

UNIVERSITY of WISCONSIN - EAU CLAIRE

Facilities, Custodial Services (updated 12/19/22)

UNIVERSITY of WISCONSIN EAU CLAIRE FACILITIES MANAGEMENT, CUSTODIAL BLUGOLD SERVICE LEVEL STANDARDS

	OFFICES	CONFERENCE ROOMS	DEPARTMENTAL CLASSROOMS, LIBRARIES & LOUNGES	GENERAL PURPOSE CLASSROOMS	STAIRS & DISABILITY ACCESS AREAS	PUBLIC CIRCULATION, CORRIDORS ENTRANCES & ELEVATORS	RESTROOMS & LOCKER ROOMS	TEACHING LABS	RESEARCH LABS
Cleaning Activity									
Police floors	Monthly					daily	daily		
Auto scrub/mop public floors						daily	daily	daily	3x week
Spot sweep or spot mop floors		daily	daily	daily	bi-weekly	daily	daily	daily	3x week
Spot carpet care-spills	annually	as required	as required	as required		as required			
Spot vacuum		daily	daily	daily		daily			
Detail floor (vacuum/mop)	monthly	weekly	weekly	weekly	bi-weekly	weekly	daily	weekly	weekly
Re-finish floors	annually	annually	annually	annually	annually	traffic based	annually	annually	annually
Carpet extraction cleaning	annually	annually	annually	annually		traffic based	semi-annually	semi-annually	annually
Power wash walls/floors						annually	annually		
Empty & spot clean trash containers	occupants perform	daily	daily	daily		daily	daily	daily	3x week
Empty & spot clean recycling containers over 1/2 full	occupants perform	weekly	weekly	daily		2x week		2x week	
Empty biohazard	occupants perform								
Empty cardboard	occupants perform					daily		daily	daily
Detail clean trash & recycling containers	annually	quarterly	quarterly	quarterly		quarterly	quarterly	quarterly	quarterly
Clean boards	occupants perform	daily	daily	daily				as needed	as needed
Replenish supplies				daily			daily	as needed	
Empty pencil sharpeners			weekly	weekly					
Clean drinking fountains			daily	daily		daily			
Clean mirrors/partitions							daily		
Clean/disinfect all fixtures							daily		
Dust all surfaces/vents	annually	weekly	weekly	weekly	weekly	weekly	weekly	weekly	weekly
Spot clean desks				weekly					
Spot clean glass	annually	weekly	weekly	weekly	daily	daily	daily	weekly	weekly
Spot clean walls/doors	annually	daily	weekly	daily	weekly	daily	daily	weekly	weekly
Straighten furniture		daily	daily	daily					
Remove graffiti		as required	as required	as required	as required	as required	as required		
Replace light bulbs	as required	as required	as required	as required	as required	as required	as required	as required	as required
Snow removal					as required	as required			

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The above services are supported Monday - Friday within normal O&M costs. Campus weekend support is provided on a limited basis to support scheduled weekend events and activities. Note: Service delivery may be delayed in case of emergencies such as flood or snow removal.

Custodial Program Definition of Services

University of Eau Claire custodians are responsible for cleaning more than 2,600,000 square feet in 26 campus buildings, including academic spaces, residence halls, student centers and recreation spaces. Custodial staff use sustainable and environmentally sound practices in the performance of these activities. Our custodial services team plays a key role in creating a positive experience for students, staff, and visitors, who utilize our campus facilities each day.

The Custodial hours of operation are:

First shift	6:00 am – 2:30 pm	Monday - Friday	Routine Custodial Coverage
Second Shift	3:30 pm – 12:00 am	Monday - Friday	Routine Custodial Coverage
Weekend Shift	6:00 am – 6:00 pm	Saturday - Sunday	Routine Custodial Coverage

If you need additional custodial coverage or if the following standards are not met contact the Call Center at 715- 836-3411.

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DEFINITION OF TASKS

Auto-scrub/mop floors. Using appropriate size auto-scrub machine and following manufacturer's directions, auto-scrub area thoroughly, ensuring that corner areas are cleaned, using a mop in the areas the machine cannot reach.

Carpet Extraction Cleaning. After moving portable furniture and spotting and vacuuming floor, clean entire carpet with extraction machine according to manufacturer's instructions. Allow to dry overnight, or utilize fan dryers.

Note: Customer will be asked to pick up personal belongings prior to carpet extraction.

Chalk Boards. Clean board completely in General Purpose Classrooms. Wet wipe chalk rails. Clean/Exchange erasers as necessary, replace supplies as needed.

Clean/disinfect all fixtures. Restroom fixtures will be cleaned with an approved cleaning product.

Clean restroom partitions and doors. Wipe partitions and walls clean with approved cleaning product.

Clean trash cans/recycling containers. Spray inside and outside of container with approved cleaning product. Wipe out and replace liner.

Clean drinking fountain. Wipe all surfaces of fixture with approved cleaning product.

Detail floor – vacuum/mop. Vacuum entire floor including edge vacuuming corners, baseboards and under moveable furniture. Mop entire floor including edge mopping and under furniture.

Dust all surfaces/vents. Wipe down surfaces and dust surfaces which are free of objects, including vents, ledges, window sills, and cubicle partitions. In General Purpose Classrooms: dust blinds, wipe down closed blinds on both sides.

Empty pencil sharpeners. Open and empty into a trash receptacle. Reinstall holder and wipe off unit with dust rag.

Empty recycling system containers. Common area recycling containers will be emptied when the container becomes ½ full or weekly. Desk side recycling service is not provided.

Empty trash containers. Carry container to cart and empty. Replace liner if necessary.

Police floors. Pick up litter, debris (Any objects on floor including paper, cans, bottles, pens, pencils, books, etc.). Spot vacuum, spot mop.

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Power wash walls/floors. Using pressure washer machine follow manufacturers direction and thoroughly clean the walls and floors of a hard surface area.

Re-finish floors. Hard surface floors will be scrubbed and assessed on the amount of finish that will be applied to deliver a polished appearance.

Replenish supplies.

1. Restroom supplies - refill soap and paper dispensers, making sure they are operational.
2. General purpose classrooms supplies will be replenished. Departmental classrooms, conference rooms, and break-out rooms are the department's responsibility.

Snow removal. Clear snow as needed from stairways, steps and entrances per snow removal plan

Spot carpet care. Area that has been stained will be cleaned appropriately by carpet extractor.

Spot clean desk. Wipe down work surfaces and other flat surfaces with a treated rag in General Purpose Classrooms.

Spot-clean walls and doors. Remove finger smudges, spots, or graffiti from walls and doors as required with appropriate cleaning materials.

Wet-mop/auto-scrub floors. Wet-mop or auto-scrub floor using appropriate chemical.

White board. Clean board completely in General Purpose Classrooms. Wet wipe marker rails. Clean/Exchange erasers as necessary, replace supplies as needed.