



TLC Annual Online Training

Homemaking



Unit 1: Your Duties in Housekeeping

“Your Duties in Housekeeping” refers to the responsibilities and daily tasks involved in maintaining a clean, safe, organized, and comfortable home environment for the participant.

House keeping basics: “Housekeeping basics” refers to the fundamental cleaning, organizing, and home maintenance tasks needed to keep a living space safe, sanitary, and comfortable.

<p>Which tasks are considered light duties:</p> <ul style="list-style-type: none">+ Straightening up+ Vacuuming sweeping+ Mopping dusting cleaning bathrooms+ Cleaning bathrooms+ Cleaning the kitchen+ Taking out trash+ Laundry	<p>Light housekeeping does not include:</p> <ul style="list-style-type: none">+ Washing outside windows+ Shampooing carpets+ Moving heavy furniture to clean under or behind it+ Mowing the lawn, pulling weeds+ Washing the car
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<ul style="list-style-type: none"> + Watering houseplants + Changing bed lines + Organizing cabinets 	<ul style="list-style-type: none"> + Cleaning the garage, attic or basement
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Unit 2 Creating a cleaning schedule

- + Daily tasks
- + Scheduling tips
- + Set boundaries
- + Write it down
- + Be flexible

What supplies are needed?

If you have been assigned housekeeping duties, the proper tools and cleaning products must be provided for you to perform your tasks effectively.

At a minimum, you should have:

- + Broom and dust pan + Vacuum + Cloth (for dusting)
- + Sponges + Mop & bucket + Polish
- + Rubber gloves + Disinfectant cleaner
- + Toilet bowl brush + Floor cleaner furniture

You will probably not need:

- + Lawn mower + toothbrush + pressure washer
- + paper shredder + Feather duster + steam cleaner

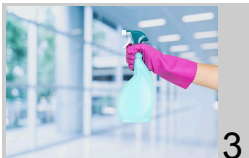
Homemade cleaning products



1 Use **baking soda** instead of scouring powder to clean sinks. You can also add baking soda to warm water to clean and eliminate odors in the fridge and trash cans.



2 **White vinegar** can be used to remove hard water stains on sinks, toilets, and tubs. A few tablespoons of white vinegar diluted in water also replaces glass cleaner.



3 Mix $\frac{1}{4}$ cup of **bleach** and 2 and $\frac{1}{2}$ cups of water in a spray bottle to make a strong disinfectant for the kitchen and bathrooms.

Cleaning the living room

In this section, we will go over the correct procedures for:

+ daily tidying + vacuuming + weekly cleaning + dusting

Daily tidying

If your client spends most of their day in the living room, then it should be tended to every day.



Every day:

Tip 1 Clear up clutter and put things where they belong. Straighten items on the coffee table. Discard (or recycle) old newspapers and magazines.

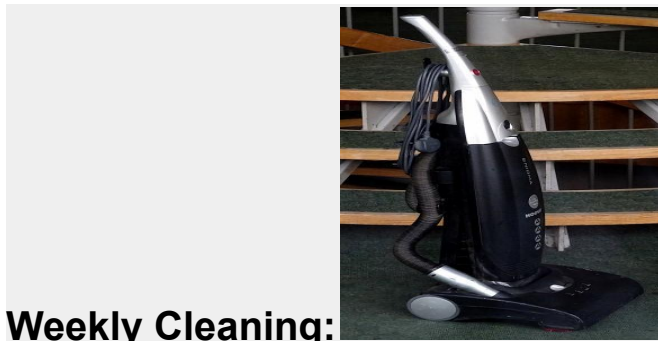
Tip 2 Toss any food items left from the day such as crumbs, disposable dishes, or food wrappers. If your client is a smoker, empty ashtrays.

Tip 3 Wipe any tabletops that are visibly soiled, especially with food spills or rings from drinking glasses.

Tip 4 Fluff the cushions on the sofas and chairs. Fold any throw blankets that are not in use.

Create a “Command central”

Tip 5 Place a small table, shelf, or organizer near the chair that is used most often. Use it to organize frequently needed items, such as eyeglasses, tissues, the telephone, books, magazines, newspapers, and a wastebasket.



Weekly Cleaning:

1 Dust all surfaces including tabletops, the television, shelves, books, and picture frames.

2 Remove cobwebs from the ceiling and corners with a broom.

3 Wipe the switch plates and doorknobs

4 Sweep any hardwood or vinyl floors

5 Wipe and disinfect commonly used objects like the television remote.



6 Always vacuum last. Dusting, sweeping, and straightening up will knock dirt and dust on the floor. If you vacuum last, you'll be sure to suck up all those bits that fell.



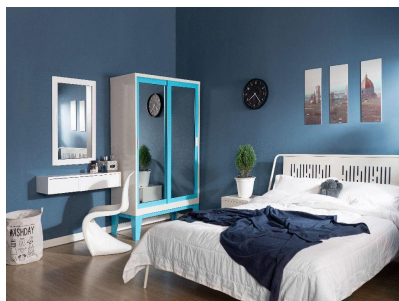
Dusting.

Remember, dusting isn't just for the living room. Be sure to dust in the kitchen, bedroom, bathroom, and any other living area(S) within your client's home.

Vacuuming Tips.

1 Before you begin, inspect the bag or canister. If the vacuum is bagless, check the canister to see how full it is. If it is at or near the "fill line," empty it before you start vacuuming. If the vacuum has a bag, check to see how full it is. A full bag can break or pop off, leaving a huge mess to clean!

2 Start by the door (or area with the most heavy foot traffic) and work your way across the room, going back and forth. Overlap each strip a little because vacuums don't always clean up to the edge of the machine.



Cleaning the bedroom.

In this section, we'll review the proper procedures for:

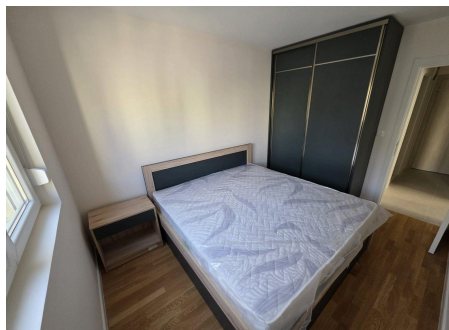


- + Daily tidy
- + weekly cleaning
- + changing bed linens
- +making unoccupied bed

1 Tidy up each day; remove trash and food items; and empty ashtrays and wastebaskets.

2 Once a week, vacuum, dust, remove cobwebs, and disinfect doorknobs, switch plates, and the telephone.

Blankets, comforters, and duvets can be changed when visibly soiled or one a month (whichever comes first)



Making an unoccupied bed.

1 Gather clean linens and place them on a clean, dry surface near the bed

2 Apply gloves

3 Remove and fold the blanket and/ or bedspread and place it on a clean surface.

4 Remove soiled pillowcase by grasping the closed end with one hand and slipping the pillow out with the other place the soiled cases on top of the soiled sheet and place the pillows on a clean surface

5 To remove toiled linens: Free the bottom sheet and mattress pad at each corner and roll the soiled linens to the middle of the bed. Grab it in one ball and place in a lined bag or hamper, keeping soiled linens away from your clothes or uniform.

6 Check the matters. If the mattress is soiled, spot clean it with a disinfectant and leave it to air dry before placing clean linens on the bed.

7 Gently unfold a clean mattress pad on the mattress and secure elastic



corners.

8 Add the bottom fitted sheet onto the mattress.

9 Place the top sheet on the bed, even with the top of the mattress at the head of the bed. Pull the remaining length toward the bottom of the bed.

Tuck and miter the bottom corners

10 Replace blankets and bedspreads

11 Place a clean pillowcase on each pillow. To avoid shaking and hugging the pillow: grasp the closed end of the pillowcase; then gather the case and turn it inside out your hand. With the same hand, grasp the middle of one end of the pillow. With the other hand, pull the case over the length of the pillow.

12 place the pillows at the head of the bed

13 Remove gloves and wash hands

If your client is unable to get out of bed while you change the linens, ask your supervisor for training and a demonstration on making an occupied bed. This task can be dangerous for you and the client if the bed does not raise up and/or have side rails.



Doing Laundry.

Proper procedures.

Checking labels: Checking labels means recognizing laundry symbols for washing, bleaching, ironing, dry cleaning, and drying, where dots show water temperature, lines show cycle type, and X or special icons give “do not” or handwash instructions.

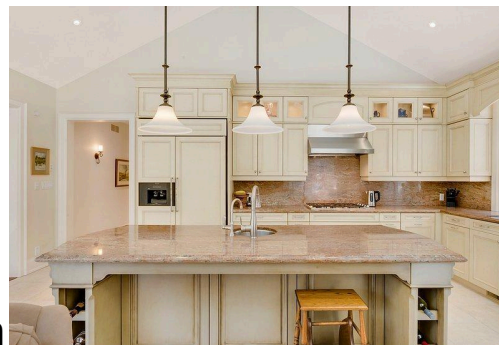
Loading the machine: Loading the machine means placing clothes loosely (about 2/3 full), adding detergent properly, balancing heavy and light items, and securing clothing like zipping and checking pockets before washing.

Drying Clothing: Drying clothing means following label instructions for heat



settings, using low heat or air-dry for delicates, cleaning the lint filter, avoiding overloading, and removing clothes promptly to prevent shrinkage and wrinkles.

Sorting colors: Sorting colors and fabrics means separating whites, lights, darks, and bright colors, while also grouping heavy items, delicates, and lint-producers to prevent damage and dye transfer.



Unit 3 Keep the kitchen clean

Cleaning the kitchen

We will go over the correct procedure for:

Doing dishes	Using the dishwasher
Wiping down surface	Cleaning out the refrigerator
Defrosting the freezer	Caring for kitchen floors
Cleaning and organizing cabinets	Handling pests in the kitchen



Sponges: the Good, the Bad, and the GROSS

The Good

Using a sponge has benefits: if you use a clean sponge with a scouring pad, you're more likely to eliminate bacteria growing on dishes and silverware.

The Bad



The scary truth: many studies have been done that have found the average kitchen sponge carries the same amount of bacteria as a toilet bowl.

The bacteria is then transferred onto dishes, counters, tables, and anywhere else that sponge may touch.

After Use: after using a sponge, wring out all of the water and leaning it on its side or placing it in a drying dish to allow it to dry completely.

If the sponge remains moist, bacteria start to grow?

Once a Week:

At least once a week: Wet the sponge and “cook” it in the microwave for two minutes to eliminate germs.

You can also run it through the dishwasher with a normal load of dishes.

The Gross:

If a sponge begins to develop a sour smell, replace it right away. The sour smell tells you that germs are present.



A few more dish washing facts

1 Remember to always wash dishes with hot, soapy water and hot water to rinse.

2 The most important factor in eliminating germs from dishes is the friction between the dish and the sponge. Make sure you're scrubbing the dish well.



3 wearing rubber gloves will provide a barrier against germs while also protecting your fingers if you're handling sharp knives.

In order to ensure dishes are properly cleaned, it's important to review how to load a dishwasher. Can you load the dishes in the right places?

Wiping Down Counters and Surfaces

1 The countertops, table, and stove should be wiped down after each use.

2 use a premoistened disposable wipe or use an all purpose cleaner and a paper towel to wipe down surfaces in the kitchen

3 Never use a sponge or dishrag. This transfer germs all over the kitchen?



Defrosting a freezer

Step 1 Turn the freezer off: controls may be inside the refrigerator

Step 2 Empty the freezer: Remove all food from the freezer and store in an ice chest while you are defrosting.

Step 3 Add hot water: place a pan of hot water in the freezer compartment and close the door.

Check the melting ice and reheat the water every 10 to 15 minutes.

Wipe up ice and water as it melts.

Step 4 Add Baking Soda: use 2 tablespoons of baking soda mixed in warm water to wipe out the compartment once all the ice has melted.

Step 5 Turn it back on: Turn the freezer back on, close the door and let it run for 10 to 15 minutes before returning food to the freezer.



Cleaning the Floor

1 Sweeping the floors: move small items like chairs and trash can out of the way

2 Sweep the entire floor, including the areas under the lower cabinets.

3 Any dirt or dust left on the floor will run into mud and can possibly scratch the floor once you start to mop.

Mopping the floors Search



Organizing kitchen Cabinets

Tip 1 Upgrade storage: Store less used products like flour and sugar in zip top bags or in a plastic container with a lid to keep them fresh and pest free.

Tip 2 Organize "like items" together: for example, put all canned goods on one shelf, separating them into categories, like beans, vegetables, and soup.

Then, place the boxed items on another shelf with a grouping of cereals, pastas, crackers, and snack items.

Tip 3 Face labels forward: Arrange items so that all of the labels face forward. This will be useful when it's time to write a grocery list. You will be able to easily see what you have and what you need.

Tip 4 Ask first: do not rearrange things to another place in the kitchen without speaking to your client or the family first.



Tip 5 Once a month: Go drawer by drawer and cabinet by cabinet removing all the items and wiping down the surface.

Handling pets in the kitchen

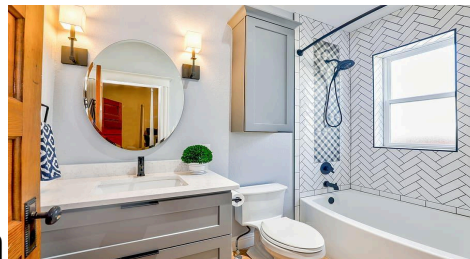
What can you do to reduce the likelihood of having pests in the home

+ Limit eating to the kitchen or one other room that will also be cleaned daily.

+ Rinse and/or wash dishes right after eating.

+ Wipe up spills as soon as they happen

+ Take out any trash that contains food right away.



Unit 4 Cleaning the bathroom

+ Cleaning surface and floors

+ Scrubbing the sink

+ Shining the mirror

+ Cleaning the tub and shower

+ Disinfecting the toilet

+ Cleaning the wastebasket

Scrubbing the sink: Clear all items from the vanity. Wipe the sink, the vanity top, and the faucet with a disinfectant and the bathroom sponge

Shining the Mirror: Use glass cleaner and a clean cloth or a piece of balled up newspaper to clean the mirror

Cleaning the Tub and Shower: spray walls, tub, and faucet fixtures with a disinfectant cleaner. Scrub from Top to Bottom with a sponge that is dedicated to cleaning the bathroom only. Be sure to rinse all of the cleaner off the walls and tub with clean water.



Disinfecting the Toilet

Step 1 Spray the inside of the toilet with an approved toilet bowl cleaning product.

Step 2 Scrub the inside of the bowl and under the rim with a toilet brush.

Step 3 Wash the seat, lid and outer surface of the toilet with a separate sponge

Step 4 Let dry. Close the lid and flush the toilet.



Cleaning the wastebasket

Empty the wastebasket: spray both the inside and the outside of the wastebasket with a disinfectant cleaner and wipe it down.

Use a trash can liner to make disposal easier.

If no liners are available, the plastic bags that come from the grocery store are usually a perfect fit for a small bathroom wastebasket.



Cleaning Surfaces and Floors

1 Remove all items from the vanity, sides of the tub, and the floor.

Toothbrushes, hairbrushes, and makeup can be placed somewhere they will be kept clean.

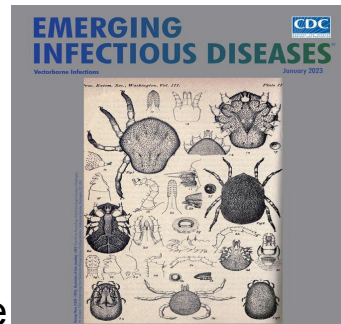
2 Other items like the wastebasket, laundry basket, and shampoo bottles can be placed just outside the bathroom door.

3 Using the same method described in the cleaning the kitchen section. Sweep first and then mop yourself out of the bathroom.



Final Housekeeping Tips

- + Reviewing the proper procedure for:
- + Caring for a client who has an infectious disease
- + Caring for a client who has pets in the home
- + Setting clear boundaries



When the clients has infectious disease

- 1 Use a disinfectant to clean all hard surfaces in the kitchen and bathroom every day. Disinfect doorknobs, switch plates, and telephones every day.
- 2 Wash dishes and utensils in the dishwasher on the sanitize cycle. If no dishwasher is available, wash in hot, soapy water and rinse in boiling water. Allow to air dry.
- 3 Wash all clothing and bed linens in a hot setting.



When there are pets in the home

- 1 Wipe or pick up any messes from hard surfaces with a paper towel and then disinfect the area.
- 2 Remove stool with a paper towel. Blot urine with paper towels. Use warm soapy water to wipe the carpet or furniture clean. Rinse and let dry completely.
- 3 Encourage your client to participate in the feeding, walking, or cleaning up after the pet as much as possible.



Making housekeeping Fun

- 1 Ask your client if he or she minds if you turn on some music
- 2 Reward yourself
- 3 Pretend you're on a game show

After finishing the online training, please take the quiz. You must earn 80% to pass. You may retake the quiz as many times as needed until you pass.