

University of Michigan  
Custodial and Grounds Services  
Custodial Cleaning Standards

2/9/2017

TASK	EXTERIOR ENTRANCES INDOOR	PUBLIC CIRCULATION	RESTROOMS, LOCKER ROOMS	LIBRARIES, LOUNGES, CLINICS, CHILD CARE	CLASSROOMS, AUDITORIUMS, COMMON AREAS	LABS & LAB SERV. AREAS,	CONFERENCE ROOMS	KITCHENS, BREAK RMS.	OFFICES
<b>TRASH/RECYCLING</b>									
Empty trash cans/single stream recycle	daily	daily	daily	daily	daily	daily	daily	daily	weekly
<b>GENERAL CLEANING</b>									
Remove litter and debris	daily	daily	daily	daily	daily		daily	daily	weekly
Straighten furniture		daily		daily	daily		daily	daily	
Clean entrance mats	daily	daily							
Clean and/or disinfect doorknobs, lever handles, push plates, push bars, and pull handles	weekly	weekly	weekly	weekly	weekly	weekly	weekly	weekly	weekly
Disinfect restroom fixtures, mirrors, partitions, and floors			daily						
Replenish restroom supplies			daily						
Clean water fountains		daily	daily	daily					
Spot clean door and entrance glass	daily	daily		daily	daily	weekly	daily	daily	weekly
Clean adjacent partition 1 pane only 3 x 8	weekly	weekly		weekly	weekly		weekly	weekly	weekly
Clean chalkboards and white boards					daily	on request	daily		on request
Replenish chalk					daily				
Spot clean wet wipe surfaces		weekly	daily	daily	daily		daily	daily	weekly
Vacuum or damp wipe furniture		weekly	weekly	weekly	weekly		weekly	weekly	weekly
Dust all surfaces and vents	weekly	weekly	weekly	weekly	weekly	sills only	weekly	weekly	weekly
Remove graffiti	as needed	as needed	as needed	as needed	as needed	as needed	as needed	as needed	as needed
Exterior/interior window washing	C.P.	C.P.	C.P.	C.P.	C.P.	C.P.	C.P.	C.P.	C.P.
<b>FLOOR CARE</b>									
Spot Vacuum / Sweep	daily	daily		daily	daily		daily	daily	
Detail Vacuum / Sweep	weekly	weekly	daily	weekly	weekly	weekly	weekly	weekly	weekly
Spot mop	daily	daily		daily	daily		daily	daily	
Detail autoscrub or mop	weekly	weekly	daily	weekly	weekly	weekly	weekly	weekly	weekly
Burnish (buff)		4 x year		4 x year			4 x year	4x year	yearly
Spot treat carpet		daily		daily	daily		daily	daily	weekly
Extract carpet		annually		annually	annually		annually	annually	C.P.
Scrub/Strip/Refinish		annually	4 x year	annually	annually	annually	annually	annually	biannually
Docks	monthly	inside weekly	storage rms	are monthly	inside docks	weekly			

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

Custodial Services cleans with the goal of enhancing the health and general wellbeing of students, faculty and staff. We are committed to utilizing sustainable products and processes.

## Task Definitions

### GENERAL FUND FREQUENCIES

Space is cleaned once and as 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 in order 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 to break down boxes and leave by 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 normal configuration after cleaning, such as pushing chairs neatly up to table. Classrooms will be straightened to reflect configuration used by the last class prior to 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 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 thorough clean partitions on core day. Microfiber wipers are color coded so that there is no cross contamination between the rest rooms and other areas. Red wipers are for RR use only. The microfiber wipers are machine washed after use and fresh wipers are used in each restroom to reduce 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 the routine cleaning daily.

*Spot clean door glass and entrance glass* – Wipe glass clean of smudges, smears and spots. Clean adjacent partition glass weekly, one small pane either interior side of door, no larger than 3 x 7. No high overhead glass over 7ft.

*Clean chalk boards and white boards* – Wipe white boards, chalk boards and trays in classrooms, clean 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.

*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, and cubicle partitions, tops of computer monitors. We do not clean keyboards. We will not move items to clean. 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 service areas* – Vents upon request only. Chairs, chair bottoms and horizontal/vertical surfaces upon yearly floor restoration and decommission only. Lab service areas are defined as 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 Zone Maintenance to request their assistance with the remediation.

*Bug removal*- Remove from overhead lights as requested through the F&O 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 larger.

*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 application of floor finish (wax).

*Burnish (buff)* – Burnishing renews the shine on hard floors that are coated with floor finish.

*Spot treat carpet & remove gum*– Spots and spills on carpet are removed without cleaning the whole carpet. Maintenance processes are used to encapsulate and remove dirt stuck to the carpet in between carpet extractions. Spots defined as 3 inches or smaller.

*Extract carpet* – Extraction is the wet cleaning process used for thorough wall-to-wall cleaning of carpet.

*Strip/scrub and refinish* –Scrub and refinish is used to remove the top two or so of coats of floor finish and then recoat with new floor finish. Strip and refinish involves removing all coats of floor finish and completely refinishing the floor. Both methods restore the appearance of the floor; however, scrub and recoat is the preferred method because it uses milder products, less floor finish, less labor, and less down time for the area being refinished.

*Deicing/shoveling* - To ensure safety for all, custodial will assist grounds personnel, and shovel out main entry's. We will try to keep short pathways clear to side walk when possible. Path will be one shovel wide.

*Docks* – Floors indoor are swept 1 x weekly. Outdoor docks swept monthly - Removal of pallets, storage items, etc. from dock areas are 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*- can be done as a customer pay request.

*Deep carpet extraction and floor care & refinishing* - done 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 are a customer pay. Buildings are scheduled according to a programmed maintenance plan typically over the summer months.

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

*Sanitary napkin and seat liners* - Stocking dispenser at no additional charge. Products are customer pay. CGS cannot handle money in coin operated dispensers.

*Soap and paper towel dispensers* - CGS will stock and provide soap/paper in restrooms and kitchenettes only- Customers must pay for materials in dispensers in all other locations. CGS will stock at no additional charge.

*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 prior to occupancy. The project/customer is responsible for the cost of the installation.

*Events* - additional cleaning before, during or after 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 detail cleaning in labs prior to occupancy. This includes high/low dust/damp wipe of vents, win sills, shelving, clean sinks, floor care as needed and should be scheduled in advance via work request. Additional work requested after one time clean will be done at the customer's expense.

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

*Overhead glass* – is performed by customer pay

*Locks/Unlocks*- 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 proper disposal area)