

# Academic Custodial Procedures

(Updated February 2019)



**Welcome to the University of Southern Maine  
“The University of Everyone”**

This procedure manual is to give a brief explanation on how USM performs daily custodial and maintenance services. USM holds a high expectation of excellence with its services. We are proud of what we do and having staff members that will commit to the same excellence is important to us.

Our services start with you. Employees must arrive on time, in proper uniform, with great attitudes and ready to work. We look forward to having you join our team of dedicated professionals!



Arriving for your shift:

1. Clock in
2. Remove your keys from the key box.
3. Look for any specific notes in your mailbox that will pertain to your assigned duties for the day such as work orders or set-ups.
4. Check with your supervisor to determine how you will communicate for your shift whether it be by cell phone or radio
5. Stock your cleaning closet with supplies (in some cases this will be done and provided for you)
  - a. 2 spray bottles (1 disinfectant and 1 glass cleaner)
  - b. Clean microfiber rags
  - c. Clean mop heads
  - d. 1 box of gloves
  - e. 1 toilet brush
  - f. 1 sponge
  - g. Trash can liners
  - h. Windsor Compass and RJ8 (weekly shower cleanings)
6. The last part of preparing before starting your tasks is to confirm you have a mop handle, a broom, and a working vacuum. Make sure the vacuum you are using has a liner bag and change the liner bag if it's full.

#### **Restrooms:**

- Fill supplies first: toilet paper, hand towels, soap, sanitary bags, toilet seat covers and air fresheners.
- Empty the feminine product bins into the trash and replace the wax liner
- Empty trash and replace liners
- Perform the tasks from high to low
- Clean the mirrors
- Clean and polish the backsplash, sinks, counters, and faucets
- When cleaning the faucets be sure to get behind the faucet where soap scum can build-up. Also, check around the drain and remove any buildup and polish.
- There should be no evidence of water, spots or streaks on any surfaces
- Put bowl cleaner in each toilet and use the toilet brush to scrub around and under the rim
- Clean the toilet from top to bottom and flush, leave the seat up when finished cleaning



- Spray each shower (if applicable) with a disinfectant cleaner, remove all hair and debris
- When performing the weekly “deep cleaning” of showers (if applicable)
  - Using the Windsor Compass or a hose, wet the shower walls and fixtures
  - Remove hair and debris
  - Spray showers with Formula 900 (if using hose, use chemical foam gun)
  - Scrub shower walls, curtain, stainless steel fixtures, floor and drain cover
  - Rinse showers with water or Compass hose
  - Spray grout with RJ8
- Clean the tops and sides of the partitions and be sure to close the door to clean the interior panel
- Sweep or vacuum the floor using a backpack vacuum
- Place wet floor signs in the areas you are mopping



- Mop the floor with neutral cleaner and mop bucket. Mop corners and edges first and then fill in the open area using a figure 8 pattern
- Check for monthly and quarterly tasks such as vents, light fixtures and wall washing
- Report any broken items or unpleasant odors to the immediate supervisor

### **Dining Areas and Break Rooms:**

- Fill supplies first: hand towels, soap, and sometimes utensils/plates/cups
- Empty trash/recycling and replace liners
- Perform the tasks from high to low
- Clean the faces of upper and lower cabinetry especially in high touch areas
- Pull out and items away from the wall on the counter
- Clean the backsplash and behind the items you pulled away from the wall
- Clean the counter top and sink, polishing the hardware. If the sink has tough stains use additional tools to assist (magic eraser or powdered cleaner with green/yellow sponge)
- Wipe down tables and chairs (many people forget to wipe the chairs where crumbs and food spills occur)
- Spot clean the walls for coffee or food spills
- Dust any horizontal surfaces such as window sills or woodwork
- Vacuum the floor with a backpack vacuum
- Place wet floor signs in the areas you are mopping
- Mop the floor with neutral cleaner and mop bucket. Mop corners and edges first and then fill in the open area using a figure 8 pattern
- Check for monthly and quarterly tasks such as vents, light fixtures and wall washing
- Report any broken items or unpleasant odors to the immediate supervisor

### **Classrooms, Lecture Halls and libraries**

- Clean and disinfect all tabletops and desktops using the disinfectant cleaner
- Wipe down chairs as needed removing any loose debris
- Dust horizontal surfaces such as window sills and ledges
- Spot clean interior and/or door glass
- Wash white boards and chalkboards
- Empty trash and recycling bins
- Vacuum carpeted areas and walk off mats
- Vacuum or sweep hard surface flooring
- Wet mop hard surface flooring while arranging furniture to standard positions

### **Labs (Instructional and Research) and Media Classrooms**

We do not clean any countertop surfaces in these areas. We only provide trash/recycling and floor maintenance services aside from less frequent tasks such as vacuuming vents and dry dusting surfaces.

- Empty trash/recycle
- Vacuum carpeted areas and walk off mats

- Vacuum hard surface flooring
- Wet mop hard surface flooring

**Faculty work spaces (offices, cubicles and open set ups) and conference/seminar/lounge rooms**

**PLEASE NOTE: Individual cubicles and single use offices will be cleaned once weekly on Fridays**

Common complaints for dusting include unwanted moving of items, inconsistent dusting, soiled areas (ex: coffee rings) and items broken. Dusting should include extension dusters for high dusting and hard to reach areas as well as a damp rag treated with disinfectant cleaner.

- Clean and disinfect all common use tabletops using a disinfectant cleaner
- Do NOT clean personal work desks or move any papers or other items on surfaces
- Wipe down chairs as needed removing any loose debris
- Using an extension duster, dust horizontal surfaces including tops of cubicles, tops of computers (Do NOT touch screens), behind the computers, tops of filing cabinets, back and bottoms of chairs, and low dusting areas such as baseboards
- Spot clean interior and/or door glass
- Empty trash and recycling bins
- Vacuum carpeted areas and walk off mats
- Vacuum or sweep hard surface flooring
- Wet mop hard surface flooring while arranging furniture to standard positions

**General/public spaces (hallways, bathrooms, stairwells, foyers, lobby space, elevators)**

- Empty common use recycling and waste containers
- Empty liquid waste containers depositing into the nearest mop sink or restroom sink
- Dust horizontal surfaces such as railings high and low, window sills and ledges using an extendable dusting tool
- Disinfect high touch areas such as railings and door plates
- Clean and disinfect benches or other high use seating areas
- Clean entry glass doors inside and out (weather permitting)
- Spot clean any glass surrounding the entrance doors
- Spot clean interior and/or door glass
- Vacuum carpeted areas and walk off mats
- Vacuum or sweep hard surface flooring
- Wet mop hard surface flooring

**Trash removal Notes:**

Common complaints for trash removal are missing trash cans (not emptied), trash is not put back in proper place, liners not replaced when needed, skipping recycling days, and not removing cardboard from the designated area. Beware of missing trash cans which may not be in obvious places (ex: one office may have two trash cans)

- Using a rolling trash can, start at one corner of the floor. Keep both sizes of liners in the large barrel available for replacement
- Empty the cans carefully over the large rolling trash can so you do not spill trash or liquids on the floor
- Determine whether or not the liner must be replaced by checking for food, liquid, gum, or tape
- Replace the liner as needed and use the “twist and tuck” method to tie off the liner to prevent it from slipping into the can
- Take notice of any debris under the desk or around the trash can such as paper clips or other items which can be picked up by hand and thrown away
- If the area needs to be vacuumed, pull the chair out to signify to the person vacuuming that they need to address this area
- If boxes are on the floor do not remove them unless they are located at the designated area or are labelled “trash”
- When the large rolling trash can is full, remove the bag and bring it to a floor area where spills cannot leak onto the carpets. Remember to lift safely and to bend at the knees
- Recycling: use a tandem dolly system to collect the recycling as you collect the trash or circle around twice. Do not try to guess which bag is recycling and which is trash. Customers find it very upsetting when they take the time to recycle and it goes in with the waste due to the custodian’s mistake.
- Remove the trash and recycling to the deposit center. If the dumpster compacts, make sure you ask your supervisor prior to starting the compactor.



- Do not line recycling bins with plastic liners-LINERS ARE NOT RECYCLABLE
- Help out in the fight against waste by educating yourself and others on what is accepted in our recycling containers

### **Liquid Recycling Stations**

- Remove the funnel from the top of the container and carefully empty into the nearest sink.
- Rinse clean to remove any remaining liquid residue to prevent any type of infestation especially in the warmer months

### **Vacuuming Notes:**

Common errors associated with vacuuming are unplugged office equipment, banged up furniture and walls, trash can not being put back in proper place, corners and edges not vacuumed, and debris left on the floor. To be efficient, we do not vacuum wall-to-wall each visit. However, we must keep all areas free of obvious debris and leave the account looking freshly cleaned. Typically, a “maintenance” vacuuming should be done nightly, and a full vacuuming should be done once weekly (this applies only to areas which are 5-7 days per week, otherwise a full vacuum should be consistent for each visit).

- Identify high traffic areas such as entrances, hallways, restrooms, break rooms, conference rooms, and copy or printing stations.
- Vacuum entry mats and the entire entrance fully each visit
- Vacuum under desks where the chairs have been pulled out and push the chair back in.
- Look for problem areas such as corners and edges, underneath baseboard heaters
- Vacuum elevator tracks
- If this is the final step in the cleaning process, shut the lights off and secure/lock areas when applicable
- When finished vacuuming, the cord should be rolled up neatly and if necessary, the vacuum should be wiped clean to promote a “clean” appearance.





**Finalizing:**

- Walk through your assigned area to be sure you didn't miss anything
- Lock all interior and exterior doors as necessary
- Turn off any additional lights
- Return to the FM office, switch over the laundry, return keys, write any supplies you may need on the order sheet, and punch out. Be sure to report any significant events to your supervisor. No question should go unheard. We welcome ongoing communication.