



**SAINT MARY'S**  
UNIVERSITY SINCE 1802

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FACILITIES  
MANAGEMENT

# **Custodial Services** **Standards**

Revised: January 2015

## Priorities

The areas listed below are ordered in priority of service delivery. During inclement weather, a reduction in frequency in lower priority areas to support cleaning in student study areas and public areas.

1. Student Study areas/Research areas
  - i. Classrooms, lecture halls, auditoriums
  - ii. Labs
  - iii. Library
2. Public areas
  - i. Washrooms, health service facilities
  - ii. Hallways, entranceways, stairwells
3. Student sitting areas
  - i. Student Centre cafeteria, dining areas, Tim Horton's
  - ii. Lunchrooms
  - iii. Student Centre games room, pub
  - iv. Front line offices with student access (Bookstore, Art Gallery, Help Desk)
4. Office areas
  - i. Boardrooms
  - ii. Faculty offices
  - iii. Administrative offices

Homburg and Residence are completed on their own priorities.

## Standards

### 1. Teaching and Research Areas

*Classrooms, Lecture Halls, Auditoriums, Labs:*

#### Daily

- a) White boards washed. Shelves cleaned.
- b) Door and partition glass cleaned.
- c) Carpet vacuumed.
- d) Tile floor dry and damp mopped.
- e) Professor/Instructor's desk, chair, lectern dusted.
- f) Reset rooms

#### Weekly

- a) Horizontal surfaces within reach of the average person dusted or as required.
- b) Carpet areas vacuumed thoroughly.
- c) Window ledges dusted and damp wiped as required.

#### Annual

- a) Tile floors reconditioned as required (no less than once yearly).
- b) Carpet areas steam cleaned as required (no less than once yearly).
- c) Steam clean fabric chairs

Note:

*Computer Labs: to lessen the chance of damage, equipment will not be cleaned by custodial services. Cleaning will be performed by ITSS.*

*Science Labs: to lessen the chance of injury, countertops, sinks, or anything on counters will not be cleaned by custodial services. Cleaning will be performed by Science Technicians.*

## **2. Library**

### Daily

- a) Desktops, study carousels, and used tables dusted using a damp dust cloth.
- b) Carpet vacuumed and litter swept from the remainder of the areas. Tiled floors will be dry and damp spot mopped.
- c) Desktops and used tables dusted with a damp cloth only if the desk top is cleared of all papers.
- d) Finger marks and smudges removed if possible from doors, door frames, light switches filing cabinet handles and other normal body contact points.
- e) Reset chairs and tables

### Weekly

- a) Carpeted floors vacuumed.
- b) Tile floors dry mopped and wet mopped
- c) Receptacle liners changed.
- d) Horizontal surfaces within reach of the average person dusted.
- e) Push and kick plates cleaned. Both sides of glass partitions in offices spot cleaned.

### Annual

- a) Carpeted floors steam cleaned and tiled floors scrubbed and rewaxed during the summer housekeeping.
- b) Monthly, high ledges, high cabinets, exit signs dusted.
- c) Every two months sides of chairs and tables, filing cabinets dusted.

Note:

Books will not be cleaned or dusted by custodial staff.

## **3. Washrooms**

### Daily

*Supply checks and cleaning.*

- a) Washrooms made ready to use. Clean counter tops, sinks, mirrors, toilets and urinals if soiled.
- b) Floors mopped dry if there is any water on the floor.
- c) Toilets and urinals flushed and sprayed with a disinfecting or deodorizing spray.
- d) Waste containers including sanitary disposal receptacles emptied
- e) Floors litter picked of paper towel or toilet paper.
- f) Paper towel, toilet tissue sanitary napkin bags and hand soap replenished.

*Daily sanitizing and cleaning:*

- a) Floors dust and damp mopped using a disinfecting detergent.
- b) Mirrors, powder shelves, fixtures, cleaned and polished.

- c) Basins, bowls, urinals, including undersides cleaned and sanitized. Disinfecting detergent left to stand for 10 minutes.
- d) Both sides of toilet seats washed and sanitized.
- e) Waste containers including sanitary disposal receptacles emptied.
- f) Paper towel, toilet tissue and sanitary napkin bags hand soap replenished.
- g) Toilet partitions including doors washed.
- h) Ceramic tile washed.

#### Weekly

- a) Tops of partitions and other ledges damp wiped or dusted with a damp dusting tool.

#### Periodic

- a) Three times yearly, walls washed top-down.
- b) Floors power scrubbed as required but at least three times a year winter break, spring break and summer.

### **4. Student Areas** (*Loyola Academic, Student Centre, Atrium, BMO lounge, Burke, McNally Arts Commons*)

#### Daily

All areas swept and wet mopped or vacuumed where there is carpet. All mesh seating will be wiped. Counter tops, tables or work areas shall be wiped off daily.

#### Monthly

Spot clean upholstered seating.

### **5. Stairwells, Hallways, Elevators**

#### Daily

- a) Stairwells, hallways, entrances policed and litter removed.
- b) Entrances and all corridors dry and wet mopped.
- a) Radiators spot washed.

#### Weekly

- a) Floors damp mopped and auto scrubbed.
- b) Window ledges dusted.
- c) Remove unsightly spots, smudges, and markings from walls.
- d) Radiators damp wiped.
- e) Handrails disinfected.
- f) Elevator tracks vacuumed

### **6. Student Centre Cafeteria Dining Area and Loyola Tim Horton's**

#### Daily

- a) Floors dry mopped and wet mopped.
- b) Floors damp mopped.
- c) Reset tables and chairs.
- d) Door glass cleaned both sides.

### Annually

- a) Tile floors reconditioned.
- b) Steam clean floors.

## **7. Staff/Faculty Lunch Rooms**

### Daily

- a) Tile floors dust and damp mopped.
- b) Open areas of counters cleaned.
- c) Waste receptacles emptied.
- d) Table tops damp wiped.
- e) Kitchen sinks wiped clean providing the sink is accessible without moving dishes, equipment, etc. from the sink.

### Annually

- a) Floors reconditioned.

Note: This specification does not include washing dishes, utensils, fridge, stove, or microwave.

## **8. Bookstore, Art Gallery**

### Bookstore

#### Daily

- a) Carpet areas vacuumed.
- b) Tile floor areas dry and wet mopped.
- a) Desk tops and used tables dusted with a damp cloth only if the desk top is cleared of all papers.
- c) Finger marks and smudges removed if possible from doors, door frames, light switches filing cabinet handles and other normal body contact points.

## **9. Boardrooms**

### Daily

- a) Carpet areas vacuumed
- b) Floor dry mopped and mopped
- c) Horizontal surfaces within reach dusted
- d) Vertical surfaces such as walls, light switches and other body contact points cleaned of finger marks and smudges
- e) Boardroom tables spot wiped of visible debris
- f) Reset chairs and tables

### Weekly

- a) Wall hangings, high ledges, high cabinets and exit signs dusted.
- b) Vertical surfaces dusted with a damp dust cloth
- c) Boardroom table thoroughly washed

### Annually

- a) Carpets steam cleaned
- b) Tile flooring reconditioned
- c) Fabric chairs vacuumed or steam cleaned

Art Gallery

### Weekly

- a) All floors dry mopped and wet mopped

## **10. Offices**

*Offices:*

### Weekly

- a) Carpet tiles vacuumed.
- b) Horizontal surfaces within reach of the average person dusted. Any ledges with personal items on them or impeding access to them will not be cleaned unless the incumbent clears the space around the ledge. (For most expedient service, please place a work order)
- c) Both sides of glass partitions in offices spot cleaned.
- d) Finger marks and smudges removed if possible from doors, door frames, light switches filing cabinet handles and other normal body contact points.

### Periodic (once a year)

- a) Carpeted floors steam cleaned and tiled floors scrubbed and re-waxed.
- b) Desk tops and used tables dusted with a damp cloth only if the desktop is cleared of all papers. (For most expedient service, place a work order)
- c) Horizontal surfaces dusted (high ledges, high cabinets, exit signs) if access is clear to the space.
- d) Sides of chairs and tables, filing cabinets and equipment dusted.
- e) Kick plates cleaned
- f) Steam clean chairs

### **Note:**

- Customers must clear their desktop surfaces completely to receive desktop cleaning. (For most expedient service, place a work order with Facilities Management)
- Office equipment does not get cleaned by Custodial Services (ie: computer, calculators, and telephones). Incumbents are responsible for the cleaning of these items.
- Personal items do not get cleaned. Incumbents are responsible for the cleaning of these items.
- Books do not get dusted. Incumbents are responsible for the cleaning of these items.
- We do not clean personal mats.

## **11. Storage and Photocopier rooms:**

Storage rooms

### Weekly

- a) Floors dust mopped and spot mopped

- b) Carpets vacuumed
- c) Ledges dusted

Photocopy rooms

Daily

- a) Floors dust mopped and spot mopped
- b) Carpet areas to be spot vacuumed
- c) Carpet areas completely vacuumed
- d) Finger marks and smudges removed from painted walls

Monthly

- a) Push and kick plates cleaned.

Annually

- a) Carpet areas steam cleaned
- b) Tile floor refurbished

## **12. Homburg**

*Office areas: Homburg office areas will be cleaned as per section 1.*

### *a. Showers*

Daily

- a) Clean shower walls and floor.
- b) Damp wipe benches using germicidal detergent.
- c) Clean walls and floors in drying areas adjacent to shower rooms.
- d) Clean stainless steel fixtures in shower rooms.
- e) Remove hair from drain grates.
- f) Machine scrub shower and drying rooms. (Remove matting and hose down.)
- g) Scrub shower.
- h) Scrub drying room walls.

### *b. Sauna, Steam room*

Daily

- a) Damp wipe benches using disinfecting detergent.
- b) Clean benches, floor, and walls
- c) Three times weekly, scrub shower.
- d) Scrub drying room walls.
- e) Vacuum sauna weekly or as required.
- f) Wipe saunas

### *c. Fitness Centre*

Daily

- a) All floors swept and wet mopped.
- b) Mirrors to be spot cleaned.
- c) Vacuum between equipment.
- d) Clean equipment

### Monthly

- a) All kick and push plates cleaned or as required.

### *d. Locker Rooms*

#### Daily

- a) Tile and concrete floors swept and damp mopped.
- b) Damp wipe change benches using disinfecting detergents.
- c) Spot clean walls.

#### Weekly

- a) Dust exterior and top of lockers.

### Monthly

- a) Clean exterior of lockers.
- b) Wash walls bi-monthly.
- c) Machine scrub floors.

### *e. Field House*

#### Daily

- a) Floors dry mopped
- b) Floors spot mopped.
- c) Waste receptacles emptied.
- d) Use a scraper, remove all gum and foreign items.
- e) Semi Annually completely mop floors by hand

### *g. Life Mark Clinic*

#### Daily

- a) Floors dust mopped and wet mopped throughout the centre in all walking areas.
- b) Waiting area glass cleaned of finger prints and smudges.
- c) Washroom thoroughly cleaned and washroom fixtures will be disinfected.

#### Weekly

- a) Floor dust mopped and wet mopped from corner to corner, moving chairs in the waiting area and furniture in the treatment rooms to get behind items.
- b) All treatment tables moved and floor mopped underneath twice a week or as required.
- c) Waiting area furniture cleaned. Hard surface arm rests will be disinfected.
- d) Horizontal surfaces will be damp wiped.

#### Annually

- a) Floors reconditioned.

## **13. Residence**

a. Apartment Style Residence (Rice, Family Housing, Senior Suite):

*Residences are expected to clean their own rooms, kitchens and bathrooms within their apartment.*

Residents are required to sort waste streams in the 4 stream waste bins provided for their use. Garbage is to be placed down the garbage chute available in the garbage room on each floor. The waste bag must be tied. In the event a bag is too big, place the bag in the chute room on the floor.

Daily

- a) Chute rooms are cleared of waste daily.
- b) Stairwells swept and litter picked.
- c) Hallways dust mopped and mopped.
- d) Walls cleaned of food waste.
- e) Elevator floors cleaned and graffiti removed from cab door.

Weekly

- a) Mop hallways and stairwells.
- b) Elevator tracks vacuumed.
- c) Finger marks and smudges removed from light fixtures, elevator walls.
- d) Horizontal dusting performed.
- e) Walls
- f) Corridors burnished
- g) Furniture spot cleaned as required.

Periodic or as required

- a) Floors refinished Annually
- b) Elevator cab walls and exterior elevator doors polished.

*(Vanier, Student Housing Loyola):*

*Residence are required to clean their own room.*

Residences are required to place waste bags down the chute on their floor. The waste bag must be tied.

Daily

- a) Washrooms cleaned
- b) Stairwells swept and litter picked.
- c) Hallways dust mopped and spot mopped.
- d) Walls cleaned of any food waste.
- e) Elevator floors cleaned and graffiti removed from cab door.

Weekly

- a) Mop hallways and stairwells as required.
- b) Elevator tracks vacuumed.
- c) Finger marks and smudges removed from light fixtures, elevator walls.
- d) Horizontal dusting performed.
- e) Walls cleaned of kick marks.
- f) Corridors burnished
- g) Furniture spot cleaned as required.

### Periodic

- a) Floors refinished annually
- b) Elevator cab walls and exterior elevator doors polished.

## **14. Residence/Conference Services (Summer Services)**

*Conference Apartment Style Cleaning (Rice, Family Housing Loyola):*  
Custodial to perform the following duties

### Daily

- a) Dispose of garbage in the kitchen, bedroom and washroom area.
- b) Used towels collected and replaced with clean towels. Towels can also be replaced in the linen room during open hours by client.
- c) Washrooms (including toilets, mirrors, tubs and sinks) cleaned; washroom floors mopped.
- d) Conference items such as toilet paper, soap and plastic glasses replaced when needed.
- e) Kitchen sinks, tables, desks, window sills, light shades wiped.
- f) Extra pillows, soap, cups or towels can be picked up at the linen room, or the residence front desk by guests.

### Weekly

- a) Floors swept and mopped.
- b) Linen changed.

*Conference Room Style Cleaning:*

### Daily

- a) Garbage removed.
- b) Used towels collected and replaced with clean towels.
- c) Conference items e.g. soap and glasses replaced.
- d) Washrooms cleaned. (Including sanitizing of toilets, sinks and tubs).
- e) Floors swept and mopped (1 in 2 days).

### Weekly

- a) Linen changed.
- b) Floors swept and mopped.
- c) Suite Floors and Hallways swept and mopped.
- d) Clean such things as doorknobs, baseboards, suite mirrors.

### Periodic

- a) Floors re-polished if necessary.

*Cleaning Standards expected when Conference Groups or overnight guests have departed (Room Turnovers):*

- a) Beds stripped and towels and linen collected for laundering.
- b) Garbage removed.
- c) Floors swept and mopped.
- d) Kitchen area cleaned (including sink, fridge, stove, etc) if applicable.

- e) Desk and counter tops cleaned.
- f) Washrooms sanitized and cleaned including tubs, toilets, sinks floors etc. Toilet Partitions and baseboards cleaned.
- g) Beds made and towels placed at the foot of each bed.
- h) Soiled conference materials e.g. pamphlets, cups etc. replaced.
- i) Partitions, ledges and other areas prone to dust wiped clean.
- j) Fridges, stoves, cupboards and bed drawers cleared of articles and cleaned.

## **15. Point Pleasant Daycares**

### Daily

- a) Clear floor of all toys, chairs, and movable furniture.
- b) Empty all garbage cans-replace bags.
- c) Thoroughly clean and disinfect washroom (sinks, counter, toilets.)
- d) Thoroughly clean and disinfect kitchen sink.
- e) Vacuum all carpets
- f) Sweep and mop floors
- g) Clean glass

### Weekly

- a) Comprehensive dusting of area (ledge, picture frames, fire extinguishers ect.)
- b) Dust fan blades

### Monthly

- a) Vacuum vents
- b) Wash walls

### Annually

Strip and wax all applicable surface.