

# Wendy's Village Inc Volunteer Cleaning Training Guide

## 1. Safety First (Your Top Priority)

- **Chemical Mixing: NEVER** mix cleaning chemicals (e.g., Bleach + Ammonia = Toxic Gas). Use only the products provided in their original labeled containers.
- **Appropriate Usage: ONLY** use a cleaning product or piece of equipment for its intended use as directed on the product bottle. DO NOT use a product on a surface that it is not intended for.
- **PPE (Personal Protective Equipment):** Always wear gloves when handling chemicals or cleaning kitchens or bathrooms. Wear eye protection when spraying overhead.
- **Wet Floors:** Always place "Wet Floor" signs at every entrance to a room being mopped. Leave them up until the floor is bone-dry.
- **Ergonomics:** Bend at your knees, not your back, when lifting heavy trash or moving furniture. Use long-handled tools to avoid overextending.
- **Skin/Eye Contact:** If chemicals touch your skin or eyes, rinse immediately with water for 15 minutes and notify the supervisor.

## 2. Cleaning Techniques & Standards

To ensure efficiency, always clean from **Top to Bottom** of the room, and **Back to Front** of the room.

- **Dusting:** Start with ceiling fans and corners, then move to window sills/blinds, shelves and flat surfaces, and finally baseboards. This ensures falling dust or dirt is caught later.
- **Sanitizing vs. Cleaning:**
  - *Cleaning:* Removing dirt with a cloth and soap.
  - *Sanitizing:* Killing germs. **Dwell Time is Key:** Most disinfectants must stay wet on a surface for **3–5 minutes** to actually kill bacteria but read the

instructions for use for each product. Don't wipe it off immediately unless directed!

- **High-Touch Points:** Pay special attention to "hot spots": doorknobs, light switches, elevator buttons, remotes, and faucet handles.
- **Glass/Mirrors:** Spray the cloth, not the mirror, to prevent "run" marks and chemical buildup in the frame.

### 3. Equipment Usage & Care

- **Microfiber Cloths:** Use **Color Coding** to prevent cross-contamination:
  - **Red:** Bathrooms/Showers only. For toilets, only use disposable disinfectant wipes for the entire toilet and the surrounding floor (about 12" from the toilet all the way around).
  - **Yellow:** Kitchens/Food prep.
  - **Blue:** General dusting/Glass.
- **Vacuums:** Check the dust canister before starting. If the vacuum sounds high-pitched or loses suction, stop and check for a clog or full canister. Vacuum open space *first, then* use the edging tool and upholstery tool to vacuum around edges of baseboards and under tight spaces.
- **Mops:** Change mop water as soon as it looks cloudy. Using dirty water just spreads grime around. Only use the amount of cleaner specified on the directions for diluting to mop, using too much product will create a sticky film.
- **Product Caddies:** Keep your products in your own caddy. Do not loan your products to another Villager or leave them in the room you cleaned. Check your caddy inventory before determining the room is "Done".
- **Storage:** Rinse out buckets and vacuum canisters, sanitize them and hang buckets/canisters upside down to dry at the end of your shift. Mop heads and microfiber cloths will be washed and sanitized by supervisor.

### 4. Professional Expectations

- **Reliability:** If you can't make your shift, please notify us 24 hours in advance so we can find coverage.
- **Respect for Space:** Do not move personal items on desks or inside china cabinets. If you must move a piece of furniture, kitchen items, bathroom items or kick knacks to clean under them, put them back exactly where they were or arrange them in a tidy fashion.
- **Discretion:** If you find personal items, medications or sensitive documents, leave them be and do not discuss them with others. Under no circumstances may you discuss any of the clients personal life, circumstances, environment, or any other private matters with anyone. We have been trusted to enter their home and we must leave with the safety and privacy of their home fully intact.
- **Reporting:** If something is broken (a leaky faucet, a burnt-out bulb), note it on the shift log and report it to the supervisor immediately. If you find anything hazardous or dangerous (human/animal waste, needles, soiled linens), report them to a supervisor immediately.
- **Phone Usage:** We kindly ask that texting and phone calls be kept to a minimum so that we can focus on the tasks at hand swiftly and efficiently as a team. Absolutely **NO** photos are to be taken inside of a clients home under any circumstances.

## 5. The "Finished Room" Definition

A room is considered "**Done**" only when it meets these three criteria:

1. **The Look:** No visible dust on horizontal surfaces; floors are free of debris; trash liners are fresh; mirrors are streak-free.
2. **The List:** The cleaning checklist has been completed and double checked.
3. **The Smell:** The room smells neutral or fresh—not like heavy chemicals or old trash.
4. **The Reset:** Furniture is straightened, blinds are at a uniform height, and "Wet Floor" signs have been put away (if dry).