

# University of Michigan - Custodial and Grounds Services (CGS)

Custodial Services cleans to enhance the health and general well-being of students, faculty, and staff. We are committed to utilizing sustainable products and processes.

## Task Definition

### GENERAL FUND FREQUENCIES

Space is cleaned once scheduled and is based on 5-day operations; additional cleaning and/or requests outside the routine cleaning schedule will require a customer-pay work order.

### TRASH/RECYCLING

*Empty trash cans* - Empty can and replace liner only if soiled. Plastic bags are replaced as needed to reduce the amount of plastic introduced into the waste stream. Dust/wet wipe if needed.

*Empty Single Stream recycling bins* - Empty bin and dust/wet wipe if needed. Customers are responsible for breaking down boxes and leaving them beside the recycle bins for removal.

### GENERAL CLEANING

*Remove litter and debris* - Pick up and dispose of cast-off items such as papers, cups, food wrappers, etc.

*Straighten furniture* - Return movable furniture to the normal configuration after cleaning, such as pushing chairs neatly up to the table. Classrooms will be straightened to reflect the configuration used by the last class before cleaning.

*Clean entrance mats* - Vacuum or turn over floor mats daily to remove dirt.

*Clean or disinfect doorknobs, lever handles, push plates, push bars, and pull handles* - Clean or disinfect these common touch points to reduce the potential for cross-contamination.

*Disinfect restroom fixtures, mirrors, and partitions* - Clean and disinfect restroom sinks, mirrors, toilets, urinals, and spot clean partitions during the routine sanitation of the restrooms daily. High dust, spot-clean walls, and thoroughly clean partitions on the core days. Microfiber wipers are color-coded so there is no cross-contamination between the restrooms and other areas. Red towels are for restroom use only. The microfiber towels are machine-washed after use, and fresh towels are used in each restroom to reduce the potential for cross-contamination.

*Replenish restroom supplies* - Replenish hand soap, paper towels, and toilet paper during the routine cleaning.

*Clean water fountains* - Clean or disinfect as part of daily routine cleaning.

*Spot clean door glass and entrance glass* - Wipe the glass clean of smudges, smears, and spots. Clean adjacent partition glass weekly, one small pane on both interior sides of the door, no larger than 3 X 7. No high overhead glass over 7ft.

*Clean chalkboards and whiteboards* - Wipe whiteboards, chalkboards, and trays in classrooms daily.

*Replenish chalk* - Replenish chalk as necessary during the routine cleaning of the classroom.

*Spot clean/wet wipe surfaces* - Wet wipe surfaces such as tables, desks, and walls to remove dirt, grime, and spots.

Interior glass walls, clean quarterly and spot clean as needed

*Vacuum or damp wipe furniture* - Vacuum cloth upholstered furniture; damp wipe plastic, wood, or vinyl upholstered furniture as necessary to remove dirt, grime, and spots. Wet cleaning of cloth upholstery is not routinely available.

*Dust surfaces and vents* - Dust surfaces that are free of objects, including vents, ledges, window sills, blinds and cubicle partitions, tops of computer monitors. We do not clean keyboards. We will not move items to clean. The desk should be clear. High dusting and cobweb removal on core day. The tops of refrigerators and microwaves will be dusted if cleared and sinks only if all dishes are removed.

*High dusting* - Dust surfaces up to 12 ft. high

*Research labs and lab services areas* - Vents upon request only. Chairs, chair bottoms, and horizontal/vertical surfaces upon yearly floor restoration and decommission only. Lab service areas are equipment rooms, cold rooms, autoclave rooms, and dark rooms.

*Remove graffiti* - Remove graffiti with approved cleaning products. If graffiti will not come off, a service request is submitted to Maintenance Services via the Facilities Services Call Center for their assistance with the remediation.

*Bug removal* - Remove from overhead lights as requested through the Facilities Services Call Center.

## **FLOOR CARE**

*Vacuum* - Vacuum floor surfaces, carpet, and hard floors to remove loose dirt and dust. Backpack vacuums with four levels of filtration are used to effectively capture and contain 99.9% of particles measuring one micron or more.

*Sweep* - Brooms are used routinely to sweep restrooms and outside entrances rather than backpack vacuums because of the potential for the floor surfaces to be wet.

*Spot mop & remove gum* - Manual damp mopping is used on hard surface floors to remove spots and spills.

*Autoscrub or mop* - Automated or manual wet cleaning of hard surface floors is provided to remove stuck and embedded dirt.

*Scrub* - Machine scrubbing is used to deep clean hard floor surfaces in restrooms and other areas that do not require the application of floor finish (wax).

*Burnish/Buff* - Burnishing renews the shine on hard floors coated with a floor finish and aids in the protection of the floor.

*Spot treat carpet & remove gum* - Spots and spills on the carpet are removed without cleaning the entire carpet. Maintenance processes encapsulate and remove dirt stuck to the carpet between carpet extractions—spots defined as 3 inches or smaller.

*Extract carpet* - Extraction is the deep cleaning process used to remove dirt debris from the carpet thoroughly.

*Strip/scrub and refinish* - Scrub and refinish are used to remove the damaged finish (wax) of the floor finish and then refinish with fresh coats. Strip and refinish involves removing all coats of floor finish and completely refinishing the floor. Both methods restore the floor's appearance; however, scrub and recoat are preferred because they use milder products, less floor finish, less labor, and less downtime for the refinished area.

*Deicing/shoveling* - To ensure safety for all, Custodians will assist Grounds personnel by shoveling building entrances and assigned walkways.

*Docks* - Floors indoor are swept 1 X Weekly. Outdoor docks swept monthly - Removal of pallets, storage items, etc., from dock areas is the responsibility of facilities or the end user.

*Shops* - Floors swept and mopped 1 X weekly. Trashed daily, no surface cleaning for machines, in or around.

#### **ADDITIONAL SERVICES PROVIDED AS A CUSTOMER PAY REQUEST**

*Blind cleaning, repair, and replacement* - This can be done as a customer pay request.

*Deep carpet extraction and floor care & refinishing* - Completed yearly as a general fund expense in general fund facilities public areas. Additional cleanings are recommended in high-traffic carpeted areas and can be performed as a customer-pay item. Deep carpet extraction in private office areas is a customer pay. Buildings are scheduled according to a programmed maintenance plan, typically over the summer months.

*Classroom setups* - This can be done as a customer pay request.

*Sanitary napkins and seat liners* - Stocking dispenser at no additional charge. The department provides sanitary napkins.

*Soap and paper towel dispensers* - CGS will stock and provide soap/paper in restrooms and kitchenettes only - GF supports stocking in rest rooms

*Specialty soap and paper towel dispensers* - Customers must pay for materials in all non-standard dispensers - CGS will stock dispensers at no additional charge. A listing of standard dispensers is available upon request. Non-standard dispensers can be replaced with the CGS standard at the customer's expense.

*New facilities* - CGS will provide standard fixtures at no cost to the customer in restrooms and kitchenettes before occupancy. The project/customer is responsible for the cost of the installation.

*Events* - Additional cleaning before, during, or after is provided as customer pay.

*Renovations* - Any special clean-ups are customer pay and should be funded by the project.

*Lab decommissions* - CGS will provide one detailed cleaning in labs before occupancy. This includes high/low dust/damp wipes of vents, window sills, shelving, clean sinks, and floor care as needed. The requester should factor in enough time to complete the work. Additional detailed cleaning will be done at the customers' expense.

*Exterior window washing* - Exterior window washing of academic buildings is provided as customer pay.

*Overhead glass* - This is performed as customer pay.

*Lock/Unlocks* - Those that are not related to routine cleaning are customer pay.

### **SERVICES NOT PROVIDED BY CGS**

Cleaning and making exam room beds or cleaning medical equipment

Refilling cup holders

Service broken dispensers that are non-standard

Cleaning computers, monitors, keyboards, AV, or exercise equipment.

Cleaning of machines in shop areas.

Emptying of paper shredders or confidential waste bins. (We will recycle bagged shredded paper left out in the proper disposal area.)