

UMass Amherst Custodial Standard Procedures

OFFICES/LOUNGES, GENERAL CLEANING

DAILY ROUTINE:

- 1) Empty trash; change liner if necessary.
- 2) >*Hard floors*: dust mop traffic lanes and knee holes of desks.
>*Carpeted*: HOKY visible litter.

WEEKLY COMPLETE:

- 1) Empty trash, change liner if necessary.
- 2) Dust all horizontal surfaces approximately six feet or below; (Custodial will not dust computers, keyboards, phones, or cluttered areas where there is a potential for something to be damaged); Whisk all upholstery.
- 3) *Hard floors*: dust mop completely; damp mop floor.
- 4) Spot clean desks, walls, light switches, file cabinets, etc.
- 5) *Carpet*: vacuum completely.

POLICING

- 1) Empty trash.
- 2) Police heavy litter and spills on furniture and floors.

***** ***** *****

CLASSROOMS

DAILY ROUTINE:

- 1) Empty trash, police large litter with basket.
- 2) Erase chalkboard; wipe chalk tray with treated paper, replace small chalk. Brush out erasers into cart with damp pot brush. Clean board with chalkbuster.
- 3) Remove visible dust, soil or spills on **main** desk.
- 4) *Hard floors*: dust mop floor completely, remove spills; straighten chairs.
Carpets: remove visible litter with carpet sweeper; straighten chairs.

WEEKLY COMPLETE:

- 1) Empty trash, police large litter with basket.
- 2) Erase chalkboard; wipe chalk tray with treated paper, replace small chalk. Brush out erasers into cart with damp pot brush. Clean board with chalkbuster.
- 3) Dust all horizontal surfaces approximately six feet or below; includes desks, ledges, chalkboard, etc. Straighten chairs; whisk any upholstery.
- 4) *Hard floors*: dust mop completely; damp mop floor.
- 5) Spot clean desks, walls, light switches, etc.
- 6) *Carpet*: vacuum completely.

POLICING

- 1) Empty trash.
- 2) Police heavy litter and spills on furniture and floors.
- 3) Erase chalkboard; clean board with chalkbuster.
- 4) Straighten chairs.

***** ***** *****

RESEARCH LABS

DAILY ROUTINE:

TBD

WEEKLY COMPLETE:

TBD

POLICING/

TBD

***** ***** *****

WASHROOMS

DAILY ROUTINE:

- 1) Police floor with lobby pan and broom. Check dispensers; fill where needed. Put on gloves.
- 2) Damp wipe **visible** dust and spot clean ledges, dispensers, walls, stalls, doors, trash receptacles, etc. Disinfect wherever hands are placed.

Flush commodes and urinals as you pass; spray chrome with disinfectant.

- 3) Clean/disinfect all bowls, tops, & sides of sinks, urinals, and commodes. Dry chrome to prevent spotting. Clean mirrors with water and paper towel, using glass cleaner only when necessary. Flush after cleaning.
- 4) Damp mop the floor (one step).

WEEKLY COMPLETE:

- 1) Police floor with lobby pan and broom. Check dispensers; fill where needed. Put on gloves.
- 2) Damp wipe and spot clean **all** ledges, dispensers, walls, stalls, doors, trash receptacles, etc., at eye level (6 ft.) or below. Disinfect wherever hands are placed. Flush commodes and urinals as you pass; spray chrome with disinfectant.
- 3) Clean/disinfect **all** surfaces - tops, sides & underneath - of sinks, urinals, commodes, all attached hardware and fixtures. Dry chrome to prevent spotting. Clean mirrors with water and paper towel, using glass cleaner only when necessary. Flush after cleaning.
- 4) Wet mop the floor (lay down heavy solution, then pick it up: two steps).

POLICING

- 1) Police litter; check and fill dispensers. Put on gloves.
- 2) Clean/Disinfect bowls, tops, and sides of fixtures.
- 3) Spot mop spillage/soil film.

***** ***** *****

LOBBIES & CORRIDORS

DAILY ROUTINE:

- 1) Empty trash; change liner if necessary.
- 2) *Hard floors:* dust mop floor completely, remove spills.
Carpeted: HOKY visible litter, vacuum where necessary.

WEEKLY COMPLETE:

- 1) Sweep or vacuum stairs; remove spills, gum or other incrustations.
- 2) Dust all horizontal surfaces approximately six feet or below; includes furniture, ledges, pictures, etc. Whisk all upholstery.
- 3) *Hard floors:* dust mop completely; damp mop floor.
- 4) Spot clean walls, doors, glass, light switches, cabinets, etc.
- 5) *Carpet:* vacuum completely.

POLICING

- 1) Empty trash.
- 2) Police litter with lobby pan & broom.
***** ***** *****

ENTRANCES

DAILY ROUTINE:

- 1) Empty trash; change liner if necessary.
- 2) *Hard floors:* dust mop floor completely, remove spills, damp mop when necessary.
Carpeted: Vacuum completely, remove spills and spots daily.
- 3) Clean entry doors and glass daily. Spot clean walls, light switches, ledges, etc. Dust as needed – at least weekly.
- 4) Sweep or police exterior areas as appropriate.

POLICING

- 1) Empty trash.
- 2) Police litter with lobby pan & broom.
***** ***** *****

STAIRWELLS

DAILY ROUTINE:

- 1) Sweep or vacuum stairs, remove spills, gum or other incrustations.

WEEKLY COMPLETE:

- 1) Sweep or vacuum stairs; remove spills, gum or other incrustations.
- 2) Dust all horizontal surfaces within reach; includes ledges, railings, etc. Check vertical surfaces such as spindles for dust, remove wherever found. Check window frames and corners for cobwebs.
- 3) Spot clean railings, walls, light switches, etc.
- 4) *Hard floors:* damp mop steps, risers and landings.

POLICING

- 1) Police litter and dust bunnies with lobby pan and broom.

.....
***** ***** *****

POINTS OF INTEREST

- Recycling is emptied on Tuesdays and Thursdays. Customers are responsible for emptying their desk side recycle containers into the larger containers that are set up in a predetermined site on your floor. Ask your building coordinator for the location if you are not sure. Red bottles/plastics containers are emptied on Monday's.
- Card board needs to be broken down before removal
- Daily trash removal may be interrupted in cases of high absenteeism
- Custodial staff is responsible for snow shoveling of entryways out approximately 15 feet. Regular custodial services will be interrupted during snow events.
- Custodial does not dust computers, keyboards, telephones, or any desk tops/window sills that are cluttered or have personal items can be damaged