

UNIVERSITY of WISCONSIN - EAU CLAIRE

Facilities, Custodial Services

UNIVERSITY OF WISCONSINEAU CLAIRE FACILITIES MANAGEMENT, CUSTODIAL BLUGOLD SERVICE LEVEL STANDARDS

| Cleaning Activity | OFFICES | CONFERENCE ROOMS | DEPARTMENTAL CLASSROOMS, LIBRARIES & LOUNGES | GENERAL PURPOSE CLASSROOMS | STAIRS & DISABILITY ACCESS AREAS | PUBLIC CIRCULATION, CORRIDORS ENTRANCES & ELEVATORS | RESTROOMS & LOCKER | TEACHING LABS | RESEARCH LABS | |
|---|-------------|------------------|--|----------------------------|----------------------------------|---|--------------------|---------------|---------------|--|
| Police floors | | | | | | daily | daily | | | |
| Auto scrub/mop public floors | | | | | | daily | daily | daily | 3x week | |
| Spot sweep or spot mop floors | | daily | daily | daily | bi-weekly | daily | daily | daily | 3x week | |
| Spot carpet care-spills | as required | as required | as required | as required | | as required | | | | |
| Spot vacuum | | daily | daily | daily | | daily | | | | |
| Detail floor (vacuum/mop) | weekly | weekly | weekly | weekly | bi-weekly | weekly | daily | weekly | weekly | |
| Re-finish floors | annually | annually | annually | annually | annually | traffic based | annually | annually | annually | |
| Carpet extraction cleaning | annually | annually | annually | annually | | traffic based | semi-annually | semi-annually | annually | |
| Power wash walls/floors | | | | | | annually | annually | | | |
| Empty & spot clean trash containers | weekly | daily | daily | daily | | daily | daily | daily | 3x week | |
| Empty & spot clean recycling containers over 1/2 full | | weekly | weekly | daily | | 2x week | | 2x week | | |
| Empty biohazard | | | | | | | | | | |
| Empty cardboard | | | | | | daily | | daily | daily | |
| Detail clean trash & recycling containers | annually | quarterly | quarterly | quarterly | | quarterly | quarterly | quarterly | quarterly | |
| Clean boards | | daily | daily | daily | | | | as needed | as needed | |
| Replenish supplies | | | | daily | | | daily | as needed | | |
| Empty pencil sharpeners | | | weekly | weekly | | | | | | |
| Clean drinking fountains | | | daily | daily | | daily | | | | |
| Clean mirrors/partitions | | | | | | | daily | | | |
| Clean/disinfect all fixtures | | | | | | | daily | | | |
| Dust all surfaces/vents | monthly | weekly | weekly | weekly | weekly | weekly | weekly | weekly | weekly | |
| Spot clean desks | | | | weekly | | | | | | |
| Spot clean glass | monthly | weekly | weekly | weekly | daily | daily | daily | weekly | weekly | |
| Spot clean walls/doors | monthly | daily | weekly | daily | weekly | daily | daily | weekly | weekly | |
| Straighten furniture | | daily | daily | daily | | | | | | |
| Remove graffiti | | as required | as required | as required | as required | as required | as required | | | |
| Replace light bulbs | as required | as required | as required | as required | as required | as required | as required | as required | as required | |
| Snow removal | | | | | as required | as required | | | | |

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The above services are supported Monday - Friday within normal O&M costs. Campus weekend support is provided on a limited basis to support scheduled weekend events and activities. Weekend support services, on a fee basis, can be arranged with Facilities Management. Note: Service delivery may be delayed in case of emergencies such as flood or snow removal.

Custodial Program Definition of Services

University of Eau Claire custodians are responsible for cleaning more than 2,600,000 square feet in 26 campus buildings, including academic spaces, residence halls, student centers and recreation spaces. Custodial staff use sustainable and environmentally sound practices in the performance of these activities. Our custodial services team plays a key role in creating a positive experience for students, staff and visitors, who utilize our campus facilities each day.

The Custodial hours of operation are:

| | | | |
|---------------|--------------------|-------------------|----------------------------|
| First shift | 5:00 am – 2:30 pm | Monday - Friday | Routine Custodial Coverage |
| Second Shift | 3:30 pm – 12:00 am | Monday - Friday | Routine Custodial Coverage |
| Weekend Shift | 6:00 am – 6:00 pm | Saturday - Sunday | Routine Custodial Coverage |

If you need additional custodial coverage or if the following standards are not met contact the Call Center at 715-836-3411.

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DEFINITION OF TASKS

Auto-scrub/mop floors. Using appropriate size auto-scrub machine and following manufacturer's directions, auto-scrub area thoroughly, ensuring that corner areas are cleaned, using a mop in the areas the machine cannot reach.

Carpet Extraction Cleaning. After moving portable furniture and spotting and vacuuming floor, clean entire carpet with extraction machine according to manufacturer's instructions. Allow to dry overnight, or utilize fan dryers.

Note: Customer will be asked to pick up personal belongings prior to carpet extraction.

Chalk Boards. Clean board completely in General Purpose Classrooms. Wet wipe chalk rails. Clean/Exchange erasers as necessary, replace supplies as needed.

Clean/disinfect all fixtures. Restroom fixtures will be cleaned with an approved cleaning product.

Clean restroom partitions and doors. Wipe partitions and walls clean with approved cleaning product.

Clean trash cans/recycling containers. Spray inside and outside of container with approved cleaning product. Wipe out and replace liner.

Clean drinking fountain. Wipe all surfaces of fixture with approved cleaning product.

Detail floor – vacuum/mop. Vacuum entire floor including edge vacuuming corners, baseboards and under moveable furniture. Mop entire floor including edge mopping and under furniture.

Dust all surfaces/vents. Wipe down surfaces and dust surfaces which are free of objects, including vents, ledges, window sills, and cubicle partitions. In General Purpose Classrooms: dust blinds, wipe down closed blinds on both sides.

Empty pencil sharpeners. Open and empty into a trash receptacle. Reinstall holder and wipe off unit with dust rag.

Empty recycling system containers. Common area recycling containers will be emptied when the container becomes ½ full or weekly. Desk side recycling service is not provided.

Empty trash containers. Carry container to cart and empty. Replace liner if necessary.

Police floors. Pick up litter, debris (Any objects on floor including paper, cans, bottles, pens, pencils, books, etc.). Spot vacuum, spot

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mop.

Power wash walls/floors. Using pressure washer machine follow manufacturers direction and thoroughly clean the walls and floors of a hard surface area.

Re-finish floors. Hard surface floors will be scrubbed and assessed on the amount of finish that will be applied to deliver a polished appearance.

Replenish supplies.

1. Restroom supplies - refill soap and paper dispensers, making sure they are operational.
2. General purpose classrooms supplies will be replenished. Departmental classrooms, conference rooms, and break-out rooms are the department's responsibility.

Snow removal. Clear snow as needed from stairways, steps and entrances per snow removal plan

Spot carpet care. Area that has been stained will be cleaned appropriately by carpet extractor.

Spot clean desk. Wipe down work surfaces and other flat surfaces with a treated rag in General Purpose Classrooms.

Spot-clean walls and doors. Remove finger smudges, spots, or graffiti from walls and doors as required with appropriate cleaning materials.

Wet-mop/auto-scrub floors. Wet-mop or auto-scrub floor using appropriate chemical.

White board. Clean board completely in General Purpose Classrooms. Wet wipe marker rails. Clean/Exchange erasers as necessary, replace supplies as needed

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