	☐	☐	☐
20	What is proper method for folding microfiber cloth? (Ask custodian to demonstrate.)	☐	☐	☐
21	How can management improve efficiency or workflow of route? (Note: If custodian recommends a change that does not support Team Cleaning processes, explain why present process is more efficient.)			

S = Satisfactory U = Unsatisfactory N/O = Not Observed

Custodial Team Cleaning Observation Process	Vacuum Specialist

OBSERVATION SUMMARY

Custodian name: Date of observation:

Observer/Coach name: Beginning/ending times of observation:

Route, number, and estimated time:

Did custodian complete route in estimated time?

Identify difference in actual vs. estimated times:

Explain reason for difference in estimated and actual route completion times:

Did custodian complete route satisfactorily?

All checklist items marked "unsatisfactory" must be addressed in coaching comments.

Coaching comments:

Additional comments (includes any follow-up items for next observation):

Custodian's objective for next observation:

OBSERVATION PROCESS CHECKLIST

Perform following tasks during employee observation (choose only one result):

Item	Action	S	U	N/O
1	Inform employee that you are performing Team Cleaning employee observation.			
2	Explain purpose of observation.			
3	Ask custodian to provide their copy of PS Form 4776 for assigned route.	☐	☐	☐
4	Verify custodian has correct PS Form 4776 for assigned route.	☐	☐	☐
5	Ask custodian where they are on their route according to PS Form 4776.	☐	☐	☐
6	Check to verify all vacuum tools are accounted for and in good working order, and vacuum is clean.	☐	☐	☐
7	Check equipment checkout log to verify custodian signed for vacuum.	☐	☐	☐
8	Verify custodian is using proper motion and ergonomics when vacuuming.	☐	☐	☐
9	Verify custodian is properly low- and high-speed cleaning in the correct areas of route.	☐	☐	☐
10	Verify custodian is approximately 15 minutes behind Light Duty Specialist.	☐	☐	☐
11	Verify custodian is changing filters properly and at proper frequency.	☐	☐	☐
12	Verify custodian does not deviate from workflow.	☐	☐	☐

During observation, ask custodian to answer and/or explain the following:

Item	Action	S	U	N/O
13	Was CarryPac stocked properly at checkout according to Vacuum Specialist label?	☐	☐	☐
14	What are contents of CarryPacs?	☐	☐	☐
15	What is difference between low- and high-speed cleaning?	☐	☐	☐
16	What areas on route today require low-speed cleaning? Which areas require high-speed cleaning? (Have them indicate areas on map.)	☐	☐	☐
17	When do you empty vacuum filter?	☐	☐	☐
18	What do you do with vacuum debris?	☐	☐	☐
19	When do you inspect extension cord? When do you clean the cord?	☐	☐	☐
20	Where is your next plug-in point? Is it on map and marked with blue dot?	☐	☐	☐
21	Who and where is Light Duty Specialist on this route today? Are they following map?	☐	☐	☐
22	How can management improve efficiency or workflow of route? (Note: If custodian recommends a change that does not support Team Cleaning processes, explain why present process is more efficient.)			

S = Satisfactory U = Unsatisfactory N/O = Not Observed

Custodial Team Cleaning Observation Process | Restroom Specialist

OBSERVATION SUMMARY

Custodian name: **Date of observation:**

Observer/Coach name: **Beginning/ending times of observation:**

Route, number, and estimated time:

Did custodian complete route in estimated time?

Identify difference in actual vs. estimated times:

Explain reason for difference in estimated and actual route completion times:

Did custodian complete route satisfactorily?

All checklist items marked "unsatisfactory" must be addressed in coaching comments.

Coaching comments:

Additional comments (includes any follow-up items for next observation):

Custodian's objective for next observation:

OBSERVATION PROCESS CHECKLIST

Perform following tasks during employee observation (choose only one result):

		S	U	N/O
1	Inform employee that you are performing a Team Cleaning employee observation.			
2	Explain purpose of observation.			
3	Ask custodian to provide their copy of PS Form 4776 for assigned route.	☐	☐	☐
4	Verify custodian has correct PS Form 4776 for assigned route.	☐	☐	☐
5	Ask custodian where they are on their route according to PS Form 4776.	☐	☐	☐
6	Check cart and equipment. Are all tools accounted for and in good working order?	☐	☐	☐
7	Check water in red two-compartment mop bucket to verify clean solution side is clean.	☐	☐	☐
8	Observe custodian changing water and adding solution in proper manner.	☐	☐	☐
9	Verify custodian is transporting microfiber mop in dirty solution side of mop bucket.	☐	☐	☐
10	Verify custodian uses proper mop refreshing and wringing techniques.	☐	☐	☐
11	Verify custodian does not deviate from workflow order.	☐	☐	☐
12	Verify custodian rinses mop bucket at end of route, wipes down all equipment using microfiber cloth, and returns cleaned equipment to checkout room.	☐	☐	☐

During observation, ask custodian to answer and/or explain the following:

		S	U	N/O
13	Identify supplies that should be in distribution tray.	☐	☐	☐
14	Was distribution tray properly stocked at checkout?	☐	☐	☐
15	What SDS sheet is required if cleaning chemical is spilled or there is an accident?	☐	☐	☐
16	Where is closest SDS sheet located?	☐	☐	☐
17	What is a fomite? What are critical contact points in restrooms?	☐	☐	☐
18	What cleaning chemical do you use to clean restrooms?	☐	☐	☐
19	What is proper procedure for filling 16 oz. and 64 oz. bottles with germicidal detergent?	☐	☐	☐
20	What is proper method for folding microfiber cloth? (Ask custodian to demonstrate.)	☐	☐	☐
21	Do you fill mop bucket up with hot or cold water?	☐	☐	☐
22	How much water should be in clean solution side of mop bucket? How do you know when you have enough water in mop bucket?	☐	☐	☐
23	How much water should be in the dirty solution (wringer) side?	☐	☐	☐
24	How many square feet do you mop before refreshing your mop?	☐	☐	☐
25	How do you know when to change the water?	☐	☐	☐
26	How many times have you changed the water?	☐	☐	☐
27	How many mop heads have you used?	☐	☐	☐
28	How can management improve efficiency or workflow of route? (Note: If custodian recommends a change that does not support Team Cleaning processes, explain why present process is more efficient.)			

S = Satisfactory U = Unsatisfactory N/O = Not Observed

Custodial Team Cleaning Observation Process	Utility Specialist

OBSERVATION SUMMARY

Custodian name: Date of observation:

Observer/Coach name: Beginning/ending times of observation:

Route, number, and estimated time:

Did custodian complete route in estimated time?

Identify difference in actual vs. estimated times:

Explain reason for difference in estimated and actual route completion times:

Did custodian complete route satisfactorily?

All checklist items marked "unsatisfactory" must be addressed in coaching comments.

Coaching comments:

Additional comments (includes any follow-up items for next observation):

Custodian's objective for next observation:

OBSERVATION PROCESS CHECKLIST

Perform following tasks during employee observation (choose only one result):

Item	Action	S	U	N/O
1	Inform employee that you are performing a Team Cleaning employee observation.			
2	Explain purpose of observation.			
3	Ask custodian to provide their copy of PS Form 4776 for assigned route.	☐	☐	☐
4	Verify custodian has correct PS Form 4776 for assigned route.	☐	☐	☐
5	Ask custodian where they are on their route according to PS Form 4776.	☐	☐	☐
6	Check cart or equipment. Are all tools accounted for and in good working order?	☐	☐	☐
7	Note condition of nearest custodial closet: Are supplies stocked? Is closet clean?	☐	☐	☐
8	Verify custodian does not deviate from order of workflow. (Refer to PS Form 4776 that you have with you.)	☐	☐	☐

During observation, ask custodian to answer and/or explain the following:

Item	Action	S	U	N/O
9	Identify supplies that should be in distribution tray.	☐	☐	☐
10	Was distribution tray properly stocked at checkout?	☐	☐	☐
11	What SDS is required if cleaning chemical is spilled or there is an accident?	☐	☐	☐
12	Where is closest SDS located?	☐	☐	☐
13	What cleaning chemical is used primarily when damp mopping? When cleaning up salt residue?	☐	☐	☐
14	Do you fill mop bucket with hot or cold water?	☐	☐	☐
15	How much water should be in clean solution side of mop bucket?	☐	☐	☐
16	How much water should be in dirty solution side of mop bucket?	☐	☐	☐
17	How many square feet do you mop before refreshing your mop?	☐	☐	☐
18	How do you know when to change water?	☐	☐	☐
19	How do you adjust mop handle for your height?	☐	☐	☐
20	How can management improve efficiency or workflow of route? (Note: If custodian recommends a change that does not support Team Cleaning processes, explain why present process is more efficient.)			

S = Satisfactory U = Unsatisfactory N/O = Not Observed

Equipment Check-In / Check-Out Log

You will record each time you check out equipment such as a ProTeam vacuum or Utility Specialist equipment. Record the following:

- Date
- Your name
- Power cord inspection (Vacuum Specialist)
- Time you checked out the equipment
- Time you checked the equipment back in
- Any issues with the condition of the equipment

Custodial Team Cleaning (CTC) - Equipment Check-In / Check-Out Sheet

Machine Model:		Machine #:	S/N:		Month and Year:		Location:	
[Employee Completes Fields Below]							*[Supervisor Completes Below]*	
Date	Employee Name	Power Cord Inspection Completed (Yes or No)	Check-Out Time	Assigned Route Area	Check-In Time	Equipment Comments	Returned Equipment Condition	Supervisor Inspection (Initials)

Each time a vacuum is used, you will fill out the Equipment check-In / Check-out form and your supervisor will initial the form when you check the equipment back in.

Monthly Chemical & Supply Usage Log

Your Supervisor or Group Leader will use this form on a daily basis to record the chemicals and vacuum filters issued.

Monthly Chemical & Supply Usage Log												
Month:				Facility:					Tech:			
	GREEN CLOTH	RED CLOTH	RED MOP	YELLOW MOP	HUCK TOWEL	DUST COVER	102	201A	254A	404	1902	MICRO FILTER
DAY												
1												
2												
3												
4												
5												
6												
7												
8												
9												
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28												
29												
30												
31												
TOTAL												

The Control Cabinet

The Control Cabinet is secured by lock and key. The Supervisor or designated emplopyee such as a Group Leader maintains control of the Control Cabinet supplies.

Before & After

As identified within the photographs you have seen and the topics discussed within the past two days, you are now change agents equipped with the knowledge, tools, and skills needed to successfully clean for health.

Lesson 8: Key Points

- PS-4776 Custodial Routes
- Work Observations
- Equipment Check-In / Check-Out Log

Course Survey

You have the opportunity to comment and share your opinion about this course. Completion of the course survey helps us to recognize courses that are beneficial to employees and provides us with the opportunity to improve current courses and develop new courses. The course survey is performed on line by accessing your personalized portal within the Learning Management System.

Please contact your supervisor or Training Specialist as soon as possible to arrange a time to complete the on-line course survey. Thank you.

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APPENDIX

Super Coach Pro 10 Harness Fit Guide

ProTeam ©

1. Upper harness should sit between shoulder blades for most comfortable fit. The unit was shipped with the upper harness in the middle position. If you are a tall user, you will need to move the position up. If you are a shorter user, you will need to move the position down (See side view of vacuum and harness Figure A).

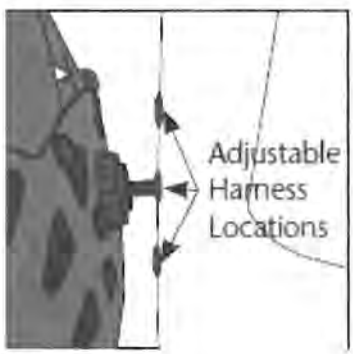


Figure A

2. To move the upper harness, loosen the tensioning straps (Figure B). Then using a #3 Phillips screwdriver, unthread the screw from the unit. It is located in center of upper harness (Figure B).

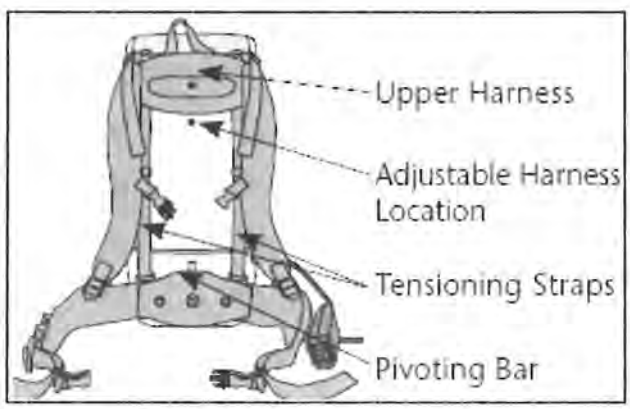


Figure B

3. The upper pad should be secured by screwing it almost all the way in. Leaving it about a quarter inch short of tightly screwed in would allow the upper pad to rotate properly.

HARNESS HEIGHT ADJUSTMENT

1. Loosen the shoulder straps and the waist belt. Lift the vacuum and slide your arms through the straps (Figure C). The upper harness can also be adjusted by tightening or loosening the upper harness buckles for a custom fit.

Figure C

2. Connect the waist strap (Figure D).

Figure D

3. Tighten the waist belt by grabbing the ends of the straps and pulling each end toward each other and then directly outward from the center of the body. It is very important that the weight of the unit be concentrated on your hips rather than your shoulders (Figure E).

Figure E

4. Adjust the shoulder straps so that the unit fits comfortably, but the weight is still concentrated on your hips (Figure F).

Figure F

5. Connect the sternum strap buckle and slide the strap up or down on the sewn-in wire support for the best fit (Figure G).

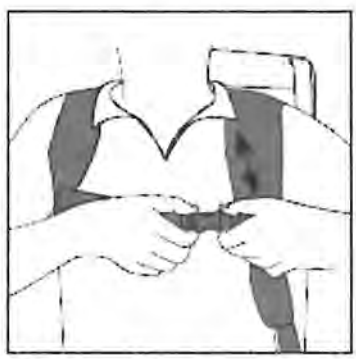


Figure G

WEARING THE BACKPACK VACUUM

• The weight of the vacuum should be evenly distributed on your hips.
• Adjust the padded waist belt and shoulder straps for a custom fit.
• The areas on the harness that touch the user are made from breathable mesh material to keep the operator cool.
• The on/off switch is conveniently located on the waist belt of the backpack vacuum. The switch box is secured to the waist belt with Velcro® running through the top and bottom of switch box and then to the inside of the waist belt.
• Use the proper attachments for the job. ProTeam has attachments to perform most jobs without requiring you to bend over or getting into difficult positions.
• The padded articulating harness design provides increased range of motion during detail and overhead work reducing operator fatigue and increasing productivity.

Super Coach Pro 10 Important Safety Instructions

IMPORTANT SAFETY INSTRUCTIONS

When using an electrical appliance, basic precautions should always be followed, including the following:

⚠WARNING Read Owners Manual before using this product. Failure to do so can result in serious injury or death. To reduce the risk of fire, electric shock, or injury:

1. Use only as described in this manual. Use only the recommended attachments and replacement parts.
2. **DO NOT** leave any ProTeam vacuum plugged in when not in use. Unplug unit from the outlet before servicing. **DO NOT** leave running while unattended.
3. **DO NOT** use outdoors or on wet surfaces.
4. **DO NOT** try to recover any liquid with this vacuum. This vacuum is for DRY RECOVERY only.
5. **DO NOT USE A DAMAGED CORD OR PLUG.** If the unit is not working as it should, or if it has been dropped, damaged, left outdoors, or exposed to water, take it to an authorized ProTeam Warranty Station for inspection and repair.
6. **DO NOT** allow the vacuum to be used as a toy. Pay close attention when using the vacuum near children.
7. **DO NOT** pull or carry the vacuum by the cord or use the cord as a handle. **DO NOT** close a door on the cord or pull the cord around sharp edges or corners. **DO NOT** run over the cord. Keep the cord away from heated surfaces.
8. **DO NOT** pull on the cord to unplug. Grasp and pull the plug, not the cord.
9. **DO NOT** handle the plug, switch, or vacuum with wet hands.
10. **DO NOT** put any objects into openings. **DO NOT** use with any opening blocked; keep free of dust, lint, hair, and anything that may reduce air flow.
11. Keep hair, loose clothing, fingers, and all parts of body away from openings and moving parts.
12. Turn off the unit before unplugging.
13. Use with extra care when cleaning stairs.
14. **DO NOT** vacuum flammable or combustible materials or anything that is burning or smoking, such as cigarettes, matches, or hot ashes.
15. Sparks inside the motor can ignite flammable vapors or dust. To reduce the risk of fire or explosion, **DO NOT** use near combustible liquids, gases, or dusts, such as gasoline or other fuels, lighter fluid, cleaners, oil-based paints, or natural gas.
16. To reduce the risk of inhaling toxic vapors or dust, **DO NOT** vacuum or use near toxic or hazardous materials.
17. Empty the intercept MicroB Filter after every use and before storage. Some types of wood dust and debris may catch on fire, if stored in the vacuum.
18. **DO NOT** use without filters in place.
19. Connect to a properly grounded outlet only. See Grounding Instructions.

Super Coach Pro 10 Operating Instructions

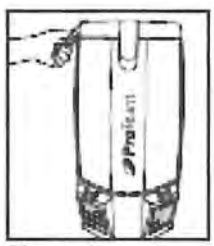


Figure A

Figure B

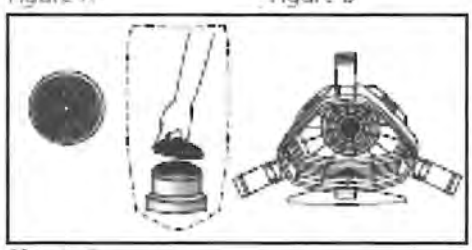


Figure C

Figure D

Figure E

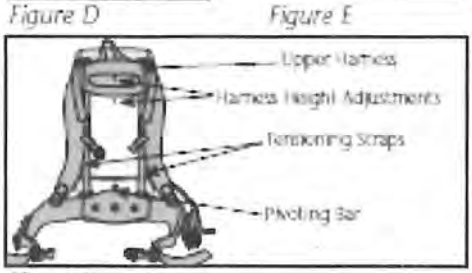


Figure F

OPERATING INSTRUCTIONS

OVERVIEW OF COMPONENTS

- Vacuum (1)
- Extension Cord (2)
- Hose (3)
- Accessories (4)
- Intercept Micro Filter (5)
- Micro Cloth Filter (6)
- Dome Filter (7)
- HEPA Exhaust Filter (8)

QUICK START

1. Unlatch the 3 clamps on the top of the unit and remove cap (Figure A).
2. Remove filters (Figure B).
3. Check to make sure the Dome Filter did not shift during shipping (Figure C).
4. Replace the Intercept Micro Filter and the Micro Cloth Filter into the vacuum (Figure B).
5. Replace the cap and relatch the 3 clamps (Figure A).
6. Push the hose into the cap opening (Figure D).

HARNESS HEIGHT ADJUSTMENT

1. Upper harness should sit between shoulder blades for most comfortable fit. The unit was shipped with the upper harness in the middle position. If you are a tall user, you will need to move the position up. If you are a shorter user, you will need to move the position down (See side view of vacuum and harness Figure F).
2. To move the upper harness, loosen the tensioning straps (Figure F). Then using a #1 phillips screwdriver, unthread the screw from the unit. It is located in center of upper harness (Figure F).
3. Thread the screw into the appropriate position in unit. Be sure to thread the screw all the way in. Readjust tensioning straps to provide a slight resistance to pivoting bar. Be sure that straps are adjusted evenly.

BACKPACK ERGONOMICS

- The weight of the vacuum should be evenly distributed on your hips.
- Adjust the padded waist belt and shoulder straps for a custom fit.
- The areas on the harness that touch the user are made from breathable mesh materials to keep the operator cool.
- The on/off switch is conveniently located on the waist belt of the backpack vacuum. The switch box is secured to the waist belt with Velcro® running through the top and bottom of switch box and then to the inside of the waist belt.
- Use the proper attachments for the job. Pro Team has attachments to perform most jobs without requiring you to bend over or getting into difficult positions.
- The padded articulating harness design provides increased range of motion during detail and overhead work reducing operator fatigue and increasing productivity.

Super Coach Pro 10 Filter Maintenance

Figure A

Figure B

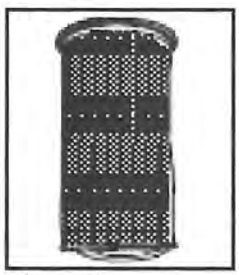


Figure C

Figure D

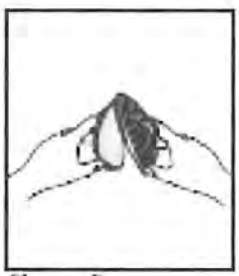


Figure E

Figure F

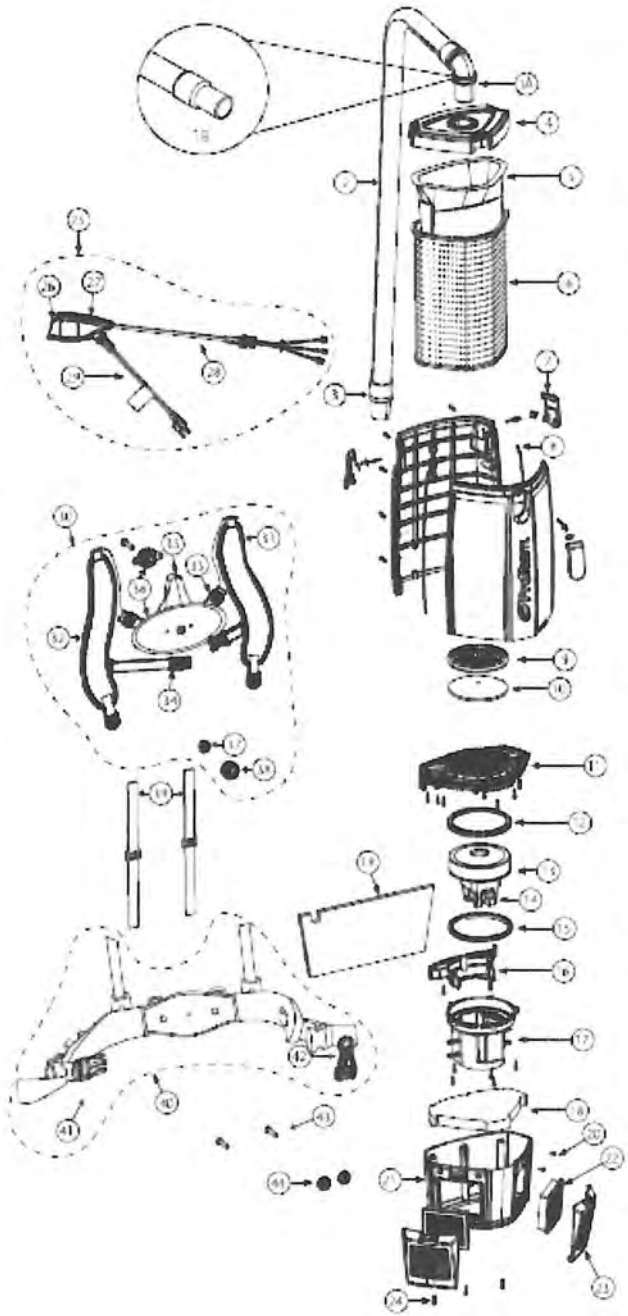
Figure G

FILTER MAINTENANCE

1. Empty and inspect the Intercept Micro Filter every time you start and finish vacuuming (Figure A). Replace if necessary. A clogged and dirty filter restricts airflow and results in reduced suction and overheating.
2. To replace the Intercept Micro Filter, slide filter into the Cloth Filter and secure into vacuum (Figure B).
3. Once a month, or as necessary, hand or machine wash the Cloth Filter and let it air dry. DO NOT put it in the dryer (Figure C).
4. Once a week, or as necessary, clean the Dome Filter.
   a. First, remove the Intercept Micro Filter and Cloth Filter. Reach into the vacuum body and pull the top piece of the Dome Filter off and remove the foam media (Figure D).
   b. Shake it out, rinse it and let it air dry thoroughly (Figure E).
   c. Once dry, replace and firmly snap the top piece of the Dome Filter into place.
5. Once every two weeks, or as necessary, inspect the HEPA filters. When the filter becomes discolored, replace it with a new filter. For best results, this filter should be replaced every 6 months.
6. To inspect or replace the HEPA filter, depress the raised portion of tab on filter door (Figure F). Then pivot the door away from the vacuum body. Grasp the plastic housing on the HEPA filter and remove from vacuum (Figure G).
7. To replace the filter door, align the 2 tabs to the housing and press in place, then rotate upward. Be sure to snap the locking tabs of spring finger behind tab on housing. You should hear an audible "click" if installed correctly.

Super Coach Pro 10 Parts List

SUPER COACH PRO 6 & 10/PROVAC FS 6 PARTS



1A	101928	Replacement Double Swivel Elbow Cuff	1 ea.	$ 9.06
1B	100694	Replacement Double Swivel Straight Cuff (PV FS)	1 ea.	5.39
2	103048	Static-Dissipating Hose w Cuffs	1 ea.	24.93
	100505	Static-Dissipating Hose w Straight Cuffs (PV FS)	1 ea.	26.18
3	100694	Replacement Swivel Cuff 11"	1 ea.	5.39
4	833948	Purple Cap	1 ea.	34.10
	833948-1	Black Cap (PV FS)	1 ea.	34.10
5	107313	Intercept Micro Filter (SCP 10)	10 pk.	20.80
	107314	Intercept Micro Filter (SCP 6 & PV FS)	10 pk.	15.60
6	834000	Micro Cloth Filter (SCP 10)	1 ea.	29.60
	834072	Micro Cloth Filter (SCP 6 & PV FS)	1 ea.	24.45
7	510179	Latch and Retainer w Lock Nut & Screw	1 set	7.29
8	510180	Gasket for Tank (SCP 10)	2 ea.	4.59
	510181	Gasket for Tank (SCP 6 & PV FS)	2 ea.	3.38
9	510183	Dome Filter w Foam Media (Includes 10)	1 set	7.88
10	510184	Foam Filter Media for Dome Filter	1 ea.	2.39
11	510193	Upper Motor Support w Gasket	1 set	4.99
12	833951	Upper Motor Gasket	1 ea.	2.80
13	834036	Motor Fan (120 V)	1 ea.	118.24
14	101720	Carbon Brush Set	1 set	20.98
15	833952	Lower Motor Gasket	1 ea.	2.50
16	510185	Cover Wire w 2 screws	1 set	2.56
17	510194	Lower Motor Support (5 screws)	1 set	13.11
18	834042	Triangular Lower Foam Pad	1 ea.	2.89
19	834043	Rectangular Upper Foam Pad	1 ea.	2.31
20	808380-0	Screw Pan CR #8 x ½"	1 ea.	16
21	510188	Housing Assembly Lower w Screws	1 set	21.50
22	107315	HEPA Filter (2 pack)	1 set	11.54
23	833954	Exhaust Filter Door	1 ea.	6.99
24	808380-22	Screw Pan CR #8 x ¾"	1 ea.	16
25	834037	Switch Cord and Power Cord Assembly (Includes: 26-27)	1 set	55.76
26	106066	On/Off Switch	1 ea.	7.14
27	107043	Switch Box	1 set	17.61
28	834038	Pigtail Assembly	1 set	16.28
29	834165	Power Cord Assembly	1 set	19.03
30	510190	Upper Harness Assembly (Includes: 37-38)	1 set	65.58
31	834058	Shoulder & Sternum Strap Lefthand	1 ea.	18.99
32	834059	Shoulder & Sternum Strap Righthand	1 ea.	18.99
33	100358	Shoulder Strap Adjustment Buckle	1 ea.	.99
34	510191	Sternum Strap Buckle (latch and keeper)	1 set	2.10
35	101737	Carry Handle w Rivet Set	1 set	8.54
36	834049	Upper Pad Harness	1 set	26.24
37	834050	Pivoting Ball	1 ea.	2.60
38	834053	Outer Support Retainer	1 ea.	2.99
39	510192	Tensioning Straps	1 set	9.99
40	834055	Lower Harness Assembly (Includes: 41, 42)	1 set	65.99
41	106719	Waist Belt Keeper and Latch	1 set	11.89
42	102604	Cord Holder	1 ea.	8.77
43	834051	Screw - 18x1 - 1/8" Lock Screw (2 screws)	1 set	4.85
44	510186	Harness Spacers	2 ea.	3.08
45	101678	50' Extension Cord (Not Shown)	1 ea.	32.60

Management Instruction: Bloodborne Disease Exposure Control Plan

UNITED STATES POSTAL SERVICE

Management Instruction

Bloodborne Disease Exposure Control Plans

Date	March 1, 2000
Effective	Immediately
Number	EL-810-2000-2
Obsolete	EL-810-1999-1
Unit	Safety Performance Management

Yvonne D. Maguire
Vice President
Employee Resource Management

This instruction provides policy guidance on compliance with 29 Code of Regulations (CFR) 1910.1030, Occupational Exposure to Bloodborne Pathogens (BBP). The Occupational Safety and Health Administration (OSHA) has promulgated this regulation to protect workers who are reasonably anticipated to come in contact with blood and/or other potentially infectious materials.

Scope

It is the policy of the Postal Service to protect the safety and health of all its employees and comply with OSHA regulations. Employees who are occupationally exposed to bloodborne pathogens, however require special identification and protection under this OSHA standard. This instruction includes procedures to assist safety and health personnel in identifying such employees.

A small number of employees, such as medical personnel, routinely perform tasks that may involve exposure to blood or infectious materials, for example during first aid treatment. These employees are clearly within the scope of the standard.

Also within the scope of the standard are other employees "reasonably anticipated to come in contact with blood or infectious materials." They must be identified as "occupationally exposed" if an exposure determination finds that occupational exposure is likely.

Definitions

OSHA Definitions

The following OSHA definitions apply:

1. *Blood* — human blood, human blood components, and products made from human blood.

CONTENTS

(continued)

CONTENTS (cont'd)

2. *Bloodborne pathogens* — pathogenic organisms that are present in human blood and can cause disease in humans. These pathogens include, but are not limited to, hepatitis B virus (HBV) and human immunodeficiency virus (HIV).

3. *Contaminated* — the presence or the reasonably anticipated presence of blood or other potentially infectious materials on an item or surface.

4. *Contaminated sharps* — any contaminated objects that can penetrate the skin, such as needles, scalpels, or broken glass.

5. *Engineering controls* — controls such as containerization or mechanical handling that isolate or remove the hazard of bloodborne pathogens from the workplace.

6. *Exposure incident* — a specific eye, mouth, other mucous membrane, nonintact skin, or parenteral (i.e., needlestick) contact with blood or other potentially infectious materials.

7. *Occupational exposure* — reasonably anticipated skin, eye, mucous membrane, or parenteral contact with blood or other infectious materials.

8. *Other potentially infectious materials* —

   a. The following human body fluids: semen, vaginal secretions, cerebrospinal fluid, synovial fluid, pleural fluid, pericardial fluid, peritoneal fluid, amniotic fluid, saliva in dental procedures, any body fluid that is visibly contaminated with blood, and all body fluids in situations where it is difficult or impossible to differentiate between body fluids.

   b. Unfixed tissues or organs from humans.

   c. HIV or HBV cultures and blood, organs, and other tissues from experimental animals infected with HIV or HBV.

9. *Regulated waste* — contaminated sharps, liquid or semi-liquid blood or other potentially infectious materials, contaminated items that would release liquids or semi-liquids if compressed, items caked with dried blood, or other potentially infectious materials that may release them during handling, and pathological or microbiological wastes containing blood or other potentially infectious materials.

Other Definitions

Additional definitions are contained in the standard, paragraph (b), 29 CFR 1910.1030. Persons responsible for administering this instruction should also be familiar with definitions for *infectious substance* (etiologic agent), *clinical specimen*, and *biological product* contained in *Domestic Mail Manual* C023 and Publication 52, *Acceptance of Hazardous, Restricted, and Perishable Mail*.

Responsibilities

Headquarters

Employee Resource Management (ERM)

ERM establishes policy and procedure on compliance with the blood-borne pathogen (BBP) standard and, through Safety Performance Management and Health and Resource Management, provides oversight and technical assistance.

Areas

Area Human Resources Managers

The area Human Resources manager is responsible for monitoring and evaluating BBP programs.

Area Medical Director

The area medical director provides expert guidance.

Districts and Plants

Facility Managers

Facility managers are responsible for compliance with this policy.

Nurse Administrators and Contracted Medical Providers

Nurse administrators and contracted medical providers are responsible for elements of the exposure control plan, methods of compliance, post-exposure evaluation and follow-up, training, and recordkeeping as delineated in this instruction.

Safety Staff and Health Professionals

Safety staff and health professionals are responsible for developing exposure control plans, identifying employees who are occupationally exposed, and implementing methods of compliance as described in this instruction.

Exposure Control Plan

Administrative Requirements

Consult the OSHA Program Guide (located in the Safety Toolkit or on the Safety and Health home page) for technical program guidance.

Written Plan

Safety and health professionals prepare a written exposure control plan that covers plants, bulk mail centers (BMCs), and large offices with exposed employees. Smaller facilities with exposed employees and/or a significant flow of biological materials (e.g., specimens mailed to a nearby lab) may also require a written plan.

Plan Review

The plans must be reviewed and updated annually. This must be accomplished at the beginning of each calendar year. The plans must be reviewed annually or whenever necessary to reflect new or modified tasks and procedures that affect occupational exposure and to reflect new or revised employee positions with occupational exposure.

Employee Accessibility

The plan must be accessible to employees and their representatives in accordance with 29 CFR 1910.20, Access to Employee Exposure and Medical Records.

Exposure Determination

Lists of Employees Potentially Exposed

The exposure control plan must establish procedures and responsibilities for exposure determination. This process is a critical element of the plan. Omitting individuals who are occupationally exposed to BBPs may reduce their protection, while falsely identifying employees as exposed results in unnecessary costs and administrative burdens. All persons reasonably anticipated to be occupationally exposed, even if they are not listed as examples, must be included on one of the two lists described below. *During annual reviews these lists should be adjusted as necessary.*

List A includes all employees in job classifications covered by the standard, and no further analysis is necessary. List B is used to determine which employees with occupational exposure need to be included in the plan. Lists should be prepared as follows:

List A — This list includes *job classifications* in which all employees are *assumed to have occupational exposure* (based on OSHA's definitions):

1. All medical personnel and trained first aid persons.
2. All inspectors, security personnel, and crime laboratory personnel (including administrative support).

3. All persons designated and trained to clean up spills and leaks of mailed hazardous materials that include blood and other infectious materials.

List B — This list includes all job classifications in which some employees may have occupational exposure. The list must be further broken down to tasks and procedures that cause occupational exposure within the classifications listed. Some employees in these occupation codes or job classifications could be exposed, and they must be individually identified. A facility and employee survey is a useful tool for identifying potentially exposed employees. See the *EEP Program Guide* provided with the Safety Tool Kit for guidance on identifying potential exposures and occupationally exposed personnel. This potential for exposure is used to determine if these employees should be included in the program. Job classifications must be determined locally, but may include:

1. Mail handlers, clerks, and other personnel who routinely handle mailed blood specimens or other items potentially containing blood or other body fluids containing BBPs.
2. Mail handlers, clerks, and other personnel who routinely handle mailed, or internally generated, medical wastes (sharps).

Determining Exposure

All List A personnel are to be included in the plan. List B personnel with documented "reasonably anticipated" exposure are also to be included. Job classifications and tasks on List B with no "reasonably anticipated" exposure must continue to be identified and listed to document the process and to allow for possible inclusion in the program in the future. This exposure determination is to be made without regard to the use of personal protective equipment.

Methods of Compliance

The exposure control plan must include the methods of compliance discussed in the following six sections:

Universal Precautions

All leakage from mailed biological materials, until further identified, and all body fluids must be treated as potentially infectious materials.

Local Precautions

Local handling procedures must be established to minimize hands-on contact with mailed medical wastes and similar items. Training (see Information and Training) must stress awareness and proper handling of these materials.

Personal Protective Equipment

Gloves, aprons, and other personal protective equipment as appropriate must be supplied to personnel frequently handling potentially infectious mailed materials. Personnel assigned to the cleanup of leaking items must be provided full protection, e.g., gloves, aprons, and splash shields. The spill and leak standard operating procedure (SOP) must be updated as necessary to ensure that these personnel use the latest safe cleanup and decontamination procedures.

Hand Washing Facilities

Hand washing must be stressed and handwashing facilities must be made available for persons frequently handling mailed potentially infectious materials.

Medical Precautions

Nurse administrators, staff nurses, and/or contracted medical providers must ensure that procedures and precautions required in the standard for health care personnel are implemented. Additionally, medical personnel must ensure that first aid supplies include gloves, cardiopulmonary resuscitation (CPR) mouthpieces, and other equipment as appropriate. Medical wastes generated in medical or health units (sharps, bandages, etc.) must be properly managed within the facility and disposed of in accordance with local, state, and federal regulations.

Local Contingency Plans

Certain facilities in urban areas may experience problems with loose syringes dropped in collection boxes and elsewhere. Where this is determined to be an ongoing situation, local contingency plans should be developed to minimize the hazard to employees who may come in contact with loose syringes during the course of duty.

Vaccination Program

All employees on List A and those employees on List B who are considered occupationally exposed must be offered HBV vaccination in accordance with the latest guidance from the Public Health Service. The nurse administrator, staff nurse, and/or servicing medical personnel must develop a program that meets the requirements of the standard and ensures that employees are offered vaccination after receiving the required training and within 10 days of initial assignment. Employees who decline must complete the form in Appendix A of the OSHA standard.

Exposure Incident Evaluation

Incident Report

Form 1770, *Hazardous Materials Incident Report*, must be used to document incidents involving potentially infectious materials in the mails. Installation heads must follow up with the mailer to prevent future incidents.

Investigation

Form 1769, *Accident Report*, must be completed if an injury or exposure (e.g., needlestick, laceration, or splash) related to potentially infectious materials occurs. For reporting purposes, OSHA considers such exposures occupational injuries if the incident results in the recommendation of medical treatment beyond first aid. Each exposure incident must be evaluated (regardless of reporting status), and steps must be taken to prevent future occurrences where possible. All exposure information must be transmitted to the health care professional treating the individual.

Medical Procedures

Postexposure Evaluation and Follow-Up

Procedures must be established in the written exposure control plan that ensure required medical postexposure evaluation and follow-up. They must include:

1. Documenting the route of exposure.
2. Identifying and documenting the source of the potential BBP (individual if possible).
3. Testing employee's blood for HBV and HIV.
4. Providing postexposure prophylaxis as recommended by the Public Health Service.
5. Counseling.
6. Evaluating reported illnesses.

Professional Information

All medical personnel responsible for implementing this instruction, having occupationally exposed employees, must have on hand a copy of the OSHA standard.

Written Opinion on Exposure

Medical personnel must ensure that the treating physician provides a written opinion to the Postal Service and that the employee receives a copy within 15 days that includes whether or not HBV vaccination is indicated, whether or not it was given, and other elements required in the standard.

Medical Records

Nurse administrators must maintain records on all occupationally exposed employees (see Recordkeeping).

Hazard Communication

Medical Personnel

Medical personnel must ensure that applicable portions of paragraph (g) of the standard are implemented as necessary, e.g., warning labels are put on regulated medical wastes generated in the medical unit.

Management

Management at all levels must stress the importance of awareness during acceptance and handling of biological materials. Acceptance employees must be familiar with labeling and packaging requirements.

Information and Training

All Postal Employees

The Postal Service is committed to providing periodic "awareness" training to all postal employees as part of governmentwide efforts to protect the public. Safety talks, bloodborne pathogen awareness videos (see references), sponsored by the Postal Service, and other methods may be used.

Occupationally Exposed Employees

Training of occupationally exposed employees is required upon initial assignment and annually thereafter. The BBP training provided by the Postal Service (NCED Course EH009-13) meets the subject matter requirements below.

A knowledgeable person must give the training. This could be a trained physician, nurse, or safety and health professional familiar with the subject matter.

1. The text of the standard.
2. Methods of bloodborne disease transmission.
3. Overview of the exposure control plan and the means by which the employee can obtain a copy of the written plan.

4. Methods of compliance.
5. Use of personal protective equipment.
6. Vaccinations and employee rights.
7. Spill and leak response plans.
8. Exposure incident procedures — first aid, hand washing, and evaluations.
9. Medical follow-up procedures and counseling.
10. Methods for recognizing tasks and activities that may involve exposure to blood or other infectious materials.

Recordkeeping

Medical

Each employee considered occupationally exposed to BBPs must have a section in the employee medical folder dedicated to the records required by paragraph (h) of the standard, including:

1. HBV vaccination status and dates of vaccinations.
2. Copies of all follow-up examination reports.
3. Health care professional's written opinions, if needed.
4. All exposure incident information as required.

Training

The nurse administrator must record all required training records for occupationally exposed employees by using Form 2548, *Individual Training Record — Supplemental Sheet*. Training records must be retained for 3 years. Other provisions of the standard regarding availability, records transfer, and confidentiality must be followed.

Records must include:

1. Dates of sessions.
2. Summary of the content.
3. Names and qualifications of trainers.
4. Names and job titles of all employees attending.

REFERENCES

1. 29 CFR 1910.1030, "Occupational Exposure to Bloodborne Pathogens," www.osha.gov.
2. NIOSH Publication No. 89-108, *A Curriculum Guide for Public Safety and Emergency-Response Workers*, Public Health Service Centers for Disease Control. Available from:

   NIOSH PUBLICATIONS
   4676 COLUMBIA PARKWAY
   CINCINNATI OH 45226
3. OSHA Instruction CPL 2-2.44D, "Enforcement Procedures for the Occupational Exposure to Bloodborne Pathogens," 11/5/99. http://www.oshaweb.gov/OshDoc/Directive_data/CPL_2_2_44D.html.
4. OSHA Technical Note #3, Bloodborne Fact Sheets, "Recording Exposure Incidents, Protect Yourself When Handling Sharps, Hepatitis B Vaccination — Protection for You, Personal Protective Equipment Cuts Risk, Holding the Line on Contamination," www.osha.gov.
5. OSHA Publication 3127 (revised), Occupational Exposure to Bloodborne Pathogens, 1996, www.osha.gov.
6. OSHA Publication 3130 (revised), Bloodborne Pathogens and Emergency Responders, 1998, www.osha.gov.
7. Summit Training Video, "OSHA Bloodborne Pathogen Awareness." Available from:

   SUMMIT TRAINING SOURCE INC
   2960 HORIZON DRIVE SE
   GRAND RAPIDS MI 49546

   Phone (800)842-0468
   Fax (616)949-5725

OSHA Fact Sheet: Hepatitis B Vaccination Protection

OSHA FactSheet

Hepatitis B Vaccination Protection

Hepatitis B virus (HBV) is a pathogenic microorganism that can cause potentially life-threatening disease in humans. HBV infection is transmitted through exposure to blood and other potentially infectious materials (OPIM), as defined in the OSHA Bloodborne Pathogens standard, 29 CFR 1910.1030.

Any workers who have reasonably anticipated contact with blood or OPIM during performance of their jobs are considered to have occupational exposure and to be at risk of being infected. Workers infected with HBV face a risk for liver ailments which can be fatal, including cirrhosis of the liver and primary liver cancer. A small percentage of adults who get hepatitis B never fully recover and remain chronically infected. In addition, infected individuals can spread the virus to others through contact with their blood and other body fluids.

An employer must develop an exposure control plan and implement use of universal precautions and control measures, such as engineering controls, work practice controls, and personal protective equipment to protect all workers with occupational exposure. In addition, employers must make hepatitis B vaccination available to these workers. Hepatitis B vaccination is recognized as an effective defense against HBV infection.

HBV Vaccination

The standard requires employers to offer the vaccination series to all workers who have occupational exposure. Examples of workers who may have occupational exposure include, but are not limited to, healthcare workers, emergency responders, morticians, first-aid personnel, correctional officers and laundry workers in hospitals and commercial laundries that service healthcare or public safety institutions. The vaccine and vaccination must be offered at no cost to the worker and at a reasonable time and place.

The hepatitis B vaccination is a non-infectious, vaccine prepared from recombinant yeast cultures, rather than human blood or plasma. There is no risk of contamination from other bloodborne pathogens nor is there any chance of developing HBV from the vaccine.

The vaccine must be administered according to the recommendations of the U.S. Public Health Service (USPHS) current at the time the procedure takes place. To ensure immunity, it is important for individuals to complete the entire course of vaccination contained in the USPHS recommendations.

The great majority of those vaccinated will develop immunity to the hepatitis B virus. The vaccine causes no harm to those who are already immune or to those who may be HBV carriers. Although workers may desire to have their blood tested for antibodies to see if vaccination is needed, employers cannot make such screening a condition of receiving vaccination and employers are not required to provide prescreening.

Employers must ensure that all occupationally exposed workers are trained about the vaccine and vaccination, including efficacy, safety, method of administration, and the benefits of vaccination. They also must be informed that the vaccine and vaccination are offered at no cost to the worker. The vaccination must be offered after the worker is trained and within 10 days of initial assignment to a job where there is occupational exposure, unless the worker has previously received the vaccine series, antibody testing has revealed that the worker is immune, or the vaccine is contraindicated for medical reasons. The employer must obtain a written opinion from the licensed healthcare professional within 15 days of the completion of the evaluation for vaccination. This written opinion is limited to whether hepatitis B vaccination is indicated for the worker and if the worker has received the vaccination.

Declining the Vaccination

Employers must ensure that workers who decline vaccination sign a declination form. The purpose of this is to encourage greater participation in the vaccination program by stating that a worker declining the vaccination remains at risk of acquiring hepatitis B. The form also states that if a worker initially declines to receive the vaccine, but at a later date decides to accept it, the employer is required to make it available, at no cost, provided the worker is still occupationally exposed.

Additional Information

For more information, go to OSHA's Bloodborne Pathogens and Needlestick Prevention Safety and Health Topics web page at: https://www.osha.gov/SLTC/bloodbornepathogens/index.html.

To file a complaint by phone, report an emergency or get OSHA advice, assistance, or products, contact your nearest OSHA office under the "U.S. Department of Labor" listing in your phone book, or call us toll-free at (800) 321-OSHA (6742).

This is one in a series of informational fact sheets highlighting OSHA programs, policies or standards. It does not impose any new compliance requirements. For a comprehensive list of compliance requirements of OSHA standards or regulations, refer to Title 29 of the Code of Federal Regulations. This information will be made available to sensory-impaired individuals upon request. The voice phone is (202) 693-1999; teletypewriter (TTY) number: (877) 889-5627.

For assistance, contact us. We can help. It's confidential.

Hepatitis B Vaccination Information Statement

VACCINE INFORMATION STATEMENT

Hepatitis B Vaccine

What You Need to Know

1 What is hepatitis B?

Hepatitis B is a serious infection that affects the liver. It is caused by the hepatitis B virus.

- In 2009, about 38,000 people became infected with hepatitis B.
- Each year about 2,000 to 4,000 people die in the United States from cirrhosis or liver cancer caused by hepatitis B.

Hepatitis B can cause:

Acute (short-term) illness. This can lead to:

- loss of appetite
- diarrhea and vomiting
- tiredness
- jaundice (yellow skin or eyes)
- pain in muscles, joints, and stomach

Acute illness, with symptoms, is more common among adults. Children who become infected usually do not have symptoms.

Chronic (long-term) infection. Some people go on to develop chronic hepatitis B infection. Most of them do not have symptoms, but the infection is still very serious, and can lead to:

- liver damage (cirrhosis)
- liver cancer
- death

Chronic infection is more common among infants and children than among adults. People who are chronically infected can spread hepatitis B virus to others, even if they don't look or feel sick. Up to 1.4 million people in the United States may have chronic hepatitis B infection.

Hepatitis B virus is easily spread through contact with the blood or other body fluids of an infected person. People can also be infected from contact with a contaminated object, where the virus can live for up to 7 days.

- A baby whose mother is infected can be infected at birth.
- Children, adolescents, and adults can become infected by:
  - contact with blood and body fluids through breaks in the skin such as bites, cuts, or sores;
  - contact with objects that have blood or body fluids on them such as toothbrushes, razors, or monitoring and treatment devices for diabetes;
  - having unprotected sex with an infected person;
  - sharing needles when injecting drugs;
  - being stuck with a used needle.

2 Hepatitis B vaccine: Why get vaccinated?

Hepatitis B vaccine can prevent hepatitis B, and the serious consequences of hepatitis B infection, including liver cancer and cirrhosis.

Hepatitis B vaccine may be given by itself or in the same shot with other vaccines.

Routine hepatitis B vaccination was recommended for some U.S. adults and children beginning in 1982, and for all children in 1991. Since 1990, new hepatitis B infections among children and adolescents have dropped by more than 95%—and by 75% in other age groups.

Vaccination gives long-term protection from hepatitis B infection, possibly lifelong.

3 Who should get hepatitis B vaccine and when?

Children and Adolescents

- Babies normally get 3 doses of hepatitis B vaccine:

1st Dose:	Birth
2nd Dose	1-2 months of age
3rd Dose:	6-18 months of age

Some babies might get 4 doses, for example, if a combination vaccine containing hepatitis B is used. (This is a single shot containing several vaccines.) The extra dose is not harmful.

- Anyone through 18 years of age who didn't get the vaccine when they were younger should also be vaccinated.

Adults

- All unvaccinated adults at risk for hepatitis B infection should be vaccinated. This includes:
  - sex partners of people infected with hepatitis B;
  - men who have sex with men;
  - people who inject street drugs;
  - people with more than one sex partner;
  - people with chronic liver or kidney disease;
  - people under 60 years of age with diabetes;
  - people with jobs that expose them to human blood or other body fluids.

- household contacts of people infected with hepatitis B.
- residents and staff in institutions for the developmentally disabled.
- kidney dialysis patients.
- people who travel to countries where hepatitis B is common.
- people with HIV infection.

* Other people may be encouraged by their doctor to get hepatitis B vaccine, for example, adults 60 and older with diabetes. Anyone else who wants to be protected from hepatitis B infection may get the vaccine.
* Pregnant women who are at risk for one of the reasons stated above should be vaccinated. Other pregnant women who want protection may be vaccinated.

Adults getting hepatitis B vaccine should get 3 doses — with the second dose given 4 weeks after the first and the third dose 5 months after the second. Your doctor can tell you about other dosing schedules that might be used in certain circumstances.

4 Who should not get hepatitis B vaccine?

* Anyone with a life-threatening allergy to yeast, or to any other component of the vaccine, should not get hepatitis B vaccine. Tell your doctor if you have any severe allergies.
* Anyone who has had a life-threatening allergic reaction to a previous dose of hepatitis B vaccine should not get another dose.
* Anyone who is moderately or severely ill when a dose of vaccine is scheduled should probably wait until they recover before getting the vaccine.

Your doctor can give you more information about these precautions.

Note: You might be asked to wait 28 days before donating blood after getting hepatitis B vaccine. This is because the screening test could mistake vaccine in the bloodstream (which is not infectious) for hepatitis B infection.

5 What are the risks from hepatitis B vaccine?

Hepatitis B is a very safe vaccine. Most people do not have any problems with it.

The vaccine contains non-infectious material, and cannot cause hepatitis B infection.

Some mild problems have been reported:

* Soreness where the shot was given (up to about 1 person in 4)
* Temperature of 99.9°F or higher (up to about 1 person in 15)

Severe problems are extremely rare. Severe allergic reactions are believed to occur about once in 1.1 million doses.

A vaccine, like any medicine, could cause a serious reaction. But the risk of a vaccine causing serious harm, or death, is extremely small. More than 100 million people in the United States have been vaccinated with hepatitis B vaccine.

6 What if there is a moderate or severe reaction?

What should I look for?

* Any unusual condition, such as a high fever or unusual behavior. Signs of a serious allergic reaction can include difficulty breathing, hoarseness or wheezing, hives, paleness, weakness, a fast heart beat or dizziness.

What should I do?

* **Call** a doctor, or get the person to a doctor right away.
* **Tell** your doctor what happened, the date and time it happened, and when the vaccination was given.
* **Ask** your doctor, nurse, or health department to report the reaction by filing a Vaccine Adverse Event Reporting System (VAERS) form. Or you can file this report through the VAERS web site at **www.vaers.hhs.gov**, or by calling **1-800-822-7967**.

VAERS does not provide medical advice.

7 The National Vaccine Injury Compensation Program

The National Vaccine Injury Compensation Program (VICP) was created in 1986.

Persons who believe they may have been injured by a vaccine can learn about the program and about filing a claim by calling **1-800-338-2382** or visiting the VICP website at **www.hrsa.gov/vaccinecompensation**.

8 How can I learn more?

* Ask your doctor. They can give you the vaccine package insert or suggest other sources of information.
* Call your local or state health department.
* Contact the Centers for Disease Control and Prevention (CDC):
  - Call **1-800-232-4636 (1-800-CDC-INFO)** or
  - Visit CDC's website at **www.cdc.gov/vaccines**

Vaccine Information Statement (Interim)

Hepatitis B Vaccine

2/2/2012

42 U.S.C. § 300aa-26

MSDS: PortionPac NeutraPac Floor conditioner/Neutralizer 404

MATERIAL SAFETY DATA SHEET

PortionPac Chemical Corporation
400 N. Ashland Avenue Chicago IL 60622-6282
Voice: 312/226-0400 Fax: 312/226-5400
Internet: www.portionpaccorp.com

24 HOUR EMERGENCY RESPONSE PHONE: 1-800-535-5053

■ **SECTION 01 IDENTIFICATION**
MSDS No. 0400 REVISED: August 2012

TRADE NAME **NeutraPac® Floor Conditioner/Neutralizer No. 404 & 410**

NOTE: CAS Registry numbers are not applicable to formulated products.

■ **SECTION 02 PHYSICAL & HEALTH HAZARDOUS INGREDIENTS**

No hazardous material as defined by 29 CFR 1910. Sub Z. Not reportable under CERCLA or SARA TITLE III Sec. 304 Regulations.

■ **SECTION 02A OTHER INGREDIENTS NOT CONSIDERED HAZARDOUS IN FORMULATION**

Water	CAS# 7732-18-5
citric acid	CAS# 77-92-9
C9-11 Pareth-3	CAS# 68439-46-3 & others n.a.
Sodium Methyl Oleoyl Taurate	CAS# 137-20-2 & others n.a.
trace colorant	CAS# 6408-78-2

■ **SECTION 03 PHYSICAL & CHEMICAL CHARACTERISTICS**

Boiling Point:	> 212 deg. F.
Vapor Pressure:	Not determined.
Vapor Density (air=1):	Not determined.
Water Solubility:	Complete.
Melting/Freezing Point:	< 32 deg. F
Appearance:	Clear light blue liquid.
Specific Grav. (water=1):	1.215
Evaporation Rate:	Much slower than 1 (n-butyl acetate = 1)
pH:	In concentrate: 1.9 ± .2 In working/use solution: 2.3
Odor:	Very little detectable odor in concentrate or use solution. No fragrance added.

■ **SECTION 04 PHYSICAL HAZARD DATA**

Flash Point:	Not applicable
Flammable Limits:	Not determined.
Fire Fighting Media:	Treat primary cause of fire.
Special Fire Fighting Procedures:	None.

■ **SECTION 05 REACTIVITY DATA**

Stability:	Stable
Hazardous Polymerization:	Will not occur
Conditions to Avoid:	None known.
Incompatible Materials:	Metal nitrates
Hazardous Decomposition Products:	Not known.

■ **SECTION 06 HEALTH HAZARD DATA**

Oral Toxicity:	Not determined for formulation.
Skin Toxicity:	Not known for formulation.
Carcinogenicity:	None of the individual materials in this formulation are listed as carcinogens in NTP, IARC Monographs, or are OSHA Regulated carcinogens.

■ SECTION 07 SYMPTOMS OF OVEREXPOSURE

Symptoms of Ingestion:	May cause diarrhea.
Symptoms of Inhalation:	If misted in concentrated form, can cause irritation of mucous membranes, nose, eye and throat.
Symptoms of Skin Contact:	In concentrate may cause dermatitis or irritation in some individuals upon prolonged contact.
Symptoms of Eye Contact:	Causes painful stinging or burning of eyes and lids, watering of eye.

■ SECTION 08 EMERGENCY FIRST AID PROCEDURES

For Ingestion:	Suggest giving 1 - 2 glasses of water.
For Skin:	As for all foreign materials, wash off concentrate or diluted use solution with water.
For Eyes:	PROMPTLY flush with large amounts of water occasionally lifting the lower and upper lids. Call a physician if irritation persists.
Medical Conditions Aggravated by Exposure:	No data found.

■ SECTION 09 OCCUPATIONAL CONTROL PROCEDURES

Ventilation:	None normally required.
Respiratory Protection:	Not required under normal working/use conditions.
Eye Protection:	Not normally required. Use if in specific applications solvents or mists will get into eyes.
Skin Protection:	Not normally required.
Personal Hygiene:	As in handling any detergent, wash thoroughly after using.

■ SECTION 10 PRECAUTIONS FOR SAFE HANDLING STORAGE AND USE

Precautionary Measures:	Avoid contact with eyes and prolonged contact of concentrate with skin.
Clean-up Procedures:	Concentrated materials are packed in unit-dosed bags limiting any spills to very small quantities. Paper toweling or mopping is sufficient.
Disposal Method:	Normal waste disposal of empty bags in accordance with state and local regulations or recycle after rinsing package.

■ HAZARD RATINGS

	NFPA Concentrate	NFPA Dilution
Health	0	0
Flammability	0	0
Reactivity	0	0

■ GENERAL NOTE ABOUT PRODUCTS

NeutraPac® Floor Conditioner/Neutralizer detergent formulation is not substantially different from any other commercially available hard surface neutralizer cleaner. The unique packaging of PortionPac materials in unit dosed bags limits the amount of exposure of the concentrate to very small amounts. Spills can be cleaned up with paper toweling or plain mopping as this product is made for floor mopping. We know of no hazards associated with the proper use and handling of this product.

PortionPac Chemical Corporation makes no warranty, expressed or implied, as to the accuracy, completeness or reliability of this information, except that such information is, to the best of our knowledge and belief, accurate as of the date indicated.

PELIGRO: SI NO PUEDE LEER EN INGLES, PREGUNTE A SU SUPERVISOR SOBRE LAS INSTRUCCIONES DE USO APROPIADAS ANTES DE TRABAJAR CON ESTE PRODUCTO.

24 HOUR EMERGENCY RESPONSE PHONE: 1-800-535-5053
MSDS: 0400 REVISED: 08/12

MSDS: Beauty Seal

MATERIAL SAFETY DATA SHEET Revised 12.05.2013

CARROLL COMPANY	2900 West Kingsley Road	Garland, TX 75041	1-972-278-1304
EMERGENCY TELEPHONES	Infotrac 24 Hours	1-800-535-5053	1-800-627-5722

SECTION 1 - PRODUCT

NAME: BEAUTY SEAL
Product No: 150
Product Type: Conditioner for Leather & Certain Wood Surfaces

HMIS HAZARD RATING
HEALTH 1
FLAMMABILITY 1
REACTIVITY 0
PERSONAL PROTECTION X
0 = Least 1 = Slight 2 = Moderate 3 = High 4 = Extreme

SECTION 2 - HAZARDOUS INGREDIENTS

None

SECTION 3 - HEALTH HAZARD & FIRST AID

1. Acute health effect: None
2. Chronic Health Effects: None
3. Carcinogen: NO
4. Primary Entry Routes:
   a) Skin & Eyes: Prolonged skin contact may produce slight irritation. Eye contact slightly irritating.
   b) Ingestion: May be harmful.
   c) Inhalation: Not considered a hazard.
5. First Aid:
   a) Wash affected area with soap & water. Get medical attention for persistent irritation.
   b) Eyes: Wash eyes with large volumes of water for at least 15 minutes while lifting the upper and lower eyelids and irrigating the eyeball. Get medical attention if irritation persists.
   c) Ingestion: Give large volumes of water. Do not induce vomiting. Get medical attention.
   d) Inhalation: N/A

SECTION 4 - PHYSICAL & CHEMICAL CHARACTERISTICS

1. Physical State:	Liquid
2. Color	White
3. Odor	Characteristic
4. Solubility in water	Emulsifiable
5. Specific Gravity (H2O=1.0)	1.006
6. pH	8.0
7. Freezing Point	N/A
8. Flash Point	None (will not burn)
9. Vapor Pressure	N/A

SECTION 5 - FIRE AND EXPLOSION HAZARD

1. Flash Point	None (will not burn)
2. Extinguishing Media	N/A
3. Special Fire Fighting Procedures	N/A
4. Unusual Fire & Explosion Hazard	Fire fighters should observe all precautions that apply to any fire where chemicals are stored.

SECTION 6 - REACTIVITY DATA

1. Stability	Stable
2. Conditions to Avoid	None Known

SECTION 7 - SPILL OR LEAK PROCEDURES

1. If product leaks or spills - Flood area with water-mop up dispose to sanitary sewer.
2. Abide by Federal, State, and Local regulations.

SECTION 8 - PERSONAL PROTECTION

1. Wear goggles

SECTION 9 - SPECIAL PRECAUTIONS

1. Store containers tightly closed and in an upright position.
2. Do not destroy or deface the label.

SECTION 10 - SECTION 313 SUPPLIER NOTIFICATION (SARA)

This product contains the following toxic chemicals subject to the reporting requirements of Section 313 of the Emergency Planning and Community Right-To-Know Act of 1986 and of 40 CFR 372:

None

SECTION 11 - TOXICOLOGICAL INFORMATION

None

SECTION 12 - ECOLOGICAL INFORMATION

None

SECTION 13 - DISPOSAL CONSIDERATIONS

1. See Section 7 above.

SECTION 14 - DOT TRANSPORT INFORMATION (*)

1. This product is Not Regulated.

SECTION 15 - OTHER REGULATORY INFORMATION

All ingredients appear on the TSCA inventory List.

SECTION 16 - OTHER INFORMATION

1. N/A = Not Applicable
2. PMCC = Prinsley Martin Closed Cup
3. Manufacturer believes that the information given here is accurate. The suggested procedures are based on experience and common sense and are not necessarily all-inclusive of every conceivable circumstance.

MSDS: Safety Foam

MATERIAL SAFETY DATA SHEET

SECTION 1 - PRODUCT

SECTION 2 - HAZARDOUS INGREDIENTS

SECTION 3 - HEALTH HAZARD & FIRST AID

SECTION 4 - PHYSICAL & CHEMICAL CHARACTERISTICS

SECTION 5 - FIRE AND EXPLOSION HAZARD

SECTION 6 - REACTIVITY DATA

SECTION 7 - SPILL OR LEAK PROCEDURES

SECTION 8 - PERSONAL PROTECTION

SECTION 9 - SPECIAL PRECAUTIONS

SECTION 10 - SECTION 313 SUPPLIER NOTIFICATION (SARA)

SECTION 11 - TOXICOLOGICAL INFORMATION

SECTION 12 - ECOLOGICAL INFORMATION

SECTION 13 - DISPOSAL CONSIDERATIONS

SECTION 14 - DOT TRANSPORT INFORMATION

SECTION 15 - OTHER REGULATORY INFORMATION

SECTION 16 - OTHER INFORMATION

MSDS: Showers N Stuff

MATERIAL SAFETY DATA SHEET			Revised [illegible]
CARROLL COMPANY	2900 West Kingsley Road	Garland, TX 75041	1-972-278-1304
EMERGENCY TELEPHONES	Infotrac 24 Hours	1-800-535-5053	1-800-527-5722

SECTION 1 - PRODUCT

NAME:	SHOWERS N STUFF
Product No.	SHC
Product Type:	Acid Cleaner

HMIS HAZARD RATING
HEALTH [illegible]
FLAMMABILITY [illegible]
REACTIVITY [illegible]
PERSONAL PROTECTION [illegible]
[illegible]

SECTION 2 - HAZARDOUS INGREDIENTS

Hydrochloric Acid	CAS #7647-01-0	Wt% = 7.20
Sulfamic Acid	CAS #5329-14-6	Wt% = 3.65
Oxalic Acid	CAS #144-62-7	Wt% = 2.55

SECTION 3 - HEALTH HAZARD & FIRST AID

1. Acute health effect	Minimal
2. Chronic Health Effect	None

3. Primary Entry Routes
   a) Inhalation: May cause irritation.
   b) Skin and Eyes: Liquid and vapor can cause severe irritation of the skin. Liquid or vapor can cause severe eye irritation and burns including [illegible].
   c) Ingestion: Causes burns of the mouth, esophagus, and stomach.

4. First Aid
   1) Inhalation: Move person to fresh air. If breathing stops give artificial respiration–get immediate medical attention.
   2) Skin: Remove contaminated clothing and wash skin with soap and water. If irritation persists get medical attention.
   3) Eyes: Wash eyes with large volumes of water for at least 15 minutes while lifting the upper and lower eyelids and rotating the eyeball. Get medical attention.
   4) Ingestion: Give large volumes of water – do not induce vomiting – get medical attention.

SECTION 4 - PHYSICAL & CHEMICAL CHARACTERISTICS

1. Physical State	Viscous Liquid
2. Color	Blue
3. Odor	Cherry
4. Solubility in water	Complete
5. Specific Gravity (H2O = 1.0)	1.02
6. pH	~1.5
7. Freezing Point	N/A
8. Flash Point	None (will not burn)
9. Vapor Pressure	N/A

SECTION 5 - FIRE AND EXPLOSION HAZARD

1. Flash Point	None (will not burn)
2. Extinguishing Media	N/A
3. Special Fire Fighting Procedures	N/A
4. Unusual Fire & Explosion Hazard	Fire fighters should observe all precautions that apply to any fire where chemicals are stored.

SECTION 6 - REACTIVITY DATA

1. Stability	Stable
2. Conditions to Avoid	Do not mix with oxidizing agents, bleach, forming [illegible] or [illegible]. Attacks most metals including aluminum, stainless steel, [illegible]

SECTION 7 - SPILL OR LEAK PROCEDURES
1. Wear recommended Personal Protection Equipment.
2. If product leaks or spills - Flood area with water [illegible]
3. Acid may be neutralized with baking soda.
4. Abide by Federal, State, and Local regulations.

SECTION 8 - PERSONAL PROTECTION
1. Use this product in a well ventilated area.
2. Wear goggles.
3. Wear rubber gloves.

SECTION 9 - SPECIAL PRECAUTIONS
1. Store containers tightly closed and in an upright position.
2. Do not destroy or deface the label.

SECTION 10 - SECTION 313 SUPPLIER NOTIFICATION (SARA)
This product contains the following toxic chemicals subject to the reporting requirements of Section 313 of the Emergency Planning and Community Right-To-Know Act of 1986 and of 40 CFR 372:
None

SECTION 11 - TOXICOLOGICAL INFORMATION
1. Exposures of 100 ppm HCl Gas for six hours per day for 50 days resulted in only slight irritation to the eyes and nose of the test animals. Monkeys [illegible] 50 ppm HCl gas for six hours did not display any adverse effects.

SECTION 12 - ECOLOGICAL INFORMATION
None

SECTION 13 - DISPOSAL CONSIDERATIONS
1. See Section 7 above.

SECTION 14 - DOT TRANSPORT INFORMATION (*)
1. This product is in Package Group II.
2. Liters and smaller are classified as CONSUMER COMMODITY ORM-D [illegible] exempt from regulation.
3. Gallons and larger ARE regulated.
4. The Bill of Lading: UN3264 Corrosive liquid, acidic, inorganic, n.o.s. [illegible] Hydrochloric Acid), 8, II

SECTION 15 - OTHER REGULATORY INFORMATION
All ingredients appear on the TSCA inventory List.

SECTION 16 - OTHER INFORMATION
1. N/A = Not Applicable
2. PMCC = Pensky Martin Closed Cup
3. Manufacturer believes that the information given here is [illegible]. The suggested precautions are based on experience and [illegible] but are not necessarily all-inclusive of every conceivable circumstance.