



FACILITYSPEC™ · AL · 4 ZONES · 5 STRESSORS · 8 MODULES



FacilitySpec™

Assisted Living

Consistency beats intensity.

Assisted living homes do not fail because staff do not care. They fail when the program is too vague, too chemical-heavy in the wrong places, and too light where it actually matters.

AL

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Program

FacilitySpec™ • Assisted
Living
Module code AL • 2026
edition

Emergency

CANUTEC 1-613-996-
6666

Documents

SDS and technical
bulletins are available on
request and are never
gated.

About this guide

FacilitySpec™ is Chem International's facility-type program: a chemistry and operating framework built around the way a particular kind of building actually runs. This edition covers assisted living and care homes.

FacilitySpec™ treats the home as a set of operating zones with different risks: resident rooms and shared touchpoints, wet rooms and bathing areas, dining and common areas, and the support systems behind them — hand hygiene, odour control, drains, and boiler / domestic hot water reliability. The best building is not the one with the strongest chemical. It is the one where the right chemical is used the same way every day.

The guide is organized in eight modules. An overview sets out the four operating zones, the operating route, and the five stressors that define care-home soils. Four zone modules each carry a chemistry cabinet, a task-to-product map sheet, and the decision that matters most in that zone. A boiler and hot-water module gives operators an oversight framework for the plant. An operations module sets the shift rhythm. A playbook module closes with a quick selector, a scorecard, first questions for the site, and a rollout checklist.

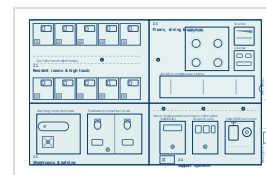
How to read the chemistry cabinets

Each cabinet is shelved by tier. **Daily** is the default route every shift works from. **Escalation** is corrective chemistry, scheduled and supervisor-controlled. **Controlled** is restricted chemistry — acids and phenolics — locked away between uses. Colour dots mark the catalogue section a linked product lives in; underlined names link to the product page on chemintonline.com. Unlinked items are supplier-line or program items not listed in the CI web catalogue.

● Commercial Sanitation ● Facility Maintenance ● Hand Cleaners ● Water Treatment

= catalogue section of a linked product

Use this guide with current SDS, label directions, site infection-prevention (IPC) policy, food-safety and bathing SOPs, training, PPE, and applicable provincial / Health Canada requirements. This guide is not a dosing manual.



■ PROGRAM AT A GLANCE

4 zones · 5 stressors · 8 modules · 32 cabinet entries

Executive summary

AL

Assisted living homes do not fail because staff do not care. They fail when the program is too vague, too chemical-heavy in the wrong places, and too light where it actually matters. In these buildings, small misses become repeated misses: high-touch points get wiped but not kept wet long enough, washrooms smell “fine” until scale and drain odour return, and floors look clean but stay tacky because the wrong product or dilution has become habit.

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Each zone gets its own chemistry cabinet, a task-to-product map, and the one decision that keeps the zone stable over time. Behind the zones sits a shift rhythm tuned to meals, bathing, and the quiet windows between them, and a manager-level oversight rhythm for the boiler and domestic hot water.

Key highlights

- The program must be simple enough for every shift: relief and night staff run the same route as the day team — one default disinfectant, one washroom product, one floor cleaner.
 - Clean first, then disinfect or sanitize: disinfectants do not work through soil, and a surface has to stay visibly wet for the full contact time.
 - Two jobs, two bottles: food-contact tables use sanitizer logic; resident-touch surfaces use disinfection logic; acids and phenolics stay locked and separate.
 - Support systems get a schedule, not a complaint response: hand hygiene, drains, waste rooms, and hot water — and lukewarm-water complaints are operational events, logged and escalated.
-

Why care environments break down – and how operators prevent it

SECTION 01 • PROGRAM OVERVIEW

Four operating zones. One program every shift can run.

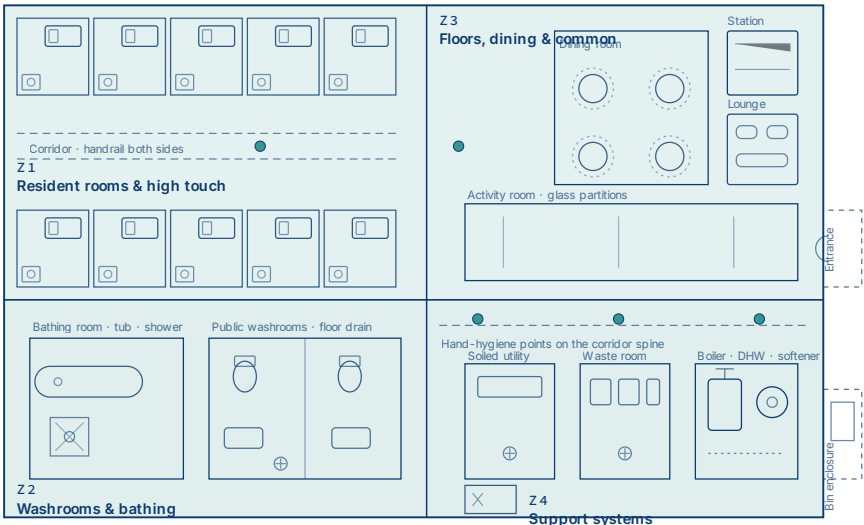
In these buildings, small misses become repeated misses: high-touch points get wiped but not kept wet long enough, washrooms smell “fine” until scale and drain odour return, and floors look clean but stay tacky because the wrong product or dilution has become habit.

“The best building is not the one with the strongest chemical. It is the one where the right chemical is used the same way every day.”

Exhibit 1

Four operating zones — one program every shift can run

Z1 Resident rooms & high touch Daily disinfection discipline	6	Z2 Washrooms & bathing rooms Scale · scum · splash · odour	6
Z3 Floors, dining & common areas Appearance without residue	8	Z4 Support systems Hand hygiene · waste · drains · plant	12



Counts = cabinet entries in the module. Teal dots on the plan = hand-hygiene points on the corridor spine; dashed lines = entrance and bin enclosure.

Schematic plan. Zone boundaries are illustrative and should be mapped to the actual building before rollout.

Source: Chem International FacilitySpec™

What the program has to survive

FacilitySpec™ treats the home as a set of operating zones with different risks: resident rooms and shared touchpoints, wet rooms and bathing areas, dining and common areas, and the support systems behind them — hand hygiene, odour control, drains, and boiler / domestic hot water reliability. The best building is not the one with the strongest chemical. It is the one where the right chemical is used the same way every day.

“Consistency beats intensity.”

Exhibit 2

The operating route

1 Remove soil Wipe / clean first — nothing works through soil	2 Correct dilution Measured, labelled, no guessing	3 Keep it wet Full contact time on the surface	4 Reset tools Fresh cloth · move on · leave floors dry
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Four moves, every surface, every shift. Nothing in the cabinets works if the route is skipped.

Source: Chem International FacilitySpec™

Exhibit 3

Five stressors that define care-home soils

STRESSOR 01 Vulnerable residents Comfort, odour sensitivity, skin sensitivity, and infection-prevention requirements all matter more here than in ordinary commercial buildings.	STRESSOR 02 High-touch frequency Bed rails, over-bed tables, grab bars, remotes, call points, handrails, walker touchpoints, and nursing stations all cycle constantly.	STRESSOR 03 Wet-room moisture load Showers, bathing rooms, washrooms, and floor drains create persistent scale, soap scum, splash contamination, and odour pressure.	STRESSOR 04 Staffing variability Different shifts and relief staff increase dilution mistakes, skipped contact times, and inconsistent room sequence unless the program is simple.	STRESSOR 05 Hot water & boiler dependence Resident comfort, bathing, laundry, and building stability all depend on domestic hot water and plant reliability — problems show up in operations before they show up in reports.
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Stressor 04 is why the program is built simple; Stressor 05 is why Module 06 exists.

Source: Chem International FacilitySpec™

The consistency rule

The program is designed to be run the same way by every shift. Escalation exists — but it is supervisor-directed, scheduled, and kept off the daily cart.

“Strength is not a strategy.”

Exhibit 4

The consistency rule

SIMPLE ENOUGH TO RUN EVERY SHIFT

- One default room disinfectant, one daily washroom product, one daily floor cleaner — trained to every shift.
- Escalation chemistry exists, but it is supervisor-directed, not cart-level improvisation.
- Food-contact tables use sanitizer logic; resident-touch surfaces use disinfection logic. Two jobs, two bottles.
- Support systems — hand hygiene, drains, waste rooms, hot water — get a schedule, not just a complaint response.

PLANNING MISTAKES THIS GUIDE HELPS AVOID

- Spraying lightly and wiping immediately, then blaming the disinfectant.
- Running bowl acid as the daily washroom default instead of the periodic rescue.
- Over-dosing the floor cleaner until resident routes feel tacky.
- Cleaning around a lukewarm-water or scale problem instead of escalating the plant.

Left: the standard every shift runs. Right: the habits that quietly break it.

Source: Chem International FacilitySpec™

NON-NEGOTIABLES

Clean visible soil before disinfecting. Do not guess dilutions. Label all secondary bottles. **Never mix disinfectants with acids or drain treatments.** Follow facility infection-prevention policy, SDS, product labels, and provincial / Health Canada requirements. Floors must be dry and safe before resident traffic returns.

STRENGTH IS NOT A STRATEGY

Tacky rails are usually a soil-removal or contact-time problem. Fast bowl rings are usually hard water. Sticky floors are usually dilution. A stronger product is not a substitute for the right route — and in a care environment it is often the wrong answer for residents and staff.

Working from a complaint, not a plan?

The Quick Selector starts with the symptom — “we wipe rails every day but they still feel tacky” — and points to the right first move.

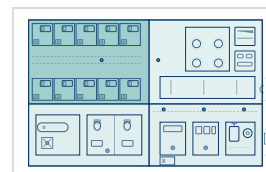
Quick Selector • page 26

Resident Rooms & High Touch

■ SECTION 02 • ZONE 1 • RESIDENT ROOMS & HIGH TOUCH

High-touch rounds, dining-adjacent surfaces, point-of-care equipment, and practical product selection.

If the surface is dirty, remove the soil first. If it is food-contact, sanitize under the site's food-contact SOP. If it is resident-touch or staff-touch, disinfect under the site's infection-prevention SOP. The right product matters — but keeping the surface visibly wet for the full contact time matters more.



RESULT

Consistent high-touch control, fewer missed touchpoints, lower complaint risk

“Clean first, then disinfect or sanitize.”

Exhibit 5

The high-touch round

1 Arrive equipped Pre-labelled bottle · fresh cloths · wipe stock	2 Remove soil Visible dust, food, lotion, spills	3 Clean to dirty · high to low Rails, tables, handles, switches, call devices	4 Keep it wet Full contact time — do not fake it	5 Change cloths Before the washroom · before the next room
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Step 5 is the discipline that protects the next room. One cloth carried too far undoes the round.

Source: Chem International FacilitySpec™

THE CHEMISTRY CABINET · colour dot = the catalogue section each product lives in · underlined names link to the product page on chemintonline.com

HIGH-TOUCH & GENERAL DISINFECTION

The default cart chemistry for daily rounds and the low-odour alternative for sensitive residents.



CI Lemon Tree
 ● Quat · 1:16 ·
 DIN 02460335



CI HyperClean
 ● Peroxide ·
 low-odour · 80
 mL/L



**CI OstroSan
Quat**
 ● Food-contact
 · DIN 02465116



**CI Pine Tree
Phenolic**
 ● Phenolic · 30
 mL/L · DIN
 02246386



**CI Spectrum360
Disinfectant
Wipes**
 Wipe · 10-min
 contact



CI FreshWave360
 Foaming aerosol

FOOD-CONTACT & HEAVY-SOIL UTILITY

One bridge product for dining and kitchenette surfaces; one phenolic for the dirty end of the building.

POINT-OF-CARE & INTRICATE FORMATS

Fast turnover for small shared surfaces and crevices where a broad wipe cannot reach.

Exhibit 6

Sheet AL-02 • Resident rooms & high touch

SHEET	ZONE	STANDARD	PRODUCTS
AL-02	Resident rooms & high touch	Clean • wet for full contact time • fresh cloth per room	6
TASK / AREA • BEST-FIT PRODUCTS		WHY IT BELONGS • OPERATOR NOTE	
①	Corridor handrails & door hardware ● CI Lemon Tree	Multi-purpose quat cleaner and disinfectant for daily high-touch disinfection: handrails, door hardware, push plates, and resident-contact surfaces. 1:16 for disinfection. Good default cart product. One bottle and one cloth colour per route is easier to train than too many overlapping RTUs.	
②	Call points, switches & wall controls ● CI Lemon Tree - CI Spectrum360 Disinfectant Wipes	Small, frequently touched, and easy to miss on a rushed round. Bottle-and-cloth on the round; wipe format for turnover between residents. Keep the surface visibly wet for the required dwell. Do not spray and immediately wipe.	
③	Bed rails, headboards & mobility touchpoints ● CI Lemon Tree ● CI HyperClean	The defining resident-room task. Rails, over-bed table edges, walker handles, and chair arms cycle constantly and carry lotion, food, and body soils. Where residents or staff complain about lingering disinfectant smell, HyperClean is the lower-odour alternative without giving up routine coverage.	
④	Over-bed tables, handsets & remotes ● CI OstroSan Quat - CI Spectrum360 Disinfectant Wipes	Over-bed tables are meal surfaces as well as touchpoints. Where the question is food-contact readiness, OstroSan is the bridge — 2 mL/L for 200 ppm no-rinse sanitizing, 5 mL/L for general disinfection. Pre-clean first; sanitizer is not a shortcut around soil removal. Coordinate with dietary SOPs where required.	
⑤	Nursing station, phones & shared devices - CI Spectrum360 Disinfectant Wipes - CI FreshWave360	Point-of-care turnover for phones, keyboards, armrests, and handsets. Notes specify a 10-minute contact time and a 2-minute HIV-1 claim for the wipes; the foaming aerosol reaches intricate equipment crevices. Keep wipe canisters closed. Do not rely on one half-dry wipe for a whole station — use enough to keep the surface wet for the full time.	
⑥	Soiled utility & odour-prone service areas ● CI Pine Tree Phenolic	Heavy-duty phenolic for dirty utility rooms, waste holding zones, and other odour-prone service areas where soil and smell run higher than in resident rooms. 30 mL/L. Use deliberately, not everywhere. This is not the bedside default.	

Callouts on the elevation correspond to the numbered rows. DIN and dilution references follow the FacilitySpec™ source notes.

Source: Chem International FacilitySpec™

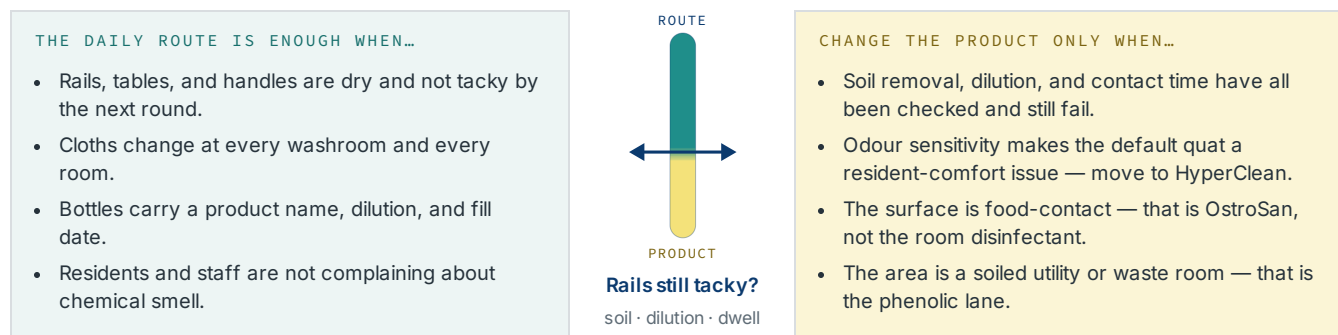
Tacky rails are a route problem before they are a product problem.

Check the route before the bottle: soil removal, dilution, and contact time explain most tacky-rail complaints. The product changes only when all three are ruled out — or when odour sensitivity, food-contact, or a soiled-utility lane calls for a different one.

“Do not swap products until 1–3 are ruled out.”

Exhibit 7

Daily route or product change?

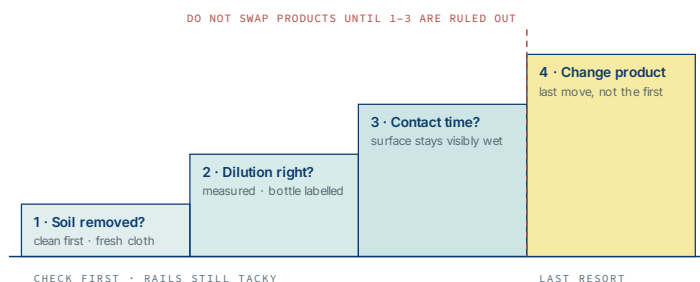


The product is the last move, not the first.

Source: Chem International FacilitySpec™

Exhibit 8

Soil → dilution → contact time → product.



FOOD-CONTACT DISTINCTION

When the surface is dining-room, kitchenette, or over-bed-table food-contact, operators need a clear choice. **OstroSan is the bridge for that task** because the supplied notes position it for 200 ppm no-rinse sanitizing. Do not assume every room disinfectant is the right dining sanitizer.

COMMON FAILURES

Spraying lightly and wiping immediately. Trying to disinfect through visible soil. Using dining sanitizers as if they were room disinfectants. Carrying one cloth too far through the route. Topping off old bottles without relabelling or re-diluting.

Steps 1–3 are checked on the round. Step 4 is a supervisor decision.

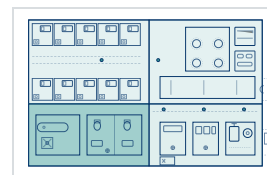
Source: Chem International FacilitySpec™

Washrooms & Bathing Rooms

■ SECTION 03 • ZONE 2 • WASHROOMS, BATHING & HIGH-MOISTURE ROOMS

Toilets, urinals, sinks, showers, tubs, scale, odour, and safe escalation.

Wet rooms are where daily housekeeping either protects the building or quietly loses control of it. Soap scum, hard-water scale, splash contamination, and drain odour return fast in care environments because these rooms stay humid and heavily used — and bathing rooms cycle residents all day.



RESULT

**Cleaner fixtures,
lower odour, less
mineral build-up**

“Separate daily maintenance chemistry from periodic descaling chemistry. That is what keeps the wet zone stable over time.”

Exhibit 9

The bowl-cleaner decision

DAILY DEFAULT: CI POWERSHIFT

- Multipurpose restroom cleaner, descaler, and sanitizer — the house standard for toilets, sinks, showers, and fixtures.
- Regular cleaning 1:32 · medium-duty 6–8 oz/gal · heavy-duty 32 oz/gal.
- Train staff on the one house-standard dilution; reserve stronger ratios for supervisor-directed escalation.



ESCALATION: ACID BOWL CLEANERS

- Mineral ring, rust staining, and hard-water deposits the daily route will not remove.
- CI Chemsol Mint from the CI catalogue, or the supplier acid line — K-100, Bowl Cleaner 15% / 23%, Magnus III / P-17.
- Periodic, targeted, PPE-driven, ventilated, and never mixed. Acid is the exception path, not the route standard.

PowerShift is the house standard; acid is the periodic rescue, locked away between uses.

Source: Chem International FacilitySpec™

■ ZONE 2 • WASHROOMS, BATHING & HIGH-MOISTURE ROOMS

THE CHEMISTRY CABINET • colour dot = the catalogue section each product lives in • underlined names link to the product page on chemintonline.com

DAILY DEFAULT – MULTI-SURFACE RESTROOM ROUTE

One product, one house-standard dilution, every washroom, every shift.



CI PowerShift

● Cleaner ·
descaler ·
sanitizer

ESCALATION – MINERAL RING, RUST, HEAVY SCALE

Supervisor-controlled, periodic, locked away between uses.



CI Chemsol Mint

● Acid bowl
cleaner



K-100 Porcelain Cleaner

Porcelain



Bowl Cleaner 15%

Acid · 15%



Bowl Cleaner 23%

Acid · 23%



Magnus III / P- 17 Bowl Cleaner

Acid bowl line

Exhibit 10

Practical wet-room sequence

1 Restock & dry remove Consumables, litter, hair, paper	2 Sinks, mirrors & touchpoints Before toilets and floors	3 Toilets / urinals Daily default unless on a scale cycle	4 Shower / bathing surfaces Dwell on tile, fixtures, splash zones	5 Floor & drain last Leave the room dry and in service
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Run in this order every time; the room reopens dry and in service.

Source: Chem International FacilitySpec™

CRITICAL SAFETY RULE

Never mix bowl acids with disinfectants, phenolics, peroxide products, or drain chemistry. Keep acid products physically separated from routine disinfection stock — a locked cabinet, not the cart. Train relief and night staff on this specifically, not just lead workers.

IF THE ROOM KEEPS NEEDING MORE

If shower rooms need increasingly aggressive chemistry every week, the issue is probably frequency, dwell time, or water hardness — not product choice. Scale that returns fast on shower heads and aerators is a utility clue. See Module 06.

Sheet AL-03 · Washrooms & bathing rooms

SHEET	ZONE	STANDARD	PRODUCTS
AL-03	Washrooms & bathing rooms	Daily chemistry first · acid only when the room stops responding	6
TASK / AREA · BEST-FIT PRODUCTS		WHY IT BELONGS · OPERATOR NOTE	
①	Sinks, mirrors, taps & counters ● CI PowerShift	Flexible restroom chemistry for daily cleaning with enough descaling support to handle light-to-moderate mineral loading on porcelain, ceramic, chrome, and stainless. Sinks, mirrors, and touchpoints come first in the room — before toilets and floors.	
②	Daily toilet & urinal cleaning ● CI PowerShift	The best routine default because it keeps the route simple. Regular cleaning at 1:32; medium-duty and heavy-duty ratios exist for supervisor-directed recovery. Use the daily default unless the room has been assigned to a scale-recovery cycle.	
③	Grab bars, shower rails & splash zones ● CI PowerShift ● CI Lemon Tree	Grab bars are high-touch and wet at the same time. Restroom chemistry handles the scale and scum; the room disinfectant handles the resident-touch claim where site IPC policy calls for it. Do not leave grab bars, transfer rails, or shower seats slick. Rinse where the label requires it.	
④	Shower heads, tile & grout scum ● CI PowerShift	In many assisted-care settings the daily problem is not gross soil but repeated mineral and soap layering. Start with the main restroom chemistry and longer dwell; escalate only where the room stops responding. Shower heads and aerators that scale fast are a water-hardness clue for Module 06.	
⑤	Shower seats, tub rails & bathing-room fixtures ● CI PowerShift ● CI OstroSan Quat	Bathing rooms cycle residents all day. The restroom route keeps scale and scum controlled; between-resident sanitizing of seats and tub rails follows site bathing SOP. Allow dwell on tile, fixtures, and splash zones. Scrubbing pressure should drop when chemistry and dwell are right.	
⑥	Floor & drain edge — last ● CI PowerShift ● CI EverClear Bio Enzyme Drain	Finish with floors and drain edges, then leave the room dry and ready to return to service. Routine floor-drain biology belongs on the Module 05 schedule, not in the daily mop bucket. Never combine drain chemistry with the restroom product. Separate tasks, separate bottles.	
⑦	Occasional heavy bowl descaling ● CI Chemsol Mint K-100 Porcelain Cleaner Bowl Cleaner 15% Bowl Cleaner 23% Magnus III / P-17 Bowl Cleaner	The mineral-ring, rust-stain, and hard-water rescue products. They belong in the program — but only as periodic, targeted intervention, not as the daily washroom default. Gloves, eye protection, ventilation, and clear “do not mix” rules. Store locked and separate from disinfection stock.	

Never combine drain chemistry with the restroom product. Acid stock is stored locked and separate from disinfection stock.

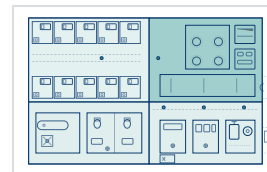
Source: Chem International FacilitySpec™

Floors, Dining & Common Areas

■ SECTION 04 • ZONE 3 • HOUSEKEEPING, FLOORS & SURFACE CARE

Corridors, resident routes, dining rooms, lounges, detail cleaning, and safe escalation.

A good housekeeping program is invisible in the best sense: the room feels calm, the floor is not tacky, the corridor does not smell “chemical,” and the work does not create slip risk or resident disruption. In care environments, “shiny” is not the goal if it makes a surface slick. Safe and clean beats glossy and risky every time.



RESULT

Better appearance, safer routes, less rework

“Neutral daily chemistry, controlled heavy-duty escalation, and strict rules about where detailing products do and do not belong.”

THE CHEMISTRY CABINET • colour dot = the catalogue section each product lives in • underlined names link to the product page on chemintonline.com

DAILY FLOORS & MULTI-SURFACE

Neutral chemistry at the right dilution. Finished corridors, common areas, and resident routes.



PRISTINE (EcoLogo)
Neutral ·
EcoLogo



CITRUS FLOOR CLEANER
Neutral pH ·
citrus



CI Orange Power
● 1:100 · 1:50 ·
1:10 · neat



CI CitraGuard Multi Surface
● Rapid action ·
multi-surface

HEAVY-DUTY CLEANING & DEGREASING

Recovery chemistry for greasy utility edges and stubborn build-up – targeted, not building-wide.

DETAILING & UTILITY

Glass, metal, wood, and neutralization. Each has a narrow lane – and none belong on a grab bar.



CI Concentrated Glass Cleaner
Glass / mirror



CI OxyClean Metal Cleaner & Polish
Stainless ·
brass ·
aluminum



NewLook Wood Treatment
● Wood fixtures



CI Industrial Vinegar
● 5% ·
neutralize 1:40

WHERE DETAILING DOES NOT BELONG

Furniture polish, metal polish, and “shine” products have no place on handrails, grab bars, mobility handles, transfer surfaces, or over-bed tables used for meals. Protect resident routes, bathroom thresholds, and transfer areas from residue and over-polishing.

OCCUPIED ROOM DAILY STANDARD

Hand hygiene and PPE before entry. Waste and clutter first. High-touch clean / disinfect sequence before the floor. Ensuite next. Floor last, left dry and safe. Restock tissue, soap, sanitizer, and room essentials before exit.

Exhibit 12

Sheet AL-04 • Floors, dining & common areas

SHEET AL-04	ZONE Floors, dining & common areas	STANDARD Neutral daily • dry before residents return • no slick support surfaces	PRODUCTS 8
Diagram illustrating the Zone 3 Extent and associated cleaning tasks: 1. Daily corridors & resident routes 2. Handrails, push plates & entry hardware 3. Glass doors, mirrors & interior glazing 4. Dining tables & food-adjacent surfaces 5. Wood furniture & decorative fixtures 6. Stainless & decorative metal touch-up Zone 3 Extent: CORRIDOR • DINING ROOM • LOUNGE			
TASK / AREA • BEST-FIT PRODUCTS		WHY IT BELONGS • OPERATOR NOTE	
1	Daily corridors & resident routes PRISTINE (EcoLogo) CITRUS FLOOR CLEANER	Neutral daily chemistry protects finishes and reduces tacky build-up on routes used by walkers, wheelchairs, and staff carts. PRISTINE for daily mopping or autoscrub; CITRUS FLOOR CLEANER where the building wants a fresher scent profile. The building should not smell “scrubbed” every morning. Correct dilution, then leave the route dry before resident traffic resumes.	
2	Handrails, push plates & entry hardware CI Lemon Tree	Common-area high-touch belongs to the Zone 1 disinfection route, not the floor bucket. Entry points, handrails, push plates, and chairs come first in the common-area standard. Section off work, one manageable area at a time. Avoid broadcasting spray around occupied seating.	
3	Glass doors, mirrors & interior glazing CI Concentrated Glass Cleaner	Ammonia-based, streak-free glass chemistry for doors, mirrors, partitions, and nurses'-station windows. Use a dedicated glass cloth. If the cloth also does counters or metal trim, the glass result will never stay sharp.	
4	Dining tables & food-adjacent surfaces CI OstroSan Quat	Floors need neutral maintenance; tables and nourishment surfaces need the correct sanitizer logic. Operators should not solve both with one bottle by habit. Dining floors and dining tables are not the same job. Keep floor cleaner and food-contact sanitizer separate in storage and in training language.	
5	Wood furniture & decorative fixtures NewLook Wood Treatment	Wood treatment for selected furniture and fixtures where finish preservation matters. Never on handrails, grab bars, mobility handles, over-bed tables used for meals, or any resident support surface that should stay non-slippery.	
6	Stainless & decorative metal touch-up CI OxyClean Metal Cleaner & Polish	Presentation chemistry for stainless steel, brass, and aluminum — servery fronts, elevator trim, door kick plates. Use after cleaning, not instead of cleaning. Avoid turning functional grab or transfer surfaces into slick surfaces.	

Rows 1–6. Detailing products have a narrow lane — none belong on a handrail, grab bar, or meal surface.
Continued on the next page.

Source: Chem International FacilitySpec™

Exhibit 13

Sheet AL-04 • Floors, dining & common areas (continued)

SHEET	ZONE	ROWS	PRODUCTS
AL-04	Floors, dining & common areas	7-8 • recovery and utility chemistry	8
TASK / AREA • BEST-FIT PRODUCTS		WHY IT BELONGS • OPERATOR NOTE	
7 Greasy utility edges & build-up recovery ● CI Orange Power ● CI CitraGuard Multi Surface		Citrus degreasing is the escalation when neutral daily chemistry is not enough — better for targeted build-up than “double-dosing” the everyday floor cleaner. Orange Power runs from 1:100 to neat; CitraGuard is the rapid-action multi-surface option, including food-adjacent utility work. Spot use beats building-wide overuse. Recovery chemistry, not a daily finished-floor standard.	
8 Post-strip neutralization & utility cleaning ● CI Industrial Vinegar		Practical neutralization step after stripping (1:40) and general utility use where the chemistry fits the task. Industrial Vinegar is a utility product, not a daily disinfectant. Keep its role narrow and train staff accordingly.	

Recovery chemistry, not a daily finished-floor standard.

Source: Chem International FacilitySpec™

■ ZONE 3 • THE FLOOR DECISION

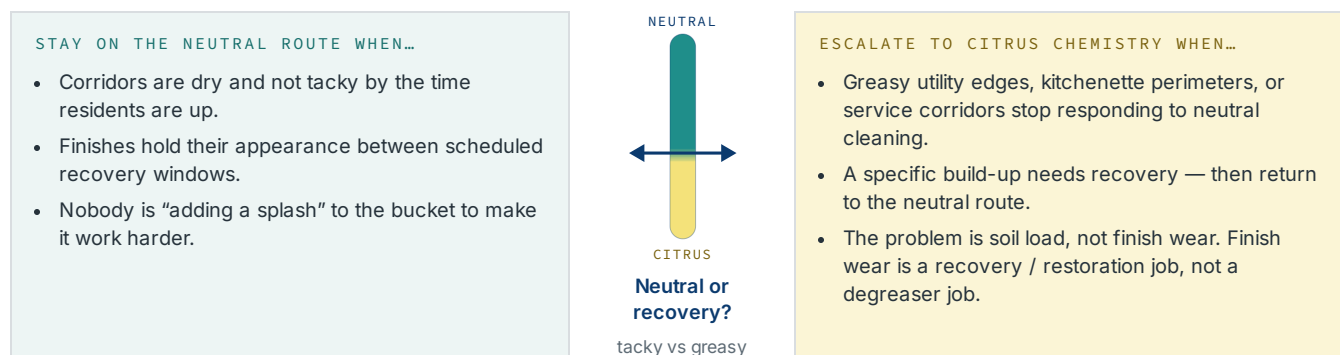
Sticky floors are a dilution problem before they are a product problem.

Corridors that stay tacky are almost always over-dosed, not under-cleaned. Return to the neutral route at the correct daily dilution; reserve citrus chemistry for greasy utility edges and specific build-up, then return to the route.

“Safe and clean beats glossy and risky every time.”

Exhibit 14

Neutral route or citrus recovery?



Finish wear is a recovery / restoration job, not a degreaser job.

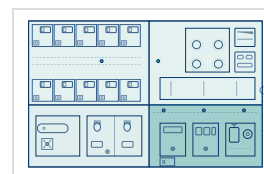
Source: Chem International FacilitySpec™

Hand Hygiene & Support Systems

SECTION 05 • ZONE 4 • HAND HYGIENE, WASTE, DRAINS & OCCUPATIONAL HEALTH

Soap and sanitizer network, waste-room odour, drain maintenance, and safe chemical use.

Hand soap and sanitizer placement, odour control, drain maintenance, and chemical safety are what keep the front-end program stable. If rooms only smell acceptable right after fragrance is applied, something upstream is being missed. Use chemistry to support the program, not to hide a missing step.



RESULT

Stable support areas, fewer odour returns, better staff performance

“If rooms only smell acceptable right after fragrance is applied, something upstream is being missed.”

THE CHEMISTRY CABINET • colour dot = the catalogue section each product lives in • underlined names link to the product page on chemintonline.com

HAND-HYGIENE NETWORK

Sink soap, foam dispensers, clinical sinks, and alcohol-based hand rub – mapped to every point where hands need it.



CI White Liquid Hand Soap

● Gentle • dye / fragrance free



CI Foaming Hand Wash

● Foam dispenser



Germicidal Hand Soap

Antibacterial • DIN 01977873



CI SaniHands IPA 70%

● ABHR • gel / liquid



Sani Hands Foam

ABHR • foam • DIN 02513226



DUO

Dual-use • emergency

WASTE ROOMS & ODOUR CONTROL

Source control at the bin and liner level, then surface and airspace support.



CI NeutraBac

● Detergent • deodorizer • biocide • 1:50



CI OdourSorb Granular

● Granular • bin bottoms



CI Cherry Delight Super Concentrate

● Super concentrate



CI ChemZoid Glycolized

● Glycolized • airspace

DRAINS — SCHEDULED

Weekly biology at low-flow; heavier organic treatment as the scheduled escalation.



CI EverClear Bio Enzyme Drain

● Bio-enzyme • weekly • 30 mL



CI Formula 27X Organic Drain

● Organic • periodic

Exhibit 15

Sheet AL-05 · Support systems

SHEET AL-05	ZONE Support systems	STANDARD Stations never empty · odour controlled at source · drains on a schedule	PRODUCTS 12
SINK · SOAP ABHR WASTE ROOM · BINS · COMPACTOR · DRAIN JANITOR · MOP SINK · DILUTION ZONE 4 EXTENT · HAND-HYGIENE POINTS · WASTE ROOM · JANITOR CLOSET			
TASK / AREA · BEST-FIT PRODUCTS		WHY IT BELONGS · OPERATOR NOTE	
①	General sink hand soap ● CI White Liquid Hand Soap	Gentle, dye- and fragrance-free liquid soap for frequent handwashing at general sinks where staff and residents both use the sink. If hands are drying out on shift, start by reviewing soap fit and hand-care frequency before blaming sanitizer alone.	
②	Foam dispenser network ● CI Foaming Hand Wash	Non-viscous foaming hand wash for foam dispensers in public and staff areas. Keep one cartridge / refill system standard wherever possible. Mixed dispenser types create refill confusion and empty stations.	
③	Clinical or higher-risk handwash sinks Germicidal Hand Soap	Antibacterial hand soap for sinks where facility policy calls for a stronger clinical handwashing position. Use where policy requires it. Do not scatter "clinical" soap randomly through the building without a sink-placement rationale.	
④	Alcohol-based hand rub — corridor & cart ● CI SaniHands IPA 70% Sani Hands Foam	Viscous IPA hand sanitizer with moisturizers for high-frequency use where sinks are not immediately available; the foam format is often better accepted by public users and reduces over-dispensing. Entrances, medication support points, carts, transition spaces. Never let the busiest zones run empty.	
⑤	Emergency dual-use hand / surface DUO	Dual-use alcohol / quat sanitizer spray positioned for emergency hand hygiene and food-contact surface support. Keep the role narrow and policy-driven. A bridge product, not a replacement for a proper fixed hand-hygiene network.	
⑥	Garbage rooms, compactors & waste holding ● CI NeutraBac	Detergent, deodorizer, and biocide (1:50) for waste and refuse pressure points where odour returns faster than surface mopping can solve it. Waste-room floor, bin exteriors, holding areas — but if bags leak and liners pool liquid, chemistry alone will never win.	

Rows 1–6: hand-hygiene network and waste rooms. Continued on the next page.

Source: Chem International FacilitySpec™

Exhibit 16

Sheet AL-05 • Support systems (continued)

SHEET	ZONE	ROWS	PRODUCTS
AL-05	Support systems	7–12 • bins, odour, drains, janitor closet, acid stock	12
TASK / AREA • BEST-FIT PRODUCTS		WHY IT BELONGS • OPERATOR NOTE	
7	Bin & receptacle odour ● CI OdourSorb Granular	Moisture-absorbing granular deodorizer for waste receptacles and enclosed bins where liquid and odour load build from the bottom up. Apply as part of liner changes, not as an afterthought.	
8	Surface & airborne odour knockdown ● CI Cherry Delight Super Concentrate ● CI ChemZoid Glycolized	Concentrated deodorizers for surface and airspace odour management, including fabric-safe applications where permitted by SOP. Deodorizer supports the housekeeping program; it does not replace it.	
9	Routine floor-drain maintenance ● CI EverClear Bio Enzyme Drain	Biological drain maintenance for routine odour and organic build-up control in floor drains and low-flow waste lines. Weekly; 30 mL recommended. Apply at end of shift or lowest-flow periods so the biology gets dwell time. A maintenance product, not a rescue product.	
10	Periodic heavier drain cleaning ● CI Formula 27X Organic Drain	Citrus-based heavier organic drain treatment for periodic deeper cleaning where routine bio-maintenance is not enough. The scheduled escalation path, not a daily habit. If “heavy” treatment keeps being needed, review the schedule or the source loading.	
11	Janitor closet — dilution & labelling ● CI Lemon Tree ● CI PowerShift - PRISTINE (EcoLogo)	Closed-loop or measured dilution for the three daily-route products. Every secondary bottle carries product name, dilution, and fill date. “A splash more” is not a system. Mystery bottles are program failure.	
12	Acid & escalation stock — separated ● CI Chemsol Mint ● CI Pine Tree Phenolic	Acid bowl cleaners and phenolics live in their own labelled, separated (ideally locked) lane — never on the daily cart, never beside the disinfectant stock. Combining chemistries is not “extra strength” — it is a hazard. Train relief and night staff explicitly.	

Drain biology at low flow, on the weekly log. Acid and phenolic stock separated and locked.

Source: Chem International FacilitySpec™

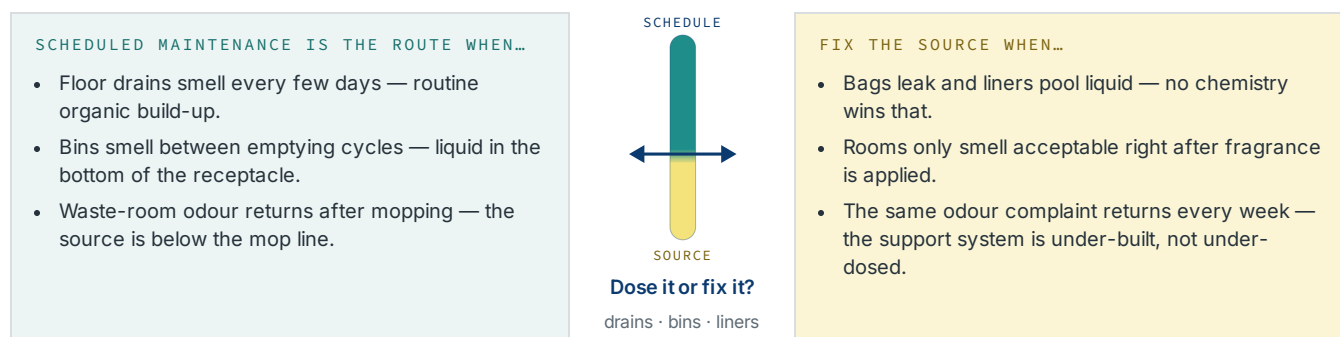
Dose it or fix it – and the six rules every shift is trained to

Odour is either a schedule problem or a source problem; chemistry only fixes the first. Chemical safety is part of the same support system, trained to every shift – including relief, agency, and night staff – and audited on the scorecard.

“Combining chemistries is not extra strength – it is a hazard.”

Exhibit 17

Dose it or fix it?

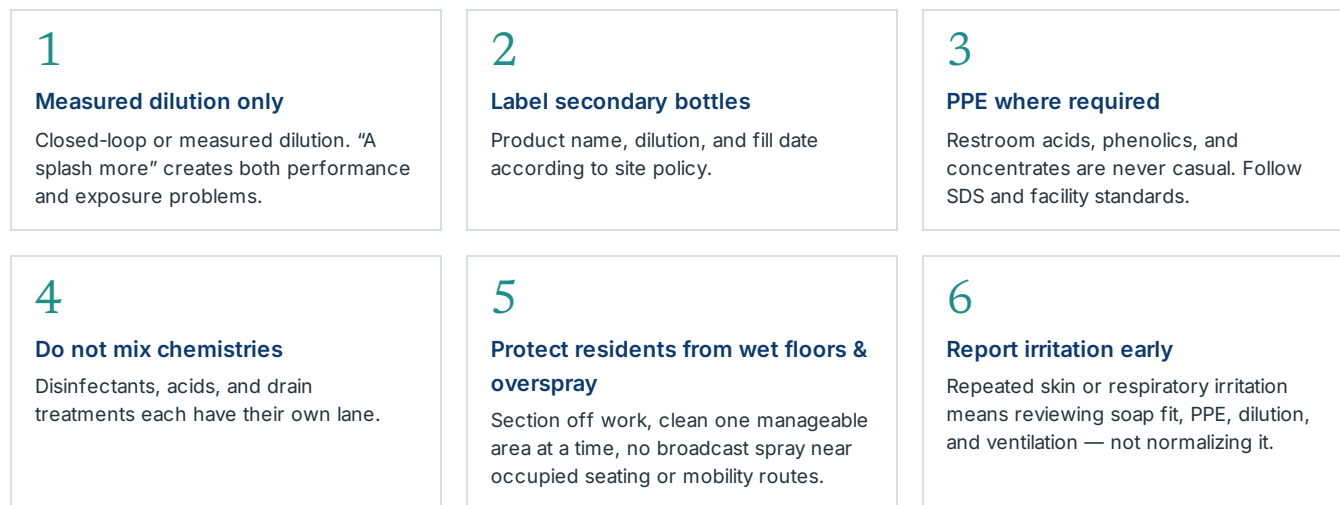


Deodorizer supports the housekeeping program; it does not replace it.

Source: Chem International FacilitySpec™

Exhibit 18

Occupational health rules for frontline staff



Rule 4 is the one most often broken by relief staff. Train it explicitly.

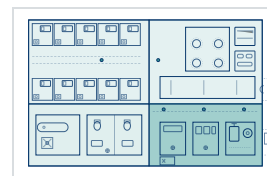
Source: Chem International FacilitySpec™

Boiler & Hot Water Oversight

■ SECTION 06 • ZONE 4 • BOILER, DOMESTIC HOT WATER & UTILITY OVERSIGHT

Comfort, hot-water reliability, softener health, and practical escalation for operators.

In assisted living, boiler and hot-water problems become resident problems immediately: cold rooms, lukewarm showers, slow bath turnaround, scale on fixtures, and complaint cycles that housekeeping sees before management does. This is not a dosing manual. It is an operator / supervisor oversight framework so plant issues do not stay invisible — operators should know what to report, not be forced to guess what to dose.



RESULT

Fewer utility surprises, faster escalation, complaints logged not lost

“Operators should know what to report, not be forced to guess what to dose.”

Exhibit 19

Practical utility rules for operators

1

Log complaints, don't just relay them

Track room-temperature and hot-water complaints by location and time. Patterns matter more than isolated comments.

2

Scale on fixtures is a utility clue

If shower heads, faucets, or kettles are scaling fast, do not assume housekeeping is failing. Water hardness or hot-water management may be drifting.

3

Keep housekeeping chemicals out of plant systems

Restroom acids, vinegar, disinfectants, and drain products do not belong in boilers, loops, or feed tanks.

4

Boiler room clean, dry, clear

Not overflow storage for paper goods, mop buckets, or miscellaneous stock.

Housekeeping sees hot-water problems before management does. The rules turn what they see into a log, not a hallway remark.

Source: Chem International FacilitySpec™

DO NOT IMPROVISE MECHANICAL CHEMISTRY

If the facility needs boiler-water treatment, oxygen scavenging, glycol management, or test-kit support, that should be specified and supported as a plant program with service logic and documentation. Housekeeping staff should know what to report, not be forced to guess what to dose.

What to watch, how often, and when to escalate

“The boiler room is not a janitor closet and housekeeping chemistry is not mechanical water-treatment chemistry. Keep the roles separate.”

Operators do not need to diagnose the chemistry to know a trend is wrong. The sheet sets a minimum rhythm for each utility area and names the point at which a complaint becomes a plant review.

Exhibit 20

Sheet AL-06 • Manager-level utility oversight

UTILITY AREA	WHAT OPERATORS WATCH FOR	DAILY	WEEKLY	MONTHLY	MINIMUM RHYTHM	ESCALATE WHEN...
Boiler room housekeeping	Leaks, dust loading, clutter, cardboard storage, blocked access to valves, unreadable labels, chemical spill residue, oily floor spots.	●	●	○	Daily visual walk - weekly full check	The room becomes storage, leaks appear, or access to plant equipment is restricted. A dirty boiler room is often the first sign of a drifting maintenance culture.
Boiler / hydronic plant	Pressure or temperature drift, visible make-up water increase, pump noise, corrosion staining, alarms, unusual short-cycling, new leaks around flanges or valves.	●	○	○	Daily logged check	Readings trend away from normal, alarms repeat, or staff hear “the system sounds different.” Operators do not need to diagnose the chemistry to know a trend is wrong.
Domestic hot water & recirculation	Lukewarm resident shower complaints, slow recovery, inconsistent sink temperatures, scale on shower heads and aerators, mixing-valve complaints.	●	●	○	Daily user feedback + weekly physical check	Complaints cluster, scale appears faster than usual, or bathing schedules start getting delayed. Hot-water complaints are operational events, not “just maintenance.”
Water softener / pretreatment	Salt level, bypass position, alarm lights, service tags, noticeable hardness breakthrough, repeated scale on fixtures despite good housekeeping.	○	●	○	Weekly	The softener is empty, bypassed, or clearly not protecting the downstream system. If showers and kettles are scaling fast, the building is telling you something.
Closed loops / glycol (if present)	Visible leaks, contractor notes, freeze-risk concerns, stained joints, unexplained make-up water, low concentration or low-pressure flags.	○	●	○	Weekly visual + contractor review cadence	Any leak appears or make-up water demand changes. Closed loops should not suddenly need constant topping up.
Contractor / water-treatment log	Last sample date, next service date, open corrective actions, missing test records, unresolved recommendations.	○	○	●	Monthly management review	Reports are not current, recommendations remain open, or nobody can say when the system was last checked.

Oversight framework, not a dosing manual. Filled circle = minimum check at that interval.

Source: Chem International FacilitySpec™

Chem International water treatment functions

Specified to the plant and supplied from the Water Treatment section — never improvised from floor stock. These are the functions a care-home plant typically needs covered; the actual program is set up with service logic and documentation for the specific system.

“Housekeeping chemistry is not mechanical water-treatment chemistry.”

Exhibit 21

Water treatment functions for the care-home plant

FUNCTION	ROLE	CHEM INTERNATIONAL PRODUCTS	WHAT IT COVERS
Corrosion inhibition & boiler compounds	BOILER	● CI WT No. 25 ● CI WT No. 34 ● CI WT No. 38	Nitrite-based and molybdate-based boiler compounds for scale and corrosion protection in hydronic and closed-system environments.
	ALUMINUM	● CI Alum Boiler Treatment	Nitrite-based corrosion inhibitor specifically aligned to aluminum boiler systems where chemistry fit matters.
Oxygen scavenging & cleaning	O ₂ CONTROL	● CI OS15 ● CI OS100	Oxygen scavenging for steam and hot-water applications where dissolved oxygen control matters.
	CLEANING	● CI Neutral Boiler Cleaner	Neutral boiler cleaner — specified to the plant as a service task, not a housekeeping product.
Scale control & dispersants	SCALE	● CI PD90 ● CI PBT 20	Phosphate and polymer treatment options for hardness control, dispersancy, and scale management downstream of the softener.
	SOFTENER	Softener check · weekly	Salt, bypass, and regeneration belong on the weekly walk. Fast fixture scale usually means the softener is not protecting the DHW system.
Glycols & field testing	GLYCOLS	● H-55 Non-Toxic Glycol ● CI H-150 Glycol ● CI H250 Glycol	Non-toxic glycol heat-transfer fluids at varying concentrations for closed loops and freeze protection where applicable.
	FIELD QA	● CI Alkalinity Test Kit ● CI Nitrite Test Kit ● Sulfite Test Kit ● CI Orthophosphate Test Kit	Field verification support so the monitoring rhythm can actually be run and recorded on site.

Underlined names open the product page on chemintonline.com. The softener check is a weekly walk item, not a product.

Source: Chem International FacilitySpec™

Operations & Shift Rhythm

SECTION 07 • OPERATIONS & SHIFT RHYTHM

High-touch rounds, wet-room resets, close of shift, scheduled support work, and monthly review.

Care homes run on a daily rhythm: morning care and breakfast, bathing schedules, lunch, activities, supper, and evening settling. The cleaning program has to fit inside that rhythm without creating wet floors on a resident route or chemical smell in an occupied room. Relief and night staff need the same route as the day team — simpler is safer.

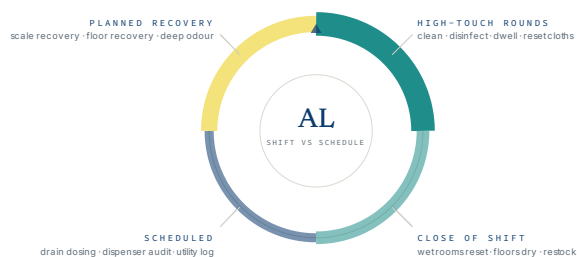
RESULT

Schedule around the residents' day, not the clock

“Do not schedule cleaning around the clock. Schedule it around the residents' day — meals, bathing, activities, and the quiet windows between them.”

Exhibit 22

Shift vs. schedule



RHYTHM FOCUS POINTS

- **High-touch rounds:** clean, disinfect, dwell, change cloths — between meals and bathing.
- **Close of shift:** wet rooms reset, floors dry, dispensers and room essentials restocked.
- **Scheduled:** drain biology, dispenser audit, softener and boiler-room walk, utility log.
- **Planned recovery:** scale cycles, floor recovery, heavy drain work in quiet windows.

COMMON SCHEDULING FAILURES

- Running the whole building on one “special” product because it is closest.
- Treating drain odour with rescue chemistry instead of the weekly schedule.
- Solving tacky floors with more cleaner instead of the right dilution.
- Passing hot-water complaints along verbally until they are forgotten.

The dial reads clockwise from the high-touch rounds. Arc weight indicates relative intensity in the shift.

Source: Chem International FacilitySpec™

THE SCHEDULING PRINCIPLE

Meals and bathing trigger the rounds. Close of shift triggers the reset. Trends trigger the review. Rescue chemistry should never be the schedule — if it is, the maintenance path is missing.

The operating cadence

The residents' day reads down; the four zones read across. Shaded rows are the daily route. Yellow-edged rows are corrective and recovery work — scheduled and supervisor-controlled.

“Never disinfect around an eating resident.”

Exhibit 23

The operating cadence — zones by the residents' day

RHYTHM ↓ • ZONE → • OPERATOR NOTE	Z1 • RESIDENT ROOMS	Z2 • WASHROOMS & BATHING	Z3 • FLOORS, DINING & COMMON	Z4 • SUPPORT SYSTEMS
Start of shift Cart check, labelled bottles, dispenser walk, wet-floor plan <i>The route starts with a cart that is labelled and stocked. Everything else follows from that.</i>	Bottles labelled · cloth colours set ● CI Lemon Tree	Bathing schedule checked · rooms sequenced around it	Entry points, handrails, push plates, chairs first	Dispenser walk — nothing empty in the busiest zones ● CI SaniHands IPA 70%
High-touch rounds Between meals and bathing · occupied rooms · stations <i>Rounds fit between meals and bathing. Never disinfect around an eating resident.</i>	Clean-then-disinfect, full contact time, cloth change per room ● CI Lemon Tree CI Spectrum360 Disinfectant Wipes	Between-resident reset of seats, rails, and splash zones ● CI PowerShift	Dining tables by the food-contact route between meals ● CI OstroSan Quat	Waste liners changed before they pool · bins deodorized at liner change
Close of shift Wet rooms reset, floors dry, restock, chemical reset <i>Close is where tomorrow's route gets easier or harder. Leave floors dry and rooms in service.</i>	Stations and shared devices turned over · wipes canisters closed	Full wet-room sequence · floor and drain last · room dry ● CI PowerShift	Floors last, neutral, correct dilution, dry before residents are up PRISTINE (EcoLogo) CITRUS FLOOR CLEANER	Waste room floor and bin exteriors reset ● CI NeutraBac ● CI OdourSorb Granular
Weekly focus Drains, showers, grout, waste room, dispenser audit <i>Weekly work should reduce recurrence, not create a second version of the daily route.</i>	Odour-sensitive rooms reviewed — switch where needed ● CI HyperClean	Shower tile, grout, and scum with longer dwell · drains dosed ● CI EverClear Bio Enzyme Drain	Glass, metal, and wood detailing · utility edges recovered CI Concentrated Glass Cleaner ● CI Orange Power	Drain biology at low flow · softener and boiler-room walk ● CI EverClear Bio Enzyme Drain
Monthly / 4–6 weeks Scale-recovery cycles, floor recovery, review <i>Recovery belongs in quiet windows — never on an active resident route.</i>	Route audit: are rails dry and non-tacky by the next round?	Supervisor-directed scale-recovery cycle where assigned ● CI Chemsol Mint	Traffic-lane and finish recovery in quiet windows ● CI Industrial Vinegar	Heavier drain cleaning where scheduled · utility log reviewed ● CI Formula 27X Organic Drain
Review triggers Complaint clusters, odour returns, utility notes <i>Review the trend, not the incident. If the same issue returns, the standard route needs adjustment.</i>	Tacky rails · chemical-smell complaints · missed touchpoints	Fast bowl rings · dull shower rooms · scaling heads	Sticky floors · slip near-misses · dull dining rooms	Empty dispensers · drain odour · lukewarm-water complaint clusters

□ Daily route — trained to every shift, including relief and nights

□ Corrective & recovery — scheduled, supervisor-controlled

Product chips indicate the anchor chemistry for that cell; full cabinets are in the zone modules.

Source: Chem International FacilitySpec™

Playbooks & QA

■ SECTION 08 • PLAYBOOKS, QUICK SELECTOR & QA

Start with the symptom, verify the standard, then choose the right route.

This section is deliberately plain-English. The goal is to help supervisors and operators identify the right first move without turning the page into a technical manual.

“Start with the complaint, not the product.”

Exhibit 24

Quick selector — start with the complaint · 1 of 2

IF STAFF SAY...	IT'S PROBABLY A...	START WITH...
<i>Resident-room & high-touch symptoms</i>		
<i>“We wipe rails every day but they still feel tacky.”</i>	Soil not removed first, overused cloths, or poor wet-contact discipline	● CI Lemon Tree at the correct disinfecting dilution, plus fresh-cloth discipline and a clean-first sequence.
<i>“The room smells too chemical after disinfection.”</i>	Product fit / odour-profile problem	● CI HyperClean as the lower-odour alternative where the site wants less chemical smell.
<i>“Phones, remotes, and buttons need faster turnover.”</i>	Point-of-care / small-surface route	CI Spectrum360 Disinfectant Wipes CI FreshWave360 where form factor is the issue.
<i>“Dining tables need a no-rinse sanitizer.”</i>	Food-contact sanitizing task, not room disinfection	● CI OstroSan Quat at sanitizing dilution for the food-contact route.
<i>Wet-room & housekeeping symptoms</i>		
<i>“Toilet bowls ring up fast even after daily cleaning.”</i>	Scale / hard-water issue, not just missed cleaning	● CI PowerShift ● CI Chemsol Mint Daily route first, then controlled acid escalation where scale has built beyond routine control.
<i>“Shower rooms look dull even after they’re cleaned.”</i>	Soap scum and mineral layering	● CI PowerShift with longer dwell and correct frequency; investigate scale pressure if recovery keeps failing.
<i>“Floors look clean but feel sticky.”</i>	Over-dosed floor cleaner or wrong chemistry on a finished floor	PRISTINE (EcoLogo) CITRUS FLOOR CLEANER Return to the neutral route at the correct daily dilution.
<i>“We need something stronger on greasy utility edges.”</i>	Heavy-duty requirement, not neutral daily housekeeping	● CI Orange Power ● CI CitraGuard Multi Surface as targeted escalation — not the whole-building floor standard.
<i>“Mirrors and glass doors always look smeared.”</i>	Shared cloth, not the wrong product	CI Concentrated Glass Cleaner with a dedicated glass cloth.

Support-system symptoms continue overleaf.

Source: Chem International FacilitySpec™

Exhibit 25

Quick selector — start with the complaint · 2 of 2

IF STAFF SAY...	IT'S PROBABLY A...	START WITH...
<i>Support-system symptoms</i>		
<i>“Garbage rooms still smell after mopping.”</i>	Waste-room odour source not controlled at the right points	● CI NeutraBac ● CI OdourSorb Granular at receptacle / liner level.
<i>“Floor drains smell every few days.”</i>	Routine organic drain build-up	● CI EverClear Bio Enzyme Drain on a scheduled, low-flow application rhythm.
<i>“The drain problem is beyond routine maintenance.”</i>	Heavier organic loading or overdue escalation	● CI Formula 27X Organic Drain as the heavier scheduled response.
<i>“Staff hands are dry and irritated.”</i>	Soap fit, sanitizer load, PPE, or dilution practice	● CI White Liquid Hand Soap ● CI Foaming Hand Wash Review sink soap choice, ABHR placement, gloves, and concentrate handling.
<i>“Residents keep complaining about lukewarm water.”</i>	Domestic hot water / recirculation / boiler oversight issue	Escalate utility review immediately. Log location, time, and frequency — do not try to “clean around” a plant problem.

Support-system symptoms. The lukewarm-water row is escalated, not cleaned around.

Source: Chem International FacilitySpec™

Exhibit 26

Starter rollout checklist

1 Standardize the daily route Choose the default room disinfectant, the daily restroom product, and the daily floor cleaner first. Staff need a normal route before they need exceptions.	2 Separate daily vs escalation chemistry PowerShift vs acid bowl cleaner. Neutral floor cleaner vs citrus degreaser. EverClear vs Formula 27X. Make the “step-up” path obvious and supervisor-controlled.	3 Build the hand-hygiene network Map every soap and sanitizer point: resident entrances, nursing stations, carts, dining entries, activity rooms, and staff support zones.
4 Give hot-water complaints an escalation path Resident comfort complaints should be logged and routed, not passed along verbally and forgotten.	5 Train relief staff on the hazard rules Do not assume temporary or float staff know the acid / disinfectant separation rules. Train the safety basics explicitly.	6 Review monthly Complaint trends, odour returns, drain calls, empty-dispenser frequency, and utility notes. If the same issue keeps coming back, the standard route needs adjustment.

Work the six items in order; the daily route comes before any escalation chemistry is issued.

Source: Chem International FacilitySpec™

Exhibit 27

Assisted-living scorecard

CATEGORY	WHAT TO CHECK	PASS STANDARD
SAFETY		
Chemical lanes	Walk the janitor closet and every cart	Acid bowl cleaners and phenolics stored separately (locked where possible). Disinfectant, restroom, floor, and drain products in their own lanes. No acid on the cart.
Secondary bottles	Pick up any three bottles at random	Product name, dilution, and fill date on every one. No mystery bottles, no topped-off bottles.
Wet-floor control	Watch a corridor clean during a resident-traffic window	Sectioned, one manageable area at a time, dry before residents return. No broadcast spray near seating.
RESIDENT ROOMS		
Rails & touchpoints	Touch test one hour after the round	Dry, not tacky, no visible soil. Cloth changed between rooms.
Contact time	Watch one high-touch round	Surface stays visibly wet for the labelled dwell. No spray-and-immediately-wipe.
Odour profile	Enter an occupied room after disinfection	No lingering chemical smell complaints. Low-odour option in use where needed.
WET ROOMS		
Fixtures	Toilets, sinks, chrome after the daily route	No mineral ring, no soap-scum film, no odour on entry.
Showers & bathing rooms	Tile, grout, seats, rails, floor drain	Not dull, not slick. Drain edge clean. Room dry and back in service.
Acid use	Ask when acid was last used and by whom	Supervisor-directed, periodic, logged. Not a daily habit.
FLOORS & COMMON		
Resident routes	Walk the corridor in the morning	Dry, not tacky, no "scrubbed" smell. Handrails and grab bars non-slippery.
Dining	Tables between meals · floors after meals	Tables sanitized by the food-contact route. Floors on the neutral route — two bottles, two jobs.
SUPPORT & UTILITY		
Hand-hygiene network	Walk every soap and sanitizer point at the busiest time	Nothing empty. One refill system per dispenser type.
Waste & drains	Waste room on entry · floor drains after cleaning	No persistent odour. Liners not pooling. Drain dosing on the weekly log.
Hot water & boiler room	Complaint log · softener · boiler-room walk	Complaints logged by location and time and escalated. Softener not bypassed. Boiler room clean, dry, clear.

Walk the building against the pass standard, not against yesterday's effort.

Source: Chem International FacilitySpec™

Exhibit 28

Program warning lights

Too many “special” products on one cart

Operators stop following the program when every room becomes a judgment call. Reset to the daily route and move escalation chemistry off the cart.

Disinfection is covering bad housekeeping

If surfaces stay dirty, smelly, or sticky, the program is missing a basic cleaning step — not a stronger disinfectant.

Same odour complaints return every week

The support system — waste, drains, wet rooms, or hot water — is under-built. Schedule it; do not deodorize around it.

Acid is being used daily

Bowl acid on the cart means the wet-room route is failing upstream: frequency, dwell, or water hardness. Lock the acid and fix the route.

Lukewarm-water complaints are “just maintenance”

Hot-water complaints are operational events in a care home. Log them by location and time and escalate the plant review.

Staff can explain the “why” of each product

That is usually the sign the program is actually working, not just the supply room.

Five red lights and one green. Red-edged cards signal a program that has drifted; the teal-edged card is the sign it is working.

Source: Chem International FacilitySpec™

Conclusion

The answer is not a stronger product. It is a program simple enough for every shift to run the same way: four zones with their own cabinets, a clean-first route with full contact time, daily chemistry kept separate from locked escalation stock, a shift rhythm set by meals and bathing, and support systems — hand hygiene, drains, waste rooms, hot water — on a schedule rather than a complaint response. When staff can explain the “why” of each product, the program is working.

“Consistency beats intensity.”

Safety note: use this guide with current SDS, label directions, site infection-prevention (IPC) policy, food-safety and bathing SOPs, training, PPE, and applicable provincial / Health Canada requirements. Never mix disinfectants with acids or drain treatments. DIN / NPN references and dilution ratios follow the FacilitySpec™ source notes; linked names open the product page on chemintonline.com. Unlinked items are supplier-line or program items not listed in the CI web catalogue.

Need a site-specific assisted-living program?

FacilitySpec™ can be translated into a room-route packet, dilution wall chart, supply-room standard, hand-hygiene map, and utility oversight checklist for your exact building.

Request an assisted-living program · info@chemintonline.com

Call 1-800-665-7287

■ CHEM INTERNATIONAL

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ISO 9001:2015

CANUTEC emergency: 1-613-996-6666

1-800-665-7287

What a site-specific program includes

1

Room-route packet

The high-touch round and occupied-room standard written for your rooms, stations, and cloth-colour system.

2

Dilution wall chart

The daily-route products at their house-standard dilutions, with the escalation path marked supervisor-only.

3

Supply-room standard & hand-hygiene map

Chemical lanes, locked acid stock, labelled secondary bottles, and every soap and sanitizer point mapped.

4

Utility oversight checklist

Watch-for items, minimum rhythm, and an escalation path for the boiler, hot water, softener, and records.

Exhibit 29

Good first questions for the site

?

Odour sensitivity

Do residents or families complain about chemical smell? That decides the default disinfectant, not the strongest option.

?

Water hardness

How fast do shower heads, kettles, and bowls scale? That decides the wet-room escalation cadence — and whether the softener is doing its job.

?

Staffing pattern

How many relief, agency, or night staff run the route? The more variability, the simpler the program has to be.

?

Complaint pattern

Where do complaints cluster — rooms, washrooms, dining, waste rooms, or hot water? That is where the program is under-built.

Four answers set the default disinfectant, the wet-room cadence, the program's simplicity, and where to build first.

Source: Chem International FacilitySpec™

Product index

■ EVERY PRODUCT REFERENCED IN THIS GUIDE

Underlined entries link to the product page on chemintonline.com. Unlinked entries are supplier-line or program items not listed in the CI web catalogue.

Bowl Cleaner 15%

Zone 2

Bowl Cleaner 23%

Zone 2

CI Alkalinity Test Kit

Plant

CI Alum Boiler Treatment

Plant

CI Chemsol Mint

Operations · Zone 2 · Zone 4

CI ChemZoid Glycolized

Zone 4

CI Cherry Delight Super Concentrate

Zone 4

CI CitraGuard Multi Surface

Zone 3

CI Concentrated Glass Cleaner

Operations · Zone 3

CI EverClear Bio Enzyme Drain

Operations · Zone 2 · Zone 4

CI Foaming Hand Wash

Zone 4

CI Formula 27X Organic Drain

Operations · Zone 4

CI FreshWave360

Zone 1

CI H-150 Glycol

Plant

CI H250 Glycol

Plant

CI HyperClean

Operations · Zone 1

CI Industrial Vinegar

Operations · Zone 3

CI Lemon Tree

Operations · Zone 1 · Zone 2 · Zone 3 · Zone 4

CI NeutraBac

Operations · Zone 4

CI Neutral Boiler Cleaner

Plant

CI Nitrite Test Kit

Plant

CI OdourSorb Granular

Operations · Zone 4

CI Orange Power

Operations · Zone 3

CI Orthophosphate Test Kit

Plant

CI OS100

Plant

CI OS15

Plant

CI OstroSan Quat

Operations · Zone 1 · Zone 2 · Zone 3

CI OxyClean Metal Cleaner & Polish

Zone 3

CI PBT 20

Plant

CI PD90

Plant

CI Pine Tree Phenolic

Zone 1 · Zone 4

CI PowerShift

Operations · Zone 2 · Zone 4

CI SaniHands IPA 70%

Operations · Zone 4

CI Spectrum360 Disinfectant Wipes

Operations · Zone 1

CI White Liquid Hand Soap

Zone 4

CI WT No. 25

Plant

CI WT No. 34

Plant

CI WT No. 38

Plant

CITRUS FLOOR CLEANER

Operations · Zone 3

DUO

Zone 4

Germicidal Hand Soap

Zone 4

H-55 Non-Toxic Glycol

Plant

K-100 Porcelain Cleaner

Zone 2

Magnus III / P-17 Bowl Cleaner

Zone 2

NewLook Wood Treatment

Zone 3

PRISTINE (EcoLogo)

Operations · Zone 3 · Zone 4

Sani Hands Foam

Zone 4

Sulfite Test Kit

Plant

Water treatment entries are specified to the plant and supplied from the Water Treatment section. DIN / NPN references and dilution ratios in this guide follow the FacilitySpec™ source notes. SDS and technical documents are available from Chem International on request and are never gated.



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