

Custodial Service Descriptions

Project Cleaning

Requests for non-routine services such as carpet cleaning, hard floor refinishing, light fixture cleaning, interior window washing, and blind cleaning should be submitted 4-6 months in advance to the FM Work Order Desk at 658-6100 or fmwrkctr@usd.edu. Custodial Services strives to provide a sustainable cleaning service. Therefore, if conditions do not warrant cleaning or refinishing, labor, natural resources, and chemicals will not be invested into cleaning. All frequencies and cleaning levels will be reduced when staff is diverted to handle weather event conditions.

Custodial Services will not provide reconditioning of any wood floors which includes sanding or waxing of the wood areas. We will clean and help to maintain wood floors throughout the year.

Classroom Cleaning

Daily

Trash bins are emptied. Large debris is removed before the floor is dust mopped or vacuumed. Chairs are placed back in position. Chalkboards and whiteboards are wiped clean.

Weekly

The floor is mopped, vacuumed or spot cleaned as needed. Door handles & light switches are cleaned.

Monthly

Spot Clean trash containers.

Annually

Clean carpet if necessary and if carpet condition can withstand cleaning. Scrub and refinish hard surface floor as necessary. Clean light fixtures as needed. Clean walls and dust blinds as needed. Clean interior windows.

As Needed

Cleared empty horizontal surfaces such as windowsills, baseboards, fixtures, and vents are dusted. Spills are cleaned from walls, cleared tabletops or chair tablets are wiped down. Light tubes are changed when not working.

Result of Service

What to expect: Tile and carpet are clean but may be worn in high traffic areas. Tile and carpet stains will remain if we are not able to remove them with spot cleaning techniques. Near the end of a semester, floor finish may be dull or scratched, depending on weather and use. During the

winter, foot traffic will bring moisture and dirt into the classrooms during the day. Between surface cleanings, dust build-up and fingerprints will be noticeable. Classrooms will be at highest cleanliness level at 730 am, with possible deteriorating conditions during the day. Many classrooms are used all day with few breaks in the schedule. The cleanliness level is based on the APPA Staffing Guidelines - Level 3.

Conference Room Cleaning

Daily

Trash bins are emptied. Chairs are placed back in position. Chalkboards and whiteboards are wiped clean. Cleared tabletops or chair tablets are checked daily and wiped down as needed.

Weekly

The floor is mopped, vacuumed or spot cleaned as needed. Door handles & light switches are cleaned. Chairs are placed back in position. Spills are cleaned from walls as needed. Light tubes are changed as needed. Door handles, frames & light switches are cleaned.

Monthly

Spot Clean trash containers.

Annually

Clean carpet if necessary and if carpet condition can withstand cleaning. Scrub and refinish hard surface floor as necessary. Clean light fixtures as needed. Clean walls and dust blinds as needed. Clean interior windows.

As Needed

Cleared empty horizontal surfaces such as windowsills, baseboards, fixtures, and vents are dusted. Spills are cleaned from walls, cleared tabletops or chair tablets are wiped down. Light tubes are changed when not working.

Result of Service

What to expect: Carpet and tile is clean but may be worn in high traffic areas. Certain carpet and/or tile stains will remain if we are not able to remove them with spot cleaning techniques. During the winter, foot traffic will bring moisture and dirt into conference rooms during the day. Between surface cleanings, dust build-up and fingerprints will be noticeable. If a special event is being held, please notify custodial staff for additional service as needed. The cleanliness level is based on the APPA Staffing Guidelines - Level 3.

General Lab Cleaning

Daily

Trash bins are emptied. The floors are dust-mopped, and stains are spot cleaned.

Weekly

The floor is wet mopped or vacuumed. Door handles & light switches are cleaned.

Monthly

Spot Clean trash containers

Annually

Scrub and refinish hard surface floors as needed. Clean light fixtures as needed.

As Needed

Cleared empty horizontal surfaces such as windowsills, baseboards, fixtures, and vents are dusted. Spills are cleaned from walls, cleared tabletops or chair tablets are wiped down. Light tubes are changed when not working.

Result of Service

What to expect: Tile is clean but may be worn in high traffic areas. Tile and carpet stains will remain if we are not able to remove them with spot cleaning techniques. Near the end of a semester, floor finish may be dull or scratched, depending on weather and use. During the winter, foot traffic will bring moisture and dirt in during the day, however, walk off entrance matting will be present at the main entrance of each building. Between surface cleanings, dust build-up and fingerprints will be noticeable. Hallways and lobbies will be at highest cleanliness level at 730am, with possible deteriorating conditions during the day. The cleanliness level is based on the APPA Staffing Guidelines - Level 3.

Hallway and Lobby Cleaning**Daily**

Trash bins are emptied. Large debris is removed before hard surface floor is dust-mopped or the carpets are vacuumed; minor stains are spot-cleaned. Vacuum entrance mats. Drinking fountains are cleaned with disinfectant.

Weekly

Areas of the room are dusted: any empty horizontal surfaces such as windowsills, baseboards, railings, ledges, and fixtures are dusted.

Monthly

Spot clean doors, and door windows. Door handles & light switches are cleaned. Spills are cleaned from walls and trash cans as needed.

Annually

Clean carpet if necessary and if carpet condition can withstand cleaning. Scrub and refinish hard surface floor as necessary. Deep clean entrance mats. Clean light fixtures as needed. Clean walls and dust blinds as needed. Clean interior windows.

As Needed

Light tubes are changed when not working and vents are dusted.

Result of Service

What to expect: Tile is clean but may be worn in high traffic areas. Tile and carpet stains will remain if we are not able to remove them with spot cleaning techniques. Near the end of a semester, floor

finish may be dull or scratched, depending on weather and use. During the winter, foot traffic will bring moisture and dirt in during the day, however, walk off entrance matting will be present at the main entrance of each building. Between weekly and/or monthly surface cleanings, dust build-up and fingerprints will be noticeable. Hallways and lobbies will be at highest cleanliness level at 730am, with possible deteriorating conditions during the day. The cleanliness level is based on the APPA Staffing Guidelines - Level 3.

Office Cleaning**Daily**

Trash bins emptied unless you are on the centralized trash system then you would take your trash to the designated trash bin on your floor.

Weekly

The floor is mopped, vacuumed or spot cleaned as needed. Door handles & light switches are cleaned.

Monthly

Spot Clean trash containers.

Annually

Clean carpet if necessary/requested and if carpet condition can withstand cleaning. Scrub and refinish hard surface floor as necessary. Clean light fixtures as needed. Clean walls and dust blinds as needed. Clean interior windows. Annual cleaning is accomplished through cooperation with office occupants.

As Needed

Cleared empty horizontal surfaces such as windowsills, baseboards, fixtures, and vents are dusted. Spills are cleaned from walls, cleared tabletops or chair tablets are wiped down. Light tubes are changed when not working.

Result of Service

What to expect: Carpet and tile is clean but may be worn in high traffic areas. Certain carpet and/or tile stains will remain if we are not able to remove them with spot cleaning techniques. Between surface cleanings, dust build-up and fingerprints will be noticeable. Offices receive less attention because they typically receive the least traffic. Occupants are responsible for cleaning their own desks and other surfaces. Floors are dusted, but stains that cannot be spot cleaned will remain. Dirt

build-up may be present around the floorboards and room corners. Custodial Services respectfully will decline to provide service to office areas that are not accessible, or our service may damage or interfere with room contents. The cleanliness level is based on the APPA Staffing Guidelines Level 3

Restroom/ Locker Room Cleaning

Daily

Trash bins and feminine receptacles are emptied. Soap dispensers and paper products are checked and stocked as needed. Dispensers are wiped down. All fixture surfaces are cleaned with disinfectant. Door handles cleaned with disinfectant. Mirrors are cleaned. Large debris is removed from the floor; tile is dust-mopped, then mopped thoroughly.

Weekly

Trash cans are cleaned as needed. Areas of the room are dusted: any cleared empty horizontal surfaces such as baseboards & fixtures. Walls and partitions are cleaned and disinfected.

Monthly

Spot Clean trash containers.

Annually

Scrub and refinish floor as needed. Tile grout is inspected and deep cleaned. Clean interior windows.

As Needed

Clean and dust light fixtures and vents. Spills are cleaned from walls. Light tubes are changed when not working.

Result of Service

What to expect: All lights work. Soap dispensers, paper dispensers, faucets, door and stall handles and other bathroom fixtures are clean. All supplies are stocked. Toilets, sinks, and floor are all clean and disinfected. Some restroom fixtures are old and difficult to clean to a shiny and bright condition. Every effort is made to ensure high level of cleanliness regardless of the age or condition of the fixture. The cleanliness level is based on the APPA Staffing Guidelines - Level 2.

Stairwell Cleaning

Daily

Trash bins are emptied. The main lobby stairs as well as other stair wells are swept or vacuumed; minor stains are spot cleaned as needed. Main lobby entry glass is cleaned, weather permitting.

Weekly

Hard flooring is wet mopped. Handrails are disinfected. Areas of the room are dusted: any empty horizontal surfaces such as windowsills, baseboards, railings, and ledges are cleaned. Entrance mats are vacuumed. Light tubes are changed as needed.

Monthly

Spot Clean trash containers.

Annually

Clean carpet if necessary and if carpet condition can withstand cleaning. Scrub and refinish hard surface floor as necessary. Clean light fixtures as needed. Clean interior windows.

As Needed

Clean walls and dust blinds as needed. Light tubes are changed when not working. Vents are dusted

Result of Service

What to expect: Tile is clean but may be worn in high traffic areas. Certain tile stains will remain if we are not able to remove them with spot cleaning techniques. Between surface cleanings, dust build-up and fingerprints will be noticeable. The stairwells may not appear to be as clean as the hallways, due to the lower finish levels present there. The cleanliness level is based on the APPA Staffing Guidelines - Level 3.

Centralized Trash

All buildings will eventually be on a Centralized Trash System, we will place a 32-gallon trash bin by your recycling bins if possible. The staff will then be required to pull the trash from all office spaces as needed and take it to the designated trash bin on your floor. FM will empty these designated bins daily. We will still collect and empty trash in all common areas, this includes classrooms, lounges, kitchenettes, conference room, and labs. FM will still provide the trash liners for your office trash bins and will be stored in a designated spot in your building.

If you have recycling items, they can be placed in the recycling container and if there is trash it can be placed in the trash container. FM doesn't require that the small trash containers in the offices be dumped into the centralized trash container daily unless there is food waste present, if no food is present then the trash container can be emptied on an as needed basis.

We have found that this is beneficial in several ways, here are a couple examples of why it is beneficial

1. Promotes recycling within the building and reduces the number of items that go to the landfill.
2. Custodian roles will be more efficient by having more time to focus on more of the common spaces in the buildings, for example restrooms, corridors, and entrances.
3. Reduces costs by not having to replace trash liners each day in every location within the building.

USD Custodial Sustainability Standards

- Preferred use of Green Seal Certified chemicals and chemical management systems, including use of concentrated chemicals.
 - Use of five 3M Cleaner Concentrates that are Green Seal Certified
 - Green Seal Certified 3M Flow Control System used on campus.
- Preferred use of reusable cleaning cloths, mops, dust mops and dusters.
 - Use of microfiber cloths, mops, dust mops and dusters for regularly cleaning
- Preferred use of hand soap that does not contain antibacterial agents.
 - Green Seal Certified Betco Green Earth Foaming Skin Cleanser used on campus
- Preferred use of low VOC floor finish.
 - 3M Stone and Resilient Floor Protectors utilized on campus
- Standardized use of black or grey trash liners across campus.
- Preferred use of paper products that are post-consumer recycled material or certified compostable.