

CUSTODIAL SERVICES

Custodial Services maintain the cleanliness of all academic, administrative, research, and residence buildings on campus. The Custodial Services team is a leader in green cleaning products and practices.

HOURS OF OPERATION

Mon-Fri, Day shift(s) coverage – 5:00am to 3:30pm

Mon – Fri, Evening Shift – 2:30pm – 11:00pm

Sat – Sun - There is a weekend custodial team that works both Saturday and Sunday to clean essential buildings where weekend activities regularly occur.

STANDARD SERVICE LEVEL EXPECTATIONS

The following chart summarizes the frequencies at which our clients should expect each of the services listed to be completed.

CUSTODIAL SERVICES CLEANING SERVICE LEVELS

Space Type	Base Clean	Dry Mop	Floor Cleaning	Full Vacuum	Spot Vacuum	Disinfect Touch Points**
<i>Classrooms / Teaching Labs</i>	<i>daily</i>	<i>3 x week</i>	<i>3 x week</i>	<i>weekly</i>	<i>2 x week</i>	<i>Daily</i>
<i>Research Labs</i>	<i>weekly</i>	<i>weekly</i>	<i>weekly</i>	<i>NA</i>	<i>NA</i>	<i>Daily</i>
<i>Offices</i>	<i>weekly</i>	<i>weekly</i>	<i>weekly</i>	<i>weekly</i>	<i>NA</i>	<i>Daily</i>
<i>Meeting / Conference Rooms</i>	<i>Daily</i>	<i>Daily</i>	<i>Daily</i>	<i>weekly</i>	<i>4 x week</i>	<i>Daily</i>
<i>Lounges /Kitchenettes/ Lunchrooms</i>	<i>Daily</i>	<i>Daily</i>	<i>Daily</i>	<i>weekly</i>	<i>4 x week</i>	<i>Daily</i>
<i>Student Study Spaces</i>	<i>Daily</i>	<i>3 x week</i>	<i>3 x week</i>	<i>Weekly</i>	<i>2 x week</i>	<i>Daily</i>
<i>Learning Commons</i>	<i>Daily</i>	<i>Daily</i>	<i>3 x week</i>	<i>Weekly</i>	<i>2 x week</i>	<i>Daily</i>
<i>Washrooms</i>	<i>Daily</i>	<i>Daily</i>	<i>Daily</i>	<i>NA</i>	<i>NA</i>	<i>Daily</i>
<i>Locker Rooms (Athletic)</i>	<i>Daily</i>	<i>Daily</i>	<i>Daily</i>	<i>NA</i>	<i>NA</i>	<i>Daily</i>
<i>Locker Rooms (Academic)</i>	<i>Daily</i>	<i>Weekly</i>	<i>Weekly</i>	<i>NA</i>	<i>NA</i>	<i>Daily</i>

<i>Showers</i>	<i>Daily *</i>	<i>NA</i>	<i>NA</i>	<i>NA</i>	<i>NA</i>	<i>Daily</i>
<i>Hallways</i>	<i>3 x week</i>	<i>3 x week</i>	<i>3 x week</i>	<i>weekly</i>	<i>2 x week</i>	<i>Daily</i>
<i>Lobbies & Entrances</i>	<i>Daily</i>	<i>Daily</i>	<i>Daily</i>	<i>weekly</i>	<i>4 x week</i>	<i>Daily</i>
<i>Stairways</i>	<i>2 x week</i>	<i>2 x week</i>	<i>2 x week</i>	<i>weekly</i>	<i>weekly</i>	<i>Daily</i>
<i>Reception Areas</i>	<i>Daily</i>	<i>3 x week</i>	<i>3 x week</i>	<i>weekly</i>	<i>2 x week</i>	<i>Daily</i>
<i>Athletic Rubber Floors</i>	<i>Daily</i>	<i>Daily</i>	<i>Daily</i>	<i>weekly</i>	<i>weekly</i>	<i>NA</i>
<i>Athletic Hardwood Floors</i>	<i>Daily</i>	<i>Daily</i>	<i>Daily</i>	<i>NA</i>	<i>NA</i>	<i>NA</i>
<i>Pool Deck</i>	<i>Daily</i>	<i>NA</i>	<i>3 x week</i>	<i>NA</i>	<i>NA</i>	<i>Daily</i>
<i>Dental Clinic Cubicles</i>	<i>Daily</i>	<i>Daily</i>	<i>Daily</i>	<i>NA</i>	<i>NA</i>	<i>Daily</i>

*Showers in residence are checked daily and cleaned thoroughly twice per week. A daily, thorough clean is for Dalplex showers only.

**Disinfecting touch points focuses on those areas or items that are touched frequently by multiple people such as light switches, doorknobs, push plates, handrails, elevator buttons, and drawer handles. Our service provides disinfection of these areas, breaking the chain of transmission and helping to reduce the spread of viruses and bacteria.

DEFINITION OF BASE CLEANING TASKS

Classroom base cleaning – Wipe down tables, desks, chalkboards, white boards and rails. Dust horizontal surfaces and fixtures, litter pick floors, rearrange furniture, clean erasers, wipe doors and light switches, spot clean walls, and replenish supplies as directed.

Teaching Lab base cleaning –Wipe down tables, desks, chalkboards, white boards and rails. Dust horizontal surfaces and fixtures, litter pick floors, rearrange furniture, wipe doors and light switches, spot clean walls.

Research Lab base cleaning – Red code labs only as directed. Yellow and green coded – windows and ledges, doors, frames and light switches wiped down. All other cleaning as directed.

Office base cleaning – Weekly cleaning of window ledges, windows. Wipe open desk space and clean phone. Dust fixtures and horizontal surfaces, wipe doors and frames, litter pick floor, spot clean walls and light switches, rearrange chairs.

Meeting / Conference Room base cleaning – Wipe down tables, chairs, whiteboards. Dust horizontal surfaces, fixtures, clean windows, window ledges, light switches, doors and frames, litter pick floor, rearrange furniture, spot clean walls.

Lounge base cleaning – Wipe down tables, chairs, dust horizontal surfaces, fixtures, clean windows, window ledges, light switches, doors and frames, litter pick floor, rearrange furniture, spot clean walls.

Kitchenette & Lunchroom base cleaning - Wipe down waste bins, countertops, sinks, and tables that are clear of items. Wipe down tables, chairs, dust horizontal surfaces, fixtures. Clean microwaves as required. Clean windows, window ledges, light switches, doors and frames, litter pick floor, rearrange furniture, spot clean walls.

Student Study Space base cleaning – Wipe down tables, chairs. Dust horizontal surfaces, fixtures, litter pick floor, rearrange furniture, spot clean walls.

Washroom cleaning - Wipe down mirrors, sinks, faucets, countertops, dispensers, stalls, doors, handles, inside and outside of toilets and urinals. Empty waste cans. Spot clean walls and replenish supplies. Disinfect touch points. Clean light switches and fixtures, sweep and mop floor.

Shower base cleaning – Clean walls and floors, scrub surfaces and remove debris. Wipe down showerheads and handles. Clean out drain traps. Replace shower curtains weekly. Note - Do not replace shower curtains at Dalplex.

Locker Room base cleaning – Wipe down tops of lockers once per week, clean fixtures. Litter pick floor, spot clean walls.

Hallway base cleaning – Wipe down glass and elevator doors. Clean fixtures such as pictures, water fountains, vents and exit signs. Wipe doors and frames, litter pick, spot clean walls, clean seating areas.

Lobby & Entrance base cleaning – Same as hallway base cleaning plus cleaning of matting.

Stairway base cleaning – Wipe down handrails, spot clean walls. Dust window ledges and exit signs.

Reception Areas base cleaning – Same as office base cleaning.

Athletic Hardwood Floors – Damp towel mop only.

Pool Deck Gutter & Grate – As per schedule, remove grates, clear out large items and hose out gutters, replace grates.

Pool Deck & Seating base cleaning – Wipe down seating area and railing.

Dental Clinic Cubicles base cleaning – Wipe down countertops and sinks using infection control measures. Dust high areas such as lights, and vents once per week. Replenish supplies daily. Keep hoses and cables free of dirt and debris.

SERVICES AVAILABLE AT AN ADDITIONAL COST

The Facilities Management operating budget funds the routine cleaning operations as outlined above for all University buildings with the exception of Ancillary Services (Housing & Athletics) and external customers. If any customer requires service that exceeds the service level outlined above, they can request the additional service using FAMIS Self-Serve and will be billed on a time and materials basis for the additional service. Click to view our [Custodial charge-out rates](#).