

CUSTODIAL DEPARTMENT
Green High Performance Cleaning
Specifications & Instructions For Janitors, FOA 1 (Custodial) and Cleaners

This document outlines the scope and duties of the College's Custodial Services Division. There are instances where Departmental faculty/staff are responsible for cleaning (ex: under fume hoods, Department owned cabinets/refrigerators, lab tables and surfaces). Custodial Services is still responsible for cleaning the vast majority of building spaces. However, this can only be done effectively if these areas are kept free of excess debris (ex: papers, books, boxes). Please help us by doing your part to keep your spaces tidy! Please see the last page of this document for further notes to building occupants.

If you have questions about cleaning scope, please contact Sue Fassler (scfassle@esf.edu) for clarification.

The custodial team is guided by the College's Green Cleaning Program. This Program can be found on the ESF Facilities Department website.

Each Custodian has been equipped with a Hillyard Trident High Performance Microfiber cleaning system. This system replaces traditional dry and wet floor mopping systems and utilizes microfiber cloths for restrooms and other general cleaning. Custodial staff, please note that all equipment is "owned" by a building, not a person.

Microfiber cloths/mops:

- Blue - General cleaning (furniture, floors, glass and mirrors)
- Red - High risk areas (restroom toilets, urinals and floors)
- Yellow - Lower Risk (high touch points, wash basins, sinks and fixtures)
- Green - Food Service prep areas

Dirty cloths/mops are collected in a central area for cleaning and redistribution.

The custodial department uses 3M brown wet/dry stripping floor pads for removing floor finish. Harsher traditional stripper is only used on a case by case basis and must be issued and authorized by the Supervising Janitor.

Custodial staff, when cleaning all spaces:

- Your janitor's cart is to be with you at your work site. You are to leave a note on the cart if you leave your assigned cleaning area.
- The entrance door should be left open while you are cleaning a space. Close the door when you exit. The Supervising Janitor will notify each custodian of the spaces on campus that are exempt from this policy.

Prioritization and Cleaning Specifications

First Priority (Academic Year)

Classrooms, Teaching Labs, Computer Labs:

Clean classrooms and teaching labs (see next paragraph below) daily when classes are in session. Rooms should be detail cleaned during breaks and at the end of the academic year. Rooms should be spot checked regularly throughout the summer.

Note: Any cabinets or spaces located under fume hoods do not fall within the purview of custodial services. Furthermore, custodial staff are not responsible for cleaning lab surfaces (Ex: tables and sinks. Building occupants are responsible for cleaning lab surfaces. Custodial Services will provide green cleaning products to building

occupants, upon request. Therefore when needed, each Department should contact the Supervising Janitor or Sustainable Facilities Manager. Care should be taken to follow the guidelines set forth in the College's Green Cleaning Program, however it is understood that this may not always be feasible. If occupants wish to use chemicals that are not included in the College's Green Cleaning Program, they must alert the Supervising Janitor (Deb Faust, 315-470-4756, dafaust@esf.edu). Custodial staff are responsible for sweeping/mopping lab floors and removing trash/recycling, as needed.

Custodial duties include:

Daily (during academic year):

- Where applicable, check daily and as needed, empty trash/recycling receptacles and replace trash liners;
- Clean chalk and whiteboards thoroughly;
- Restock chalk and whiteboard markers as needed;
- Clean and arrange furniture in an appropriate manner;
- Vacuum carpet or dust mop/wet mop hard floors.

Weekly (during academic year):

- Clean glass in doors;
- Wash doors, door handles, and push plates;
- Thoroughly clean chalk tray;
- Dust audiovisual equipment and equipment carts;
- Remove graffiti on desks, tables and tablet armchairs (during non-academic periods).

Monthly (during academic year):

- Wash window ledges;
- Wash radiator enclosures;
- Dust door frames.

Studios:

Clean studios daily when classes are in session. Studios should be detail cleaned during breaks and at the end of the academic year. Studios should be spot checked regularly throughout the summer.

Daily (during academic year):

- Where applicable, check daily and as needed, empty trash/recycling receptacles and replace trash liners;
- Clean and arrange furniture in an appropriate manner;
- Restock chalk and whiteboard markers as needed;
- Vacuum carpet or dust mop/wet mop hard floor surfaces.

Weekly (during academic year):

- Clean glass in doors;
- Wash doors, door handles, and push plates;
- Remove graffiti;
- Dust audiovisual equipment and equipment carts.

Monthly (during academic year):

- Wash window ledges;
- Wash radiator enclosures;
- Dust door frames.

Second Priority (Academic and Non-Academic Year)

Restrooms:

Restrooms should smell and appear clean. Staff will utilize personal protective equipment, when necessary, and set out appropriate signage, as needed.

Daily:

- Clean all surfaces and fixtures with all-purpose cleaner. Disinfectant may be used on a case by case basis.
- Scrub toilets and urinals inside and out (dry toilet seat);
- Clean mirror to a streak free shine;
- Clean shower stalls, where applicable;
- Wipe chrome;
- Fill paper towel, toilet paper, soap, toilet seat covers and feminine product dispensers (only replace these items when each dispenser is empty, remove and wash soap dispensing tip whenever soap is replaced);
- Check daily and as needed, empty receptacles and replace liners;
- Sweep and mop the floor (clean behind doors, in corners and underneath trash cans);
- Check air fresheners and replace cartridges, as needed (where applicable);
- Wash entry door handles or push plates.

Check restrooms at the close of shift daily:

- Remove litter as needed;
- Restock all dispensers;
- Spot clean as necessary.

Weekly:

- Wash underneath sinks to remove soap and dirt residue;
- Wash and dust dispenser exteriors, as needed;
- Scrub sides, bottoms and backs of toilets and urinals;
- Wash doors, door frames and walls;
- Wipe down partitions (sides and bases) to remove grime and dust.

Monthly:

- Vacuum and/or wash exteriors of ventilation vents;
- Scrub floor edges around walls and fixtures.

Third Priority (Academic Year)

Corridors:

Daily:

- Check for spills and large pieces of litter;
- Clean drinking fountains;
- Check trash/recycling/compost and remove, as needed.
 - Replace compost liner with green BPI Certified (compostable) liner
 - Bring trash/recycling/compost to building trash room. Be sure to place trash/recycling/compost in appropriate bins.

Semi-Weekly:

- Clean corridors at least 2 times per week, unless otherwise directed. During the winter season corridors will need to be spot checked daily.

- **Tile Floors:** Dust mop floor, then wet mop hard floor surfaces or clean with automatic floor scrubber. Do not leave piles of dirt and/or dust mop in the corridor.
- **Carpeted Floors:** Vacuum, making sure to get edges.

Weekly:

- Dust window ledges and radiator enclosures.

Stairwells:

Weekly:

- Sweep and/or vacuum, then wet mop;
- Dust door, doorframes and window ledges weekly and wash, as needed;
- Remove signs taped to doors and walls;
- Clean glass in doors and spot clean walls;
- Dust railings;
- Clean radiators and exposed pipes within reach.

Quarterly:

- Completely wash railings;

Elevators:

Daily:

- Check for litter or graffiti.

Weekly:

- Clean interior track to remove dirt and debris;
- Wash doors to remove handprints and make sure to clean area around exterior call buttons.

Bi-Weekly:

- Sweep and mop floor, vacuum mats.

Conference Rooms:

Daily:

- Check daily and as needed, empty trash/recycling receptacles and replace trash liners;
- Clean whiteboards & chalkboards;
- Spot check carpets and hard floors. Vacuum or dust/wet mop as needed.

Weekly:

- Clean glass in doors.

Monthly:

- Completely clean floor edges;
- Dust & wash window ledges and radiator enclosures;
- Wash doors, door frames.

On a rotating basis, to be determined by the Supervising Janitor, contact the occupant of space to make arrangements to move items in space so area can be completely dusted and cleaned:

- Dust tops of files and desk units;
- Clean behind furniture;

- Polish furniture;
- Wash walls if needed.

Exterior & Interior Entrances:

**During the winter months, at the very beginning of your shift, ensure that all assigned areas (6 feet in front of building doors) are clear of snow. Salt is to be applied in an amount sufficient to melt any remaining snow or ice.

Daily:

- Outside & interior entrances checked and cleaned, as needed;
- Pick up litter and sweep or vacuum;
- Sweep leaves, debris, and excess salt;
- Remove signs taped to the glass or building.
 - Do not remove signs pertaining to asbestos abatement

Weekly:

- Clean glass and handprint marks off door handles &/or push plates.

Monthly:

- Vacuum walk-off mats and clean underneath mats.

Fourth Priority (Academic Year)

Offices and Non-Teaching Labs:

Three times a week:

- Spot check faculty chair office suites, vice president & president offices suites, clean as needed.

Weekly:

- Spot check and vacuum carpets or dust mop and wet mop hard floors, if needed;
- Clean glass in doors;
- Empty trash/recycling (every Wednesday)
 - Trash/recycling should only be collected from offices once per week. If building occupant needs more frequent service, they are responsible for bringing their trash/recycling to corridor bins

Monthly:

- Completely clean floor edges;
- Dust & wash window ledges and radiator enclosures monthly. *Must be free of debris to be cleaned;*
- Wash doors and door frame.

As requested:

- Complete work orders (submitted by building occupants) for detail cleaning, as determined by Supervising Janitor:
 - Contact the occupant of the space to make arrangements to move items in space so area can be completely dusted and cleaned;
 - Dust tops of files and desk units;
 - Clean behind furniture;
 - Wash walls, if needed.

Ongoing Basis

Custodial Closet/Custodial Equipment:

Your custodial closet should be kept neat and clean at all times.

- Sinks are to be cleaned at the end of each shift;
- Supplies are to be neatly stacked on shelves or floor;
- Equipment and cleaning cart are to be kept clean and in good working order;
- Mops and brooms are to be hung on holders;
- Equipment should always be returned to its assigned storage area at the end of each shift.

Daily

- Mop pail emptied and cleaned;
- Vacuum bag or cup emptied;
- Perform preventative maintenance on all equipment (contact building Janitor or Supervising Janitor for assistance/training as needed),
- Mop heads rinsed or brought down for washing.

Lights:

Interior building lights are to be checked and replaced according to cleaning specifications

Daily

- Check all assigned spaces to make sure all lights are working :
 - Replace burnt out lamps the same day;
 - When replacing lamps, replace all lamps in the fixture;
 - Recycle burnt fluorescent bulbs in accordance with the college's fluorescent lamp recycling program.

Specialized Instructions

Trash & Recycling:

- Check spaces per schedule outlined above and as needed, remove trash from assigned spaces;
- Check recycling containers on same schedule as trash and empty as needed.
- The College is taking steps to streamline our materials collection process, reduce office pests and reduce the amount of waste that is generated on campus. In the Fall of 2019, the College purchased new corridor trash, recycling and compost bins. These bins are located on every floor, in every building. Custodial staff should check these bins daily and remove liners when they are nearing full, are getting heavy or an odor is present when a bin top is opened (compost). Compost liners should only be replaced with BPI certified liners (green in color).

Monthly

- Wash recycling, trash and compost containers, as needed;
- Do not remove bags from lab glass containers. Take the entire container to the trash storage area and replace it with another empty lab glass container. Put an approved heavy duty liner in the container;
- Empty can and bottle recycling containers when they are half full, to prevent the trash bag from being torn;
- All trash & recycling storage areas are to be kept in a neat orderly manner;
- No paper or debris on floor;
- Spills are to be mopped;
- Bags should be neatly stacked in assigned location;
- Large cardboard containers should be emptied and broken down.

Energy and Water Conservation

- Cold water shall be used in lieu of hot water at all times, except in carpet extractors. Use of cold water reduces energy consumption by water heaters, reduces the possibility of burns or scalding to personnel, and minimizes harmful off-gassing of chemicals.
- Lighting shall always be turned off in unoccupied spaces. Many locations across campus are equipped with automatic shut-off devices or motion sensors and function on a time delay to turn off lighting automatically when the space is no longer occupied. Some lighting is designed to stay on for safety or security purposes and shall remain lit.
- Windows and doors shall be shut to maintain environmental controls efficiency and fire boundaries.
- Potable water shall be conserved to the maximum extent possible. Strategies for minimizing use include using a spray bottle of water and cleaning chemical in lieu of a bucket of water and cleaner, using the appropriate dilution rates with concentrated chemicals to minimize post-clean rinsing, and mixing only the amount of chemical and water needed to perform duties.
- Laundry machines used for microfiber shall be run only with full loads of microfiber cloth.
- Waste water shall be disposed only in sanitary sewer systems.
- Employees are required to report malfunctioning fixtures that waste water and energy (e.g. toilets, faucets, water fountains, etc.) to their supervisor immediately.

Notes to building occupants

- This document serves as a guide and outline of the level of service that the Custodial Services Division strives to provide to the campus community. If substantial changes to this document occur, a revised document will be sent to the campus community. The Division will do its best to meet the high expectations that have been set forth in this document. We welcome campus feedback and suggestions!
- **Please note that as of the Fall 2019 semester, custodial staff will be collecting office trash and recycling once per week (every Wednesday).** If building occupants require more frequent service, they are invited to bring their trash/recycling to one of the many trash/recycling/compost stations located on every floor in every building. Traditionally sized office trash bins will be replaced with 1.15 gallon trash cans. This will better enable staff members to bring their trash to corridor bins (as needed) and will help raise awareness of, and ultimately reduce, the amount of waste that produced on campus.
- Campus-wide composting will be available beginning in the Fall 2019 semester. Please help us “Practice What We Teach” and bring all compostable materials to bins located on every floor, of every building. This will also help achieve campus-wide pest control. Check out the Sustainability and Facilities websites for guidelines explaining what is compostable on campus.
- The custodial team will do its best to monitor the College-wide event schedule with the goal being to provide extra attention to areas that are scheduled for an event. However, building occupants should submit a [Work Order](#) (via ESF’s online system) if it is imperative that an area be spot cleaned prior to an event. The password to submit a Work Order is: **Oakie**
- During the non-academic year, custodial staff participate on project teams to detail clean frequently used spaces (ex: corridors). If you would like staff to focus on a certain area of a building during this time, please contact the Supervising Janitor (Deb Faust, 315-470-4756, dafaust@esf.edu).
- Department owned cabinets and refrigerators/freezers are the responsibility of Departmental faculty/staff/students to maintain and clean.
 - See note above in First Priority section regarding cleaning under fume hoods and lab tables.
- Building occupants may request that Janitors/Facilities Operation Assistants/Cleaners focus on certain areas. The Supervising Janitor will be updated by staff accordingly.
- Please submit a [Work Order](#) to request that a space be detail cleaned. The password to submit a Work Order is: **Oakie**
- If you have questions about this document or the College’s Green Cleaning Program, please contact Sue Fassler at 315-470-6701 or scfassle@esf.edu