



Campus Cleaning Custodial Services Handbook



Rochester Hills, Michigan

2010

PREFACE

Oakland University's Campus Cleaning Handbook was first published in 1999 to provide a set of standards and expectations for Facilities Management's Campus Cleaning Department. Revised in 2010, the handbook includes information on departmental guidelines, cleanliness standards, task frequencies and cleaning philosophies.

During the spring of 2010, custodial shifts were re-evaluated to address University growth, specifically during evening and weekend hours. In South Foundation alone, 29,000 students enter the building each week. Weekend and evening classes have nearly doubled during the past three years. These and other challenges prompted a rethinking of the way cleaning had been done to a way cleaning should be done. With the help of Oakland University's Campus Cleaning Committee, shift schedules were redefined to provide evening and weekend services and enable project work throughout the year.

Campus Cleaning is committed to sustainability and efficiency through a "cleaning for health" program based on the United States Green Building Councils' Green Building Policy. Green chemicals are dispensed using a chemical management system. Equipment is purchased that is either Green Seal or Carpet and Rug Institute certified. Floor care products are used that contain minimal VOCs while waxes with a high concentration of solids retain a shine with minimal burnishing.

The goal of Campus Cleaning continues to focus on what's best for both building occupants and the environment as we continually research and review industry trends, products and new ideas. Each of us is committed to professional excellence and pride in the service that we provide to Oakland University.

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Internet Links:

- [Oakland University Campus Cleaning](http://www.oakland.edu/?id=7369&sid=228) (http://www.oakland.edu/?id=7369&sid=228)
- [Oakland University Facilities Management](http://www.oakland.edu/facilities) (http://www.oakland.edu/facilities)
- [Oakland University Human Resources](http://www.oakland.edu/uhr/) (http://www.oakland.edu/uhr/)
- [Oakland University Environmental Health and Safety](http://www.oakland.edu/ehs/) (http://www.oakland.edu/ehs/)



I. About Campus Cleaning

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Campus Cleaning is made up of thirty-nine dedicated and professional custodians servicing approximately one million square feet of learning, research and office space.



We are proud of the work that we do and we think it shows in creating an inviting and healthy environment for students and staff, on a daily basis.

We are also committed to a "cleaning for health" philosophy through the use of green or sustainable products and adhere to green cleaning policy developed in accordance with the United States Green Building Council.

Here is a partial list of the service that we are proud to provide:

- We sweep and spot mop academic and administrative classrooms, entrances, corridors and lobbies on a daily basis (Monday through Sunday).
- We clean, disinfect and restock all hundreds of restrooms on a daily basis.
- We lock and unlock academic and administrative buildings every day (exterior doors only).
- We empty trash in academic and administrative areas on a daily basis.
- We complete project work (floor stripping, carpet cleaning, window washing) throughout the year.
- We remove snow and ice around building entrances.
- We clean windows, ledges and horizontal surfaces in eighteen buildings, encompassing one-million square feet of learning or administrative space.
- We disinfect all "high-touch" areas (door knobs, desktops etc.) as part of a "Cleaning for Health" philosophy.
- We utilize "green" chemicals and a chemical management system to dispense the right product at the right amount.



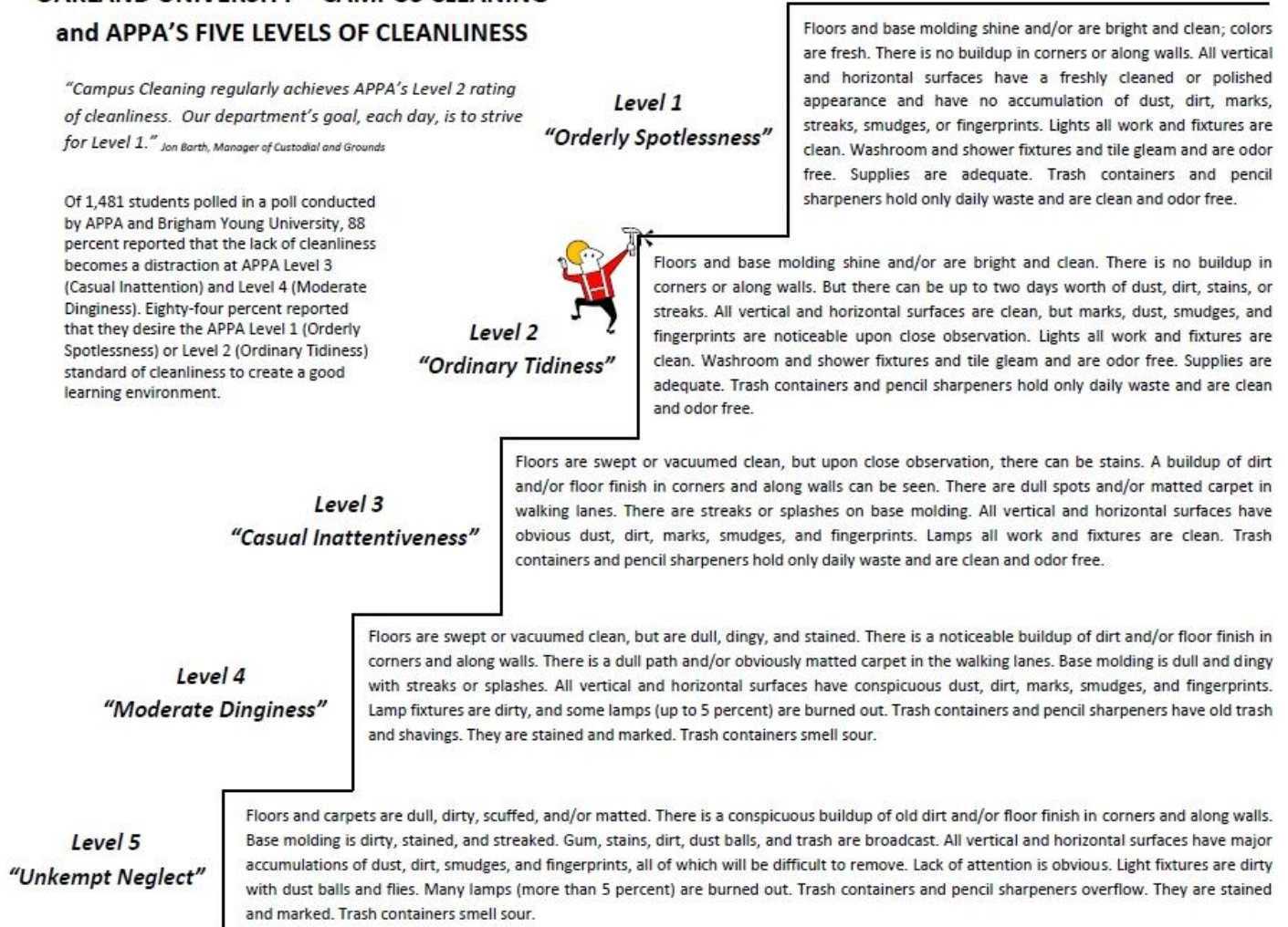
II. APPA Standards [Return to Index page](#)

Campus Cleaning is committed to attaining the highest level of service possible and is based on the Association of Physical Plant Administrators' Five Levels of Cleanliness. Our commitment includes attaining the APPA definition of ordinary tidiness on a daily basis with a goal of Level 1 cleaning ("orderly spotlessness") on any given day.

OAKLAND UNIVERSITY – CAMPUS CLEANING and APPA'S FIVE LEVELS OF CLEANLINESS

"Campus Cleaning regularly achieves APPA's Level 2 rating of cleanliness. Our department's goal, each day, is to strive for Level 1." Jon Barth, Manager of Custodial and Grounds

Of 1,481 students polled in a poll conducted by APPA and Brigham Young University, 88 percent reported that the lack of cleanliness becomes a distraction at APPA Level 3 (Casual Inattentiveness) and Level 4 (Moderate Dinginess). Eighty-four percent reported that they desire the APPA Level 1 (Orderly Spotlessness) or Level 2 (Ordinary Tidiness) standard of cleanliness to create a good learning environment.



www.appa.org



III. Contact Information

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Campus Cleaning is led by a department manager and three custodial supervisors. Current mail addresses are listed at the Oakland University Facilities Management website at (<http://www.oakland.edu/?id=7369&sid=228>).

Departmental Manager (248) 370-2388

8:00 a.m. until 5:00 p.m., Monday through Friday

First Shift Supervisor (248) 370-2166

5:00 a.m. until 1:30 p.m., Monday through Friday

Afternoon Shift Supervisor (248) 370-2168

1:30 p.m. until 10:00 p.m., Monday through Friday

Late Shift Supervisor (248) 370-2692

10:00 p.m. until 6:30 a.m., Monday through Friday

University Police (248) 370-3331 (non-emergency)*

911 (emergency)

Or text: email911@oakland.edu

University Human Resources

Labor and Employee Relations (248) 370-3498

Benefit and Compensation Services (248) 370-4207

8:00 a.m. until 5:00 p.m., Monday through Friday

Environmental Health and Safety (248) 370-4196

*Employees should contact public safety for all custodial emergencies (floods, events, etc.)



IV. Keys, Radios and Parking

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KEYS:

- Each custodian is assigned one key to access the set of keys for the area that they clean. Each set is to be returned daily after their shift ends. No one is given a set of keys unless it is for an emergency purpose only. Each shift supervisor is responsible for keys that are assigned and distributed to their assigned custodians.
- While carrying University keys, it is the responsibility of the employee to provide maximum security of these keys.
- Loaning of University keys to other persons, such as non-employees, is prohibited.
- University keys that are lost, damaged, or stolen must be reported immediately to your supervisor or the Manager of the department.

TWO-WAY RADIOS AND CELL PHONES:

- Employees are required to be available by either personal cell phone or by two-way radio (provided by the department). Two-way radios are provided to give a more direct and efficient form of communication between supervisors and building custodial staffs. These radios also serve as an additional form of safety for the third shift personnel.
- Employees should remember other people can and do hear their radio transmissions. They should use common sense and common courtesy when using two-way radios.

PARKING:

- Custodians may drive their personal vehicles to and from their work assignments but must punch in and out at the beginning and at the end of their shift.
- Employees are responsible for adhering to University policies.
- If your shift is comprised of hours between 12:00 midnight and 7:00 a.m., you must give the shift supervisor the following information; the vehicle plate #, the make, year, and color of your vehicle and the location of the lot that you normally park in. This information will be sent to the University Police Department in the form of a list for all off- hour parking, custodial employees.



V. Shift Schedules, Assignments and Breaks

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There are four campus cleaning schedules that were implemented in the fall of 2010. The “Early” First Shift is comprised of eight custodians who are responsible for cleaning non-academic (administrative) facilities and to cover areas not cleaned on the third shift due to absences. The “Late” First Shift is comprised of four custodians who are responsible for trash pickup at each building, in addition to project work, covering absences and weekend cleaning. Two of the custodians that are assigned to the late first shift work a Wednesday through Sunday schedule. The Afternoon Shift is made up of four custodians who are assigned policing duties for evening classes, as well as project work and covering absences. The Night Shift is comprised of twenty-three custodians who are responsible for cleaning academic areas on campus. See table below for shift start and end times.

SCHEDULING AT A GLANCE

“Early” First Shift	5:00 a.m. until 1:30 p.m.	Eight Custodians
“Late” First Shift	7:30 a.m. until 4:00 p.m. 10:00 a.m. until 6:30 p.m.	Three Custodians One Custodian (Two custodians assigned Wednesday through Sunday)
Afternoon Shift	1:30 p.m. until 10:00 p.m.	Four Custodians
Night Shift	10:00 p.m. until 6:30 a.m.	Twenty-three Custodians

Break schedules are assigned by the shift supervisor but generally fall at equal intervals throughout the shift. Two fifteen minute breaks and one, half-hour lunch break are permitted. If an employee leaves campus during break, they do not need to punch out at the Buildings and Grounds’ Office; however, they are expected to be back in their assigned area at the proper time.

*When leaving campus, employees must call their shift supervisor.



VI. Cleaning Tasks and Frequencies

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1. Restroom Cleaning: Order and Frequencies

Report all area problems to the shift supervisor who will call work control

Additional duties may be added at the discretion of the supervisor

THIS IS A HIGH-PRIORITY AREA AND MUST BE CLEANED ON A DAILY BASIS

Priority	Task	Frequency
1	Disinfect all sinks and fixtures	Daily
2	Disinfect all toilets, urinals and fixtures	Daily
3	Disinfect all door and partition handles	Daily
4	Empty trash and sanitary receptacles	Daily
5	Replace trash liners and fill dispensers	Daily
6	Clean all horizontal surfaces	Daily
7	Sweep and wet mop (disinfect) floors	Daily
8	Clean mirrors	Daily
9	Spot clean partitions/graffiti	Daily
10	Spot clean walls, doors, jams and windows	Weekly
11	Wash trash receptacles and sanitary boxes	Weekly
12	Dust ceiling and light fixtures	Monthly
13	Vacuum supply and return air vents	Monthly



Project Tasks	Frequency
Disinfect restroom with foam gun	Quarterly
Clean floor with low speed scrubber	Quarterly
Clean floor and wall grout with pressure washer or grout machine	Yearly

Notes:

The average daily cleaning time for a restroom with 2 or 3 stalls is approximately 20 minutes

The average daily cleaning time for a restroom with 4 or 5 stalls is approximately 30 minutes

The average daily cleaning time for a restroom with 6 stalls or more is approximately 40 min.

Suggested Restroom Cleaning Methodologies:

Remember that disinfecting is the key to a healthy restroom. Use only those products approved by the department and use in accordance with manufacturer's instructions. Allow the disinfectant to work using the standard 10 minute dwell time for proper disinfection. Be sure to wear appropriate personal protection equipment (particularly rubber or vinyl gloves) for restroom cleaning. Bleach is not approved as a disinfectant as it can cause significant damage to porcelain and tiled surfaces.



Toilets and Urinals:

Apply cleanser following the manufacturer's instructions. Swab the bowl and urinal thoroughly, inside and out. Disinfect all exterior surfaces, including toilet seat bottom, top, underside and walls adjacent to toilets and urinals. Allow ten minute dwell time. Disinfect and wipe clean all chrome parts.

Sinks:

Remove any debris and rinse sink with cold water. Wipe surfaces and fixtures with approved disinfectant using a soft sponge or rag. Allow ten minute dwell time. Rinse the sink upon completion and wipe dry all chrome fixtures, as well as under sink, along trap and walls.

Mirrors:

Clean mirrors with approved glass cleaner, using a lint-free cloth, paper towel or squeegee. Remove excess in a manner so as not to streak.

Dispensers:

Restock all paper towel, toilet tissue and hand soap dispensers. Clean the dispenser with an approved disinfectant. Make sure that all dispensers are operational.

Walls/Partitions/Doors and Horizontal Surfaces:

Clean walls, partitions, doors and horizontal surfaces with a neutral cleaner and approved disinfectant to remove smudges, spots or graffiti. Wipe dry

Trash Receptacles and Sanitary Boxes:

Empty all trash receptacles and sanitary boxes daily. Clean and disinfect sanitary box handles daily. When washing receptacles, be sure to spray inside the container, then disinfect and wipe clean.

Floors:

Sweep entire floor prior to wet-mopping with approved disinfectant solution. Put out wet floor signs prior to mopping. Mop with overlapping passes to cover all areas to be cleaned. Remove wet floor signs when floor is dry.



2. Classroom Cleaning: Order and Frequencies

Report all area problems to the shift supervisor who will call work control

Additional duties may be added at the discretion of the supervisor

THIS IS A HIGH-PRIORITY AREA AND MUST BE CLEANED ON A DAILY BASIS

Priority	Task	Frequency
1	Dust mop tile floors	Daily
2	Disinfect door handles (inside and out)	Daily
3	Empty trash receptacle	Daily
4	Straighten and clean furniture	Daily
5	Clean chalkboards and vacuum chalk trays	Daily
6	Spot mop floor and spot vacuum	Daily
7	Dust monitor/tv/overhead projector	Daily
8	Check for burned out lights	Daily
9	Empty pencil sharpener	Daily
10	Wash chalk board and chalk tray	Daily
11	Damp mop floor and vacuum classroom	Weekly
12	Wipe all horizontal surfaces, incl student desks	Weekly
13	Wash trash receptacles	Monthly
14	Dust light fixtures and clock	Monthly
15	Vacuum supply and return air vents	Monthly

Project Tasks	Frequency
Floor scrubbing or stripping	Yearly
Carpet cleaning	Yearly
Window washing	Yearly

Notes:

The average daily cleaning time for a classroom with 45 seats is approximately 25 minutes

The average daily cleaning time for a classroom with 50-60 seats is approximately 35 minutes

The average daily cleaning time for a classroom with 65-100 seats is approximately 1 hour

Do not wipe if instructor has written "save" on board

Suggested Classroom Cleaning Methodologies:

Studies show that students learn best in a clean and healthy classroom environment. Use only those products approved by the department and use in accordance with manufacturer's instructions. Allow any disinfectant to work using a ten-minute dwell time. Wear appropriate personal protection equipment (particularly rubber or vinyl gloves) for classroom cleaning or disinfecting.



Tile Floors:

Sweep entire floor prior to wet-mopping with approved neutral cleaner and/or disinfectant solution. Put out wet floor signs. Mop with overlapping passes to cover all areas to be cleaned. Remove wet floor signs when floor is dry.



Carpeted Floors:

Adjust vacuum head to carpet pile so as not to wear down brushes prematurely. Vacuum in overlapping passes to cover all areas. Be sure to vacuum under chairs, tables and desks. Spot vacuuming is allowed when a full vacuuming is not necessary. Be sure to report any carpet stains or tears to your shift supervisor.

Trash Receptacles:

Empty all trash receptacles and replace liners as necessary (i.e. when food, drink or tissues are present). When washing container, be sure to spray disinfectant inside the container and wipe dry.

Furniture:

Clean all chairs, desks and table tops with an appropriate neutral cleaner as needed (do not over-wet). Remove any gum or graffiti and re-align the furniture.

Walls/Partitions/Doors and Horizontal Surfaces:

Clean walls, partitions, doors and horizontal surfaces with a neutral cleaner and approved disinfectant to remove smudges, spots or graffiti. Wipe dry. Wipe all window ledges with a damp cloth.



3. Corridor & Elevator Cleaning: Order and Frequencies

Report all area problems to the shift supervisor who will call work control
 Additional duties may be added at the discretion of the supervisor

Priority	Task	Frequency
1	Clean and disinfect drinking fountain(s)	Daily
2	Empty trash receptacle	Daily
3	Spot mop floor and spot vacuum	Daily
4	Empty pencil sharpener	Daily
5	Clean elevator doors	Daily
6	Vacuum mats and auto scrub floors	Daily or as needed
7	Spot clean doors, windows and walls	Weekly
8	Clean all horizontal surfaces, windows and doorwalls	Weekly
9	Vacuum mats and grids under mats (if any)	Quarterly
10	Vacuum all supply and return air vents	Quarterly
11	Dust ceiling area and light fixtures	Quarterly

Project Tasks	Frequency
Floor scrubbing or stripping	Yearly
Carpet cleaning	Yearly
Window washing	Yearly

Suggested Corridor & Elevator Cleaning Methodologies:

Use only those products approved by the department and use in accordance with manufacturer's instructions. Allow any disinfectant to work using a ten-minute dwell time. Wear appropriate personal protection equipment (particularly rubber or vinyl gloves) for classroom cleaning or disinfecting.

Tile Floors:

Sweep entire floor prior to wet-mopping with approved neutral cleaner and/or disinfectant solution. Put out wet floor signs. Mop with overlapping passes to cover all areas to be cleaned. Remove wet floor signs when floor is dry.



Carpeted Floors:

Adjust vacuum head to carpet pile so as not to wear down brushes prematurely. Vacuum in overlapping passes to cover all areas. Be sure to vacuum under chairs, tables and desks. Spot vacuuming is allowed when a full vacuuming is not necessary. Be sure to report any carpet stains or tears to your shift supervisor.

Trash Receptacles:

Empty all trash receptacles and replace liners as necessary (i.e. when food, drink or tissues are present). When washing container, be sure to spray disinfectant inside the container and wipe dry.

Drinking Fountains and Elevator Doors:

Spray disinfect in and around drinking fountains. Wipe clean. Spray and wipe smudges, spots and graffiti from doors. Use a cleaner that is appropriate for the door surface.

Walls/Partitions/Doors and Horizontal Surfaces:

Clean walls, partitions, doors and horizontal surfaces with a neutral cleaner and approved disinfectant to remove smudges, spots or graffiti. Wipe dry. Wipe all window ledges with a damp cloth. Disinfect all elevator buttons with a rag or sponge. Allow dwell time but do not over-wet the area being disinfected.

Ceiling Area/Light Fixtures and Air Vents:

Use an extension dust wand to clean areas that are too high to reach.

Windows:

Wash windows with the appropriate cleaner and a clean cloth or squeegee, removing the cleaner in a manner so as not to leave streaks. Close all windows at the end of the evening.



4. Office Cleaning: Order and Frequencies

Report all area problems to the shift supervisor who will call work control

Additional duties may be added at the discretion of the supervisor

Priority	Task	Frequency
1	Empty trash receptacle	Daily
2	Spot mop floor, spot vacuum & dust mop	Daily
3	Empty pencil sharpener	Daily
4	Dust mop and wet mop entire floor	Monthly
5	Wipe down window ledges	Monthly
6	Spot clean carpets	Monthly
7	Vacuum all carpet or wet mop tile floors	Monthly
8	Dust ceiling area and light fixtures	Monthly
9	Wash trash receptacle	Yearly
10	Perform carpet care duties	Yearly

Project Tasks	Frequency
Floor scrubbing or stripping	Yearly
Carpet cleaning	Yearly
Window washing	Yearly

Suggested Office Cleaning Methodologies:

Use only those products approved by the department and use in accordance with manufacturer's instructions. Allow any disinfectant to work using a ten-minute dwell time. Wear appropriate personal protection equipment (particularly rubber or vinyl gloves) for office cleaning or disinfecting.

Tile Floors:

Sweep entire floor prior to wet-mopping with approved neutral cleaner and/or disinfectant solution. Put out wet floor signs. Mop with overlapping passes to cover all areas to be cleaned. Remove wet floor signs when floor is dry.



Carpeted Floors:

Adjust vacuum head to carpet pile so as not to wear down brushes prematurely. Vacuum in overlapping passes to cover all areas. Be sure to vacuum under chairs, tables and desks. Spot vacuuming is allowed when a full vacuuming is not necessary. Be sure to report any carpet stains or tears to your shift supervisor.

Trash Receptacles :

Empty all trash receptacles and replace liners as necessary (i.e. when food, drink or tissues are present). When washing container, be sure to spray disinfectant inside the container and wipe dry.

Walls/Partitions/Doors and Horizontal Surfaces:

Clean walls, partitions, doors and horizontal surfaces with a neutral cleaner and approved disinfectant to remove smudges, spots or graffiti. Wipe dry. Wipe all window ledges with a damp cloth. Disinfect door handles with a rag or sponge. Allow dwell time but do not over-wet the areas being disinfected.

Ceiling Area/Light Fixtures and Air Vents:

Use an extension dust wand to clean areas that are too high to reach.

Windows:

Wash windows with the appropriate cleaner and a clean cloth or squeegee, removing the cleaner in a manner so as not to leave streaks. Close all windows at the end of the evening.



5. Entrance and Lobby Cleaning: Order and Frequencies

Report all area problems to the shift supervisor who will call work control

Additional duties may be added at the discretion of the supervisor

Priority	Task	Frequency
1	Empty trash receptacle	Daily
2	Dust mop floors, vacuum mats	Daily
3	Dust all horizontal surfaces	Daily
4	Clean outside ashtrays	Daily
5	Pick up cigarette butts and litter in area/outside	Daily
6	Spot mop floors (wet)	Daily
7	Disinfect door handles (inside and out)	Daily
8	Dust mop and wet mop entire area	Weekly
9	Vacuum floor grills	Monthly
10	Spot clean carpets	Monthly
11	Vacuum supply and return air vents	Monthly
12	Dust ceiling area and light fixtures	Monthly
13	Wash trash receptacle	Yearly
14	Refill ashtray sand	Yearly
15	Snow removal and salting	As needed

Project Tasks	Frequency
Floor scrubbing or stripping	Yearly
Carpet cleaning	Yearly
Window washing	Yearly

Notes:

Entrance and Lobby cleaning should not interfere with priority cleaning

Suggested Entrance and Lobby Cleaning Methodologies:

Use only those products approved by the department and use in accordance with manufacturer's instructions. Allow any disinfectant to work using a ten-minute dwell time. Wear appropriate personal protection equipment (particularly rubber or vinyl gloves) for entrance and lobby cleaning or disinfecting.

Tile Floors:

Sweep entire floor prior to wet-mopping with approved neutral cleaner and/or disinfectant solution. Put out wet floor signs. Mop with overlapping passes to cover all areas to be cleaned. Remove wet floor signs when floor is dry.



Carpeted Floors:

Adjust vacuum head to carpet pile so as not to wear down brushes prematurely. Vacuum in overlapping passes to cover all areas. Be sure to vacuum under chairs, tables and desks. Spot vacuuming is allowed when a full vacuuming is not necessary. Be sure to report any carpet stains or tears to your shift supervisor.

Trash Receptacles:

Empty all trash receptacles and replace liners as necessary (i.e. when food, drink or tissues are present). When washing container, be sure to spray disinfectant inside the container and wipe dry.

Walls/Partitions/Doors and Horizontal Surfaces:

Clean walls, partitions, doors and horizontal surfaces with a neutral cleaner and approved disinfectant to remove smudges, spots or graffiti. Wipe dry. Wipe all window ledges with a damp cloth. Disinfect door handles with a rag or sponge. Allow dwell time but do not over-wet the areas being disinfected.

Ceiling Area/Light Fixtures and Air Vents:

Use an extension dust wand to clean areas that are too high to reach.

Windows:

Wash windows with the appropriate cleaner and a clean cloth or squeegee, removing the cleaner in a manner so as not to leave streaks. Close all windows at the end of the evening.

Snow Removal and Salting:

Custodians are responsible for shoveling and salting up to 10 feet from all campus cleaning building entrances. Your immediate supervisor or the department manager will assign this work.



VII. Emergency Cleaning

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There will be times that due to absences or event scheduling, emergency cleaning may be necessary. The goal of emergency cleaning is to maintain health first and appearance second. In the event of an emergency cleaning situation, the following priorities should be adhered to in the order listed:

1. Restrooms (disinfecting and stocking). All normal restroom activities should be completed.
2. Classrooms, lecture halls and labs. Proper disinfection, liners replaced and tables and chairs re-set. Pick up papers, bottles, etc.
3. Entrances. Proper disinfection of high-touch areas (door handles, etc) and liners replaced.
4. Corridors. Proper disinfection of high-touch areas (door handles, etc) and liners replaced.
5. Elevators. Proper disinfection of high-touch areas (buttons)
6. Stairwells
7. Common areas (lounges, inner-offices and administrative areas. Proper disinfection of high-touch areas (door handles, etc) and liners replaced.
8. Private offices.

Note that certain tasks can be delayed for a day or two, such as vacuuming, dusting, etc. If unsure, custodians should check with their immediate supervisor.



VIII. Restrooms – Deep Cleaning Standards

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Equipment and Materials Needed:

Foam gun and approved disinfectant solution

High Pressure Hose or Pressure Washer

Two scrub brushes (one long handle and one short)

One toilet swab

Window and floor squeegees

Rain gear, goggles, boots and gloves

Wet floor signs

Procedure:

1. Ensure that all paper products and trash receptacles are removed from the room.
2. Read and follow manufacturer's instructions on disinfectant.
3. Close the restroom by placing signage outside.
4. Connect hose to nearest water source, then connect opposite end of hose to foam gun. Put foamy solution in foam gun. Starting at the top of the walls, spray by working your way down, allowing the foam to disinfect with the recommended dwell time. Let stand and while wet, agitate the solution on the walls with the scrub brushes. Rinse thoroughly.
5. Remove soap scum and hard water stains from surfaces.
6. Clean the floor in the same manner as the walls. Use a soft abrasive pad to clean all chrome and stainless steel. Disconnect the foamer from the hose.
7. Squeegee the floor with the floor squeegee and use the window squeegee for the partitions. Wipe all chrome, vents, toilet seats, ledges, mirrors and windows dry.
8. Restock all dispensers and set clean trash receptacle when floor is dry.
9. Remove wet floor signs and reopen restroom when dry.



IX. Restrooms – Checklist

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For all rest rooms in all buildings that have classrooms, a checklist is used twice daily as a means of quality control Custodians that are assigned to the afternoon and the night shift are required to initial each non-shaded box daily.

CAMPUS CLEANING - RESTROOM AREA CHECKLIST	Please Initial		Please Initial		Please Initial		Please Initial		Please Initial		Please Initial		Please Initial	
	Afternoon	Night	Afternoon	Night	Afternoon	Night	Afternoon	Night	Afternoon	Night	Afternoon	Night	Afternoon	Night
All toilet tissue, hand towels and soap dispensers filled														
Trash containers are emptied and liners replaced (as needed)														
Mirrors are clean and streak free														
Toilets and urinals cleaned and disinfected														
Sinks are clean and disinfected. Fixtures are disinfected and polished														
Door and partition handles are disinfected														
Floors are swept and mopped (disinfected)														
Week of														



X. Safety and Training

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- 1) Back braces should be worn when lifting over 10 pounds.
- 2) Equipment should be used only for the job it was intended to perform and in accordance with manufacturer specifications.
- 3) Equipment should be properly cleaned and stored after each use.
- 4) Equipment malfunctions or repairs should be reported immediately to the shift supervisor and taken out of service.
- 5) Wet floor signs must be used when mopping, scrubbing or stripping a floor.
- 6) Custodial closets should be closed and locked at all times.
- 7) Hazardous waste material must be put in an approved, red, hazardous materials bag or red “Sharp” container and labeled “bio-hazard”. The Office of Environmental Health and Safety (inside Graham Health Center) must then be notified for pickup.
- 8) Custodial equipment and cleaning supplies should never be left unattended or in hallways.
- 9) Office and classroom doors should be locked upon exit.
- 10) Personal protective equipment PPE (gloves, dust masks, etc.) should be worn when required.
- 11) Material Safety Data Sheets (MSDS) for all chemicals used on campus are recorded in the Environmental Health and Safety office. This department also provides MSDS sheets for the products used in our department to each building and copies are kept at Buildings and Grounds. Training on equipment for individuals or groups may be arranged by contacting the shift supervisor. Training on first aid and CPR will be scheduled on a bi-yearly basis through the Oakland University Police Department (OUPD). Training on blood borne pathogens, OSHA regulations and Right-To-Know will be coordinated through the University’s Environmental Health and Safety Office.
- 12) Employees are encouraged to report all repair items (toilet problem, lights out, etc.) by calling work control at ext. 2381 and leaving a message or by informing their supervisor.



XI. Material Safety Data Sheets

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The following list includes all chemicals that are either currently used by Oakland University's Campus Cleaning Department or were used prior to 2010 but which may still be on campus. Some products were being phased out at the time of publication.

All Purpose Cleaner – COG 101 (Spartan)
Carpet Cleaner – COG 104 (Spartan)
Chalk (Prang Dustless)
Consume Ecolyzer (Spartan)
CR2 Ant and Roach Killer (Spartan)
Glass Cleaner (Bio-renewable) – COG* 18 (Spartan)
GOJO Hand Soap
Graffiti Remover SAC
Gum Remover (Spartan)
Industrial Cleaner – COG 105 (Spartan)
iSHine Floor Finish (Spartan)
LOE Floor Stripper (Spartan)
NABC Disinfectant (Spartan)
Neutral Disinfectant – COG 103 (Spartan)
Peroxy (Clean On The Go) (Spartan)
Vinegar
Wasp and Hornet Killer (Spartan)



MSDS Books are located in the 1st floor custodial closet in all academic buildings.

OLD PRODUCT INFORMATION (i.e. THOSE BEING PHASED OUT)

Damp Mop Neutral Cleaner (Spartan)
Kaivac Kaiblooy
MLD Bowl Cleaner (Spartan)
SD 20 All Purpose Degreaser (Spartan)
Shineline Floor Prep (Spartan)
Shineline Multi-purpose Cleaner (Spartan)
Shineline Stripper (Spartan)
Soap Scum Remover (Spartan)
Sparcreme (Spartan)
Steriphene II Disinfectant Spray (Spartan)
TNT Germicidal Cleaner (Spartan)
On and On Floor Finish (Spartan)



XII. Rules and Expectations

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University Policies and Procedures

Campus cleaning employees are required to follow all Oakland University policies and procedures.

Custodial Closets

No personal items shall be placed in custodial closets that cannot be easily removed. These items must be approved by the supervisor. A small table and one or two, straight back chairs are permissible for break times. The University will not reimburse employees for items that are brought into this space (broken, stolen, etc). Aside from the need to occupy the space for custodial work functions, the closets shall not be occupied except for authorized shift breaks.

Leaving Your Assigned Work Areas

Leaving your assigned work areas without the permission of your supervisor is prohibited. Though you are not required to punch out for lunch you are expected to be in your work area at all times other than at break time and to call your supervisor when leaving campus. The only exception to this rule is for an emergency.

Uniforms

A clean and laundered uniform, provided by the University, shall be worn at all time during your shift (other than the wash up period at the end of the shift).

Injuries

Report all injuries occurring on the job to your immediate supervisor. An occupational injury report must be completed for all injuries.

Illness

If you become ill at work and decide to leave, you must notify your immediate supervisor.



XIII. Custodial Tips

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- 1. Stop germs in their tracks** Everyday germs are more likely to make you sick than SARS, MRSA or other “headline” illness. Typically in the winter, as people spend more time indoors and in direct contact with each other, there is a greater likelihood of spreading germs (specifically influenza) through airborne particulates. Custodians should remember to disinfect the following “high-touch” areas, particularly from October through March:

- * Desks
- * Cafeteria tables
- * Doorknobs
- * Light switches
- * Elevator buttons
- * Telephones

Because of the nature of the job itself, custodians wear gloves, **wash their hands frequently** and avoid touching their hands to their mouth, nose or eyes. *Note: Hand sanitizer if not an effective deterrent to cold or flu viruses, but hand-washing is. (2010 University of Virginia study)*

- 2. Tile and stone cleaning pressure guide** The following list provides the recommended water pressure for power washing tile and stone. If unsure, it is best to use a minimal amount of pressure combined with an oxygenated product to remove dirt and grime.

Porcelain - 1450 psi	Slate - 1000 psi
Ceramic -1400 psi	Limestone - 900 psi
Granite - 1300 psi	Marble - 900 psi
Quartzite - 1200 psi	Travertine - 850 psi
Quartzite Sandstone -1100 psi	Terracotta - 800-850 psi

- 3. Removing ink stains from carpeting** The most effective way to remove ink stains from carpet is by using a 50/50 mixture of ammonia and hydrogen peroxide. If you are working on natural fibers such as cotton, wool or linens, **do not** use the ammonia as it will damage the fibers. To remove the stain, use an eyedropper and push the stain to the center. Agitate and extract. It may take several applications to remove the stain but it will come out.
- 4. Use green-certified, non-ammoniated glass cleaner** The ammonia in most glass cleaners can damage the surface that you’re using it on. Ammonia-free glass cleaner is better for the surface, it is better for you (especially those with allergies), and it’s better for breathing. Vinegar and water is a good (and sustainable) alternative and is still considered the best solution for neutralizing and removing salt from most hard surfaces.
- 5. Bleach IS NOT an effective disinfectant** Despite what you may have heard, bleach is not an effective disinfectant. Besides being very destructive to most surfaces, the area of application must be completely clean before applying the bleach solution. It must then be allowed to sit for a minimum of ten minutes, during which time the surface will be destroyed through pitting or corrosion. Although no disinfectant is considered “green” (due to its intended purpose), a less invasive and more effective product are any of the quaternary disinfectants.



XIV. Clarke Boost Floor Scrubber Checklist

(Used by permission from Nichols Corporation)

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BOOST 20 CHECKLIST



- 1. **Drain Solution Tank**
(Run Clean Water Through System)



- 2. **Drain Recovery Tank & Clean**
(Clean Float Filter / Let Tank Air Dry)



- 3. **Remove Squeegee**
(Clean & Inspect Blades)



- 4. **Run Vacuum Motor**
(1 to 2 Minutes)



- 5. **Remove Pad**
(Clean all pads used)



- 6. **Clean & Inspect Vacuum Hoses, Gaskets & Filters**



- 7. **Clean Exterior of Machine**



- 8. **Check Batteries**
Fill 1/2" Over Battery Plates
Use Only Distilled Water

CAUTION **CAUTION**
 
USE PROPER PPE



DO NOT OVER FILL. DO NOT CHARGE BATTERIES IF YOU HAVE NOT CHECKED THE WATER LEVELS IN EACH CELL



N I C H O L S Parts & Service Call 1-888-242-3380



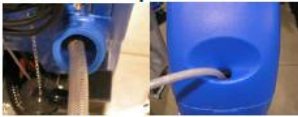
XV. Clarke Boost Floor Scrubber – Finish Removal

(Used by permission from Nichols Corporation)


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BOOST 20 FINISH REMOVAL PROCESS INSTRUCTIONS

Machine Preparation


1 

Fill Solution Tank
Water Only


2 

Install Red Pad Optional Velcro Surface Prep Pad Maroon
Attach Squeegee


3 **Finish Removal Process Machine Operation**




Main Key ON




Lower Squeegee & Scrub Deck




Pad Switch On




Set Solution Flow
Adjustment To Full



Move Forward Slowly Until Pad Is Fully Saturated With
Water / Solution











Lock-in pad pressure and
proceed to remove finish



Decrease Solution Flow
As Needed

NICHOLS EQUIPMENT TIPS

 <p>Slower Speed Better Finish Removal</p>	 <p>More Solution Flow Less Finish Removal</p>
 <p>Less solution flow more finish removal *Note: SPP will wear quicker with less water flow</p>	 <p>Locked-in Pad Pressure Better Finish Removal</p>
 <p>Red pads will compress over time, utilize for daily cleaning at that time. Utilize machine with red pad to clean floor before and after finish removal</p>	 <p>When finished remove velcro and maroon pad and place in unit recover tank</p>
 <p>Do corners and edges first without squeegee on</p>	 <p>NICHOLS EQUIPMENT 1.888.242.3380</p>



XVI. Equipment Care and Maintenance

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The most important thing to know about equipment is that it be kept CLEAN!

- **Floor (swing) Machines**



- Clean pad after each use
- Clean pad driver of any stripper or floor finish
- Check cords for any open wiring
- Store machine on its side so that pad/driver are not touching the floor

- **Floor Burnishers**



- Clean (wipe down) after each use
- Ensure that burnishing pad is not worn through or torn
- Check cords for any open wiring
- Store machine on its side so that pad/driver are not touching the floor

- **Upright Vacuums**



- Clean (wipe down) after each use
- Check belt
- Check bag (replace at $\frac{3}{4}$ full)
- Check filters (if present)
- Check cord for any open wiring.

- **Wet-Dry Vacuums**



- Clean (wipe down) after each use
- Check hose and hose connectors
- Check and clean wands and tools
- Check cords for any open wiring

- **Back Pack Vacuums**



- Clean (wipe down) after each use
- Empty paper bag and shake out after each use
- Change paper filter bag every
- Check and clean all hoses and tools
- Check cloth filter bag and shake it out weekly
- Clean the two filters weekly by rinsing them out and air drying
- Check cords for any open wiring

- **Automatic Floor Scrubbers**



- Clean (wipe down) after each use
- Check floor pads
- Check squeegee for tears and excess dirt
- Check all hoses, especially for holes
- Check batteries for water, corrosion and tightness
- Clean solution filters
- Clean recovery tank – flush weekly
- When charging batteries, refer to owner's manual



XVII. Occupational Injury Form

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Available off the University Human Resources website

Oakland University OCCUPATIONAL ACCIDENT REPORT

Supervisor Instructions: Complete the report and forward copies within 24 hours of accident for MIOSHA Compliance. (Do not have employee complete the report.)

Routing: White/Yellow/Pink = Staff Benefits Office Goldenrod = Department

**Report all Accidents to Public Safety, 3331
For Emergencies, Call 3333**

PERSONAL INFORMATION

Name of injured _____ Social Security No. _____
last first middle

Home address _____ Telephone No. _____
street city zip

Campus address _____ Telephone No. _____
if student employee

Birthdate _____ Male Female University Student yes/no Martial Status _____

Employed by _____ Injured works in or from what building _____

Job title or description _____ Years on present job _____ Employment date _____

Name and title of person in direct charge of work _____ Telephone No. _____ Building _____

DESCRIPTION OF ACCIDENT OR EXPOSURE TO OCCUPATIONAL ILLNESS

Date of accident _____ Time _____ a.m./p.m. Day of the week _____

What caused accident? (Describe fully the events which resulted in the injury or occupational illness. Tell what happened and how it happened. Give full details on factors which led or contributed to the accident.)

When did the accident happen? _____ On University property yes/no

Name of witness and department or address _____ Telephone No. _____

_____ Telephone No. _____

DESCRIPTION OF INJURY

Part(s) of body injured _____

Describe injuries _____

First aid/medical treatment (underscore which treatment was rendered)

_____ Graham Health Center Admitted? yes/no

On _____ at _____ Off campus hospital or doctor _____

Is subsequent treatment required? yes/no

If employee is unable to work on any day following date of injury, because of injury, complete the next line and report lost time and return to work date on INJURY REPORT.

Last date worked month/day/year Estimate days employee will be off work _____

If employee did not lose time, is a restriction of work or motion required, or transfer to another job? (Specify which)

Signature or injured employee (if available) _____ Date _____

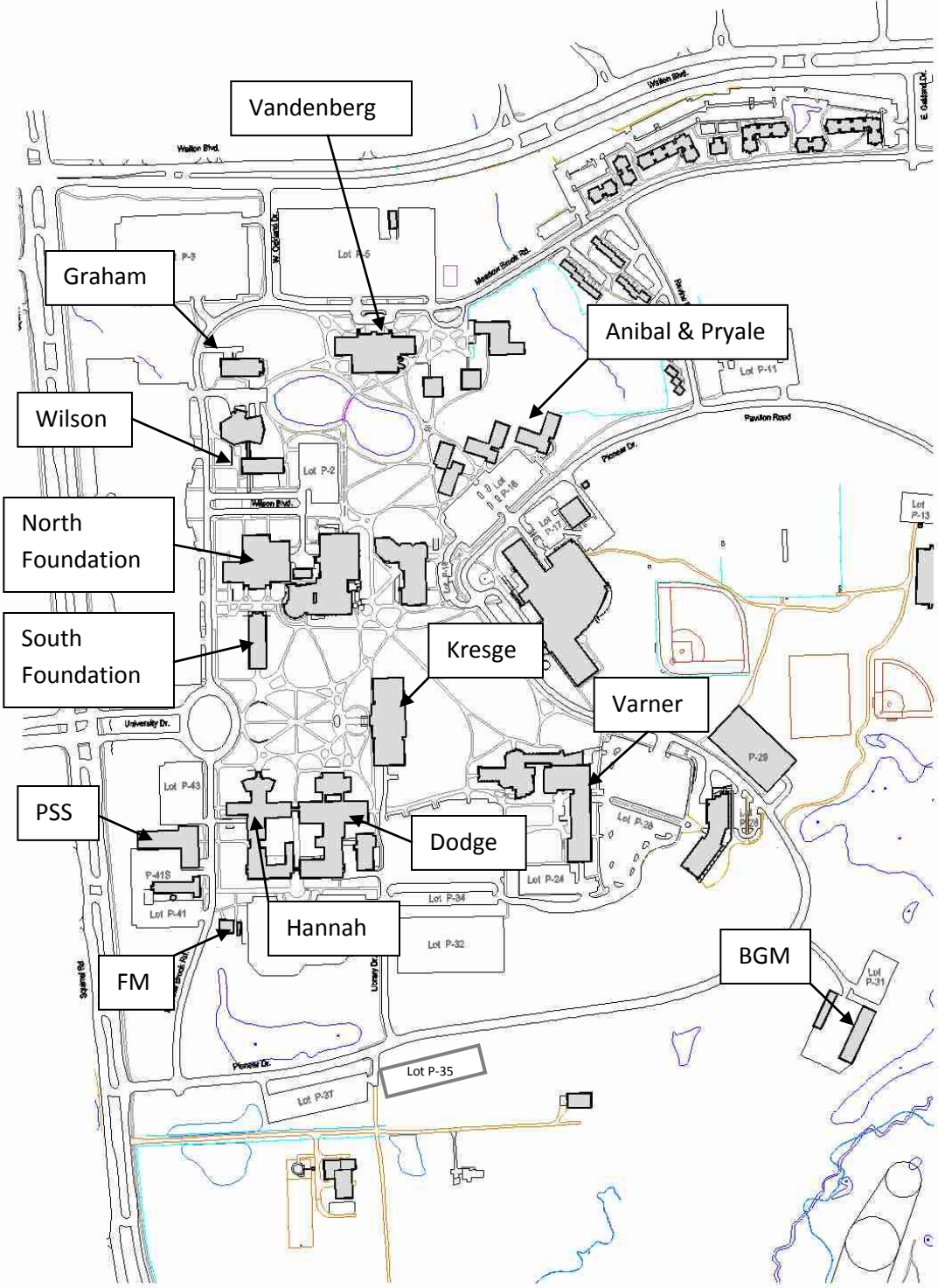
Signature of supervisor _____ Date _____

01/01/2008



XVIII. Main Campus Map

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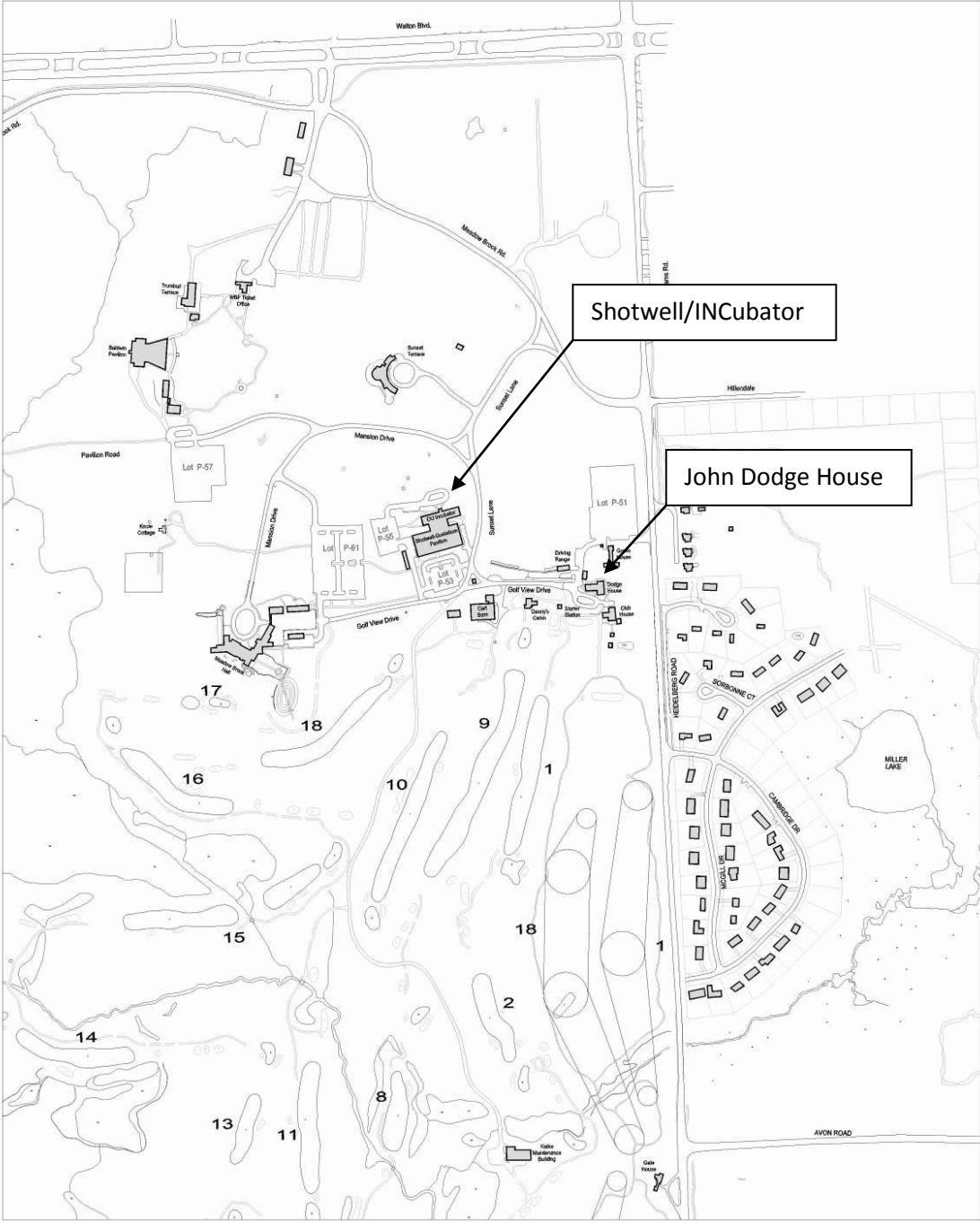
Oakland University
Main Campus

1" = 30'



XIX. East Campus Map

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Oakland University
Rochester, Michigan

1" = 150'



JANUARY 26, 2010

