

**FACILITIES MANAGEMENT DEPARTMENT (FMD) CUSTODIAL SERVICES CLEANING PROCEDURES  
EFFECTIVE AND ENHANCED CLEANING AND DISINFECTING STRATEGY**

*FMD Custodial Services wants to assure our faculty, staff, and students that we are cleaning and disinfecting all public spaces, restrooms, locker rooms, general purpose classrooms, laboratories, and offices. The disinfectants we use are EPA registered.*

*Together, we can protect ourselves and others by following healthy living habits.*

**I. Introduction**

FMD Custodial Services provides effective cleaning services for all academic, administrative, and public spaces in assigned buildings, at the Modesto Maidique, Biscayne Bay, and Engineering campuses as well as the Wolfsonian Museum. (Custodial services for the Graham Center, the Wolfe University Center, the Wellness and Recreation Centers and Student Housing are overseen by Student Affairs. Parking and Transportation oversees parking lots and parking areas within the garages).

Our mission is to provide a safe and healthy environment by utilizing EPA-approved disinfectants that are effective and follow the standards and guidelines developed by:

- The Center for Disease Control (CDC)
- The Environmental Protection Agency (EPA)
- APPA, an organization of educational facilities professionals
- ISSA, the leading trade association for the cleaning industry

This document explains what we do to ensure the health and safety of our employees and the university community; the equipment and chemicals we use; our processes; and provide links and useful resources to better understand our processes.

## II. Protecting Ourselves and Others

The best defense against air-borne and infectious disease is to avoid being exposed. By following the CDC guidelines below you are protecting yourself and others:

- Frequent hand washing / hand sanitizing. All FIU restrooms are supplied with quality soap products that remove over 99% dirt and germs. In addition, hand sanitizer stations are installed throughout the buildings in all 1<sup>st</sup> floor entrances and 1<sup>st</sup> floor elevators. Our libraries and classrooms are equipped with wipe dispenser stations for students, faculty and staff use.
  - CDC's five steps for handwashing:
    1. **Wet** your hands with clean, running water (warm or cold), turn off the tap, and apply soap.
    2. **Lather** your hands by rubbing them together with the soap. Lather the backs of your hands, between your fingers, and under your nails.
    3. **Scrub** your hands for at least 20 seconds. Need a timer? Hum the "Happy Birthday" song from beginning to end twice.
    4. **Rinse** your hands well under clean, running water.
    5. **Dry** your hands using a clean towel or air dry them.
- Wear proper PPE. To protect our employees and our customers, the Facilities Management Department has available all necessary PPE for Custodial Services team, this includes face coverings, face shields, goggles, gloves, boots, etc.
- Clean and disinfect frequently touched surfaces.

## III. Protecting our Custodial Team

Protecting our custodial team means we are also protecting our customers and the University community.

Our team members are offered:

- All the necessary PPE including face masks, face shields, goggles, gloves, boots, etc.
- Required annual safety training

## IV. Custodial Services Green Cleaning, Tools, Equipment, and Chemicals

### Green Cleaning

Facilities Operations Custodial Services provides an integrated Green Cleaning program and is in full compliance with all LEED certification requirements and LEED rating system.

The green cleaning is accomplished by using Green Seal® certified commercial cleaning chemicals, such as for example our glass cleaners, all-purpose cleaners, and neutral floor cleaners to name a few. Our green cleaning program is further enhanced by using only 100% recycled paper products in all restrooms. Most of the equipment we use in the custodial department (such as our HEPA certified vacuum cleaners) have green certifications related to

filtration and/or water conservation. This is just a partial reflection of our green cleaning program.

Green cleaning is cleaning using products and procedures that are safe for the environment and do not emit any pollutants when used. Green cleaning is important not only for the environment and our planet, but for the health of the general public. Why does this matter? Toxic chemicals have been shown to alter hormones and cause issues such as cancers, neurological disorders, weakening of the immune system, learning disabilities, allergies, infertility and more. By using green products that are free of synthetic fragrances, we can reduce allergies in the workplace, not to mention the potential risks of cancer, neurological disorders and more.

- Custodial staff have over 300 items in a combination of tools, equipment, supplies and chemicals available to them to tackle the various tasks they come across.

## **V. Areas of Service, Frequency, and Processes**

Areas serviced by Custodial Services include

- Restrooms / Locker Rooms
- Classrooms / Class Laboratories / Auditoriums
- Libraries / Study Rooms
- Public Areas / Lobbies
- Kitchens / Breakrooms / Lounge Areas
- Conference Rooms
- Stairs / Landings
- Offices
- Health Clinics
- Retail/ Auxiliary space on request

Restrooms and locker rooms are cleaned and disinfected daily using disinfectants which are EPA registered.

- Clean and disinfect and/or enhanced high touch disinfecting:
  - Toilets
  - Urinal
  - Flushers
  - Sinks
  - Countertops
  - Faucets
  - Partitions
  - Mirrors
  - Dispensers
  - Doors, frames, door handles
  - Trash containers
  - Ceramic Walls
  - ADA stall handlebars
  - Door latches
  - Baby changing tables
- Refill supplies:
  - Toilet paper

- Paper towels
- Soap
- Collect trash
- Sweep/Mop floor
- Dust AC Vents
- Machine scrub floor

Classroom, class labs, and auditorium cleaning is performed in the evening after scheduled classes are finished. All classes are equipped with disinfectant wipes.

- Wipe down writing boards
- Organize of furniture's
- Trash removal
- Sweep and mop floors or vacuumed

Other items addressed on a pre-determined frequency or as needed are:

- Vacuum/Dust mop/Damp mop floors
- Dust light fixtures (exterior of fixture only)
- Clean trash receptacles
- Clean interior windows
- Spot removal of carpet stains
- Carpet extraction
- Remove chewing gum
- Dust blinds
- Burnish/Polish floors
- Strip and wax floors
- Shampoo fabric furniture

Libraries and study rooms approved disinfectant wipes are provided so students, faculty, and staff can wipe down their tables and chairs.

Public areas and lobbies These areas are disinfected often using disinfectants which are EPA registered.

The disinfecting focus points include:

- Doors, door frames, door handles
- ADA buttons
- Tables and chairs
- Front desk counter and window
- Telephones
- Windowsills
- Water fountains and buttons
- Elevator call buttons (inside and outside of elevator)
- Stair rails, chair rails
- Light switches
- Lobby trash cans

In addition, the custodian:

- Collects trash and removes recyclable materials
- Sweep, mop, or machine scrub floor

For kitchens, breakrooms, and lounges we remove trash twice a day, restock the soap and paper towels as needed, and wipe down doors and door frames.

On an “as needed” basis we:

- Spot clean surfaces
- Clean/disinfect sinks
- Spot clean trash receptacles
- Dust mop or sweep floors/damp mop
- Clean exterior light fixtures
- Clean interior windows
- Dust blinds
- Remove carpet stains
- Burnish/polish floor
- Carpet extraction
- Strip and wax floor

The following duties are the occupants’ responsibilities:

- Dish washing
- Cleaning of coffeemakers, toasters, water coolers
- Microwaves – request for custodial services to clean are billable
- Refrigerators – request for custodial services to clean are billable

Conference rooms trash is removed daily and weekly all surfaces are cleaned and disinfected.

On a pre-determined schedule, the conference rooms are vacuumed, and surfaces are polished. Annually the carpets are shampooed, and floors are stripped and waxed.

Stairs and landings are maintained daily. With services which include trash removal, sweeping and mopping, gum removal, exterior light fixtures cleaning, cobweb removal, and interior window cleaning.

Office trash is collected twice a week while the cleaning and disinfecting of surfaces, dusting, and vacuuming are on a pre-determined schedule. Blinds and interior windows are dusted as needed. Carpet extraction and floor restoration are performed annually. On request, upholstered furniture can be cleaned for a fee. A work order can be placed for need-based services, such as spill clean-up, vacuum requests, etc. Office occupants are responsible for maintaining the following items:

- Computers
- Keyboards
- Monitors
- Media Equipment
- Books
- All personal items / memorabilia

## VI. Frequency Chart

### FIU FACILITIES CUSTODIAL SERVICES Routine and Specialty Cleaning Frequency Chart

AREA TYPE	CLEANING TYPE	FREQUENCY OF CLEANING
<b>Offices:</b>		
Trash removal	Routine	Twice weekly
Clean and disinfect all surfaces *	Routine	Every two or three weeks
Vacuum	Routine	Every two or three weeks
Dusting	Routine	Every two or three weeks
Clean interior windows	Routine	As needed
Spot removal of carpet stains	Routine	As needed
Dust blinds	Specialty	As needed
Carpet extraction	Specialty	Annually
Restore floors ****	Specialty	Annually
Shampoo fabric furniture***	Specialty	Per request, subject to a charge
<b>Restrooms / Lockers / Showers:</b>		
<b>Clean and disinfect and/or enhanced high touch disinfecting:</b>		
Toilets		
Urinal		
Flushers		
Sinks		
Countertops		
Faucets		
Partitions		
Mirrors		
Dispensers		
Doors, frames, door handles		
Trash containers		
Ceramic Walls		
ADA stall handlebars		
Door latches		
Baby Changing Tables		
Trash removal and re-stock of all supplies	Routine	Twice Daily
Dust AC Vents	Routine	As needed
Machine scrub floors****	Specialty	As needed per floor specification

**FIU FACILITIES CUSTODIAL SERVICES**  
**Routine and Specialty Cleaning Frequency Chart**

AREA TYPE	CLEANING TYPE	FREQUENCY OF CLEANING
<b>Classrooms / Labs / Auditoriums:</b>		
Clean writing boards	Routine	Daily
High touch disinfection	Routine	Daily
Arrange furniture in correct position	Routine	Daily
Trash removal	Routine	Daily
Dust mop or sweep floors	Routine	Daily
Vacuum/Dust mop/Damp mop floors	Routine	Weekly
Dust light fixtures (exterior of fixture only)	Routine	As needed
Clean trash receptacles	Routine	As needed
Clean interior windows	Routine	As needed
Spot removal of carpet stains	Routine	As needed
Carpet extraction	Routine	Quarterly
Remove chewing gum	Routine	Quarterly
Dust blinds	Specialty	As needed
Burnish/Polish floors	Specialty	Bi-annual
Strip and wax floors ****	Specialty	On request or Annually
Shampoo all fabric furniture ***	Specialty	Per request, subject to a charge
<b>Public Areas (lobbies, entrances, hallways, elevators, etc.):</b>		
High touch disinfection: Doors, door frames, door handles Braille room number plaques ADA Buttons All furniture Front desk counter and window Telephones Windowsills Water fountains and buttons Elevator call buttons (inside and outside of elevator) Light switches Lobby trash receptacles	Routine	Daily
Vacuum floors (including mats)/dust mop floors/ machine scrub floors	Routine	Daily
Trash collection and removal of recyclable materials	Routine	Twice daily
Remove flyers / advertisements	Routine	As needed
Clean interior windows	Routine	As needed
Spot remove carpet stains	Routine	As needed
Burnish/Polish floors	Specialty	Weekly
Carpet extraction	Specialty	Annually
Strip and wax floors ****	Specialty	On request or Annually

**FIU FACILITIES CUSTODIAL SERVICES**  
**Routine and Specialty Cleaning Frequency Chart**

AREA TYPE	CLEANING TYPE	FREQUENCY OF CLEANING
<b>Kitchens / break rooms / lounge areas:</b>		
Trash Removal	Routine	Daily
Re-stock all supplies	Routine	Daily
High touch disinfecting	Routine	Daily
Spot clean all surfaces *, **	Routine	As needed
Dust mop or sweep floors/Damp mop	Routine	As needed
Spot clean trash receptacles	Routine	As needed
Clean light fixtures (exterior of fixture only)	Specialty	As needed
Clean interior windows	Specialty	As needed
Dust blinds	Specialty	As needed
Remove carpet stains	Specialty	As needed
Burnish/Polish floors	Specialty	On request or Annually
Carpet extraction	Specialty	On request or Annually
Strip and wax floors ****	Specialty	On request or Annually
<b>Conference Rooms</b>		
Trash removal	Routine	Daily
Clean and disinfect all surfaces *	Routine	Weekly
Vacuum	Routine	Every two or three weeks
Clean/Polish all surfaces	Routine	Every two or three weeks
Carpet extraction	Specialty	On request or Annually
Strip and wax floors ****	Specialty	On request or Annually
<b>Stairs / Landings:</b>		
Trash Removal	Routine	Daily
Disinfect stair rails	Routine	Daily
Dust mop or sweep stairs and landings	Routine	Weekly
Clean interior windows	Routine	As needed
Remove chewing gum	Routine	As needed
Clean light fixtures (exterior of fixture only)	Specialty	As needed
Remove cobwebs	Specialty	As needed

**Notes:**

\* *Custodial staff do not clean dishes, coffeemakers, toasters, water coolers, computers, keyboards, monitors, media equipment, books, personal memorabilia or items, and lockers, etc. Watering plants are the responsibility of the occupant / department.*

\*\**Requests to clean microwaves, refrigerators, or lockers should be placed with Facilities Work Management and includes a charge.*

\*\*\**Request to shampoo fabric furniture such as sofas, chairs, or cubicles should be placed with Facilities Work Management and includes a charge.*

\*\*\*\**Please allow two weeks advance notice for specialty cleaning.*

**Disclaimer:** *Task frequency for auxiliary may differ.*



## **VII. Working Together**

Please assist us by reporting any deficiencies at Facilities Call Center (Work Management) at **305-348-4600**.

## IX. FMD CUSTODIAL SERVICES – GLOSSARY OF TERMS

- **Clean (Clean = Germs are Removed)**

Cleaning removes germs, dirt, and impurities from surfaces and objects. Cleaning works by using detergent based chemicals and water to physically remove germs, dirt and impurities. Cleaning helps reduce the number of germs that can lead to infection; however, it does not necessarily kill any germs.

In the Facilities Custodial Services Department cleaning is accomplished by using a variety of supplies and tools with the use of Green Seal® certified commercial grade chemicals such as for example glass cleaner, all-purpose cleaner and neutral floor cleaner. Aside from cleaning surfaces other tasks included under this term are trash removal, floor cleaning, dusting, sweeping, and carpet vacuuming.

- **Sanitize (Sanitize = Germ Count is Lowered)**

Sanitizing lowers the number of germs on surfaces or objects to a safe level, as judged by public health standards or requirements. This process works by either cleaning or disinfecting surfaces or objects to lower the risk of spreading infection. Sanitary surfaces can be created either by removing germs (cleaning) or killing germs (disinfecting). There are a few different methods used to achieve a sanitary surface but In the Facilities Custodial Services Department sanitizing is accomplished by applying a commercial grade product labeled as Sanitizer to objects and surfaces upon completion of a cleaning process and allowing it to sit for the appropriate dwell time (contact time) as indicated on the products label or product Technical Data Sheet. A dwell time, or contact time, is the amount of time the manufacturer has determined, through laboratory testing, that the disinfectant should remain wet on a surface. Sanitizing is usually mostly done in food service preparation areas such as for example at the Hospitality Management kitchens.

- **Disinfect (Disinfect = Germs are Killed)**

Disinfecting destroys or inhibits germs, bacteria and virus on surfaces or objects. This process does not necessarily clean dirty surfaces or remove germs, but by killing germs, bacteria and virus on a surface after cleaning, it can further lower the risk of spreading infection. Disinfecting a surface means that chemicals are being used to kill germs.

In the Facilities Custodial Services Department disinfecting is accomplished by applying a commercial grade product labeled as EPA approved Disinfectant to objects and surfaces upon completion of a cleaning process and allowing it to sit for the appropriate dwell time (contact time) as indicated on the products label or product Technical Data Sheet. A dwell time, or contact time, is the amount of time the manufacturer has determined, through laboratory testing, that the disinfectant should remain wet on a surface.

- **Decontaminate (Decontaminate = Toxic Substances are Removed from both Air and Surfaces)**

Decontamination is the process of decreasing antimicrobial presence in an area or on a surface and refers specifically to a confirmed Hazardous Material (HAZMAT) contamination, where the purpose of decontamination is to make an area safe, by physically removing toxic substances.

In the Facilities and Management Department decontamination for purposes such as mold remediation, asbestos abatement are outsourced to qualified, licensed and certified vendors.

- **Green Cleaning (Green Cleaning = cleaning with the use of environmentally safe products)**

Green cleaning is cleaning using products and procedures that are safe for the environment and do not emit any pollutants when used. Green cleaning is important not only for the environment and our planet, but for the health of the general public. Why does this matter? Toxic chemicals have been shown to alter hormones and cause issues such as cancers, neurological disorders, weakening of the immune system, learning disabilities, allergies, infertility and more. By using green products that are free of synthetic fragrances, we can reduce allergies in the workplace, not to mention the potential risks of cancer, neurological disorders and more.

In the Facilities Custodial Services Department green cleaning is accomplished by using Green Seal® certified commercial cleaning chemicals such as for example our glass cleaner, all-purpose cleaner and neutral floor cleaners to name a few. Our green cleaning program is further enhanced by using only 100% recycled paper products in all restrooms, solar powered faucets, low-flow water saving urinals, and automatic flush valves. Most of the equipment we use in the custodial department (such as our HEPA certified vacuum cleaners) have green certifications related to filtration and/or water conservation. The above is just a partial reflection of our green cleaning program. The Facilities Custodial Green Cleaning program is in full compliance with all LEED certification requirements and LEED rating system.

- **Enhanced Cleaning (Enhanced Cleaning = Cleaning Targeted Areas More Frequently)**

Enhanced cleaning means performing a routine cleaning more frequently for a targeted area. This could be because a targeted area suddenly receives additional traffic, is extremely dirty or has an increased exposure to germs, bacteria and viruses. During an outbreak of infection or an unusual increase in the incidence of a particular organism, enhanced routine cleaning is recommended.

In the Facilities Custodial Services Department enhanced cleaning is accomplished by increasing the cleaning frequency of the targeted areas. If the purpose of the enhanced cleaning is to aid in an outbreak of infection this enhanced cleaning would include disinfecting the targeted areas upon completion of cleaning as well.

- **Routine Cleaning (Routine Cleaning = Cleaning an area at Specific Intervals)**

Routine cleaning is the practice of cleaning areas on a regular basis with specific intervals. In other words, the same cleaning tasks are performed on a predetermined frequency in a predetermined area.

In the Facilities Custodial Services Department routine cleaning is accomplished by creating task frequency charts for all the areas we service. Each area (offices, restrooms, classrooms, labs, public areas, athletic facilities, stairways, elevators, etc.) has its own set of tasks and the frequency in which it must be performed. Each task also has its own set of procedures, tools and chemicals needed to complete the task. Frequency is determined by following industry standards for maintaining specific areas and could occur multiple times per day, daily, every other day, weekly, bi-weekly, monthly etc. based upon recommended standards and available labor force.

- **Deep Cleaning (Deep Cleaning = Special Cleaning Treatment for a Specific Surface)**

Deep cleaning is not a scientific concept and likely means something different to individual businesses or consumers.

In the Facilities Custodial Services Department this term is often used to describe a specific or specialty cleaning task that is only performed quarterly, semi-annually or annually and performed by custodial workers that are specifically trained for those tasks. For example, deep cleaning carpet would refer to the process of performing carpet extraction; deep cleaning a floor would refer to the process of stripping and waxing a floor; deep cleaning marble or terrazzo would refer to polishing that surface using a diamond pad; deep cleaning of fabric furniture would refer to using specialized upholstery cleaning equipment, etc.

- **Detail Cleaning (Detail Cleaning = Cleaning all Surfaces in a Specific Area)**

Detail Cleaning refers to the process of cleaning all surfaces in a specific area.

In the Facilities Custodial Services Department detail cleaning is often driven by a specific customer request based upon a specific occurrence and is performed on a one-time basis as requested. Example of a detail cleaning would be preparation of an office for a new occupant where we detail clean the furniture inside and out, wipe down all walls, clean the blinds and vacuum and shampoo the carpet. Another example would be to detail cleaning an area for construction dust clean-up after a renovation project.

- **High Touch Cleaning (High Touch Cleaning = Disinfecting Frequently Touched Objects)**

High touch cleaning refers to the process of disinfecting surfaces that are regularly touched by many different people and disinfecting those surfaces on a highly regular basis.