

Daily CSR Checklist

	Mon:	Tues:	Wed:	Thurs:	Fri:	Sat:
Check voicemail						
Check email and attach any records						
Check fax and attach any records						
Check communication tab for CSR tasks						
Daily follow-up calls						
Greenline						
Chewy/1800PetMeds						
Surgery forms for 2 days out emailed						
Sweep rooms/lobby						
Mop rooms/lobby						
Cleaning tasks						
End of day run/report to Thea						
Lock front door						
Check door in ramp, make sure locked						
Shut down and/or restart CSR computers						
All PJ handhelds on chargers, tablet plugged in						
Shut down PJ handhelds and tablet						
Turn off ice maker, dump out ice						
Water plants						
Reminder call for meds at one week, return to inventory at two						

Interior Cleaning/Maintenance SOP

1. Exam Rooms
 - a. All exam tables are cleaned with Rescue disinfectant (1:16 dilution) after every patient, with a disinfectant contact time of 10 minutes
 - b. If a potentially infectious animal was in the room, the room is cleaned and then shut down for 24 hours following U of M infectious disease cleaning guidelines
 - c. Rooms are deep cleaned from floor to ceiling on a monthly basis or more frequently if deemed necessary
2. Treatment Area/Kennels
 - a. Any visible organic material is removed and disposed of in general waste.
 - b. All kennels are cleaned on all 6 sides (top, bottom, sides and cage door) with Rescue disinfectant (1:16 dilution) with a disinfectant contact time of 10 minutes.
3. Lobby
 - a. All furniture, door handles, and contact points are wiped on a daily basis and deep cleaned on a weekly basis with Rescue disinfectant (1:16 dilution).
 - b. Scale is cleaned daily with Kennel Sol disinfectant (1:16 dilution) and immediately after any potentially infectious animal
4. Flooring
 - a. Floors are swept a minimum of twice daily in all common areas. Exam rooms are swept after each appointment.
 - b. Flooring is mopped with Kennel Sol disinfectant (1:16 dilution) a minimum of once daily, or as needed. Any urine, feces, vomitus, etc is cleaned immediately and disposed of in general waste, then mopped after.
 - c. Carpeting and rugs are vacuumed once to twice daily. Any soiled rug is removed from the area and replaced with a clean one.
 - d. All rugs, towels, mop heads and dust mop heads are replaced every 2 weeks through a professional cleaning company.
5. Vertical Surfaces and Windows
 - a. Cleaned on a monthly basis or immediately if visibly soiled.
6. Garbage Collection, Hazardous Waste, Sharps
 - a. General waste is collected once to twice daily as needed and disposed of in appropriate manner.
 - b. Hazardous waste is collected, labeled per regulations and stored on site until sent in for destruction per the Hennepin County Hazardous Waste Generator Guidelines.
 - c. Sharps containers are available throughout the facility and collected/capped when full. As each container is filled, VHA is called for pickup and delivery drivers will collect on their routes.
7. Miscellaneous Upkeep
 - a. Fire extinguishers and smoke detectors are tested on a monthly basis and batteries replaced no less than every 6 months.

- b. Routine inspection of interior areas for needed maintenance or repair is performed on a monthly basis and addressed as appropriate.

Monthly Cleaning - November 2022

Week 1 11/7-12/2022	Reception / Lobby:	Dust ceiling, shelves, pictures and countertops, wipe down wall tiles, windows, chairs, tables, and scale
	Rooms, old pharmacy area:	Dust ceiling, pictures, and shelves, wipe down table and base, wall tiles, counter top, sink, windows, and garbage can
	Notes:	
Week 2 11/14-19/2022	Hallway:	Dust ceiling, restock brochures, wipe down wall tiles
	Pharmacy:	Dust ceiling, shelves, wipe down countertop
	Notes:	
Week 3 11/21-26/2022	Treatment Room:	Dust ceiling, shelves, wipe down countertops, wall tiles, cupboards, window
	Surgery Suite:	Dust ceiling, shelves, wipe down wall tiles, countertops, window
	Notes:	
Week 4 11/28-12/3/2022	Multi-purpose area:	Dust ceiling, shelves, wipe down countertops, wall tiles, cupboards, kennels
	Dr.s' Office	Dust ceiling, shelves, wipe down wall tiles, x-ray table, windows, kennels
	Notes:	

Exam Room Cleaning SOP

Technicians and Doctors will indicate that they are done in an exam room and it is ready for cleaning by extending all of the exam room flags.

1. Technicians should be cleaning the exam rooms after finishing the appointment. In cases when we are busy or the technician needs to promptly move on to another appointment, the front desk staff will clean the room
2. Wipe all fur, etc. of the exam room tablet prior to cleaning.
3. Spray down the table, counter, and scale with Rescue (1:64 dilution). The Rescue must remain in contact with the table for 5 minutes.
4. In rooms that have windows, quickly wipe off any paw, nose or hand prints.
5. Clean ear cones with Chlorhexiderm by pushing it in and out several times in the cone cleaning tube. Rinse the cone and allow it to dry.
6. Clear all equipment from the counters
7. Plug in the handle for the ophthalmoscope/otoscope
8. If someone is still logged into Avimark press F12 to log them out
9. Sweep the floor
10. Mop the floor if there is any urine, feces or drool on the floor
11. Wipe down any benches or use a lint roller on any furniture as necessary (the furniture should be vacuumed at the end of the night)
12. Got back to sprayed surfaces and wipe them down with a wet paper towel.
13. Once the exam room is cleaned push all of the flags to the wall to indicate the room is clean and available for use.

Deep Cleaning Lobby & Rooms (Updated)

Lobby:

Spray rescue on chairs and surfaces, let it soak for a few minutes.

Dust all window sills, shelves, and door frames.

Disinfect door handles and equipment (Scale, water cooler, phones, flags, etc.)

Move all chairs, floor mats, and furniture, sweep and mop underneath.

Rescue wipe baseboards and “wood” along lower halves of walls.

Clean windows

Refill business cards, treat jars, if applicable.

Organize shelves where GI Low Fat is stored.

Clean computer screens with microfiber cloth

Organize insides of drawers

Rooms:

Spray rescue on chairs and surfaces, let it soak for a few minutes.

Dust all window sills, shelves, and door frames.

Disinfect door handles and equipment (Scales, keyboards, mice, etc)

Clean computer screens with microfiber cloth

Rescue wipe baseboards and “wood” along lower halves of walls.

Rescue wipe kickboards on backside of doors.

Rescue wipe fronts of cabinets

Dust out insides of cabinets and drawers, organize

Daily

Please initial each completed task:	M	T	W	Th	F	S
Tech communications done						
Worklist diagnostics done						
Tech appts marked complete						
Butterfly and IPAD charged						
Garbage out						
Poop garbage out and new bag in						
Recycling out						
Dishes cleaned						
Clippers cleaned						
Kennels cleaned						
Sinks cleaned						
Floors swept						
Floors mopped						
Rugs vacuumed						
IDEXX Labs out						

Surgery Check list:

Autoclave off & drained						
Safe locked						
O ₂ turned off						
Dental rads logged and attached						
Isoflurane filled						
Enviro-Pure canister weighed						
Surgery drugs logged						

Exterior Cleaning/Maintenance SOP

1. Organic Waste Removal
 - a. All employees who walk animals outside properly clean and bag any fecal matter and placed in appropriate receptacle
 - b. At a minimum, employees will walk the outside premises every other day for any organic waste and will bag and dispose of it in an appropriate manner
 - c. Any organic material on pavement/concrete will be flushed with copious amounts of water, scrubbed using a hard bristle brush and Rescue disinfectant (1:16 dilution) and flushed again with water
2. Snow Removal
 - a. Snow removal will be performed as indicated in the lease agreement.
 - b. Employees will shovel the sidewalk and entrances to the building as needed during business hours.
 - c. The only ice-melting products used will be safe for pets/people as well as non harmful to the environment or concrete such as Sure-Paw Ice Melter.
3. Vegetation
 - a. Upkeep of plants, trees and other vegetation is the responsibility of the landlord.
 - b. Any concerns regarding the vegetation will be directed to the landlord as appropriate.
4. Building
 - a. Building will be visually inspected on a monthly basis.
 - b. Any exterior lighting will be checked and bulbs replaced as needed.
 - c. Any concerns regarding the building will be directed to the landlord as appropriate.