

UCM Custodial Services

The Custodial Services Unit is made up of over 105 university employees that cover over 3.7 million cleanable square feet of space and strives to become a leader in providing exceptional service to the university community. Only through a clear vision of the desired future and a critical analysis of the past can the attainment of our desired goals be realized. Services provided are funded through the **General Education Fund and Auxiliary budgets** to maintain and operate facilities that are directly related to the education, and service mission of the University of Central Missouri.

For general funded buildings and spaces, baseline custodial services include specific tasks and frequencies for cleaning and other related tasks. **Support for auxiliary and other non-GEF operations is based on a fee-for-service model.**

Facilities Management uses industry-wide cleaning standards as published in the APPA Custodial Operational Guidelines for Educational Facilities. The levels of cleanliness are outlined at the end of this section of the guide.

CUSTODIAL – BASELINE SERVICES

Auditorium, Classroom and Computer Lab Space	
<p>What to Expect: <i>Tile is clean but may be worn in high traffic areas. Tile stains will remain if we are not able to remove them with spot cleaning techniques. Traffic patterns may appear in carpet, certain carpet stains will remain if we are not able to remove them with spot cleaning techniques. Near the end of a semester, floor finish may be dull or scratched, depending on weather and use. During the winter, foot traffic will bring moisture and dirt into the classrooms and computer labs during the day. Between weekly and/or monthly surface cleanings, dust build-up and fingerprints will be noticeable. High lighting replacement is scheduled during school breaks with other maintenance to the room. Classrooms will be at highest cleanliness level at 8 AM, with possible deteriorating conditions during the day. Many classrooms are used all day into the evening with few breaks in the schedule. If possible, daytime custodial support staff will take advantage of any schedule breaks to spot clean as needed. The cleanliness level is based on the APPA Staffing Guidelines - Level 3.</i></p>	
Frequency	Task
Daily	Empty trash and recycle bins, if present; remove large debris from floor; spot mop or spot vacuum floors, as needed; clean major spills from floors, as needed; reposition chairs to original position and lower tablet arms; replace chalk and erasers in General Assignment Classrooms, as needed; thoroughly clean chalkboards and whiteboards unless "do not erase or save" is written on the board; report damaged seating; clean door handles, frames and light switches.
Weekly	Wipe down tables or desktops and remove debris from chairs; spot extract carpet stains, as needed; clean instructor tables and lecterns (not electronics or equipment). Vacuum weekly.
Monthly	Dust empty horizontal surfaces such as windowsills, baseboards and fixtures.

Annually	Scrub and refinish floors, as needed; extract carpet, as needed; clean reachable light fixtures, as needed; clean walls, as needed; inspect all classroom seating in preparation for the start of school.
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Library Space

What to Expect: *Tile is clean but may be worn in high traffic areas. Tile stains will remain if we are not able to remove them with spot cleaning techniques. Traffic patterns may appear in carpet, certain carpet stains will remain if we are not able to remove them with spot cleaning techniques. Near the end of a semester, floor finish may be dull or scratched, depending on weather and use. During the winter, foot traffic will bring moisture and dirt into the library areas during the day. Between weekly and/or monthly surface cleanings, dust build-up and fingerprints will be noticeable. **Library areas will be at highest cleanliness level at 8:00 AM, with possible deteriorating conditions during the day.** Many library areas are used all day into the evening with few breaks in the schedule. The cleanliness level is based on the APPA Staffing Guidelines - Level 3.*

Frequency	Task
Daily	Empty trash and recycle bins, if present; remove large debris from floor; spot mop or spot vacuum floors, as needed; clean major spills from floors, as needed; clean all entrance/exit door glass. Clean door handles, light switches and touch points.
Weekly	Clean door handles, frames and light switches; wipe down tables or desktops and remove debris from chairs; spot extract carpet stains, as needed; clean private study areas/carrels. Vacuum and mop weekly.
Monthly	Dust empty horizontal surfaces such as windowsills, baseboards and fixtures.
Annually	Scrub and refinish floors, as needed; extract carpet, as needed; clean reachable light fixtures, as needed; clean walls, as needed.

Clinical Space

What to Expect: *Tile is clean but may be worn in traffic areas. Tile stains will remain if we are not able to remove them with spot cleaning techniques. During the winter, foot traffic will bring moisture and dirt into the clinical areas during the day. **Clinical areas will be at the highest cleanliness level at 8:00 AM, with possible deteriorating conditions during the day.** The cleanliness level is based on the APPA Staffing Guidelines - Level 2.*

Frequency	Task
Daily	Remove trash that is tied off appropriately; remove large debris from floor before dust mopping or vacuuming; wet mop or spot clean floors, as needed.
Weekly	Auto scrub hallway floors.
Monthly	Burnish hard surface floors.
Annually	Scrub and refinish floors; clean light fixtures, as needed.

Conference Room Cleaning

Frequency	Task
Daily	Trash bins are emptied. Large debris is removed before the floor is dust mopped. Floor is mopped or spot cleaned/ vacuumed as needed. Major spills are cleaned from floors as needed. Tabletops are wiped down and debris is removed from chairs. Chairs are placed back in position. Chalkboards and whiteboards are cleaned thoroughly unless "do not erase or save" is written on the board. Door handles and light switches are cleaned.

Weekly	All areas of the room are dusted: HVAC vents, any empty horizontal surfaces such as windowsills, baseboards and fixtures.
Monthly	Carpet is checked for stains and spot extracted as needed.
Annually	Floors are scrubbed and refinished as needed. Carpets are extraction cleaned. Light fixtures are cleaned as needed. Walls are spot cleaned as needed.
<p><i>What to expect: Tile is clean but may be worn in high traffic areas. Tile stains will remain if we are not able to remove them with spot cleaning techniques. Traffic patterns may appear in carpet, certain carpet stains will remain if we are not able to remove them with spot cleaning techniques. Near the end of a semester, floor finish may be dull or scratched, depending on weather and use. During the winter, foot traffic will bring moisture and dirt into the conference rooms during the day. Between weekly and/or monthly surface cleanings, dust build-up and fingerprints will be noticeable. Conference rooms will be at highest cleanliness level at 8:00am, with possible deteriorating conditions during the day. Many conference rooms are used all day into the evening with few breaks in the schedule. The cleanliness level is based on the APPA Staffing Guidelines - Level 3.</i></p>	

Copy/Mailroom/Printing Space	
<p>What to Expect: <i>Tile is clean, but many be worn in high traffic areas. Tile stains will remain if we are not able to remove them with spot cleaning techniques. Traffic patterns may appear in carpet, certain carpet stains will remain if we are not able to remove them with spot cleaning techniques. Near end of semester, floor finish may be dull or scratched, depending on weather and use. During the winter, foot traffic will bring moisture and dirt into the classrooms and computer labs during the day. The cleanliness level is based on the APPA Staffing Guidelines - Level 3</i></p>	
Frequency	Task
Daily	Empty trash and recycling bins, if present; remove large debris before dust mopping; mop or spot clean/ vacuum floor, as needed; clean major spills from floors, as needed. Clean door handles, frames and light switches; spot extract carpet stains, as needed.
Weekly	Mop or vacuum.
Monthly	Dust empty horizontal surfaces such as windowsills, baseboards and fixtures.
Annually	Scrub and refinish floors, as needed; extract carpet as needed; clean fixtures, as needed; clean walls, as needed.

Data/IT Center Space	
<p>What to Expect: <i>IT staff is typical present during cleaning. Facilities Management will use minimal water to clean raised floors. Floors are waxed on request. Dusting is limited to HVAC vents, baseboards, light fixtures and piping. The cleanliness level is based on the APPA Staffing Guidelines - Level 3.</i></p>	
Frequency	Task
Annually	Clean IT spaces on request. Except office and conference areas. Please refer to those specific sections.

Dining, Eating and Kitchen Space

What to Expect: *Tile is clean but may be worn in high traffic areas. Certain tile stains will remain if we are not able to remove them with spot cleaning techniques. Between weekly and/or monthly surface cleanings, dust build-up and fingerprints will be noticeable. Diner/Café staff are expected to police seating areas, spot mop floors and pick-up large debris and wipe off tables and floor during regular hours. The cleanliness level is based on the APPA Staffing Guidelines - Level 3.*

Frequency	Task
Daily	Empty trash and recycling bins, if present; remove large debris before dust mopping or vacuuming the floor; spot clean minor stains; clean door handles and light switches; wipe down tables and place furniture back into its original position; clear and wipe down counters; clean and disinfect sinks, if no dishes are present; mop or spot clean floors, as needed; clean major spills from floors, as needed. Clean all touchpoints daily.
Weekly	Spot clean windows; dust empty horizontal surfaces such as windowsills, baseboards and fixtures.
Monthly	Dust all areas of the eating space, including HVAC vents, high-level surfaces, windowsills, chair and table legs, baseboards and fixtures; clean trash and recycle containers.
Annually	Scrub and refinish floors, as needed; extract carpets; clean reachable light fixtures, as needed; clean walls, as needed.

Elevator, Hallway, Lobby and Vending Space

What to Expect: *Tile is clean but may be worn in high traffic areas. Tile stains will remain if we are not able to remove them with spot cleaning techniques. Near the end of a semester, floor finish may be dull or scratched, depending on weather and use. During the winter, foot traffic will bring moisture and dirt in during the day, however, quality walk off entrance matting will be present at the main entrance of each building. Between weekly and/or monthly surface cleanings, dust build-up and fingerprints will be noticeable. Elevators, hallways and lobbies will be at highest cleanliness level at 8 AM, with possible deteriorating conditions during the day. The cleanliness level is based on the APPA Staffing Guidelines - Level 3.*

Frequency	Task
Daily	Empty trash and recycling bins; remove large debris before dust-mopping or vacuuming floors; spot-clean minor stains; clean hard surface floors; clean elevator doors and spot-clean elevator interior, as needed; vacuum entrance mats; clean main lobby entry door windows, weather permitting; clean and disinfect drinking fountains; place furniture back into original positions; clean door handles and light switches. Vending machines are not cleaned or maintained by Facilities Management (FM). Clean and disinfect all touch points in public spaces. Disinfect all elevator buttons daily.
Weekly	Dust and clean doorframes; vacuum elevator tracks and thoroughly clean interior of elevators; dust and clean window ledges.
Monthly	Dust empty horizontal surfaces such as windowsills, baseboards and fixtures.
Annually	Scrub and refinish floors; extract carpet in high traffic areas, as needed or time allows; clean reachable light fixtures, as needed; dust high-level surfaces; deep clean entrance mats; spot clean walls as needed.

Gymnasium Space

What to Expect: Floors are dusted, but stains that cannot be spot-cleaned will remain. Dirt build-up may be present around the floorboards and room corners. The cleanliness level is based on the APPA Staffing Guidelines - Level 3.

Frequency	Task
Daily	Empty trash bins; dust mop, spot mop as needed and auto-scrub floors if necessary; clean and disinfect water fountains. Clean door handles, door glass and light switches.
Weekly	Clean door handles, door glass and light switches.
Monthly	Dust empty horizontal surfaces such as windowsills, baseboards and fixtures.
Annually	Refinish floors, as needed; clean light fixtures, as needed.

Lactation Rooms

What to Expect: Tile is clean but may be worn in high traffic areas. Certain tile stains will remain if we are not able to remove them with spot cleaning techniques. Between weekly surface cleanings, dust build-up and fingerprints will be noticeable. APPA Staffing Guidelines - Level 2

Frequency	Task
Daily	Empty trash bins and receptacles; check and fill dispensers, as needed; wipe down dispensers; clean and disinfect counters and all touch points; remove large debris before dust-mopping and thoroughly disinfecting floor; vacuum carpet and spot clean, as needed; clean and disinfect all fixture surfaces. Lactation equipment is the responsibility of the department.
Weekly	Dust empty horizontal surfaces such as windowsills, baseboards and fixtures.
Annually	Scrub and refinish floors, as needed; extract carpets, as needed; clean reachable light fixtures, as needed

Loading Dock Space

What to Expect: Between weekly and/or monthly surface cleanings, dust build-up and fingerprints will be noticeable. The cleanliness level is based on the APPA Staffing Guidelines - Level 3.

Frequency	Task
Daily	Remove large debris before dust mopping the floor; mop or spot clean floor, as needed; clean major spills from floors, as needed.
Monthly	Dust empty horizontal surfaces such as windowsills, baseboards and fixtures.
Annually	Scrub floors, as needed; clean reachable light fixtures, as needed. Thorough cleaning of trash dumpsters inside and out are scheduled with our waste management provider.

Locker Room, Rest Room and Shower Space

What to Expect: All lights work. Soap dispensers, paper towel dispensers, faucets, mirrors, light switches, doors and stall handles and other bathroom fixtures are clean. All supplies are stocked. Toilets, urinals, sinks, shower stalls and floor are all clean and disinfected. Some restroom fixtures are old and difficult to clean to a shiny and bright condition. Every effort is made to ensure high level of cleanliness regardless of the age or condition of the fixture. The cleanliness level is based on the APPA Staffing Guidelines - Level 2.

Frequency	Task
Daily	Empty trash bins and receptacles; check and fill dispensers, as needed; wipe down dispensers; remove large debris before dust mopping and thoroughly disinfecting floor; clean and disinfect all fixture surfaces; check and remove graffiti on walls and partitions, as needed; clean and disinfect door handles and all touch points.
Weekly	Clean walls and partitions; remove mineral deposits from toilets and urinals.
Monthly	Dust empty horizontal surfaces such as windowsills, baseboards and fixtures; as needed; machine scrub restrooms, lockers rooms and showers, where applicable.
Annually	Scrub and refinish floor, as needed; inspect and deep clean tile grout; clean reachable light fixtures, as needed; thoroughly clean trash bins and receptacles.

Lounge Space

What to Expect: Tile is clean but may be worn in high traffic areas. Tile stains will remain if we are not able to remove them with spot cleaning techniques. Traffic patterns may appear in carpet, certain carpet stains will remain if we are not able to remove them with spot cleaning techniques. Near the end of a semester, floor finish may be dull or scratched, depending on weather and use. During the winter, foot traffic will bring moisture and dirt into the lounge areas during the day. Between weekly and/or monthly surface cleanings, dust build-up and fingerprints will be noticeable. Lounge areas will be at the highest cleanliness level at 8:00 AM, with possible deteriorating conditions during the day. The cleanliness level is based on the APPA Staffing Guidelines - Level 3.

Frequency	Task
Daily	Empty trash and recycle bins, if present; remove large debris before dust mopping tile, spot vacuum carpets; spot clean minor stains; wet mop hard surface floors and spot-clean, as needed; clean door handles and light switches.
Weekly	Wipe down tabletops and remove debris from chairs. Mop floors or vacuum.
Monthly	Dust all areas of the room including HVAC vents or units and any empty horizontal surfaces such as windowsills, baseboards and railings; burnish hard surface floors.
Annually	Scrub and refinish floors, as needed; extract carpets; clean light fixtures, as needed; spot clean walls, as needed.

Medical Laboratory Space

What to Expect: Floors are dusted, but stains that cannot be spot cleaned will remain. Dirt build-up may be present around the floorboards and room corners. Occupants are responsible for cleaning their own desks and other surfaces. Service to labs with restricted access can be prearranged. Departments are responsible for collection and disposal of all lab related waste such as biohazard containers and glass/sharps containers within the lab. Biohazard totes with proper labeling, sealed and weight guidelines will be picked up by custodial when left in the hallway. Lab occupants are responsible for cleaning any horizontal surfaces, sinks and equipment in labs. The cleanliness level is based on the APPA Staffing Guidelines - Level 3.

Frequency	Task
Daily	Empty trash bin; dust mop floors; wet mop or spot clean floors, as needed. Clean door handles and light switches.
Weekly	Clean door handles and light switches. Mop and vacuum floors.
Monthly	
Annually	Scrub and burnish floors; scrub and refinish floors, as needed; clean light fixtures, as needed.

Office Space

What to Expect: Carpet and tile is clean but may be worn in high traffic areas. Certain carpet and/or tile stains will remain if we are not able to remove them with spot cleaning techniques. Between monthly surface cleanings, dust build-up and fingerprints will be noticeable. Offices receive less attention because they typically receive the least traffic. Occupants are responsible for cleaning their own desks and surfaces containing personal belongings. Floors are dusted, but stains that cannot be spot cleaned will remain. Dirt buildup may be present around the floorboards and room corners. Facilities Management will respectfully decline to provide service to office areas that are not accessible, or our service may damage or interfere with room contents. Facilities Management is instructed to lock office spaces after cleaning. The cleanliness level is based on the APPA Staffing Guidelines - Level 3.

Frequency	Task
Monthly-Due to COVID, monthly cleaning has been suspended temporarily	Empty trash bins, as assigned per building; place tied trash in the hallway during interim cleaning; vacuum weekly, sweep/mop as room contents allow and conditions warrant; dust empty horizontal surfaces such as windowsills, baseboards and fixtures; clean telephones; clean door handles and frames and light switches. Occupant is responsible to empty office recycle bin into a central location in the hallways. Due to COVID – office cleaning has been reduced to once per week to include trash service. Centrally located trash receptacles and recycling containers have been placed in hallways so that office personnel can place their waste into those containers to be disposed of daily.
Annually	Clean carpet, if necessary and if carpet condition can withstand cleaning; scrub and refinish hard surface floors, as needed; clean reachable light fixtures, as needed; clean walls, as needed. Annual cleaning is accomplished through cooperation with occupants

Research Laboratory Space

What to Expect: Floors are dusted, but stains that cannot be spot cleaned will remain. Dirt build-up may be present around the floorboards and room corners. Occupants are responsible for cleaning their own desks and other surfaces. Service to labs with restricted access can be prearranged. Departments are responsible for collection and disposal of all lab related waste such as biohazard containers and glass/sharps containers within the lab. Biohazard totes with proper labeling, sealed and weight guidelines will be picked up by custodial when left in the hallway. Lab occupants are responsible for cleaning any horizontal surfaces, sinks and equipment in labs. The cleanliness level is based on the APPA Staffing Guidelines - Level 3.

Frequency	Task
Daily	Empty trash bins; dust mop floors. Spot mop floors as needed. Clean and disinfect all touch points, door handles and light switches.
Weekly	Mop or auto scrub floors.
Monthly	
Annually	Scrub, refinish and burnish floors; clean light fixtures, as needed.

Stairwells

What to Expect: Tile is clean but may be worn in high traffic areas. Certain tile stains will remain if we are not able to remove them with spot cleaning techniques. Between weekly and/or monthly surface cleanings, dust build-up and fingerprints will be noticeable. The stairwells may not appear to be as clean as the hallways, due to the lower finish levels present there. The cleanliness level is based on the APPA Staffing Guidelines - Level 3.

Frequency	Task
Daily	Sweep and vacuum main lobby stairs, as well as high traffic stairs; spot clean minor stains; wet mop treads and risers, as needed. Clean glass doors.
Weekly	Dust all rails and other eye-level surfaces; clean and disinfect all handrails; clean door glass and side glass; sweep or vacuum back of house stairs; spot clean minor stains; spot mop treads.
Monthly	Dust all areas of the stairwell, including HVAC vents, high-level surfaces, windowsills, baseboards and fixtures.
Annually	Scrub and refinish floors, as needed; clean reachable light fixtures, as needed.

Teaching Laboratory Space

What to Expect: *Tile is clean but may be worn in high traffic areas. Tile stains will remain if we are not able to remove them with spot cleaning techniques. Traffic patterns may appear in carpet, certain carpet stains will remain if we are not able to remove them with spot cleaning techniques. Near the end of a semester, floor finish may be dull or scratched, depending on weather and use. During the winter, foot traffic will bring moisture and dirt into the teaching labs during the day. Between weekly and/or monthly surface cleanings, dust build-up and fingerprints will be noticeable. Teaching labs will be at highest cleanliness level at 8:00 AM, with possible deteriorating conditions during the day. Some teaching labs are used all day into the evening with few breaks in the schedule. The cleanliness level is based on the APPA Staffing Guidelines - Level 3.*

Frequency	Task
Daily	Empty trash bins; remove large debris before dust mopping or vacuuming the floor; spot clean floor, as needed; thoroughly clean chalkboards and whiteboards unless "do not erase or save" is written on the board. Clean door handles and light switches and all touch points.
Weekly	Clean door handles and light switches; check carpet for stains and spot-extract, as needed.
Monthly	Dust empty horizontal surfaces such as windowsills, baseboards and fixtures.
Annually	Scrub and burnish floors; scrub and refinish floors, as needed; extract carpets; clean light fixtures, as needed.

Other Services and Notes

What to Expect: *FM Custodial Services strives to provide a green cleaning service. Therefore, if conditions do not warrant cleaning, labor, natural resources, chemicals will not be invested into cleaning. All frequencies and cleaning levels will be reduced when staff is diverted for absenteeism and weather event conditions. For an hourly rate, Custodial Services can be provided for event support.*

Frequency	Task
daily	Remove snow and treat ice around building entryways, as needed.
daily	Verify and report exterior lighting situations.

APPA Appearance Levels

Level 1

Floors and base molding shine and/or are bright and clean; colors are fresh. There is no buildup in corners or along walls. All vertical and horizontal surfaces have a freshly cleaned or polished appearances and have no accumulation of dust, dirt, marks, streaks, smudges or fingerprints. Lights all work and fixtures are clean. Washroom and shower fixtures and tile gleam and are odor-free. Supplies are adequate. Trash containers and pencil sharpeners hold only daily waste, are clean and odor-free.

Level 2

Floors and base molding shine and/or are bright and clean. There is no buildup in corners or along walls. But there can be up to two days worth of dust, dirt, stains or streaks. All vertical and horizontal surfaces are clean, but marks, dust, smidges and fingerprints are noticeable upon close observation. Lights all work and fixtures are clean. Washroom and shower fixtures and tile gleam and are odor-free. Supplies are adequate. Trash containers and pencil sharpeners hold only daily waste, are clean and odor-free.

Level 3

Floors are swept or vacuumed clean, but upon close observation there can be stains. A buildup of dirt and/or floor finish in corners and along walls can be seen. There are dull spots and/or matted carpet in walking lanes. There are streaks or splashes on base molding. All vertical and horizontal surfaces have obvious dust, dirt, marks, smudges, and fingerprints. Lamps all work and fixtures are clean. Trash containers and pencil sharpeners hold only daily waste, are clean and odor-free.

Level 4

Floors are swept or vacuumed clean, but are dull, dingy, and stained. There is a noticeable buildup or dirt and/or floor finish in corners and along walls. There is a dull path and/or obviously matted carpet in the walking lanes. Base molding is dull and dingy with streaks or splashes. All vertical and horizontal surfaces have conspicuous dust, dirt, marks, smudges, and fingerprints. Lamp fixtures are dirty and some lamps (up to 5% are burned out). Trash containers and pencil sharpeners have old trash and shavings. They are stained and marked. Trash containers smell sour.

Level 5

Floors and carpets are dull, dirty, scuffed and/or matted. There is a conspicuous buildup of old dirt and/or floor finish in corners and along walls. Base molding is dirty, stained and streaked. Gum, stains, dirt, dust balls and trash are broadcast. All vertical and horizontal surfaces have major accumulations of dust, dirt, smudges, and fingerprints, all of which will be difficult to remove. Lack of attention is obvious. Light fixtures are dirty with dust balls and flies. Many lamps (more than 5% are burned out). Trash containers and pencil sharpeners overflow. They are stained and marked. Trash containers smell sour.