

# **Custodial Operational Standards**



## **EXECUTIVE SUMMARY**

Wesleyan University places high priority in having clean and well-maintained buildings as an important part of our efforts to provide a safe and clean environment for our students, faculty, staff, and visitors. Our current strategy is to clean public spaces (classrooms, corridors, lounges, lobbies, and bathrooms) daily and private spaces (faculty and staff offices) weekly. As part of the independent housing model, Students are expected to clean their private residences during the academic year. Cleaning forces do not clean student private residences, apartments, or houses until the end of the academic year unless there is a turnover of a residence. With a few exceptions, faculty, staff, and students support cost effective operations by carrying their personal trash and recycling to receptacles located in the common areas of buildings.

Wesleyan University is committed to the sustainable operations and is signatory to the American College and University Presidents' Climate Commitment to reduce greenhouse gas emissions. Custodial operations include the utilization of labor, equipment, tools, and materials to support this mission.

The cleaning standards and frequencies for Wesleyan facilities have been revised to meet the intent of the most current CDC standard guidelines for higher education.

The cleaning standards for Wesleyan have been prepared by the following:

- An extensive literature searches
- A review of available literature and best practices by health and cleaning professionals
- Formulation of tools which will be used for contracted procedures to better monitor and further improve services
- Consultation with professional organizations
- State Department of Public Health

This process has resulted in a document that is easy to use and implement. It has allowed the University to establish minimum levels of cleanliness and establishes a starting point to assess the cost to maintain this standard.

## **Methodology**

From the onset the Facilities team aimed to develop standards that take general best practices, merge them with the insight and experience of the contracted custodial supervisory staff and validate the results through continuous improvement.

It was clear that if this process was to be successful and meet the needs of all potential users and stakeholders it would need to satisfy the many building types and occupancies on our campus.

1. Business/Administrative
2. Residence Life (residential standards)
3. Assembly and large venue occupancies
4. Athletic events
5. Academic spaces

The clarity of cleaning standards is of paramount importance. Staff, contractors, and building occupants need to have the same expectation of a cleaning standard to work towards the same outcomes. The standards also need to ensure that staff can carry out their duties safely, effectively, and with minimal impact to the university community and the environment and that the continuity of university operations are not impacted. The standards need to be achievable, effective, and affordable.

## **Clear Outcome Statement**

The standard reflects the outcome required of the Custodial staff wherever possible. This standard is intended to be performance based; it will not focus on process of cleaning methods, but rather on required outcomes.

Clearly any developed standard must focus on the needs of our students, staff and visitors and must support the academic and university missions.

Within the university environment there are many interested stakeholders. These include:

- Students
- Administrative staff
- Faculty
- Visitors

These stakeholders all scrutinize how “clean” university buildings appear. However, it has been apparent that there is an absence of a uniform set of standards of cleanliness against which we could be assessed, or which could be used to demonstrate an adequate level of cleanliness.

## Using this guide

These standards have been designed to be concise, flexible, and easy to use. They can be used in several ways:

- As the basis for specifications of a cleaning services contract.
- As a standard against which university services can be benchmarked.
- As the framework for auditing cleaning services.

## Outcome-focused targets

To encourage innovative and efficient cleaning practices, these standards focus on outcomes, not methods. This means that the suitability or unsuitability of different methods can be measured by assessing the **outcomes** of their use.

### ***This Standard is not intended to be a cleaning manual.***

Because cleaning outcomes can be technically achieved in many ways, these standards avoid prescribing techniques, equipment, or processes. We have chosen to focus on the outcome.

## Accountability

Because cleaning services are provided by contracted labor, the accountability for all aspects of cleaning and effectiveness of cleaning staff clearly lies with their leadership at progressively increasing levels of supervision.

## Quality improvement and validation

The Facilities Management team has made an operational decision that where applicable; most of the cleaning will be done during the daytime shift. The two daytime shifts are defined as 4:00 a.m. to 12:30 p.m. and 7:00 am through 3:30 p.m... This strategy is designed based on the desire to support sustainable practices on campus by reducing the amount of labor hours we have dedicated to hours where lighting is required.

Facilities that support classrooms and other time sensitive operations are cleaned by the evening shift. The evening shift is defined as 11:00 p.m. through 7:30 a.m.

Public buildings that require 7 day per week service have customized hours based on facility usage.

**Quality improvement and validation (Continued)**

An assessment strategy is necessary to determine the effectiveness of our plan. To that end, we have established the following tools to ensure that our delivery of service is consistent with the required outcome.

These tools used by contracted management are:

1. Daily service reports to the University.
2. Weekly meeting with University by entire management team to review operational issues.
3. Weekly written reports documenting accomplishments during that time.
4. Documented inspection reports for each facility on campus.
5. Daily notification to the university of building conditions such as physical hazards, leaks, lights out or other damage.

Involving appropriate contracted Custodial supervisors and staff, as well as constituent groups and building committees is one way of developing a sense of ownership for the processes.

**Training and education**

Training is paramount in ensuring that our required outcome is achieved. Training is delivered using both classroom and hands on techniques. Partnering new employees with seasoned staff facilitates the learning process. In some special instances training needed for the University's specialized environments such as cleaning of labs, computer rooms, and performance areas will be done in conjunction with other departments.

The accountability for cleaning training is clearly the responsibility of the Contracted labor supervisory staff. The success of a new employee is the responsibility of the employee and the supervisor.

The training program will also assist in ensuring that the contracted custodial team meets its occupational health and safety responsibilities. These include regulatory requirements as well as a responsibility to adopt and follow exposure controls and pollution prevention plans.

## **The line between cleaning and maintenance**

The most common point of dispute in this context is exactly where cleaning ends and maintenance or engineering work begins. The specification must be clear on this point.

In the case of our external service provider, it is appropriate to undertake a baseline audit of the facilities to document problems with the infrastructure which may make it difficult or impossible, to fully meet the cleaning standards. It is recommended that this audit be conducted jointly by the service provider and the nominated purchaser or contract manager of the service. The audit should note any floor surfaces that have broken down (for example, porous vinyl) and walls or ceilings that may require painting. Other areas that should be included in the audit may be any areas of significant staining of carpets and curtains, and the cleanliness or air ducting (that is, the actual ducts as opposed to the outlets/vents). Action should be taken by the institution to rectify problems that may have a significant negative effect on the standard of cleanliness that may be achieved.

Infrastructure problems which have an impact on cleaning standards should be dealt with by the appropriate persons and should not reflect on the outcome of cleaning standard audits.

Wesleyan University recognizes that the APPA is a nationally recognized organization with an intimate understanding of the operational requirements and challenges facing an educational institution. To that end, Wesleyan University has chosen to use the APPA cleaning standards as our benchmark. Some buildings/areas will require an outcome of cleanliness at LEVEL 1; most will require an outcome of cleanliness Level 2.

The APPA Cleaning Standards are as follows:

### **1. EXCEPTIONAL - GENERAL IMPRESSION IS ONE OF ORDERLY SPOTLESSNESS**

- Floor coverings are bright and clean
- Litter containers are clean with little waste
- Chalkboards and trays only showing a day's use
- No dust on vertical surfaces
- Furniture clean and orderly, glass clean and sparkling

## **APPA Cleaning Standards Continued**

### **2. EXCEEDS STANDARD** - GENERAL IMPRESSION IS ONE OF ORDINARY TIDINESS

- Floor coverings clean
- Litter containers clean with little waste
- Chalkboards and trays only showing days use
- Little dust accumulation
- Furniture orderly
- Glass clean and sparkling

### **3. MEETS STANDARD** - GENERAL IMPRESSION OS ONE OF CASUAL INATTENTION

- Floor coverings clean
- Litter containers have little waste
- Chalkboards and trays only showing days use
- Some dust accumulation on other surfaces
- Furniture orderly, glass clean and sparkling

### **4. MARGINAL** - GENERAL IMPRESSION IS ONE OF MODERATE DINGINESS

- Floor coverings dull
- Litter containers often full or overflowing
- Chalkboards and trays will be dusty and streaked
- Dust accumulation will be evident
- Furniture will be in disarray
- Glass will show some streaks and handprints

### **5. UNACCEPTABLE** - GENERAL IMPRESSION IS ONE OF UNKEMPT NEGLECT

- Floor coverings will be dull and dusty showing spots and marks
- Litter containers will be full to overflowing
- Chalkboards and trays will be dusty and streaked dust and dust balls will be evident
- Furniture will be dusty, marked and in disarray
- Glass will be dirty, and hand printed

## Frequency Tables

Minimum frequency tables have been created for similar room usage areas (i.e. Room Descriptions, space types, functional areas).

Areas identified in the following tables detail the recommended frequencies to attain the minimum standard:

|       |  |
|-------|--|
| 100:  | <b>Classroom Facilities</b>  |
| 200:  | <b>Laboratory Facilities</b>   |
| 300:  | <b>Office Facilities</b>   |
| 400:  | <b>Study Facilities</b>  |
| 500:  | <b>Special Use Facilities</b> - Athletics  |
| 600:  | <b>General Use</b> – Conference rooms, Dining Halls, Kitchens, Locker rooms, Shared Offices, etc.) |
| 700:  | <b>Health Care Facilities</b>  |
| 800A: | <b>Traditional Residential Facilities</b> – Student Rooms  |
| 800B: | <b>Residential Facilities</b> – Apartments and Houses  |
| 900:  | <b>Circulation</b> – Entrances, stairwells, Food serveries, Elevators and Corridors.               |
| 000:  | <b>Restrooms</b>   |

It is Wesleyan's intent that all room types and/or spaces identified fall into one of the above groups. Some areas may require clarification or reclassification based on student/staff load or the impact to the overall given the complexity of the University environment.

## Routine Cleaning

Certain types of cleaning on campus may be undertaken on a daily, weekly, monthly, quarterly, biannual, or annual basis. The services provided by area vary from building to building across the campuses, and include the following:



**(100) Classroom Facilities**

| Activity  | Daily | Weekly | Monthly | Quarterly | Biannual | Annual | N/A |
|---|-------|--------|---------|-----------|----------|--------|-----|
| Clean Whiteboards and/or Chalkboards including their marker/chalk tray. | ✓     |        |         |           |          |        |     |
| Dust and Mop hard surface flooring                                      | ✓     |        |         |           |          |        |     |
| Strip and refinish hard surface flooring                                |       |        |         |           |          | ✓      |     |
| Strip and Seal Art Studios North and South as well as Art workshops     |       |        |         | ✓         |          |        |     |
| Vacuum Carpeting and upholstery   | ✓     |        |         |           |          |        |     |
| Spot clean carpeting and upholstery                                     | ✓     |        |         |           |          |        |     |
| Shampoo carpets and upholstery  |       |        |         |           | ✓        |        |     |
| Remove trash and recycling  | ✓     |        |         |           |          |        |     |
| Clean Trash and Recycling containers                                    | ✓     |        |         |           |          |        |     |
| Clean and disinfect desktops  | ✓     |        |         |           |          |        |     |
| High Dust all surfaces  |       |        | ✓       |           |          |        |     |
| Clean door glass and sanitize door handles                              | ✓     |        |         |           |          |        |     |
| Clean inside windows  |       |        | ✓       |           |          |        |     |
| Organize seating to original configuration                              | ✓     |        |         |           |          |        |     |
| Dust window treatments  | ✓     |        |         |           |          |        |     |
| Clean window treatments   |       |        |         |           |          | ✓      |     |
| Remove Gum from desks, tables and tablets                               | ✓     |        |         |           |          |        |     |
| Remove posters from walls, windows and doors                            | ✓     |        |         |           |          |        |     |
| Replenish University supplied chalk and erasers                         | ✓     |        |         |           |          |        |     |
| Dust and spot clean walls   | ✓     |        |         |           |          |        |     |
|   |       |        |         |           |          |        |     |
|   |       |        |         |           |          |        |     |
|   |       |        |         |           |          |        |     |
|   |       |        |         |           |          |        |     |

## 200 Laboratory Facilities

| Activity  | Daily | Twice Weekly | Weekly | Monthly | Biannual | Annual | N/A |
|---|-------|--------------|--------|---------|----------|--------|-----|
| Clean Whiteboards and/or Chalkboards including their marker/chalk tray. | ✓     |              |        |         |          |        |     |
| Dust and Mop hard surface flooring                                      | ✓     |              |        |         |          |        |     |
| Strip and refinish hard surface flooring                                |       |              |        |         |          | ✓      |     |
| Vacuum Carpeting and upholstery   | ✓     |              |        |         |          |        |     |
| Spot clean carpeting and upholstery                                     | ✓     |              |        |         |          |        |     |
| Shampoo carpets and upholstery  |       |              |        |         |          | ✓      |     |
| Remove trash and recycling  | ✓     |              |        |         |          |        |     |
| Clean Trash and Recycling containers                                    | ✓     |              |        |         |          |        |     |
| Dust and spot clean walls   | ✓     |              |        |         |          |        |     |
| Clean and disinfect desktops  | ✓     |              |        |         |          |        |     |
| Clean door glass and sanitize door handles                              | ✓     |              |        |         |          |        |     |
| Clean inside windows  |       |              |        | ✓       |          |        |     |
| Organize seating to original configuration                              | ✓     |              |        |         |          |        |     |
| Dust window treatments  |       |              | ✓      |         |          |        |     |
| Clean window treatments   |       |              |        |         |          | ✓      |     |
| High Dust all surfaces  |       |              |        | ✓       |          |        |     |
| Remove Gum from desks, tables and tablets                               | ✓     |              |        |         |          |        |     |
| Remove posters from walls, windows and doors                            | ✓     |              |        |         |          |        |     |
| Replenish University supplied chalk and erasers                         | ✓     |              |        |         |          |        |     |
| Dust and spot clean walls   | ✓     |              |        |         |          |        |     |
| Clean eyewash stations  | ✓     |              |        |         |          |        |     |
|   |       |              |        |         |          |        |     |
|   |       |              |        |         |          |        |     |
|   |       |              |        |         |          |        |     |
|   |       |              |        |         |          |        |     |

**300 Private Offices**

| <b>Activity</b>  | Daily | Twice Weekly | Weekly | Monthly | Biannual | Annual | N/A |
|--|-------|--------------|--------|---------|----------|--------|-----|
| Remove Trash and Recycling   |       |              | ✓      |         |          |        |     |
| Clean trash and recycling containers   |       |              | ✓      |         |          |        |     |
| Dust and wet mop hard surface flooring   |       |              | ✓      |         |          |        |     |
| Strip and Refinish hard surface flooring   |       |              |        |         |          | ✓      |     |
| Vacuum carpeting and upholstery  |       |              | ✓      |         |          |        |     |
| Spot clean carpets   |       |              | ✓      |         |          |        |     |
| Shampoo carpeting and Upholstery   |       |              |        |         |          | ✓      |     |
| Dust, clean and disinfect hard surfaces, including furniture, telephones and door hardware |       |              | ✓      |         |          |        |     |
| Spot clean walls, door frames and partition walls  |       |              | ✓      |         |          |        |     |
| High Dust all surfaces   |       |              | ✓      |         |          |        |     |
| Set furniture back to original configuration and lock door upon leaving                    |       |              | ✓      |         |          |        |     |
| Dust window treatments   |       |              | ✓      |         |          |        |     |
| Clean window treatments  |       |              |        |         |          | ✓      |     |
| Clean inside of windows  |       |              | ✓      |         |          |        |     |
|  |       |              |        |         |          |        |     |

#### 400 Study Facilities

| Activity   | Daily | Twice Weekly | Weekly | Monthly | Biannual | Annual |
|--|-------|--------------|--------|---------|----------|--------|
| Remove Trash and Recycling   | ✓     |              |        |         |          |        |
| Clean trash and recycling containers   | ✓     |              |        |         |          |        |
| Dust and wet mop hard surface flooring   | ✓     |              |        |         |          |        |
| Strip and Refinish hard surface flooring   |       |              |        |         |          | ✓      |
| Vacuum carpeting and upholstery  | ✓     |              |        |         |          |        |
| Spot clean carpets   | ✓     |              |        |         |          |        |
| Shampoo carpeting and Upholstery   |       |              |        |         |          | ✓      |
| Dust, clean and disinfect hard surfaces, including furniture, telephones and door hardware | ✓     |              |        |         |          |        |
| Spot clean walls, door frames and partition walls  | ✓     |              |        |         |          |        |
| High Dust all surfaces   | ✓     |              |        |         |          |        |
| Set furniture back to original configuration and lock door upon leaving                    | ✓     |              |        |         |          |        |
| Dust window treatments   | ✓     |              |        |         |          |        |
| Clean window treatments  |       |              |        |         |          | ✓      |
| Clean inside of windows  | ✓     |              |        |         |          |        |
|  |       |              |        |         |          |        |

### 500 Special Use Facilities - Athletics

| Activity  | Daily | Twice Weekly | Weekly | Monthly | Biannual | Annual | N/A |
|---|-------|--------------|--------|---------|----------|--------|-----|
| Remove Trash and Recycling  | ✓     |              |        |         |          |        |     |
| Clean trash and recycling containers  | ✓     |              |        |         |          |        |     |
| Dust and wet mop hard surface flooring  | ✓     |              |        |         |          |        |     |
| Machine wash high impact surface flooring                                     |       |              |        |         |          | ✓      |     |
| Vacuum carpeting and upholstery   | ✓     |              |        |         |          |        |     |
| Spot clean carpets  | ✓     |              |        |         |          |        |     |
| Shampoo carpeting and Upholstery  |       |              |        |         |          | ✓      |     |
| Sweep Bacon Filed House flooring  |       |              | ✓      |         |          |        |     |
| Machine wash Bacon Field House flooring                                       |       |              |        | ✓       |          |        |     |
| Wipe down walls   | ✓     |              |        |         |          |        |     |
| Dust Mop and clean wood floor in Silloway Gymnasium using Court Clean System  | ✓     |              |        |         |          |        |     |
| Clean Bleacher system in Silloway Gymnasium                                   |       |              | ✓      |         |          |        |     |
| Clean interior glass systems to 15'   |       |              |        | ✓       |          |        |     |
| Clean and disinfect Fitness Center, Multi-Purpose Room and Erg Room equipment |       |              | ✓      |         |          |        |     |
| Clean and disinfect Wrestling Mats  | ✓     |              |        |         |          |        |     |
| Clean Hockey Rink bleacher, common walkways and corridors to locker rooms     | ✓     |              |        |         |          |        |     |
| Clean skating surface floor off season  |       |              |        |         |          | ✓      |     |
| Clean rink boards off season  |       |              |        |         |          | ✓      |     |
| Clean squash court walls off season   |       |              |        |         |          | ✓      |     |
| Clean pool deck and remove waste in Natatorium                                | ✓     |              |        |         |          |        |     |
| Disinfect water fountains   | ✓     |              |        |         |          |        |     |
| High dust   |       |              |        | ✓       |          |        |     |
| Dust window treatments  | ✓     |              |        |         |          |        |     |
| Clean window treatments   |       |              |        |         |          | ✓      |     |

**600 General Use Facilities**

## Conference Rooms, Dining Halls, Kitchens, Locker Rooms, Shared Offices

| Activity   | Daily | Twice Weekly | Weekly | Monthly | Biannual | Quarterly | Annual |
|--|-------|--------------|--------|---------|----------|-----------|--------|
| Remove Trash and Recycling   | ✓     |              |        |         |          |           |        |
| Clean trash and recycling containers   | ✓     |              |        |         |          |           |        |
| Dust and wet mop hard surface flooring   | ✓     |              |        |         |          |           |        |
| Strip and refinish hard surface flooring   |       |              |        |         |          |           | ✓      |
| Vacuum carpeting and upholstery  | ✓     |              |        |         |          |           |        |
| Spot clean carpets   | ✓     |              |        |         |          |           |        |
| Shampoo carpeting and Upholstery   |       |              |        |         |          |           | ✓      |
| Dust, clean and disinfect hard surfaces, including furniture, telephones and door hardware | ✓     |              |        |         |          |           |        |
| Spot clean walls, door frames and partition walls  | ✓     |              |        |         |          |           |        |
| High Dust all surfaces   | ✓     |              |        |         |          |           |        |
| Set furniture back to original configuration and lock door upon leaving                    | ✓     |              |        |         |          |           |        |
| Dust window treatments   | ✓     |              |        |         |          |           |        |
| Clean window treatments  |       |              |        |         |          |           | ✓      |
| Clean inside of windows  |       |              |        | ✓       |          |           |        |
| Shampoo carpets in Usdan Dining Bays   |       |              |        |         |          | ✓         |        |
| High Dust Ledges in Usdan Café   |       |              |        |         |          | ✓         |        |
| High Dust Fayerweather Building including Beckham Hall                                     |       |              |        |         |          | ✓         |        |
| Clean inside refrigerators, microwaves and stoves  |       |              |        |         |          | ✓         |        |
| CFA Dance Studios – Clean showers and locker rooms   | ✓     |              |        |         |          |           |        |
| CFA World Music – Clean Showers and Locker rooms   | ✓     |              |        |         |          |           |        |
| Laundry/Vending equipment – Clean exterior and all accessible locations under/around       | ✓     |              |        |         |          |           |        |
| Disinfect drinking fountains/water filling stations  | ✓     |              |        |         |          |           |        |
|  |       |              |        |         |          |           |        |

**700 Health Care Facilities**

Davison Health Center, AIC (Athletic Injury Care)

| Activity   | Daily | Twice Weekly | Weekly | Monthly | Biannual | Annual | N/A |
|--|-------|--------------|--------|---------|----------|--------|-----|
| Remove Trash and Recycling                               | ✓     |              |        |         |          |        |     |
| Clean trash and recycling containers                     | ✓     |              |        |         |          |        |     |
| Dust and wet mop hard surface flooring with disinfectant | ✓     |              |        |         |          |        |     |
| Vacuum carpeting   | ✓     |              |        |         |          |        |     |
| Spot clean carpets/upholstery                            | ✓     |              |        |         |          |        |     |
| Shampoo carpets/upholstery                               |       |              |        |         | ✓        |        |     |
| Dust and spot clean walls                                | ✓     |              |        |         |          |        |     |
| Clean glass doors and disinfect door handles             | ✓     |              |        |         |          |        |     |
| Clean inside of windows                                  |       |              |        | ✓       |          |        |     |
| Dust window treatment                                    | ✓     |              |        |         |          |        |     |
| Clean window treatments                                  |       |              |        |         |          | ✓      |     |
| Refill hand sanitizer dispensers                         | ✓     |              |        |         |          |        |     |
| Wipe down and disinfect hard surface seating             | ✓     |              |        |         |          |        |     |
| Wipe down and disinfect exam tables                      | ✓     |              |        |         |          |        |     |
| High Dust all surfaces                                   |       |              |        | ✓       |          |        |     |
| Restock paper, soap and sanitizing systems in exam rooms | ✓     |              |        |         |          |        |     |
| Clean and disinfect sinks and faucets                    | ✓     |              |        |         |          |        |     |
|  |       |              |        |         |          |        |     |

**800A Traditional Residential Facilities – Resident Rooms**

| <b>Activity</b>   | Daily | Twice Weekly | Weekly | Monthly | Biannual | Annual | N/A |
|---|-------|--------------|--------|---------|----------|--------|-----|
| All surfaces swept and vacuumed utilizing HEPA filtered equipment                   |       |              |        |         |          | ✓      |     |
| Hard surface flooring cleaned and disinfected                                       |       |              |        |         |          | ✓      |     |
| Hard surface flooring requiring refinishing – Strip and wax                         |       |              |        |         |          | ✓      |     |
| Remove tape, tack material, posters, etc. from furniture, doors, walls and ceilings |       |              |        |         |          | ✓      |     |
| Wash all walls and baseboard.   |       |              |        |         |          | ✓      |     |
| Vacuum radiator where accessible and wash covers                                    |       |              |        |         |          | ✓      |     |
| Clean all window treatments   |       |              |        |         |          | ✓      |     |
| Clean windows inside and out  |       |              |        |         |          | ✓      |     |
| Clean window screen   |       |              |        |         |          | ✓      |     |
| Clean and disinfect all furniture inside and out                                    |       |              |        |         |          | ✓      |     |
| Clean light fixture covers  |       |              |        |         |          | ✓      |     |
| High dust   |       |              |        |         |          | ✓      |     |
| Vacuum and shampoo carpeting where it exists  |       |              |        |         |          | ✓      |     |
|   |       |              |        |         |          |        |     |
|   |       |              |        |         |          |        |     |



**800B Residential Facilities – Apartments and Wood Framed Houses**

| Activity   | Daily | Twice Weekly | Weekly | Monthly | Biannual | Annual | N/A |
|--|-------|--------------|--------|---------|----------|--------|-----|
| All surfaces swept and vacuumed utilizing HEPA filtered equipment    |       |              |        |         |          | ✓      |     |
| Hard surface flooring cleaned and disinfected                        |       |              |        |         |          | ✓      |     |
| Hard surface flooring requiring refinishing – Strip and wax          |       |              |        |         |          | ✓      |     |
| Furniture to be vacuumed, wiped down and disinfected                 |       |              |        |         |          | ✓      |     |
| Mattress to be cleaned and disinfected                               |       |              |        |         |          | ✓      |     |
| Vacuum all upholstered furniture and shampoo                         |       |              |        |         |          | ✓      |     |
| All appliances cleaned inside and out                                |       |              |        |         |          | ✓      |     |
| All built-in storage cleaned out, wiped down and disinfected         |       |              |        |         |          | ✓      |     |
| All light fixtures cleaned   |       |              |        |         |          | ✓      |     |
| Bathroom fixtures cleaned and disinfected – Toilet, sink, shower/tub |       |              |        |         |          | ✓      |     |
| Replace shower curtains in all bathrooms                             |       |              |        |         |          | ✓      |     |
| Wash and disinfect glass shower doors and tracks                     |       |              |        |         |          | ✓      |     |
| Wash and disinfect medicine cabinets and vanities                    |       |              |        |         |          | ✓      |     |
| Vacuum and wipe down bathroom exhausts                               |       |              |        |         |          | ✓      |     |
| Clean and disinfect walls and baseboard                              |       |              |        |         |          | ✓      |     |
| Vacuum and wipe down all radiators                                   |       |              |        |         |          | ✓      |     |
| Vacuum and shampoo carpeting where present                           |       |              |        |         |          | ✓      |     |
| High dust all rooms  |       |              |        |         |          | ✓      |     |
|  |       |              |        |         |          |        |     |

**900 Circulation**

Entrances, Stairwells/Staircases., Food Services, Elevators, and Corridors

| Activity   | Daily | Twice Weekly | Weekly | Monthly | Biannual | Annual | N/A |
|--|-------|--------------|--------|---------|----------|--------|-----|
| Empty all Trash and Recycling                                      | ✓     |              |        |         |          |        |     |
| Clean all Trash and Recycling containers                           | ✓     |              |        |         |          |        |     |
| Sweep and mop resilient flooring                                   | ✓     |              |        |         |          |        |     |
| Strip and refinish vinyl tile floors                               |       |              |        |         |          | ✓      |     |
| Vacuum and spot clean all carpeting/upholstery                     | ✓     |              |        |         |          |        |     |
| Vacuum and shampoo all carpeting/upholstery                        |       |              |        |         |          | ✓      |     |
| Dust and spot clean walls  | ✓     |              |        |         |          |        |     |
| High dust all surfaces   |       |              |        | ✓       |          |        |     |
| Clean door glass and disinfect door handles                        | ✓     |              |        |         |          |        |     |
| Vacuum walk off mats   | ✓     |              |        |         |          |        |     |
| Shampoo all walk off mats  | ✓     |              |        |         |          |        |     |
| Clean inside of windows  | ✓     |              |        |         |          |        |     |
| Clean elevator walls, tracks and disinfect controls                | ✓     |              |        |         |          |        |     |
| Sweep and clean exterior of building entrance 20' from entrances   | ✓     |              |        |         |          |        |     |
| Clean and disinfect all water fountains and water filling stations | ✓     |              |        |         |          |        |     |
| Dust Window treatments   | ✓     |              |        |         |          |        |     |
| Clean window treatments  |       |              |        |         |          | ✓      |     |
| Replenish Hand Sanitizing stations                                 | ✓     |              |        |         |          |        |     |
| Clean eye wash stations  |       |              | ✓      |         |          |        |     |
| Remove all postings from walls, glass and doors                    | ✓     |              |        |         |          |        |     |
|  |       |              |        |         |          |        |     |
|  |       |              |        |         |          |        |     |
|  |       |              |        |         |          |        |     |
|  |       |              |        |         |          |        |     |
|  |       |              |        |         |          |        |     |

**000 Restroom**

| Activity  | Daily | Twice Weekly | Weekly | Monthly | Biannual | Annual | N/A |
|---|-------|--------------|--------|---------|----------|--------|-----|
| Empty all Trash and Recycling   | ✓     |              |        |         |          |        |     |
| Clean/disinfect Trash and Recycling containers                              | ✓     |              |        |         |          |        |     |
| Empty all sanitary disposal receptacles                                     | ✓     |              |        |         |          |        |     |
| Replenish all Paper Products  | ✓     |              |        |         |          |        |     |
| Replenish soap dispensers   | ✓     |              |        |         |          |        |     |
| Sweep and disinfect floors  | ✓     |              |        |         |          |        |     |
| Clean and disinfect toilets, urinals, sinks and countertops                 | ✓     |              |        |         |          |        |     |
| Clean and disinfect partitions  | ✓     |              |        |         |          |        |     |
| Clean and disinfect shower floors, controls, curtains, walls and partitions | ✓     |              |        |         |          |        |     |
| Change shower curtains where necessary                                      |       |              |        |         | ✓        |        |     |
| Clean and disinfect all doors, door frames and door handles                 | ✓     |              |        |         |          |        |     |
|   |       |              |        |         |          |        |     |
|   |       |              |        |         |          |        |     |
|   |       |              |        |         |          |        |     |
|   |       |              |        |         |          |        |     |
|   |       |              |        |         |          |        |     |

**Supplemental Cleaning Activities**

- **General Waste and Recycling** - The removal of general waste and recycling is managed by the Custodial Operations division of Facilities Management. Additional collections can be arranged as necessary by placing a work order request with our Customer Service department.
- **Pest Control** - Pest control services are undertaken by Facilities Management and are carried out in accordance with the University's Integrated Pest Management Plan. Facilities Management manages the control of all pests including insects, rodents, and wildlife. All requests for service are processed through our Customer Service department utilizing our work order system.
- **Large office clean outs** – Large office clean outs can be scheduled as needed by Facilities Management.

