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Professional Residential & Commercial Cleaning You Can Trust.

Healthcare Janitorial Services Checklist & Service Guide

Understanding Our Healthcare Janitorial Services, Cleaning Checklists, Scope of Work (SOW) & Service Standards

Last Updated: July 2026

The Healthcare Janitorial Services Checklist & Service Guide provides a comprehensive overview of UpClean Solutions' Healthcare Janitorial Services, including our healthcare environmental cleaning procedures, detailed cleaning checklists, recommended service frequencies, service levels, customized Scope of Work (SOW), quality assurance standards, safety protocols, regulatory compliance practices, and operational procedures.

This guide is designed to help healthcare organizations understand the services we provide, how our cleaning and disinfection procedures are performed, the standards that guide our work, and how every healthcare cleaning program is customized to support the unique operational, environmental hygiene, infection prevention, safety, and regulatory requirements of each facility.

Every healthcare facility operates differently. That's why each cleaning program is tailored to your facility's size, layout, occupancy, patient and visitor traffic, risk profile, operational schedule, and customer-specific requirements through a customized Scope of Work (SOW). Our goal is to deliver consistent, high-quality environmental cleaning services that help create cleaner, healthier, safer, and more welcoming healthcare environments for patients, residents, healthcare professionals, staff, visitors, and the communities you serve.

Our healthcare environmental cleaning programs are developed using recognized industry best practices and are performed in accordance with the approved Scope of Work (SOW), applicable customer policies, manufacturer instructions, and relevant federal, state, and local regulatory requirements. When applicable, our cleaning and disinfection procedures are designed to support healthcare facilities' infection prevention and environmental hygiene programs by following recognized healthcare environmental

cleaning practices, including applicable CDC recommendations, OSHA workplace safety requirements, and the proper use of EPA-registered disinfectants according to manufacturer labeling.

As part of our commitment to continuous improvement and service excellence, this guide may be updated periodically to reflect enhancements to our healthcare cleaning procedures, environmental cleaning technologies, quality assurance programs, employee training, safety practices, operational procedures, regulatory requirements, and recognized healthcare environmental cleaning best practices.

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Service Overview

Creating Cleaner, Healthier & Safer Healthcare Environments

Healthcare facilities require more than routine cleaning. They require consistent, high-quality healthcare environmental cleaning services that support infection prevention efforts, patient safety, regulatory readiness, and a clean, welcoming environment for everyone who enters the facility.

At UpClean Solutions, our Pro Healthcare Facility Cleaning Services are customized to meet the unique operational, environmental, and regulatory requirements of each healthcare facility. Every cleaning program is developed around your facility's size, layout, patient population, occupancy levels, traffic patterns, risk profile, medical specialty, operational schedule, and customer-specific requirements through a customized Scope of Work (SOW).

Our Pro Healthcare Facility Cleaning Checklist & Service Guide outlines the routine environmental cleaning tasks commonly performed during recurring healthcare cleaning services and explains how every cleaning program is tailored to your facility's specific needs. Rather than offering a one-size-fits-all solution, we develop customized environmental cleaning programs designed to support Infection Prevention and Control (IPC) initiatives, help reduce environmental contamination, promote regulatory readiness, improve facility appearance, and deliver consistent, measurable service quality with clear operational accountability.

This guide also provides an overview of the healthcare areas we commonly service, the furniture, fixtures, surfaces, equipment, and high-touch touchpoints typically included within our cleaning programs, recommended service frequencies, quality assurance practices, and optional Pro Healthcare Facility Deep Cleaning and Scheduled Specialty Cleaning Solutions (Add-On Services) available to help maintain cleaner, healthier, safer, and more professional healthcare environments throughout the year.

Our healthcare environmental cleaning services are performed using recognized industry best practices and in accordance with the approved Scope of Work (SOW), applicable customer policies, manufacturer instructions, and relevant federal, state, and local requirements. When applicable, our cleaning and disinfection procedures are designed to support healthcare facilities' environmental hygiene and infection prevention programs by following recognized healthcare environmental cleaning practices, including applicable CDC recommendations, OSHA workplace safety requirements, and the proper use of EPA-registered disinfectants according to manufacturer labeling.

Service Note

The services described in this guide represent standard healthcare environmental cleaning practices and may vary based on the approved Scope of Work (SOW), facility type, medical specialty, patient population, occupancy levels, accessibility, operational schedules, infection prevention requirements, regulatory obligations, security protocols, customer-specific policies, and selected service frequency. Additional Pro Healthcare Facility Deep Cleaning,

Scheduled Specialty Cleaning Solutions (Add-On Services), Day Porter Services, enhanced cleaning and disinfection services, terminal cleaning support, and other specialized environmental cleaning services are available upon request or may be recommended based on your facility's operational needs and approved Scope of Work (SOW).

Our goal is to provide customized healthcare environmental cleaning solutions that help support patient safety, infection prevention efforts, regulatory readiness, operational efficiency, and the long-term cleanliness, appearance, and condition of your healthcare facility while delivering the dependable service and professionalism that healthcare organizations expect from UpClean Solutions.

Who Is This Service For?

Supporting Cleaner, Safer & Healthier Healthcare Environments

Healthcare Janitorial Services are designed for healthcare organizations seeking a consistently clean, healthy, safe, and professionally maintained environment for patients, healthcare professionals, staff, visitors, residents, and facility occupants.

Every healthcare facility has unique operational requirements, patient needs, medical specialties, traffic patterns, cleaning priorities, and regulatory expectations. At UpClean Solutions, each healthcare cleaning program is customized based on your facility's size, layout, medical specialty, patient population, occupancy levels, infection prevention requirements, operational needs, security protocols, and preferred service frequency through a customized Scope of Work (SOW).

Our healthcare environmental cleaning solutions help support cleaner healthcare environments through consistent cleaning procedures, quality assurance practices, trained professionals, and customized service programs designed around your facility's specific requirements.

Ideal for, but not limited to:

Primary Care & General Medical Practices

- Primary Care Clinics
- Family Medicine Offices
- Internal Medicine Offices

- Urgent Care Centers
- Walk-In Clinics

Specialty Medical Practices

- Orthopedic Clinics
- Dermatology Offices
- Cardiology Offices
- Gastroenterology Offices
- Neurology Offices
- Pulmonology Offices
- Urology Offices
- Endocrinology Offices
- Rheumatology Offices
- Specialty Medical Practices

Women's & Children's Healthcare

- Pediatric Clinics
- Women's Health Clinics
- OB-GYN Offices
- Maternal Healthcare Facilities
- Children's Healthcare Centers

Behavioral Health & Rehabilitation

- Behavioral Health Clinics
- Mental Health Facilities
- Physical Therapy Clinics
- Occupational Therapy Clinics
- Speech Therapy Clinics
- Rehabilitation Centers
- Recovery and Wellness Facilities
-

Dental Care

- Dental Offices
- Oral Surgery Offices
- Orthodontic Offices

- Dental Specialty Practices

Vision Care

- Ophthalmology Clinics
- Optometry Offices
- Vision Care Centers

Ambulatory & Outpatient Healthcare

- Ambulatory Surgery Centers
- Outpatient Care Centers
- Specialty Procedure Centers
- Diagnostic Imaging Centers
- Medical Testing Facilities
- Laboratory Support Areas

Senior Care & Residential Healthcare

- Assisted Living Communities
- Senior Living Facilities
- Long-Term Care Facilities
- Skilled Nursing Facilities
- Memory Care Communities
- Residential Care Facilities

Healthcare Specialty & Support Facilities

- Allergy Clinics
- Pain Management Clinics
- Sleep Centers
- Dialysis Centers
- Infusion Centers
- Fertility Clinics
- Wellness and Preventive Care Centers
- Medical Spa Facilities
- Healthcare Administration Offices
- Medical Support Offices

Community & Public Healthcare Facilities

- Community Health Centers
- Public Health Facilities
- Nonprofit Healthcare Organizations
- Healthcare Education and Training Facilities
- Medical Research Facilities

Supporting Safer Healthcare Environments Through Effective Cleaning & Disinfection

Whether you operate a private medical practice, specialty clinic, outpatient center, ambulatory care facility, or a large healthcare organization, UpClean Solutions provides customized Healthcare Janitorial Services designed to help create cleaner, healthier, safer and more welcoming environments for patients, healthcare professionals, staff, and visitors.

Through trained and trusted cleaning professionals, customized Scope of Work (SOW) programs, structured quality assurance processes, and healthcare-focused environmental cleaning and disinfection practices, we help healthcare organizations maintain facilities that support Infection Prevention and Control (IPC) initiatives, promote regulatory readiness, and reflect the professionalism, cleanliness, and confidence that patients, employees, and visitors expect.

Healthcare Environmental Cleaning, Disinfection & Facility Support You Can Trust

Healthcare facilities require more than routine janitorial services. They require a trusted healthcare environmental cleaning partner that understands the importance of infection prevention and control support, patient safety, regulatory readiness, operational reliability, and maintaining clean, healthy, safe, and professional care environments.

At UpClean Solutions, our Healthcare Janitorial Services are designed around recognized healthcare environmental cleaning and disinfection practices, trained and vetted professionals, detailed cleaning procedures, quality assurance programs, and customized Scope of Work (SOW) requirements.

We help healthcare organizations maintain cleaner, safer, healthier, and more compliant environments through reliable cleaning programs that support patients, residents, healthcare professionals, staff, visitors, and daily facility operations.

Healthcare Environmental Cleaning & Infection Prevention Support

Healthcare environments require comprehensive environmental cleaning and disinfection procedures that help reduce environmental contamination, minimize the risk of cross-contamination, and support each healthcare facility's Infection Prevention and Control (IPC) program and patient safety initiatives.

UpClean Solutions follows customer-approved protocols, manufacturer instructions, applicable regulations, and recognized healthcare environmental cleaning best practices to help maintain clean, healthy, safe, and operationally ready healthcare environments.

Our healthcare environmental cleaning approach may include, but is not limited to:

- Advanced Healthcare Janitorial Services
- After-Hours Deep Cleaning Services
- Day Porter Services for Real-Time Facility Upkeep
- Healthcare Cleaning and Disinfection Best Practices
- Cleaning and Disinfection of Accessible High-Touch and Low-Touch Surfaces
- Cleaning and Disinfection of High-Touch Objects
- Cleaning Based on Facility Risk Levels, Traffic Patterns, Occupancy, and Operational Requirements
- Risk-Based Facility Zone Cleaning: Critical Risk, Semi-Critical & Non-Critical Areas
- Zone Mapping and Cleaning Frequency Planning
- Sequential Cleaning Procedures
- Cleaning from Clean-to-Dirty and High-to-Low Surfaces
- S-Shape Wiping Technique to Support Infection Prevention Practices
- Straight-Line Wiping Techniques (No Circular Motions)
- Single-Use, One-Surface, One-Wipe Cleaning Practices, When Appropriate
- Two-Step Cleaning Process: Clean Before Disinfecting & Apply Disinfectant According to Manufacturer Label Instructions
- Proper Compliance with Disinfectant Contact (Dwell) Times
- EPA-Registered Hospital-Grade Disinfectants, When Specified and Used in Accordance with Manufacturer Label Instructions
- EPA Safer Choice® and Environmentally Preferable Cleaning Products, When Appropriate
- Proper Disinfectant Label Use, Storage, Handling, and Safety Requirements
- Proper Hand Hygiene Practices
- Color-Coded Cleaning Equipment and Microfiber Systems to Help Reduce Cross-Contamination Risks

- Microfiber Cleaning Systems
- Commercial HEPA-Filter Vacuum Systems
- Floor Cleaning and Disinfection Using Approved EPA-Registered Products
- Dust Removal Using Microfiber Dusting Systems
- Specialized Food Contact Surface Cleaning and Sanitation
- Safe Removal and Disposal of Disposable Cleaning Materials
- Effective Spill Response Procedures
- Waste Management Procedures and Medical Waste Handling Support, When Specifically Included in the Approved Scope of Work (SOW) and Authorized by Applicable Laws, Regulations, and Customer Requirements

Healthcare Facility Cleaning & Specialized Environmental Services

Our trained professionals support healthcare facilities requiring detailed environmental cleaning and disinfection services in sensitive, high-use, patient care, and specialized areas.

Services may include, but are not limited to:

- Patient-Care Areas
- Enhanced Cleaning Areas, When Included in the Approved Scope of Work (SOW)
- Isolation Areas and Enhanced Precaution Areas, When Included in the Approved Scope of Work (SOW) and Authorized by Facility Requirements
- Biohazard-Adjacent Areas
- Terminal Cleaning Support After Patient Discharge, Patient Transfer, or Removal of Isolation
- Precautions, When Included in the Approved Scope of Work (SOW)
- Patient Transfer Areas
- Restrooms
- Kitchens and Food Service Support Areas
- Waste Management Areas
- Waste Tracking Support, Including Point of Generation (POG), When Required by the Approved Scope of Work (SOW)
- Accessible Exterior Cleaning of Non-Critical Equipment Following Customer Requirements, Manufacturer Instructions, and Approved Procedures.

Service Responsibility Note

UpClean Solutions provides healthcare environmental cleaning services focused on facility surfaces, accessible areas, environmental touchpoints, and approved cleaning responsibilities identified within the Scope of Work (SOW).

Medical device sterilization regulated medical equipment reprocessing, clinical procedures, and patient care activities are not included unless specifically authorized, qualified, and contracted within the approved Scope of Work (SOW).

Compliance, Safety & Healthcare Readiness

Healthcare organizations need dependable cleaning partners who understand the importance of safety, documentation, confidentiality, regulatory awareness, and operational readiness. UpClean Solutions' healthcare janitorial programs are designed to support healthcare organizations through documented procedures, trained professionals, safety-focused practices, and customer-approved requirements.

Our programs support:

- HIPAA Awareness and Confidentiality Practices
- CDC Environmental Cleaning Recommendations and Guidance
- OSHA Safety Standards and Workplace Safety Practices
- EPA Product Label Requirements and Chemical Safety Practices
- Applicable Federal, State, and Local Regulations
- Customer-Specific Healthcare Policies, Procedures, and Facility Requirements
- Infection Prevention and Control (IPC) Support Requirements
- Audit-Ready Documentation Support
- Safety Data Sheet (SDS) Management
- PPE Requirements and Safety Protocols
- Staff Safety Documentation
- Employee Training Documentation
- Healthcare Environmental Cleaning Procedure Training Records
- Safety Training Records
- Chemical Handling, Storage, Labeling, Dilution, and Disposal Procedures
- Compliance Documentation and Recordkeeping

Trusted Healthcare Cleaning Professionals

Healthcare facilities depend on cleaning professionals who understand the importance of responsibility, consistency, confidentiality, safety, and attention to detail in healthcare environments.

UpClean Solutions provides:

- Trusted, Vetted, and Background-Checked Cleaning Professionals
- Professional Healthcare Environmental Cleaning and Disinfection Training
- Licensed, Insured, and Bonded Services

- Customized Healthcare Janitorial Programs Designed Around Facility Requirements
- Reliable and On-Time Service
- Flexible Scheduling Options to Support Facility Operations
- 24/7 Customer Support
- Transparent, Competitive Pricing
- Exceptional Quality Standards
- Customer Satisfaction Commitment
- Integrity, Trust, and Professionalism
- Prioritizing Safety. Caring Always.

Quality Assurance, Verification & Continuous Improvement

Our quality assurance program provides visibility, accountability, service verification, and continuous improvement through routine inspections, digital documentation, performance monitoring, and communication processes designed to support healthcare facility standards.

UpClean Solutions' quality assurance approach is customized based on the facility type, Scope of Work (SOW), service requirements, infection prevention expectations, and customer-specific policies.

Quality assurance services may include, but are not limited to:

- ✓ QR Code Visit Verification System
- ✓ Integrated Workforce Timekeeping System with QR Code and GPS Verification
- ✓ Digital Site Inspection Checklist System
- ✓ Quality Assurance Reporting to verify completed services, identify opportunities for improvement, and support service accountability
- ✓ Compliance Documentation and service verification records
- ✓ Corrective Action and Follow-Up Reports
- ✓ Client Satisfaction and Inspection Reporting
- ✓ Quality Control Inspections
- ✓ Supervisory Site Visits to evaluate service performance, cleaning standards, safety practices, and operational compliance
- ✓ Staff Equipment and Supply Inspections
- ✓ Staff Maintenance Inspections to identify facility observations, safety concerns, and maintenance-related issues requiring attention
- ✓ Staff Quality Inspections
- ✓ Safety and Routine Inspections
- ✓ Smart Monitoring and Data-Driven Cleaning Verification to support consistent service delivery and continuous improvement

Daily Healthcare Cleaning Standards

Our healthcare cleaning programs focus on maintaining clean, safe, healthy, and welcoming care environments through consistent environmental cleaning practices, attention to detail, and adherence to approved cleaning procedures.

Routine services may include, but are not limited to:

- Removing Clutter, Loose Debris, and Floor Hazards to help maintain safe, accessible, and hazard-free patient care and operational areas
- Spot Removing Surface Contaminants, Visible Stains, and Spots from assigned surfaces and areas using appropriate cleaning methods and products
- Vacuuming Carpeted Areas and Entrance Mats Using Commercial HEPA-Filter Vacuums to help reduce visible debris and support improved indoor environmental conditions
- Dust Mopping or Sweeping Hard-Surface Floors Using Microfiber Systems to remove loose dust, dirt, hair, and debris from assigned floor areas
- Cleaning and Disinfecting Floors Using Approved EPA-Registered Products when required by the Scope of Work (SOW), facility requirements, and product manufacturer instructions
- Cleaning and Disinfecting Accessible Surfaces Throughout Assigned Areas including applicable high-touch and frequently used surfaces according to approved cleaning procedures
- Restocking Consumable Supplies Upon Request or as Defined in the Scope of Work (SOW) including customer-approved restroom, hygiene, and facility supplies when included as part of the service program
- Staff Equipment and Supply Readiness Checks including inspection, organization, and verification that cleaning equipment, tools, and supplies are available and properly maintained for scheduled services

The UpClean Solutions Healthcare Difference

Healthcare organizations choose UpClean Solutions because we provide more than janitorial services — we provide a trusted healthcare environmental cleaning partnership focused on consistency, safety, accountability, and service excellence.

Our healthcare cleaning programs are supported by:

- ✓ Trained and Professional Cleaning Teams
- ✓ Customized Scope of Work (SOW) Programs Designed Around Facility Needs, Operational Requirements, and Healthcare Cleaning Expectations
- ✓ Healthcare Cleaning Best Practices
- ✓ Safety-Focused Procedures and Infection Prevention Support Practices
- ✓ Quality Assurance Systems

- ✓ Digital Verification Technology and Service Documentation Tools, When Included in the Approved Service Program
- ✓ Reliable Communication
- ✓ Continuous Improvement
- ✓ Maintaining Professional, Welcoming Healthcare Environments
- ✓ Supporting Positive Patient, Visitor, and Staff Experiences
- ✓ Protecting Facility Appearance and Brand Reputation

Our commitment is to help healthcare organizations maintain cleaner, healthier, safer, and more professional environments for patients, residents, healthcare professionals, visitors, and communities through dependable service, trained professionals, and customized cleaning solutions designed around each facility's unique needs.

A Simple, Flexible Healthcare Cleaning Program

Every healthcare facility is unique. That is why our healthcare cleaning programs are built around a customized Scope of Work (SOW), allowing you to create a service plan that matches your facility type, medical specialty, patient population, operational requirements, occupancy levels, traffic patterns, infection prevention needs, cleaning standards, regulatory expectations, and service objectives.

Your Scope of Work organizes services into three cleaning levels:

- Healthcare Janitorial Services Checklist – Standard routine healthcare environmental cleaning, disinfection, inspection, and facility support tasks performed according to your selected service frequency, approved cleaning procedures, and facility requirements.
- Healthcare Janitorial Deep Cleaning – Scheduled restorative cleaning services designed for areas requiring additional attention beyond routine healthcare cleaning and maintenance.
- Scheduled Specialty Cleaning Solutions (Add-On Services) – Individual healthcare cleaning services that can be scheduled daily, weekly, monthly, quarterly, semi-annually, annually, or as needed based on your facility's operational requirements and approved Scope of Work (SOW).

Review, Customize & Approve

After your healthcare facility information is submitted, our system generates a customized Scope of Work (SOW) identifying cleaning tasks assigned to applicable healthcare areas, zones, service requirements, and facility-specific needs.

For each task, you can:

- ✓ Approve the task
- ✓ Remove the task if it does not apply
- ✓ Add additional services
- ✓ Request modifications
- ✓ Upload your existing healthcare cleaning specifications

If you upload your current healthcare facility cleaning requirements, our team will review your specifications, compare them with our professional healthcare janitorial service standards, and customize your Scope of Work (SOW).

Please allow up to 48 hours for us to return your customized SOW for review and approval.

How It Works

Every healthcare facility has different cleaning priorities based on patient needs, facility operations, traffic patterns, and environmental cleaning requirements.

For example, your facility may require routine healthcare janitorial services throughout the week while also requiring scheduled high dusting in selected areas.

High dusting—including ceilings, vents, ductwork, exposed pipes, light fixtures, ledges, wall tops, and other elevated surfaces—is included within our Healthcare Janitorial Deep Cleaning service. Simply assign Healthcare Janitorial Deep Cleaning to your preferred recurring schedule based on your facility requirements.

If your healthcare facility requires recurring carpet maintenance, simply select Carpet Hot Water Extraction (Steam Cleaning) from our Scheduled Specialty Cleaning Solutions (Add-On Services) and assign it to your preferred maintenance schedule.

This flexible approach allows you to combine routine healthcare janitorial services, scheduled deep cleaning, and specialty cleaning solutions into one comprehensive healthcare environmental cleaning program designed around your facility's operational needs.

We Recommend Reviewing All Three Service Options When Building Your Customized Healthcare Cleaning Program:

- ✓ **Healthcare Janitorial Services Checklist**
(Routine Healthcare Environmental Cleaning & Facility Support)

- ✓ **Healthcare Janitorial Deep Cleaning**
(Scheduled Restorative Cleaning & Enhanced Maintenance)
- ✓ **Scheduled Specialty Cleaning Solutions** (Add-On Services)
(Customized Healthcare Cleaning Solutions)

Healthcare Environmental Cleaning Methodology

Unless otherwise specified in the approved Scope of Work (SOW), UpClean Solutions performs healthcare janitorial services using a risk-based environmental cleaning methodology designed to support Infection Prevention and Control (IPC), reduce the risk of cross-contamination, and promote cleaner, healthier, and safer healthcare environments.

Our environmental cleaning practices are performed in accordance with the approved Scope of Work (SOW), customer-specific procedures, manufacturer instructions for cleaning products and equipment, applicable regulations, and recognized healthcare environmental cleaning best practices.

Our cleaning methodology may include, but is not limited to:

- Risk-Based Facility Zoning (Critical, Semi-Critical, and Non-Critical Areas)
- Cleaning frequencies based on infection risk, occupancy, traffic levels, and operational requirements
- Zone mapping and service planning
- Sequential cleaning procedures
- Clean-to-dirty and high-to-low cleaning methodology
- Cleaning and disinfection of accessible high-touch and low-touch surfaces
- Two-step cleaning process: Clean first, then disinfect when required
- Compliance with disinfectant manufacturer label instructions and required contact (dwell) times
- S-shape wiping techniques and straight-line wiping methods to help reduce cross-contamination
- Single-use, one-surface, one-wipe practices, when appropriate
- Proper hand hygiene and Personal Protective Equipment (PPE) practices
- Color-coded cleaning equipment and microfiber cleaning systems
- Commercial HEPA-filter vacuum systems
- EPA-registered disinfectants appropriate for healthcare environments, when specified
- EPA Safer Choice® and environmentally preferable cleaning products, when appropriate
- Safe handling, storage, labeling, dilution, and disposal of cleaning chemicals

- Waste management procedures, including medical waste handling support only when authorized within the approved Scope of Work (SOW)
- Quality assurance inspections, documentation, and continuous service improvement

Standard Healthcare Janitorial Cleaning Scope

Unless otherwise specified in the approved Scope of Work (SOW), healthcare janitorial services are performed on accessible building areas, furniture, fixtures, equipment exteriors, touchpoints, and floor surfaces identified within the approved cleaning program.

Cleaning tasks, frequencies, risk zones, and service levels are customized based on:

- Facility type
- Medical specialty
- Patient population
- Infection prevention requirements
- Occupancy and traffic levels
- Accessibility
- Operational schedules
- Regulatory requirements
- Customer-specific policies
- Approved Scope of Work (SOW)

Important Service Notice

To help ensure regulatory compliance, patient safety, and clearly defined service responsibilities:

- Medical equipment requiring regulated cleaning, disinfection, high-level disinfection (HLD), sterilization, or reprocessing must be specifically identified within the Scope of Work (SOW).
- The healthcare facility is responsible for identifying and classifying regulated medical equipment according to its infection risk and required level of reprocessing.
- UpClean Solutions performs cleaning only for equipment and devices specifically authorized within the Scope of Work (SOW).
- All authorized equipment cleaning must be performed strictly in accordance with the manufacturer's Instructions for Use (IFU/MIFU), customer-approved procedures, and applicable regulatory requirements.
- Medical device sterilization, regulated equipment reprocessing, and other clinical procedures are not performed unless specifically authorized, qualified, and included within the approved Scope of Work (SOW).

Healthcare Janitorial Services Checklist

Our Healthcare Janitorial Services Checklist organizes routine environmental cleaning, disinfection, inspection, and facility support activities into clearly defined service areas, functional zones, and operational workflows. Each task is performed using recognized healthcare environmental cleaning practices designed to support Infection Prevention and Control (IPC), reduce cross-contamination, improve environmental hygiene, and maintain clean, healthy, safe, compliant, and professionally maintained healthcare environments.

Every healthcare facility is unique. For that reason, all cleaning tasks, service frequencies, risk zones, documentation requirements, quality inspections, and specialized environmental services are customized through your approved Scope of Work (SOW) to meet your facility's operational, regulatory, infection prevention, and patient care requirements.

Task	Description
Safety & Routine Inspection	Inspect the work area before cleaning and observe for electrical safety concerns, hazardous materials, structural damage, slip, trip and fall hazards, pest activity, and equipment issues. Review the assigned healthcare risk zone (Critical, Semi-Critical, or Non-Critical), required cleaning frequency, isolation or transmission-based precautions, and applicable infection prevention requirements before beginning work. Verify required PPE, color-coded cleaning equipment, microfiber systems, and approved cleaning products are available. Report conditions requiring maintenance or management attention in accordance with the approved Scope of Work (SOW).
Remove Clutter, Loose Debris & Floor Hazards	Remove loose items, trash, debris, and minor obstructions from floors and work areas to provide safe, unobstructed access for cleaning. Remove disposable items before cleaning begins and safely dispose of waste in accordance with approved procedures. Identify and report visible trip and slip hazards that require maintenance or facility management.
Spot Remove Surface Contaminants, Visible Stains & Spots	Spot clean and remove visible surface contaminants, stains, and spots from hard-surface floors and carpeted areas. Clean visible soil before disinfecting using the approved two-step cleaning process. Clean and disinfect, when required, using EPA-registered disinfectants appropriate for healthcare environments and the surface being cleaned.
Waste Management	Empty general waste receptacles, replace liners, and remove general waste, cardboard, shrink wrap, and recyclable materials to designated collection areas in accordance with the approved Scope of Work (SOW). Support healthcare waste

	management procedures, including medical waste handling only when specifically included within the approved Scope of Work (SOW) and authorized by applicable regulations. Waste tracking requirements, including Point of Generation (POG), may be performed when specified by the customer. Safely dispose of used wipes, towels, PPE, and other disposable cleaning materials in accordance with approved procedures.
Dust High-to-Low	Dust accessible surfaces, furniture, fixtures, electronics, and equipment using a clean-to-dirty, high-to-low, sequential cleaning approach with microfiber dusting systems to help reduce cross-contamination. High dusting of elevated surfaces is not included unless specifically approved in the Scope of Work (SOW) or scheduled as part of a Deep Cleaning or Specialty Cleaning Service. High Dusting Services are available for elevated areas up to 40 feet high.
Vacuum Floors	Vacuum all carpeted areas and entrance mats using a commercial HEPA-filter vacuum system to help capture fine dust and airborne particles.
Dust Mop Floors	Dust mop or sweep hard-surface floors using a color-coded microfiber dust mop to remove loose dust, dirt, hair, and debris while helping reduce cross-contamination.
Clean Glass & Mirrors	Clean accessible interior glass, glass doors, interior windows, and mirrors using straight-line or S-shape wiping techniques. Avoid circular wiping motions to reduce streaking and cross-contamination.
Clean & Disinfect Waste Receptacles	Clean and disinfect accessible waste receptacles using EPA-registered disinfectants appropriate for healthcare environments. Follow manufacturer label instructions, required contact (dwell) times, and proper chemical safety procedures. Spot clean as needed.
Clean Surfaces, Furniture, Fixtures, Electronics & Equipment	Clean accessible surfaces, furniture, fixtures, electronics, and equipment using approved cleaning products appropriate for the surface and material. Follow a clean-to-dirty, high-to-low, and sequential cleaning process using color-coded microfiber systems where applicable. Clean before disinfecting when disinfection is required. For regulated medical equipment requiring reprocessing, the healthcare facility must identify and classify the equipment within the Scope of Work (SOW). Cleaning or reprocessing shall be performed only as authorized and strictly in accordance with the manufacturer's Instructions for Use (IFU/MIFU).
Clean & Disinfect High-Touch Surfaces	Clean and disinfect accessible high-touch and low-touch surfaces, furniture, fixtures, electronics, equipment, and other frequently touched touchpoints using EPA-registered disinfectants appropriate for healthcare environments. Use the two-step cleaning process (clean before disinfecting), single-use one-surface/one-

	wipe practices where applicable, S-shape wiping techniques, proper disinfectant contact (dwell) times, and manufacturer label instructions.
Floor Cleaning	Sweep, dust mop, damp mop, or auto-scrub hard-surface floors using approved EPA-registered cleaning and disinfecting products appropriate for the flooring material and the approved Scope of Work (SOW). Follow clean-to-dirty, high-to-low, and sequential cleaning practices while using color-coded microfiber floor care systems whenever practical. Auto-scrubbing is not included unless specifically identified in the approved Scope of Work (SOW) or scheduled as a Deep Cleaning or Specialty Cleaning Service.
Equipment & Supply Inspection	Inspect, clean, and properly store janitorial equipment, tools, chemicals, and supplies. Verify all equipment is operating properly, safely stored, and ready for the next scheduled service. Inspect color-coded cleaning equipment, microfiber systems, PPE supplies, chemical labels, dilution systems, Safety Data Sheets (SDS), and disinfectant storage requirements.
Maintenance Inspection	Observe and report visible maintenance deficiencies, leaks, lighting outages, damaged fixtures, safety hazards, equipment issues, or signs of pest activity (e.g., droppings, nesting materials, chewed packaging, unusual noises, or odors). Report conditions that may increase infection risks, interfere with environmental cleaning, or require corrective maintenance.
Final Quality Inspection	Perform a final walk-through to verify that all scheduled cleaning tasks have been completed in accordance with the approved Scope of Work (SOW), ensuring all serviced areas are clean, sanitized, organized, safe, and professionally presented for continued operations. Verify assigned risk zones have been serviced, required cleaning frequencies completed, disinfectant contact times observed, waste properly removed, supplies restocked (when applicable), and all cleaning equipment removed from patient care areas before closing the service visit.
Documentation & Service Logs	Complete cleaning service documentation, inspection reports, maintenance observations, customer requests, and service logs in accordance with the approved Scope of Work (SOW). Documentation may include assigned risk zones, completed cleaning frequencies, quality inspections, corrective actions, spill response activities, terminal cleaning records (when applicable), isolation room services, maintenance observations, and other customer-required healthcare compliance documentation.

Need a Customized Janitorial Cleaning Program?

If your healthcare facility or organization has its own cleaning standards, environmental cleaning procedures, inspection requirements, operational protocols, infection prevention expectations, regulatory

guidelines, manufacturer recommendations, safety requirements, or specialty cleaning specifications, simply upload your existing cleaning documentation.

Within 48 hours, our team will review your submitted requirements, evaluate applicable service expectations against our professional healthcare janitorial service standards, incorporate approved requirements into your customized cleaning program, and prepare a facility-specific Scope of Work (SOW) tailored for your review and approval.

Our customized approach helps ensure your healthcare janitorial program aligns with your facility operations, patient care environment, service expectations, cleanliness standards, safety requirements, compliance needs, and long-term facility maintenance objectives.

Healthcare Janitorial Deep Cleaning Checklist

Deep Cleaning and Specialty Cleaning Services are available as one-time, recurring, scheduled, or project-based services based on your facility’s needs, operational requirements, healthcare cleaning expectations, environmental cleaning priorities, and customized Scope of Work (SOW).

Healthcare Janitorial Deep Cleaning tasks are outlined in the following checklist and are designed to provide detailed restorative environmental cleaning for areas requiring additional attention beyond routine healthcare janitorial services.

These services focus on removing accumulated dust, dirt, buildup, and contaminants from accessible surfaces, high-touch areas, hard-to-reach locations, and facility areas that are not typically addressed during routine cleaning schedules.

Task	Description
Waste Management & Receptacle Sanitation	Deep clean, sanitize, and deodorize the interior and exterior of accessible waste and recycling receptacles to remove residue, buildup, stains, and odors. Perform cleaning using appropriate cleaning methods, color-coded equipment where applicable, and approved products based on surface requirements. Follow safe waste handling procedures and dispose of used wipes, towels, PPE, and disposable cleaning materials according to facility requirements. Medical waste handling is performed only when specifically included in the approved Scope of Work (SOW) and authorized by applicable requirements.

General Surface Deep Cleaning	Perform detailed restorative cleaning and disinfection of assigned healthcare facility surfaces, fixtures, furniture, and accessible equipment using approved cleaning procedures. Services include detailed cleaning of breakrooms, kitchens, restrooms, patient-care support areas, administrative areas, and other assigned spaces. Cleaning is performed using sequential cleaning methods, including clean-to-dirty and high-to-low cleaning practices, with attention to high-touch and frequently used surfaces. Deep clean and detail countertops, sinks, faucets, fixtures, shelving, doors, partitions, cabinets, drawers, appliances, restroom fixtures, grout lines, tile surfaces, and other accessible areas using appropriate products and methods. Disinfect applicable high-touch surfaces using EPA-registered disinfectants when specified and in accordance with manufacturer label instructions, including required contact (dwell) times. Specialized food-contact surface cleaning and sanitation is performed according to approved procedures.
Mirror & Glass Detailing	Clean and detail accessible mirrors, interior glass surfaces, glass doors, partitions, windows, and other glass areas to remove fingerprints, smudges, streaks, residue, and buildup. Use appropriate cleaning methods and products to provide a polished appearance while maintaining healthcare environmental cleanliness standards.
High Dusting & Elevated Surface Cleaning	Remove accumulated dust, debris, cobwebs, and buildup from elevated and difficult-to-reach areas, including ceilings, vents, ductwork, pipes, light fixtures, ledges, wall tops, shelves, rafters (where applicable), and other accessible elevated surfaces. High dusting is performed using appropriate equipment and procedures to support cleaner healthcare environments and reduce the accumulation of environmental contaminants. Services may include elevated areas up to 40 feet high when identified in the approved Scope of Work (SOW).
Carpet Cleaning & Floor Care	Provide professional carpet and floor care services designed to remove embedded dirt, buildup, stains, and accumulated debris from assigned flooring areas. Services may include: • Low-moisture carpet deep cleaning and stain removal using appropriate cleaning methods. • Commercial HEPA-filter vacuuming to remove dust, dirt, hair, and debris. • Auto-scrubbing of hard-surface floors to remove embedded soil, buildup, and residue when included in the approved Scope of Work (SOW).

	Hard-surface floor cleaning and disinfection is performed using approved EPA-registered products when specified and appropriate for the flooring material. Floor cleaning follows healthcare environmental cleaning practices, including proper sequence, microfiber systems, and safe removal of debris and contaminants.
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Our Specialty Cleaning Solutions

Interior Cleaning & Restoration

- Disinfection Services
- Hard Floor Care & Restoration Services
- Carpet Cleaning & Restoration Services
- Carpet Protection Services
- Upholstery Cleaning Services
- Area Rug Cleaning Services
- Mattress Cleaning Services
- Kitchen Deep Cleaning Services
- Interior Surface Cleaning & Detailing Services
- High Dusting Services Reaching up to 40 feet high

Exterior Cleaning & Property Services

- Window & Glass Cleaning Services
- Pressure Washing Services
- Pool Cleaning & Restoration Services
- Seasonal Snow & Ice Removal Services
- Gutter Cleaning Services

Property Support Services

- Waste, Recycling & Disposal Services
- Furniture Rearrangement Services
- Floor Mat Rental & Exchange Services
- Supply Restocking Services
- Ventilation and Air Quality Services
- Pest Control Services

Cleaning Service Frequency Recommendations

Service frequency should be customized based on your facility type, occupancy levels, traffic patterns, operational requirements, cleanliness standards, and Scope of Work (SOW).

Service Frequency	Recommended Services
Daily	Healthcare Janitorial Services Checklist – Routine Environmental Cleaning, Cleaning & Disinfection, Inspection, and Facility Support Services
Weekly	Healthcare Janitorial Services Checklist + Healthcare Janitorial Deep Cleaning – Scheduled Restorative Cleaning for Assigned Areas Requiring Additional Attention
Monthly	Healthcare Janitorial Deep Cleaning + Scheduled Specialty Cleaning Solutions (Add-On Services) – Detailed Cleaning, Maintenance, and Facility Enhancement Services
Quarterly	Scheduled Specialty Cleaning Solutions (Add-On Services) + Facility Maintenance Support Services – Periodic Cleaning, Restoration, and Preventive Maintenance Services
As Needed	Seasonal Cleaning, Emergency Cleaning Response, Project-Based Cleaning, Terminal Cleaning Support (When Included in SOW), and Specialty Environmental Cleaning Services

Standard Cleaning Scope

Unless otherwise specified in your Scope of Work (SOW) or Service Agreement, Pro Janitorial Services are performed on accessible facility areas, furniture, fixtures, surfaces, equipment, and floor areas included within the approved service scope.

Janitorial cleaning tasks are customized based on your facility type, size, occupancy levels, accessibility, operational requirements, security requirements, cleanliness standards, and selected service frequency.

Routine janitorial cleaning does not include:

- Interior cleaning of cabinets, drawers, storage areas, appliances, equipment, or other enclosed spaces unless specifically included in the approved Scope of Work (SOW)
- Moving heavy furniture, machinery, equipment, inventory, stored materials, or other items requiring special handling
- Cleaning inaccessible, unsafe, restricted, or controlled-access areas without proper authorization and requirements
- Specialty cleaning services outside the approved Scope of Work (SOW)

- Restoration services, repairs, or maintenance work outside the defined cleaning scope

Healthcare Cleaning Area Reference Guide

The examples below illustrate common healthcare furniture, fixtures, surfaces, equipment, and facility areas that may be cleaned during Healthcare Janitorial Services.

Actual cleaning requirements vary based on facility type, medical specialty, patient population, operational requirements, infection prevention protocols, accessibility, security requirements, and the approved Scope of Work (SOW).

Not every healthcare facility contains every example listed.

Unless otherwise specified in the approved Scope of Work (SOW), cleaning services are performed on accessible furniture, fixtures, surfaces, equipment exteriors, and environmental areas included within the approved service scope.

Furniture

Healthcare furniture includes movable furnishings and support items used by patients, healthcare professionals, employees, visitors, and facility occupants.

Examples include, but are not limited to:

Patient Care & Clinical Furniture

- Patient examination tables
- Treatment tables
- Patient chairs
- Recliners
- Waiting room chairs
- Wheelchair accessible seating
- Patient transfer chairs
- Stools
- Medical office seating
- Provider chairs
- Clinical workstations
- Mobile carts and utility carts (exterior surfaces)

Administrative & Reception Furniture

- Reception desks
- Check-in counters

- Administrative desks
- Workstations
- Filing cabinets
- Storage cabinets
- Conference tables
- Meeting tables
- Staff lounge furniture

Specialty Healthcare Support Furniture

- Laboratory support furniture
- Pharmacy support furniture
- Therapy area furniture
- Rehabilitation equipment seating surfaces
- Waiting room furniture
- Family consultation furniture
- Training room furniture
- Staff breakroom furniture

Fixtures & Surfaces

Healthcare fixtures and surfaces include accessible environmental surfaces, building components, patient-care area surfaces, and facility features requiring routine cleaning and disinfection.

Examples include, but are not limited to:

Patient Care & Clinical Area Surfaces

- Examination room surfaces
- Treatment room surfaces
- Patient room surfaces
- Consultation room surfaces
- Procedure room environmental surfaces (when included in SOW)
- Nursing station surfaces
- Clinical countertops
- Medical storage surfaces
- Accessible cabinet exteriors
- Drawer fronts
- Shelving surfaces

High-Touch & Frequently Contacted Surfaces

- Door handles
- Push plates
- Light switches
- Handrails
- Call buttons
- Counter surfaces
- Reception counters
- Chair arms
- Tabletops
- Shared equipment touchpoints
- Frequently touched fixtures

Building Surfaces & Architectural Features

- Walls
- Doors
- Door frames
- Baseboards
- Windowsills
- Interior glass
- Glass partitions
- Ledges
- Interior partitions
- Protective wall coverings
- Facility signage

Restroom & Hygiene Fixtures

- Sinks
- Faucets
- Toilets
- Urinals
- Restroom partitions
- Mirrors
- Soap dispensers
- Paper towel dispensers
- Hand dryers

- Baby changing stations
- Drinking fountains
- Bottle filling stations

Food Service & Staff Support Areas

- Breakroom surfaces
- Kitchen countertops
- Tables
- Cabinet exteriors
- Appliance exteriors
- Food contact surfaces when included in Scope of Work (SOW)

Waste & Environmental Support Areas

- Waste collection areas
- Recycling stations
- Linen collection areas
- Supply storage areas
- Janitorial storage areas

Healthcare Facility Areas

Healthcare Janitorial Services may include cleaning support for:

Clinical Areas

- Primary care clinics
- Specialty medical offices
- Examination rooms
- Treatment rooms
- Consultation rooms
- Therapy areas
- Rehabilitation areas
- Patient-care areas

Patient & Visitor Areas

- Waiting rooms
- Reception areas
- Registration areas

- Hallways
- Common areas
- Visitor areas

Support Areas

- Staff offices
- Breakrooms
- Conference rooms
- Training areas
- Storage areas
- Supply rooms
- Restrooms

Specialized Areas

- Isolation areas when included in Scope of Work (SOW)
- Enhanced precaution areas when included in Scope of Work (SOW)
- High-risk areas when included in Scope of Work (SOW)
- Waste management areas
- Biohazard-adjacent areas when included in Scope of Work (SOW)

Equipment

Healthcare equipment includes accessible exterior surfaces of operational equipment, furniture, appliances, and facility equipment cleaned according to the approved Scope of Work (SOW). Cleaning of equipment is limited to approved exterior surfaces unless otherwise authorized.

Healthcare Support Equipment

Examples include:

- Accessible exterior surfaces of medical carts
- Utility carts
- Supply carts
- Medication cart exteriors (when approved)
- Mobile storage units
- Transport carts
- Linen carts
- Waste carts

Administrative & Technology Equipment

Examples include:

- Computers
- Monitors
- Keyboards
- Telephones
- Printers
- Copiers
- Scanners
- Communication equipment
- Check-in equipment

Breakroom & Food Service Equipment

Examples include:

- Refrigerators
- Freezers
- Microwaves
- Coffee makers
- Beverage stations
- Ice machines
- Appliance exteriors

Janitorial & Facility Support Equipment

Examples include:

- Commercial HEPA-filter vacuums
- Microfiber cleaning systems
- Floor machines
- Auto scrubbers
- Cleaning carts
- Utility carts
- Supply storage equipment
- Janitorial room equipment

Medical Equipment & Regulated Equipment Limitation

UpClean Solutions provides healthcare environmental cleaning services focused on facility surfaces, accessible environmental areas, and approved cleaning responsibilities identified in the Scope of Work (SOW).

Cleaning and disinfection of regulated medical equipment, medical devices, or equipment requiring specialized reprocessing is performed only when specifically identified, authorized, and included within the approved Scope of Work (SOW).

Healthcare facilities must identify applicable equipment categories, infection risk classifications, manufacturer requirements, and required cleaning or disinfection procedures.

All applicable Manufacturer Instructions for Use (IFU/MIFU), facility procedures, safety requirements, and regulatory requirements must be followed.

Service Limitation Note

Cleaning of sensitive equipment, internal components, electrical components, machinery parts, specialty systems, sterile processing equipment, or restricted-access areas is performed only when specifically identified in the approved Scope of Work (SOW) and completed according to manufacturer recommendations, healthcare facility procedures, safety requirements, and applicable regulations.

Scope of Work (SOW)

Defines the healthcare janitorial services, facility requirements, operational expectations, service standards, infection prevention support requirements, safety requirements, compliance expectations, and specific deliverables necessary to complete contracted healthcare cleaning services.

1- Facility Information & Service Requirements

- Facility Use and Operating Hours
- Cleanable Areas and Square Footage
- Net Cleanable Square Footage
- Building Map or Drawing
- Service Areas and Task Breakdown
- Zone-Based Cleaning and Scheduling
- Facility Layout, Floor Plan Identification, and Area Classification (e.g., Patient-Care Areas, Examination Rooms, Treatment Areas, Waiting Areas, Restrooms, Breakrooms and Kitchens, Administrative Areas, Common Areas, Support Areas, Controlled Areas, and High-Security Areas)
- Healthcare Area Classification and Risk-Based Cleaning Zones (e.g., Critical Risk Areas, Semi-Critical Areas, and Non-Critical Areas)
- Cleaning Restricted Areas
- Controlled Access Zones
- Cleaning Guidelines for High-Traffic Zones or Areas

- Infection Prevention Considerations for Patient Flow, Occupancy Levels, Traffic Patterns, and Environmental Cleaning Requirements
- Schedule and Prioritize Specific Cleaning Tasks
- Area-Specific Cleaning Requirements
- Patient-Care Area Cleaning Requirements and Facility-Specific Infection Prevention Procedures

2- Cleaning Services & Task Specifications

- Standard Cleaning Tasks
- Adding Specific Cleaning Tasks Outside Standard Cleaning Scope
- Adjusting Specific Cleaning Tasks
- Special Cleaning Tasks
- Additional Services
- Service Frequency
- Scheduling of Cleaning
- Day Porter Services and Compensation Requirements
- Detailed Cleaning Checklist and Task Frequency Matrix
- Daily Cleaning Tasks
- Weekly Cleaning Tasks
- Monthly Cleaning Tasks
- Quarterly/Semi-Annual Cleaning Tasks
- As-Needed Cleaning Tasks
- Service Exclusions and Non-Included Tasks

3- Deep Cleaning and Specialty Cleaning Solutions

Healthcare Deep Cleaning Services, Restorative Cleaning, Enhanced Environmental Cleaning, and Specialty Cleaning Services Based on Facility Requirements, Infection Prevention Needs, and Approved Scope of Work (SOW)

4- Cleaning Procedures, Equipment & Supply Requirements

- Cleaning Supplies, Materials, Equipment, and Consumables Allocation
- Cleaning Supplies, Materials, Equipment, and Consumables Requirements List
- Cleaning Guidelines for Specific Electronics, Equipment, Machines, and Components
- Manufacturer Recommendations for Specific Electronics, Equipment, Machines, and Components
- Cleaning Job-Specific Protocols
- Requirements for Disinfection Zones and Areas

- Medical Equipment Cleaning Requirements and Responsibilities, Including Identification of Equipment Categories, Approved Cleaning Methods, Manufacturer Instructions for Use (IFU/MIFU), and Scope of Work Requirements
- Medical Device Sterilization, Regulated Equipment Reprocessing, and Clinical Procedures Are Excluded Unless Specifically Authorized, Qualified, and Contracted
- Biohazard Cleaning and Hazardous Waste Removal
- Medical Waste Handling Support When Specifically Included in the Approved Scope of Work (SOW) and Authorized Under Applicable Regulations and Facility Procedures
- Approved Equipment, Tools, and Cleaning Technology Requirements
- Healthcare Cleaning Equipment Requirements Including Microfiber Systems, Color-Coded Cleaning Equipment, Commercial HEPA-Filter Vacuum Systems, and Approved Disinfection Technology
- Equipment Protection Requirements and Responsibility for Damages
- Chemical Storage, Handling, and Labeling Requirements

5- Janitorial Room and Supply Storage Requirements

Healthcare Janitorial Room Requirements Including Chemical Storage, PPE Storage, Equipment Storage, Infection Prevention Practices, and Safe Separation of Cleaning Materials

6- Safety, Environmental & Compliance Requirements

- Regulatory Guidelines
- Commitment to Using EPA Safer Choice Registered Products
- Prohibited Specific Cleaning Chemicals Requirements
- Allow Posting Safety Data Sheets (SDS) and Stocking Personal Protective Equipment (PPE)
- Staff Mandatory Compliance and Safety Training Requirements
- OSHA Safety Requirements and Workplace Safety Procedures
- Environmental Sustainability and Green Cleaning Requirements
- Waste Handling, Recycling, and Disposal Procedures
- Healthcare Compliance Requirements Including Applicable CDC Environmental Cleaning Recommendations, OSHA Requirements, EPA Product Label Requirements, and Customer-Specific Healthcare Policies
- Infection Prevention and Control (IPC) Support Requirements
- Bloodborne Pathogen Awareness and Appropriate PPE Requirements When Applicable
- Chemical Disinfection Requirements Including Manufacturer Label Instructions and Required Contact (Dwell) Times

7- Security, Access & Facility Protection Requirements

- Site Access and Security Requirements
 - Access Rules
 - Alarm Systems
 - Penalties
- Cleaning Restricted Areas
- Controlled Access Zones
- Security Procedures for Keys, Access Cards, and Entry Credentials
- Lost Key, Access Card, or Security Incident Reporting Procedures
- Confidential Areas and Privacy Protection Requirements
- Patient Privacy, Confidentiality, and HIPAA Awareness Requirements When Applicable
- Protection of Patient Information, Medical Records, Confidential Documents, and Restricted Healthcare Areas

8- Staffing & Personnel Requirements

- Staff Background Checks
- Staff Mandatory Compliance and Safety Training Requirements
- Language Requirements
- Staff Turnover and Replacement Requirements
- Subcontracting Requirements
- Work Rules
- Required Staffing Levels and Minimum On-Site Personnel Requirements
- Employee Uniform, Identification Badge, and Professional Appearance Requirements
- Staff Performance Expectations and Professional Conduct Standards
- Healthcare Cleaning and Disinfection Training Requirements
- Infection Prevention Awareness Training
- Proper Hand Hygiene, PPE Use, Chemical Safety, and Healthcare Facility Conduct Requirements
- Professional Conduct Expectations When Working Around Patients, Visitors, Healthcare Professionals, and Facility Staff

9- Quality Control, Communication & Performance Standards

- Inspection Requirements and Acceptance Criteria
- Communication Logs
- Corrective Action Plan
- Service Level Agreements (SLA) and Penalties

- Quality Assurance Inspection Schedule and Reporting Process
- Customer Feedback, Complaint Resolution, and Escalation Process
- Service Performance Reports and Documentation Requirements
- Healthcare Quality Assurance Documentation Including Cleaning Checklists, Inspection Reports, Service Logs, Compliance Documentation, and Corrective Action Records
- Verification of Cleaning and Disinfection Performance Through Approved Inspection Methods and Facility Reporting Requirements

10- Pricing, Adjustments & Contract Modifications

- Pricing Highlights
- Square Footage and Service Adjustments, Change Process, and Modifications
- Terms and Price Adjustments
 - o Cancellation
 - o Auto-renewal
 - o Price Changes
- Additional Specifications
- Change Order Process for Additional Services or Scope Adjustments
- Emergency Service Requirements and After-Hours Service Pricing
- Service Expansion or Reduction Procedures
- Healthcare Service Adjustments May Include Changes Related to Facility Expansion, Patient Volume, Infection Prevention Requirements, Regulatory Updates, Additional Cleaning Frequencies, Specialty Areas, or Additional Healthcare Services Requested

Site Survey Scheduling

A Site Survey is conducted to evaluate the facility, verify service areas and square footage, confirm the information submitted through Online Instant Pricing, and better understand the client's specific requirements, expectations, and operational needs. The survey helps ensure the development of an accurate Scope of Work (SOW), confirms service requirements, and helps minimize the need for future pricing adjustments.

Site Survey Evaluation Areas

The Site Survey includes the following assessments:

- Site Survey Scheduling & Coordination
- Facility Information & Area Assessment
- Cleaning Service Requirement Assessment
- Equipment, Supplies & Cleaning Requirements Assessment

- Janitorial Room Assessment and Supply Storage Requirements
- Safety, Environmental & Compliance Assessment
- Security & Access Assessment
- Quality Standards & Service Expectations Assessment
- Site Survey Documentation & Proposal Development

Staffing Requirements

Every healthcare facility has unique operational requirements, patient populations, occupancy levels, service frequencies, access requirements, security procedures, infection prevention needs, and cleanliness standards.

UpClean Solutions assigns the appropriate number of trusted, carefully vetted, background-checked, and professionally trained janitorial professionals based on the customized Scope of Work (SOW) to ensure services are performed safely, efficiently, consistently, and according to established healthcare cleaning standards.

Staffing levels are determined based on factors including, but not limited to:

- Facility type, size, and layout
- Number of occupied areas and building occupants
- Patient-care areas, clinical areas, administrative areas, and support areas
- Traffic patterns and high-use areas
- Infection Prevention and Control (IPC) requirements
- Service frequency and scheduled cleaning hours
- Cleaning requirements and service expectations
- Accessibility, security requirements, and controlled access areas
- Required equipment, supplies, PPE, and operational procedures
- Healthcare facility policies, procedures, and approved cleaning protocols

Depending on the size, complexity, and requirements of the project, your service team may include:

Janitorial Professionals

Responsible for performing scheduled healthcare environmental cleaning, sanitation, disinfection, restocking, inspection, and facility maintenance support tasks in accordance with the approved Scope of Work (SOW).

Janitorial professionals are responsible for maintaining assigned healthcare areas, following established cleaning procedures, using approved products and equipment, supporting infection prevention practices,

reporting facility observations, and helping maintain a clean, safe, healthy, and welcoming healthcare environment.

Healthcare janitorial professionals may support cleaning activities involving:

- Patient-care areas
- Waiting and reception areas
- Examination and treatment areas when included in the SOW
- Restrooms
- Staff areas
- Common areas
- Support areas
- Accessible equipment exterior surfaces when specifically included in the approved SOW

Janitorial professionals follow approved healthcare cleaning procedures, including proper cleaning sequence, hand hygiene practices, PPE requirements, chemical safety procedures, and infection prevention protocols established by the facility.

Day or Night Porters (When Requested)

Provide continuous cleaning and facility support throughout designated operating hours, including:

- Restroom monitoring and restocking
- High-traffic area cleaning
- High-touch surface cleaning support
- Spill response
- Waste collection and disposal support
- Common area maintenance
- Patient and visitor area upkeep
- Cleaning inspections and facility observations
- Customer and occupant support requests

Day or Night Porters may provide additional support in maintaining healthcare environments that require frequent attention due to occupancy levels, traffic patterns, operational demands, and facility requirements.

Team Leaders

Responsible for coordinating daily healthcare janitorial operations, supporting assigned team members, monitoring service quality, and ensuring scheduled tasks are completed according to the approved Scope of Work (SOW), healthcare cleaning procedures, infection prevention requirements, and service standards.

Team Leaders may also assist with:

- Daily task coordination
- Staff communication
- Cleaning procedure reinforcement
- Infection prevention practice support
- Supply and equipment coordination
- Service issue resolution
- Customer communication support
- Verification of completed cleaning assignments

Qualified Supervisors

Responsible for conducting routine site inspections and Quality Assurance (QA) evaluations to:

- Verify all scheduled cleaning tasks are completed according to the approved Scope of Work (SOW).
- Confirm serviced areas are clean, sanitized, organized, safe, and ready for use.
- Verify facility observations, safety concerns, maintenance issues, and deficiencies are properly documented and reported.
- Confirm customer requests, inventory requirements, supply needs, and service documentation are completed.
- Review communication logs and notify designated customer contacts of maintenance concerns, supply shortages, security observations, or other issues requiring attention.
- Verify janitorial rooms, supply storage areas, equipment, and consumables are properly maintained when included in the approved SOW.
- Perform final Quality Assurance (QA) inspections before completing service visits, when required by the Scope of Work (SOW).

Healthcare-specific supervisory responsibilities may include:

- Verifying healthcare cleaning procedures are followed.
- Reviewing cleaning documentation and inspection records.
- Confirming approved disinfectants are used according to manufacturer label instructions.
- Verifying proper PPE use and safety practices.
- Reviewing infection prevention-related observations and corrective actions.
- Confirming cleaning responsibilities for approved healthcare equipment exterior surfaces are completed according to the Scope of Work (SOW).

Project Managers

Responsible for overseeing overall service delivery, managing the Scope of Work (SOW), maintaining service level standards, coordinating communication, monitoring performance, and ensuring compliance with service agreements.

Project Managers may also oversee:

- Service implementation and transition
- Customer communication and reporting
- Scope changes and service adjustments
- Performance reviews
- Continuous improvement initiatives
- Healthcare facility-specific requirements
- Quality assurance program coordination
- Compliance documentation and service reporting
- Coordination of additional healthcare cleaning services when requested

Supplies, Materials, Inventory & Equipment Requirements

Unless otherwise specified in the Scope of Work (SOW), UpClean Solutions is responsible for providing, managing, monitoring, and maintaining the cleaning supplies, materials, equipment, PPE, and consumables required to perform contracted healthcare janitorial services safely, efficiently, consistently, and according to established healthcare cleaning standards.

Supply, equipment, and inventory responsibilities may vary based on the approved Scope of Work (SOW), healthcare facility requirements, patient-care environments, infection prevention requirements, service frequency, customer preferences, regulatory considerations, and operational needs.

Client-Provided & Contractor-Provided Supplies

The Scope of Work (SOW) will identify applicable responsibilities for:

- Cleaning chemicals and supplies
- Healthcare-approved disinfectants and cleaning products
- Consumable products
- Personal Protective Equipment (PPE) requirements
- Equipment requirements
- Medical equipment exterior cleaning responsibilities, when applicable
- Storage requirements
- Inventory management responsibilities
- Restocking services
- Specialty product requirements

When customer-provided products, disinfectants, supplies, or equipment are required, UpClean Solutions will follow approved facility procedures, product requirements, manufacturer instructions, and safety guidelines.

Inventory Management & Restocking

UpClean Solutions maintains an organized inventory management program designed to support uninterrupted healthcare cleaning operations and ensure required supplies, cleaning products, PPE, and consumables are available when needed.

Whenever practical and permitted by the customer, we maintain a minimum two (2) weeks of on-site inventory of essential cleaning supplies, disinfectants, PPE, and consumables at the designated storage location provided by the customer.

Inventory management services include:

- Supply inventory monitoring and reporting
- Inventory replenishment and restocking
- Consumable usage tracking
- Product rotation and organization
- Janitorial room and supply storage organization
- PPE inventory monitoring
- Equipment inspection and readiness verification
- Inventory documentation in accordance with the Scope of Work (SOW)

Cleaning Products & Materials

Whenever practical and available, UpClean Solutions utilizes EPA Safer Choice® registered, environmentally preferable, and eco-friendly certified cleaning products that support healthier indoor environments while promoting responsible and sustainable cleaning practices.

For healthcare environments, cleaning products and disinfectants are selected based on:

- Healthcare facility requirements
- Infection Prevention and Control (IPC) considerations
- Surface compatibility
- Safety considerations
- Manufacturer recommendations
- EPA product label requirements
- Required disinfectant contact (dwell) times
- Occupancy and operational requirements
- Applicable industry standards

EPA-registered hospital-grade disinfectants may be used when specified, appropriate, and included within the approved Scope of Work (SOW), following manufacturer label instructions.

Alternative products may be recommended when required due to facility conditions, specialized surfaces, customer requirements, infection prevention requirements, or regulatory considerations.

Restroom, Breakroom, Kitchen & Healthcare Consumables

When included in the Scope of Work (SOW) or requested as a Restocking Service, UpClean Solutions can monitor, manage, and replenish customer-approved consumables, including but not limited to:

- Hand towels
- Toilet paper
- Paper towels
- Liquid hand soap
- Hand hygiene supplies
- Sanitary disposal liners
- Air freshener refills
- Trash can liners
- Toilet seat covers
- Breakroom and kitchen consumables
- Patient-area consumables when specifically included in the Scope of Work (SOW)
- Other facility-specific consumable products

Whenever applicable, products are selected to support the U.S. EPA Comprehensive Procurement Guidelines (CPG), sustainability initiatives, and healthcare facility requirements.

Chemical Safety & Regulatory Compliance

UpClean Solutions follows established procedures for the safe handling, storage, labeling, dilution, transportation, and disposal of cleaning chemicals in accordance with applicable Occupational Safety and Health Administration (OSHA) requirements, manufacturer instructions, healthcare facility requirements, and industry safety practices.

Chemical safety management includes:

- Safety Data Sheet (SDS) management and accessibility
- Chemical labeling and identification
- Proper dilution and dispensing procedures
- Disinfectant label verification
- Proper contact (dwell) time compliance
- Spill prevention and response procedures
- Safe storage and segregation of chemicals
- Proper disposal of cleaning products and related materials

- Employee training on chemical safety procedures
- Prevention of cross-contamination through proper product and equipment management

Personal Protective Equipment (PPE)

UpClean Solutions maintains a PPE management program to ensure janitorial professionals have access to appropriate personal protective equipment based on the services being performed, healthcare facility requirements, and applicable safety standards.

PPE management includes:

- Inventory monitoring
- Restocking
- Inspection and replacement
- Proper use and disposal
- Employee safety training in accordance with company procedures
- PPE requirements based on assigned cleaning responsibilities and facility protocols

Professional Equipment

To improve cleaning performance, indoor environmental quality, infection prevention support, safety, and operational efficiency, UpClean Solutions utilizes commercial-grade equipment appropriate for the healthcare facility and services provided.

Equipment may include, but is not limited to:

- Commercial HEPA-filter vacuum systems
- Microfiber cleaning cloths and mops
- Color-coded cleaning equipment systems
- Commercial floor care equipment
- Battery-operated cleaning equipment utilizing environmentally preferable battery technologies, where practical
- Carpet cleaning equipment
- Floor maintenance equipment
- Disinfection application equipment when approved
- Specialty cleaning equipment required to perform services safely and effectively

Healthcare cleaning equipment is selected and managed to support proper cleaning procedures, reduce cross-contamination risks, and maintain facility cleanliness standards.

Medical Equipment Cleaning Requirements

Healthcare facilities must identify medical equipment responsibilities within the approved Scope of Work (SOW).

When specifically included:

- UpClean Solutions may perform cleaning of accessible exterior surfaces of approved medical equipment.
- Cleaning procedures must follow healthcare facility requirements and Manufacturer Instructions for Use (IFU/MIFU), when applicable.
- Equipment categories, infection risk levels, required cleaning methods, and responsibilities must be clearly identified before services begin.

Medical device sterilization, regulated equipment reprocessing, internal component cleaning, or clinical procedures are not included unless specifically authorized, qualified, and contracted within the Scope of Work (SOW).

All cleaning equipment is routinely inspected, maintained, and operated in accordance with:

- Manufacturer recommendations
- Applicable safety regulations
- Healthcare facility procedures
- Company operating procedures
- Infection prevention requirements
- Requirements outlined in the Scope of Work (SOW)

Deliverables, Work Product & Insurance Requirements

Any Service Deliverables, Work Products, Reports, Records, Inspections, or Documentation Requirements must be specifically identified, defined, and approved within the Scope of Work (SOW) to establish required deliverables, responsibilities, reporting frequency, documentation format, healthcare facility requirements, and applicable service expectations.

Unless otherwise specified in the approved Scope of Work (SOW), UpClean Solutions maintains standard operational records necessary to support contracted Healthcare Janitorial Services and demonstrate compliance with applicable service, safety, quality assurance, security, confidentiality, infection prevention support, and operational requirements.

Any additional documentation, reporting, inspection requirements, healthcare compliance requirements, or administrative deliverables requested by the client after service commencement must be reviewed, approved, and incorporated into the Scope of Work (SOW) or applicable service agreement before becoming part of the contracted service obligations.

Healthcare facilities may require additional documentation related to infection prevention support, environmental cleaning verification, staff training, safety procedures, confidentiality practices, facility-specific requirements, and regulatory readiness. These requirements must be clearly identified within the approved Scope of Work (SOW).

UpClean Solutions may provide documentation supporting the performance, quality, safety, compliance, and management of contracted Healthcare Janitorial Services. Documentation may include, but is not limited to:

- Cleaning Supplies, Materials, Equipment, and Consumables Inventory Lists, including applicable Safety Data Sheets (SDS) for cleaning chemicals used at the healthcare service location.
- Cleaning Chemical Inventory and SDS Management Records.
- Equipment and Supply Documentation, including equipment information, inspection records, maintenance requirements, cleaning equipment verification, and service documentation.
- Janitorial Room, Environmental Services (EVS) Room, Custodial Closet, and Supply Storage Documentation, when included in the Scope of Work (SOW).
- Staffing Rosters and Assigned Healthcare Service Personnel Records.
- Employee Background Screening, Healthcare Cleaning Training, Safety Training, Infection Prevention Cleaning Training, and Certification Records, when applicable.
- Healthcare Cleaning Checklists, Environmental Cleaning Task Records, and Task Completion Documentation.
- Restroom, Breakroom, Kitchen, Patient Support Area, and Consumable Restocking Records, when included in the Scope of Work (SOW).
- Quality Assurance (QA) Inspection Reports.
- Environmental Cleaning Inspection Reports, Service Verification Records, and Work Performance Documentation.
- Facility Condition Reports and Maintenance Observations.
- Workplace Incident, Accident, Exposure, and Safety Reports, when applicable.
- Corrective Action Plans and Service Improvement Documentation.
- Quality Audits, Healthcare Readiness Documentation, and Compliance Records, when applicable.
- Customer Communication Records and Service Logs.
- Security, Access, Key, Badge, Credential, and Controlled-Access Documentation, when applicable.
- Privacy, Confidentiality, and Healthcare Facility Access Documentation, when required by the Scope of Work (SOW).
- Change Request Documentation and Scope of Work (SOW) Revisions.
- Documentation for Approved Additional Services Performed Outside the Original Scope of Work (SOW).
- Service Reports, Project Completion Documentation, and Closeout Records for Project-Based Healthcare Cleaning Services.
- Other records reasonably required to support service performance, contract administration, healthcare facility requirements, regulatory readiness, safety management, quality assurance, and client requirements.

Insurance Requirements

UpClean Solutions maintains insurance coverage appropriate for the Healthcare Janitorial Services provided and consistent with the approved Scope of Work (SOW), contractual requirements, healthcare facility requirements, and applicable laws and regulations.

Insurance requirements may vary depending on:

- Healthcare facility type and operational environment
- Patient-care environment and service areas included
- Service scope and complexity
- Risk exposure
- Contract requirements
- Client, healthcare system, or regulatory requirements

Coverage may include, but is not limited to:

- Commercial General Liability Insurance
- Commercial Automobile Liability Insurance
- Umbrella / Excess Liability Insurance
- Workers' Compensation Insurance
- Employer's Liability Insurance
- Professional Liability (Errors & Omissions), when applicable
- Janitorial Performance Bond, when required
- Additional Insured Endorsements, when contractually required

Certificates of Insurance (COI), Performance Bonds, endorsements, and related insurance documentation are available upon request or as required by the applicable service agreement or Scope of Work (SOW).

Healthcare organizations may have additional insurance, credentialing, vendor qualification, or facility access requirements. Any additional requirements must be reviewed, approved, and incorporated into the applicable service agreement or Scope of Work (SOW).

Subcontractor Requirements

When subcontractors are authorized to perform services on behalf of UpClean Solutions, they must meet applicable insurance, licensing, safety, training, background screening, confidentiality, healthcare facility access, and contractual requirements established by UpClean Solutions before performing any work.

Authorized subcontractors must:

- Maintain required insurance coverage and supporting documentation.

- Complete applicable screening, healthcare facility orientation, safety training, cleaning procedure training, and qualification requirements.
- Follow UpClean Solutions safety procedures, healthcare cleaning standards, service requirements, confidentiality expectations, and operational requirements.
- Perform services according to the approved Scope of Work (SOW).
- Maintain appropriate professionalism, privacy awareness, confidentiality practices, security procedures, and customer service standards.
- Follow approved infection prevention support procedures, PPE requirements, and facility-specific requirements when included in the Scope of Work (SOW).

UpClean Solutions remains responsible for managing approved subcontracted services and ensuring applicable service requirements, healthcare quality standards, safety expectations, confidentiality obligations, and contractual obligations are maintained.

Quality Control, Assurance & Inspection Services

At UpClean Solutions, quality control and quality assurance are essential components of every healthcare janitorial service program. Our Quality Assurance (QA) process is designed to verify that services are performed in accordance with the approved Scope of Work (SOW), established healthcare cleaning standards, facility requirements, infection prevention support procedures, safety protocols, service level expectations, and customer requirements.

Our quality assurance approach supports consistent service delivery, accountability, performance verification, transparent communication, documentation readiness, and continuous improvement throughout the healthcare service relationship.

Quality assurance procedures, inspection requirements, reporting frequency, and acceptance criteria are customized based on the healthcare facility type, patient-care environment, service frequency, operational requirements, approved Scope of Work (SOW), Service Agreement, infection prevention requirements, and customer expectations.

To help maintain consistent quality of service, UpClean Solutions offers an optional Quality Assurance & Digital Reporting System, available upon customer approval and inclusion within the applicable Scope of Work (SOW), which may include:

- QR Code Inspection System for documenting completed cleaning tasks, service verification, inspection results, healthcare cleaning observations, and quality performance records.
- Quality Assurance Reporting to verify service performance, task completion, cleaning consistency, disinfection procedures, and compliance with the approved Scope of Work (SOW).

- Compliance Documentation & Inspection Records to support quality control, service verification, healthcare operational requirements, regulatory readiness, and accountability.
- Scheduled Supervisory Site Visits to evaluate service performance, verify healthcare cleaning standards, review facility conditions, evaluate patient-care and support areas, and identify opportunities for improvement.
- Workforce Timekeeping & Attendance Verification including employee check-in/check-out tracking, when requested and applicable.
- Customer Portal Access providing convenient access to service communication, work orders, inspection reports, service records, quality documentation, and applicable reports.
- Digital Reporting & Service Documentation including quality inspections, completed service records, cleaning verification, maintenance observations, customer requests, corrective actions, and follow-up documentation.
- Site Safety & Quality Reporting to document maintenance observations, safety concerns, facility deficiencies, infection prevention-related observations, supply concerns, and recommendations requiring customer attention.
- Corrective Action Management to identify service concerns, document improvement actions, assign responsibilities, track resolution progress, and verify completion.
- Service Performance Reviews to evaluate service consistency, review inspection results, identify improvement opportunities, and support long-term healthcare cleaning program optimization.
- Continuous Quality Improvement through routine inspections, performance evaluations, customer feedback, trend analysis, infection prevention support reviews, and ongoing operational improvements.

Inspection & Service Verification Process

When included in the Scope of Work (SOW), quality inspections may include:

- Verification that scheduled cleaning and disinfection tasks have been completed according to the approved Scope of Work (SOW).
- Review of assigned cleaning areas, healthcare zones, service requirements, and facility-specific cleaning responsibilities.
- Evaluation of cleanliness, sanitation, disinfection practices, organization, safety, and overall facility presentation.
- Verification that applicable high-touch surfaces, patient-care support areas, common areas, restrooms, and assigned healthcare spaces are serviced according to approved requirements.
- Identification of maintenance observations, safety concerns, infection prevention support concerns, supply issues, or service deficiencies.
- Documentation of corrective actions and follow-up requirements.
- Communication with designated customer representatives regarding service performance, facility observations, quality findings, and recommended improvements.

Our quality assurance process is designed to provide healthcare organizations with greater visibility into the services performed at their facility while promoting reliable service delivery, proactive communication, measurable performance standards, documentation support, and continuous improvement. Every inspection, observation, recommendation, corrective action, and improvement initiative supports our commitment to: **Building Value. Creating Healthier Spaces.**

Health, Safety, Security, Privacy, HIPAA, Confidentiality & Regulatory Compliance

At UpClean Solutions, protecting the health, safety, security, privacy, confidentiality, and regulatory compliance of our customers, employees, subcontractors, visitors, patients, residents, healthcare professionals, and the facilities we service is a fundamental part of our operations.

We are committed to maintaining safe work practices, supporting healthcare environmental cleaning standards, protecting customer property and confidential information, supporting healthier indoor environments, and performing services in accordance with applicable federal, state, and local laws, regulations, customer requirements, healthcare facility policies, and recognized industry practices.

Health, safety, security, privacy, confidentiality, and compliance requirements may vary based on the healthcare facility type, patient population, operational environment, service scope, infection prevention requirements, and approved Scope of Work (SOW).

Health & Safety

UpClean Solutions performs healthcare janitorial services in accordance with applicable Occupational Safety and Health Administration (OSHA) requirements and other applicable workplace safety regulations.

Our safety program is designed to promote employee well-being, reduce workplace hazards, support infection prevention efforts, protect building occupants, and provide a safe working environment for employees, patients, healthcare professionals, visitors, and facility occupants.

Our Health & Safety Program includes, but is not limited to:

- Personal Protective Equipment (PPE) management, inspection, availability, proper use, disposal, and employee training
- Slips, trips, and falls prevention procedures
- Safe lifting, carrying, vacuuming, mopping, sweeping, and material handling practices
- Safe operation, inspection, cleaning, and maintenance of janitorial equipment
- Chemical handling, storage, labeling, dilution, transportation, and disposal procedures

- Safety Data Sheet (SDS) management and accessibility
- Bloodborne Pathogens awareness and safe work practices, when applicable
- Infection prevention awareness and healthcare environmental cleaning safety practices
- Isolation precaution awareness and enhanced PPE requirements when included within the approved Scope of Work (SOW)
- Electrical safety awareness
- Fire prevention and emergency response procedures
- Workplace sanitation and housekeeping practices
- Hazard identification, incident reporting, and corrective action procedures
- Ongoing employee safety training, healthcare cleaning training, and continuous improvement initiatives

Sustainable Cleaning Practices

Whenever practical and appropriate, UpClean Solutions utilizes EPA Safer Choice® registered, environmentally preferable, and eco-friendly certified cleaning products that support healthier indoor environments while promoting responsible and sustainable cleaning practices.

Our sustainable cleaning practices may include:

- EPA Safer Choice® products, when available and appropriate
- Environmentally preferable cleaning products
- Proper chemical labeling and storage
- Manufacturer-recommended chemical dilution systems
- Responsible disposal of cleaning chemicals and related materials
- Reduced waste practices where practical
- Maintaining clean and safe walking-working surfaces
- Compliance with company Standard Operating Procedures (SOPs)
- Continuous efforts to reduce environmental impact while maintaining cleaning effectiveness and healthcare cleaning requirements

Security & Facility Access

UpClean Solutions respects each customer's security requirements and follows approved facility access procedures established within the Service Agreement and Scope of Work (SOW).

When applicable, the Service Agreement or Scope of Work should identify:

- Approved service schedules and permitted access hours
- Authorized building entrances and exits
- Key management procedures
- Keycards, RFID credentials, mobile credentials, PIN codes, alarm codes, biometric access, or other approved access methods

- Visitor registration procedures
- Restricted and controlled-access areas
- Patient-care areas requiring additional access procedures
- Escort requirements, when applicable
- Facility opening and closing procedures
- Building security procedures before, during, and after service
- Emergency contacts and reporting procedures

Access credentials are securely managed and used only for authorized service activities. Unauthorized access, sharing of credentials, or access beyond approved service requirements is prohibited.

Privacy

UpClean Solutions respects the privacy of customers, employees, patients, residents, visitors, healthcare professionals, and facility occupants.

While performing healthcare janitorial services, our personnel are expected to:

- Conduct themselves professionally
- Avoid unnecessary access to personal or sensitive information
- Protect information encountered during normal service activities
- Respect patient privacy and restricted areas
- Avoid viewing, handling, or accessing confidential records unless specifically authorized within the Scope of Work (SOW)
- Follow customer privacy procedures and healthcare facility requirements

Privacy practices are implemented in accordance with the approved Scope of Work (SOW), customer policies, applicable agreements, and applicable privacy requirements.

Confidentiality

UpClean Solutions recognizes that employees and authorized subcontractors may encounter sensitive healthcare information, business information, documents, equipment, or facility areas while performing services.

We are committed to protecting customer privacy, confidential information, patient information, and facility property through professional conduct and responsible business practices.

Our confidentiality program includes, but is not limited to:

- Respecting customer and patient privacy
- Protecting confidential business information
- Safeguarding documents, records, and accessible electronic information
- Protecting customer property, equipment, and assets
- Restricting access to authorized personnel only
- Following confidentiality requirements established in the Service Agreement and Scope of Work (SOW)

- Reporting security concerns, suspicious activity, privacy concerns, or incidents to designated customer representatives
- Requiring employees and authorized subcontractors to follow confidentiality, ethics, and professional conduct policies

HIPAA Privacy & Confidentiality

UpClean Solutions is committed to protecting patient privacy, confidentiality, and information security while performing healthcare janitorial services.

Team members assigned to healthcare facilities receive HIPAA Privacy and Security Awareness Training appropriate to their assigned responsibilities and service environment.

UpClean Solutions does not access, review, or use Protected Health Information (PHI) as part of routine cleaning services unless such access is specifically required, authorized, and included within applicable agreements.

When services performed involve access to Protected Health Information (PHI), or when required by the customer or applicable regulations, UpClean Solutions will execute appropriate agreements, including a Business Associate Agreement (BAA) when applicable, and comply with applicable HIPAA Privacy, Security, and Breach Notification requirements.

Healthcare areas that may require enhanced confidentiality and privacy safeguards include, but are not limited to:

- Medical Records & Chart Rooms
- Administrative Offices
- Nursing Stations
- Billing & Coding Departments
- Health Information Management (HIM) Offices
- Patient Registration & Admissions Areas

Regulatory Compliance

UpClean Solutions conducts operations in accordance with applicable federal, state, and local laws, regulations, customer requirements, healthcare facility procedures, and recognized industry standards.

Compliance requirements vary depending on the healthcare facility type, patient-care environment, operational requirements, infection prevention requirements, and contractual obligations.

Our compliance program may include, but is not limited to:

- Occupational Safety and Health Administration (OSHA) requirements
- Safety Data Sheet (SDS) management
- Environmental and chemical handling requirements
- Workplace health and safety practices
- Healthcare environmental cleaning procedures

- Customer-specific healthcare policies and procedures
- Security and access control requirements
- Employee training and competency requirements
- Documentation, inspection, and recordkeeping procedures
- Continuous compliance monitoring and corrective action processes

Professional Working Relationship

UpClean Solutions is committed to building long-term healthcare partnerships based on trust, professionalism, accountability, transparency, and open communication.

Through proactive reporting, continuous training, quality assurance, safety practices, infection prevention support, and regulatory awareness, we strive to provide dependable Healthcare Janitorial Services while protecting the health, safety, security, privacy, confidentiality, and operational integrity of every healthcare facility we serve.

Service Disclaimer

Healthcare janitorial services are customized for each healthcare facility and may vary based on:

- Building size and layout
- Facility type and healthcare services provided
- Patient population, occupancy levels, and traffic patterns
- Patient-care areas, support areas, and facility zoning requirements
- Accessibility requirements
- Security and controlled-access requirements
- Privacy and confidentiality requirements
- Infection Prevention and Control (IPC) requirements
- Operational schedules and facility activities
- Environmental conditions
- Selected service frequency
- Healthcare facility policies and procedures
- Approved Scope of Work (SOW)

The services described in this guide represent a general overview of UpClean Solutions' Healthcare Janitorial Services capabilities and may not be included in every healthcare cleaning program.

Certain services may be performed only as scheduled healthcare deep cleaning, specialty cleaning, periodic maintenance, project-based services, terminal cleaning support, enhanced cleaning services,

emergency services, or optional add-on services depending on the facility's needs, approved service plan, and Scope of Work (SOW).

Final cleaning tasks, service frequencies, deliverables, service levels, documentation requirements, compliance requirements, infection prevention support requirements, and additional service requirements are determined through the Site Survey process and specifically defined within the customer's customized Scope of Work (SOW) and Service Agreement.

Healthcare cleaning responsibilities involving specialized areas, regulated equipment, medical devices, hazardous materials, biohazard-related services, or other controlled activities will only be performed when specifically identified, authorized, qualified, and included within the approved Scope of Work (SOW).
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