



# Participant Handbook

Sector  
**Domestic Workers Sector  
Skill Council**

Sub-Sector  
**Household Services/  
Housekeeping and Services**

Occupation  
**Cooking**

Reference ID: **DWC/Q0102, Version 2.0**  
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**General Housekeeper  
(Household and Small  
Establishment)**

This book is sponsored by:



**Domestic Workers Sector Skill Council**

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**Shri Narendra Modi**  
Prime Minister of India

“ Skilling is building a better India.  
If we have to move India towards  
development then Skill Development  
should be our mission. ”



## Certificate

### COMPLIANCE TO QUALIFICATION PACK – NATIONAL OCCUPATIONAL STANDARDS

is hereby issued by the

Domestic Workers Sector Skill Council

for

### SKILLING CONTENT : PARTICIPANT HANDBOOK

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Domestic Workers Sector Skill Council

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This participant manual is dedicated to aspiring youth who desire to achieve up skilling & new skills which will be a lifelong asset for employment & entrepreneurship.

## About this book

Welcome to the “General Housekeeper (Household and Small Establishment)” training programme. This Participant Handbook (PHB) will facilitate and train the trainees/participants in the skills necessary to be a “General Housekeeper (Household and Small Establishment)”, in the Domestic Workers Sector. Besides it will also enable the trainers to identify the scope within which the training is to be conducted for Home Cooks at Level 4, which implies working in familiar and predictable routine and knowledge and skill in the narrow range of cooking. The PHB will provide the knowledge and skills necessary for the job role.

General Housekeeper (Household and Small Establishment) prepares all kinds of quality/ nourishing and hygienic food required in a household and maintains orderliness and cleanliness of the kitchen. Accordingly, the PHB includes technical as well as behavioural skills required for this job role, and is based on National Skill Qualification Framework NSQF aligned Qualification Pack (QP) as follows:

- DWC/N9902: Display standards of hygiene and work etiquettes
- DWC/N9903: Maintain a clean and secure working environment
- DWC/N0101: Carry out basic housekeeping services
- DWC/N0102: Carry Out Basic Laundry
- DWC/N0103: Clean and Maintain Kitchen Premises

The PHB ends with the details and tips for subsistence in terms of the employment and entrepreneurship. As the educational qualification for this job role is 5th standard (preferable), the content is enriched with the relevant images, so that the trainees may understand the concepts quickly and comprehensively. This book details the technical as well as behavioural skills required for this job role and tries to cover most of the points.

Successful completion of the programme shall certify the trainee as a General Housekeeper (Household and Small Establishment), thereby adding value for their employment opportunities as also the entrepreneurship capabilities.

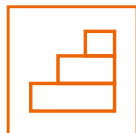
## Symbols Used



Learning Outcomes



Exercise



Steps



Activity



Tips



Notes



Objectives

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# 1. Introduction to Domestic Workers Sector and General Housekeeper (Household and Small Establishment)



Unit 1.1 – Introduction and Orientation

Unit 1.2 – Introductions to Domestic Workers Sector in India

Unit 1.3 – Responsibilities of General Housekeeper



## Key Learning Outcomes

**At the end of the module, participant/trainee will be able to:**

1. Explain about the Domestic Workers Sector in India.
2. Identify the categorization of domestic workers in India.
3. Demonstrate the reasons for the growth of the Domestic Workers Sector in India.
4. Identify the emerging trends in Domestic Workers Sectors in India.
5. Elaborate the roles and responsibilities of a General Housekeeper.

## UNIT 1.1: Introduction and Orientation

### Unit Objectives

At the end of the unit, participant/trainee will be able to:

1. Explain about domestic workers in India.
2. Explain the objectives and overview of the program.

### 1.1.1 Introduction

The domestic workers have always been a crucial part of Indian households since ages, however, their roles and responsibilities were not truly described and henceforth, this section of workers have not got their due recognition. Nevertheless, with changing time due to increased earning capacity of Indian household, growing nuclear families and working couples, the role of domestic workers has grown very important in today's Indian Society. There has been a rapid growth in the demand for domestic workers like housekeepers, cooks and ayahs (child caretaker), elderly caretakers/ caregivers for elderly and Persons with Disabilities, cleaners and laundry persons at various levels.

The new age Indians, essentially the splintered families are ready to pay higher remunerations and privileges to the domestic workers, however, demand a trained and certified employee, who is aware of his/her work thoroughly and is able to manage employer's household or provide professional caregiving without post-employment training and supervision.

### 1.1.2 Program Overview

The program will facilitate an overview of:

- Domestic Worker Sector
- Carry out basic housekeeping services
- Carry Out Basic Laundry
- Clean and Maintain Kitchen Premises
- Hygiene and Work etiquette
- Clean and secure working environment
- Employability and Entrepreneurship

## UNIT 1.2: Introduction to the Domestic Workers Sector in India

### Unit Objectives

**At the end of the unit, participant/trainee will be able to:**

1. Illustrate about the Domestic Workers Sector in India.
2. State the size and significance of the domestic worker's sector.
3. Explain the laws related to domestic workers.
4. Categorize and classify domestic worker occupations.
5. Identify the growth drivers and emerging trends of the domestic worker's sector.
6. Explain the progression of the job role of a General Housekeeper.

### 1.2.1 Introduction

The sectorial approach of Domestic Workers may be new to India but we have been seeing the presence and significance of domestic workers to our day by day life as they have been an essential part of our families across the nation. Until a couple of years back, the domestic workers had an extremely customary picture and this work was not viewed as optimistic employment. This stigma made it the last choice as work for the general population.

The Draft National Policy on Domestic Workers as recommended by the Taskforce on Domestic Workers defines a domestic worker as an individual engaged in domestic work within an employment relationship for remuneration. They are employed in households for a wide variety of tasks, generally through some agency or directly, either on a temporary or permanent basis, part-time or full-time basis.

### 1.2.2 Domestic Workers Sector in India

Most of the workers in the domestic sector come from the marginalized sections of society and a significant percentage of them are migrant workers.

#### Size and Significance

- There are no reliable statistics available to determine the number of workers in the sector, but the data analysis of the National Sample Survey (NSS) (61st Round, 2004-5) gives an approximate figure of approximately 4.2 million domestic workers in the country.
- Girls and women make up the significant majority of domestic workers. Between 2000 and 2010, women accounted for 75 % of the increase in the entire number of domestic workers in India.
- In 2009-2010 more than two-thirds of the domestic workers in the country were working in urban areas
- Most of the domestic workers in India are illiterate/ minimally educated and low-skilled.

## 1.2.4 Draft National Policy for Domestic Workers

### Aims and Objectives

The National Policy for Domestic Workers aims to strengthen the existing social protection floor for domestic workers and include them specifically in the existing legislation to enable them to fully enjoy their rights as workers. Once approved and notified the domestic workers; like other workers shall have the right to: -

- Right to work with dignity and respect.
- Work in a formal employment relationship and registration as workers.
- Protection of minimum wage.
- Direct receipt of wage in cash or bank accounts.
- Provisions of hours of work and leave/ weekly off under Factory Act.
- Social security coverage includes maternity benefits as provided through programmes by State and Central Governments.
- A safe and healthy place to work and stay (to ensure the privacy of workers), sufficient food should be provided for a live-in worker.
- Protection against sexual harassment at the place of work as per existing statutes in force;
- Safe working environment and protection from hazards and accidents at the workplace;
- Pursue skills development and professional training/studies or distant education programmes at her/his leisure time;
- Access entitlements, schemes and benefits available to other categories of workers;
- Freedom of Association and Collective Bargaining;
- Access similar to justice, dispute, resolution and grievance redressal by a suitable mechanism. Such a mechanism will also include grievance redressal by an independent tripartite body.

### Legal Provisions in the States

- Along with the draft, National Policy on the Domestic Workers, a No. of statutes in the country are in force, which addresses the rights and privileges of Domestic Workers in different states as under:
- Domestic workers are within the scope of the Unorganized Workers Social Security Act-2008. Some relevant schemes as relevant under schedule (I) are:
  - » Indira Gandhi National Old Age Pension Scheme.
  - » National Family Benefit Scheme.
  - » Janani Suraksha Yojana.
  - » Janshree Bima Yojana.
  - » Aam Admi Bima Yojana.
  - » Rashtriya Swasthya Bima Yojana.
- Under the Unorganized Workers Social Security Act-2008, the states establish the State Social Security Boards and implement various schemes within the act and rules thereof.
- The states of Kerala and Karnataka have adopted minimum wage laws for domestic workers.
- The state of Karnataka introduced 'domestic work' in the Minimum Wages Act in Jun 2005.
- Tamil Nadu included domestic workers in their Manual Workers (Regulation of Employment and Conditions of Work) Act, 1982, in 2007.

- The Child Labour (Prohibition and Regulation) Act, 1986 was amended in 2006 to ban the employment of children as domestic workers.
- Tamil Nadu included domestic workers in their Tamil Nadu Manual Workers (Regulation of Employment and Conditions of Work) Act, 1982, in 2007 and the Tamil Nadu Domestic Workers Welfare Board was constituted in the same year.
- Maharashtra has published a Code of Conduct relating to domestic workers.
- The state of Assam fixes the minimum wages and any other allowance for Domestic Workers in consultation with the State Minimum wage Advisory Board for domestic workers.
- The state of Tripura fixes the minimum wages and any other allowance for Domestic Workers through State Minimum wage notifications.
- Sikkim Labour Protection Act 2005 includes Domestic Worker as a worker in Sikkim making all the provisions in the State Labour Protection Act applicable to domestic workers as well.

## 1.2.5 Draft National Policy for Domestic Workers

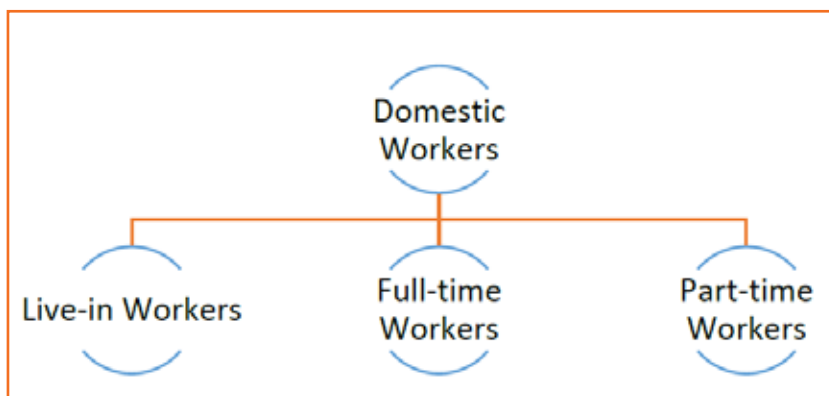


Fig.1.2.1: Domestic Workers Job

Domestic workers can be workers i.e. workers who work for one or more employers for a specified number of hours per day or perform specific jobs for each of the multiple employers every day.

- **Live-in worker** i.e. worker who works full time for a single employer and also stays on the premises of the employer or in a dwelling provided by the employer (which is close or next to the house of the employer) and does not return to her/his home every day after work.”
- **Full - Time worker** i.e. worker who works for a single employer every day for a specified number of hours (normal full day work) and who returns to her/his home every day after work.
- **Part-time worker** i.e. worker who works with multiple employers for 1 or 2 hours per day per household and does not stay within the premises of the employer's house/ work area.

### 1.2.5.1 Classification of the Occupation

Domestic Workers Sector Skill Council is divided into two sub-sectors i.e. “Household Services/ Housekeeping and Services” and “Caregiving (Non-Clinical)”. These two sub-sectors are further divided into seven occupations.

Housekeeping, Cleaning, Cooking and Laundry occupations come under the “Household Services/ Housekeeping and Services” sub-sector whereas; Child Care (Non - Clinical), Caregiver – Persons with Disabilities (Non – Clinical), Caregiver – Mother and New-born (Non – Clinical) and Elderly Care (Non – Clinical) occupations come under the Caregiving (Non – Clinical) sub-sector.

See the organisation/ relationship tree below in respect of the occupation sub-sectors:

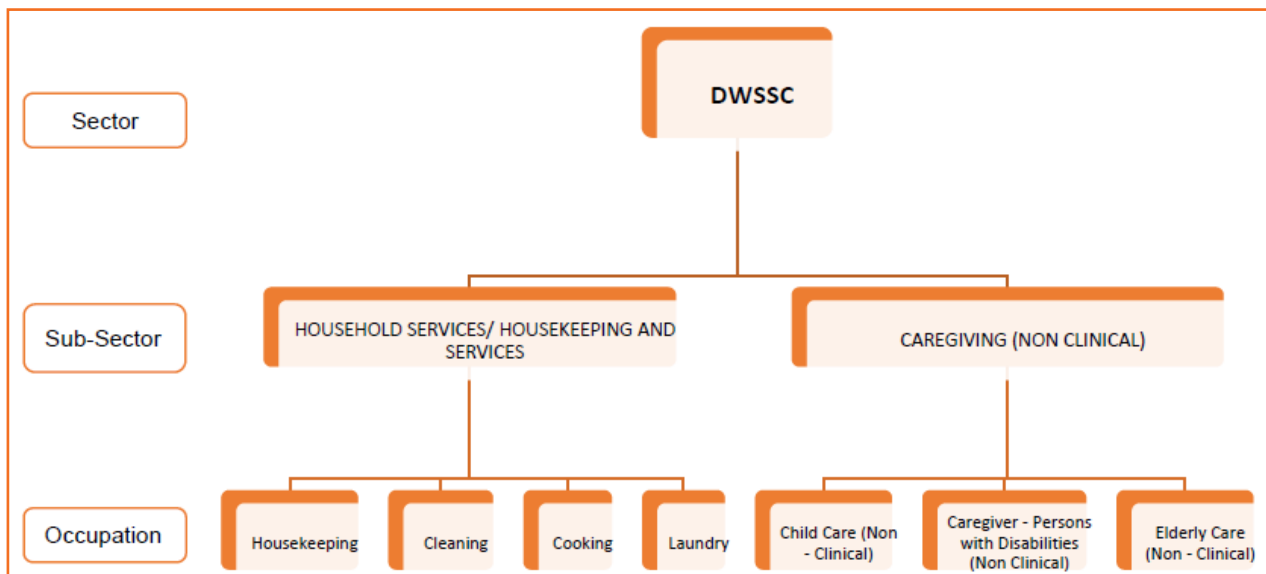


Fig.1.2.2: Classification of Domestic Workers Job

## 1.2.6 Growth Drivers and Emerging Trends in the Sector

### Growth Drivers for the Domestic Workers Sector

Domestic work is one of the oldest occupations amongst others and is making fast development globally. It refers to the increasing number of people, coming together to make the lives of others simpler and more comfortable.

The past trends reflect the increasing demand for skilled domestic help in India. Domestic Workers Sector Skill Council in India is the only National level platform in the country, which, through its activities of mobilization, training, certification and placement, is one of the best platforms, which are working hard to create a safe and financially stable ground for the domestic workers of India. With labour mobilization (ease of working within different economies) and public policy playing active roles to improve the situation, this Sector is working on simplifying domestic workers' rights.

Some of the prominent growth drivers are:

- Demand for professionally trained workers is higher, and even employers are ready to pay comparatively higher salaries than other work sectors.
- Awareness of dignity in this field and the change in India's socio-economic pattern are encouraging more people (youth) to join this sector.
- One of the prominent reasons for obtaining domestic help is the rise in the number of working couples and nuclear families.

Another important reason for the growth in this sector is increase in disposable income and improved per capita income.

### Reasons for Growth

- Improved per capita income and increase in disposable income are the main critical factors of growth in this sector.
- The rise in the nuclear family and working couple is also a prominent reason for the need for domestic workers.

- The change in the socio-economic culture of India, increasing the dignity of labour is one of the reasons that some from the youth are taking to this sector.
- The demand for professionally trained and educated workers by the employers who are ready to pay good salaries which are comparatively higher than other sectors.

### 1.2.6.1 Emerging Trends

Domestic workers are hired to provide comfort and simplify the usual complexities of individual households by taking over household chores in return for remuneration. The tasks include taking care of children and the elderly, cooking, driving, cleaning, grocery shopping, running errands and taking care of household pets, particularly in urban areas.



Fig.1.2.3: Domestic Workers

Some of the current sector trends are as under:

- **Change in Employer's Expectations:** The employer is ready to pay a higher salary if the domestic worker is as per his/ her expectations in domain knowledge, attitude, hygiene etc.
- **Defined Job Roles:** The job roles of the domestic workers are now more defined than earlier which encourages the worker to perform his/her duties better. Its clear subsectors of household services and caregiving have defined the job roles in the sector
- **The necessity of times:** Employing domestic workers is no more a luxury even for a middle-class family, it has become a necessity. This has been catalysed by the emergence of splinter families/breaking of the joint families and both the spouses employed, thereby leaving a vacuum at home in terms of gaps in household work and caregiving.

### 1.2.7 Progression for General Housekeeper

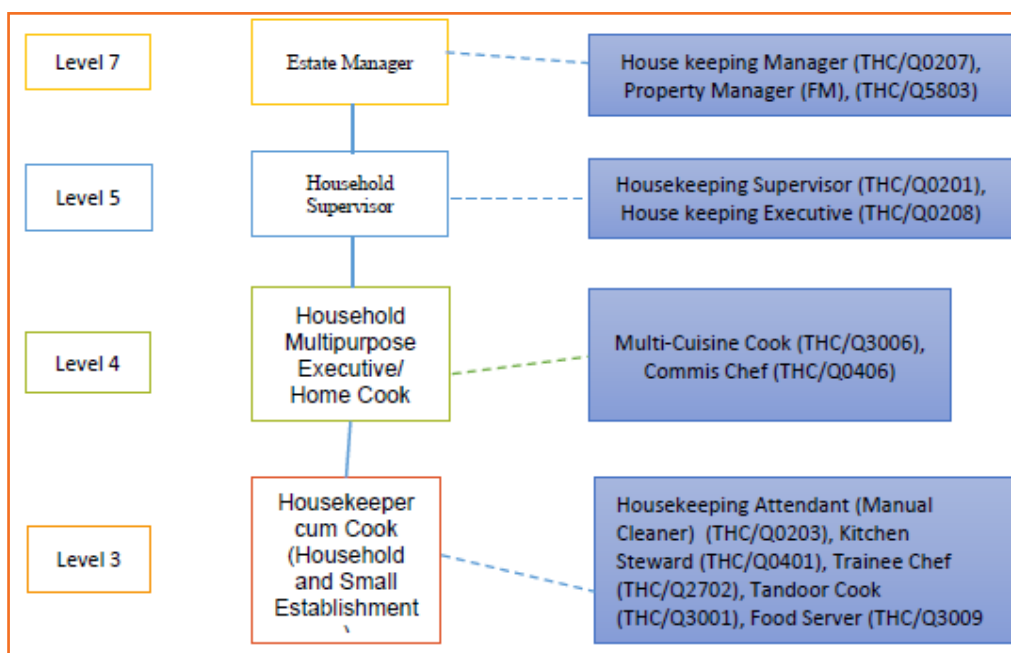


Fig.1.2.4: Progression of General Housekeeper

## UNIT 1.3: Roles and Responsibilities of a General Housekeeper

### Unit Objectives

At the end of the unit, participant/trainee will be able to:

1. Illustrate the roles and responsibilities of a General Housekeeper.
2. Identify the expectations from a General Housekeeper.
3. Identify the grooming etiquettes required for personnel involved in housekeeping.

### 1.3.1 Introduction to General Housekeeper

A General Housekeeper in the Informal sector is a critical operational role in the domestic worker segment providing various types of housekeeping and basic cooking services at private houses.

A General Housekeeper provides basic housekeeping services like sweeping, dusting, mopping, laundry, cleaning of utensils, cleaning of bathrooms and toilets, and garbage disposal and does basic cooking in a household. He/she maintains a daily, weekly, long me cleaning schedule for the house.

### 1.3.2 Roles and responsibilities of a General Housekeeper

A General Housekeeper should take full responsibility for the basic housekeeping services as well as provide basic cooking services in a domestic set-up. He/she should have physical fitness, be adaptable and loyal to the employer. The individual should be able to cater to the expectations in terms of cleanliness, have basic communication skills capable of understanding safety and hygiene issues.

### 1.3.3 Expectations from a General Housekeeper

A General Housekeeper is expected to perform the following duties in a household:

- Clean the house through sweeping, dusting and mopping.
- Washing utensils and placing them in their respective locations.
- Handling the laundry.
- Making the beds.
- Regularly clean the kitchen cabinets, appliances and other equipment.
- Safely dispose the household garbage and keep the environment neat and clean.
- Prepare the schedule of the duties and maintain time management.

### 1.3.4 Grooming of Personnel involved in Housekeeping

A well-groomed personality projects a good image and speaks well of hygiene and efficiency. As far as possible, personnel involved in housekeeping should:

- be fresh, well-groomed and clean, not half asleep or unkempt while reporting on duty.
- have their hair neatly cut and tied properly.
- have nails neatly trimmed dress in simple, clean and well-ironed clothes avoid rings or other jewellery.
- use light makeup, in the case of women.
- use light footwear, without heels and noiseless.
- be healthy and not suffer from any skin disease, colds, etc.
- avoid bad habits such as nail-biting, nose picking, leg shaking, sitting on a work table, spitting, chewing pan, smoking, etc.
- bathe daily.

### Exercise

1. The domestic workers have always been a crucial part of Indian households.
  - a) True
  - b) False
2. This section of workers has always got their due recognition.
  - a) True
  - b) False
3. There has been a rapid growth in the demand for domestic workers.
  - a) True
  - b) False
4. The new age Indians, essentially the splintered families are not ready to pay higher remunerations and privileges to the domestic workers.
  - a) True
  - b) False
5. A General Housekeeper should prepare the schedule of the duties and maintain time management.
  - a) True
  - b) False
6. List the important traits that a General Housekeeper must-have.
 

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7. Mention responsibilities of a General Housekeeper.
 

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## 2. Basic Housekeeping Services



**Unit 2.1 – Clean the House/Work Area**

**Unit 2.2 – Tidying up the House Regularly**

**Unit 2.3 – Handling Basic Household Products and Equipment**



## Key Learning Outcomes

**At the end of the module, participant/trainee will be able to:**

1. Describe different areas of a house.
2. Describe the processes of sweeping, dusting and mopping using traditional methods as well as using appliances.
3. Discuss the steps of tidying up different rooms in a house.
4. Explain the process of bed making.
5. Discuss the method of cleaning the bathroom.
6. Explain the operation and maintenance of various household appliances such as vacuum cleaners, etc.

## UNIT 2.1: Clean the House/Work Area

### Unit Objectives

At the end of the unit, participant/trainee will be able to:

1. Explain the importance of housekeeping.
2. Identify different cleaning methods for different surfaces.
3. Identify different types of cleaning materials for different surfaces.

### 2.1.1 Introduction to Housekeeping

Housekeeping in simple words means maintaining a house on a daily or long term basis or looking after its cleanliness, tidiness, upkeep and smooth running. When one keeps their house clean and well maintained, they would also like to make it as beautiful as possible. How do you make sure that everything in the house is in usable condition? None of the objects are broken or chipped and fabrics are not torn. All the fixtures like taps, geysers, electric wiring, bulbs, tubes, fans, plug points, are in good working condition, geysers are not leaking, electric wiring is proper and there is no danger of fire due to short-circuiting, and so on.

Thus, the different procedures followed to keep and maintain everything in the house in good and presentable order, are collectively known as good housekeeping. In other words, we may also say that housekeeping is a process of keeping a place clean, beautiful and well maintained so that it looks and feels pleasant and inviting to all, either living, visiting or working there.

#### 2.1.1.1 Importance of Housekeeping

To know the importance of housekeeping, let us examine the following situation.

Sohan gets up with a backache as his mattress is lumpy. He has to catch a train; he opens the tap for bathing but there is no water! He goes to the roof to check the tanks, a leak in the pipe has drained out all the water!

He sits for his breakfast and manages to save himself from falling, as the chair is broken. To his horror, he notices a tiny cockroach in his food.

Now, would you like to be in Rohan's place? Would you like to use a dirty toilet? or wear dirty, torn clothes? Would you like to work in a shabby, dirty place? If eating out, would you like to go to a restaurant with broken furniture or pests crawling all over? Would you like to sleep on a dirty and lumpy bed?

I am sure the answer to all the above is 'No'. These are very small things but can make a lot of difference in your daily life. These small things are the very essence of good housekeeping. Had Rohan attended to the leak in time, repaired the dining chair when it had just started creaking, or unclogged the drain the first time it showed a minor blockage, regularly disinfested his house at periodic intervals,— it would have ensured a clear, comfortable environment in which Rohan would have been happy and relaxed. He would not have felt uncomfortable, depressed and frustrated or suffered from an inferiority complex. Good housekeeping would have ensured smooth functioning of all gadgets, no leaks, a comfortable environment in which Rohan would have enjoyed hassle-free living.

Thus, housekeeping means attending to the small tasks in time.

### 2.1.1.2 Areas of Housekeeping

You must have understood by now how important good housekeeping is to a house. Similarly, it is equally important for any other kind of establishment, be it a shop, a trading center, an office, club, guesthouse, hospital, hotel or hostel. Every area in the establishments mentioned above needs to be kept clean and tidy and everything placed here has to be in a presentable and working condition. Thus, housekeeping is an essential and regular feature in all types of establishments. Here is a detailed list of areas that need housekeeping:

**Rooms and corridors:** Ceiling and wall paint, wallpaper, fans, air-conditioners, electrical switches and sockets, wiring, windows, doors, glass panes, bed, bed-making, carpets, locks, keys, etc.



Fig.2.1.1: Rooms and corridors

**Toilets:** Taps, sinks, water closet, geysers, water supply, electrical sockets and switches, supply of towels, toilet paper, toiletries (soap, shampoo, etc.)



Fig.2.1.2: Toilets

**Linen:** Linen (table napkin, tablecloth) towels, bed sheets, bed covers, blankets, garments, uniforms, etc.



Fig.2.1.3: Linen

**Furniture and furnishings:** Furniture, curtains, table lamps, tube lights, chandeliers, bulbs, sofas, dining tables and chairs, etc.



Fig.2.1.4: Furniture and furnishings

**Gardens:** Plants, pots, lawn (grass), flowers, trees, bushes, hedges, etc.



Fig.2.1.5: Gardens

**Public areas:** Staircase, corridors, lobby, conference/ seminar room, waiting halls, recreation room, parking area, clubs, swimming pool, offices, common toilets etc.



Fig.2.1.6: Public areas

### 2.1.1.3 Dirty Dozens

Here are 12 key areas to clean of the dirty dozen:

1. **Outdoors:** Don't neglect the exterior of the location, such as porches, sheds, gutters, outside windows, and walkways. One should take measures to prevent flooding on the property.
2. **Carpets:** Vacuum thoroughly and often, taking care to change the vacuum filter as directed to prevent dispersing pollutants back into the air. Clean floors last. Dust and dirt from higher surfaces will fall and accumulate.
3. **Dust:** Dust all surfaces starting from the top and working your way down. Don't neglect light fixtures and ceiling fans, which can harbor a great deal of dust. Be certain light bulbs are cool to touch and your hands are dry! Clean or replace the air filter on the HVAC system to decrease the spread and buildup of dust, pollen, and other allergens as well.
4. **Walls:** Dip a sponge or clean cloth into a solution of water and a few drops of mild dish detergent. Stubborn stains may require a stronger cleanser.
5. **Furniture:** Move large furniture and appliances and use a vacuum hose to clean beneath.
6. **Stains and odors:** Attend to stains and odors on carpet and upholstery to keep the home looking and smelling fresh. Professionally cleaning upholstery every 1-3 years and carpet once or twice a year can preserve items, keep them looking great, and maintain a clean and healthy indoor environment.
7. **Windows:** Wash windows on cloudy days to prevent cleaning solutions from drying on. Use water and a microfiber cleaning cloth, or a solution of 1/4-cup rubbing alcohol with 1/3-cup vinegar in a 32-ounce spray bottle. While you're at it, wipe down mirrors, frames, and other decor.
8. **Floors:** Stained tile and grout can age the home. If it's been more than three years or you have tough grout stains, then it's a time for a deep cleaning and sealing. Take care to avoid moisture damage with wood and laminate. Use furniture protectors to avoid scratches.
9. **Mold and mildew:** Clean all mold and mildew in damp areas like the basement, washroom, or bathroom. Wash or replace effected items such as shower curtains and rugs to keep mold and mildew under control.
10. **Toxic trash:** Old or unused paint, stains, thinners, oils, fuels, solvents, cleaning chemicals and more should be properly disposed of at city or county hazardous waste facilities. They are not only hazardous to your health, but often pose a fire risk as well. Don't overlook chemicals in the garage, basement, storage sheds, and under sinks.
11. **Kitchen:** Carefully clean the refrigerator and freezer shelves, drawers, and door seals, including the icemaker bucket. Vacuum the coils under and behind the refrigerator. Clean and degrease kitchen appliances inside and out. Wash all exterior surfaces.
12. **Chimneys:** One must clean and secure the chimney after winter. This ensures proper operation next season and reduces the likelihood of potentially deadly carbon monoxide exposure.

*Tip: Be sure to change the batteries in smoke and carbon monoxide detectors and perform safety checks for reliability.*

### 2.1.2 Cleaning and Cleaning Materials

We have already discussed in our previous topic that housekeeping involves cleaning, maintenance and beautification of any premises and that it is one of the most important and regular features in our daily life. Thus we know that any establishment has to be clean, well maintained and presentable at any given moment.

### But how to ensure well-maintained areas in the house?

Cleaning is the most important and primary aspect of housekeeping. It is a process of removing dirt, dust and grime by using methods such as dusting, shaking, sweeping, mopping, washing or polishing.

There are certain areas you may clean daily, whereas you may clean other areas occasionally or once /twice in a year. Since there are different types of surfaces like walls, countertops, marble floors, ceramic tiles, wooden chairs, etc, special cleaning agents are used to clean these specific surfaces.

## 2.1.2.1 Meaning and Importance of Cleaning

### What do you mean by cleaning?

Cleaning involves sweeping floors, dusting furniture and other surfaces, mopping or washing floors, polishing surfaces, articles and accessories, scrubbing tiles, sinks, toilets, disinfecting drains, rearranging cleaned areas and putting things in their specific place. We can say that cleaning is a process of removing dust, dirt or any other undesirable materials like stains, spots, contents of an ashtray, etc.

### What happens if cleaning is not done regularly?

The house will become the breeding ground of insects such as cockroaches, spiders, ants, flies and mosquitoes. It will look dirty and will be most uncomfortable. Living in such circumstances can also lead to diseases such as asthma, bronchitis, etc. Thus, cleaning is necessary for a general presentable appearance and also to ensure good hygienic conditions.

### What do you understand about dust and dirt?

‘Dust’ collectively refers to the loose particles, which are very easily moved by air and settle on any surface. It is easily removed with the help of a dry cloth.

‘Dirt’ refers to dust that sticks to any surface with the help of moisture or grease. It is more difficult to remove dirt as compared to dust. Dirt has to be removed either with a detergent or any other cleaning agent.

## 2.1.2.2 Methods of Cleaning

You have already read earlier in this lesson that dust and dirt can be removed by dusting, mopping etc. Based on these we can describe the cleaning methods as follows:

### Dusting

You are already familiar with the term ‘dust’. But how do you remove dust? When any surface is wiped with a piece of dry cloth, (duster), it carries the loose dust with it and the process is known as dusting. This should be done with a clean soft cloth.



Fig.2.1.7: Dusting

### Dusting with a cloth - Steps to do Dusting

- **STEP 1:** Dusting is being done by many tools like cotton/ muslin cloth known as a duster dusting brush vacuum cleaner etc.
- **STEP 2:** Choose your dusting tool as per the requirement like muslin cloth duster for dusting digital gadgets table etc. while dusting brush for cleaning computer systems/ fans/ light bulbs etc. Dusting is always to be done after sweeping as dust spreads in the course of sweeping and gets collected on the items available in that place.
- **STEP 3:** Dusting is to be done systematically to avoid needless wastage of time and energy. Before dusting, first, make a list of items to be cleaned and then start dusting the items kept on the height like ceiling fans, light bulbs and then come downwards to clean paintings, artifacts, tables etc.
- **STEP 4:** Always dust an item in either clockwise or anticlockwise motion to clean properly.
- **STEP 5:** Always remember to clean not only the upper surface of the objects but also to clean the dust underneath thoroughly by moving it from its place.



Fig.2.1.8: Dusting with a cloth -1



Fig.2.1.9: Dusting with a cloth -2



Fig.2.1.10: Dusting with a cloth -3



Fig.2.1.11: Dusting with a cloth -4



Fig.2.1.12: Dusting with a cloth -5

- **STEP 6:** Always shake or rinse your dusting cloth to remove the dust as soon as it becomes dirty. Please do not shake the dusting cloth inside the house as it may make your house dirtier.



Fig.2.1.13: Dusting with a cloth -6

- **STEP 7:** To clean the dust from the tough areas, like behind the furniture and ceiling fans, etc., use a synthetic duster with a long handle or stick.



Fig.2.1.14: Dusting with a cloth -7

- **STEP 8:** Use a small paintbrush to remove the dust from the nooks of the crevices of the furniture.



Fig.2.1.15: Dusting with a cloth -8

- **STEP 9:** Use a damp mop/ Swiffer to clean dust from the oil-painted walls while using a muslin cloth/ synthetic brush for the other walls.



Fig.2.1.16: Dusting with a cloth -9

- **STEP 10:** While cleaning non-wooden furnishings use a damp cloth to wipe the dust.



Fig.2.1.17: Dusting with a cloth -10

- **STEP 11:** While cleaning the Air Conditioners, remove the air filter and wash it thoroughly under running water, then let it dry before placing it back. You ought to clean the outer body of the Air Conditioner as well.



Fig.2.1.18: Dusting with a cloth -11

- **STEP 12:** As soon as you finish the entire dusting, clean the floor as well otherwise, the whole dust will be laid there. Do not forget to throw the dust and debris in the dustbin.



Fig.2.1.19: Dusting with a cloth -12

### Tips

- Always use a high-quality cleaning product to clean paintings, mirrors, artefacts and other items.
- Always remove the stains of food and beverages from the tabletop as soon as you notice.
- Always dust the hidden surface of tables and chairs as cobwebs and dust get accumulated right here.
- Do not leave out the corners of furniture while dusting.
- To do a proper dusting of the house, you need to make a dusting calendar with the details of the items to be cleaned daily, weekly and monthly. It makes the complete work very systematic and smooth for the housekeeper.
- Always store the dusting tools after proper cleaning /washing for subsequent use
- Always use one-of-a-kind dusters/brushes for exclusive areas of the house.
- Always put on breathing masks or tie a cloth around your nostril and mouth earlier than sweeping as breathing in the dirt can be dangerous for you.
- Always clean the window sill, window panes and window grill.
- You should use the damp cloth and cleaning agent to clean ceiling fans, exhaust fans, etc.
- Collect the entire dust in a garbage bag and tightly close it before disposing of in the trash bin.
- A vacuum cleaner should be used to clean the carpets, rugs, sofas and mattresses.
- Always cover your head to avoid damage to your hair.

### Shaking and Beating

What happens when you shake a cloth full of dust? Yes, the dust falls out. Similarly, when you shake or beat any soft material, like a carpet/rug or a curtain, the dust falls out, making the article dust-free to a large extent. This is mostly done in the open air so that other things do not get dusty.



Fig.2.1.20: Shaking and Beating

### Sweeping

When a broom or a brush is used to carry the dust laterally along with the room, the process is known as sweeping. While sweeping any vertical surface like walls, you should remember to start from the top and sweep downwards. Similarly for lateral sweeping as for floors, start from one end of the room and move to another, preferably a door, and carry the dust all along or collect in a dustpan. All the movable articles kept on the floor should be lifted, swept under, and kept back in place.



Fig.2.1.21: Sweep

### Sweeping the floor - Steps to Sweep the Floor

- **STEP 1:** You should select an appropriate broom for cleaning the desired area as it will make your work easier. E.g. Use a soft broom with a normal size handle for cleaning the dry floor while using a long-handled soft broom for breaking cobwebs from the ceiling and walls.
- **STEP 2:** Before sweeping, you should remove all the clutter including delicate and important items from the floor to avoid any accident. It will make your task easier and less time-consuming.
- **STEP 3:** Hold the broom and start from one corner of the floor and sweep towards the other corner in overlapping strokes. Pile up the dust at a point and bring the dust from other corners as well by following the same process. Now the entire dust is collected in one place. You should collect the dust in a corner that is not in contact with direct air otherwise it will get spilt and will increase your work.



*Fig.2.1.22: Sweeping the floor -1*

- **STEP 4:** While sweeping you should make sure that the broom reaches all the corners and under the furniture so that the dust from there may be collected.



*Fig.2.1.23: Sweeping the floor -2*

- **STEP 5:** Now collect the dust on a dustpan and throw it into the dustbin. There should not be any dust left beneath the dustpan if so you can use a damp cloth to clean it.



*Fig.2.1.24: Sweeping the floor -3*

- **STEP 6:** When you are cleaning outdoors, you should make sure to sweep downhill and with the wind as your work gets easier.



*Fig.2.1.25: Sweeping the floor -4*

### Tips

- Always wear a breathing mask or tie a cloth around your nose and mouth before sweeping as inhaling the dust can be harmful to you.
- Switch off the fans and close the doors before sweeping into the rooms.
- Cover the open food items and water before sweeping.

- Always remove dust and hair from doormats, rugs, etc. regularly.
- Always clean broom from hair and dust after sweeping for the next use.
- Avoid storing the broom on its bristle. Place it in a horizontal position instead. It will increase the life of the broom.
- Cover your head to avoid damage to your hair.

### Mopping

You have read that wiping with a dry cloth is dusting, similarly, wiping a surface with a damp cloth is called 'mopping'. The piece of cloth used is known as a 'mop' and is generally coarser than a duster. In this process, both the dust, as well as easily removable dirt, is also removed. Mopping is mostly done on floors. Extra attention should be paid to nooks and corners otherwise it gets tougher to remove fixed grime later on.



Fig.2.1.26: Mopping

### Mopping - Steps to Mop the floor

- **STEP 1:** Before mopping any area, collect the essential tools like a mop, bucket, water, floor cleaning agent, disinfectant etc. Mopping is always to be done after sweeping and dusting.
- **STEP 2:** You should clear the area before mopping, like removing chairs, tables, toys, throw rugs and other items scattered on the floor.
- **STEP 3:** If anyone is supposed to walk through that area like kids, family members, pets etc. allow them to move earlier than you begin mopping.



Fig.2.1.27: Steps to Mop the floor -1



Fig.2.1.28: Steps to Mop the floor -2



Fig.2.1.29: Steps to Mop the floor -3

- **STEP 4:** If you want to clean any of the items in the room or countertops in the kitchen etc., please do it beforehand, so that if any particle falls on the floor, it will fall before you clean.
- **STEP 5:** Mix the appropriate amount of floor cleaning agent/ disinfectant with lukewarm water in the bucket.
- **STEP 6:** Please read the instructions mentioned on the package or bottle the floor cleaning agent/disinfectant before using it.
- **STEP 7:** Dip the mop inside the bucket and leave it there for a minute to soak water.
- **STEP 8:** Wring the mop to remove excess water as you want it damp, not soggy.



Fig.2.1.30: Steps to Mop the floor -4



Fig.2.1.31: Steps to Mop the floor -5



Fig.2.1.32: Steps to Mop the floor -6



Fig.2.1.33: Steps to Mop the floor -7



Fig.2.1.34: Steps to Mop the floor -8

- **STEP 9:** Hold the Mop in your hand, start wiping from one corner of the room and move towards the other end.



Fig.2.1.35: Steps to Mop the floor -9

- **STEP 10:** You should use light pressure to remove stubborn stains from the floor.



Fig.2.1.36: Steps to Mop the floor -10

- **STEP 11:** After covering a small area, when the mop starts looking dirty, dip it once more into the bucket and wring and proceed to the next area. You need to repeat this process each time the mop looks dirty while cleaning.



Fig.2.1.37: Steps to Mop the floor -11

- **STEP 12:** To remove the persistent dirt, you ought to use a more wet mop than regular to dampen the area thoroughly. Then use a drier mop and wipe out the entire dirt by using pressure. You can repeat the process if required. Avoid stepping on the wet floor as it will make the area dirty.



Fig.2.1.38: Steps to Mop the floor -12

- **STEP 13:** Let the floor dry. You could allow the doorways and windows open for this work. You can switch on the ceiling fans for the same as well. Replace the furniture you moved before mopping the area.

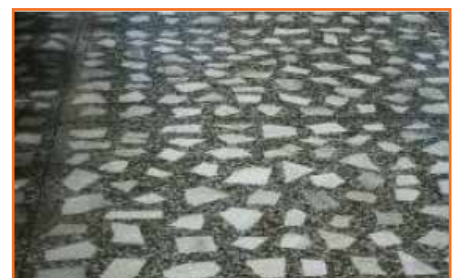


Fig.2.1.39: Steps to Mop the floor -13

- **STEP 14:** Wash the mop under the running water to clean and let it dry before storing. Never forget to wash your hands with soap/ hand-wash once the task is over.



Fig.2.1.40: Steps to Mop the floor -14

### Tips

- Always clean underneath the furnishings, shoe racks, almirah, in the back of the doors.
- You should wear rubber gloves and shoes (non-slippery) before mopping the floor.
- As soon as the mopping water gets dirty, change it otherwise, you would be cleaning the floor with dirty water, and there is no use of it.
- Always choose the mop as per the size of the room and the need so that you may save your time and energy.
- Always remove the stains first so that you do not need to repeat the mopping process.
- Do not use any cleaning agent directly on the floor as it may damage its surface.
- Always choose the cleaning agent as per the floor.
- Use a scrub to remove persistent stains from the floor before mopping.
- Store the mops and cleaning agents at a safe place, far from the reach of the children.
- Always ask your employer in case of any doubt related to the use of a product.

### Washing

Sometimes mopping alone is not sufficient to remove dirt. Such surfaces are then scrubbed with the help of a yard (bamboo) broom along with plenty of water. Eventually, the dirt loosens and is carried off by water. This process is known as 'washing'. In case of tougher stains or dirt, detergent may be added to the water.

#### Steps to wash the floor:

- **STEP 1:** Fill water in a bucket
- **STEP 2:** Add detergent/ floor cleaner (as per requirement) to the water to remove tougher stains
- **STEP 3:** Through plenty of water to wet the floor and simultaneously remove all debris from the floor using a bamboo broom
- **STEP 4:** Use the bamboo broom to scrub the surface so that the dirt loosens and is carried off by water.
- **STEP 5:** Dry the floor using the dry mop/wiper to ensure safety from slip and trips.



Fig.2.1.41: Washing

### Polishing

When some reagent is rubbed on a surface to bring out the shine, the process is known as polishing and the reagent applied is known as the 'polish'. Similarly, many other articles/ decorative items made of brass, wood, marble etc, may be polished.

#### Steps to polish a marble decorative:

- **STEP 1:** First, clean the decorative with a cloth or vacuum as much as possible
- **STEP 2:** Apply xylene gel to remove the wax-resin coat
- **STEP 3:** Apply a poultice on the decorative and leave it for 6 to 8 hours
- **STEP 4:** Use a piece of cloth to clean the paste
- **STEP 5:** Wash the decorative and get rid of dust
- **STEP 6:** Apply Renaissance microcrystalline wax to make it shiny and waterproof.



Fig.2.1.42: Polishing

### Exercise

1. Which one of the following is not a type of cleaning?
  - a) Dusting
  - b) Shaking and Beating
  - c) Sieving
  - d) Sweeping
2. The process of wiping a surface with a piece of bright cloth is called dusting (True/False).
  - a) True
  - b) False
3. When a broom or a brush is used to carry the dust laterally along with the room, the process is known as \_\_\_\_\_.
  - a) Dusting
  - b) Sweeping(Ans)
  - c) Mopping
  - d) Cleaning
4. When some reagent is rubbed on a surface to bring out the shine, the process is known as \_\_\_\_\_.
  - a) Mopping
  - b) Dusting
  - c) Washing
  - d) Polishing

5. Which one of the following surfaces needs special cleaning agents to be cleaned?
  - a) Walls
  - b) Ceramic tiles
  - c) Marble floors
  - d) All of these
6. Housekeeping is also important for other kind of establishment like\_\_\_\_\_.
  - a) Hospitals
  - b) Club
  - c) An office
  - d) All of these
7. Ceiling and wall paint, air- conditioners, doors, panes etc. are part of which of the following?
  - a) Linen
  - b) Public areas
  - c) Furniture and furnishings
  - d) Rooms and corridors
8. Cleaning is one of the most important and regular features in our daily life.
  - a) True
  - b) False
9. Mention the types of surfaces for cleaning?  
\_\_\_\_\_  
\_\_\_\_\_
10. Mention different methods of cleaning?
  - a) Dusting
  - b) Shaking and Beating
  - c) Sweeping
  - d) Mopping
  - e) Washing
  - f) Polishing

## UNIT 2.2: Tidying up the House Regularly

### Unit Objectives

**At the end of the unit, participant/trainee will be able to:**

1. Identify ways to tidy up the house.
2. Illustrate techniques to organize linen closet.
3. Demonstrate the process of bed-making.
4. Demonstrate the process of bathroom cleaning.
5. Identify material required for bathroom cleaning.

### 2.2.1 Tidying up the House

One of the major responsibilities of a General Housekeeper is to keep the house neat and clean as a tidy house welcomes everyone. When a person enters a house, the primary factor observed is tidiness, which creates an image of the household.

The purpose of tidying up a room is to place every item at its appropriate spot so that it may be picked up easily without any hassles. You need to follow the below-mentioned steps to make a room full of energy and life.

- The process of tidying up a room starts from prioritizing the stuff which must be kept in a room.
- These items need to be critical, preferable, and vital for that room relying on the requirement of the household.
- You have to consult your employer before throwing away/ storing a few things that isn't always crucial.
- You could use the closets, cloth wardrobe/desk drawers, trunks, area beneath the bed, attics/basements and spare room to store more stuff.
- You should create and follow a system for storing clothes, both clean and dirty.
- The most important item in a bedroom is the bed. Thus, when the bed is tidy, it will make the rest seem better. So clean up the bed by removing extra stuff from it.
- You should make the bed every morning as it needs only a few minutes but makes the room feel tidy and additionally encourages a great night's sleep at the end of each day.
- Start picking up the large items first, then to small items like papers etc.
- You need to collect all the clutter/ extra stuff from the room and put it all away neatly. Follow the simple rule of 'Putting the thing right back from there it was pulled'.
- The room should be cleaned regularly with the aid of sweeping, mopping, scrubbing, washing, dusting, or anything else is needed to do to keep it presentable.
- You should make a habit of giving some time each day to put everything where it belongs as it prevents the stuff from accumulating again.
- Make a practice to place everything in its place or neatly put it away, every night before sleeping.
- You should shut all of the drawers of the cloth cabinet, night time desk, or table after use, every time you open it. This will make a huge difference in you, as you can't see peeking stuff from the gaps of the closets.
- As soon as your task is completed, stop and check if it is correct so that you may not leave something in between and start something else. So after completing the task go and finish cleaning. For example, your

dining table is disorganized, you cleaned it all up, then check to make sure everything is placed properly at its correct spot.

- You should slide and remove everything from under the bed and put it in the middle of the floor. Go through the things, and organise in a respective place.
- Take breaks in between as this will help you to cope.

## 2.2.2 Linen Closet Organization

### What Is a Linen Closet?

In essence, a linen closet is a place to store linens — but this doesn't necessarily mean only materials made out of linen. Sometimes called a towel closet, it's where people keep an assortment of household textiles, like bedding, towels and tablecloths.

### What goes in a Linen Closet?

Before getting into how to organize a linen closet, let's cover the basics. What, exactly, are you supposed to put in there?

The linen closet isn't limited to bath towels and sheet storage. Depending on how much room you have, you can stash a range of other things inside.

### What to keep in a linen closet:

- Duvet covers, sheets, pillowcases and other bedding
- Extra comforters and bed pillows
- Bath towels, hand towels and washcloths
- Beach towels
- Tablecloths, napkins, runners and other table linens
- Kitchen towels
- Blankets and quilts
- Hampers and laundry baskets
- Laundry detergent and dryer balls
- Iron and steamer
- Toilet paper, paper towels and tissue boxes
- Cleaning supplies
- Extra toiletries, such as hand soap, shampoo, toothpaste and cotton swabs
- Pet products
- Fitness items, like yoga mats, weights and workout towels

Linen closets are often located in a central area of a house, like a hallway or upstairs landing. However, they can be built into bathrooms, laundry rooms or even pantries. Some are notably shallow with bifold doors, others have traditional doors, and some are more like cabinets than closets.

In any case, a linen closet is a kind of a catchall for fabrics, bedding, bath essentials and cleaning supplies. As a result, it can end up being treated like an oversized junk drawer, which, of course, quickly leads to a mass of clutter.

### 2.2.2.1 Steps to Linen Closet Organization

The joys of an organized linen closet really can't be overstated. You might be used to digging through mounds of fabric to find a washcloth or a mountain of towels falling on the head every time one opens the door. But you'll save yourself a lot of time and anguish by taking care of the mess once and for all.

- **STEP 1 - Take everything out of the Linen Closet:** The first step of any linen closet organization project is to take out all the foldable. Remove all materials and items from the shelves — yep, even things that are already stacked. Then wipe down the entire inside of the closet, vacuum the floor, and marvel at the blank canvas before you.
- **STEP 2 - Do Inventory:** Next, take inventory. Set all the bedding, blankets, towels, washcloths and other odds and ends on a clean surface, such as a bed or a vacuumed carpet. This will give you a clear visual of what you currently have and what you need to pack back in. For instance, if someone sleeps without a top sheet, you might have extras floating around the linen closet. They make excellent outdoor blankets.

Now is also a good time to take note of stained, threadbare or torn items that one can potentially toss out. Aside from family heirlooms and sentimental objects, the general rule of thumb is that if someone hasn't used something in the past year, they should probably get rid of it.

- **STEP 3 - Identify Gaps:** Once you've removed everything and figured out what was crowding the linen closet shelving, you can identify gaps in the stash. Generally speaking, one should have at least two complete sets of bedding and towels for each person living in the home and one set for guests. That way, one won't have to do an emergency load of laundry in the event a set gets soiled. If the existing linens don't match, this is a great time to upgrade. Don't underestimate the aesthetic power of matching towels and bedding.
- **STEP 4 - Sort and Categorize:** After taking out all the linens, getting rid of unused items, and figuring out what you need to buy, it's time to sort and categorize. There's no right or wrong way to go about this — the goal is to create a practical system that makes sense for the household.

Many people sort items by category, like bedding, bath, beach, laundry, holiday, tableware and baby. Another option is to divide the linens by room (master suite, kids' rooms, guest room, kitchen, bathroom, etc.). If one has a lot of bedding to store, they might try sorting it by size or season. These categories will ultimately become zones in the linen closet, so keep that in mind.

- **STEP 5 - Section Off Your Shelves:** One of the best ways to tackle a small linen closet organization project is to section off the shelves. This will help you make the most of the available space. Plus you'll have an easier time storing smaller items, like dish rags, washcloths and toiletries.
- **STEP 6 - Place Like With Like:** You've already sorted the linens into categories. When you put it all back in, you'll want to do your best to place everything in a way that makes sense.

Placing "like with like" is an organizational strategy in which you put things in logical groups or sequences. Just like how one put their baking supplies near the tin foil and dry goods in the pantry, you might place the washcloths and hand towels near the toilet paper and hand soap.

- **STEP 7 - Keep Priorities Easily Accessible:** Another crucial component of a successful organization is keeping frequently used items front and centre. Anything you swap out upon getting dirty, like kitchen towels, as well as items you rotate on laundry day, like bath towels and sheets, should be easily accessible. Or if you keep everyday cleaning supplies in the linen closet, make sure they're not only within eyesight but also easy to grab.
- **STEP 8 - Learn How to Stack:** Folding is one thing, but the key to conquering a linen closet is learning how to stack. Typically, you'll want to place more voluminous items like comforters and bath sheets on the bottom and lighter, smaller items like pillowcases and washcloths on top.

There are also lots of bed sheet organizers on the market, which can help with stacking. However, one of the best linen storage ideas is to tuck sheet sets into pillowcases. It'll save space, spare you from perfecting those impossible fitted sheets, and prevent you from misplacing rogue pillowcases.

- **STEP 9 - Embrace Bins and Baskets:** When it comes to linen closet storage, there are infinite uses for bins and baskets. For instance, a basket can act as a towel organizer or a place to store spare decorative pillows. You can put cleaning supplies, toiletries and laundry essentials in wire bins or plastic caddies instead of placing them loose on the shelf. The possibilities are endless.
- **STEP 10 - Labels:** To step up the organization game, consider getting a label maker. You can create labels for the shelves, drawers, bins, baskets, containers, categories, zones, sections. This will help the family find things later on. And when everything has its place, it's easier to maintain an organized closet.

### 2.2.3 Making Bed

A bedroom is one of the most important parts of a house. It needs to be well managed and decorated which cannot happen without a properly placed and neatly made bed. There are various methods to make a bed, but we will talk about the most basic yet convenient method to make the bed.

#### 2.2.3.1 Process of Bed Making

The bed making starts with the proper placing of the bed. So always keep the bed in such a way that there would be space to move around in the bedroom. It is suggested to place the bed against a wall and not against the windows. The windows should be on either side of it so that air and sunlight may enter the room properly.

- Use good quality mattresses and pillows to avoid any health issues and change them if they get flattened. Regularly clean the mattresses and pillows with a vacuum cleaner to remove dirt, dust and mites.
- While making the bed, remove the used and dirty bedsheet and spread a clean bed sheet over the mattress.



Fig.2.2.1: Bed



Fig.2.2.2: Bed making -1



Fig.2.2.3: Bed making -2

- The bedsheet should be tucked under the mattress from the head side of the bed and then from all the sides tightly so that it may not get slipped while sitting or lying. Remove all the wrinkles by hand and make them smooth.



Fig.2.2.4: Bed making -3

- Pull on the matching pillow and cushion cover respectively on the pillows and cushions. First place pillows next to the head of the bed horizontally, then put cushions before them to give a comfortable look.



Fig.2.2.5: Bed making -4

- Place the blanket/quilts at the foot side of the bed. Spread the bedcover which can be removed when the bed is to be used. The bed cover helps in keeping the bedsheet clean and adds grace to the bedroom.



Fig.2.2.6: Bed making -5

### Tips

- Regularly change the dirty bedsheets and pillow covers.
- Put the mattress and pillow in the sun once a month as it helps in killing germs and mites.
- Avoid having food and beverages while sitting on the bed as it may fall on it and can spoil the mattress and bedsheet.
- Use naphthalene balls while storing the blankets, quilts and extra mattresses etc.
- Use sheets that are large enough that they won't come untucked and pull out while you are sleeping. This makes the bed more comfortable to sleep in and easier to make up again the next morning.
- Make sure your sheets are the right size for your bed. There isn't much difference between a full top sheet or a queen top sheet, but it's problematic for a fitted sheet.
- If you are using nearly-square, king-size sheets, and cannot determine which edges are sides versus top/bottom, take a few minutes one time to measure each edge, and make the shorter-length edges the top/bottom.
- Make a small, discreet mark on the newly-determined bottom edge with a permanent marker, since that is the edge that should be tucked in and will not be seen.

## 2.2.4 Bathroom Cleaning

Material required for bathroom cleaning

- Cobweb cleaner
- Toilet cleaner
- Toilet brush
- Wall tile cleaner
- Scrub & Sponge
- Disinfectant
- Insect killer
- Garbage bag
- Toothbrush
- Towels/ Cloth duster
- Hand-wash
- Bleach
- Hand gloves
- Breathing mask
- Headcover

### 2.2.4.1 Preparations for Bathroom Cleaning

While prepare for bathroom cleaning, you should take care of the following points:

- You should take out the things that are not required in the bathroom, such as used clothes, cups, and trash.
- Throw away the empty bottles of shampoo, empty toothpaste tubes and sachets of other items.
- You should move out little table, step stool or movable cabinets kept in the bathroom, so that you may clean beneath them.
- Apply toilet cleaning agent onto the inner walls of the toilet bowl and leave it for at least 20 minutes, as it will loosen the dirt and stains which can be removed easily.
- Let the door of the bathroom open and the fan/ exhaust on for proper ventilation.
- Keep separate dusters for different tasks and a long-handled broom to clean.
- You should read the instructions on the package of the products before using them to avoid any damages.
- You should always wear rubber gloves, a breathing mask and a headcover (to cover hair), while cleaning the bathroom, to avoid any reactions due to the use of harsh products.

### 2.2.4.2 Cleaning of Bathroom

- **STEP 1:** As per the thumb rule of cleaning, you should start from the ceiling to the floor. You should first break cobwebs from the corners of the bathroom ceiling and walls, and brush the dust and dirt directly onto the floor to sweep up later.



Fig.2.2.7: Cleaning of Bathroom -1

- **STEP 2:** Switch off the exhaust/ fan to clean. You could switch them on again as soon as they were wiped clean. Always remember to clean the dust from the ventilator or exhaust vent.



Fig.2.2.8: Cleaning of Bathroom -2

- **STEP 3:** To clean the wall tiles, spray a disinfectant solution/ tile cleaning agent on them and leave it there for a couple of minutes. It will help in loosening the dirt. Now you should scrub the tile surfaces with a sponge. There are numerous tile cleaning scrubs available in the market which can be used for this task. Rinse the tiles thoroughly and use a clean rag or towel to dry them.



Fig.2.2.9: Cleaning of Bathroom -3

- **STEP 4:** Spray cleaning agent on the shower walls, and the showerhead and leave it for a couple of minutes. If the showerhead becomes quite clogged due to soap scum or hard water build-up, use a mixture of vinegar and water to soak it up, and then clean it with a toothbrush. Scrub the wall tiles around the shower, shower head and faucet and use the hot water to rinse them well. You should use a towel to dry them. You can also use a paper/ cloth towel to shine the faucet.



Fig.2.2.10: Cleaning of Bathroom -4

- **STEP 5:** The porcelain fixtures are to be handled with care, so you should not use any abrasive cleaners like green abrasive scrub pads or steel wool on them as it will dull the finish of the porcelain.



Fig.2.2.11: Cleaning of Bathroom -5

- **STEP 6:** The shower curtain also needs to be cleaned as it is very much prone to mildew. You can use a solution of about 2/3 water and 1/3 bleach and spray on it to get rid of mould spots. It can also be washed in warm water with soap and bleach.
- **STEP 7:** The fronts and tops of cabinets and drawers should be wiped off using hot, soapy water. To make these surfaces bacteria-free, add a bit of bleach to your soapy water.
- **STEP 8:** If there are glass/ plastic/ stainless steel slabs in the bathroom to place the toiletries, wipe them with a damp cotton duster. You can also use a mirror cleaning agent on this. Spray cleaner on the mirror, rinse it and wipe the excessive water off with a towel. You can gently rub the mirror with a paper towel for extra shine. For a shinier mirror, mix a bit of vinegar to the water and apply it, use water to clean and then wipe with a towel.
- **STEP 9:** While cleaning the washbasin/sink and its counter area, you should use a sponge and a small amount of cleaner. It will remove all the soap scum and spots of toothpaste/ shaving cream nearby it. You should make sure that the area under the washbasin/ sink and the drainage pipe is properly clean.
- **STEP 10:** You should regularly wash the bathtub or buckets and tumblers kept in the bathroom as it keeps them clean and germ-free. If there is soap scum on tubs or buckets because you have not cleaned them, you should use spray cleaners which are specially made to get rid of soap scum.



Fig.2.2.12: Cleaning of Bathroom -6



Fig.2.2.13: Cleaning of Bathroom -7



Fig.2.2.14: Cleaning of Bathroom -8



Fig.2.2.15: Cleaning of Bathroom -9



Fig.2.2.16: Cleaning of Bathroom -10

- **STEP 11:** You should always use different towels/ rags to clean wall tiles, washbasin/ sink and toilet. It would prevent the germs from spreading in the bathroom.



Fig.2.2.17: Cleaning of Bathroom -11

- **STEP 12:** Before cleaning the toilet bowl, you should clean the flush handle and then the Toilet Cistern. Use a scrub and disinfectant, rub on it gently, rinse with water and wipe off with a cotton duster.



Fig.2.2.18: Cleaning of Bathroom -12

- **STEP 13:** Similarly, you should clean the exteriors of the toilet bowl by rubbing the scrub and disinfectant gently on it. Cover the entire outside portion of the toilet bowl by making circular movements in a clockwise motion. Clean the toilet cover and upper side of the rim using the same method.



Fig.2.2.19: Cleaning of Bathroom -13

- **STEP 14:** Apply the toilet cleaner on the inside walls of the bowl. You should carefully cover the entire inside edge of the rim; it'll run down toward other areas & let the cleaner be there for 20 minutes or more.



Fig.2.2.20: Cleaning of Bathroom -14

- **STEP 15:** Scrub the entire bowl evenly with a toilet bowl brush including under the rim. Leave it for 2-3 more minutes, then scrub some more and flush it away. Make sure to wet the bristle of the toilet bowl brush before use and remove hair etc. entangled with the bristle, before using.



Fig.2.2.21: Cleaning of Bathroom -15

- **STEP 16:** You should wash and rinse all exterior surfaces of the toilet bowl, underside and flared base, the top and inner side of the seat, lid and the hinges and mounting area.



Fig.2.2.22: Cleaning of Bathroom -16

- **STEP 17:** Once the entire bathroom is cleaned, you should start to clean the bathroom floor. You should start scrubbing the floor tiles with a scrub and tile cleaning agent. Use a tile cleaning brush to remove stains and soap scum from the floor and near drainage.



Fig.2.2.23: Cleaning of Bathroom -17

- **STEP 18:** Do not forget to clean behind the bathroom door as generally, people forget to do so. Now sweep up all the dust and debris that fell on the floor, use hot soapy bleach water and mop.



Fig.2.2.24: Cleaning of Bathroom -18

- **STEP 19:** Do not forget to clean the sides of the toilet bowl which connect it to the floor as most of the people forget to clean this area. The places like the baseboards or base moulds usually accumulate a lot of dust, so remember to clean them.



Fig.2.2.25: Cleaning of Bathroom -19

### 2.2.4.3 How to Maintain Bathroom Cleanliness

To maintain the bathroom cleanliness, you should take care of the following points:

- The growth of mildew can be checked if the bathroom is properly ventilated. So always run the fan/ exhaust to keep your bathroom ventilated and dry.
- You should always run the fan/ exhaust after taking a shower as it will help in keeping the bathroom dry and clean and remove the moisture from there. It may also give you some more day's gap between the two sessions of cleaning.

- You should wipe down the shower every time after using it, as it will not let the mould and mildew build-up in the shower in between big cleaning sessions.
- Always keep the soiled clothes in a laundry bag near the washing area. Neither hang them behind the bathroom door nor accumulate on the floor of the bathroom as it not only makes the bathroom look dirty but also make it unhygienic and host to germs.
- Keep all the toiletries in their proper place like toothbrushes should be kept in the toothbrush holder.
- Though you should wash the toilet once a week, you can clean the inside of the toilet bowl with the toilet bowl brush and water as it will remove the stains of water minerals.
- There are several Cistern Blocks available in the market which keeps the toilet clean every time it is flushed.
- You should use air cleaner/ freshener to avoid the bad odour from the bathroom.
- Always replenish the empty items like liquid hand wash, body wash/ shower gel, etc.
- You should not flush anything in the toilet bowl.

## Exercise

1. Which one of the following is a part of the linen closet?
  - a) Bath towels
  - b) Bathroom mop
  - c) Shoe rack
  - d) Shower holders
2. The first step of any linen closet organisation project is to keep all the foldables in the closet.
  - a) True
  - b) False
3. You should use air cleaner/freshener to avoid the bad odour from the bathroom. (True/False)
  - a) True
  - b) False
4. Which one of the following is not required in bathroom cleaning?
  - a) Toilet brush
  - b) Used clothes
  - c) Hand gloves
  - d) Scrub & sponge

## UNIT 2.3: Handling Basic Household Products and Equipment

### Unit Objectives

At the end of the unit, participant/trainee will be able to:

1. Identify different types of cleaning equipment.
2. Identify different types of cleaning materials.
3. Prepare a schedule for cleaning.

### 2.3.1 Cleaning Equipment

Let us now learn about the equipment and other materials, which assist us in the process of cleaning. Following are some of the equipment which you will come across during the process of cleaning.

1	Dusters	These are mostly made of soft cotton, flannel or artificial feathers mounted on a stick. These are used to clean loose dust and are also used for wiping various surfaces. You should use separate dusters for dusting and wiping surfaces such as dining table, mirrors, kitchen slabs, etc. They should be washed and dried after use.
2	Dust pans	These are made of either plastic or metal and have flat surfaces, rounded at the sides. After sweeping, dirt and dust is collected directly into these with the help of a broom and carried to a dustbin. Dust pans should be cleaned after use.
3	Mops	Mops are mostly made of thick, loosely woven cotton cloth. Mops when dry are used to wipe dust from the floors, and when soaked, wash clean the floors. For this they are dipped in clean water and squeezed before wiping the floors. It can be combined with dust pan when using dry and a bucket when using soaked/ wet.
4	Polishing cloth	These are made of soft absorbent cloth such as flannel. Dry polishing cloth helps to clean and shine the polished surfaces by rubbing them vigorously.
5	Brooms	Brooms are either soft or hard. The soft ones are used to sweep the floors, whereas the hard ones (yard broom) are used to wash clean the floors.
6	Brushes	Brushes are available in various sizes and shapes and are made of different materials. Different brushes are used for specific jobs. Brushes with nylon or plastic bristles are used for cleaning carpets or furniture, round feather brushes are used to remove cobwebs, metal brushes are used to clean wire mesh in the windows. You have special nylon brushes to clean the toilets.
7	Buckets or basins	Metal or plastic buckets/ basins of suitable sizes are used to carry water, detergents and chemicals so that there are no spills.
8	Dust bins	These are available in plastic with a lid. These should be lined with paper so that the garbage does not stick to the surface. They should be emptied and washed daily.
9	Vacuum cleaner	It works on electricity and has a fan. This sucks in the dirt and dust from the surfaces and stores it in a disposable bag inside. This bag should be emptied regularly.

Fig.2.3.1: Cleaning Equipment

The vacuum cleaner, an electrical device is used to clean floors and walls using the suction method. The vacuum cleaner is no more luxury while it is essential equipment for a house, specifically in the regions of dust and dirt. There are several vacuum cleaners available in the market. However, the approach to using them is almost standard.

Before starting the usage of a vacuum cleaner, let's first get acquainted with its attachments as they play a very critical role in cleaning house:

- **Crevice Tool:** A thin nozzle that without difficulty fits in difficult regions like underneath the gas range, fridge and other massive & heavy home equipment and fixtures. It is also beneficial in cleaning the threshold of baseboards/ skirting boards and in tough to attain areas like vents
- **Dust Brush:** A dust brush has a circular brush head that's particularly effective for picking up dust and debris without leaving any scratches on the surfaces. It is very useful in cleaning the window blinds, shelves and wooden surfaces.
- **Upholstery Tool:** The upholstery tool has a different, small, flat head and powerful suction which is very useful in cleaning fabric surfaces such as chairs, sofas, mattresses and other fabric-based pieces.

#### How to Use Vacuum Cleaner

- Choose the location from where you need to begin the cleaning.
- Collect all the scattered items and place them in their appropriate places like toys, papers, etc.
- Use the correct attachment depending on the requirement and plug in the vacuum cleaner.
- Use the circular dust brush attachment and begin at the ceiling cross down towards the floor in a vertical motion as you vacuum.
- You need to move the vacuum cleaner slowly in forward and backwards movements.
- Push your vacuum cleaner around tough to move items like Desks, tables, etc.
- Use the crevice tool to clean the edges and corners of the staircase and seams whereas use the upholstery tool for the tread if you needed.
- You should clean the Blinds with dust brush attachment once a month to be able to keep the dust at a minimum as they work as a dirt magnet.
- To clean the blinds, close the blind slats to lie them flat and use the vacuum. You should reverse the blinds so that the slats may also lie the other way. Now use the vacuum to clean it properly.
- You should change the accessories as per your requirement.
- Turn the vacuum cleaner off as soon as you have done the work.
- Remove the filter and throw away the dust properly in a garbage bin.



Fig.2.3.2: Plug in the power cord



Fig.2.3.3: Using vacuum cleaner

Dismantle all of the attachments and roll the cord back nicely and store the vacuum cleaner in its place.

#### Tips

- Vacuum is perfect for most carpeted surfaces that receive a lot of traffic such as entrances and main living spaces. This area needs more frequent vacuuming, like once a week.
- To reach higher surfaces, you should add an extension to your attachment or use a step stool or small ladder.
- Most stairs can be vacuumed bi-weekly unless not used excessively, in that case, it must frequently be done.
- You should clean most walls and ceilings at least after three months.
- Use the dust brush on leather-based furniture to reduce the risk of scratching.
- Clean the vacuum cleaner nozzle before you begin vacuuming.
- The dust brush tool works best in those elaborate vent slats of the furnace and air conditioner.
- It is suggested to have a weekly cleaning schedule so that the work may not get piled up.



Fig.2.3.4: Dismantling vacuum cleaner

## 2.3.2 Cleaning Materials

There are many materials and reagents, which help in cleaning, scrubbing and polishing surfaces. Some of these are commercial preparations for cleaning and you may already be familiar with some of them.

#### Water

Water is the simplest cleaning reagent available to us. Some dirt may be loosened and dissolved in it. Although most of the time, some other cleaning agent is also used along with it.

#### Detergents

Detergents are available in powder, solid (soap, soap flakes etc.) and liquid form. These are used with water to clean various surfaces. The basic ingredients in a detergent are surface-active agents, known as surfactants. A detergent may have more ingredients to make it more effective, like alkaline salts, bleaches, foam boosters, germicides and perfumes. The exact nature and use of a detergent will vary according to its ingredients. However, there are a few points that should be kept in mind while choosing a detergent. It should:

- be readily soluble in water
- be effective in all types of water and produce no scum
- have good wetting powers so that the solution penetrates between the article and the dirt particles
- have good suspending powers to suspend dislocated dirt and not allow it to settle back
- be effective over a wide range of temperatures
- be harmless to the article and the skin.
- clean quickly
- be easily rinsed away

### Abrasives

Some of the common abrasives are sand, finely powdered brick, sawdust, wheat bran, emery paper, fine ash, filtered chalk etc. Besides these, steel wool, nylon mesh, coconut fibers are also used to scrub the dirt. Their use depends on the surface to be cleaned and the type of dirt to be removed. The extent of cleaning will depend upon the nature of the abrasive used and on the scrubbing action.

### Acids

Strong acids are used to clean toilets (water closets and sinks) and are available in crystals or liquid form. Milder forms of acids are also used to clean very dirty tiles. Acids should be rinsed off as soon as possible after use and should be stored away from children. Vinegar and lemon are used to clean stains on metals like brass and copper.

### Alkalis

Baking soda and ammonia are used as grease emulsifiers and stain removing agents

### Bleaches

Stains on fabrics are removed by bleaches such as sodium hypochlorite, sodium perborate, hydrogen peroxide, sodium hydrosulphite etc.

### Solvents

Solvents such as methylated spirit, carbon tetrachloride, kerosene, petrol etc; are used to remove grease, wax and other stains from the surfaces. You should keep methylated spirit, kerosene, petrol, away from fire as they are inflammable. Carbon tetrachloride is harmful if inhaled.

### Polishes

Polishes are used on surfaces such as floors, furniture, leather and even metals. When rubbed on a surface, they provide a protective covering to the surface and produce shine. The article also gets cleaned in the process.

Ready-made polishes are expensive as compared to homemade ones. Recipes of some commonly used polishes are given below. You can easily make them at home.

#### Furniture cream

Ingredients	Method	Use
<ul style="list-style-type: none"> <li>• Beeswax 50gm</li> <li>• Turpentine 30ml</li> </ul>	<ul style="list-style-type: none"> <li>• Shred wax and put in a pan. Cover with turpentine</li> <li>• Heat in a double boiler till wax melts</li> <li>• Cool and allow it to set.</li> </ul>	<ul style="list-style-type: none"> <li>• Use to polish light coloured furniture.</li> </ul>

Fig.2.3.5: Furniture cream

#### Furniture Polish

Ingredients	Method	Use
<ul style="list-style-type: none"> <li>• Linseed oil 50 gm</li> <li>• Turpentine 30 ml</li> <li>• Vinegar 30 m</li> <li>• Methylated spirit 30 ml</li> </ul>	<ul style="list-style-type: none"> <li>• Mix all ingredients in a clean bottle and store</li> </ul>	<ul style="list-style-type: none"> <li>• This can be applied on furniture with a pad of old cloth</li> </ul>

Fig.2.3.6: Furniture polish

**Metal Polish**

Ingredients	Method	Use
<ul style="list-style-type: none"> <li>• Soap-2 tbs</li> <li>• Ammonia-1 tbs</li> <li>• Boiling water- 2½ cup</li> <li>• Bath brick -50</li> </ul>	<ul style="list-style-type: none"> <li>• Dissolve soap in boiling water</li> <li>• Mix with bath brick and ammonia</li> <li>• Cool and store in an airtight bottle.</li> </ul>	<ul style="list-style-type: none"> <li>• Shake well before use</li> <li>• Soak soft towelling in the mixture, let it drip dry.</li> <li>• Wipe and rub with this towelling.</li> </ul>

Fig.2.3.7: Metal polish

**Copper Cleaner**

Ingredients	Method	Use
<ul style="list-style-type: none"> <li>• Fine sand- 4 tsp</li> <li>• Flour - 2 tsp</li> <li>• Salt- 1 tsp</li> </ul>	<ul style="list-style-type: none"> <li>• Mix all ingredients and keep in a jar</li> <li>• Moisten a small amount of the above mixture to a paste by using equal amounts of using equal amounts of</li> </ul>	<ul style="list-style-type: none"> <li>• Rub well into brass or copper surfaces to remove stains.</li> </ul>

Fig.2.3.8: Copper cleaner

**Note:** tbs - table spoon; tsp - teaspoon

But before you use polishes, you should keep the following basic principles in mind:

- Remove dust and dirt thoroughly before polishing a surface.
- Using small quantities of polish as extra polish could be harmful to the surface, besides being uneconomical.
- Rub off polishes thoroughly as surfaces could otherwise become greasy and sticky.
- Surfaces already provided with permanent or semi-permanent polishes should be polished very carefully, so as not to destroy the original shine.

Apart from these equipment and cleaning agents, other materials are also used in the cleaning process, such as disinfectants, deodorants, antiseptics, etc.

**2.3.3 Common Household Appliances & Furniture**

		
Computer	Sofa Set	LED Television



Fig.2.3.9: Cleaning things

### 2.3.4 Schedule of Cleaning

Now the important question is how to do the cleaning? You must have observed the cleaning process at your own house. Do you clean the rooms completely by removing all the furniture etc, every day? No, because that would require a lot of time and labour which can not be devoted every day. Then how to do the cleaning? For this, it is important to follow a certain schedule of cleaning.

Every day, general cleaning of the open surfaces like floors, furniture and other such surfaces is required. Once in a while, some more time is given to cleaning and you probably move heavy furniture and clean beneath it or the carpets. Maybe once in six months or a year, you empty the room and give it a complete wash, polish the floors, whitewash the walls, ceiling etc.

Thus we can divide cleaning into three types of schedules:

1. Daily clean
2. A weekly clean
3. A spring clean

As you have read above, a daily cleaning would be a general cleaning done every day; a weekly cleaning would be a more thorough cleaning done periodically, depending on the frequency of use. Spring cleaning is usually done once a year or when particularly needed. It may be earlier in the case of a hospital.

#### 2.3.4.1 General Procedure for Daily Cleaning

Let us now see how a room is cleaned daily.

- Once you enter the room, open all windows to let the fresh air come in.
- Remove all unwanted articles like teacups etc., and empty ashtrays and dust bins.
- Sweep the floor.
- Dust all surfaces including furniture and fixtures.

- Brush or vacuum clean the carpet.
- Mop the whole area.
- Replace linen wherever required, like in a bedroom, make the bed, in a restaurant cover the tables, in bathrooms, check for towels, soaps etc.
- In the end, adjust windows, do a general survey to see that everything is in order and to your satisfaction.

Similarly, the kitchen can also be cleaned in the same way:

- Collect all used utensils from the counters.
- Wipe and clean the gas stove, electrical appliances and counters.
- Wash all utensils. Drain and store.
- Sweep the floor.
- Empty the dustbin, wash, wipe and line it with newspaper.
- Mop or wash the kitchen with a mild disinfectant.

### 2.3.4.2 General Procedure for Weekly Cleaning

You now know that special cleaning is more thorough than daily cleaning. Let us now see in what order should one work for special cleaning of a room –

- Start in the same way as in a daily clean – that is, first open all the windows for fresh air.
- Remove all unwanted articles like trays, teacups, bottles etc. Empty the ashtray and dust bins.
- Remove all dirty linen.
- Remove stains from walls, doors, windows and furniture.
- Check and clean thoroughly, all the drawers, furniture, fittings, all hangings or pictures, lights, etc.
- Wipe, dust or polish table lamps, accessories, telephone, if needed.
- Vacuum clean the carpets and other upholstery. If a vacuum cleaner is not available, use a brush.
- Sweep, dust and mop the surfaces.
- Replace linen with clean linen
- Survey the room for any discrepancy and adjust windows as desired.

In the case of the kitchen,

- You can empty the shelves.
- Clean the jars and bins.
- Change the newspapers.
- Rearrange the cupboards.
- Clean the sunmica on the cupboard door panels with a wet cloth.
- Clean the tiles.

### 2.3.4.3 General Procedure for Spring Cleaning

Spring cleaning is done after long intervals, the frequency being as less as once a year. Thus, it may also be called annual cleaning. It is the most thorough cleaning of a room. Let us now see how a spring cleaning should be done:

- Ventilate the room.
- Take off all linen, including curtains and remove them from the room.
- Remove all the movable articles including lampshades, pictures, wall hangings etc., wipe and clean everything.
- If necessary, remove all furniture and furnishings from the room. At least remove soft furnishings like carpets. Clean the cobwebs.
- Sweep the floors.
- If any maintenance work is required, this is the right time to do it.
- Polish the furniture, decorative articles and floors.
- Clean carpets thoroughly in the sun or send for dry cleaning. Re-lay it.
- Replace everything at the predetermined place, including all furniture and fixtures.
- If desired, rearrange the heavy furniture to give a new look.
- Dust and mop.
- Adjust windows, survey the room to satisfaction.

In the case of the kitchen:

- Empty the kitchen.
- Spread the pulses, spices, etc out in the sun.
- Clean the cobwebs.
- Clean exhaust fan and light switches.
- Clean tiles with detergent.
- Spray insecticides in corners.
- Wash kitchen counters with the hot soapy solution and if needed, polish them.
- Wipe stains on cupboard doors.
- Tighten any loose screws.
- Replace newspaper lining in cupboards.
- Label and arrange all boxes back in place.
- Wash the floor.

### Summary

- Housekeeping means maintaining a house on a daily or long term basis or looking after its cleanliness, tidiness, upkeep and smooth running. Thus housekeeping means attending to the small tasks in time.
- Areas of housekeeping: Rooms and corridors, Toilets, Linen, Furniture and furnishings, Gardens, Public areas, etc.
- Cleaning involves sweeping floors, dusting furniture and other surfaces, mopping or washing floors, polishing surfaces, articles and accessories, scrubbing tiles, sinks, toilets, disinfecting drains, rearranging cleaned areas and putting things in their specific place.

- Methods of Cleaning: Dusting, Shaking and Beating, Sweeping, Mopping, Washing, and Polishing.
- The purpose of tidying up a room is to place every item at its appropriate spot so that it may be picked up easily without any hassles.
- In essence, a linen closet is a place to store linens — but this doesn't necessarily mean only materials made out of linen.
- Steps to Linen Closet Organization:
  - » Take everything out of the Linen Closet
  - » Do Inventory
  - » Identify Gaps
  - » Sort and Categorize
  - » Section Off Your Shelves
  - » Place Like With Like
  - » Keep Priorities Easily Accessible
  - » Learn How to Stack
  - » Embrace Bins and Baskets
  - » Labels
- The bed making starts with the proper placing of the bed. It is suggested to place the bed against a wall and not against the windows.
- You should always run the fan/ exhaust after taking a shower as it will help in keeping the bathroom dry and clean and remove the moisture from there.
- Always keep the soiled clothes in a laundry bag near the washing area.
- Keep all the toiletries in their proper place like toothbrushes should be kept in the toothbrush holder.
- Cleaning Equipment:
  - » Dusters
  - » Dustpans
  - » Mops
  - » Polishing cloth
  - » Brooms
  - » Brushes
  - » Buckets or basins
  - » Dust bins
  - » Vacuum cleaner
- The cleaning schedule is divided into three types of schedules: daily clean, weekly clean, spring clean.

## Exercise

1. Which one of the following is used to wipe the dust from the floors?
  - a) Brushes
  - b) Mops
  - c) Brooms
  - d) Vacuum cleaner
2. Baking soda and ammonia are used as grease emulsifiers and stain removing agents.
  - a) True
  - b) False
3. Homemade polishes are expensive as compared to ready-made ones.
  - a) True
  - b) False
4. Vinegar and lemons are used to clean stains on metals like brass and coppers.
  - a) True
  - b) False
5. Which one of the following is not used to remove grease, wax and other stains from the surfaces?
  - a) Methylated spirit
  - b) Carbon tetrachloride
  - c) Kerosene
  - d) None of these

6. Mention general procedure for daily cleaning?

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7. Spring cleaning is also called \_\_\_\_\_.

- a) Annual cleaning
- b) Winter cleaning
- c) Summer cleaning
- d) Quarterly cleaning

8. Mention the general procedure for weekly cleaning in the kitchen?

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## 3. Basic Laundry

Unit 3.1 – Sorting, Washing and Drying the Clothes

Unit 3.2 – Ironing and Organizing the Clothes



## Key Learning Outcomes

**At the end of the module, participant/trainee will be able to:**

1. Discuss how to sort clothes as per types of colour, fabric and texture for washing.
2. Explain the operation of the semiautomatic and automatic washing machines.
3. Explain the method of washing and drying different types of clothes/fabrics using appropriate products manually as well as using a semiautomatic/automatic washing machine.
4. Discuss different types of irons and their operation and maintenance.
5. Explain the methods of ironing different types of clothes/ fabrics.
6. Describe the method of organizing different types of clothes/ fabrics.

## UNIT 3.1: Sorting, Washing and Drying the Clothes

### Unit Objectives

At the end of the unit, participant/trainee will be able to:

1. Identify commonly used Fabrics.
2. Identify commonly used garments and cloth items in a household.
3. Demonstrate the process of laundry and steps involved.

### 3.1.1 Commonly Used Fabrics

There are various fabrics but the following are the commonly used worldwide:

		
Cotton	Silk	Georgette
		
Chiffon	Polyester	Linen
		
Rayon	Velvet	Muslin
		
Denim	Corduroy	Wool

Fig.3.1.1: Commonly Used Fabrics

### 3.1.2 Commonly Used Garment

There are number of garments being worn by people worldwide, but following are the commonly used:

		
Pants	Shirts	Coat
		
Tie	Skirt	Ladies Dress
		
Saree	Salwar Suit	T-Shirt



Fig.3.1.2: Commonly Used Garments

### 3.1.3 Other Commonly Used Cloth Items in a Household

Other commonly used cloth items in a household are:



<p style="text-align: center;">Mattress</p> 	<p style="text-align: center;">Bedcover</p> 
<p style="text-align: center;">Pillow &amp; Pillow Covers</p> 	<p style="text-align: center;">Bedsheet</p> 
<p style="text-align: center;">Quilt</p>	<p style="text-align: center;">Blanket</p>

Fig.3.1.3: Cloth Items in a Household

### 3.1.4 Introduction to Laundry

We all know that when we wear clothes they become dirty and need laundering. The dirt is due to stains, dust, grease and perspiration. When left on fabrics, these can lead to the following damages:

- Stains and dirt on clothes become a medium for the growth of bacteria, fungus or other harmful organisms which may lead to skin problems and poor personal hygiene.
- Dirty clothes lose their freshness and smell unpleasant.
- Left on clothes the dirt and stains reduce the strength of the fabric.
- No one feels good wearing stained and dirty clothes.

Clothes need not be washed every time they are worn. It depends on the weather in which these have been worn and how much sweat they have absorbed. When the weather is good and one does not sweat, one can safely reuse their clothes. But before putting them away for reuse keep the following steps in mind to maintain the clothes.

#### 3.1.4.1 Shaking, Brushing and Airing

**'Shaking'** helps in removing loose dust from the fabric. Hold the dress with both hands and shake it vigorously.

As you have seen materials like velvets, corduroy, chenille, blankets and carpets, are thick and have a pile on their surface that holds dust easily. To remove it we need to gently brush the surface with a soft clothes- brush, in the direction of the pile (fuzzy surface).

Thus **brushing** is for removing loose dirt from fabrics that have a pile on their suits and coats are also brushed.

'Airing' helps in drying and removing bad odours from fabrics. It is done preferably outdoors in the sun or a well-ventilated room.



Fig.3.1.4: Shaking



Fig.3.1.5: Brushing



Fig.3.1.6: Airing

### 3.1.4.2 Laundering

Laundering clothes does not mean only washing clothes. It consists of the following three steps:

- **STEP 1:** Washing or dry-cleaning garments to remove dirt, perspiration and smell, e.g. the school uniform is washed and the woolen coats and jackets etc. are dry cleaned.
- **STEP 2:** Finishing the garments with stiffening agents like starch and gum, brightening or bleaching agents, drying them then ironing or pressing, folding and hanging garments, e.g. cotton dupattas and sarees are starched.
- **STEP 3:** Storing the garments for a short or long time, e.g. when the winter season arrives people put away summer clothes and take out woolen shawls, sweaters, coats etc.



Fig.3.1.7: Laundering process

Remember, washing and dry cleaning are two different processes used for cleaning different types of clothes.

Washing	Dry-cleaning
Means removing dirt using soap/ detergent and water	Means removing dirt using grease absorbents and solvents
Colourfast fabrics can be easily washed	Leather and fur, selected silks and woolens, zari and other costly fabrics are dry cleaned.

Fig.3.1.8: Difference between washing and dry cleaning

### 3.1.4.3 Getting Ready to Launder Clothes at Home

Whenever you launder clothes at home remember that there are certain preparations required. What are these? Why are these preparations necessary? How and what we need to do, let us find out:

#### Collection of clothes and supplies

If one has a set place to keep the dirty clothes and supplies for washing, then this step is already taken care of. If not then collect all the dirty clothes and supplies needed for washing, in one place. It helps to conserve energy while washing.

### Mending damaged garments

The old saying- 'a stitch in time saves nine' stands true in this case. If any garment has been damaged, it's handling during washing may make the yarns come out from its torn areas and make the tear larger. It may become very difficult or impossible to mend them neatly. That is why it is advisable to mend (repair) all tears before the garments are washed.



Fig.3.1.9: Mending damaged garments

### Sorting

It refers to separating the clothes based on:

- The type of fabric
- Colour
- Size and weight
- Amount of dirt
- Utility of the article
- Soaking time
- Amount of detergent and bleach required as these are all different for different fabrics.



Fig.3.1.10: Sorting

If you ignore this sorting, white fabrics may acquire colour stains if the colour of any other garment bleeds. For maintaining good hygiene dusts, kitchen towels and dish clothes, undergarments, socks, need to be washed separately.

### Read labels on the garments

Generally, all textiles and textile products carry labels that provide basic information about the product, for example, the contents of the product, its washing and ironing instructions, etc. These instructions are stamped at the beginning and end of the fabric roll or along its selvages. Reading these thoroughly will help one take better care of the fabrics. Following are some of the stitched and stamped labels on garments.



Fig.3.1.11: Care Tags on readymade garments

### 3.1.4.4 Check Stains and Remove Them

Ink, lipstick, nail polish, grease, paint tea and coffee, are some marks that may spoil our clothes at one time or the other. A stain is an unwanted mark of discolouration on a fabric caused due to contact with another substance. Generally, a stain requires special removal treatment. If one has ever accidentally spilt tea on the clothes and washed it off immediately you must have realized that the stain gets removed quickly. Old stains take long time and also a lot of effort to remove, often with poor results. Hence, the best way to get rid of stains is to remove them as soon as possible. Do not allow these to penetrate deep into the fabric or get dry and set.

Remember stains must be removed before washing as some of them may become permanent when exposed to chemicals in soaps or detergents, hot water and ironing.

Different types of stains require specific stain removing techniques and agents, depending on the type of fabric. Use of incorrect stain removing agent can spoil the fabric or its colour. Hence always try to identify the stain and select appropriate techniques and stain removing agents.

Most of the stains can be identified by their colour, smell and feel. Let's find out more about them.

- **Colour:** Every stain has a specific colour. For example, the colour of curry/pickle stain is yellow, a coffee/tea stain is brown, a grass stain is green and so on. Try and collect some more stains with colours.
- **Smell:** Most stains have a peculiar smell. Recall the smell of egg or paint or shoe polish. The stain on the fabric will have the same smell.
- **Feel:** Stains can also change the feel of the fabric and can thus be recognized on this basis. Have you ever observed that paint or sugar make the fabric hard and stiff to touch, whereas lipstick or shoe polish make the fabric feel slippery.

#### Classification of stains

Stains can be grouped based on their origin, e.g., tea and coffee and many oils, vanaspati and ghee come from a vegetable source. While removing these stains you can use more or less the same removing agents and method. Let us classify all stains based on their origin.

Category of stain	Stains
Vegetable stains	Tea, coffee, fruit
Grease stains	Butter, ghee, oil, curry, shoe polish, tar, oil paints
Animal stains	Blood, milk, egg
Mineral stains	Rust
Miscellaneous stains	Dye, ink, mildew, grass, perspiration

Fig.3.1.12: Classification of stains

**Techniques of stain removal:** There are two methods of stain removal:

- Sponging and
- Dipping.

Let us learn how stains are removed by using these methods.

#### Sponging:

- Place an absorbent paper or fabric under the stain so that the right side of the stain faces the absorbing surface. Sponging should always be done on the wrong side of the stain.
- Take a soft cloth, dip it in the stain-remover and gently rub the stain starting from its outer corner moving inwards, towards the centre.



Fig.3.1.13: Sponging

- Use light, circular strokes as these prevent the stain from spreading.
- The absorbent paper or fabric (commonly known as blotter) must be changed as soon as it starts showing the stain

### Dipping

Dipping is the method in which the entire fabric can be immersed in the stain removing agent. It is suitable if there are many stains or a large stain on the fabric. We can choose the stain removing re-agent depending upon the type of stain.

Some of the common reagents used for stain removal are borax powder, ammonia, hydrogen peroxide, oxalic acid and ready to use bleaches.



Fig.3.1.14: Dipping

Type of stains and method of removal	
<b>1. Vegetable stains</b>	Tea, coffee, fruit, etc.
Consideration for removal	Use alkaline reagents such as borax powder to remove stains as these are acidic.

Fig.3.1.15: Type of stains and method of removal

Stains	White Cotton	Coloured Cotton
<b>Fresh</b> Tea/coffee, chocolate, fruit	Pour boiling water on the stain <b>Old</b> Dip the stained portion in glycerin. Or spread the borax powder over the stain and pour boiling water while holding the stained portion on the mouth of a mug or pan.	Soak in warm water and borax (2 cups of water + ½ teaspoon of borax) Same as for white cotton
Henna (Mehandi)	<b>Fresh</b> Dip in warm milk for half an hour	Same as for white cotton
	<b>Old</b> Repeat the above two or three times	Same as for white cotton

<b>2. Animal stains</b>	blood, milk, egg, etc.	
Consideration for removal	Avoid heat as these stains contain protein which gets fixed on heat treatment.	
<b>Stains</b>	<b>White Cotton</b>	<b>Coloured Cotton</b>
blood, egg, meat	<b>Fresh</b> Wash with cold water and soap	same as for white cotton
	<b>Old</b> soak in salt water (2 tablespoons of salt + ½ bucket of water), or diluted ammonia	same as for white cotton
<b>3. Grease stains</b>	Butter, ghee, oil, curry, shoe polish, tar, oil paints, etc.	
Consideration for removal	Use grease absorbents and solvents like chalk, talcum powder to remove greasy matter and then, remove the colouring matter	
<b>Stains</b>	<b>White Cotton</b>	<b>Coloured Cotton</b>
butter, ghee, oil, curry	<b>Fresh</b> wash with hot water and soap. Dry on grass or shrub/ plant in the sunlight	same as for white cotton, but leave it in shade
	<b>Old</b> Make a paste of soap and water and apply it on the stain. Leave it wet in the sunlight until it is removed	same as for white cotton but leave in the shade
paint, shoe polish, nail polish, lipstick, ball pen	<b>Fresh</b> Scrape all the excess stain <ul style="list-style-type: none"> <li>• Sponge gently with methylated spirit or kerosene</li> <li>• Sponge with turpentine</li> </ul>	same as for white cotton
	<b>Old</b> Repeat the above method two or three times	same as for white cotton
<b>4. Mineral stains</b>	Rust and some medicines	
Consideration for removal	These stains contain metallic compounds and therefore, require treatment with mild acidic reagents followed by alkaline solutions to neutralise.	
<b>Stains</b>	<b>White Cotton</b>	<b>Coloured Cotton</b>
	<b>Fresh</b> rub lime juice and salt	same as for white cotton
	<b>Old</b> apply dilute oxalic acid and neutralize with dilute borax solution	same as for white cotton
<b>5. Miscellaneous stains</b>	dye, ink, mildew, grass, perspiration, etc.	
Consideration for removal	Give specific treatment to each of these stains.	

Stains	White Cotton	Coloured Cotton
Grass	<b>Fresh</b> Wash with soap and water	same as for white cotton
	<b>Old</b> Sponge the stained portion with methylated spirit	same as for the white
betal leaf (paan)	<b>Fresh</b> apply a paste of onions and leave in the sunlight	same as for white cotton but leave in the shade
	<b>Old</b> repeat the above method two or three times	same as for white cotton
Ink	<b>Fresh</b> wash with soap and cold water	same as for white cotton
	<b>Old</b> <ul style="list-style-type: none"> <li>• soak in sour buttermilk (lassi) for half an hour</li> <li>• apply lime juice and salt and leave in the sun</li> <li>• bleach the stain</li> </ul>	same as for white cotton except do not leave in sun, put it in shade

Fig.3.1.16: Type of stains on cotton

#### Precautions while removing stains

- As far as possible, remove the stain when it is still fresh.
- For delicate and/or coloured fabrics, first, try out the chemical on a small portion of the fabric on the inner side of the seam or some portion of the garment which is not visible when worn. In case the fabric or its colour gets damaged, do not use the chemical.
- Use dilute and mild reagents as these are less harmful, though it may take a little longer to remove the stain.
- Rinse the fabric several times after the removal of the stain, or the reagent may damage the fabric on drying.

### 3.1.5 Perform Laundry

Before learning the methods of washing the clothes, it is necessary to know the importance of cleaning our garments. The clothes/ garments we use tend to acquire dirt and dust from our skin and the environment, which in result permits germs and bacteria to grow on it which is harmful to our health. To prevent this and to keep ourselves healthy and hygienic, we must wash our clothes regularly. Washing can make the clothes look nicer and increase their life as well and the clothes last longer.

### 3.1.5.1 Soaking

Before learning the methods of washing the clothes, it is necessary to know the importance of cleaning our garments. The clothes/ garments we use tend to acquire dirt and dust from our skin and the environment, which in result permits germs and bacteria to grow on it which is harmful to our health. To prevent this and to keep ourselves healthy and hygienic, we must wash our clothes regularly. Washing can make the clothes look nicer and increase their life as well and the clothes last longer.



Fig.3.1.17: Soaking

### 3.1.5.2 Washing

As said earlier, soaked clothes must be washed soon. The process of washing involves the removal of dirt that has been loosened from fabrics by soaking. There are many ways to do this and the choice depends on the fabric being washed. You will now learn about these methods and their suitability to various types of fabrics.

#### Methods of Washing Clothes

Commonly used methods of laundry are:

1. **Hand-wash:** It is the oldest and the most common method of laundry. It is performed by using water, detergent soap/ powder and a clothes cleaning brush. This method is very useful in washing the daily used clothes which are lighter in weight and less soiled and dirty.
2. **Machine wash:** Laundry clothes through a machine has become extremely popular in the last 2-3 decades as it is easy to operate and time-saving. The new-age washing machines are very helpful in washing all varieties of clothes irrespective of their fabric.
3. **Dry-cleaning:** Laundry clothes through a machine has become extremely popular in the last 2-3 decades as it is easy to operate and time-saving. The new-age washing machines are very helpful in washing all varieties of clothes irrespective of their fabric.

#### Steps to wash clothes by hand

- **STEP 1:** Take a large bucket (app. 25-litre capacity) and fill it  $\frac{3}{4}$  with lukewarm water. You should use a big plastic tub if not having a big enough bucket.



Fig.3.1.18: Washing



Fig.3.1.19: Wash clothes by hand-1

- **STEP 2:** Add good quality mild detergent in sufficient quantity to it and shake well to dissolve completely. Always follow the instructions mentioned on the package of detergent regarding the quantity to be used.
- **STEP 3:** The detergent used for hand wash is different and milder than the detergent to be used in a washing machine as regular detergent is too concentrated and not suitable for your hands.
- **STEP 4:** The mild detergent is easily available in the grocery shop nearby you.
- **STEP 5:** You should dip the clothes in the wash solution for a minimum of 20minutes to soak. If the clothes are heavily soiled/ stained, let them be there for an hour.
- **STEP 6:** You should read the washing instructions given on the detergent package before using it.



Fig.3.1.20: Wash clothes by hand-2



Fig.3.1.21: Wash clothes by hand-3



Fig.3.1.22: Wash clothes by hand-4



Fig.3.1.23: Wash clothes by hand-5



Fig.3.1.24: Wash clothes by hand-6

- **STEP 7:** Dip the whites first in the wash solution while the dark coloured should be kept for the next round.



Fig.3.1.25: Wash clothes by hand-7

- **STEP 8:** To take off the dirt, rub the clothes gently. You can gently use the cloth cleaning brush on the cuffs and collars of the shirts or sleeves of a dress if it is heavily soiled.



Fig.3.1.26: Wash clothes by hand-8

- **STEP 9:** You should never use a brush on delicate clothes and fabrics like silk, georgette, chiffon, net and embroidery etc.



Fig.3.1.27: Wash clothes by hand-9

- **STEP 10:** You can run your clothes under the tap of running normal water to rinse your clothes.



Fig.3.1.28: Wash clothes by hand-10

- **STEP 11:** The clothes should be rinsed till the time the soap gets removed and the water running off is non-foamy and clean.



Fig.3.1.29: Wash clothes by hand-11

- **STEP 12:** Place the cloth on a side stand or a plastic chair to let the water drop on it. You can gently wring it also to do so but make sure wringing is advised in the care tag, as the shape of some clothes gets changed due to wringing.



Fig.3.1.30: Wash clothes by hand-12

- **STEP 13:** It is advised not to wring instead simply squeeze the cloth to take off extra water from it.



Fig.3.1.31: Wash clothes by hand-13

- **STEP 14:** Shake the clothes gently to remove the wrinkles and hang the clothes on the clothesline or cloth drying stand. The delicate clothes like hosiery etc. need not be hanged to dry, as it gets stretched. Instead, lay these delicate clothes flat to dry to minimise the wrinkles.



Fig.3.1.32: Wash clothes by hand-14

### Wash clothes by Machine

There are two types of washing machines available in the market:

**Semi-Automatic:** This is the most common washing machine being used by Indian households. This is partially automatic and one has to do some manual operations using it. These are top-loading machines and has two compartments in them

- **Washer:** It is a tub where the clothes get washed
- **Dryer:** It is a section where washed clothes are being rinsed and dried

The user has to manually take out the washed clothes from the washer and place them into the Dryer to rinse/dry. The machine has the benefit that it's both compartments can be used simultaneously. So when one pile of clothes is being washed in the Washer, another pile of earlier washed clothes can be rinsed and dried.

**Fully Automatic:** As the name suggests; this type of machine does not need any manual interventions during operation. There is only one compartment in this machine which works both Washer as well as Dryer. These machines come in two variants:

- Top Loading
- Front Loading

The process of washing clothes in Semi-Automatic and Fully Automatic is very much different due to their functionality, but you should keep the following points in mind before using any of the washing machines:

- Make different piles of clothes after sorting them according to their fabric as different fabrics require different water pressure or level of tumbling. E.g. Denim Jeans requires a heavier wash while silky lingerie requires a delicate wash setting.

- You also need to divide clothes according to colours like separate white from the dark coloured clothes.
- The 'Care Tag' of cloth needs to be checked before washing in a machine.
- There are different detergents for Top Loading Fully Automatic Machine and Front Loading Fully Automatic Machine. So choose the detergent as per the washing machine.

### Steps to Use Semi-Automatic Washing Machine

**STEP 1:** Plug in the washing machine into an electric socket. Connect the water inlet pipe of the washing machine to the water tap and turn it on to fill the 'Washer'.



Fig.3.1.33: Using Semi-Auto Machine-1

**STEP 2:** Please make sure the knob of the Rinse/ Dryer should not be on 'Drain', otherwise, the entire water will drain out of the machine. You should fill the water in the 'Washer' as per the number/ weight of clothes to be washed. e.g. if the number/ weight of clothes is lesser, the water should be filled till the Lower Level.



Fig.3.1.34: Using Semi-Auto Machine-2

**STEP 3:** Once water is filled as per requirement, do not forget to turn off the water tap. Add detergent powder/ liquid to it according to the instructions mentioned on the package of the detergent powder/ liquid. Let the detergent powder/ liquid get dissolved in the water few minutes.



Fig.3.1.35: Using Semi-Auto Machine-3

**STEP 4:** Add the clothes in this wash solution and leave to soak for a few minutes. If the clothes are highly dirty, soak them for 15-20 minutes. Set the Wash Cycle like Delicate, Normal or Strong as per the need.



Fig.3.1.36: Using Semi-Auto Machine-4

**STEP 5:** Start the washing machine by turning the knob of the timer and setting it according to your need. Once the load is washed for a fixed period, the 'Buzzer' will alarm you. Now shift the load to the 'Dryer' section properly and cover it with the help of the lid provided.



Fig.3.1.37: Using Semi-Auto Machine-5

**STEP 6:** Set the timer of the Dryer and turn the water inflow towards this section. Do not forget to turn on the water tap. Once the clothes are rinsed thoroughly, the water coming out from the outlet pipe of the washing machine will become nonsoapy and non-foamy.

**STEP 7:** Turn off the water tap to stop the water inflow and again set the timer of the Dryer to dry the clothes. Remember, not to set the timer on very high, as it will result in more wrinkles on your clothes and you need to do extra hard work while ironing them. Let the spinner stop, then take out the clothes and dry them in the sun.

**STEP 8:** While the first load is getting rinsed/ dried, you can wash another load which can be rinsed/ dried after wards. Drain the wash solution from the machine once you have washed the clothes. Rinse the entire Washer & Dryer thoroughly and let them dry. Wipe off the extra water using a cotton duster and turn the knob from Drain to Rinse. Place the lids of the machine and plug it out from the electric socket.

### Tips

- Set the timer of the washer or dryer as per the clothes' fabrics and weight.
- Do not open the lid of the Dryer while clothes are spinning.
- Do not leave the wash solution in the washer for a longer time as it could damage your machine.
- Keep the machine cord away from water.
- Always wear rubber slippers to avoid any electric shock.
- Read the instructions given in the washing machine user manual carefully before using it.

### Steps to use Fully Automatic Washing Machine

Though Top Loading and Front Loading are variants of Fully Automatic Washing Machine, the process to wash clothes in them is almost similar:

- **STEP 1:** Plugin the machine into an electric socket.
- **STEP 2:** Connect the inlets of hot and cold to water pipes and turn the tap on.
- **STEP 3:** The water outlet pipe should be at the appropriate place.
- **STEP 4:** Fill the detergent powder/ liquid into the detergent section.
- **STEP 5:** Drop the clothes into the machine and close the lid.



Fig.3.1.38: Using Semi-Auto Machine-6



Fig.3.1.39: Using Semi-Auto Machine-7



Fig.3.1.40: Using Semi-Auto Machine-8



Fig.3.1.41: Using fully-Auto Machine-1

- **STEP 6:** Set the water level, timer, wash cycle and temperature and let the water fill in.
- **STEP 7:** Turn on the machine and let it perform its task effectively.
- **STEP 8:** Once the clothes are washed, a buzzer will alarm you about it. You need to take the clothes out and dry them in the air.
- **STEP 9:** You can repeat the process for the other clothes to be washed.
- **STEP 10:** There are different temperature settings available in washing machines as some fabrics and colours are to be washed at different levels of heat.
- **STEP 11:** You should use hot water to wash the light colours, particularly the light colours that are very dirty.
- **STEP 12:** The heat will remove the stains right out of those white items.
- **STEP 13:** Always wash the dark coloured clothes in cold water so that your clothes may not fade so early.
- **STEP 14:** Wash cotton items in cold water as they are less likely to shrink in cold water.
- **STEP 15:** Most laundry machines have a knob to select the correct size load for the number of clothes you have got (generally small, medium or large).
- **STEP 16:** If the one-third of the machine is filled with clothes, you should select small, while if it is filled up to Two-thirds of the machine, it means you should select medium, and if the clothes fill up the whole machine, you should select largely
- **STEP 17:** You must never squish clothes down to fit more in.
- **STEP 18:** You should simply run another load with the additional clothes to stop the chance of jamming the machine or damaging it. Likewise, temperature, washing machines have different kinds of cycles too, as different types of clothes need a special level of laundry.
  - » **Regular/Normal cycle:** Choose this while washing white clothes as it'll leave your whites crisp and fresh.
  - » **Permanent press:** Use this for your coloured clothes. This cycle washes clothes with hot water and ends with cooler water, which keeps your colours looking bright.
  - » **Delicate:** This cycle is perfect to wash delicate clothes like Dupatta, Saree, dress shirt etc. Always check the care tag to know whether the delicate item is to be dry-cleaned or hand washed before putting into the washing machine



Fig.3.1.42: Using fully-Auto Machine-2



Fig.3.1.43: Using fully-Auto Machine-3



Fig.3.1.44: Using fully-Auto Machine-4



Fig.3.1.45: Using fully-Auto Machine-3



Fig.3.1.46: Using fully-Auto Machine-4

- **STEP 19:** Use the detergent according to the number of clothes to be washed.
- **STEP 20:** It is always better to read the instructions to use a particular detergent as some detergents need to be used in lesser quantity than others as they are more concentrated.
- **STEP 21:** Similar to the washing machine, the dryer also has settings to choose from while drying the clothes.
- **STEP 22:** Dryer Cycles.
  - » **Regular/heavy:** It is best suited for white clothes. White garments are typically pre-shrunk and may handle the additional intense and better heat drying system (unlike colours that fade below high heat).
  - » **Permanent Press:** This option is perfect for regular coloured clothes. The medium heat and pressure don't fade the colours of your clothes.
  - » **Delicate:** Any clothes that you washed on a delicate setting should only be dried on a delicate setting. This setting uses air which is almost at room temperature and a slow cycle so that no damage comes to your delicate.



Fig.3.1.47: Using fully-Auto Machine-5

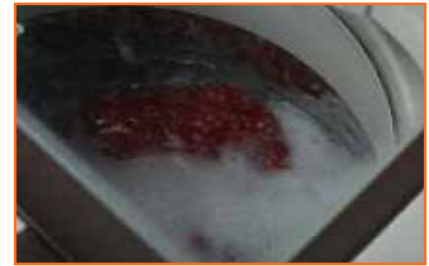


Fig.3.1.48: Using fully-Auto Machine-6

### Tips

- Check the pockets of the garments before swinging them within the washer.
- Don't leave your garments in your washer for over twenty-four hours, they'll get musty.
- New garments with bright colours ought to be washed individually because the colours could bleed.
- The powder detergent, should not be applied directly on the garments as it will not rinse fully out of the garment and might cause discolouration.
- Don't wash any garment having hooks unbuckled as the hooks may caught in alternative garments and break or bend.
- Always lock the zips, buttons as they may get damaged or entangled with other clothes.
- Always wash the bath linen, bedsheets, pillow covers and curtains, separately from the clothes you wear.
- Towels should not be washed with any other items as their lint can stuck to other clothes.
- Shirts, pants and other delicate items need to be washed inside out.
- Avoid washing woollen sweaters in the machine. It would be better if you hand wash them.
- For more shine in your whites, soak them in bleach for some time and then rinse thoroughly. It is very helpful in removing stubborn stains and yellowness from the whites and keeping them white.
- There are two types of bleach available on market – one is Chlorine bleach which is perfect for your whites but not to be used on coloured clothes. The other one is All-Fabric bleach, which can be used on all types of clothes.
- You can use fabric softener to make your clothes like your towels extra fluffy.

### 3.1.5.3 Drying

We all know that the clothes should be dried in the sun as it makes the clothes hygienic and smells fresh as sunlight is a natural sanitizing and bleaching agent. It also kills the insects, bacteria and other germs present in the clothes. Drying the clothes on a clothesline like a wire or cord is known as line drying.

Following are the few points we need to remember while drying our clothes:

- Though the dryers of new-age washing machines are very effective and can make the clothes dry up to maximum, you should use line drying as it is not just kinder to your clothes than the dryer but also saves energy and money.
- One can increase the life of their clothes if they dry them under the sun instead of the dryer.
- Line drying keeps the moisture outdoors and keeps your house free from odour.
- A simple rope, especially nylon rope tied between two ends can be used for line drying.
- There are various foldable stands (clotheslines) made up of aluminium/ stainless steel available in the market to dry the clothes. These stands are very much popular these days as it occupies less space and can be stored easily after use.
- This foldable clothesline is very useful for delicate items or small clothes which can be dried keeping it on the balcony, on a porch and even indoors.
- The clothes horse is perfect for drying the diapers of a child. These are available in various metals and even in good plastics. The clothes horse has the benefit of being portable so can be moved as per requirement.
- Always use clothespins while drying the clothes as it prevents clothes from falling off the clothesline.
- The clothespins of stainless steel or good quality plastic pins are best to use. Put the clothespin in such a way on the cloth as it won't leave any mark.
- It is advised to use a container to store the clothespins for easy access.
- Always hang whites in sunlight while the coloured should be either hung in shade or inside out to avoid decolouring.
- The woollen garments like pullovers or loosely woven things shouldn't be hung on the cord. They ought to be placed on a flat surface or sweater drying rack to dry.
- Sleeping baggage and duvets ought to be hanged across many lines as if they were sort of table linen covering a table so that their load may be equally distributed.
- Flat dry delicate instead of hanging them on the cord. And naturally, if the care label says to not dry in direct daylight, suspend the item over the garments horse within the shade or inside instead. If the towels and cotton bedsheets become rough once drying outside, use the material chemically to form them soft once more.
- If possible, hang your clothes and different items on the line whilst the weather is sunny, warm and dry, with a moderate breeze. However, clothes can be dried in a very sort of weather or even in the shade. In a cold climate, you must place the clothes out first thing within the morning and collect them earlier than the night dampness actions in.
- Do not store damp clothes as it may increase the risk of developing mould. It is more crucial to have a good breeze than it's far to have direct sunlight. Avoid putting clothes out on extraordinarily windy days as a windy day is difficult on garments within the same approach that a drier is difficult on garments. There is also an elevated danger of clothes catching on a wire, trees and something else abutting the clothesline and ripping.
- Don't cling garments out when it's freezing as they will take too long to dry and if it is genuinely cold, whatever is neglected there will freeze. The use of plastic laundry baskets are fine due to the fact they don't trap the garments and that they don't stain clothes. Here are some particular hints for putting distinctive sorts of apparel:

- » Shorts and Pants/trousers - by the waistband on the clothesline in case you want to limit wrinkles.
- » Shirts- should be hung in wooden/ plastic hanger from the shoulders.
- » T-shirts - via folding the hem a bit over the line and pinning on at every end.
- » Saree – Fold in saree in half and lay it on the clothesline, pin on both sides on the line. It would be better if you keep the saree falling on the upper side facing the sun.
- » Blouse- Hang either from the shoulders on a hanger or fold half over the line and pin it.
- » Dresses- if the dress is straight, hang it from the shoulders, but if it is having a skirt full of pleats, hang from the hem.
- » Straight skirts - by turning over the waistband and pin each side;
- » Socks to be hanged by the feet while the Bras with the aid of the hook stop. You should fold the waistband of underpants over the clothesline and pin either aspect onto the line.
- » Fold the handkerchief in 1/2 over the line and pin at every quit.
- » Towels- by folding them over the road one quit and pinning every end. To help acquire a softer dry, shake towels a lot earlier than striking them on the line, with a "snap". Doing this loosens the pile.
- » Bed Sheets- Fold them in half and lay on the line, pin on each side.
- » Items like sheets, tablecloths, flatwork should be hung widthwise as it takes up much less area on the lime and puts stress on the warp yarns (the yarns that run lengthwise), which are stronger than the filling yarns.
- » Blankets and different heavy clothes - across two lines, or extra, as wished.
- » Delicate clothes should not be hung on the line rather lay them straight to dry or use a plastic clothes hanger to hang them.
- » Always read the care tag before drying an item in the sun.
- Different clothes and fabrics dry at a different rates. in case you need to empty the line area, regularly check for dried items, remove them and hand new wet items to the line for drying.
- Sheets takes a lot of space on the line, but as they dry fast, they can vacate the space for other clothes to dry.
- Regularly wipe the clothesline with a cotton duster to remove the accumulated dust, sap from bugs as it could spoil your clothes.
- Fold the garments as you're taking them off the clothesline. This saves time on ironing and additionally makes putting them away easier.
- As you remove the clothes from the line, shake and snap them to maintain their shape, then fold well.
- If you intend to iron the garments, remove them a bit damp and iron them immediately but do not store damp garments. they will develop mould. if you toss garments into the basket without being concerned about how they fall in, you'll have a basket packed with wrinkled clothing.

### Tips

- Retractable traces are also available for the interior however are only appropriate for dry environments; drying clothing by hanging indoors in a damp environment will add more moisture to your house and is not suggested.
- White linen should be dried in direct sunlight, as this provides gentle bleaching.
- Airborne pollen can also cling to clothes, so be careful on your outside clothes-drying as it could aggravate your allergies. If it is so, use a dryer in the spring.

- You can dry clothes in the basement in the winters but the clothes should be wrung out well.
- Clothes can also be dried indoors on racks, but keep away from doing. However, avoid doing this if you live in already humid surroundings, as you'll be increasing the humidity.
- Do not leave the clothes in sun for too long as it could fade the colours of the clothes.
- Dry coloured clothes inside out or dry them in the shade. and collect the item as soon as it has dried.
- A string such as a clothesline can be a strangulation risk. Do not allow a kid to play with it.
- Outdoor clotheslines have to be out of children's reach and free of slack that might wrap around something.

## Exercise

1. Which one of the following is not commonly used fabrics?
  - a) Cotton
  - b) Leathe
  - c) velvet
  - d) Silk
2. Which one of the following cloth items are used in a household?
  - a) Bath linen
  - b) Bedding
  - c) Curtains
  - d) All of these
3. \_\_\_\_\_ may lead to skin problems and poor personal hygiene.
  - a) Strains or dirt on clothes
  - b) Washed Clothes
  - c) Ripped clothes
  - d) All of these
4. The collection of clothes and supplies helps conserve energy while washing. (T/F)
  - a) True
  - b) False
5. \_\_\_\_\_ helps in drying and removing bad odours from fabrics.
  - a) Brushing
  - b) Airing
  - c) Washing
  - d) Soaking
6. For removing greasy matter/Coloring matter solvents are used.
  - a) True
  - b) False



## UNIT 3.2: Ironing and Organizing the Clothes

### Unit Objectives

At the end of the unit, participant/trainee will be able to:

1. Identify ironing of different types of items/clothes.
2. Demonstrate folding the clothes.
3. Demonstrate organizing of clothes.

### 3.2.1 Ironing of Clothes

Ironing can be described as the process of removing wrinkles from the clothes with the help of an electronic appliance known as 'Iron'. There are two types of iron available in the market:

1. Dry Iron
2. Steam Iron

### 3.2.2 Preparations before Ironing

Before Iron, it is important to know the preparations to be done:

- You should check the tag of the cloth to know if it is to be ironed or not. If yes, it will also tell the settings to apply on the iron.
- If you are using a steam iron, fill the water reservoir of it with distilled water or bottled water as it'd be lighter and will not leave spots of any mineral available in the water on the cloth.
- Always keep the Iron sit in an upright position after plugging the Iron in a power socket and set it on the right setting and wait until it heats up.
- Many irons have a little light that gets light up to indicate the iron is heating up and ready to start. It automatically cuts off when the iron reaches the right temperature.
- In case you're ironing more than one garment and they require unique settings, organize the clothes and start with the coolest setting first and work your way up. It is much easier to heat the iron than to look forward to it to cool off, and if it is no longer cool enough you may ruin the cloth.
- Use an Ironing board to iron the clothes as it would be convenient to iron even lengthier clothes like Saree, bed sheet, etc.



Fig.3.2.1: Check the tag of the cloth



Fig.3.2.2: Keep the Iron sit in an upright position

- Keep the hangers and hanging rod prepared with you so that the garments can be hung as soon as they're ironed. Clothes get wrinkled quickly after cooling down when they are store folded. This will increase your work as you will have to Iron them again before wearing them.
- It is tough to remove wrinkles from the cotton garments, so use starch on them before ironing. Get a spray can of starch or sizing. Spray it on the clothes as it will help in removing the wrinkles and making the ironing easier.
- You can starch the clothes beforehand as well and can iron them later, however, in this condition, you need to use either steam iron or sprinkle some water on the garment before ironing.



Fig.3.2.3: Unique settings for different garment

### 3.2.3 Ironing the Clothes

- **STEP 1:** If the garment is delicate like silk, put it inside out (the side which touches the body) on the ironing board. This will help in removing the wrinkles from the clothes quickly
- **STEP 2:** Garments made up of cotton, denim, etc. need to be ironed keeping the right side out. You should always test the heat of the Iron before starting the ironing as it will save your garment from damage.
- **STEP 3:** If the garment is of silk or any other delicate fabric, either use a very less heated iron on it or cover it with a muslin cloth and then iron. It will save the garment from burning. Before starting the ironing, apply starch if needed as it will make your clothes feel more "crisp".



Fig.3.2.4: Ironing clothes-1



Fig.3.2.5: Ironing clothes-2



Fig.3.2.6: Ironing clothes-3

- **STEP 4:** To make starch spray at home, just dissolve one tablespoon of cornstarch in two cups of water. Pour this solution into an empty spray bottle and lightly mist the fabric right before you iron on that spot. you could make your very own starch spray with the aid of completely dissolving one tablespoon of cornstarch in cups of water. Position this solution into an easy spray bottle and gently mist the cloth right before you iron on that spot.



Fig.3.2.7: Ironing clothes-4

- **STEP 5:** Start ironing on the major areas and move towards the corners of the garment. Never let the iron sit still over on any part of the garment as it may damage the colour and fabric.



Fig.3.2.8: Ironing clothes-5

- **STEP 6:** To remove stubborn wrinkles, spray some water on them and iron them over with steam. Move the iron on the entire garment to remove the wrinkles from one end to the other, also move the clothing to cover it completely.



Fig.3.2.9: Ironing clothes-6

- **STEP 7:** After ironing a segment, move the garment away from you. In case you pass it in the direction of you, it may wrinkle as you lean over it and likely push it against the ironing board.

- **STEP 8:** Flip the garment to iron on the alternative side.

- **STEP 9:** While ironing Acrylic garments, let the fabric cool and dry completely before moving it as they can warp when wet and warm.

- **STEP 10:** To iron Corduroy, you need to hold the iron just above the garment so that the steam thoroughly penetrates the clothing, then make it smooth with your palm along the ribs.



Fig.3.2.10: Ironing clothes-7

- **STEP 11:** To iron over Pleats, you need to hold them in place with paper clips (but be careful that the clips should not snag or damage the fabric).

- **STEP 12:** Use a sleeve board to iron Sleeves- without creases; if you don't have a sleeve board, roll up a towel and position it snugly inside the sleeve, then iron. but, you do now not need to apply a sleeve board; simply region the wrist button facet going through upward and iron across the buttons.

- **STEP 13:** To iron the right side, turn the fabric over as this will make certain that the proper side is immaculate, and any creases you by chance create are ironed to the again, in which it subjects much less.

- **STEP 14:** To get the ironing board heat up soon, you can place aluminium foil on it. It will help in ironing both sides of the garments easily as the garment takes heat from both sides. A silver ironing board cover available in the market also accomplishes the same task.

- **STEP 15:** If you use the aluminium foil as mentioned above, you would now not need to iron the other side. Ironing on both sides is based on the type of fabric you are ironing.
- **STEP 16:** Cotton and silky rayon need not be ironed on the wrong side at all.
- **STEP 17:** Polyester might be pressed on either or both sides yet if you are not certain, just press the wrong side and stop there
- **STEP 18:** For sensitive fabrics or those with dynamic hues, you'd like to save, try to remove all the wrinkles out by pressing the wrong side (ironing on the right side can give dark shades an undesirable sheen).
- **STEP 19:** As soon as the garment is ironed, hang them on the hanger. Turn off the iron and empty the water to avoid rusting inside. Let the iron cool, wipe the iron with a dry duster, roll up the cord and keep it in its place.



Fig.3.2.11: Ironing clothes-8



Fig.3.2.12: Ironing clothes-9

### 3.2.4 Ironing the Tricky Items

- To remove stubborn wrinkles that just won't come out, either put a damp towel on the cloth and then iron or give extra steam to the garment thoroughly before ironing.
- You must check whether your item has a raised pattern, such as eyelets or embroidery, if yes, you should iron it face down with a towel underneath. This will keep the pattern from getting flattened or warped.
- You should not iron wool items with steam while ironing Acrylic knit items you are required to iron by pressing, rather than moving the iron in circles or straight lines. Ironing most knit items in circles will stretch the fabric.
- You should never touch the iron to the surface of velvet or corduroy; rather you should steam it. Use the steam function on your iron, while holding it roughly 1/2" from the surface of the wrong side of the item. Smooth with your hand.

### 3.2.5 Ironing Specific Items

The method to iron various clothes varies from garment to garment. Following are the methods to iron commonly used garments:

#### Pants

Though pants look very simple, ironing them could be very complex. You need to do it cautiously to avoid extra seam lines.

Whether to iron a crease down the front or not depends on your personal preference. Arguments abound for having one and not having one. To some, this is ugly, to others, it's the height of elegance. Whatever you prefer, it is easier to avoid adding one—just lay the pants flat, the seam on the left side, the seam on the right side and iron down the middle.

#### Dress Shirt

Probably the most difficult item to iron and yet one of the most common is the dress shirt. Following are the points to remember before ironing a shirt:

- Start with ironing the back of the collar followed by the front side.

- Iron the yoke but avoid making any crease on it.
- Iron the inner side of the back of the shirt and then the outer side of the front.
- Move the iron inside the pocket, as well as most people, forget to do so.
- Now iron the sleeves, cuffs and sleeve plackets. Make sure not to change the crease of the sleeves.

### **Pleats**

It's a very challenging job to iron pleats, especially if there are a lot of them. Make sure to pick a few pleats, settle them and then iron so that they may sit. This can be repeated on the rest of the pleats.

### **Tie**

Read the instructions on your tie's label before ironing as many ties are made of materials that do not iron well. To get the best look, stick a long piece of cardboard inside the tie before ironing it.

### **Saree**

While ironing a Saree, always iron on the saree falls first, then iron the rest of the saree.

### **Tips**

- If you want to crease your trousers, simply iron the upper surface of the trousers. You should not iron it inside out.
- Regularly clean your iron so the steam vents do not become clogged and also the metal plate does not get sticky.
- Steam vents of iron can be cleaned using a moist cotton swab. A soft, damp to moist cloth works well to easily dry starch from the ironing plate that was amassed from the previous ironing session.
- As it is very difficult to iron the seat area of trousers, in this case, you should move the Iron over the area as maximum as possible with the iron set on excessive steam, cautiously straighten the fabric and remove the wrinkles.
- It is easy to iron moist clothes, so it is better to sprinkle some water on the clothes before ironing and put them in a plastic bag. Pull them out one at a time to iron. But do not leave them in the bag for a long time otherwise, they will mildew.
- Take clothing straight out of the dryer once dried, to prevent wrinkling.
- Hang or fold clothes straight from the clothesline rather than leaving them scrunched up in a basket. A lot of ironing can be avoided this way.
- If you have cool heavy coloured images, rubber print, embroidery, sequins, beads on the garment, do not iron on it.
- Do not iron on the elastic present in the neck, cuffs or waist of the garment.
- Read the care label as all fabrics can or should not be starched.
- Never leave the iron too long on any single spot of clothing.
- Always keep an eye on the iron as your carelessness may result in serious injury or damage to property.
- Always keep iron away from the reach of kids.
- Always keep an eye on the iron as your carelessness may result in serious injury or damage to property.
- Always keep iron away from the reach of kids.

### 3.2.6 Folding the Clothes

To maintain the clothes, it is very important to fold them properly. It may save the need of ironing some clothes as wrinkles get removed while folding them properly. Let's learn how to fold some clothes:

#### How to fold Shirts

Following is one of the easiest methods of folding shirts whether short-sleeve shirts or long-sleeved shirts-

- You should place the shirt on a flat surface facing up.
- Fold in half vertically with the arms together.
- Fold the arms towards the back of the shirt.
- Fold the shirt in a horizontal position, so that the hem of the shirt may touch the neck.
- You should flatten the shirt. Though this is optional it will make the shirt neater.

Another method to fold a shirt – Following is another method which needs a little practice to get right:

- You can hold the shirt by the shoulders between your forefinger and thumb in front of you.
- Fold the sleeves back using your excess fingers.
- Fold the shirt in half in the horizontal position, so that the hem touches the neck.
- Smooth it.

#### Folding trousers

To Fold trousers without a crease like Jeans, Khakis, you need to follow the following method:

- You should hold the trousers in front of you and fold them vertically, bringing the legs together, with the pockets on the outside.
- You need to bring the legs above the top of the pocket two inches down the waistline if there is no pocket.

#### To fold trousers with a crease like pants

- You should hold the trousers from their cuffs so that the crease, maybe in front, not the seam (which is what you do with an increased pair of trousers).
- You should smooth the pants leg and fold them in half at the knees; the bottoms should touch the waistline.
- You need to bring the knees to the top and smooth it.
- You should hold the trousers in front of you and fold them vertically, bringing the legs together, with the pockets on the outside.
- You need to bring the legs above the top of the pocket or two inches down the waistline if there is no pocket.

#### To fold trousers with a crease like pants

- You should hold the trousers from their cuffs so that the crease, maybe in front, not the seam (which is what you do with an increased pair of trousers).
- You should smooth the pants leg and fold them in half at the knees; the bottoms should touch the waistline.
- You need to bring the knees to the top and smooth it.

#### Folding Skirts and Dresses

- The skirts and dresses should always be hung, but if you have to fold them, you should fold the hem to waistband or collar, depending on whether you're folding a skirt or dress.
- Fold again, side by side (vertically) keeping the hem or collar inside the folded garment. You need to fold the item to be in a rectangular shape.
- If you fold down, in a horizontal position, you will end up with a square of folded fabric.

### Tips

- You should remove the clothes from the dryer before they are completely dry so that there would be fewer wrinkles and easy to iron. Hang them on clothes hangers to dry.
- Long sleeve shirts should not be kept folded for too long; as they will get wrinkled quickly.
- Keep the underwear/boxers in the drawer after folding them in half.
- Don't leave pants for too long in the basket, as they wrinkle quickly and easily
- Keep the 'Pallu' of a saree on the upper side while folding.

## 3.2.7 Organising the Clothes

Properly organised clothes in a cupboard, tells how much the person is organized in life. It not only makes the house neat and clean but also shows the saves time in finding the required garments. Let's learn how to organise the clothes:

- The first step to organising the clothing is sorting the clothes. This can be done by taking everything out of the closet, wardrobe, or dresser and piling it on the floor or bed.
- If you keep the clothes in multiple places, consider tackling each place one at a time to sort and organize.
- Once organizing is finished at one place, repeat the whole process at another place.
- You can also use baskets or boxes to hold your clothes as you sort through them instead of just piling them on the floor or bed.
- Sort out the clothes that need to be laundered from the clean clothes that can be hung up or folded and put away.
- Once you have finished sorting the clean clothes from the dirty clothes, take the dirty clothes and put them into a laundry basket. This helps prevent things from piling up and taking up space.
- To save time, put the dirty clothes into the washing machine to wash while you continue sorting and organizing.
- Hang the clothes which may get wrinkles while keeping fold. Use hangers of plastic/ wood or stainless steel.
- It is advised to hang clothes according to their height. E.g. Clothes which are lengthier like dresses, the taller length clothes should be hung at one end of the hanging rod/ cupboard, then the smaller length clothes like T-Shirt, Blouse etc. should be hung before them.

## Summary

- Stains and dirt on clothes become medium for the growth of bacteria, fungus or other harmful organisms which may lead to skin problems and poor personal hygiene.
- 'Shaking' helps in removing loose dust from the fabric. Hold the dress with both hands and shake it vigorously.
- Brushing is for removing loose dirt from fabrics that have a pile on their suits and coats are also brushed.
- 'Airing' clothes helps in drying and removing bad odours from fabrics. It is done preferably outdoors in the sun or a well-ventilated room.
- Laundering clothes does not mean only washing clothes. It consists of the three steps:
  1. Washing or dry-cleaning garments to remove dirt, perspiration and smell,

2. Finishing the garments with stiffening agents like starch and gum, brightening or bleaching agents, drying them then ironing or pressing, folding and hanging garments, e.g. cotton dupattas and sarees are starched.
  3. Storing the garments for a short or long time.
- Don't wash any garment having hooks unbuckled as the hooks may caught in alternative garments and break or bend.
  - One can increase the life of their clothes if they dry them under the sun instead of the dryer.
  - Ironing can be described as the process of removing wrinkles from the clothes with the help of an electronic appliance known as 'Iron'.
  - There are two types of iron available in the market: Dry Iron and Steam Iron
  - Do not iron on the elastic present in the neck, cuffs or waist of the garment.
  - Read the care label as all fabrics can or should not be starched.
  - Never leave the iron too long on any single spot of clothing.
  - To maintain the clothes, it is very important to fold them properly. It may save the need of ironing some clothes as wrinkles get removed while folding them properly.

## Exercise

1. It is the process of removing wrinkles from the clothes with the help of an electronic appliance known as \_\_\_\_\_.
  - a) Brushing
  - b) Folding
  - c) Washing
  - d) Ironing
2. While ironing a Saree, always iron on the saree falls first, then iron the rest of the saree. (T/F)
  - a) True
  - b) False
3. Which one of the following garment items is most difficult in ironing?
  - a) Saree
  - b) Pants
  - c) Shirt
  - d) All of these
4. Mention the method of folding shirts?
 

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5. Explain "how to organize the clothes"?
 

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## 4. Routine Cleaning of the Kitchen, Utensils and Equipment



Unit 4.1 – Cleaning and Maintaining the Kitchen

Unit 4.2 – Washing and Organising Kitchen Utensils



## Key Learning Outcomes

**At the end of the module, participant/trainee will be able to:**

1. Explain the way to prepare a daily/periodic cleaning routine.
2. Discuss the steps of cleaning the kitchen walls, floor and ceiling.
3. Discuss the steps of cleaning and sanitising the kitchen countertop, cooking stove, cabinets and sink.
4. Explain how to clean kitchen appliances, utensils and tools with the appropriate cleaning agents.
5. Discuss various ways of storing different types of utensils.
6. Explain the ways to keep the kitchen safe and hygienic.

## UNIT 4.1: Kitchen Tools, Equipment and Appliances



### Unit Objectives







At the end of the unit, participant/trainee will be able to:

1. Demonstrate kitchen cleaning process.
2. Demonstrate cleaning of different types of kitchen surfaces such as ceiling, cabinets, sink, etc.
3. Identify effective ways to clean different types of kitchen equipment.

#### 4.1.1 Common Utensils

There is a range of utensils and tools that are used in Indian kitchens for preparation, cooking and serving purposes. Some of the common utensils and tools are shown in the table below.

Sl. No.	Utensil	Image	Purpose
1.	Cutting Board		A cutting board is at least 12 by 18 inches. Different ingredients for cooking, mostly vegetables, are cut on this board. Separate board is used for non veg food
2	Frying Pan/ Skillet		Available in material it is made of such as anodized aluminium, cast iron, teflon (commonly known as Non-stick pan), etc. it is used for searing, frying and browning
3	Small Saucepan		Small pan used for process called tadka for adding spice and taste to the Indian dishes
4	Wok (Kadhai)		It is used for shallow and deep frying of different ingredients. In Indian cooking, simmering of stews as well.
5	Mortar-pestle –(Haman – Dasta)		It is used for crushing and grinding the ingredients for cooking.
6	Tong (Chimta)		It is used to hold a roti (flat bread) directly over the flame so that it cooks fully and puff up.

7	Perforated Spoon, Ladles and Turner (Pauni)		<p><b>Right to Left</b></p> <ul style="list-style-type: none"> <li>• A Pauni is a perforated spoon meant for frying and draining deep-fried foods.</li> <li>• A Ladle (kadchhi) is used for serving food.</li> <li>• A turner (flat) (Karchhul) is used for cooking, mixing and turning around foods like chapatti.</li> <li>• Another version of Ladle.</li> <li>• Another version of pauni, can be used for transferring food items, whose liquid is required to be drained</li> </ul>
8	Wooden cooking tools		Used for mixing, cooking and stirring hot food. These spoons are generally used with non-stick utensils. There are other spoons made of wood used for serving and cooking purposes.
9	Plate (Thaali)		Thalis/ plates along with Katoris (bowls) used to serve food. These come in different sizes, quarter plates, half plates and full plates.
10	Bowl/ Katori		Made of different materials and different sizes, these are used to serve salads, soups and curried food items.
11	Spoons, knives and Forks (Chamach, chhuri aur Kaante)		A spoon is an object used for eating, stirring, and serving food. One end of it is shaped like a shallow bowl and it has a long handle. A fork provides aid in eating food items that can slip while eating. Also, it is easier to have food items like a salad with the help of a fork.
12	Strainer		The strainer is used to strain the tea/ any other liquid to separate the liquid from the suspended particles, such as tea leaves.









13	Chapatti Rolling Pin & Board		It is used for rolling doughs to make different dough-related items such as roti, parantha, etc.
14	Chapatti Griddle –(tava)		These small griddles made out of iron are used in India specifically for chapatis/ roti and other flat-breads. They come in two shapes curved and flat.
15	Spice Box/ container (masalon ka dabba)		It is used for storing different spices (masalas) hence, easing the cooking process.
16	Pressure Cooker		It is used for cooking food at high pressure employing water or cooking liquid in a sealed vessel. It helps in saving some time in cooking.
17	Gripper/ Hold (Pakad/ sanni)		A pakad is meant for holding a hot utensil while cooking. The traditional pakad were made of iron which is now being replaced by stainless steel with a thick insulation of plastic for proper grip.








Fig.4.1.1: Common Utensils





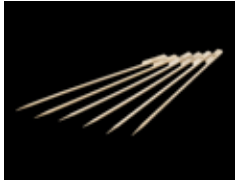


### 4.1.2 Special Equipment used for Veg/Non Veg/Continental Food Preparation








There is a range of utensils and tools that are used in Indian kitchens for preparation, cooking and serving purposes. Some of the common utensils and tools are shown in the table below.








Sl. No.	Appliances/ Tools	Image	Types of Dishes	Types of Dishes
1	Meat Mincer		It is a machine in which deboned meat is put in order to mince the meat.	Non-Veg
2	Pastry Tongs		These are mostly used while serving sweets, pastries, cup cakes and chocolates at tea tables.	Continental

3	Pasta Rolling machine		It is used to roll pasta dough into thin sheets of pasta. The machine may also have attachments for cutting various sizes of pasta strips into noodles, linguine, fettuccine etc.	Continental
4	Cream Whipper		It is a battery operated tool, used to whip the cream. Used for decoration of cakes and pasties.	Continental
5	Pizza & Crust Cutter		These are made of a rotating, wheel-like blade (mezzaluna) and are used to cut pizzas by rolling over it.	Continental
6	Pizza/Pie Slice Server		It is a serving utensil used in the cutting and serving of pies and cakes.	Continental
7	Air Fryer		It cooks the food by circulating hot air around the food. It is used as a healthy alternative of oil frying.	Veg & Non -Veg
8	Meat Claw Shredder		It is used as a tool for pulling meat with claws to shred them in small pieces.	Non-Vegetarian
9	Can/ bottle Opener		It is a mechanical device used open tin cans as it pierces through the tin lids. Other end can be used for opening aerated bottles. The attached between like spring is used to screw out the corks from the bottles.	Veg & Non -Veg
10	Fish Bone Tong		These are used for removing fish bones from different types of fish. These tools have bevelled ends which make the work easier.	Non- Veg

11	Shelling Scissor (Shrimps)		These are used for preparing succulent shellfish dishes such as of shrimps and prawns. These scissors has a curved blade which helps to cut through the flesh whilst keeping it in one piece.	Non- Veg
12	Fish Bone Plier		Used to remove thick fish bones and pin bone from fish of different kind. They are designed with thin tip and a spring and a flat anti-slip end for efficient use.	Non- Veg
13	Fish Scale Remover		These tools with serrated teeth are designed to remove the scales of a fish in a neat and smooth manner.	Non- Veg
14	Seafood/ Lobster Cracker		Used to crack open the hard shells of lobsters and crabs by pulling both the claw handles together to extract the flesh inside. Can also be used for shellfish.	Non- Veg
15	Poultry Sheer		Scissor-like tool with saw tooth on the lower jaw to cut the bones and non-slipping locking end handle. These tools with concave lower jaw are good for cutting bones of poultry, fish, crab and also removing scales from fish.	Non- Veg
16	Baster		These tools are used to moisten meat/ poultry when cooking/ roasting it on its own juice. Can also be used for special vegetarian dishes.	Veg & Non - Veg
17	Roaster Spit		These are long solid rods which are used to hold food while the food is being roasted over the fire in a fireplace or an oven.	Veg & Non- Veg

18	Broiler Pan		These are specially designed for oven use for food to retain its quality and nutrients. Broilers reflect the heat from the top and ensure that the food is cooked evenly at all parts. Using this pan food is cooked quickly and uses less amount of oil to cook (especially meat/ poultry), thereby more healthy.	Veg & Non- Veg
19	Butcher's Twine		These are usually cotton threads used for trussing and tying up meat/ poultry before cooking.	Non - Veg
20	Butcher's Block		These are chopping boards designed out of assembled wood used for heavy duty chopping/ cutting purposes usually for cutting chicken, fishes, etc.	Non - Veg
21	Meat Fork		These are serving tools used to hold the meat and usually accompanied with a carving knife to smoothly serve the cooked pieces on the plate.	Non - Veg
22	Skewers		These are thin metal or wood sticks which are used to hold food together while the food is grilled over a griller or in a microwave. Commonly used for making kababs, both veg and non-veg.	Veg & Non - Veg
23	Drip Tray		Used for catching the drips from the food while it is being grilled. These are placed below the skewers placed on a barbeque or in a microwave.	Veg & Non - Veg
24	Baster/ Pastry Brush		These are used for applying butter/ oil on food while preparing/ cooking it. These brushes make cooking less messy and more efficient.	Veg & Non - Veg

25	Indoor Barbeque		Charcoal/ electric barbeque are also available, for home chefs, which are portable and can be used both outdoors and indoors.	Veg & Non - Veg
26	Cookie Sheet		These are flat, rectangular metal sheet pan which are used for baking things in an oven. These are also known as Baking tray or Baking pan.	Continental
27	Deep Fryer Basket		Used for preparing food items requiring deep frying. Food items like pakoda, french fries, chicken fries, fish fingers etc. can be easily deep fried with the help of these baskets at home.	All
28	Grater/ Shredder		These are especially designed to shred things into fine pieces. They can be of various types such as cheese grater, box grater, microplane grater, spice grater, etc.	All
29	French Lemon Reamer		These are made of glass/ wood/ plastic and are used for easily extracting juice from lemon and other citrus fruits.	All
30	Manoline		These tools are very efficiently and evenly cut the vegetables, especially cuts thinly. With different kinds of blades to cut vegetables in different shapes or forms.	All
31	Parchment Paper		These papers are usually used in baking to keep the things from sticking.	Continental

32	Piping Bag		Also known as Pastry Bag, these are triangular shaped sacks filled with stuff that is squeezed out from the smaller end through a tip. These are usually used for decorating food items such as cakes, cookies, breads, etc.	Continental
33	Cake Baking Pan		Used for baking cakes. The mixture for cake is poured into this pan inserted in oven or microwave for baking. Moulds and trays are also available in different shapes and sizes for baking different types of baked items.	Continental
34	Smoother		Used to provide a proper shape to the cake and making the surface and sides smooth before decorating it.	Continental
35	Cake Revolving Table		Also known as Turning Table, these tables make icing and decoration of cakes and other deserts very easy and efficient.	Continental
36	Icing Spatula		These are made of stainless steel and are available in different sizes. These are used for spreading butter, cream and icing the cake.	Continental
37	Vegetable Brush		These are stiff bristled brushes used for cleaning the skin of the vegetables.	All
38	Zester		These are special type of graters that are used for removing the outer rind of lemon and other citrus fruits.	All


39	Whisk		Used to blend ingredients into smooth mix or to incorporate air into a mixture	Veg & Non -Veg
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Fig.4.1.2: Special Equipment used for Veg/Non Veg/Continental Food Preparation

### 4.1.3 Common Appliances

These days uses of various appliances are very common for every day cooking in Indian households. They have made cooking easier and helped people with better time management at the kitchen. Some of the common appliances are explained as follows:

#### Mixer-Grinder

This kitchen appliance helps reduce work and save time and effort for all food preparations. It is used for pureeing, blending, mincing, grating, grinding and chopping ingredients. This appliance can be used for several other tasks and can finish the work in seconds. Some common brands are Philips, Bajaj, Maharaja, Wonderchef, etc.



Fig.4.1.3: Mixer-Grinder



Fig.4.1.4: Juicer

**Juicer:** This appliance, also known as Juice Extractor, is used to extract juice from various fruits, vegetables, leafy greens and herbs by a process called juicing. It crushes grinds and/ or squeezes the juice out of the pulp. Juicers are available both as single appliances and as joint ones with mixer-grinders and food processors. Common brands are same as above.

#### Food Processor

This appliance helps to facilitate repetitive tasks in the preparation of food. It has variety of usage and separate components for different activity, such as chopping, shredding, grating, kneading dough, juicing, grinding, and several other tasks. It has several blades as well for different purposes. The attachments in a food processor are:



Fig.4.1.5: Food processor



Fig.4.1.6: S blade

- **Knife Blade/ S Blade (Sabatier blade):** it's for chopping, mixing, mincing, pureeing and mashing. It's a multi-purpose blade and a standard attachment.

- **Plastic Dough Blade:** It's for kneading recipes, such as sweet or savoury bread dough (uses yeast), wholemeal wheat flour (atta), wheat four (maida), and similar other doughs.
- **Shredding and Slicing Blades:** These blades come in different sizes so that one can shred and slice to a fine, medium, course or thick finish. Some models also come with chipping blade to make homemade chips or French fries. Blades will either be separate or on single metal reversible disc, with one side used for shredding and the other used for slicing. The different shredding and slicing blades are also found as small attachments that are slid into a plastic disc and then used.



Fig.4.1.7: Dough blade

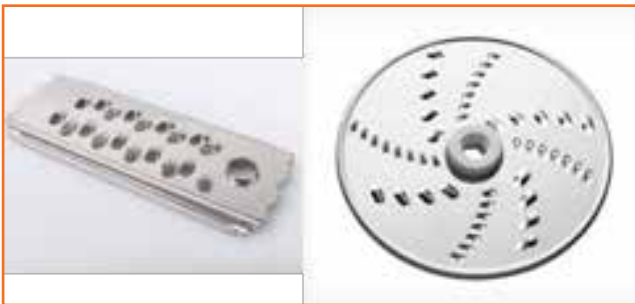


Fig.4.1.8: Slicing Blade



Fig.4.1.9: Shredding Blade

- **Grating Blade:** This blade is used for grating cheese and vegetables.



Fig.4.1.10: Grating blade



Fig.4.1.11: Potato rasp blade

- **Potato Rasp Blade:** This blade is not a standard attachment with all food processors but can be very useful to grate ingredients finely, such as, coconut, potatoes, parmesan cheese, etc.

- **Blender Jar:** It is used for mixing, pureeing or emulsifying food and other substances.
- **Grinding Jars:** Besides the blender jar there's usually two more jars. Medium sized jar for dry grinding and small jar for wet grinding.



Fig.4.1.12: Grinding jars

- **Citrus Press and/ or Centrifugal Juicer Attachment:** Centrifugal juicer attachment to extract juice from hard fruits or vegetables. Some models also provide Citrus press which is used to extract juice from citrus fruits.



Fig.4.1.13: Centrifugal Juicer Attachment



Fig.4.1.14: Bowl

- **Bowl:** This is the main bowl inside of which blades are attached for different functions like chopping, shredding, slicing, etc.



Fig.4.1.15: Spatula

- **Spatula:** This helps to scrape food away from the sides of the food processor bowl.



Fig.4.1.16: Microwave

### Microwave

This kitchen appliance has become a part of the Indian kitchen for its advanced features that help in cooking variety of dishes at home in no time. Some of the reputed microwave brands are IFB, LG, Samsung, Morphy Richards, Kenstar and Bajaj, etc. there are three types of Microwaves: -

- **Solo Microwave:** Best for reheat and simple cooking.
- **Grill Microwave:** Best for reheat, cooking and grilling.
- **Convection Microwave:** Best for reheat, cooking, grilling and baking.

### Tips:

- Always warm up food in the microwave in ceramic or glass containers. Do not use Plastic containers.
- Metal containers can spark in the microwave and are a fire hazard.
- Avoid using any ceramic or glass containers that have gold trim or metal pieces, as they will spark in the microwave.



Fig.4.1.17: Hand blender

### Hand Blender

Blending of wet ingredients become necessary for recipes with chutney/ gravies. Although a mixer-grinder can also do the same but when the amount of the ingredients is less, hand blenders are the most convenient option. It also helps in making quick smoothies for morning breakfast or evening snacks. Hand blenders are very easy to handle and can be quickly washed after use. Some famous brands for hand blenders are Philips, Morphy Richards, Bajaj, Inalsa Robot, Boss, etc.



Fig.4.1.18: Toaster

### Toaster

Pop-up Toaster is now a common kitchen appliance in India. Bread slices are inserted from in the top of the toaster which makes the toast of bread in hardly 1-3 minutes. When the toasting is done as planned, automatic toasters pop out the toasts and switch off. Manual/ basic toasters, toasts have to be popped out when heated. Toasters also have heat settings.

### Sandwich Maker and Griller

Sandwich maker and grill comes in handy when quick lunchbox has to be packed or one is very hungry after work. Just put bread, smear handy sauces or chutneys and arrange veggies of choice to sandwich and grill to fix the hunger pang. One can also grill smaller meats and most vegetables or fruits on this appliance.



Fig.4.1.19: Griller



Fig.4.1.20: Refridgerator

### Refrigerator

This is the most important appliance in an Indian kitchen. A fridge is used to keep the freshness intact of the cooked and uncooked food items. Thus, it also helps to minimize wastage. Fridges are available in different capacities and can be chosen as per one's needs. Important components in a fridge:

**Compressor:** It is the main component which does the cooling by making changes in pressure, located at the rear side of the fridge.

**Refrigerant:** It is a cooling liquid which flows through the refrigerator. Compressor runs the refrigerant with the help of a motor.

**Condenser:** The heat in the refrigerant is absorbed by the condenser.

#### 4.1.4 Kitchen Cleaning Process

The General Housekeeper has many responsibilities and keeping the cleanliness of the kitchen is one of them. The proper cleaning of the kitchen is highly required just not to make it presentable but also to make it hygienic as the most basic need of human beings “food” is being cooked here. There is a direct impact of kitchen cleaning on the cooking and the health of the family members. Managing the kitchen is not a difficult task and anyone can do it but one needs to follow some basic rules while keeping the convenience as well.

Cleaning the kitchen may seem a daunting task. But breaking it up into manageable sections will make the kitchen cleaning task easier

##### General kitchen cleaning tips

- Make sure to wear protective clothing when cleaning the kitchen, particularly if you’re using chemical products
- Always read and follow the instructions on any chemical cleaning products you buy
- Keep the area you’re cleaning well ventilated by turning on the extractor fan or opening a window
- If you’re using a new cleaning product for the first time, test it on a small, inconspicuous area first to make sure it won’t cause discolouration or damage

##### Material Required:

- Dust mop (preferably with a long handle)
- Step-ladder
- Cleaning cloths
- Small bucket with handle
- Sponges
- Vacuum with attachment
- All-purpose cleaner, dish soap, or mild cleaner of choice
- Oven cleaner
- Bicarbonate of Soda
- White Vinegar
- Jojoba oil
- Shelf or cabinet liner and drawer dividers
- Broom and mop or towel

#### 4.1.4.1 Cleaning Wall Cabinet

Follow the below procedure to clean wall cabinets:

1. Mix three tablespoons of baking soda with 1 cup of warm water.
2. Spread this solution over the stained area and then gently rub to remove.
3. After the stain loosens, rinse the area with clean water.

### 4.1.4.2 Clean Kitchen Ceiling







Steps	Process	Image
Step 1: Removing Debris	<ul style="list-style-type: none"> <li>Take duster and dust back-and-forth across the ceiling.</li> <li>In case the ceiling is exceptionally dirty, vacuum the duster a couple of times.</li> </ul>	
	<ul style="list-style-type: none"> <li>Wipe dirty areas with a dry microfiber cloth for very dirty.</li> <li>Change to new cloth when required.</li> </ul>	
Step 2: Wiping Down Your Ceiling	<ul style="list-style-type: none"> <li>Create a cleaning mixture:</li> <li>Mix 1 cup of warm water, 1 teaspoon of non-abrasive dish liquid (like Dawn), and 2 tablespoons of white vinegar.</li> <li>Pour the mixture into a spray bottle.</li> <li>Shake the spray bottle vigorously.</li> </ul>	
	<ul style="list-style-type: none"> <li>Spray the ceiling. Get complete coverage to avoid splotch marks.</li> <li>Avoid soaking the ceiling. If the solution drips down, too much has been sprayed.</li> </ul>	
	<ul style="list-style-type: none"> <li>Use a paint roller to roll over the ceiling.</li> <li>Remove all the vinegar and detergent solution sprayed on the ceiling.</li> </ul>	
	<ul style="list-style-type: none"> <li>Take a clean cloth and gently pat the ceiling dry.</li> <li>The cloth will absorb any residual water and cleaning solution.</li> </ul>	

Fig.4.1.21: Béchamel Sauce

### 4.1.4.3 Cleaning Countertop and Hobs/ Stove and Sink

#### Tools required:

- Water
- Dish soap
- Microfiber cloths
- Baking Soda
- Hydrogen Peroxide
- Plastic Wrap
- Tape

#### Cleaning process:

- Use a mix of warm water and mild dish soap for everyday cleaning,
- Follow up with a wipe microfiber towel to dry and shine up the stone.
- Avoid abrasive or acidic cleaners.
- For stains on granite or marble countertops, clean with a paste of baking soda and water (for oil-based stains) or hydrogen peroxide (for water-based stains).
- Apply the paste to the stain, cover with plastic wrap, and tape down the edges.
- Let the paste remain for a few days, at least overnight and then rinse off the paste.
- Repeat the process if the stain isn't completely gone.

### 4.1.4.4 Cleaning Stainless Steel Sink

Follow the below procedure to clean stainless steel sink:

1. Before you start, dampen the sink
2. Coat evenly with bicarbonate of soda
3. Scrub gently but firmly with an old toothbrush
4. Rinse



Fig.4.1.22: Cleaning Stainless Steel Sink

### 4.1.4.5 Cleaning Ceramic Sink

Follow the below procedure to clean ceramic sink:

1. Wash the sink with washing liquid, warm water and a clean cloth and rinse clean.
2. Spray the sink with a bleach-based cleaner and leave it for a few minutes and rinse.
3. Apply the cleaning solution to scratched, scuffed or stained areas.
4. Scrub gently in circular motions with a soft kitchen scrubber or sponge, and rinse.



Fig.4.1.23: Cleaning Ceramic Sink

#### 4.1.4.6 Deep Clean a Dishwasher

Follow the below procedure to deep clean dishwasher:

1. Empty the dishwasher.
2. Remove the filter and soak it in a warm, soap solution
3. Scrub with a toothbrush to remove any residue then replace it in the dishwasher
4. To remove limescale, keep the cup full of white vinegar in the dishwasher and run a full clean cycle
5. Coat the bottom of the dishwasher evenly with bicarbonate of soda
6. Leave the bicarbonate of soda overnight and then run a full clean cycle in the morning



Fig.4.1.23: Deep Clean a Dishwasher

#### 4.1.4.7 Clean an Oven

Follow the below procedure to clean an oven:

1. In a bowl, mix bicarbonate of soda with water to make a paste.
2. Coat the inside of your oven with the paste and leave overnight.
3. Once the mixture has dried, spray a mixture of bicarbonate of soda with white vinegar.
4. Leave for a further four hours.
5. Scrub thoroughly with a scrubbing brush or textured sponge and rinse.



Fig.4.1.25: Clean an Oven

#### 4.1.4.8 Clean a Glass Top Stove

Follow the below procedure to clean a gas top stove:

1. First of all, remove any loose debris that may have been left
2. Coat the stove/hob in a non-abrasive, cream cleaner and leave for approx 10 min
3. Use a micro-fibre cloth to scrub the stove/ hob. If you find tough areas, try a textured sponge, but don't use anything too abrasive and rinse.



Fig.4.1.26: Clean a Glass Top Stove

#### 4.1.4.9 Clean an Electric Stove Top

Follow the below procedure to clean electric stove top:

1. If your hotplates can be removed, take them off the hob/ stove.
2. Follow the steps detailed above for glass stovetops.
3. For hotplates, you can use a stronger cleaner and brillo pads to scrub off any burnt food.
4. Rinse the hotplates and put them back on the hob/ stove.



Fig.4.1.27: Clean an Electric Stove Top

#### 4.1.4.10 Cleaning a Gas Stovetop

Follow the below procedure to clean a gas stove top:

1. Liff off the gas rings and place them in a mixture of detergent and warm water.
2. Rub with a clean cloth to remove dirt. For tougher areas, an old toothbrush works well.
3. If your burners can be detached, remove those and clean them with hob spray and a sponge/ scrubbing brush. Avoid water to keep the burners dry and prevent them from working.
4. Wipe the burners with a damp cloth to remove any excess cleaner and dirt.
5. Coat the stove/ hob in a cream cleaner and leave for 10 minutes or as directed.
6. Scrub with a soft cloth/ sponge to remove any dirt and stains, then wipe with a damp cloth.



Fig.4.1.28: Cleaning a gas stovetop

#### 4.1.4.11 Cleaning Exhaust Fan

Follow the below procedure to clean exhaust fan:

1. Carbon or paper filters in extractor fan will need to be replaced rather than cleaned.
2. In case of metal mesh filter, remove from cooker hood, place it in hot, soapy water with a mug of white vinegar and leave it to soak overnight. Wipe the filter to remove any grease.
3. For stainless steel surfaces around the mesh filter, make a paste using bicarbonate of soda and water.
4. Apply this to the extractor hood and scrub with a toothbrush.
5. Wipe down the hood with a clean damp cloth then replace the filter.



Fig.4.1.29: Cleaning Exhaust Fan

#### 4.1.4.12 Cleaning Kitchen Floor Cabinet

Follow the below procedure to clean a kitchen floor cabinet:

1. First, empty the cabinets and Hoover inside them.
2. Mix washing up liquid and warm water, then use the solution to clean the cabinets, inside and out, using a clean, soft cloth.
3. Wipe down with a clean, damp cloth then leave the doors open while the cabinets dry.



Fig.4.1.30: Cleaning Kitchen Floor Cabinet

#### 4.1.4.13 Cleaning Vinyl Linoleum Floors

Follow the below procedure to clean vinyl linoleum floors:

1. Sweep the floor to remove debris, mix a cup of white vinegar and tablespoon of washing liquid in a bucket, and mop cum scrub the floor with nylon scrub bristles
2. Empty the bucket and then fill it again using warm water.
3. Wring out the mop and use it to rinse the floor, and wring the mop again to soak up any excess water
4. Use a little jojoba oil/ wax to buff away any scuff marks and bring in shine.



Fig.4.1.31: Cleaning Vinyl Linoleum Floors

#### 4.1.4.14 Cleaning Hardwood Kitchen Floors

Follow the below procedure to clean hardwood kitchen floors:

1. Sweep cum dust the floor to remove debris.
2. Choose wood cleaning product and dilute as per directions, dip the rag mop or sponge in the mixture and then squeeze so that it is only damp.
3. Mop the floor, with the damp mop, thereafter rinse and wipe excess liquid on the floor.



Fig.4.1.32: Cleaning Hardwood Kitchen Floors

#### 4.1.4.15 Surfaces, Utensils and Equipment Cleanliness

Food might become contaminated and unsafe to eat if surfaces, utensils and equipment are not cleaned and sanitised properly. Unclean utensils and equipment will harbour bacteria, which could be transferred to food and could lead to food poisoning.

Cleaning and disinfection are vital for many reasons, those are as follows:

1. Food contamination
2. Pest problems
3. Loss of reputation
4. Breaches in legislation leading to the closure of
5. The organisation and/or prosecution
6. The possibility of action being taken by the Care Quality Commission



Fig.4.1.33: Equipment Cleanliness

#### 4.1.4.16 Cleaning Tiled Floors

Follow the below procedure to clean tiled floors:

1. Sweep the floor to remove the dirt, lightly spray the floor using white vinegar, and mop using a damp mop.
2. If stains persist, particularly in the grouting, use a steam cleaner .



Fig.4.1.34: Cleaning Tiled Floors

#### 4.1.4.17 Cleaning Toaster and Toaster-Oven

Follow the below procedure to clean a toaster and toaster-oven:

1. You ought to unplug the toaster and clean the crumb tray.
2. Make a soap solution by mixing warm water and dish-wash gel in a plastic tub.
3. You need to take out the racks of toaster-oven to clean and dip them in the tub full of warm soapy water.
4. Remove the brunt and sticky food with a sponge or a brush. You would need to rub it hard to remove it from the rack.
5. Dip a cloth into the solution of warm water and dishwashing liquid and let it wet properly.
6. Use this wet cloth to wipe the inside of the toaster oven evenly.
7. A toothbrush or a wet pastry brush must be used to clean the burned-on food from the slots of the toaster.
8. Do not forget to clean the knobs. To clean, take them out and soak in a warm soapy solution.
9. You should use a dry towel to make the knobs and inside portion dry. If the knobs need to be changed, please do that.
10. Clean the exterior portion and all the corners using a wet soapy cloth.
11. Wipe the entire toaster oven once more with a dry cloth. You ought to likewise clean the top, base and side edges of the door.



Fig.4.1.35: Cleaning Toaster and Toaster-Oven

#### 4.1.4.18 Cleaning Blender, Mixer and Food Processor

Follow the below procedure to clean Blender, Mixer and Food Processor:

1. To clean the food processor, you should remove the blades (if removable), lids of jars and any other removable parts.
2. Soak these removable blades and other items in a plastic tub filled with a solution of dishwashing gel and warm water.
3. The blending jars and other items can be hand washed with dishwashing gel and warm water. But it is recommended that you use a long nylon-bristled brush to avoid any accident.
4. Rinse the jars thoroughly under the tap/faucet and place them in the utensils rack to dry.

5. The jars etc. can be washed in the dishwasher as well. You need to keep them on the upper rack of the dishwasher.
6. The blades and lids should be scrubbed with a nylon brush so that all the sticky food may be removed.
7. You should not forget to dry the blades. Otherwise, it may catch rust.
8. Place the blades once again on the jars and screw them up.



Fig.4.1.36: Cleaning Blender, Mixer and Food Processor

#### 4.1.4.19 Coffeemaker

Follow the below procedure to clean Coffeemaker:

1. To clean your coffeemaker, you should pour white vinegar into the coffee pot and fill it till the half-full mark.
2. Now add water into the vinegar and fill the coffee pot up.
3. Pour this mixture into the water reservoir and switch on the coffeemaker.
4. You should turn off the coffee maker once the mixture has run completely through. Leave it cool for about 10 minutes.
5. After this, you should run the coffeemaker two more times with fresh, clean water, and ensure that the machine is kept cool for 10 minutes between brews.
6. Your coffeemaker is now clean and deposit-free as desired.



Fig.4.1.37: Cleaning Coffeemaker

#### 4.1.4.20 Clean the Refrigerator

**The process to clean the single and double door refrigerator**

1. Out all the food items from the refrigerator. You can use a nearby table or kitchen countertop to place these items.
2. Properly dispose of the food that is old or not edible and also throws away the expired items so that somebody might not use it unknowingly.
3. Do not hesitate in throwing the items which you will never use.
4. As soon as your cleaning is completed, clear the dust bin as well otherwise the house will smell the food you have discarded.
5. Take out all the removable shelves, drawers e.g. fruit and vegetable baskets, from the refrigerator. It will give you enough space to clean without any hassles.
6. Take all the shelves to the kitchen sink and wash them before start cleaning the refrigerator.



Fig.4.1.38: Clean the Refrigerator

7. As most of the items in the refrigerator may not fit in a dishwasher, you need to wash them by hand.
8. You can use warm water and dishwashing gel with scrub/ brush to clean the shelves and drawers made up of metal or plastic.
9. You should let the glass and ceramic pieces come to room temperature before washing them with warm water otherwise these items may crack.
10. A homemade cleaner can also be used on the shelves and drawers by mixing a small amount of ammonia with hot water to clean the stains.
11. To make this mixture, let the ammonia dissolved in hot water (1:5 ratios should be plenty) in a plastic tub or sink and soak the item(s) before scrubbing.
12. You can get a refrigerator cleaning spray from the market but make sure not to buy the chemical-based spray. These sprays come in various fragrances.
  - » 2 tablespoons of baking soda and 1-quart hot water
  - » 1-part apple cider vinegar to 3 parts hot water
13. You should clean the inner walls of the refrigerator thoroughly with any of the cleansers and a damp towel.
14. To remove the tough stains, you can use white toothpaste. It will not only remove the stain but also make the refrigerator smell good.
15. You should also clean the shelving space in the door of the refrigerator with the above-mentioned cleanser.
16. Clean beneath the gasket as it easily hosts insects. Apply the cleanser with a damp towel to clean it upside down.
17. Dry the gasket using a dry cloth and then apply some body lotion or mineral oil to keep the rubber soft.
18. Clean the downward portion of the door like most of the time it gets neglected.
19. You need to dry the inner area of the refrigerator using a dry cloth or sponge.
20. You should let the shelving, grill, etc. dry out completely before placing them back into the refrigerator.
21. Wash all the water bottles and other jars and place them back in the refrigerator once dry.
22. To clean the freezer, defrost it as soon as you start cleaning the food storing section so that until the time you clean the lower section, the ice in the freezer may start melting.
23. You need to throw the useless items from the freezer.
24. Take out the ice tray and wash it thoroughly while cleaning the inside of the freezer in an above-mentioned manner.
25. Make it dry and then place the ice trays and other items back into the freezer.
26. Wipe out the outer body and top of the refrigerator with a sponge and cleanser. Also, use a synthetic duster to dust the dirt from the back of the refrigerator.
27. If the refrigerator has a drip pan, do not forget to throw away the water from it and wash it using dishwashing gel.
28. Set the temperature of the refrigerator as per the season and food items kept in it.

#### How to organise a refrigerator?

- **Bottom Shelf/ Low Humidity Shelf:** Store fruits on the low humidity shelf, which in most refrigerators is the bottom shelf. Fruits stored on this shelf may be stored either loose or in open plastic bags.  
**Reason:** Storing fruit in tightly-sealed plastic bags can cause many types of fruit to rot more quickly.

- **Middle Shelf/ High Humidity Shelf:** Vegetables are supposed to be kept in the high humidity shelf/drawer which in most refrigerators is the middle shelf or the drawer next to the low humidity drawer and store whole vegetables there either loose or in open plastic bags.

Reason: Vegetables mostly benefit from a little extra moisture. Don't wash the vegetables before storing them. There is a high chance of bacteria growing in the vegetables and they'll begin to rot.

- **Low-temperature Shelf:** The non-vegetarian items like chicken, meat, steak, sausages or fish shall be stored in the shelf/drawer with the lowest temperature in the entire refrigerator wrapped in plastic.
- **Milk and Eggs Shelf:** Keep milk and eggs on the coldest shelf, too. Store milk and eggs on the bottom shelf, and similar products like cream, buttermilk, yoghurt should also be kept on the cold shelf. It is advisable to store the eggs in their original carton.

Reason: However, the door is the warmest part of the refrigerator, so storing them in a warmer place will cause them to lose freshness faster.

- **Shallow drawer:** Store the cold cuts from the deli, cream cheese, and other types of cheese in the shallow meat drawer, which usually slides out from the middle of the top shelf. This is also a good place to preserve meat.

Reason: It is slightly cooler than the rest of the refrigerator, though not as cold as the back of the lowest temperature shelf where meat is stored.

- **Door:** Store the sauces, dressings, spices and drinks on the shelves that are given on the door. Drinks also tend to last longer than food. Designate the bottom shelf for the larger, heavier items, like orange juice, beer or soda.

Reason: These usually contain a lot of salt, vinegar and other preservatives that prevent them from going bad quickly, so it's fine to store them in the warmest part of the refrigerator: the door.

- **Store leftovers and ready-to-eat foods on the top and middle shelf:** Cooked food is fine to keep on the top or middle shelf. Use the top and middle shelves to store any items that don't need to be kept especially cold: cooked baby food, pizza, dips and sauces, tortillas, and so on. The top or middle shelf might also be the right place to keep a pitcher of water, medicine you need to keep cold and other items that need to be cool, but won't easily spoil.

- **Defrosting fridge:**

- » **STEP 1:** Unplug the fridge. Leave the door open to get some warm air in there.
- » **STEP 2:** Take all of the food out. This is a good opportunity to toss out anything that really shouldn't still be in there and to recycle the containers where possible. If there's anything that might melt or spoil imminently once taken out, consider moving it to a cooler or icebox.
- » **STEP 3:** Take out the shelves. Put them in the sink with a good quality dishwashing liquid and give them a good clean.
- » **STEP 4:** Melt the ice. This will happen in time anyway, but you can help it along. One option is to boil some water in the kettle, put it in a large bowl (being careful not to spill it on yourself) and shut it in the fridge cabinet for a while.
- » **STEP 5:** Clean the fridge. Wipe down the fridge walls, floor, and any shelves you couldn't remove with a good antibacterial kitchen spray, like one from Cif. (Always read the directions on the label first). Replace any remaining shelves from step 3.
- » **STEP 6:** Replace the food, and turn the fridge back on. Now is a good time to establish a fridge organisation system. You'll find things easier afterwards. Remember, raw meat and seafood need to be kept in sealed containers on a low shelf to prevent cross-contamination through unwanted dripping.

**Note:**

- Some fridge requires a separate stabilizer to regulate the power fluctuations and keep the fridge safe. Although new models of refrigerators are now available in the market, with the feature of an in-built stabilizer.
- In some models, there's an inbuilt defrosting button/knob which needs to be turned on every 3-4 days to do defrosting by the machine itself.

There are, now, various new designs available in the market for a refrigerator, like single door, double door, side-by-side door, refrigerator with the freezer at the bottom, etc.

**Exercise** 

1. Which one of the following materials are required for the kitchen cleaning process?
  - a) Cleaning cloths
  - b) Broom
  - c) Dust mop
  - d) All of these
2. Store milk and eggs on the bottom shelf, and similar products like cream, yoghurt should also be kept on the cold shelf.
  - a) True
  - b) False
3. Raw meat and seafood needs to be kept in sealed containers on a low shelf
  - a) True
  - b) False

4. Mention the process of cleaning the refrigerator?  
.....  
.....  
.....

5. Mention the steps of defrosting the fridge?  
.....  
.....  
.....

6. Explain "How to organize a refrigerator"?  
.....  
.....  
.....

## UNIT 4.2: Washing and Organising Kitchen Utensils

### Unit Objectives

**At the end of the unit, participant/trainee will be able to:**

1. Determine ways to organize the kitchen.
2. Demonstrate functions of different kitchen appliances and ways to clean them.
3. Identify effective ways to ensure kitchen safety.
4. Identify different types of personal protective equipment (PPE).

### 4.2.1 Organising the Kitchen

Please follow the below-mentioned procedure to organise the kitchen:

- Organising the kitchen is a big task, so it is better if we divide it into sections and choose one at a time. This will help you to focus on one task, and that could be accomplished efficiently.
  - » You should start with Cabinets of glassware, crockery, expensive metal utensils and the other cabinets on the walls of the kitchen.
  - » You should move to Countertops, Cooking gas top, food processor and other appliances, food preparation area.
  - » Once the countertops are done, you should organise under countertops cabinets that are used to store heavy metal utensils, grain storage, saucepans and other storage items.
  - » Jars of spices, grocery, Cooking Oils, Coffee, Tea, Sugar etc.
  - » Organise the Refrigerator and Freezer
  - » Chemicals, sponges, and cleaning supplies and under the sink area
- You should first clean the section thoroughly with an all-purpose cleaner or a mixture of warm water and dish wash. To clean this soap or cleanser, you need to wipe twice, first with a damp cloth and then with a dry one.
- While placing all the material back, please make sure to keep those items in front that is mostly used while less used items can be placed at the back.
- One more rule should be followed that the small containers must be kept in the front while the bigger ones at the back.
- If something is expired and to be thrown, please do it right away as if we keep it aside we always forget about it, and it wastes the space.
- Glassware, expensive crockery, etc. should be kept separately in one cupboard and far from the reach of children.
- You must discard all the expired food items, but you can use the spices beyond the expiry date as they are still usable, but the power is decreased.
- Always keep the refrigerator clean from expired products as if someone from family might use it without checking the date, it could become a major hazard.
- Always ask your employer regarding the leftovers as some food items don't taste nice even if they are just one night older. So these items should be properly disposed of.


- You should always store the appliances and equipment as per the usage in the family. The most frequently used items should be kept in the front while the less used at the back.
- Always follow Granny's Rule of purchasing grains and pulses etc. in bulk, as it saves money and is always available in the home for cooking even under any emergency.

The utensils and other items should be kept as per value like the daily use items should be kept at the low level while costlier items on the top shelves.

## 4.2.2 Kitchen Appliances Function & Cleaning

S. No.	Appliance	Operation	Cleaning
1	Mixer – Grinder	<ul style="list-style-type: none"> <li>• Make sure that the appliance is plugged in and the jar is locked properly on the machine. Make sure the jar is clean and the appliance is in working condition.</li> <li>• Put the ingredients inside the jar and close the lid properly.</li> <li>• Hold the jar with the right hand and cover/ lid with the left hand. (Or reverse for a left-handed person). As you switch on the appliance.</li> <li>• Hold the cover tightly while the grinding/ blending is going on.</li> <li>• Switch off the appliance.</li> <li>• Remove the jar from the machine.</li> <li>• Open the lid and pour the ingredient out in a utensil with the help of a spatula.</li> </ul>	<ul style="list-style-type: none"> <li>• Wipe the unit with a damp cloth using a non-abrasive cleaning agent.</li> <li>• Clean the Jars. For cleaning the jars the following should be done <ul style="list-style-type: none"> <li>» Fill the jar with vinegar water.</li> <li>» Fix the jar on the basic unit.</li> <li>» Swirl for 2 minutes.</li> <li>» Throw the vinegar water and rinse with clean water.</li> <li>» Put 2 drops of liquid detergent in the jar along with clean water.</li> <li>» Once again, assemble the jar on the main unit.</li> <li>» Swirl for 2 minutes.</li> <li>» Discard the water and rinse it under running water.</li> <li>» Make sure to dry the jar properly using a clean towel.</li> </ul> </li> <li>• Clean the other attachments like a spatula, blades, etc. with soapy water. Clean them properly under running water and dry them properly.</li> </ul>
2	Juicer	<ul style="list-style-type: none"> <li>• Plug the appliance into the power port and switch it on.</li> <li>• Select the fruits or vegetables of your choice.</li> <li>• Peel the ingredients and dice them into small pieces.</li> <li>• Put those pieces into the appliance.</li> <li>• Start the appliance and start pressing the fruits or vegetables with the juice pressing bar.</li> </ul>	<ul style="list-style-type: none"> <li>• Unplug the juice carefully from the main PowerPoint.</li> <li>• Remove the blades from the juicer. You can find the exact process from the appliance manual.</li> <li>• With the help of the spatula, clean the fruit pulp from the jar.</li> <li>• Place the parts of the juicer under running water and clean it.</li> </ul>

		<ul style="list-style-type: none"> <li>The juice will get collected in another juice collecting jar.</li> <li>After the extraction of the juice, switch off the appliance.</li> </ul>	<ul style="list-style-type: none"> <li>You can use a sponge, cleaning scrub or an old toothbrush to clean the debris. If the fruit pulp is still stuck at the base of the jar, use a little amount of salt or powdered, dry rice.</li> <li>For thorough cleaning, pour some liquid soap into the water and dunk the parts in it. This will make the cleaning process simpler.</li> <li>Rinse again under running water.</li> <li>Use a soft cloth to wipe off excess water.</li> </ul>
3	Toaster	<ul style="list-style-type: none"> <li>Plugin the appliance into the power port and switch it on.</li> <li>If the toaster has two slots, put two pieces of bread in those slots. In the case of four slots, put four slices of bread.</li> <li>Now, adjust the toasting levels. That can be done by adjusting the adjustment knob present at the side of the toaster.</li> <li>Set the knob as per your preference. In general case 1 gives light coloured toast whereas 5 gives a dark coloured toast. The common preference for most people is medium brown, which can be achieved by setting numbers 2 or 3.</li> <li>Once the toast is ready, the bread will pop up itself.</li> <li>Use a tong to take the bread; otherwise, it may burn your hand.</li> </ul>	<ul style="list-style-type: none"> <li>Unplug the appliance.</li> <li>Use a soft, dry toothbrush to clean the interior of the toaster. This will remove the crumbs. To do so, insert the brush gently into the bread slots (from top to bottom).</li> <li>Clean the crumb tray (situated at the bottom) by opening it and removing it completely.</li> <li>Make a cleaning concentration using mild dish soap and warm water.</li> <li>Using a soft rag and the cleaning concentrate, clean the stains from the crumb tray. Dry the crumb tray completely.</li> <li>In case the toaster is made up of stainless steel, try using vinegar in place of water.</li> <li>Hold the toaster carefully and invert it (slot side down). Now, shake the toaster gently to remove extra crumbs.</li> </ul>
4	Refrigerator	<ul style="list-style-type: none"> <li>Plugin the appliance. Do not switch on just now.</li> <li>Check the temperature setting (1.7 -3.3 degrees Celsius is recommended).</li> <li>Arrange the items in the fridge.</li> <li>Use proper containers with lids for storage.</li> <li>Now switch on the fridge. Keep the door as much as possible.</li> </ul>	<p><b>Cleaning the Refrigerator</b></p> <ul style="list-style-type: none"> <li>Take all your food out of the fridge.</li> <li>Throw out stale &amp; inedible food.</li> <li>Take out any shelving, drawers, or other removable from the refrigerator.</li> <li>Wash the shelving, drawers, and other surfaces by hand/ soap.</li> <li>Wipe the inside of the refrigerator with your preferred cleaning solution.</li> </ul>

			<ul style="list-style-type: none"> <li>• Clean the inside of the fridge doors.</li> <li>• Dry off shelving before putting it back in its home in the refrigerator.</li> <li>• Clean the gasket using a dissolved solution of ½ water and ½ vinegar or bleach.</li> <li>• Replace the food in the refrigerator.</li> </ul> <p><b>Cleaning the Exterior</b></p> <ul style="list-style-type: none"> <li>• Wipe down all exterior surfaces of the refrigerator, including the front, back, sides, and top</li> </ul> <p><i>Note: AMC for the refrigerator should be followed up diligently to ensure technical maintenance and efficiency and sustained operation of the fridge.</i></p>
5	Dishwasher	<ul style="list-style-type: none"> <li>• Open the Dishwasher.</li> <li>• Ensure there are no utensils in the dishwasher.</li> <li>• Open the bottom rack.</li> <li>• Rinse the dirty plates. Remove the scrap from the dishes before placing them in the dishwasher.</li> <li>• Place the dirty plates between racks. Place pots, pans, and bakeware around the other dishes, but do not block the water sprayer.</li> <li>• Get soap and put It in soap space, close soap space and dishwasher.</li> <li>• Select button as needed (rinse/ light/ normal/ heavy wash).</li> <li>• Select drying type.</li> </ul>  <p><b>Tip:</b> Do not check between the cycles, it will interrupt the cleaning.</p>	<ul style="list-style-type: none"> <li>• Remove the filter and soak it in warm, soapy water</li> <li>• Give it a quick scrub with a toothbrush to remove any residue then replace it in the dishwasher</li> <li>• To remove the limescale, put a cup full of white vinegar in the dishwasher and run a full clean cycle</li> <li>• Coat the bottom of the dishwasher evenly with bicarbonate soda</li> <li>• Leave the bicarbonate soda overnight and then run a full clean cycle in the morning.</li> </ul>

6	Hand Blender	<ul style="list-style-type: none"> <li>Line up the motor body with the blender attachment.</li> <li>Plug it in.</li> <li>Insert the blender into the mixture to be blended.</li> <li>Press the 'ON' button on the blender for blending the mixture.</li> <li>Unplug as soon as the work is done.</li> </ul> <p><b>Tips:</b> Do not run the blender for an extensive period as it may damage the appliance. Blend in 30-50 seconds of intervals.</p>	<ul style="list-style-type: none"> <li>Pull the plug out first.</li> <li>Use running warm water for washing.</li> <li>Rinse and clean the blender leg under the tap.</li> <li>Hang it up on its stand.</li> </ul>
7	Food Processor	<ul style="list-style-type: none"> <li>Assemble the food processor. First, secure the bowl to the electric base. Slide the blade into place, and tighten the same. Don't switch on until assembling is complete.</li> <li>Add the recipe ingredients. Add the required ingredients for processing one by one. Cut larger ingredients into small pieces before processing.</li> <li>Process your food. Properly secure the container before pressing the 'run' or 'pulse' button. There are speed indicators ranging from 1 to 4.</li> <li>Add any additional ingredients. Before adding any further ingredient, stop the appliance and then add. Once again secure the container before running the appliance.</li> <li>Pour out the ingredients with the help of the spatula.</li> </ul>	<ul style="list-style-type: none"> <li>Let the appliance cool after use.</li> <li>Move the plastic parts and blades into the sink and wash them with soap and water.</li> <li>Use a damp cloth to wipe down the electric part, removing any smears of food or liquid.</li> <li>Let the parts dry before reassembling the food processor.</li> <li>Never submerge the electric section in water, especially when it's plugged in. It will ruin the food processor. It is also not safe to use in such a way.</li> <li>Handle the sharp parts of the processing blades very carefully while cleaning them.</li> </ul>
8	Microwave Oven	<p><b>Setting up the Microwave:</b></p> <ul style="list-style-type: none"> <li>Place the microwave on a flat, dry surface.</li> <li>Check that the roller ring and glass tray are secure in the microwave.</li> <li>Plug the microwave into a power socket.</li> <li>Close the door securely.</li> </ul>	<ul style="list-style-type: none"> <li>Prepare a solution using water and vinegar or lemon juice.</li> <li>Add 1 tbsp of baking soda in case the oven smells.</li> <li>Keep a wooden spoon in the bowl to avoid overheating the solution.</li> <li>Now heat the solution for 5 minutes on 'high' in the microwave.</li> </ul>

		<p><b>Warming up Food in the Microwave:</b></p> <ul style="list-style-type: none"> <li>• Food should be arranged in a ring on a ceramic plate or in a glass bowl for evenly heating the food. Food in the centre takes longer to heat.</li> <li>• Cover the food with a microwaveable plastic cover.</li> <li>• Set the timer as required.</li> <li>• Close the door securely. Press the start button to start the microwave.</li> <li>• Warm the food a little at a time. Start by heating the food for one minute. Then, take it out of the microwave for checking. Reheat if needed.</li> </ul> <p><i>Tips: Heat dense items first, such as meats, as they take longer to warm up. Then, add less dense items like cooked pasta or vegetables to the plate and warm them up.</i></p>	<ul style="list-style-type: none"> <li>• Wait for 5 minutes before opening the microwave so that the steam can loosen muck.</li> <li>• Remove the bowl and the turntable before washing the microwave with soapy water.</li> <li>• Scrub the bottom, sides, top and door of the microwave with a cloth or sponge dipped in soapy water.</li> <li>• For stubborn stains, use a sponge soaked in vinegar water and put some baking soda on it. Now scrub the microwave with it.</li> <li>• Now wipe the inside with a dry cloth.</li> <li>• Clean the turntable and slide it back after wiping it with a dry cloth inside the microwave.</li> <li>• For cleaning the outside, use a cloth or sponge dipped in soapy water and wriggle it.</li> <li>• Rub the top, sides and display panel of the microwave with the sponge or cloth.</li> <li>• Wipe using a damp cloth to remove the soap.</li> <li>• Spray a disinfectant if the microwave is too dirty.</li> <li>• Now wipe using a dry cloth to remove moisture.</li> </ul>
		<p><b>Grilling Microwave Oven</b></p> <ul style="list-style-type: none"> <li>• Prepare the food to be grilled.</li> <li>• Read instructions with the equipment.</li> <li>• Preheat the oven as per instructions say 10 min reported temp 2880C. Broiler this is an upside-down grill with heat coming from the top</li> <li>• Remove the grill using oven gloves.</li> <li>• Place the food on/ in the pan and cover it using the lid/ paper towel. Keep the door slightly open, to keep the hot air flowing.</li> </ul>	<ul style="list-style-type: none"> <li>• <b>For Cleaning Grills:</b></li> <li>• Let the grills become cold before cleaning them.</li> <li>• Run boiling water over the grills to clean the excessive soot/ dirt.</li> <li>• Allow it to become cold.</li> <li>• To remove the extra grime by scrubbing them off using a sponge/ brush using soapy water.</li> <li>• Let the grills dry before inserting them into the oven again.</li> </ul>

	<ul style="list-style-type: none"> <li>• Cook the food on 'high' for approximately 1/4th of the standard cooking time.</li> <li>• Take the food out and allow the grill to cool before cleaning it.</li> </ul> <p><b>Convection Microwave Oven</b></p> <ul style="list-style-type: none"> <li>• Press the convection button or turn the dial to convection. For roasting turn the dial to 'convection roast' and for baking turn it to 'convection bake'.</li> <li>• Preheat to 25°F (14°C) below the conventional oven temperature.</li> <li>• Close the door and press the "Start" button. The temperature should begin to rise.</li> <li>• Wait for the oven to beep or for the indicator light to come on to reach the desired temperature for the recipe to be prepared. The oven should now be preheated.</li> <li>• Now place the food for cooking.</li> </ul>	<p><b>For Cleaning Baking Tray:</b></p> <ul style="list-style-type: none"> <li>• Use paper towels and a grease removal solution to remove extra grease off the baking tray.</li> <li>• Place the tray in a container or the sink filled with soapy water.</li> <li>• Remove burnt crust by dipping it into very hot water with a cup of baking soda in it.</li> <li>• After an hour drain the water and wipe off the tray with a damp cloth.</li> <li>• Now wipe it again with a dry cloth and insert the tray in the oven.</li> </ul>
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Fig.4.2.1: Kitchen Appliances Function & Cleaning

### 4.2.3 Kitchen Safety

Safety in the kitchen is as important as cleanliness, and a safe kitchen lowers the food risks and mishaps inside the home. It is very crucial to maintain proper cleanliness for all the family members. The basic rules of keeping the kitchen safe are:

- Sanitize your garbage bin, wash and clean it with disinfectant at least once a week. This will remove all the foul odours coming out from the garbage bin. It will also help in checking the growth of germs.
- Always place a lid on the garbage bin as it will hold the smell in it and will not be able to host the flies and other insects.
- You should empty your garbage bin daily even if it is not full as it will keep your kitchen clean.
- Periodically wipe doorknobs, handles, catches and controls, and light switches in and around your kitchen with cleaning operators. Regardless of the possibility that they appear to be perfect to the bare eye, they may be as of now be harbouring microbes.
- Sweep and mop the kitchen floor frequently to keep it free from garbage and oil.
- Mop the spills immediately as it will prevent the chance of germs to grow.
- Immediate mopping reduces the chances of mishaps and accidents.
- Maintain personal hygiene by washing your hands before and after handling food, 20 seconds each time.
- Always turn off the knob of the gas cylinder if not in use.

## 4.2.4 Personal Protective Equipment (PPE)

### Why is PPE needed in the kitchen?

Kitchen is hot, busy and dangerous place to work. Hot ovens, open fires, and sharp knives all add to the risk of injury, which makes PPE for home cook invaluable. Protective equipment is therefore used in order to minimise the chance of injuries or to minimise the fatality of any injuries that do occur and keep you safe.

### What types of PPE should you use in the kitchen?

There are many varieties of protective equipment that can be used in the kitchen and some are even specially designed to help carry out certain tasks. Below is a list of personal protective equipment that should be used in the kitchen when preparing food, cooking or cleaning and the purpose of each.

S. No.	Job/Tasks	Donning and removal of PPE	Personal Protective Equipment
1	An extra layer that protects you from spillages of hot liquids or foods	<ul style="list-style-type: none"> <li>• Pull over head and fasten at back,</li> <li>• Untie from back, Pull apron away from neck and shoulders touching inside only.</li> <li>• Fold and roll into bundle, stack (wash or dispose off as appropriate).</li> </ul>	Apron
2	Protect your hands when handling hot cookware such as baking trays and other food/ oil dirt/ hot utensils.	<ul style="list-style-type: none"> <li>• Select according to hand size.</li> <li>• Extend to cover wrist.</li> <li>• To remove when contaminated, peel off one by one without touching skin and dispose off in waste container.</li> <li>• Use oven gloves when working on ovens and barbecues/ open fire/ heat</li> </ul>	Oven gloves
3	Shoes (Covered and sole to avoid slipping)	<ul style="list-style-type: none"> <li>• Home cooks should put on shoes to avoid slipping/ protect the feet from getting insured</li> </ul>	
4	Hairnets serve purpose keeping the hair cleaned, keeping the food and utensils hygienically protected from hair fall.	<ul style="list-style-type: none"> <li>• Comb over head from front ensuring hair lies flat. Keep net in contact with head until covered</li> <li>• Firmly release sides to cover ears and sideburns</li> <li>• Hold net away from head and tuck in any protruding hairs.</li> <li>• Remove from behind the head</li> </ul>	Hairnet
	Masks help prevent the spread spit or mucous), and protect from nauseous gases/ particles.	<ul style="list-style-type: none"> <li>• Secure ties or elastic bands at middle of head and neck</li> <li>• Remove either by untying the tie/ pulling off with elastic.</li> <li>• Discard in waste container</li> </ul>	Mask

Fig.4.2.2: Sequence for Wearing or Removing PPE

### 4.2.4.1 Sequence for Wearing or Removing PPE

#### Sequence for Putting on PPE for Standard and Transmission-based Precautions

1. Put on protective boots or shoe covers (if needed).
2. Perform hand hygiene.
3. Put on Apron.
4. Put on Mask.
5. Put on goggles or a face shield.
6. Lastly, put on gloves.

#### Sequence for Removing PPE

PPE should be removed at the doorway before leaving the patient room or in the outer room:

1. Remove gloves.
2. Remove goggles/ face shield by the “clean” headband or earpieces.
3. Remove the Apron.
4. Remove the Mask.
5. Dispose of single-use and reusable PPE in designated containers.
6. Remove shoe covers or boots (if used) before leaving the area.
7. Perform hand hygiene.

### 4.2.4.2 Buying PPE

#### What to consider when buying PPE?

When deciding what protective clothing a home cook needs to use for each task, you should consider;

- What hazards does the task present? Knowing the hazards that come with each task will help you to plan which clothing and/or equipment you should use. For example, if you know there will be harmful chemicals, consider splashing and skin contact.
- Is it suitable for the conditions? Make sure the clothing you choose is suitable for the working conditions and environment.
- Does it offer the right level of protection? Choose the clothing and equipment that adequately protects the wearer.
- Do you know when/if/how the items need replacing? Knowing how to clean, repair or replace worn out safety clothing is crucial to keeping your staff protected.

Before starting using new safety workwear, one should consider the following questions;

- Do the items fit properly? Wearing protective clothing that is too big can make tasks more difficult, so make sure each item fits correctly before use.
- How do they feel? Is it suitably comfortable? The wearer can become distracted if the clothing is not comfortable, which increases the risk of accidents.
- Does the protective clothing interfere with the task at hand? Thick gloves can make more intricate cleaning tasks more difficult; ensure all clothing is suitable for the task at hand.
- Does the protective clothing create extra hazards, such as overheating or entanglement? Long aprons can get on equipment and machinery. Ensure the protective clothing and equipment doesn't create any further hazards for you and your staff.

## Summary

- The proper cleaning of the kitchen is highly required just not to make it presentable but also to make it hygienic as the most basic need of human beings “food” is being cooked here.
- Make sure to wear protective clothing when cleaning the kitchen, particularly if you’re using chemical products.
- If you’re using a new cleaning product for the first time, test it on a small, inconspicuous area first to make sure it won’t cause discolouration or damage
- Cooked food is fine to keep on the top or middle shelf.
- Store the sauces, dressings, spices and drinks on the shelves that are given on the refrigerator’s door.
- Keep milk and eggs on the coldest shelf.
- The non-vegetarian items like chicken, meat, steak, sausages or fish shall be stored in the shelf/drawer with the lowest temperature in the entire refrigerator wrapped in plastic.
- The utensils and other items should be kept as per value like the daily use items should be kept at the low level while costlier items on the top shelves.
- Safety in the kitchen is as important as cleanliness, and a safe kitchen lowers the food risks and mishaps inside the home. It is very crucial to maintain proper cleanliness for all the family members.
- Protective equipment is used to minimise the chance of injuries or to minimise the fatality of any injuries that do occur and keep you safe.

## Exercise

1. \_\_\_\_\_ Cabinets used to store heavy metal utensils, grain storage, saucepans and other storage items.
  - a) Countertops
  - b) Cooking gas top
  - c) Food processor
  - d) Kitchen Slab
2. Immediate mopping increases the chances of mishaps and accidents.
  - a) True
  - b) False
3. \_\_\_\_\_ is used in order to minimise the chance of injuries that occur and keep you safe.
  - a) Broom
  - b) Dust Pan
  - c) Knife
  - d) Personal Protective Equipment

4. Mention the sequence for wearing or removing PPE?

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5. What things will you consider when buying PPE?

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Scan the QR Codes to watch the related videos



<https://youtu.be/ISLrQGxs-Ao>  
Kitchen Cleaning Process



## 5. Hygiene and Work Etiquette

Unit 5.1 - Maintain Behavioural Etiquette

Unit 5.2 - Follow Practices of Hygiene

Unit 5.3 - Professionalism at the Workplace



## Key Learning Outcomes

**At the end of the module, participant/trainee will be able to:**

1. Explain how to communicate effectively with an employer, co-workers, the family and others.
2. Describe how to practice ethical behaviour, a positive outlook and personal integrity.
3. Discuss the method of dressing professionally, maintaining personal hygiene and grooming.
4. Explain gender discrimination, gender equality and various ways of being gender-sensitive.
5. Discuss the provisions of Sexual Harassment of Women at the Workplace (Prevention, Prohibition and Redressal) Act, 2013.
6. List health and safety requirements of the PwD (Persons with Disabilities).
7. Describe the rights, duties and benefits available at the workplace for PwD.
8. Explain the procedure to report various issues (e.g., sexual harassment, infectious disease, health issue to the appropriate authority).
9. Describe how to recognize indicators of harassment and discrimination based on gender, disability, caste, religion, colour, sexual orientation and culture.
10. Discuss personal, social and telephone etiquette.
11. Explain the ways of managing time.

## UNIT 5.1: Maintaining Behavioural Etiquette

### Unit Objectives

**At the end of the unit, participant/trainee will be able to:**

1. Identify the procedure and standards of effective communication at the workplace.
2. Explain time management.
3. Illustrate the core values to be followed at the workplace.
4. Explain cultural acclimatisation.
5. Elaborate about gender and age sensitivity.
6. Elaborate about PwD sensitivity.

### 5.1.1 Elements of Effective Communication

Effective communication is the exchange of information from one person to another. In simple words, it teaches people the appropriate way of sharing or exchanging information. It states that a person is responsible for respecting other individuals' boundaries and limits.

**Effective communication involves:**

- 9% - Writing
- 16% - Reading
- 30% - Speaking
- 45% - Listening

**Importance of Communication**

Communication helps the housekeeper:

- Identify the needs of the employer
- Take proper care of employer as per the identified needs
- Identify symptoms of diseases/ illness
- Understand the present condition of the employer (whether ill or healthy)

**Communication Skills**

As mentioned above, Communication skills are of various types, like:

1. Speaking
2. Writing
3. Reading
4. Listening

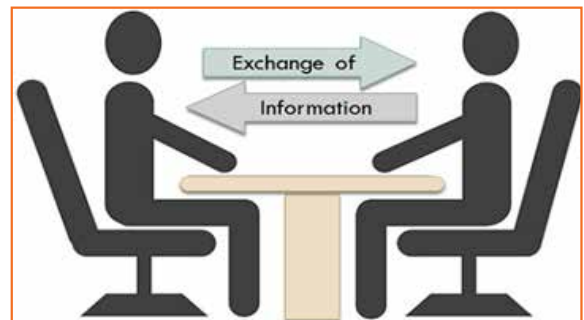


Fig.5.1.1: Communication

Other preferable skills in housekeeper:

- Skill for communicating with an employer
- Skills to communicate with the family of the employer
- Basic skills of reading, writing and documentation of reports
- Basic computer literacy

### Fundamentals of effective communication

Effective Communication is a two-way information sharing process, which involves one party sending a message that is easily understood by the receiving party. A housekeeper, with effective communication skills, can work more efficiently and assist an employer in maintaining good health. This shall earn appreciation more often than not.

### Elements of communication



Fig.5.1.2: Elements of effective communication

- **Verbal communication:** In Verbal communication, thoughts or emotions or information is exchanged between individuals through the use of speech.
- **Clarity & concision:** When writing or speaking to someone and be clear about your goal or message. To be clear, try to minimize the number of ideas in each sentence. Clarity implies emphasizing a specific message or goal at a time. Conciseness means wordiness, i.e. communicating what you want to convey in the least possible words.
- **Confidence:** Confidence is very important for effective communication and ensures that one's presence is more poised and effective in conveying the desired message congruently.
- **Respect:** Successful and respectful communication is a two-way street. Take the time to attentively listen to others and wait for feedback from others. Watch your tone and use good non-verbal skills.
- **No-verbal communication:** Nonverbal communication includes all those ways we communicate without words such as facial expressions, posture, eye contact, gestures, tone of voice, body language, and other ways.
- **Politeness & precision:** Communicating politely indicates respect for others, which can go a long way in both personal and business communications.

Precise language is also important to paint a picture for your listeners so that they can more easily understand your ideas

- **Empathy:** Empathy is an important communication skill that affects both individual knowledge acquisition and interpersonal relationships. Empathetic understanding is, therefore, both an important determinant of how well we communicate with each other as well as a personal characteristic that facilitates our ability to persuade other people to accept an idea, feel a particular way, or pursue a certain course of action
- **Right medium:** Choosing the right medium for each message is becoming an important communication skill in itself
- **Active listening:** Active listening is a core element of efficient communication, proper listening improves communication, raises the level of comprehension and knowledge, and increases efficiency in everyday activities.
- **Open to feedback:** Feedback is the last step in the communication process and it ensures that the receiver has understood the message in the same terms as intended by the sender. Being open to feedback helps individuals become self-aware, to know what they are good at and what they need to work on to maximise their performance.

#### Methods for Effective Communication with Various Categories of People

For effective communication with one's colleagues and peers, the below-given points should be considered: -

- Listen actively
- Modify Tone according to the receiver
- Watch the body language
- Think before speaking
- Take notes
- Act politely but firmly
- Maintain a positive smile and attitude



Fig.5.1.3: Essential components to build effective communication

#### Types of Communication

Communication can be categorized into the following types:

1. **Verbal Communication:** Verbal communication refers to our messages shared in the form of listening, speaking or writing

2. **Nonverbal Communication:** Body language or gestures, actions, facial expression are the elements of Nonverbal communication
3. **Written Communication:** When communication takes place through writing letters, messages, etc., it is called Written Communication. There are two categories written under communication:
  - » **Formal Communication:** It involves communicating through emails, reports and social media
  - » **Informal Communication:** Group meetings, discussions, debates and conferences are part of informal communication

#### Common Communication Aspects

Some of the communication aspects are as under:

- **Tone:** Maintain a polite, pleasant and purposeful tone. Avoid sarcasm at all costs.
- **Communication Gap:** Open up and communicate with your employer. A communication gap, in this case, is not acceptable.
- **Miscommunication:** Miscommunication with/wrong feedback to the employer/ other family members/ doctors can be dangerous. Communication should be done directly and not through another person. Communication should be unambiguous.
- **Language Barriers:** The language of communication should be known to both the sender and receiver.
- **Ambiguity:** The communication with peers, colleagues and employers and vendors should always be clear, direct, unambiguous and positive.

## 5.1.2 Time Management

Time Management means managing your time efficiently so that you may accomplish more work in less time. It can happen if we allocate the right amount of time to the right activity. Time Management is as important for personal life as for professional success. As time cannot be saved, it should be managed so that we may complete our entire task in the given time.

#### Importance of Time Management

Time management is essential for our life because-

- You can complete all your tasks within the given time.
- You can save time on the work you love to do.
- You can gain respect and trust from others.
- You could become efficient and utilise your capacity up to the maximum
- You can set an example for others and grow in your professional life.

#### Manage your time

Time management is an ongoing process and can be done by keeping the basics in mind:

**Prioritising:** Prioritising your work is the first step for time management. By prioritising you would be able to know:

- What next work you would be doing;
- What is the purpose of doing that;
- How much time should you give to that work;
- By what it must be completed.

**Avoid Distraction:** After prioritising when you start the work, you must avoid the distractions to finish it in the targeted time. So to keep the distractions away, you need to:

- Say no to Television;
- Avoid unnecessary Phone Calls;
- Do not take interest in others' matters or gossip.

**Make achievable goals:** You should make a daily planner with achievable goals as it will boost you up once you complete your tasks.

**Tips**

- *Always keep in mind one's rights and duties to the workplace in terms of safety*
- *Expected behaviour of employer and the dos and don'ts of it*
- *Contact number of employer or co-workers, family members relevant helpline numbers*
- *Do not blame others: If you fail to complete your work in the targeted time, you should not blame others for not helping you or distracting you. You must decide to finish this task as soon as possible.*
- *Have some fun: If you would just do repetitive work, your enthusiasm and zeal will go down after some time. You need to give some time to yourself and your hobbies so that you may stay fresh and active.*

### 5.1.3 Core Values

**Core values to be practised at the workplace**

As a human beings, we all have some moral principles that govern our behaviour. If this behaviour is as per the rules set by society, our behaviour is ethical. The morals that are necessary for ethical conduct are – honesty, trustworthiness, courteousness and respect for others.

Professionalism and ethics in the workplace are the guiding principles that an individual or the company has established. They give general outlines of how employees should behave, as well as specific guidance for handling issues like harassment, safety, and conflicts of interest.

Though the world has changed, these morals have similar values still today as they had in earlier days. As being a housekeeper, you are expected to have such ethical behaviour and need to show it at your workplace. The primary values one should have:

- **Integrity:** Integrity means to live one's life in private in the same way that a person lives in public, it liberates and never oppresses. A housekeeper governed by integrity is a liberated housekeeper, and, therefore, the receiver of service is liberated as well. There is no victim or victimhood when integrity is the governing principle of life. Fairness is the outgrowth of integrity, and fairness protects both the housekeeper and the service receiver.
- **Honesty:** Honesty is the best policy as everyone knows, so one must be honest with themselves as well as to their work.
- **Trustworthiness:** Being a housekeeper, you would be working in others houses and will be responsible for many things, especially in the absence of the family. Hence, if you fulfill their expectations to earn their trust, it will earn you a good relationship with your employer.
- **Accountability:** You must take responsibility for your actions and work and do not blame others for your failure. By doing this, you can impress your employer and will gain respect.
- **Courteousness:** You should be polite, well-mannered and friendly with the family member of the employer. You should respect others to get respect from them. It applies to all whether older or younger.

- **Improve continually:** In today's times, you need to improve yourself and improve your knowledge and competency to be and grow in your job. So you should also learn new techniques and ways to do your job in a better form in less time.
- **Self-respect:** Though growing in professional life is critical, you should make sure that you are not compromising with your self-respect. There is a very thin line between ego and self-esteem, and you must know this difference. Any person who has self-respect is always being respected by others.
- **Have Grandparent's Morals:** Though the time has changed, the old morals of your grandparents still have value. So always work on old morals and never compromise with them. It will surely facilitate you to complete your tasks effectively.
- **Maintain Confidentiality:** As you are working in a house and know a lot of secrets of that family, you should always maintain confidentiality and never share these secrets with anyone, not even in your family. It will bring you the respect and trust of the employer.
- **Respect the limits:** If you maintain a distance and do not cross your limits while dealing with the family members, they will also respect your limits and never try to pass that.

### 5.1.4 Cultural Acclimatization

The word 'acclimatization' implies the adjustment of an individual in any situation. In simple words, it means cultural adjustment. When a person lives within a culture, they learn behavioural patterns as per the culture of the place. However, when the same person moves to a new place or starts working with an organization, they learn a new set of cultural behaviour and patterns as per that place.

**Example:** A person (housekeeper) living in a Bengali community will grow in a specific cultural atmosphere. When the same person relocates to Gujarat for a job, he/ she will be subjected to a new cultural atmosphere.

There are mainly four stages of Cultural acclimatization:

**1. Initial Excitement/ Euphoria known as the 'Honeymoon' stage:** In this phase, one will find:

- » Cooperative atmosphere
- » Interest in learning new things
- » Motivating attitude
- » Intrigued with similarities between your culture and the new culture

**2. Hostility/Irritation known as the "Culture Shock":** In this phase, one will find:

- » Small differences in your and the new culture
- » Subtle (minute) indications regarding prejudices and stereotypes
- » Feeling helpless

**3. Gradual Adjustment, Perspective, and Humor:**

- » New culture starts seeping into you
- » Cultural cues become easier for you to read
- » You start adjusting to the new culture
- » You begin adjusting to the emotional side of the new culture

**4. Biculturalism and Adaptation, known as the "Feeling at Home"**

- » The new culture becomes a part of you and should not affect you negatively
- » You can work with pleasure and full potential

## 5.1.5 Gender and Age Sensitivity

Gender sensitivity is the act of being sensitive towards people and their thoughts regarding gender. It ensures that people know the accurate meaning of gender equality and judge people based on their capabilities and not gender. In simple words, it is the identification, consideration and acknowledgement of men and women as individuals.

### Important Terms

- **Gender Sensitivity:** Gender sensitising is about changing behaviour and instilling empathy into the views that we hold about our own and the other genders. It helps people in examining their attitudes and beliefs and questioning the realities they know. In simple words, it is the identification, consideration and acknowledgement of men and women as individuals.
- **Gender Equality:** It means persons of any gender enjoy equal opportunities, responsibilities and rights in all areas of life.
- **Gender Difference:** It is the basic differences and variances that are based on biological adaptations combined with culture and socialisations between males and females. It remains variable across time and cultures.
- **Gender Discrimination:** It means treating an individual unequally or in a disadvantageous way based on the person's gender. E.g., Paying different salaries for a similar or equal position or job to men and women.

### 5.1.5.1 Bridging Gender Differences

Men and women react and communicate very differently. Thus, there is quite some work disparity as both the genders have their style and method to handle any situation and perform.

Although, understanding and maturity varies from person to person even between these genders based on their knowledge, education, experience, culture, age and upbringing as well as how one's brain functions over a thought or problem.

Some ways to bridge the gap are as follows:

- Do not stereotype all men and women.
- Always stay aware of the style of communication of every gender– verbal and non-verbal to avoid any miscommunication and work better.
- Always beware of unconscious stereotypes and biases and break past them whenever necessary.
- Recognise different styles of leadership as each one can be beneficial in its way.
- All genders should make room by providing sufficient time and space for the other in order to have each other proper contributions in any matter or situation.
- Always gather information and learn about the communication styles of each gender.
- Considering the impacts of specific cultures and cultural norms with regard to gender and sexual orientation
- Appointing dedicated staff members to implement the gender-sensitive practice, provide training, and provide regular reports on gender initiatives.

### Ways to reduce Gender Discrimination

- Taking effective steps against sexual harassment and catcalling on the street by both authorities and individuals. The inaction of bystanders encourages harassment and catcalling in public areas.
- Gender stereotypes are how society expects people to act based on their gender. This can only be reduced by imparting proper behavioural training and the right attitude.

- Objectification of girls (e.g., external looks are brushed and given most importance as a quality in girls) must be called off and girls should be allowed to tell their own stories.

#### Ways to promote gender equality

- Household chores should be shared by both men and women.
- Signs of domestic violence should be noticed/ understood and help must be sought.
- Protest where possible or safe/ Report chauvinist and racist attitudes.
- Encourage women to go ahead in every field of work and take charge.
- Take part in women empowerment.
- Protest/ Stop masculine and feminine toxicity.

#### Ways to promote gender sensitivity in the workplace

- Hiring policies should be recreated to increase diversity.
- Providing leadership roles to all genders with equal responsibilities, rights and privileges.
- Payment should be equal for all genders for similar or same job roles/ positions.
- Prioritising work-life balance especially for women such as providing household help to working mothers, easing workload or providing paid leaves to women during first and second days of periodical cycles, providing maternity, etc. Paternity leaves should also be provided to fathers during childbirth.
- Strict and effective workplace harassment and offence policies.
- Providing all employees, irrespective of gender, an open-minded and stress-free environment to work.

### 5.1.5.2 Vishaka Guidelines against Sexual Harassment

In 2013, the Sexual Harassment of Women at Workplace (Prevention, Prohibition and Redressal) Act was passed broadening the Vishaka guidelines. The Act mandates that every organisation with 10 or more employees set up an internal complaints committee of ICC at each office or branch.

Sexual harassment includes such unwelcome sexually determined behaviour (whether directly or by implication) as:

- Physical contact and advances
- A demand or request for sexual favours
- Sexually coloured remarks
- Showing pornography
- Any other unwelcome physical, verbal or non-verbal conduct of sexual nature

#### Who is an 'aggrieved woman' as per the Act?

The Act recognises the right of every woman to a safe and secure workplace environment "irrespective of her age or employment/work status". Any woman coming to any workplace "whether in the capacity of regular, temporary, ad-hoc or daily wages basis" is protected under the Act.



Fig.5.1.4: aggrieved woman

### How to file a complaint of sexual harassment at the workplace?

The 2013 Act says the aggrieved woman may make, in writing, a complaint of sexual harassment. However, a written complaint is not mandatory. If she cannot give a written complaint, any member of the ICC “shall” render “all reasonable assistance” to her for facilitating it. Also, if the woman is unable to make a complaint citing “physical or mental incapacity or death or otherwise”, her legal heir may do so.

### Time-frame for making a complaint to ICC

The complaint of sexual harassment has to be made “within three months from the date of the incident”. However, the ICC has the discretion to “extend the time limit” if “it is satisfied that the circumstances were such which prevented the woman from filing a complaint within the said period”.

## 5.1.5.3 Child Sexual Abuse Prevention

Child sexual abuse exploits and degrades children and can cause serious damage to the cognitive, social, and emotional development of a child. In 2012 the government passed the new legislation called Protection of Children against Sexual Offences Act, 2012 (POCSO Act).

The POSCO Act was enacted to address criminalising a range of acts including child rape, sexual assault, sexual harassment, and pornography involving a child (under 18 years of age). The law mandates the setting up of Special Courts to facilitate speedy trials in Child Sexual Abuse cases.

The POSCO Act provides for stringent punishments, which have been graded as per the gravity of the offence.

POCSO Act is also forward-thinking in many aspects, in that, the definition of sexual harassment includes:

- Repeatedly or constantly following.
- Watching or contacting a child either directly, electronically or through other means thus, covering incidents of child harassment via sexting or sexual cyberbullying.

## 5.1.6 PwD Sensitivity

Some individuals are born with a disability, while others may acquire their disability due to an accident, illness or as a part of the ageing process. People with disabilities may have one or more areas in which their functioning is affected. A disability can affect hearing, sight, communication, breathing, understanding, mobility, balance, concentration or may include the loss of a limb. A disability may contribute to the way a person feels each day and affect their mental health.

### Important Terms

- **Persons with Disabilities (PwDs):** As per Section 2(t) of the Persons with Disabilities (Equal Opportunities Protection of Rights and Full Participation) Act, 1995, Persons with Disability means a person suffering from not less than 40% of any disability as certified by a medical authority.
- **Disability:** As per Section 2(i) of the Act, Disability means:
  - » Blindness – Visually impaired
  - » Low Vision
  - » Leprosy Cured
  - » Hearing impairment
  - » Locomotor disability
  - » Mental retardation
  - » Mental illness

- As per clause 7 (1) of the Rights of PwD Act 2016. An appropriate Govt. is required to take measures to protect PwD from all forms of abuse, violence and exploitation to prevent the same.
- As per clause 41 (1) of the abovementioned Act, the Govts are to provide suitable measures to provide:
  - » Facilities at transportation terminals to enable the provision of the accessibility to the services therein in terms of parking, accessing ticketing counters/ machines
  - » Access to all forms of transportation modes, such as ramps and wheelchairs
  - » Accessible roads to provide mobility to PwD
- As per Clause 41 (2), Govt. are also to take measures to provide mobility, such as retrofitting of vehicles/ other transportation means, incentives and concessions and personal mobility assistance
- Persons with disability 40% and above are to be provided with a special Identity Card and Disability Certificate to benefit from the scheme and privileges for them.
- The organisations where the PwD or are inhabited should align themselves with the rights and privileges, and facilities for the PwD as per the above mentioned Act.

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  - » Hearing impairment
  - » Locomotor disability
  - » Mental retardation
  - » Mental illness

#### PwD Sensitivity

PwD sensitivity and inclusion cover instilling empathy, etiquette and inclusion practices for individuals, companies and organisations to interact and work with individuals, who have a disability, which could be sensory, physical and/ or intellectual.

#### Ways to be PwD Sensitive

- Be respectful to all Persons with Disabilities (PwDs) and communicate in a way that reflects PwD sensitivity.
- Always be supportive and empathetic towards a PwD with their daily chores.
- Always be ready to assist/ help a PwD to help them avail of any benefit/ livelihood opportunity/ training of

any kind that helps them grow.

- Encourage and try to make things easier and accessible to PwDs so that they can do any work without any/ minimum outside help.
- Protest where feasible/ Report any wrong act/ behaviour against any PwD to the right authority.
- Awareness about the laws and acts, policies and schemes about PwDs in India.
- Provide help only when asked for.

### **The Rights of PwD**

The disabled persons have inherent rights to respect for their human dignity and irrespective of the origin, nature and seriousness of their handicaps and disabilities, have the same Fundamental Rights such as:

- Disabled persons have the same civil and political rights as other human beings.
- Disabled persons are entitled to the measures designed to enable them to become as self-reliant as possible.
- Disabled persons have the right to economic and social security
- Disabled persons have the right to live with their families or with foster parents and to participate in all social, creative or recreational activities.
- Disabled persons shall be protected against all exploitation and treatment of a discriminatory, abusive or degrading nature.

Some of the Constitutional Rights of Disabled Persons are as follows:

- Prohibition of Discrimination
- Equity in Social, Economic and Cultural Rights
- Right to Work
- Right to Liberty
- Right to Freedom of Expression

### **Special Benefits for PwD**

Several ministries/departments of the Government of India provide various concessions and facilities for PwD that includes:

- Concession on railways
- Air travel concessions
- Postage
- Customs/excise
- Conveyance allowance
- Educational Allowance
- Income tax concession
- Economic assistance by public sector banks

To know more about the benefits and schemes for PwD provided by the Government of India, please refer to the link <http://www.swavlambancard.gov.in/schemes/search>.

### **Making workplace PwD Friendly**

- Make the employees and one more aware of Persons with Disabilities and PwD sensitivity by investing in appropriate training. This training should be conducted periodically.

- Installing and enabling assistive devices in the workplace to facilitate PwDs.
- Make the workplace such as disabled-friendly washrooms and parking, wheelchair accessible doorways, ramps at entries and exits, cafeterias, wide corridors, disabled-friendly workstations, accessible operating or braille buttons in lifts, etc. The range of construction depends on the size and finances of the business or on the employer/ owner's capability to invest in the same. One should do the bare minimum one can.
- Do not make any PwD feel uncomfortable by giving too much attention or less.
- Use a normal tone while communicating with a PwD and treat them as all others keeping in mind their limitations and type of disability.
- Provide help only when asked for.
- Provide equal opportunities and leadership roles.
- Provide honest feedback and appraisal.
- Facilitate their health and well-being.

### Myths and stereotypes

We are all individuals with commonalities and differences and that is true for persons with disabilities as well. As a housekeeper, it is important to remember to not show pity or put an individual up on a pedestal – everyone should be treated as equals regardless of one's abilities.

When working with people with disabilities, it is important to avoid stereotypes. To debunk common stereotypes and myths, below are some key items to note about persons with disabilities:

- Persons with disabilities are of all ages, come from diverse cultures and financial backgrounds.
- People with disabilities work.
- People with disabilities have families.
- Not all persons with disabilities are on or receive benefits such as medical insurance, etc.
- People with disabilities have goals and dreams.
- All people with disabilities do not necessarily want or need assistance.
- People who are blind or have low vision may wear glasses.
- People who are deaf may use their voice and may be able to read lips, but not all.
- Not all people who use wheelchairs are completely paralyzed – some may be able to walk short distances.
- Delayed or slow speech is not necessarily a sign of a slowed mental process.
- Persons with learning disabilities can be highly intelligent individuals; they simply have a different way of learning.

### Expected Employer behaviour

Employers hire people as housekeepers so that they can avail help when required. In exchange, employees expect a good salary and cordial behaviour from employers. Some of the expected behaviour traits that housekeepers expect from their employers are:

- **Cooperation:** No work can be termed successful if there is no cooperation from the employer's side. This is one of the greatest assets that help people succeed. Cooperation helps to understand the job role better and to complete it within the timeline.  
**Example:** It is the responsibility of the employer to give a brief about the allergic reactions related to specific food items and vaccination details when the housekeeper joins.
- **Polite:** Polite words are always welcomed at work. This is a basic aspect that everybody expects.

- **Dependability:** Dependability at the workplace means that people stick to the words they promise. This establishes the fact that the employer can handle the situation well and efficient enough to provide for the housekeeper during times of his/ her needs.
- **Positive Attitude:** There is a popular saying – “The grass is always green on the other side.” However, people with a positive outlook in life find their side green as well. Employers with a positive attitude can not only supervise the work of the employees but also act as a helping hand to accomplish the given task. A person with a positive attitude looks at the best qualities in others and polishes them to gain success at work.
- **Unbiased:** The employer should always remain fair towards all his/ her employees. One should not adopt practices to favour one employee while neglecting or ignoring the other. This might create unrest in the working environment. Also, the employer should always be fair in making any decisions or judgement for the employee. The employee should always be given a fair chance to talk in a stress-free and confident environment.
- **Decent:** The employer should never present oneself in an improper manner before the employee. One should always respect each other's presence and behave accordingly. The employer should not speak or act in a manner that may make the employee feel uneasy, insulted and insecure.

## Exercise



1. Every employee should maintain what at the workplace and should not exchange information outside the workplace?
  - a) Maintenance
  - b) Hygiene
  - c) Confidentiality
  - d) Conciseness
2. Which of the following are the ways to promote gender equality?
  - a) Take part in women empowerment.
  - b) Household chores should not be shared by both men and women.
  - c) No need to Protest/ Stop masculine and feminine toxicity.
  - d) Never encourage women to go ahead in every field of work
3. Which of the following are the important terms about gender and age sensitivity?
  - a) Gender Equality
  - b) Gender Difference
  - c) Gender Discrimination
  - d) All the above
4. Which communication includes all those ways we communicate without words?
  - a) No-verbal communication
  - b) Politeness & precision
  - c) Right medium
  - d) Active listening



## UNIT 5.2: Follow Practices of Hygiene

### Unit Objectives

**At the end of the unit, participant/trainee will be able to:**

1. Explain personal hygiene.
2. Elaborate about maintaining hygiene at the workplace.
3. Identify the basic healthcare and emergency procedures.
4. Demonstrate the background, symptoms and precautions in case of highly infectious flu such as Coronavirus.

### 5.2.1 Personal Hygiene

Maintaining hygiene and cleanliness are necessary for both social and health-related reasons. Maintaining both not only helps housekeepers keep the home and living space clean but also ensures that the area is free of dirt, germs and possible infections.

Some of the basic aspects related to personal hygiene are as follows:

- Brush your teeth every morning and evening
- Choose a daily face cleanser
- Wash your hands and feet
- Wipe your hands and feet with a towel
- Moisturize/ powder your hands and feet
- Shower daily
- Wash your private area/ parts.
- Spray Deodorant/ talcum powder
- Wash your clothes after being worn/ used.
- Trim your hair every six weeks
- Clip your finger and toenails
- File your nails, and wash/ sanitise them frequently.
- Wipe your running nose with a tissue
- Cover your cough with a tissue
- Cover your sneeze with a tissue

Personal hygiene is a very important part of grooming standards and ensures the overall quality of services. Some of the steps, which you should consider maintaining personal hygiene, are:








Steps to Maintain Personal Hygiene	
 <p>1. Wash your hands before and after handling food and cleaning toilets</p>	 <p>2. Bathe regularly</p>
 <p>3. Brush your teeth twice a day</p>	 <p>4. Cut fingernails and toenails</p>
 <p>5. Wear a mild deodorant, the smell of which would not irritate or harm the baby</p>	 <p>6. Clean/wash hair</p>
 <p>7. Wash your face daily with a face cleanser</p>	

Fig.5.2.1: Steps to maintain personal hygiene

### 5.2.1.1 Guidelines to Maintain Personal Hygiene

Maintaining personal hygiene is necessary for many reasons; personal, social, health, psychological or simply as a way of life. Maintaining standard hygiene always helps to prevent the development and spread of infections, illnesses and bad odours.

#### Cleaning the Head

- Head bath to be taken once or twice a week with shampoo or any other cleansing agent (like shikakai).

#### Cleaning of Eyes, Ears and Nose

- Wash your eyes with clean water every day.
- Wax gets formed in the ears and blocks the airway which causes pain. Hence clean the ears once a week with cotton buds.
- Nose secretions get dried and form a crust that blocks the nose. Hence clean the nose whenever needed.

#### Cleaning the Mouth

- Brush twice a day –morning, as soon as you get up from the bed and at night before going to bed. Coal powder, salt, rough tooth powder, etc., when used for brushing lead to scratches in the outer layer of the teeth.
- Wash your mouth with clean water after eating any food. This prevents food particles from settling between the teeth which produce a bad smell, spoil the gums and lead to tooth decay.
- Take a nutritious diet. Eat less sweets, chocolates, ice cream and cakes.
- When you see signs of tooth decay consult a dentist immediately.
- Regular and proper brushing methods help you prevent tartar from settling on the teeth. Consult a dentist for regular cleaning of your teeth.



Fig.5.2.2: Cleaning the Mouth

#### Skin Care

- Skin covers the whole body, protects organs and helps to maintain body temperature. The skin helps to bring out the body's dirt through sweat. In defective skin, the sweat glands get blocked and as a result, sores, boils and acne develop. Take a bath every day using soap and clean water to keep your skin clean.



Fig.5.2.3: Skin Care

- Neem can also be used as a natural alternative to cleanse the skin. One method is to rub the body with neem paste, let it dry, and then have a bath. Another way is to soak some neem leaves in water overnight and have a bath with this water. This keeps the skin clean of most harmful bacteria. A pinch of turmeric can also be added to the water to bring vibrancy to the body.

### Washing Hands

- We perform all the activities such as eating food, cleaning after passing motion, cleaning the nose, removing cow dung etc. with our hands. During these activities, many diseases causing germs remain under the nails and over the skin. Washing the hands (above the wrist, in between the fingers and nails) with soap after completion of the activity and especially before cooking and eating food helps to prevent many diseases.
- Cut your nails regularly. Avoid biting nails and nose picking.
- Wash hands before eating or feeding.
- Make safe contact with blood, faeces, urine and vomit and body solutions while caregiving activities.
- After passing motion and urine, wash the parts with clean water and keep the parts clean. Do not forget to wash your hands with soap. Keep the toilets, bathrooms and surroundings clean. Avoid open-air defecation



Fig.5.2.4: Washing Hands

### Cleanliness of the Crotch Genitals

- Both men and women are to keep their crotch and genitals always clean.
- Women, during menstruation, should use clean, soft cloth or sanitary napkins. Change the napkins at least twice a day.
- Any infection of the reproductive tract should not be ignored and a doctor should be consulted immediately.

### Practice hygiene during cooking

Practice the following hygiene tips during cooking to prevent food contamination, food poisoning and transmission of disease.

- Keep the cooking area and vessels clean.
- Avoid eating/cooking rotten or infested food material.
- Wash your hands before cooking and serving the food.
- Wash the food items such as vegetables thoroughly before use.
- Store the food items properly.
- Check the labels of food items while purchasing to know the 'Best before' date.
- Dispose of the kitchen waste properly.



Fig.5.2.5: Practice hygiene during cooking

### Medical hygiene

- Take care of wounds by dressing them using a proper bandage
- Look for the expiry date while purchasing medicines
- Safe disposal of unwanted medicines
- Do not take medicines without a doctor's prescription

## 5.2.2 Hygiene Practices at the Workplace

There are various things that a person can inculcate as their habit to maintain hygiene. Two common methods that a housekeeper should follow regularly are:

1. Wash and Sanitize hands using suggested material regularly
2. Wash the cups, glasses and other cutlery clean before and after using them

### Wash and Sanitize hands using suggested material regularly

Hand washing is an important part of hygiene maintenance. It removes dirt and reduces the chances of spreading germs.



Fig.5.2.6: Wash and Sanitize hands using suggested material regularly

**Wash the cups, glasses and other cutlery clean before and after using them**

Washing cutlery with anti-bacterial dishwashing soap ensures the removal of impurities and bacteria. This protects the employer from stomach related problems.

You should be careful while washing the glass cups, dishes and cutlery as mishandling may lead to breakage.

**Procedure to wash dishes for babies:**

- Line the sink with a soft cloth or towel and fill it with warm water to prevent breakage
- Use a mild detergent to wash the glasses one at a time

**Background to Flu/ Coronavirus Pandemic/ Epidemics**

Periodically the world has been afflicted by the spread of highly infectious and dangerous flu. Some of them are Plague in Europe in the 14th Century, the Bubonic Plague of 1896, the Spanish Flu in 1918-19, and the Covid-19 in 2019. Covid 19 is a highly infectious virus and has dangerously affected 9 million (approx.) lives. 5 Lakh lives were lost over a period of almost six months till Jun 2020. While plague is caused by the bacterium *Yersinia Pestis*, found mostly in rodents, spread mainly by infected fleas. Plague epidemics in human populations can, however, occur when the *Yersinia Pestis* pathogen invades rats.

Coronaviruses belong to a large family of viruses, some causing illness in people and others that circulate among animals, including camels, cats, bats, dogs, etc. Rarely, animal coronaviruses evolve and infect people which then spreads between people as witnessed during the outbreak of Severe Acute Respiratory Syndrome (SARS, 2003) and Middle East Respiratory Syndrome (MERS, 2014). The etiologic agent responsible for the current outbreak of SARS-CoV-2 is a novel coronavirus that is closely related to SARS-Coronavirus.

**Aetiology**

In humans, the transmission of the SARS-CoV-2/ Covid19 virus can occur via respiratory secretions (directly through droplets from coughing or sneezing, or indirectly through contaminated objects or surfaces as well as close contacts). Current estimates of the incubation period of COVID range from 2-14 days.

Recently WHO has confirmed that SARS-CoV-2 is airborne as well where the infectious particles are dispersed in the air which travels over long distances and time. Please see the below-mentioned link for further details, prevention and precautions.

<https://www.who.int/news-room/commentaries/detail/transmission-of-sars-cov-2-implications-for-infection-prevention-precautions>

**Symptoms**

Common symptoms include fever, fatigue, dry cough, loose motion and breathing difficulty. Upper respiratory tract symptoms like sore throat, rhinorrhoea, and gastrointestinal symptoms like diarrhoea and nausea/ vomiting are also reported.

During the current novel coronavirus, commonly called Covid19, the Governments imposed a lockdown on the businesses, industry and any other event requiring the gathering of people. This has caused the economic downfall; as such the Governments have allowed commercial activity partially.

Nevertheless, some of the precautions that have been advised are as under:

- Must use reusable / cloth face cover/ face mask.
- Ensure proper cleaning and frequent sanitization of the workplace, particularly of the frequently touched surfaces.
- Cover your nose and mouth with a handkerchief/tissue/ elbow while sneezing and coughing.
- Maintain personal hygiene and physical distancing of a minimum of 6 ft.
- Practice frequent hand washing with soap and water or use alcohol-based hand rub/sanitiser.

- Seating arrangements should ensure the adequate distance between officials in the rooms.
- The gathering of 5 or more persons at any place should be avoided.
- No sharing of food, water or drinks.
- Outside and frozen food or drinks should not be consumed.
- Work from home is advised and should be encouraged as far as possible.
- Meetings should be done through video conferencing only.
- Observe home quarantine as per the guidelines issued by MoH&FM. For home quarantine see <https://www.mohfw.gov.in/pdf/Guidelines>;
- People with two (co) or more (multi) morbidities are very susceptible to the virus. This includes elders above 60 years, children below 10 years and pregnant women. Hence, as per Govt guidelines, they should avoid outside exposure unless for any emergency/ very essential purpose.
- Covid 19 virus is defeated by the immunity, as such, there is a need to improve/ increase immunity when threatened by the virus.

### Exercise

1. Which one of the following is not a hygiene practice?
  - a) Taking shower daily
  - b) Wearing clean clothes
  - c) Trim your nails
  - d) Wearing Branded clothes
2. What precautions should be taken in coronavirus time?
  - a) Regularly and thoroughly wash hands
  - b) Maintain at least 1 metre (3 feet) distance between yourself and others
  - c) Avoid going to crowded places
  - d) All the above

3. Describe briefly how to maintain personal hygiene.

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.....

.....

.....

4. Describe the steps-wise procedure to wash hands

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## UNIT 5.3: Professionalism at the Workplace

### Unit Objectives

**At the end of the unit, Participant/trainee will be able to:**

1. Identify the ethical behaviour at the workplace.
2. Explain visitors/ guests.
3. Explain social, telephonic and eating etiquette.
4. Illustrate the importance of confidentiality at the workplace.
5. Plan to prioritise the workload.
6. Identify the importance of a positive attitude and punctuality.
7. Demonstrate the need for dressing and grooming professionally.
8. Explain the procedure for reporting to the concerned person.
9. Define the migration-related rules, issues and requirements.

### 5.3.1 Personal Integrity and Ethical Behaviour

The quality of being honest and truthful with oneself and with the people around you is known as personal integrity.

The application of moral principles in everyday life to balance work relationships and individual relationships with good values and behaviour is known as ethical behaviour. The nature of communication is a considerable aspect. It is possible to be direct and honest without being insensitive.

Ethical behaviour and personal integrity can be seen in a person when they communicate with others. Verbal communication indicates the way of connecting to other people regarding thoughts and verbal actions.

In simpler words, whatever we say to explain our thoughts to others is a part of communication. When we express them in words, it is called verbal communication.

- **Clear:** Speak precisely to convey your message. Allow questions from the recipient of your communication to ensure you are understood.
- **Concise:** Do not ramble. Your important message can be lost in the non-essential information you include.
- **Consistent:** Make the message consistent at all times. If you are narrating an incident that you have observed, to your supervisor, do not change your story to make it sound more dramatic.
- **Credible:** People can tell if your words are sincere or not. Make sure your message is real.
- **Courteous:** Words and phrases such as — “Hello”, “Thank you”, “Please”, “Excuse me”, and “I’m sorry” are easy and effective ways to demonstrate respect. Be courteous when you communicate. It sets the right tone and attitude.

Some of the ways to maintain personal integrity and ethical behaviour are:

- Learn something new every day
- Know the boundaries of your work and work within it
- Speak up when you see instances of unethical behaviour
- Remain focused on your work

- Ask questions and try to find out solutions
- Communicate with your employer regularly
- Understand the requirements of the employer
- Listen to what your employers are conveying to you
- Communicate with civility and honesty
- Do not engage in ethical conflict in your workplace

#### Dos and Don'ts of Employee's Expected Behaviour

Dos	Don't
<ul style="list-style-type: none"> <li>• Establish good relationships at the workplace</li> <li>• Listen to others and try to understand their perspective</li> <li>• Offer and accept constructive feedback from the family members</li> <li>• Manage performance appropriately</li> <li>• Be cordial to everyone</li> <li>• Always present oneself respectfully and in the best demeanour.</li> </ul>	<ul style="list-style-type: none"> <li>• Leave the household work halfway</li> <li>• Miss the appointment of a doctor</li> <li>• Leave the work for long periods</li> <li>• Leave the work area unprotected</li> <li>• Never say or act in a way that may make others uncomfortable, disrespected or insecure.</li> </ul>

Fig.5.3.1: Dos and Don'ts of Employee's Expected Behaviour

### 5.3.2 Greeting Visitors

***"The first impression is the last impression."***

This is a well-known phrase that we all are well aware of. This saying fits Indian culture perfectly. Being a housekeeper, you must make the guests at the employer's home feel welcome. Here are a few basic things to consider while greeting guests at your workplace, who are related to the employer.

**Acknowledge:** Greet the guests cordially and politely.

**Enquire who they want to meet:** Before letting the guests enter, ask for their name and the person whom they wish to meet.

**Enquire the purpose of visit:** This is a safety measure to avoid the entry of unknown people into the house.

**Politely ask the guest to stay outside:** This is a safety measure when you can go back to the house and inform your employer about the waiting guest.

**Start the conversation by asking for refreshments, when ushered in:** This is to break the ice and initiate a cordial conversation until the employer comes to the living room.

For instance, you can ask about the refreshment that the guest would like to have.

#### **Listen Attentively and Reply Politely**

The procedure in effective and active listening is:

- Facing the speaker, speaking, and maintaining eye contact
- Listening to and interpreting the information gathered from the speaker
- Staying alert yet relaxed

- Keeping an open, receiving mind
- Listening to the words/ babbles and trying to visualize what the speaker is saying/ communicating
- Avoiding the practice of interrupting the speaker while he/she is speaking
- Waiting for the speaker to pause and clarify doubts
- Asking questions only to ensure understanding
- Communicating clearly on the issues faced and clarifying doubts
- Empathizing with the speaker
- Providing the speaker with constructive feedback with an effective response.

The barriers to Active Listening are:

- Distractions
- Noise
- Interruptions
- Prejudice and preconceived ideas
- Lack of interest in the conversation (Listener as well as the recipients)

You can provide a tactful response by following the below guidelines:

- Think before you speak.
- Select your words carefully before you speak.
- Always keep a smile on your face while conversing or welcoming guest.
- Do not fall for unnecessary arguments.
- Do not reveal personal information or details of the employer.

### 5.3.3 Social Etiquette

Etiquette is a code of behaviour that delineates expectations for social behaviour according to contemporary norms within the society or groups.

Proper etiquette is important in a social setting, but it is equally crucial in a professional setting. To achieve success at the workplace, one must be able to adapt to an ever-changing situation and act with confidence. Displaying proper etiquette will get one noticed and being noticed is great for the workplace.

- Greet everyone you meet cheerfully and with a smile at your workplace.
- Always remember 'please' and 'thank you'.
- Always show your appreciation with a smile.
- Small talk and light chitter-chatter at work are essential; it expresses friendliness without demanding attention. Whether the chat is about the traffic or the weather, the vital message is that you are all part of the same team.
- Be polite to hired help like peons, drivers, delivery boys etc.
- Do not talk loudly while talking over the phone or to your colleagues. Talk in a soft and clear voice.
- Take instructions with grace and give instructions gracefully.
- Don't be a whiner who is always complaining and miserable with his/ her lot in life. Do bring a positive attitude to meetings and discussions.

- Don't be rude or sarcastic to say "no."
- Never use words like 'can't' and 'won't', or phrases like 'I'm busy and 'that's not my job'.
- Do not criticize anyone. And if you get criticized, be professional about it. Do not take it personally.
- It is shabby to look through people's computers, emails or letters and don't ever make the mistake of sneaking into people's personal property like handbags or wallets. Be responsible for your property and valuables. If you lose your expensive items, everybody else becomes a suspect and nobody likes being one.
- Never borrow anything at your workplace without permission and when you do always return it in good condition.
- Do not misuse property at your workplace. Keep your workplace orderly. Do not infringe on other people's space.
- Do not get indulged in workplace gossip or discuss delicate topics like religion, politics and money.
- Do not fidget or make unnecessary sounds that can be distracting to your co-workers.
- Maintain stringent standards of personal hygiene. Do clean up after you use the restrooms for the next person.

### 5.3.4 Telephonic Etiquette

The telephonic conversation is very different from a one-on-one conversation. In a telephonic conversation, you can hear the voice (tone and volume), but you cannot see the facial expressions and body language.

When talking over the phone, you should respond quickly to phone calls and answer calls with enthusiasm, maintaining a professional manner.

Do not indulge in activities such as chewing gum or eating during calls, leaving callers on hold for a prolonged period. Try not to be short with people even during hectic times (being on a long hold for the doctor's appointment). Also, keep personal conversations to a minimum.

As a thumb rule, it is best to deal with the person there face-to-face and then the person on the phone.

#### Dos and Don'ts for Telephonic Communication

Dos	Don't
<ul style="list-style-type: none"> <li>• The phone should be answered quickly.</li> <li>• Smile even though you are on the telephone. Your tone can convey your emotions.</li> <li>• Sit or stand up straight. This makes your voice clear.</li> <li>• Use a low-pitched voice.</li> <li>• Match your rate of speech to the callers.</li> <li>• Use polite language.</li> <li>• Listen attentively and reply politely.</li> </ul>	<ul style="list-style-type: none"> <li>• Do not eat or chew while talking.</li> <li>• Avoid extremes in volume. Do not be too loud or nearly inaudible while talking.</li> <li>• Ensure not to argue with the person on the other side of the phone.</li> </ul>

Fig.5.3.2: Dos and Don'ts for Telephonic Communication

#### How to answer a call?

Wish according to the time of the day

Hello. May I know who I am talking to? May I know who, you would like to speak to?

### Appropriate Tone, Pitch and Language to Convey a Message

**Your Voice:** Your voice and tone are extremely important when you are speaking on the phone.

**Remember to:**

- Speak clearly in an even voice, neither too loud nor too soft.
- Smile when you greet each other on the phone. Your annoyance can be heard.
- Your posture can affect your voice too. So make sure you are sitting straight.
- Speak directly into the mouthpiece to make sure that your voice is clear.

**Check your Words:** Words, once spoken, cannot be taken back. While speaking on the phone, choose your words with care. Take messages with great care, double-checking names and phone numbers.

**Check your Body Language:** Even if you cannot see the caller and vice versa, body language can be detected over the phone via your tone. As such:-

- Smile as you speak, it will fetch you the right tone.
- Listen to the caller's body language, breathing, pauses, etc.
- Focus on your conversation.

### Limitations Telephonic Communication

- Possible background noise
- Not being face-to-face with the caller
- Adverse effects of possible differences in language/ tone and accent
- Being distracted by things around you

**Reduce difficulties:**

- Listen attentively and with empathy
- Avoid distractions
- Use a good telephone set to minimise background noise
- Concentrate on your conversation
- Speak clearly and check for understanding

## 5.3.5 Confidentiality

Employees will assist their employer/client in the privacy of the employer/client's home. To adequately provide care support the employee will be privy to personal information about the employer/client, including information about health conditions, personal care and living arrangements. To maintain a good relationship, the employee is expected to respect the necessity to keep all personal information confidential.

Confidential means to be kept private. To assure that confidentiality is maintained, the housekeeper /employee should follow these guidelines:

- Never share information about the employer/client with the employer/client's family or friends unless requested by the employer/client.
- Never share information about an employer/client with the employee's family, friends, or other members of the community.
- The housekeeper should guard information about clients all the time, even in the privacy of your own home.

- Keep information away from anyone who does not have the right to see it and never discuss diagnosis or cares with someone who is not a part of their health care system

**Confidentiality can be broken by:**

- Talking in front of a client where others might overhear
- Talking to co-workers, other clients, family members, etc.
- Records left in a public place

Housekeeper/employees are expected to practice good professional boundaries at all times this includes keeping personal information regarding themselves and the employer/client PRIVATE!

**Best Practices:**

- Get authorization from your client before giving out any information
- Think of the client's medical information as something they own
- Be careful of messages or discussions that you have
- Never leave charts, papers or computers screen available for others to see
- Be careful with what you say

### 5.3.6 Positive Attitude and Punctuality at Work

"The largest part of your overall health is from your mental health. Having positive mental health gives us the motivation to do our best. It also makes us strive to do better."

A positive attitude is a state of mind that emphasizes on being certain and positive, without being intolerant and overconfident.

It helps people build confidence in their workplace. It is a way of living life and choosing to see the brighter things in life. Someone with a positive mental attitude is considered likely to treat others with unconditional positive regard, a method of client-centred therapy developed by a humanist psychologist.

If you want to have a positive attitude, your vocabulary must be consistently positive. Therefore:

- Stop using negative phrases such as "I can't," "It's impossible," or "This won't work." These statements program you for negative results.
- Whenever anyone asks "How are you?" rather than "ठीक ही है", "गुज़र रही है", or "Okay, I guess" respond with "Fine, thanks", "Terrific!" "बहुत अच्छे" or "बढ़िया!"
- When you're feeling angry or upset, substitute neutral words for emotionally loaded ones. Rather than saying "I'm enraged!" say "I'm a bit annoyed/displeased..."

A positive frame of mind helps in a lot of ways, such as:

- Expecting success and not a failure
- It makes you feel inspired
- It gives you the strength not to give up if you encounter obstacles on your way
- You regard failure and problems as blessings in disguise
- Believing in yourself and your abilities
- You show more self-esteem and confidence
- You look for solutions, instead of dwelling on problems

- You see and recognize opportunities

Some of the ways to maintain a positive attitude at the workplace are:

- Mix up/ socialize with people, who demonstrate a positive attitude.
- Start believing in yourself and try to stretch your limitations.
- Be happy and see the positive side of life.
- Learn from various aspects that come in your life.
- Stop complaining, embrace the problem, and look for solutions instead of being dejected.
- Analyse and prioritize your goals, and try to reach them.
- Take responsibility and complete the work successfully.
- Be good to others.
- Respect all, whether elders, peers, equals, youngsters, and whether known personnel or strangers, irrespective of caste, culture, religion or language.
- Know what to speak to others.
- Breathe deeply and meditate if you feel the pressure building up within yourself.

#### **Punctuality**

Punctuality is the behavioural trait that encourages a person to always be “On Time”. It inculcates the habit of deadline adherence and effective time management, thus inspiring to complete tasks as per given time and standards. Practising punctuality can be an efficient tool in delighting customers and earning their praise, retention, and loyalty. Some of the ways to maintain punctuality are: -

- Make it a habit of being on time or early, if possible
- Learn the appropriate way to manage work, such as preparing a timetable and following the same.
- Set reminders (on calendars/ smartphones).
- Make a list of tasks that you need to complete in a day.

### **5.3.7 Dressing Professionally**

Grooming implies the things that you do to make your appearance clean and neat. In a bigger sense, grooming is preparing or training someone for a particular purpose or activity.

#### **Proper Grooming Tips for Men**

- Hair should be neatly trimmed, clean and combed.
- The hair on the crown or sides of the head should be neatly groomed and trimmed so as not to cover any portion of the ear. Hair in the front shall be groomed so that it does not touch the eyebrows.
- Hairpieces or wigs, if worn on duty, should conform to the same standards as those for natural hair. If worn, it should be neatly trimmed and should not extend below the middle ear. Sideburns should be of even width and end in a clean-shaven horizontal line.
- Flashy and bright-coloured clothes should be avoided.
- One wristwatch may be worn.
- Jewellery should be reasonable and should not create a safety hazard.
- Jewellery that is offensive or derogatory for others should not be worn while handling babies.

### Proper Grooming Tips for Women

- No exotic hairstyles would be permitted.
- Hair should be tied all the time. It is to ensure that hair does not fall into food during preparation.
- Jewellery should be reasonable and should not create a safety hazard.
- Jewellery that is offensive or derogatory for others should not be worn while handling babies.



Fig.5.3.3: Hair bun



Fig.5.3.4: Jewellery

- Fingernails should be clean and neatly trimmed and should extend no farther than ¼” beyond the tip of the finger.
- Fingernails should not be shaped in a manner that may present a danger to the babies, or that will interfere with the assigned duties.
- Nail polish, if worn, should be of a neutral colour and should contain no designs or ornamentation.
- If a perfume is applied, it should be subtle. It should not irritate the employer.

### 5.3.8 Why Report?

Reporting certain incidents is a legal requirement. The report informs the concerned authorities about incidents, injuries, occupational diseases and dangerous occurrences, so they can identify where and how risks arise, and whether they need to be investigated.

This Health and Safety Reporting accidents and incidents at work allow the enforcing authorities to target their work and provide advice about how to avoid work-related accidents, injuries, ill health and accidental loss.

#### What work-related accidents must be reported?

An accident is a separate, identifiable, unintended incident that causes physical injury. This specifically includes acts of non-consensual violence to people at work.

Not all accidents need to be reported, a report is required only when:

- The accident is work-related; and
- It results in an injury of a type that is reportable (as listed under ‘Types of reportable injuries).

When deciding if the accident that led to the death or injury is work-related, the key issues to consider are whether the accident was related to:

- The way the work was organised, carried out or supervised;
- Any machinery, plant, substances or equipment used for work; and
- The condition of the site or premises where the accident happened.

When working as a housekeeper, you should report incidents to the Police and the other organisation related to the accident/ incident, such as the fire brigade, electrical and LPG distribution department.

### 5.3.9 Migration-Related Issues

Migration is the movement of people from their home boundary to a new location in search of work or other reasons. In India, it is essentially inter and intrastate migration. It can generally be from rural to urban/ industrialized areas in search of jobs. It can be semi-permanent or permanent.

This change of location not only comes with good opportunities but also brings varied problems. Some of the issues/ aspects of interstate migration are like:-

- Culture shock
- Difficulty in communication, if the language is different (interstate migration)
- Transportation
- Difficulty in finding community support
- Lack of compatibility between employer and employee
- In certain cases, exploitation, forcing housekeepers to live in unsuitable conditions
- Lower wage rate than expected or promised

#### Basic Banking Activities

Every housekeeper should be able to handle and perform banking activities. This is a basic skill that he/ she should have to handle his/ her financial aspects. A housekeeper with appropriate banking knowledge can send money to his/ her family or transact in other financial activities like RD (Recurring Deposit), FD (Fixed Deposit), etc.

#### Filling in pay in slip

- Take a pay-in slip from the bank account that you possess.
- Write down the information in the pay-in-slip (areas highlighted in red). Date of deposit
  - » Branch name
  - » Account holder's name
  - » Account number
  - » Amount in numerical
  - » Amount in words
- Apart from these details, you will be required to fill in your phone number and complete it with your signature.

The image shows two examples of HDFC Bank deposit slips. The left slip is for a deposit of 5,000 rupees, and the right slip is for a deposit of 4,000 rupees. Both slips are filled out with handwritten information including account number, date, and signature.

**Left Slip (5,000 Rupees):**

- Bank: HDFC BANK
- Date: 22/07/2020
- Account Number: 15120001204673
- Name: Ram Kishan
- Amount: 5000 x 2 = 1,000 (highlighted in red)
- Total: 5,000
- Amount in words: Five thousand only-

**Right Slip (4,000 Rupees):**

- Bank: HDFC BANK
- Date: 22/07/2020
- Account Number: 15120001204673
- Name: Ram Kishan
- Amount: 2000 x 2 = 1,000 (highlighted in red)
- Total: 4,000
- Amount in words: Four thousand only-

Fig.5.3.5: Deposit slip

### Remittance procedure followed by banks

- Log on to the online or net banking account.
- Add the beneficiary (person or company to whom you want to transfer money) as a payee from the "Add New Payee" section.
- In the relevant fields, add details like Inter Bank Transfer Limit
  - » IFSC code
  - » Beneficiary Account Number
  - » Beneficiary Name
- Enter the IFSC code of the bank branch
- Click the button "accept Terms of Service (Terms & Conditions)"
- Click Confirm
- In the provided mobile number, a password of high security is sent.
- After the option of added beneficiary gets activated, funds can be remitted by selecting the transaction type (NEFT/ RTGS) from the 'Payments/Transfers' tab.
- Select the beneficiary account, enter the amount, and click on 'accept Terms of Service (Terms & Conditions)'.  
 • Finally, click the confirm button.

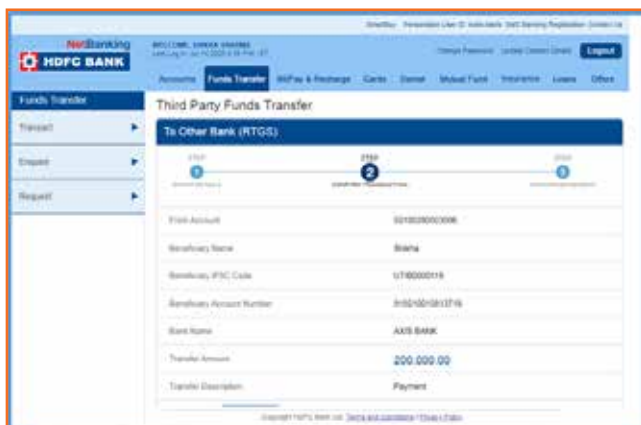


Fig.5.3.6: Third party transfer

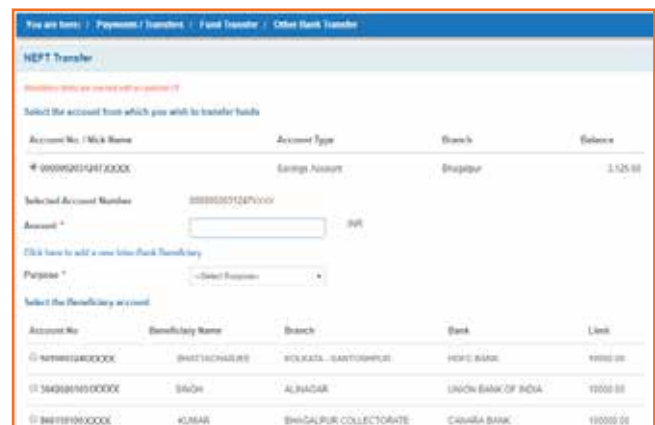


Fig.5.3.7: NEFT transfer

### Business Contact List and Relevant Helpline Numbers

It is a basic safety measure to be well aware of the emergency numbers to call for help when required. Here are a few helpline numbers that are used all over India.

- |                         |          |                        |      |
|-------------------------|----------|------------------------|------|
| • Anti-Terror Helpline: | 1090     | • Child Helpline:      | 1098 |
| • Traffic Police:       | 1095     | • Fire Service:        | 101  |
| • Police Control Room:  | 100      | • Medical Helpline:    | 108  |
| • Ambulance Helpline:   | 102      | • Disaster Management: | 108  |
| • Women's Helpline:     | 181/1092 | • General Emergency:   | 112  |

## Summary

- Before letting the guests enter, ask for their name and the person whom they wish to meet.
- Active Listening is one of the most crucial components of communicating effectively as babies cannot communicate properly their needs, as others can.
- Grooming implies the things that you do to make your appearance clean and neat.
- Jewellery should be reasonable and should not distract others from professional appearance, disrupt the workplace or create a safety hazard.
- A positive attitude helps people build confidence in their workplace.
- Personal hygiene is a very important part of grooming standards and ensures the overall quality of services.
- Effective communication teaches people the appropriate way to share or exchange information.
- Verbal communication refers to our messages through listening, speaking or writing.
- Communicating by telephone is approximately 25% words and 75% the way the words are spoken or the tone of voice.
- Implementing good time management methods allows you to accomplish more in a shorter period.
- Time management is the key to success.
- Integrity talks about following moral conviction and doing the correct thing.
- Every employee should be sensible enough not to discuss work-related information even with colleagues without proper permission.
- The word 'acclimatisation' implies the adjustment of an individual in any situation.
- Gender sensitivity is the act of being sensitive towards people and their thoughts regarding gender.
- Migration is the movement of people from their home boundary to a new location in search of work/ other reasons.

## Exercise

1. What states the movement of people from their home boundary to a new location in search of work/ other reasons?
  - a) Escape plan
  - b) Migration
  - c) Settlement
  - d) Transfer
2. A housekeeper should follow one of the following practices at the workplace
  - a) Listen to others and understand other's perspective
  - b) Leave the work area unprotected
  - c) Offer and accept constructive feedback
  - d) Manage performance appropriately

3. Every employee should maintain what at the workplace and should not exchange information outside the workplace?
- a) Maintenance
  - b) Hygiene
  - c) Confidentiality
  - d) Conciseness

4. Which one of the options signifies 'A' in SMART goals?
- a) Achievable
  - b) Attractive
  - c) Actionable
  - d) Alluring

5. List the information that one should write when filling out a pay-in-slip (bank deposit form).

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6. Identify the ways to handle common communication issues.

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7. Recognize the hygiene practices that a housekeeper should follow regularly.

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8. Why do you think that a housekeeper should maintain ethical behaviour and personal integrity?

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9. Explain why housekeepers must practice Age and Gender sensitivity.

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Scan the QR Codes to watch the related videos



<https://youtu.be/UxskKQ9WOTE>

Personal Hygiene



<https://youtu.be/iONDebHX9qk>

Time Management



<https://youtu.be/SDNzBYPosT8>

Handwashing

Notes



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## 6. Clean and Secure Working Environment

Unit 6.1 - Safety and Security at the Workplace

Unit 6.2 - Waste Management and Cleanliness

Unit 6.3 - Promoting Wellbeing



## Key Learning Outcomes

**At the end of the module, participant/trainee will be able to:**

1. Explain how to identify unsafe conditions and hazards in the households/ workplace, and various safety measures to deal with them.
2. Discuss the various responses to different emergencies/ hazards.
3. Describe the causes of fire and the various fire extinguishants.
4. Describe how to carry out first aid, ABC procedure and CPR (Cardiopulmonary Resuscitation).
5. Explain environment-friendly practices to minimise pollution of air, water, noise, earth etc.
6. Describe different types of waste, their segregation, and applying 3 Rs (reduce, recycle and re-use) of waste management.
7. Discuss the methods of keeping the workplace bugs/ germs/ rodent-free.
8. State the importance of conservation.

## UNIT 6.1: Safety and Security at The Workplace

### Unit Objectives

**At the end of the unit, participant/trainee will be able to:**

1. Identify the importance of maintaining health and safety at the workplace.
2. Identify the common safety breaches and unsafe acts/ conditions and ways to prevent them.
3. Explain the basic emergency procedures.
4. Elaborate about basic fire awareness.
5. Demonstrate first aid activities.
6. Explain about Cardiopulmonary Resuscitation (CPR).
7. List the helpline numbers.

### 6.1.1. Health and Safety at Workplace

Workplace safety is a composite field related to the safety, health and welfare of people at work. It narrates the strategy and methods in place to ensure the health and safety of employees within a workplace.

Workplace safety includes employee awareness related to the knowledge of basic safety, workplace hazards, and risks relating to hazards, implementation of hazard preventions, and putting into practice necessary safer methods, techniques, processes, and safety culture in the workplace.

It also includes safety rules and regulations designed mostly based on existing government policies. Every organization puts in place a number of safety rules and regulations for its people. Safety training and education for employees is imparted periodically to make them aware of and update them with the latest safety measures.

#### **Importance of following measures of safety and security at the workplace**

Before analysing various aspects of workplace safety, it is important to know the reasons for ensuring safety in life.

- **To Say no to Accidents:** Accidents are fallouts of carelessness and lack of responsibility. When rules are not followed as per required safety norms we end up getting injured or even ending our valuable lives.
- **To have Longevity in Life:** We should take care of ourselves everywhere we are and of others for leading a safe and meaningful life.
- **To create Public Awareness:** Promotion of safety norms everywhere creates public awareness and discipline. It is true of workplaces and motivates new employees to take up safety measures necessary for their safety.
- **To avoid loss of Property and Life:** The basic aim of safety measures is to prevent the occurrences of mishaps and hazards that sometimes cause heavy loss of life and property.
- **To Devise Planning for Safety:** The need for safety paves the way for devising effective planning for the all-around safety of employees in an organization.

## 6.1.2 Basic Emergency Procedures

There are number of emergencies which may happen at the house, but following are the most basic ones and how would you deal with them, if there is no one at home.

1. **Power Failure:** If there is sudden power failure in the house and no one is there except you, following are the steps you should take to deal with it:
  - Check if your neighbors have electricity or not. If they have, it could be a problem of your house only.
  - Pick the torch, switch the emergency lights (if available) or get the matchbox and lit the candle, so that you can at least see the way and do not fall on something.
  - Check the MCB as it might get tripped. If so you need to pull it up.
  - If you have Fuse System or not able to check the MCB, call the employer and ask if they could come home or ask their permission to call any neighbor to help you.
  - If you are calling any local electrician, it would be better if you ask any neighbor to be with you when the electrician is repairing.
  - You should switch off all the electrical appliances like Television, Refrigerator, etc. You can switch them on once the electricity is restored.
  - If the problem is not of your house, you can call the customer care of electricity Supplier Company and check when the power will restore.
  - Lock the main door and windows from inside as it will protect you from any intruder.
  - Don't open the door to any unknown person.
2. **Choked Toilet or drain:** Most of the times when we are expecting a guest or throwing a party, we get to know that either the toilet or the kitchen drainage is clogged. It is a very irritating situation as we are not prepared for this. Below are the few steps you should take to deal with such issues:
  - First of all, make a habit to clean the kitchen drainage regularly, so that you may not face this unexpected problem.
  - But if it has happened, you can use a plunger and drainage cleaning solution (available in the market in sachets) to open it. By using both these things, you can open the kitchen drainage/ sink pipe.
  - Unclogging a toilet is a difficult task as it needs to be done by an expert. So you should call the person who could repair it.
  - But for smaller issues, you could try to make a solution of soap and bucket full hot water, and throw it in the toilet bowl with a bit pressure. It will open the small clogging of the toilet.
  - **Gas Leak-** If you smell gas leak in the kitchen, you should take the following steps:
    - You must not switch on or switch off any electrical point
    - Turn off the gas regulator knob.
    - Open all the windows and leave the kitchen.
    - Call the customer care of your gas supplier and register your complaint.
    - Inform the family members and ask them not to go to the kitchen.
3. **Fire:** Fire could be one the most dangerous emergencies at home as there are following top reasons a house can catch on fire like and the precautions you should take.

### Precautions:

- **Cooking on gas top:** You should be near the gas stove when cooking as leaving it could distract your attention to something else, and you may forget about the pan on the gas stove.

- **Heating of home in winters:** Heaters are the most common reason for a home fire in winters. To avoid this always keep the heaters away from furniture and curtains/ bed sheets etc. You must switch off the heater before going to sleep.
- **Smoking:** If there is any smoker in the house, ask that person to smoke outside as smoking is not only injurious to health but also a very common reason for the home fire.
- **Short Circuits:** Faulty electrical wiring could be the reason for short circuits, so always get the electrical wires checked and replaced if defective. Otherwise, it could lead to a home fire.
- **Candles:** Burning open flame candle could be very dangerous, so either try not to use them or blow off the candles before leaving the room.

### 6.1.3 Basic Fire Awareness

Fire is a chemical reaction that requires three elements to be present for the reaction to take place and continue.

#### Fire Triangle

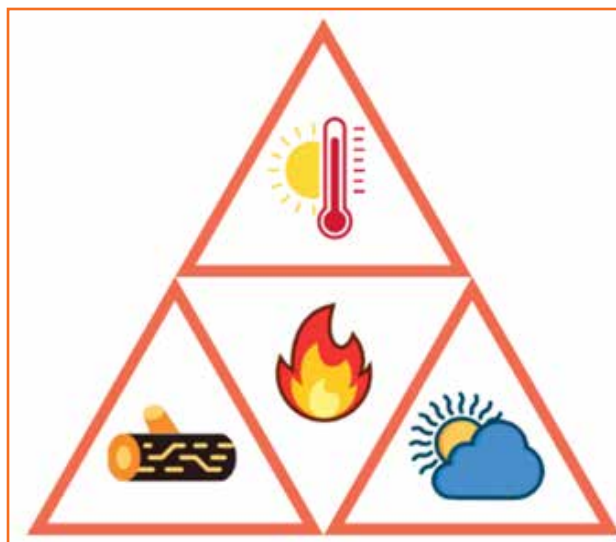


Fig.6.1.1: Fire Triangle

#### Heat

A heat source is responsible for the initial ignition of fire and is also needed to maintain the fire and enable it to spread. Heat allows a fire to spread by drying out and preheating nearby fuel and warming the surrounding air.

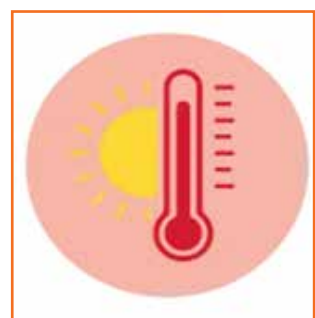


Fig.6.1.2: Heat



Fig.6.1.3: Fuel

#### Fuel

Fuel is any kind of combustible material. It's characterized by its moisture content, size, shape, quantity and arrangement in which it is spread over the landscape. The moisture content determines how easily it will burn.

## Oxygen

Air contains about 21 percent oxygen, and most fires require at least 16 percent oxygen content to burn. Oxygen supports the chemical processes that occur during a fire. When fuel burns, it reacts with oxygen from the surrounding air, releasing heat and generating combustion products (gasses, smoke, embers, etc.). This process is known as oxidation.

These three elements typically are referred to as the “fire triangle.” Fire is the result of the reaction between the fuel and oxygen in the air.



Fig.6.1.4: Oxygen

### 6.1.3.1 Causes of Fire

- **Electrical:** E.g. overloading of circuits, faulty old or bad connections causing sparks or generating a heat source, poor maintenance, lack of ventilation and cooling, static electricity etc.



Fig.6.1.6: Heating Appliances



Fig.6.1.5: Electrical fire

- **Heating Appliances:** For example clothing left on boilers to dry, no sparks guards on open fires or stoves, left unattended while cooling, sited close to combustible materials, faulty temperature control etc.

- **Process Dangers:** E.g. overheating of machinery, heat generated by friction, uncontrolled sparking, breakdown in the cooling process, chemical reaction, poor quality ventilation and temperature control etc.



Fig.6.1.7: Process Dangers



Fig.6.1.8: Flammable Dust

- **Flammable Dust:** E.g. poor extraction, process proximity to heat or spark source, no containment system, no monitoring or measuring system etc.

- **Carelessness:** For example smoking, inadequate precautions while welding, drilling or cutting, horseplay or interference with safety equipment, removal of guards etc.
- **Bad Housekeeping:** For example lack of maintenance of work area and equipment, oil/fuel leaks and spillage are ignored, overflowing bins and wastebaskets, no safety procedures for disposing of combustible waste etc.
- **Spontaneous Combustion:** For example chemicals not stored at the correct temperature, chemicals mixed incorrectly, combustible materials or waste left unattended etc.
- Poor judgment and human error
- Failure to follow instructions
- Misuse of faulty electrical equipment
- **Electrical Appliances:** Many fires started by electrical appliances are associated with lamps and heat developed by a filament. Portable lamps are a frequent source of trouble the common causes are as follows:
  - » Lead wires damaged
  - » A lamp was taken into the atmosphere which has explosive dust, gas or vapor.
  - » Bulb loose in the socket
  - » Bulb broke






Fig.6.1.9: Electrical Appliances

### 6.1.3.2 Classification of Fire and Fire Extinguishers/Extinguishants

Before we move forward and study fire prevention and the safety equipment required for the same, we need to understand the different types of fire. This information is extremely important as it can help you choose the appropriate means to extinguish the fire.

#### Classes of Fire

1	<p><b>Class A</b></p> <p>Fires are related to solid materials (wood, paper, cloth, trash, rubber and plastics, charcoal, etc.)</p>	
2	<p><b>Class B</b></p> <p>Fires are related to flammable liquids (paint, diesel, gasoline, petroleum oil, and pain)</p>	
3	<p><b>Class C</b></p> <p>Fires are related to flammable gasses (energized electrical equipment like motors, appliances, transformers, propane, and methane). Electrical equipment such as appliances, wiring, breaker panels, etc.</p> <p>These categories of fires become Class A, B, and D fires when the electrical equipment that initiated the fire is no longer receiving electricity)</p>	






4	<p><b>Class D</b></p> <p>Fires are related to flammable metals (combustible material like aluminum, sodium, potassium, magnesium).</p> <p>These fires burn at extremely high temperatures and require special suppression agents.</p>	
5	<p><b>Class E</b></p> <p>Fires are related to electrically energized objects, wiring, and electrical appliances.</p> <p>These fires are caused because of faulty heaters or electrical appliances overheating</p>	
6	<p><b>Class K</b></p> <p>Fires related to cooking oil and greases like vegetable fat and animal fat.</p>	

Fig.6.1.10: Classification of Fire

### 6.1.3.3 Fire Extinguisher

Fire extinguishers are designed to tackle specific types of fire. There are five different classes of fire and several different types of fire extinguishers.

S. No.	Types of Fire Extinguisher	Identification		
		Use	Fire Class	Colour Code
1	<p>Water Extinguisher</p> 	<ul style="list-style-type: none"> <li>Water removes heat and extinguish the fire.</li> <li>Water must not be used on fires involving live electrical equipment as it can cause electrocution.</li> <li>Water must not be used on metal fires.</li> </ul>	Class A fire	Signal Red
2	<p>Dry Chemical Powder (DCP) Extinguisher</p> 	<ul style="list-style-type: none"> <li>DCP extinguishers puts out fire by coating the fuel surface with chemical powder.</li> <li>This separates the fuel from the oxygen in the air and prevent vapor formation.</li> </ul>	Class B & C fire	Red with a blue panel above the operating instructions



3	<p>Foam Type Extinguisher</p> 	<ul style="list-style-type: none"> <li>• The extinguishing agent is aqueous film forming concentrate in water which forms air foams when discharged through an aspirating nozzle.</li> <li>• It has a blanketing effect excluding oxygen from the surface of the fuel as it spreads on the fuel.</li> <li>• Prevents vapour formation from the surface of the burning liquid.</li> </ul>	Class A & B fire	Red with a cream panel above the operating instructions
4	<p>Carbon Dioxide Extinguisher</p> 	<ul style="list-style-type: none"> <li>• CO2 extinguish the fire by displacing oxygen in the surrounding air.</li> <li>• Its principal advantage is that it does not leave any residue.</li> <li>• Can be used on electrical/electronic equipment.</li> <li>• CO2 is not suitable for fires involving metals.</li> </ul>	Class B & C fire	Red with a black panel above the operating instructions
5	<p>Special Dry Powder</p>	<ul style="list-style-type: none"> <li>• Special extinguishing agents are used for extinguishing metallic fires.</li> <li>• Dry powders extinguish the fire by forming a crust on metal surface excluding air and also absorbs heat from the metal surface.</li> </ul>	Class D fire	Red with a blue panel above the operating instructions

Fig.6.1.11: Fire Extinguisher

### Correct Use of a Fire Extinguisher

The method of using a fire extinguisher is to follow P.A.S.S.

PASS is the acronym for, Pull the Pin (P), Aim (A), Squeeze (S) and Sweep (S)

- 1. Pull the Pin.** To use an extinguisher correctly, the first step is to pull the handle's pin.
- 2. Aim.** The next step is to aim the extinguisher's nozzle. The direction should be towards the fire's base. This is because the sprayed foam at the top will diminish or extinguish only the fire at the top. This will not serve the purpose for which the extinguisher is used. The burned down flame may spring up to life if it gets enough oxygen or any combustible material.
- 3. Squeeze.** Then, in an extremely controlled manner, you need to release the agent. This can be done by squeezing the trigger.
- 4. Sweep.** If you see in the second step, you already read that you should direct the nozzle at the fire's base. You will sweep the extinguisher's nozzle from left to right. Continue with this process until you put out the fire. You need to act fast as most extinguishers' discharge time is nearly 10-20 seconds.

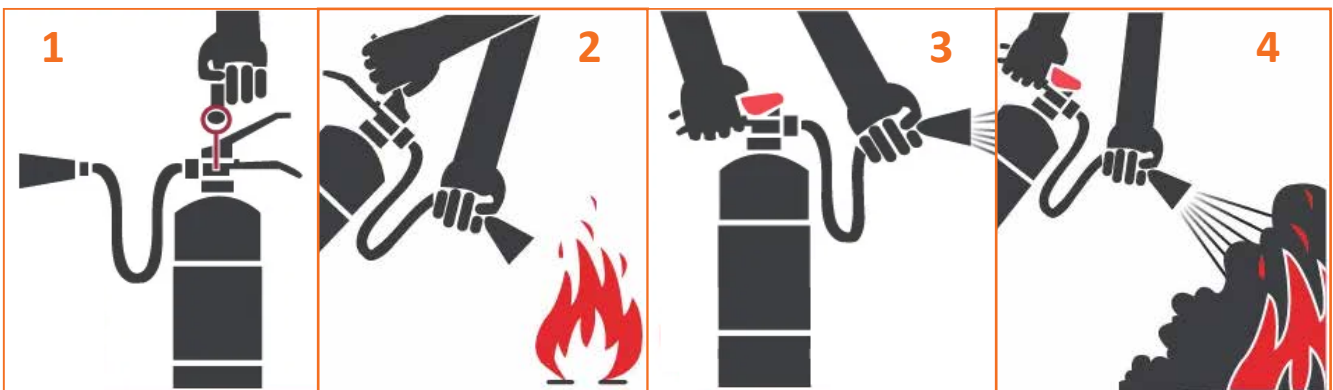


Fig.6.1.12: Correct Use of a Fire Extinguisher

### How to deal with fire

If the house has got fire, you need to follow the following procedure:

- If the fire is very small and can be handled, you should deal with it yourself. Otherwise, you should come out of the house with other family members.
- Call the Fire Brigade and also the neighbours for help.
- If your clothes caught fire, lie down on the floor and roll around so that the flames may smooth.
- If you are trapped in a fire in a room, bend down on your knees and try not to inhale the smoke as much as possible.
- You should crawl toward the exit as soon as you can.
- You can use the fire extinguisher on the small fire, but you should get yourself trained on it.

### 6.1.3.4 Methods of Starving Fire

On discovery of a fire, everything possible should be done to starve the fire by removing the oxygen and combustible material. The prevention procedure is as follows:

- Close all the doors and windows;
- Cover small fires with a blanket or other suitable objects;
- Cool the fire down;
- Remove combustibles;
- Switch off all electricity main switch; and
- If available, use the appropriate extinguishers.

Remove bystanders from the danger area to a safe place. Keep an access route open for the fire brigade or emergency services and look out for looters as people may take advantage of the confusion caused by the fire to steal valuables.

### 6.1.3.5 Fire Emergency Procedures (Dos & Don'ts)

The general principles (dos and don'ts) when conducting basic fire-fighting is as follows:

Dos	Don'ts
<ul style="list-style-type: none"> <li>• Ensure the backup assistance is available before tackling a fire;</li> <li>• Ensure that an escape route is available before tackling the fire;</li> <li>• Follow instructions on the extinguisher's label;</li> <li>• Apply the extinguisher medium to the base of the flames and move the nozzle in a rapid side-to-side action;</li> <li>• Drive the flames away from you;</li> <li>• For vertical fires, start at the base of the flames and move upwards;</li> <li>• If the fire is outdoors, approach the fire from the windward side;</li> <li>• When approaching the fire, adopt a crouching position that protects against heat and smoke;</li> <li>• Keep alert for any changes in the fire pattern;</li> <li>• When tackling a fire involving electrical equipment, isolate the power as soon as possible to prevent re-ignition; and</li> <li>• Ensure that the fire has been completely extinguished and no spark remains.</li> </ul>	<ul style="list-style-type: none"> <li>• Do not place yourself at risk;</li> <li>• If the fire is too big, evacuate the area immediately;</li> <li>• Never tilt or invert any extinguisher during operation unless it is the turnover type;</li> <li>• When extinguishing the fire of a flammable spillage, never walk on the liquid spillage. This can prevent injuries in the event of the flames flashing back;</li> <li>• When tackling flammable liquid fires using a controllable discharge type extinguisher, spray the medium until the fire is completely extinguished; and</li> <li>• After the fire has been extinguished, back off slowly and never turn your back on it.</li> </ul>

Fig.6.1.13: Emergency Procedures (Dos & Don'ts)

#### Fire Evacuation Steps

The sequence of an Evacuation situation is:

- Detection
- Decision
- Alarm
- Reaction
- The movement to an area of refuge or an Assembly station/ Area
- Transportation

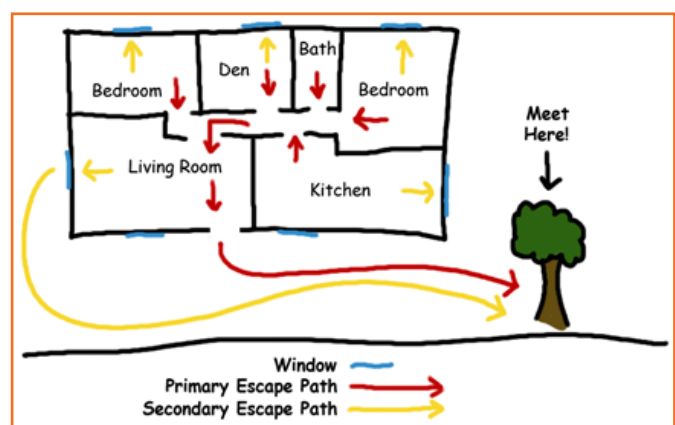


Fig.6.1.14: Fire Evacuation Steps

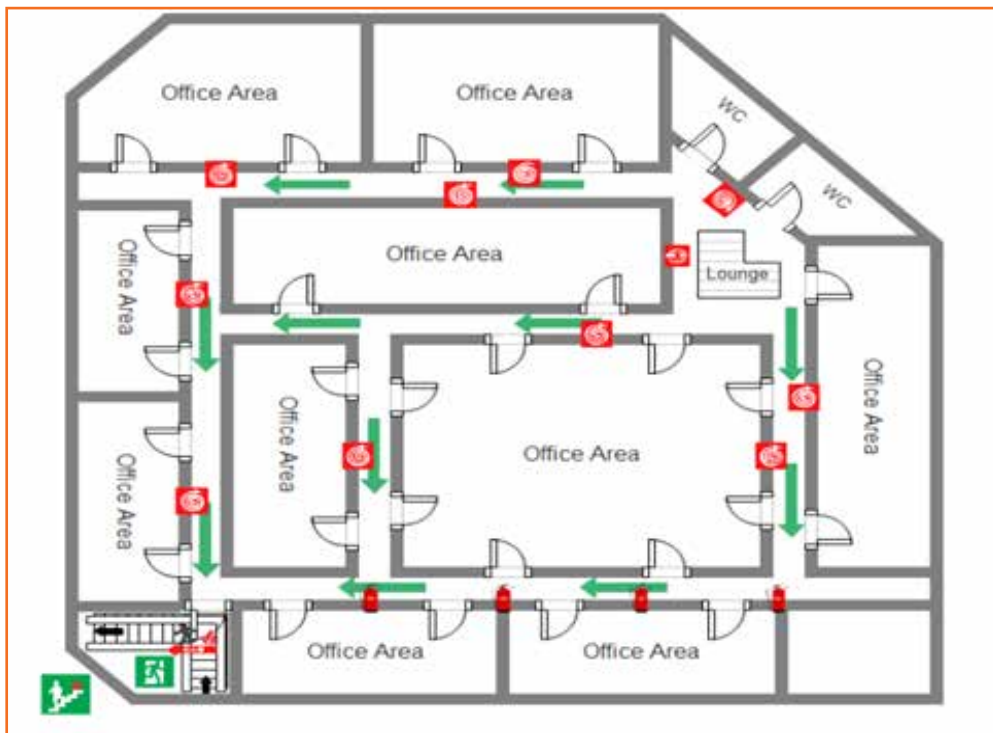


Fig.6.1.15: Building drawing

### Rescue Techniques during Fire Hazard

#### Responding to Fire:

- The Fire Alarm System must be initiated, and an alert must be raised.
- A safe evacuation path must be identified before dealing with the fire.
- The appropriate class of Fire extinguishers must be chosen.
- The P.A.S.S technique must be adopted for extinguishing the fire.
- Immediate evacuation must be initiated if the extinguisher is exhausted and the fire still exists.
- Call the security or local emergency services.
- Summon the fire fighting services at the earliest.
- Stay as far as possible from smoke, because the smoke may comprise toxic gasses.
- Cover your mouth and nose with a damp cloth.
- Look out for the nearest emergency exit routes and call out for people, who you can take along with you.
- While opening a door, first touch the door with the back of your palm.
- Start moving out of the building carefully.
- Always use a staircase and not the elevator.
- Do not rush.
- As you move out of the building, gather people, whoever you come across.
- Always move downstairs and avoid returning to the burning premises, until the fire-fighters arrive.

#### Initiate Evacuation:

- Stop your work immediately but do not panic.

- Gather and carry only the most important items like a cell phone before leaving.
- Leave the house via the nearest door bearing an "Exit" sign.
- Call 101 for a fire emergency or 108 for other natural disaster help.
- Incorporate first aid treatment to the affected people or self, if needed.

#### Emergency Evacuation Process

- On hearing an evacuation alarm or instruction of any people inside or outside the house regarding fire, immediately cease all activity and secure personal valuables.
- Assist any person in immediate danger, but only if safe to do so.
- If practical, and only if safe to do so, secure any activity or process that may become hazardous or suffer damage if left unattended as a consequence of evacuation.
- Act under directions given by emergency control personnel and evacuate the building immediately.
- Assist with the general evacuation if directed to do so by emergency control personnel.
- Assist with the evacuation of disabled occupants.
- In a fire, do not use a lift to evacuate a building.
- Move calmly to the nominated evacuation assembly area and do not leave the evacuation assembly area until the all-clear has been given.
- Follow the instructions of relevant emergency services personnel and campus emergency control personnel.

### 6.1.4 First Aid

First aid is the assistance given to a person experiencing an unexpected illness or injury to save life, prevent the condition from worsening, or to promote recovery.

#### Vital Signs

Vital Signs	Good	Poor
Heart Rate	60-100 beats per minute	Less than 60 or greater than 100 beats per minute
Respirations	14-16 breaths per minute	Less than 14 breaths per minute
Skin	Warm, pink and dry	Cool, pale and moist
Consciousness	Alert and orientated	Drowsy or unconscious

Fig.6.1.16: Vital signs

#### Four A's

Awareness	Assessment	Action	Aftercare
<ul style="list-style-type: none"> <li>• Observe</li> <li>• Stop to Help</li> </ul>	<ul style="list-style-type: none"> <li>• Assess what is required to be done</li> <li>• Ask yourself, 'Can I do it?'</li> </ul>	<ul style="list-style-type: none"> <li>• Do what you can</li> <li>• Call for expert medical help</li> <li>• Take care of your and the bystander's safety</li> </ul>	<ul style="list-style-type: none"> <li>• Once you have assisted the victim, stay with him/her till expert care arrives</li> </ul>

Fig.6.1.17: Four A's

## Degrees of Burns









1st Degree Burn	2nd Degree Burn	3rd Degree Burn	4th Degree Burn
<p>Will recover by itself in a few days.</p> <p><b>Action Required:</b> Place under running water.</p>  	<p>Serious but recovers in a few weeks.</p> <p><b>Action Required:</b> Place clean wet cloth over the burnt area. Take to Hospital</p>  	<p>Very Serious and will require skin grafting.</p> <p><b>Action Required:</b> Place a clean dry cloth over the burnt area. Take to hospital</p>  	<p>Extremely Serious and requires many years with repeated plastic surgery and skin grafting, is life threatening.</p> <p><b>Action Required:</b> Leave open and prevent infection. Immediately evacuate to hospital</p>  

Fig.6.1.18: Degrees of Burns

## First Aid Techniques for common injuries

Some common techniques to first aid common injuries

Injury	Symptom	Do's	Don'ts
Fracture	<ul style="list-style-type: none"> <li>Pain</li> <li>Swelling</li> <li>Visible bone</li> </ul>	<ul style="list-style-type: none"> <li>Immobilise the affected part</li> <li>Stabilise the affected part</li> <li>Use a cloth/ splint as a sling</li> <li>Take to hospital in a stretcher</li> </ul>	<ul style="list-style-type: none"> <li>Do not move the affected part</li> <li>Do not wash or probe the injured area</li> </ul>

<p><b>Burns (see Degrees of Burn table)</b></p>	<ul style="list-style-type: none"> <li>• Redness of skin</li> <li>• Blistered skin</li> <li>• Injury marks</li> <li>• Headache/seizures</li> </ul>	<ul style="list-style-type: none"> <li>• In case of electrical burn, cut-off the power supply</li> <li>• In case of fire, put out fire with blanket/coat</li> <li>• Remove any jewellery from the affected area</li> <li>• Wash the burn with water</li> <li>• Report to doctor if required</li> </ul>	<ul style="list-style-type: none"> <li>• Do not pull off any clothing stuck to the burnt skin</li> <li>• Do not place ice on the burn</li> <li>• Do not use cotton to cover the burn</li> </ul>
<p><b>Bleeding</b></p>	<ul style="list-style-type: none"> <li>• Bruises</li> <li>• Visible blood loss from body</li> <li>• Coughing blood</li> <li>• Wound /Injury marks</li> <li>• Unconsciousness due to blood loss</li> <li>• Dizziness</li> <li>• Pale skin</li> </ul>	<ul style="list-style-type: none"> <li>• Check victim's breathing</li> <li>• Elevate the wound above heart level</li> <li>• Apply direct pressure to the wound with a clean cloth or hands</li> <li>• Remove any visible objects from the wounds</li> <li>• Apply bandage once the bleeding stops</li> <li>• Take to hospital</li> </ul>	<ul style="list-style-type: none"> <li>• Do not clean the wound from out to in direction</li> <li>• Do not apply too much pressure (not more than 15 mins)</li> <li>• Do not give water to the victim</li> </ul>
<p><b>Heat Stroke/Sun Stoke</b></p>	<ul style="list-style-type: none"> <li>• High body temperature</li> <li>• Headache</li> <li>• Hot and dry skin</li> <li>• Nausea/ Vomiting</li> <li>• Unconsciousness</li> </ul>	<ul style="list-style-type: none"> <li>• Move the victim to a cool, shady place</li> <li>• Wet the victim's skin with a sponge</li> <li>• If possible apply ice packs to victim's neck, back and armpits</li> <li>• Call doctor</li> </ul>	<ul style="list-style-type: none"> <li>• Do not let people crowd around the victim</li> <li>• Do not give any hot drinks to the victim</li> </ul>
<p><b>Unconsciousness</b></p>	<ul style="list-style-type: none"> <li>• No movement of limbs</li> <li>• No verbal response or gestures</li> <li>• Pale skin</li> </ul>	<ul style="list-style-type: none"> <li>• Loosen clothing around neck, waist and chest</li> <li>• Check for breathing</li> <li>• Place the victim's legs above the level of heart</li> <li>• If victim is not breathing, perform CPR</li> </ul>	<ul style="list-style-type: none"> <li>• Do not throw water or slap the victim</li> <li>• Do not force feed anything</li> <li>• Do not raise the head high as it may block the airway</li> </ul>

<b>Snakebite</b>	<ul style="list-style-type: none"> <li>• Two puncture wounds</li> <li>• Swelling and redness around the wounds</li> <li>• Pain at the bite site</li> <li>• Difficulty breathing</li> <li>• Vomiting and nausea</li> <li>• Blurred vision</li> <li>• Sweating and salivating</li> <li>• Numbness in the face and limbs</li> </ul>	<ul style="list-style-type: none"> <li>• Note the time of the bite.</li> <li>• Keep calm and still as movement can cause the venom to travel more quickly through the body.</li> <li>• Remove constricting clothing or jewellery because the area surrounding the bite will likely swell.</li> <li>• Don't allow the victim to walk. Carry or transport them by vehicle.</li> </ul>	<ul style="list-style-type: none"> <li>• Do not kill or handle the snake. Take a picture if you can but don't waste time hunting it down.</li> </ul>
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Fig.6.1.19: First Aid Techniques for common injuries

### 6.1.5 Cardiopulmonary Resuscitation (CPR)

Cardiopulmonary resuscitation (CPR) is a lifesaving technique. It aims to keep blood and oxygen flowing through the body when a person's heart and breathing have stopped. CPR can be performed by any trained person. It involves external chest compressions and rescue breathing. CPR performed within the first six minutes of the heart-stopping can keep someone alive until medical help arrives.

Fundamentally these are referred to as ABC of Life. The process is always referred to perform in an emergency.

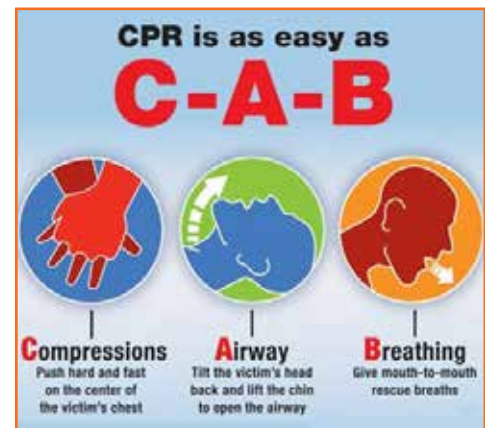


Fig.6.1.20: Cardiopulmonary Resuscitation (CPR)

#### 6.1.5.1 Performing hands-only CPR

If a person is not breathing, his or her heartbeat will stop. These CPR steps (chest compressions and rescue breaths) will help circulation and get oxygen into the body.



Fig.6.1.21: Performing hands-only CPR

**Step 1: Position your hand**

Make sure the victim is lying on his back on a firm surface. Kneel beside him and place the heel of your hand on the centre of the chest.



**Step 2: Interlock fingers**

Keeping your arms straight, cover the first hand with the heel of your other hand and interlock the fingers of both hands together. Keep your fingers raised so they do not touch the Victim's chest or rib cage.



**Step 3: Give chest compressions**

Lean forward so that your shoulders are directly over the victim's chest and press down on the chest about two inches. Release the pressure, but not your hands, and let the chest come back up. Repeat to give 30 compressions at a rate of 100 compressions per minute.



**Step 4: Open the airway**

Move to the victim's head. Tilt his head and lift his chin to open the airway again. Let his mouth fall open slightly.



**Step 5: Give rescue breaths**

Pinch the nostrils closed with the hand that was on the forehead and support the victim's chin with your other hand. Take a normal breath, put your mouth over the victim's, and blow until you can see his chest rise.



**Step 6: Watch chest fall**

Remove your mouth from the victim's and look along the chest, watching the chest fall. Repeat steps five and six once.



**Step 7: Repeat chest compressions and rescue breaths**

Place your hands on the chest again and repeat the cycle of 30 chest compressions, followed by two rescue breaths. Continue the cycle.



Fig.6.1.22: Performing hands-only CPR - Steps

## 6.1.6 Helpline Numbers

Department	Contact Number
Police	100
Fire	101
Ambulance	102
Traffic Police	103
Blood Requirement	104
Emergency Disaster Management	108
Helpline for Women	181
Child Helpline	1098
Gas Leakage	1906

Fig.7.1.23: Emergency helpline numbers

### Exercise

- Which one of the following is an essential element for a fire triangle
  - Water
  - CO<sub>2</sub>
  - Fuel
  - Extinguisher
- Which one of the following comes under class B of fire
  - Charcoal
  - Gasoline
  - Electrical motors
  - Animal fat
- In which class of fire does a water extinguisher use?
  - Class A fire
  - Class C fire
  - Class B fire
  - Class D fire
- Which one of the following should not be done during a fire emergency procedure?
  - Follow instructions on the extinguisher's label
  - Drive the flames away from you
  - Tilt or invert any extinguisher
  - Find the escape route

5. Choose the correct option for one of the functions of vital signs
  - a) Heart Rate
  - b) Eyesight
  - c) Degree of burn
  - d) Any sign of Flu
6. Which one of these burns is extremely serious and takes the longest time to recover?
  - a) 1st-degree burn
  - b) 2nd-degree burn
  - c) 3rd-degree burn
  - d) 4th-degree burn
7. What is the full form of CAB?
  - a) Compression, Air, Breathing
  - b) Compression, Airway, Throat
  - c) Contraction, Airway, Breathing
  - d) Compression, Airway, Breathing

8. Explain briefly the importance of health and safety at the workplace

.....  
.....  
.....

9. List out the most obvious causes for fire

.....  
.....  
.....

10. Describe how to use a fire extinguisher

.....  
.....  
.....

## UNIT 6.2: Waste Management and Cleanliness

### Unit Objectives

**At the end of the unit, participant/trainee will be able to:**

1. Elaborate about greening and its focus areas.
2. Demonstrate about conservation of material and energy in the household.
3. Explain how to reduce greenhouse gas emissions.
4. Explain waste management.
5. Explain ways to clean garbage bins and keep the area clean.
6. Elaborate about the techniques of waste reduction and disposal.

### 6.2.1. Introduction

Domestic Waste is waste, which is either solid or liquid generated in residential areas, commercial settings and institutions. Waste in general terms is defined as unwanted as it is undesirable. It is nevertheless an inevitable and inherent product of social, economic and cultural life.

The indiscriminate disposal of waste, both liquid and solid, adversely affects the immediate human environment by degrading the natural phenomena hence, exerting health risk to the exposed population. Health risks may be carried through different vehicles including flies, dogs, rodents and others that scavenge on the waste.

The amount of waste we generate, and its actual or potential impacts on the environment, have long been matters of concern to governments and the community generally. In recent times, increasing emphasis has been given to resource recovery — including reusing, recycling and extracting energy from waste. Ambitious targets are being set, and more advanced (but more costly) approaches to recovering waste are being promoted.

### 6.2.2. Greening and Its Importance

Green waste management includes access to residential and worksite composting, education on proper disposal of waste, and other opportunities to divert waste from landfills. Green waste management is a relatively new service at the city level and education and outreach are needed to change residents' behavior to properly dispose of green waste.

Nationwide, organic wastes, including food scraps and yard waste, constitute over 25% of the solid waste sent to landfills. This organic waste is a great opportunity for waste reduction—to divert materials from the traditional garbage can to landfill waste streams. It is also an opportunity for positive environmental impact as composting green waste not only prevents organic waste from entering landfills but also produces compost, a usable product.

### 6.2.2.1 Areas of Greening

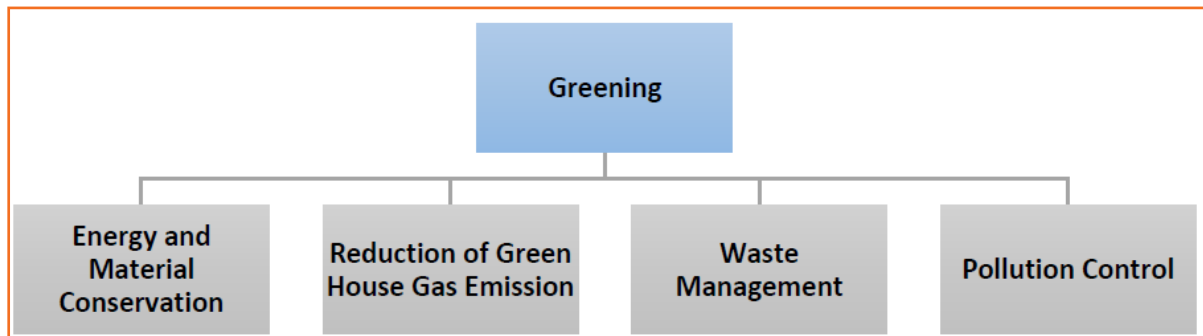


Fig.6.2.1: Areas of Greening

### 6.2.3 Energy and Material Conservation

Energy is more than numbers on a utility bill; it is the foundation of everything we do. All of us use energy every day—for transportation, cooking, heating and cooling rooms, manufacturing, lighting, water use, and entertainment. We rely on energy to make our lives comfortable, productive, and enjoyable. Sustaining this quality of life requires that we use our energy resources wisely. The careful management of resources includes reducing total energy use and using energy more efficiently.

The choices we make about how we use energy—turning machines off when not in use or choosing to buy energy-efficient appliances—will have increasing impacts on the quality of our environment and lives. There are many things we can do to use less energy and use it more wisely. These things involve energy conservation and energy efficiency. Many people use these terms interchangeably; however, they have different meanings.

Stored energy forms in nature are materials, as are the ores of iron and aluminium and the trees of our forests.

#### **A MATERIAL CONSERVATION initiative helps in:**

- Reduce excess material expenditures and needless consumption.
- Decrease air, water and soil contamination caused by the production, transport and decomposition of raw materials.
- Limit waste hauling expenses and landfill use.
- Utilize market functions to buy, sell or trade wastes with other environmentally conscious businesses.

#### 6.2.3.1 Conservation Tips

##### **Lighting**

- Turn off the lights when not in use
- Take advantage of daylight by using light-coloured, loose-weave curtains on your windows to allow daylight to penetrate the room. Also, decorate with lighter colours that reflect daylight
- De-dust lighting fixtures to maintain illumination
- Use task lighting; instead of brightly lighting an entire room, focus the light where you need it
- Compact fluorescent bulbs are four times more energy-efficient than incandescent bulbs and provide the same lighting
- Use electronic chokes in place of conventional copper chokes

**Fans**

- Replace conventional regulators with electronic regulators for ceiling fans.
- Install exhaust fans at a higher elevation than ceiling fans.

**Electric iron**

- Select iron boxes with automatic temperature cutoff
- Use appropriate regulator position for ironing
- Do not put more water on clothes while ironing
- Do not iron wet clothes

**Electronic Devices**

- Do not switch on the power when TV and Audio Systems are not in use i.e. idle operation leads to an energy loss of 10 watts/device

**Computers**

- Turn off your home office equipment when not in use. A computer that runs 24 hours a day, for instance, uses - more power than an energy-efficient refrigerator.
- If your computer must be left on, turn off the monitor; this device alone uses more than half the system's energy.
- Setting computers, monitors, and copiers to use sleep-mode when not in use helps cut energy costs by approximately 40%.
- Battery chargers, such as those for laptops, cell phones and digital cameras, draw power whenever they are plugged in and are very inefficient. Pull the plug and save.
- Screen savers save computer screens, not energy. Start-ups and shutdowns do not use any extra energy, nor are they hard on your computer components. Shutting computers down when you are finished using them reduces system wear – and saves energy.

**Refrigerator**

- Regularly defrost manual defrost refrigerators and freezers; frost build-up increases the amount of energy needed to keep the motor running.
- Leave enough space between your refrigerator and the walls so that air can easily circulate the refrigerator
- Don't keep your refrigerator or freezer too cold.
- Make sure your refrigerator door seals are airtight
- Cover liquids and wrap foods stored in the refrigerator. Uncovered foods release moisture and make the compressor work harder.
- Do not open the doors of the refrigerators frequently
- Don't leave the fridge door open for longer than necessary, as cold air will escape.
- Use smaller cabinets for storing frequently used items
- Avoid putting hot or warm food straight into the fridge

**Air Conditioners**

- Prefer air conditioners having automatic temperature cut off
- Keep regulators at a "low cool" position

- Operate the ceiling fan in conjunction with your window air conditioner to spread the cooled air more effectively throughout the room and operate the air conditioner at a higher temperature
- Seal the doors and windows properly
- Leave enough space between your air conditioner and the walls to allow better air circulation
- A roof garden can reduce the load on Air Conditioner
- Use windows with sun films/curtains
- Set your thermostat as high as comfortably possible in the summer. The less difference between the indoor and outdoor temperatures, the lower will be energy consumption.
- Don't set your thermostat in a colder setting than normal when you turn on your air conditioner. It will not cool your home any faster and could result in excessive cooling.
- Don't place lamps or TV sets near your air-conditioning thermostat. The thermostat senses heat from these appliances, which can cause the air conditioner to run longer than necessary.
- Plant trees or shrubs to shade air-conditioning units but not to block the airflow. A unit operating in the shade uses as much as 10% less electricity than the same one operating in the sun.

There are various sources that add these greenhouse gasses to the atmosphere.

- Human activities such as the burning of fossil fuels in homes, industries and automobiles, biomass burning in agricultural practices etc. add large amounts of carbon dioxide to the atmosphere.
- Marshes, paddy fields, cattle sheds and biogas plants add methane to the atmosphere
- Refrigerators (mostly old models), air conditioners etc. emit CFCs to the atmosphere.
- Nitrogen oxides are added to the atmosphere by organic matter and fertilizers by denitrifying bacteria as well as automobiles.

## 6.2.4 Greening at Home

Introducing practices at home that are good for the planet can also help your health.

Getting rid of things at home that could be causing harmful emissions will eliminate any toxic fumes. Volatile organic compounds (or VOCs) are a common issue with many household items, from paint to furniture, with these toxins causing: Irritation in the eyes & throat, headaches, nausea

- **Make use of natural light as much as possible:** Rather than relying on artificial light and conserving energy, seek to make the most of external lighting. Natural light provides a bright, warm ambience and also provides natural heat into the home.
- **Create a green friendly home office:** If you do have a home office, seek to keep it as green as possible. Aim to keep digital copies of your files as opposed to printing hard copies, unless required. Invest in recycled or refillable printer cartridges that can assist in reducing waste.
- **Use solar power:** Save on your energy bill by investing in environmentally friendly solar panels. Use it as a solution for additional energy supplies whereby it can be stored in batteries or generators
- **Reduce waste by practising greener habits within the kitchen:** Unfortunately, there is a lot of waste that occurs within the kitchen. By educating family members on this issue and asking them to reduce their reliance on disposables, you will be effectively reducing household waste. Some simple tips include:
  - » Switching from buying bottled water to investing in a water filter for your tap.
  - » Replacing disposable napkins with cloths.

- » Replacing disposable knives, forks, spoons, plates and cups with metal, ceramic or glass equivalents.
- » Recycle bags (such as shopping bags) for other uses within the home.
- » Recycling cardboard boxes for future storage.
- » Rainwater tanks are a great solution for the home's water supply. The natural rainwater can be used for watering plants, for the toilet cistern, as tap water or even as drinking water.
- **Switch off electricity to avoid waste:** The more energy that you can conserve within the home, the more you will be doing to help the planet. If an electrical device isn't being used, switch it off completely. Seek to unplug any electrical devices when they aren't in use, as they may still use energy when they are plugged in.
- **Put in place recycling initiatives when it comes to waste:** Encourage recycling within your home by educating and advising everyone within your home about green options for recycling paper, plastics, glass and compost options.
- **Take action in the toilet:** Find ways where you can use recycled water to use as toilet water. Additionally, you can purchase toilet rolls made from recycled paper.
- **Invest in a pressure cooker:** If you want to cook up a feast in half the time, consider investing in a pressure cooker. Pressure cookers will still serve up your delicious dishes but conserve energy by reducing the length of cooking times.
- **Conserve water when you are bathing:** There is a lot of water that is wasted when washing. Ideally, you should use a washbasin with a few litres of water. However, if this cannot be done, aim to reduce the number of showers that you have during the week and minimize the amount of time that you spend in the shower.

These are a few ideas that can be used to create a more green-friendly home. Start taking actions with green initiatives within your home to help the environment today.

## 6.2.5 Waste Management

Waste is defined as unwanted and unusable materials and is regarded as a substance that is of no use. Waste has been a major environmental issue everywhere since the industrial revolution. Besides the waste we create at home, school and other public places, there are also those from hospitals, industries, farms and other sources. Humans rely so much on material things and they all (almost) end up as waste.

### Types of waste

Generally, waste could be liquid or solid waste. Both of them could be hazardous. Liquid and solid waste types can also be grouped into organic, reusable and recyclable waste. Let's see some details below:

1. **Liquid type:** Waste can come in a non-solid form. Some solid waste can also be converted to a liquid waste form for disposal. It includes point source and non-point source discharges such as stormwater and wastewater. Examples of liquid waste include wash water from homes, liquids used for cleaning in industries and waste detergents.
2. **Solid type:** Solid waste predominantly, is any garbage, refuse or rubbish that we make in our homes and other places. These include old car tires, old newspapers, broken furniture and even food waste. They may include any waste that is non-liquid.
3. **Hazardous type:** Hazardous or harmful waste is something that potentially threatens public health or the environment. Such waste could be inflammable (can easily catch fire), reactive (can easily explode), corrosive (can easily eat through metal) or toxic (poisonous to humans and animals).
4. **Organic waste:** Organic waste comes from plants or animal's sources. Commonly, they include food waste, fruit and vegetable peels, flower trimmings and even dog poop can be classified as organic waste. They are biodegradable.

5. **Recyclable type:** Recycling means processing used materials (waste) into new, useful products. This is done to reduce the use of raw materials that would have been used. Waste that can be potentially recycled is termed "Recyclable waste".

#### Categories of Waste

1. **Wet Waste:** Wet Waste is biodegradable waste and includes Cooked and uncooked food, fruits, vegetable peels, flower waste, and other organically decomposable waste. This waste is collected daily and can be handed over in a green bin. We have classified the following streams as wet waste:
  - » Vegetable/fruit peels
  - » Cooked food/Leftovers
  - » Eggshells
  - » Chicken/fish bones
  - » Rotten fruits/vegetables
  - » Tissue paper soiled with food
  - » Teabags/Coffee grinds
2. **Dry Waste:** Dry Waste is typically defined as any waste which will not rot or disintegrate over time and has little or no moisture content. Dry waste can also be described as inorganic or non-biodegradable waste given its lack of food products. Most dry waste is recyclable and below is a list of common dry waste items:
  - » Metal
  - » Glass
  - » Plastic
  - » Furniture
  - » Wood/Wooden Objects
  - » Paper & Cardboard
  - » Fabric/Textiles
  - » Aluminium Foil
3. **Sanitary Waste:** Sanitary Waste includes hygiene products like sanitary napkins and baby or adult diapers contaminated with blood, urine and faeces. It includes bandages and sharp objects like syringes and needles. This is collected daily and needs to be handed over in a red bin and/or wrapped in newspaper. We have classified the following streams as sanitary waste (dry hazardous waste):
  - » Diapers/Sanitary napkins
  - » Bandages
  - » Nails
  - » Used tissues
4. **Hazardous Waste:** Hazardous Waste is a waste with properties that make it dangerous or potentially harmful to human health or the environment.
5. **Domestic hazardous waste:** Domestic hazardous waste is defined under Solid Waste Management Rules 2016 to include items such as discarded cans of paint and pesticide, sanitary waste such as disposable diapers and sanitary pads, items of biomedical waste such as expired or discarded medicines, broken mercury thermometers, used needles and syringes, e-waste such as tube lights and CFL bulbs, and also items such as used batteries and button cells, all generated at the household level. Leftover paints and varnishes are

examples of common polluting wastes in homes.

- » Medicines
- » Razors/Blades
- » Used syringes
- » Injection vials
- » Battery cells
- » Household chemicals
- » Pesticides
- » Paints

### 6.2.5.1 Waste Segregation

Garbage bins are categorised into different colours- green and blue, to differentiate the type of wastes put into them. It is essential to separate them from other types of waste, to be safely processed.

Several different colours indicate different types of waste. These colours also define the level of caution that needs to be taken when handling such materials.

#### Colour of Garbage Bins for dumping various types of household Wastes with Examples

Wet Waste	Dry Waste	Sanitary Waste	Household Hazardous Waste
			
Fruit & Vegetable Peels and pieces	Plastics bags, bottles, packing item	Diapers/ Sanitary Napkins	Paints
Leftover food	Toys, food packets, milk sachets	Used cotton	Broken CFL, and tube lights, leaked or used batteries,
Used tea leaves/ Coffee Powder	Tickets, Newspapers	Earbuds	Diapers/ sanitary pads expired or discarded medicines, Used Syringes, broken mercury thermometers
Match Sticks	Computer printouts	Animal/ Human hair	Shaving Blades/ Blades
Used/ Soiled tissue papers	Disposable Crockery, Pamphlets	Insecticide/Pest killer	Shredded newspapers
Shredded newspapers	Glass bottles and jars,	Bandages	Household chemicals

Flowers, Plant leaves, Compostable materials	Tetra pack, Aluminium cans, etc.	Condoms	Used CDs/ floppy discs/ memory chips etc
Meat and Poultry waste	Thermocol	Nails	Discarded medicines/ tablets

Table 6.2.2: Colour of Garbage Bins for dumping various types of household Wastes with Examples

### Tips

- Shredded papers are hard to recycle hence are dumped in a green dustbin with wet waste. Papers with long fibre are easy and good to recycle hence preferred more and go into a dry waste blue dustbin. It is advisable to dump shredded paper with some compostable garbage thus making it compost friendly. Try not to shred papers, if at all necessary, cover with white ink the lines you want to hide and then dispose of the papers in a wholesome condition. White ink does not affect recycling.
- Used/ Soiled Tissues cannot be recycled and hence are disposed of in the green dustbin with wet waste.
- Syringes/ used blades in a red coloured hazardous dustbin. Since used syringes are easily contaminated and can be life-threatening if used, deliberately or accidentally, for the second time.
- Diapers should be sanitized first, i.e., any solid waste on them must be first cleared off the diaper and then the diaper should be properly folded and disposed of as sanitary waste. This is because the solid waste spreads contamination through increased growth of bacteria and viruses in it plus, they pollute the environment by a bad smell. Solid wastes like poops cause pollution and dirty the environment. Hence those must be properly disposed of in drains or sewages. Plus, the diaper should be folded properly before disposal so that it does not cause any further contamination.
- For any sanitary waste to be disposed of, they have to be sanitized first and then disposed of as Sanitary wastes since these kinds of wastes are not recyclable.
- Papers or Tissues should be made soil free before disposing of the same.

### 6.2.5.2 Ways to Clean Garbage Bins

Garbage waste containers are commonly used to collect domestic, commercial and trade waste; and recycling materials. Contaminated wash water, rinse water, solid wastes and cleaning chemicals can cause environmental pollution. Appropriate precautions should be taken care of while disposing of wash water and solid waste disposal.

#### Materials Required

- Personal protective equipment (gloves, gown/apron, protective eyewear, mask and head cover) as required
- Paper towels
- Rags
- Clear bags – range of sizes
- Mobile garbage bin – used to collect waste from floor bins
- Trolley (if required)
- Bleach or ammonia
- All-purpose cleaner
- Long-handled brush
- Water

**Procedure:**

- Wear personal protective equipment as required for the procedure
- Collect the waste collection trolley or general waste mobile garbage bin from the storage area
- Wheel the trolley or bin on the collection round
- Remove the waste collection bag and place it into the wheelie bin; place a new bag into the empty waste bin; carefully empty the contents of the smaller general waste bin into the trolley or mobile garbage bin
- Replace the plastic liner in the smaller bin, as required
- Report damaged or poorly labeled bins
- Clean all surfaces of the bin with a neutral cleaning agent, as necessary, ensuring that the underside of the lid is clean
- Repeat the process until the collection round is complete
- If segregation or other problems are observed report to the supervisor
- Where environmental risks are observed, e.g. when clinical waste is found in general waste, handle carefully using PPE
- When required, empty waste bags from the trolley into appropriate mobile garbage bins
- When required, take the mobile garbage bin to the appropriate collection point for removal and disposal
- Remove personal protective equipment, and perform hand hygiene
- When the task is completed clean all cleaning equipment and return it to the cleaner's room or storage area, or discard as appropriate
- Perform hand hygiene

**Good practices**

- Before you start cleaning, empty any residual solid waste from the bin into a suitable bag. Add any materials you use to clean the bin, such as wipes. Seal the bag and place it back into the bin after cleaning.
- Use as little water as possible to clean the container. Use collected rainwater as an alternative source to mains water.
- Use a customized cleaning vehicle or other equipment that recycles and/or the water for reuse. This reduces the chances of causing pollution and the number of washings requiring disposal.
- Use as little detergent or disinfectant as possible to clean the container.
- Contain and collect all waste wash water and don't let it discharge into any drainage system.
- Store all detergents and disinfectants safely. They should be kept indoors or in a store /containment area, away from watercourses, open drains, gullies, or areas where water or other liquids can soak into the ground.
- Keep a suitable spill kit available to deal with any spills as soon as they happen. Produce a spillage plan, test it and make sure you know how to use the equipment.
- If you're using a customized cleaning vehicle, only carry enough cleaning products for the job or a day's work. Store and handle them carefully to prevent spillages.
- All solid waste must be disposed of legally at a permitted (licensed) waste management facility or by an authorized company.
- Keep wheeled waste containers out of direct sunlight to help reduce odours, fly nuisance and general hygiene problems.
- Keep bin storage areas clean and tidy and don't leave any litter.

### Don'ts

- Leave any litter or waste at the roadside.
- Allow waste wash water, detergent or disinfectant to flow into road gullies, rainwater or surface
- Water drains or onto open/unmade ground.
- Make any unauthorised discharges to foul sewers.
- Use more detergent or disinfectant than you need or let it drop off containers.
- Take water from fire hydrants.

## 6.2.5.3 Techniques of Waste Disposal

Between the range and variety of items that are needed in the home and the growing amounts of trash dumped in landfills each year, effective waste disposal is a necessity. Being aware of all the possible methods will make the task of disposing of waste much easier.

### 3 R's

The principle of reducing waste, reusing and recycling resources and products is often called the "3Rs."

1. **Reducing** means choosing to use items with care to reduce the amount of waste generated.
2. **Reusing** involves the repeated use of items or parts of items that still have usable aspects.
3. **Recycling** means the use of waste itself as a resource.

Waste minimization can be achieved efficiently by focusing primarily on the first of the 3Rs, "reduce," followed by "reuse" and then "recycle." The waste hierarchy refers to the "3Rs" i.e., reduce, reuse and recycle, which classify waste management strategies according to their desirability. The 3Rs are meant to be a hierarchy, in order of importance. The waste hierarchy aims to extract the maximum practical benefits from products and to generate the minimum amount of waste.

### Waste Hierarchy

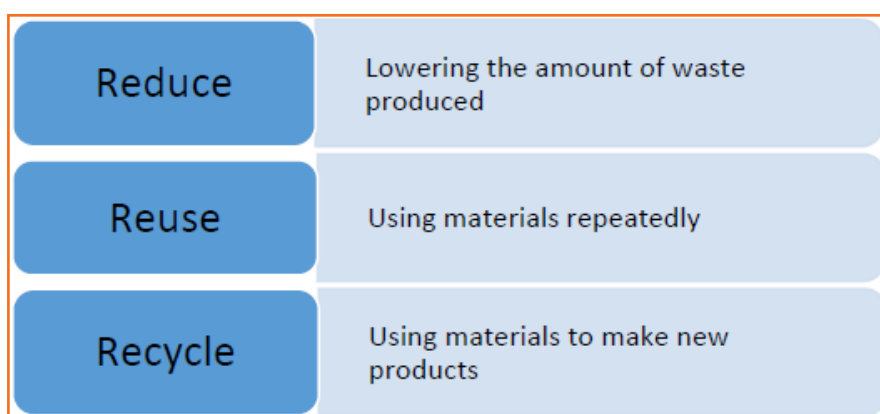


Fig.6.2.3: 3 R's

### Some other techniques

**Composting:** Composting involves the breakdown of organic waste in the presence of microorganisms, heat and moisture. This can be carried out on a small scale in households or on a large scale depending upon the quantity of waste to be processed. Three types of microorganisms are involved in the process of composting—bacteria, fungi and actinomycetes that act upon the waste to convert it into sugars, starch, and organic acids. These, in

turn, are acted upon by high-temperature bacteria, which prevail in the compost heap and help to promote the stabilized compost.

Composting has the following advantages:

- Recycling of waste by the generation of useful manure, which is organic.
- Reduction in volume of waste to be disposed of on land.
- No requirement for any high-end technical expertise.

**Vermicomposting:** This is a process, in which food material and kitchen waste including vegetables and fruit peelings, papers, etc., can be converted into compost through the natural action of worms. An aerobic condition is created by exposure to organic waste in the air.

## Exercise

1. Which one of the following is an area of Greening?
  - a) Energy and material degradation
  - b) Increase in greenhouse gas emission
  - c) Waste management
  - d) Increase in Pollution
2. Which one of these is an advantage of material conservation?
  - a) Needless material consumption
  - b) Soil contamination
  - c) Limit landfill use
  - d) Increased waste hauling expenses
3. Identify the type of waste which is produced by processing used materials into a new one.
  - a) Organic waste
  - b) Recyclable waste
  - c) Hazardous waste
  - d) Liquid waste
4. Choose the one which comes under the category of sanitary waste.
  - a) Sanitary Pads
  - b) Fabrics
  - c) Teabags
  - d) Medicines
5. Which one of the following is the most favoured option in a waste hierarchy?
  - a) Minimization
  - b) Reuse
  - c) Disposal
  - d) Prevention

## UNIT 6.3: Promoting Wellbeing

### Unit Objectives

At the end of the unit, participant/trainee will be able to:

1. Explain about PPE (Personal Protective Equipment).
2. Discuss ways to prevent and control infection in the household.
3. Explain the ways to manage spillage.
4. Discuss ventilation.
5. Elaborate about pollution control.
6. Discuss the ways to minimise dust.

### 6.3.1 Infection Control

Infection control can be obtain by following the below points:

- Washing your hands properly with water and antiseptic soap before and after preparing food, after visiting the toilet and disposing of waste
- Washing utensils with hot water and dish-washing liquid after cooking
- Washing bruised or cut area with water and antiseptic liquid
- Cleaning the area where you work (floor should be moped with disinfectant, toys and baby accessories boiled, fruits washed properly, etc.)
- Using disinfectants to clean the floor and wearing gloves before doing so
- Disposing of waste material as per their categories
- Disposing gauges and pieces of cotton contaminated with body fluids and blood
- Recapping the caps of medicine bottles and storing them in a cool, dry place

### 6.3.2 Managing Spillages

Hazardous spills can occur anywhere in the house at any time and must be cleaned up immediately, appropriately and safely, to prevent serious environmental and health effects.

To deal with spills, it is important to know the types of spills. The common forms of spillage are:

- **Faeces/vomit:** Small amount may be wiped out with a paper towel and disposed of in the appropriate waste stream. A large amount may be picked up with a disposable scoop and disposed of in the appropriate waste stream for the location. A chlorine releasing agent should then be used and following this, the area is washed with neutral detergent and hand-hot water and then dried.
- **Blood:** Soak up as much of the spillage with anything disposable e.g. kitchen Roll and place directly into a suitable disposable plastic bag.

If available, use a good quality thick bleaches. Cover area with paper towels, newspaper or kitchen roll and gently pour on bleach solution.

Spillages of blood and other body fluids on carpets, fabrics or other soft furnishings must be dealt with using general-purpose detergent and warm water. Chlorine-releasing agents are corrosive to many materials and will bleach the colour of fabrics.

- **Sputum:** Sputum should be wiped up with a paper towel. A chlorine releasing agent should then be used and after this, the area is washed with neutral detergent and hand-hot water and dried. All waste should be disposed of in the appropriate waste stream for the location.

After carrying out any of the above procedures, remove gloves then wash hands with soap under running water and dry thoroughly.

These spillages are considered potential sources carrying blood-borne viruses. The ill-effects of leaving or not considering the proper handling of spillage are:

- HCV (hepatitis C virus)
- HBV (hepatitis B virus)
- HIV (Human immunodeficiency virus)

### 6.3.4 Spill Response Procedure

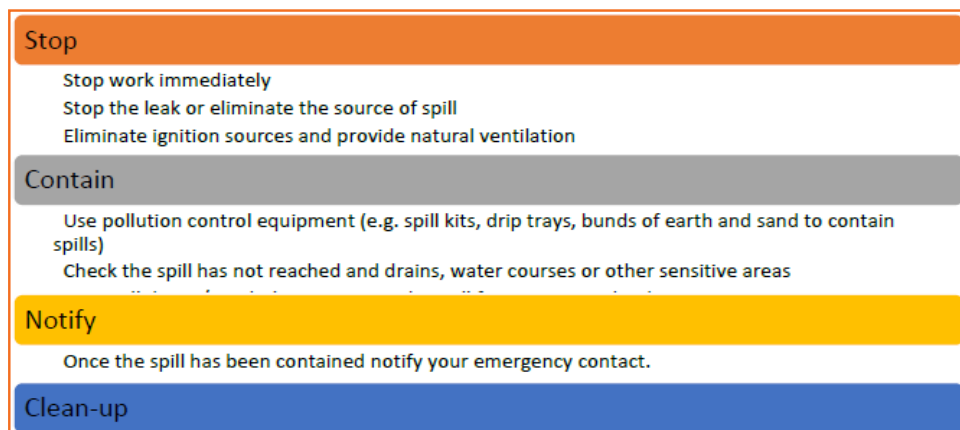


Fig.6.3.1: Managing Spillages

### 6.3.5 Ventilation

Ventilation refers to the exchange of indoor and outdoor air. Without proper ventilation, an otherwise insulated and airtight house will seal in harmful pollutants, such as carbon monoxide, and moisture that can damage a house.

#### Why Ventilate?

Gasses from combustion appliances, like stoves and fireplaces, can accumulate in a poorly ventilated home and threaten your health and safety. Excessive moisture in the home can also threaten your health and can lead to mold growth, ruin insulation, and even cause structural damage. Additionally, elevated levels of humidity can make cooling equipment work harder, leading to more costly energy bills.

Proper ventilation is one of the home's necessities for becoming a comfortable living space. Ventilation maintains air quality in the home while removing excess moisture to ensure the air inside isn't stale, damp.

Following are the steps to be followed to ensure proper ventilation:

- **Open doors and windows:** Open doors or windows to let fresh air in and push stale air out. Simply opening doors and windows a few times during the day to “air out” your house quickly replaces stale indoor air with fresh outdoor air, getting rid of pollutants, allergens, and excess moisture.
- **Ventilate rooms overnight:** Leaving windows slightly ajar overnight can improve the air quality inside your room, while also reducing excess moisture and the risk of mould growth. In summer this helps with reducing the humidity levels so you can get better sleep, but in winter you should be more careful about ventilating particularly because you don’t want too much heat to escape in the process.
- **Install extractor fans:** An extractor fan is a specialised ventilation system that services certain areas in the home. Extractor fans that vent out into the open air should be installed in kitchens, laundries and bathrooms – these are the key areas where moisture and stale air build up much faster.

### 6.3.6 Types of Pollution and Ways to Minimize Them

The addition of unwanted substances in wrong concentration that harms organisms and the environment is called pollution. It can be of different types depending on the part of the environment that is getting polluted. Below are explanations of types of pollution. Let us read about pollutants.

#### Air pollution

Pollutants of air present in the atmosphere are called air pollution. Respiration is a vital life process that needs air. If we breathe the air which has pollutants then it will have bad effects on our health. Air is comprised of the below gasses:

#### Ways to handle the air pollution:

- Use public transport or carpooling instead of personal vehicles for commuting.
- Use bicycles or walk for short distances.
- Avoid burning plastics, dry leaves etc. instead of trash plastics in proper ways and use composting for organic/ kitchen wastes.
- Plant trees
- Keeps air purifying indoor plants.
- Avoid using toxic products instead choose organic/natural products.

#### Noise Pollution

When the environment is filled with unnecessary or unpleasant sounds that are harmful to animals and plants, it is called noise pollution.

#### The major sources of noise pollution:

- Use of loudspeakers, loud music systems and television at public places
- Means of transport i.e. automobiles, railways, aircraft, etc.
- Heavy machines in industries firework

#### Ways to handle noise pollution:

- Always keep the volume low of TV, radio, home theatre, etc.
- Try not to use a base in music or other audios during any occasion or event.
- Keep the volume of personal cars/vehicle’s music system’s too low to avoid any kind of distraction, accidents and creating disturbance for other travellers.

- Appliances at homes and offices should be turned off after use.
- Noise should be controlled around sensitive areas.
- Authorities must be notified about the disobedience of noise rules
- Superbikes or cars should be modified accordingly to avoid the creation of noise.

### Light Pollution

Very bright lighting in big cities, functions and much more causes pollution called light pollution. Bright lighting on the retina not only causes discomfort to the eyes but also results in straining of eyes and migraine.

#### Ways to handle light pollution:

- The lights should be turned off at home or office when not in use.
- Use CFL bulbs or lights instead of high watt bulbs or lights.
- Use direct light when and wherever required. For example: use the table lamp for studying in the evening rather than a bulb or tube light in the room.
- Avoid using lights or bulbs in the daytime.

### Soil Contamination

The addition of substances that change the quality of soil by making it less fertile and unable to support life is called soil pollution.

#### Soil pollution is caused due to:

- Domestic sources: plastic bags, kitchen waste, glass bottles, and paper
- Industrial sources: chemical residue, fly ash, metallic waste, and
- Agricultural residues: fertilizers and pesticides.

#### Ways to handle soil pollution:

- Plant one sapling every week.
- Avoid using excessive wooden furniture/articles.
- Go Digital instead of using papers.
- Practice composting in personal gardens or nearby areas.
- Weeds should be eliminated from gardens or nearby areas.
- Do not dump inorganic, e-waste, hazardous wastes on the soil.

### Water Pollution

Contamination of different sources of water by various pollutants or contaminants is known as water pollution. The quality of the water is degraded and rendered toxic for all living organisms and nature due to water pollution.

Usually, chemicals or microorganisms contaminate different sources of water such as streams, rivers, lakes, oceans, underground water, etc. Some common pollutants are sewage wastes, chemicals, oil spills, synthetic products, plastics, etc.

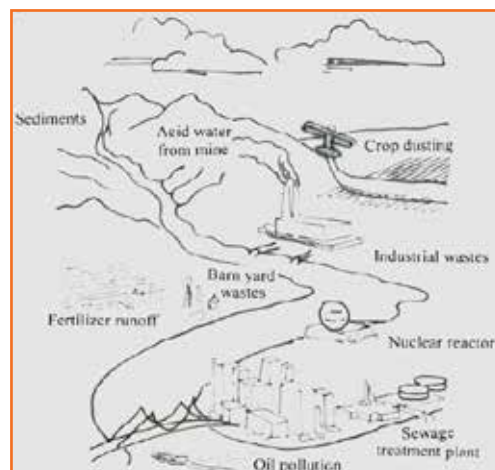


Fig.6.3.2: Water Pollution

#### Ways to handle water pollution:

- The use of detergents, bleach, abrasives, etc. should be minimized.
- Drugs, pills, or other medications should not be thrown into drains.
- Oils, grease, or fats should not be poured into the sink.
- Disposal of trash should be done properly and not into any water bodies.
- Water should be conserved as much as possible.
- Safe, natural or organic products should be preferred over chemical or inorganic products.
- Plant as many trees as possible.

### 6.3.7 Ways to Minimize Dust

Dust is the collection of dirt, skin cells, pet dander, hair, small pieces of paper, cloth fibres, and various small particles. Below given are ways to reduce waste:

- **Get an air purifier.** These machines clean the air by trapping dust particles. They're great for high-dust households or families with dust allergies. Air purifiers only clean the air in the room they're in, so consider getting one for each bedroom and the living room.
- **Duster do's and don'ts.** Feather dusters only aggravate existing dust and cause it to settle elsewhere around your home. Instead, use a damp cloth or moist towel to wipe down surfaces.
- **Clean from top to bottom.** Clean all horizontal surfaces beginning at the top rear room in the apartment/home, working forward and down washing with an all-purpose cleaner.
- **Vacuum twice a week.** Vacuum all the carpeting in your home, focusing especially on high-traffic areas. You can also vacuum another flooring. Vacuuming frequently really cuts down on how much dust can build up under furniture and in corners.
- **Sweep the floors every few days.** Using a broom and dustpan to get rid of the dust on the floors you don't vacuum is another great way to reduce your household dust. Sweep frequently in areas that tend to have a lot of dust, like doorways, hallways and the kitchen floor. Toss out the dust in your garbage can to make sure it doesn't re-enter your household.
- **Remove clutter from floors.** Don't ignore piles of clothing, toys, magazines, books or anything else on the floor. Cleaning around them won't take care of the dust that has settled in or around them.
- **Sturdy mats inside and outside** of every entrance to the home give people a place to wipe their feet before entering. That practice alone will significantly cut down on the amount of dust tracked indoors even if people take their shoes off inside.
- **Changing the beddings.** It is best to clean the mattresses, pillows, bed sheets and other un-upholstered furnishings every day and change them frequently or wet wipe each surface three to five times. Do not steam clean as it may damage the fabric.
- **Beat your cushions and rugs outside.** Furniture cushions and rugs tend to pick up a lot of dust over time. Take cushions and rugs outside for a few whacks and eliminate as much dust as you can.

An old broom handle is a great tool to use for beating rugs and cushions.

Beat them all over, not just in the same place.

Keep beating rugs and cushions until you don't see dust particles flying into the air with every whack.

### Tips to maintain Pollution free environment

- Using public transport.
- Turn off the lights when not in use.
- Recycle and Reuse.
- No to plastic bags.
- Reduction of forest fires and smoking.
- Use of fans instead of Air Conditioners.
- Use filters for chimneys.
- Avoid usage of crackers.

### Summary

- Workplace safety includes employee awareness related to the knowledge of basic safety and workplace hazards and related methods to ensure safety
- Workplace safety ensures avoidance of accidents, longevity in life, public awareness, protect property and life
- Basic emergency procedures should be implemented related to power failure, choked drain, gas leak, fire
- The fire requires three elements to be present: Heat, fuel, oxygen
- There are several causes for fire to happen like, electrical, heating appliances, process dangers, flammable dust, and carelessness
- There are five different classes of fire: Class A, Class B, Class C, Class D, Class E, and Class K
- There are different types of fire extinguishers for different types of fire like Water extinguishers, dry chemical powder extinguishers, foam-type extinguishers, carbon dioxide extinguishers, special dry powder extinguishers, etc.
- P.A.S.S is the standard method for using a fire extinguisher, which stands for P-Pull the Pin, A-Aim, S-Squeeze, and S-Sweep.
- First aid is the first treatment given to a casualty or a sick person for any injury or sudden illness before any medical attention
- The role of a first aider is to first protect, next assess the care and last transport/Triage, which in short is called PACT.
- Vital signs are measurements of the body's basic functions such as heart rate, respiration, skin temperature, consciousness, etc.
- First degree burns recover themselves, the burn should be placed under running water
- Second-degree burns take a few weeks to recover and should be covered with a clean wet cloth for treatment.
- Third-degree burns are very serious and require a skin grafting procedure.
- The most serious burns are fourth-degree burns, require many years to heal, and are treated with the help of plastic surgery or skin grafting
- CPR is a technique to keep blood and oxygen flowing through the heart and breathing have stopped. It involves chest compressions and rescue breathing
- CPR is also referred to as CAB: C- compressions, A- airway, B-breathing

- Helpline numbers for police, fire, ambulance, child helpline, gas leakage, and women helpline are 100, 101, 102, 1098, 1906 and 181 respectively.
- Greening is a process that includes waste management practices by accessing residential and worksite composting to divert waste from landfills.
- There are four areas of Greening i.e., Energy and Material Conservation, Reduction of GreenHouse Gas emissions, Waste management, pollution control.
- Reducing waste, reusing and recycling resources are the 3R's of waste management
- Breakdown of organic waste in the presence of microorganisms, heat and moisture is called composting.
- Personal protective equipment (PPE) protects the wearer's body from injury or infection.
- Types of PPE include eye protection (e.g., goggles, face shields), isolation gowns, facemasks, respirators, and gloves.
- Ventilation refers to the exchange of indoor and outdoor air, poorly ventilated homes may threaten health and safety.

## Exercise

1. What is the purpose of personal protective equipment?
  - a) To protect the employer from the spread of diseases
  - b) To protect both the housekeeper and the employer from being infected with diseases
  - c) To protect the housekeeper from the spread of diseases
  - d) To protect equipment from being compromised
2. In which situation would you not be required to wear disposable gloves in a care setting?
  - a) Preparing food
  - b) Changing a catheter bag
  - c) Cleaning up a urine spill
  - d) Washing a commode
3. Which is the best way to prevent a spill?
  - a) Use proper containers
  - b) Store only what is needed
  - c) Store in safe locations
  - d) All of the above
4. Which one of these is a source of water pollution?
  - a) Use of detergents
  - b) Drugs, pills, or other medications should not be thrown into drains.
  - c) Use of organic products
  - d) Use of inorganic products



# 7. Employability Skills



Unit 7.1 - Employability Skills



## Key Learning Outcomes

**At the end of this module, the participant will be able to:**

1. Explain Employability Skills
2. Elaborate Becoming a Professional in the 21st Century
3. Practice Basic English Skills
4. Demonstrate Communication Skills
5. Learn Essential Digital Skills
6. Learn Financial and Legal Literacy
7. Identify Career Development and Goal-Setting
8. Get Ready for Apprenticeships and Jobs

## UNIT 7.1: Employability Skills

### Unit Objectives

**At the end of the unit, you will be able to:**

1. Explain Employability Skills
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## 8. Annexure - Resources



S. No.	Module No.	Unit No.	Topic Name	Page No.	URL	QR Code
1	1. Introduction and Orientation	Unit 1.2 - Role and Responsibilities of General Housekeeper	1.3.2 Role and Responsibilities of General Housekeeper	9	<a href="https://youtu.be/vK_divCGxuc">https://youtu.be/vK_divCGxuc</a>	
2	2. Carry out Basic Housekeeping Services	Unit 2.2 – Tidying up the House Regularly	2.2.3 Making Bed	32	<a href="https://youtu.be/xqtmT_xVqhM">https://youtu.be/xqtmT_xVqhM</a>	
3	2. Carry out Basic Housekeeping Services	Unit 2.2 – Tidying up the House Regularly	2.2.4 Bathroom Cleaning	34	<a href="https://youtu.be/w4x_GAEsvLU">https://youtu.be/w4x_GAEsvLU</a>	
4	3. Carry out Basic Laundry	Unit 3.1 – Sorting, Washing and Drying the Clothes	3.1.5 Perform Laundry	62	<a href="https://youtu.be/rysvSyuBymE">https://youtu.be/rysvSyuBymE</a>	
5	3. Carry out Basic Laundry	Unit 3.2 – Ironing and Organizing the Clothes	3.2.2 Preparations before Ironing	75	<a href="https://youtu.be/CrMm0OTWPGc">https://youtu.be/CrMm0OTWPGc</a>	
6	3. Carry out Basic Laundry	Unit 3.2 – Ironing and Organizing the Clothes	3.2.6 Folding the Clothes	80	<a href="https://youtu.be/SlpRd80FkQ">https://youtu.be/SlpRd80FkQ</a>	
7	4. Clean and Maintain Kitchen Premises	Unit 4.1 – Cleaning and Maintaining the Kitchen	4.1.4 Kitchen Cleaning Process	99	<a href="https://youtu.be/HlqLaZQafwE">https://youtu.be/HlqLaZQafwE</a>	
	5. Hygiene and Work Etiquette	Unit 5.1 - Maintain Behavioural Etiquette	5.1.2 Time Management	126	<a href="https://youtu.be/iONDebHX9qk">https://youtu.be/iONDebHX9qk</a>	

	5. Hygiene and Work Etiquette	Unit 5.2 - Follow Practices of Hygiene	5.2.1 Personal Hygiene	137	<a href="https://youtu.be/UxskKQ9WOTE">https://youtu.be/UxskKQ9WOTE</a>	
	5. Hygiene and Work Etiquette	Unit 5.2 - Follow Practices of Hygiene	5.2.2 Hygiene Practices at the Workplace	141	<a href="https://youtu.be/SDNzBYPosT8">https://youtu.be/SDNzBYPosT8</a>	



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