

# Washroom Care

## Training Guide



KNOWLEDGE

COMPLIANCE

CONFIDENCE



# WASHROOM CARE

## The Basics

The washroom, more than any other area, is where people judge the cleanliness of your facility the most. Clean, fresh-smelling washrooms generate compliments and contribute to a positive customer experience, whereas dirty washrooms will have a negative impact on your business.

## General Washroom Care Guidelines

When possible, the cleaner should have a cart that can be taken into the washroom stocked with all the supplies necessary to do the job. If the cleaner must continue to go in and out of the restroom in order to get supplies, important cleaning time is being taken away.

A pattern needs to be developed so nothing is forgotten. Following our procedures you can be efficient and effective with your washroom care.



Use and wear protective equipment or clothing required by the employer. The use of protective gloves and safety glasses is highly recommended.



Refer to product label and safety data sheet (SDS) before use. For complete product information, please consult [www.dustbane.ca](http://www.dustbane.ca).

## TOOLS/EQUIPMENT CHECKLIST

- Washroom Cart
- Toilet Paper
- Paper Towel
- Hand Soap
- Microfibre Cloths
- Squeegee
- Toilet Bowl Brush
- Rubber Gloves
- Dust Mop
- Damp Mop
- Garbage Bags
- Wet Floor Sign
- Cleaning Products



For quick and easy cleaning, consider **TRIPLE ACTION MULTI WIPES** to clean, degrease and disinfect hard surfaces such as door handles, counters, change tables, etc.

# WASHROOM CARE

## Daily Maintenance Procedures

Proper daily maintenance is important in a washroom. A simple, daily routine keeps the washroom fresh, clean and sanitary. Follow these steps to ensure a clean facility.



## Step by Step Instructions

1. Flush toilets, then squirt **ORGANIC** under lip of bowl.
2. Replenish toilet tissue dispensers. The bottom sheet of the added supply should fold inside the top sheet of the existing supply so it will draw properly.
3. Replenish paper towels. Fold in properly. If roll type is used, roll must be inserted with feed from the bottom of the roll.
4. Replenish soap dispensers with **TRADITION** or **TRADITION PLUS** and ensure each dispenser is working properly. Wipe outside with **QUAT PLUS**, then wipe dry.
5. Replenish any other dispensers (toilet seat covers, sanitary napkins, etc.)
6. Hand pick litter and place in waste receptacles into service cart.
7. Empty waste receptacles into service cart bag. Place receptacles out of way for floor cleaning.
8. Wear rubber gloves. With a microfibre cloth and **QUAT PLUS** or **OXY-Q**, squeeze out excess solution, then wipe all horizontal surfaces above the floor, paying particular attention to tops of partitions, cubicle doors and glass shelves.
9. With a dedicated microfibre cloth and **QUAT PLUS** or **OXY-Q**, wipe the outside of each toilet bowl and both sides of each toilet seat. Leave seat damp and in the upright position.
10. With a microfibre cloth and **QUAT PLUS** or **OXY-Q**, wipe the outside of each urinal and polished metal. Wipe metal dry.



# Step by Step Instructions

## Continued



11. With a microfibre cloth and **QUAT PLUS** or **OXY-Q**, wipe all outside and inside surfaces of each sink, taps, and pipes. Use **ORGANIC** on stains and taps. Wipe dry with paper towel.
12. With a squeegee or microfibre cloth and **AZURE**, clean all mirrors and mirror frames and stainless steel fixtures.
13. Using **QUAT PLUS** or **OXY-Q**, spot clean walls, light switches and partitions. Pay particular attention to splash marks near sinks.
14. Wear rubber gloves and use a toilet bowl brush to scrub inside bowl of each toilet. Be certain to include under lip. Flush toilet – leave seat up.
15. Wear rubber gloves and remove debris from urinals. Use bowl brush and **ORGANIC** to clean inside each urinal and flush.
16. When all urinals are cleaned, squirt small amount of **QUAT PLUS** or **OXY-Q** into each drain. Do not flush again.
17. Dust mop floor and pick up sweepings with dustpan and banister brush. See the **Floor Care Training Guide** for a more detailed explanation.
18. Damp mop or, if necessary, wash the floor using **QUAT PLUS**. Pay particular attention to corners and areas behind toilets. Remove all splash marks from baseboards, base of toilet bowls and legs of cubicle partitions. Use wet floor signs, until the floor is completely dry. See the **Floor Care Training Guide** for a more detailed explanation.
19. Replace waste receptacles and check total area to ensure everything is in order.

## Other Tasks to Consider

### Drain & Vent Cleaning

Periodically, it will be necessary to clean air vents. Use **EMERALD** for this task, then wipe dry.

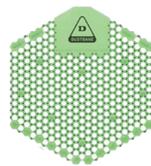
It may also be necessary to pour a small amount of **BIO-BAC II** into floor drains once weekly to prevent odours from emanating from traps.

It is best to establish a schedule for these tasks so they don't get forgotten (ex: weekly).



### Odour Control

Washrooms can be a source of foul odours. Keep them under control with any of the following options:



**3D SHIELD** is a urinal screen with a unique post and lattice design that eliminates 99% of splashback. It offers over 30 days of odour control.



**AIR MAX** offers consistent and powerful odour control for a full 30 days, outperforming gels, wicks and aerosols.



**ENVIRO PUCK** deodorant blocks contain water-activated bacteria that target odour causing stains and build-ups such as hard water scale, uric salt, and congealed solids.

# Restroom Cleaning Chart

Product	Bath Tubs	Ceramic Tile	Chrome Fixtures	Copper-Brass	Countertops	Drain Opener	Floors, Walls, Tiles	Grout & Tile	Garbage Pails	Glass, Mirrors	Mildew	Odour	Plastic Surfaces	Plexiglass	Porcelain	Rust	Shower Stalls	Sinks	Hand Soap – Lotions	Hand Soap – Industrial	Soap Film Remover	Stainless Steel	Toilets	Urinals	
<b>AQUA SCRUB</b>	<																								
<b>BLU-LITE</b>		<	<	<	<			<					<	<									<	<	<
<b>BLU-LITE PLUS</b>		<	<	<	<			<					<	<									<	<	<
<b>HI-GENIC</b>	<														<								<	<	<
<b>NITRO</b>						<																			
<b>PRESTO</b>															<	<							<	<	<
<b>STRATE FLUSH</b>															<	<							<	<	<
<b>OXY-Q</b>	<	<	<		<		<	<	<	<			<				<	<					<	<	<
<b>PINOSAN</b>	<				<		<	<	<	<			<				<	<					<	<	<
<b>QUAT PLUS</b>	<				<		<	<	<	<			<				<	<					<	<	<
<b>VANGARD</b>	<				<		<	<	<	<			<				<	<					<	<	<
<b>AZURE</b>		<	<		<		<	<		<			<										<	<	<
<b>EXCELSIOR</b>		<	<		<		<	<		<			<										<	<	<
<b>ORGANIC</b>		<	<		<		<	<		<			<										<	<	<
<b>ORGANIC BOWL CLEANER</b>																									
<b>OXY D.S.T.</b>	<	<		<	<		<	<	<				<				<	<					<	<	<
<b>POLAR</b>	<	<		<	<		<	<	<				<				<	<					<	<	<
<b>CORSAGE</b>				<	<														<						
<b>POLYPOWER</b>																									
<b>TRADITION</b>																			<	<					
<b>TRADITION PLUS</b>																			<	<					
<b>COMPARE</b>					<																				
<b>NU-LIFE</b>	<	<					<	<					<										<	<	<
<b>3D SHIELD</b>												<	<										<	<	<
<b>ENVIRO PUCK</b>		<																							
<b>MAGIC</b>		<																							

**IMPORTANT:**  
This quick selection chart attempts to give you a partial overview of products and their applications. Technical data subject to change without notice.



Use and wear protective equipment or clothing required by the employer. The use of protective gloves and safety glasses is highly recommended.



Refer to product label and SDS before use. For complete product information, please consult [www.dustbane.ca](http://www.dustbane.ca).

Use this chart as a general guideline of which Dustbane products are safe to use on different restroom surfaces.



# The Dustbane Way

## CLEANING THE RESTROOMS

Cleaning restrooms starts with a simple program. Ask us about a custom program that will meet your individual needs.

Here's our baseline recommendation.



**5 Hand Washing: Tradition Plus**  
 The emollient containing formula of this foaming hand cleaner leaves hands feeling smooth and soft. UL ECOLOGO® Certified.

- Use with an open top dispenser
- Reduce soap waste by more than 50%

**Urinal Screen: 3D Shield**  
 Its unique post and lattice design eliminates 99% of splashback and installation errors.

- Over 30 days of odour control
- Also available in fragrance free

**1 Tile & Grout Cleaner: Blu-Lite Plus**  
 Humid and moist environments are breeding grounds for mold and mildew. Grout, being porous, absorbs the water below the surface and carries these contaminants below the surface, which can lead to discoloration and the appearance of being dirty.

- Dilute in cold water at a rate of 1:40.
- Available in 1 L & 4 L.

**4 Drain Cleaner: Bio-Bac II**  
 Malodours in washrooms and shower stalls are far from appealing to patrons. Drains are one hiding place where germs can lurk. Bio-Bac II's enzyme based formula will eat away the odour causing bacteria. UL ECOLOGO® Certified.

- Use concentrated.
- Available in 4 L.

**2 Disinfectant Cleaner: Blu-Lite Plus**  
 Germs are spread incredibly easily especially in public areas. More patrons means more germs – and as these patrons head to the restroom to freshen up, they must be extra clean. The use of a disinfectant cleaner will ensure your surfaces are germ free. DIN: 02362333.

- Dilute in cold water at a rate of 1:40.
- Available in 1 L & 4 L.

**5 Glass Cleaner: Azure**  
 All establishments must maintain cleanliness in order to attract and retain customers. As it is human nature to look at ourselves in the mirror, this surface must be kept spotless to preserve a clean appearance. UL ECOLOGO® Certified.

- Dilute in cold water at a rate of 1:16.
- Available in 750 ml (RTU) & 4 L.

**3 Drain Opener: Nitro**  
 Most restroom drain clogs result when dirt, skin flakes, and especially hair binds to soap scum on the walls of drain pipes. Over time, this gunk accumulates and reduces water flow and can lead to flooding. Nitro clears the toughest clogs quickly and safely.

- Available in 1 L.

**6 Floor Cleaning: Square Scrub Pivot**  
 The Square Scrub Pivot boasts the latest orbital technology to evenly remove floor finish down to the deepest layers - preparing the floor for a fresh coat. Gymnasium floors will shine like new and look fresher, longer.

# The Dustbane Way

## CLEANING A WASHROOM

Cleaning a washroom starts with a simple program. Ask us about a custom program that will meet your individual needs.

Here's our baseline recommendation.



### 1 Foaming Cleaner/Disinfectant/Descaler/Deodorizer: Blu-Lite Plus



This surfactant-based cleaner and disinfectant generates a foam that clings to surfaces to give optimum contact time. An effective phosphate and A.P.E. free cleaner that provides a deep cleaning of bathroom surfaces such as toilets, sinks and urinals.

- Dilute in cold water at a rate of 1:40.
- Available in 1 L & 4 L.

### 3 Drain Cleaner: Bio-Bac II



Malodours in washrooms are not appealing to patrons. Drains are one hiding place where germs can lurk. Bio-Bac II's enzyme based formula will eat away the odour causing bacteria. UL ECOLOGO® Certified.

- Use concentrated.
- Available in 4 L.

### 2 Glass & Stainless Steel Cleaner: Azure



All establishments must maintain cleanliness in order to attract and retain customers. All washroom surfaces must be kept spotless to preserve a clean appearance. UL ECOLOGO® Certified.

- Dilute in cold water at a rate of 1:16.
- Available in 750 ml (RTU) & 4 L.

### 4 Odour Control: Air Max



Washrooms can be a source of malodours. The Air Max is designed to offer consistent and powerful odour control for a full 30 days, outperforming gels, wicks and aerosols.

- Available in mango, cotton blossom and cucumber melon.

# ONTARIO OHSA WASHROOM CLEANING REQUIREMENTS

## Working for Workers Five Act, 2024

Aligned with Ontario Occupational Health & Safety Act (OHSA)



The Working for Workers Five Act, 2024 amended Ontario's Occupational Health & Safety Act to make washroom sanitation and proof-of-cleaning a legal compliance requirement, not just a best practice.

This represents a significant shift in accountability for employers and constructors across Ontario.

### What Changed

#### 1. Clean and Sanitary Is Now Enforceable

In force: July 1, 2025

Employers, and constructors on construction projects, must ensure washroom facilities provided to workers are maintained in a clean and sanitary condition.

"Clean" is no longer subjective. It is enforceable under OHSA.

#### 2. Documentation Is Now Mandatory

In force: January 1, 2026

Cleaning records must:

- Be kept for each washroom facility
  - Include the date and time of cleaning
  - Be readily accessible to workers
  - Be posted physically near the washroom
- OR
- Be available electronically with clear worker access instructions

At minimum, records must show the two most recent cleanings.

"We clean daily" is no longer enough, you must be able to prove it.

### Why This Matters

This change:

- Elevates sanitation to a compliance obligation
- Requires visible, verifiable documentation
- Increases inspection exposure
- Requires operational controls, not just cleaning tasks

**Washroom care is now part of your compliance framework**



# WHERE THE IMPACT IS GREATEST

While the core duty applies to all workplaces, the operational impact varies depending on the environment.

## Employers

Applies to offices, warehouses, manufacturing facilities, commercial buildings, and institutional environments.

Biggest Changes for Employers:

- 1. Provable sanitation controls (paper trail required)**  
Workers must be able to access documented proof of cleaning.
- 2. Explicit posting standard**  
The two most recent cleanings (date & time) must be visible.
- 3. Access requirement**  
Records cannot be “available upon request.” They must be readily accessible.
- 4. Operational responsibility remains with the employer**  
Even if cleaning is outsourced, responsibility cannot be delegated away.

## Constructors (Construction Projects)

On construction projects, the constructor holds primary responsibility for shared worker washroom facilities.

Additional Construction Requirements:

- Maintain a servicing record history — not just “last cleaned”
- Keep records for the last 6 months or the duration of the project (whichever is shorter)
- Maintain documentation at the project site

Construction environments face stricter documentation scrutiny due to shared duties and inspection frequency.

Requirement	Employers	Constructors
Maintain clean & sanitary condition	✓	✓
Keep cleaning records	✓	✓
Show two most recent cleanings	✓	✓ (6 months or project duration)
Maintain extended servicing history	—	✓
Records must be accessible to workers	✓	✓

The duty is shared. The documentation depth differs.

# WHAT YOU MUST IMPLEMENT NOW

To comply with OHSA amendments, employers and constructors must move from informal cleaning routines to structured sanitation controls.

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## 1. Establish Operational Controls

- Assign clear responsibility (internal staff or contractor)
- Define cleaning frequency based on traffic and risk
- Ensure hygiene supplies are consistently stocked
- Standardize procedures for cleaning and servicing

High-traffic washrooms require higher frequency.

## 2. Standardize Record Keeping

Each washroom facility should have its own log.

Every entry should include:

- Date
- Time
- Area serviced
- Staff initials or name
- Notes (if applicable)

Incomplete or inconsistent logs may be considered non-compliant.

## 3. Ensure Worker Access

- Assign clear responsibility (internal staff or contractor)
- Define cleaning frequency based on traffic and risk
- Ensure hygiene supplies are consistently stocked
- Standardize procedures for cleaning and servicing

High-traffic washrooms require higher frequency.

## 4. Align Contracts & SOPs

If cleaning is outsourced:

- Update contracts to require compliant logs
- Define retention expectations
- Add audit/verification steps
- Ensure records remain accessible to your workers

Responsibility remains with the employer or constructor

## 5. Prepare for Inspection

Ontario safety inspectors can enforce OHSA duties. Non-compliance may result in inspector orders or penalties.

Documented sanitation protects your organization.



# SAMPLE OHSA-COMPLIANT LOG TEMPLATE

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Location:  
Washroom ID:

Date	Time	Area cleaned	Staff Initials	Notes

Employers must clearly display the two most recent cleaning times.  
Construction projects must maintain extended servicing history for 6 months or project duration.

## What Workers See vs. What It Means

### What workers see:

A posted cleaning log with visible date & time entries and properly stocked hygiene supplies.

### What it means:

Your organization has implemented documented sanitation controls aligned with Ontario OHSA requirements.

Bill 190 transforms washroom cleaning from routine maintenance into verifiable compliance.

Dustbane supports compliant washroom maintenance through structured cleaning procedures, training, and documentation tools that align with current regulatory standards.





## Vision

To be a growth company focused on continuously improving customer experience through people, products and processes while making a positive impact on society and the environment.



### **CUSTOMER INTIMATE**

Meet customer expectations.



### **EXECUTE**

Deliver results.



### **GROWTH**

Be a high growth company where staff also grow professionally.



### **RESPECTFUL & INCLUSIVE**

Show all stakeholders respect.  
Communicate effectively and listen to learn from others.



### **MEANING**

Positively impact people and the planet.