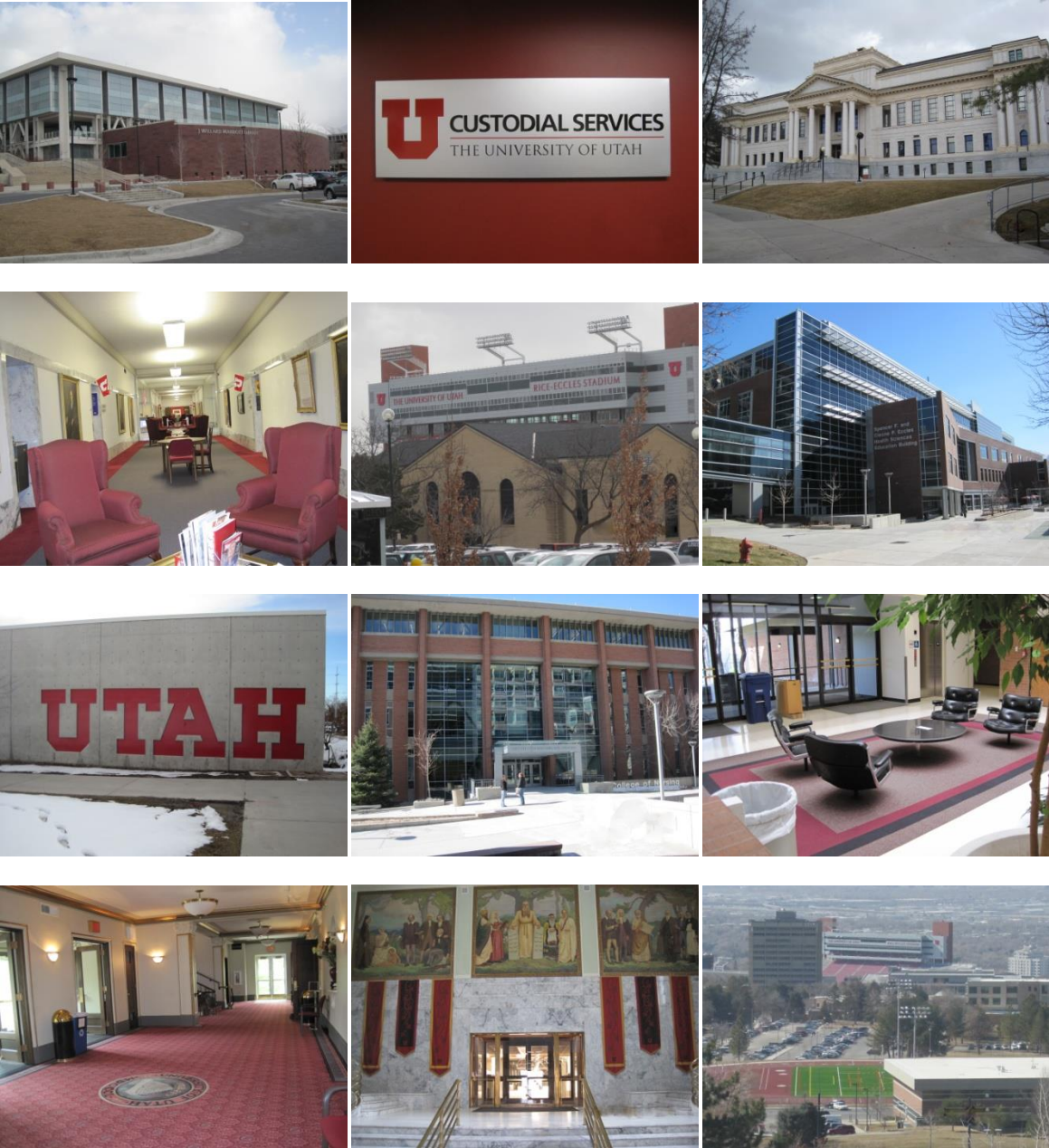


UNIVERSITY OF UTAH

CUSTODIAL SERVICES COMPETENCIES

Training Series for a Professional Cleaning Organization



Overview

This training manual is to increase effectiveness in our job performance by following the guidelines in meeting the expectations of the custodial department.

The work assignments, buildings maps and work cards have been determined based on the time it takes to complete the tasks as outlined. It is the employee's responsibility to insure each task is completed and meets the expectations of the custodial department. It is the crew leader's duty to insure each employee meets these expectations; employees failing to meet these expectations will be held accountable.

This manual is designed to provide proper training or enhance the knowledge you have already gained. Training will be provided in various outlines for managers, inspectors, trainers, crew leaders and their employees.

A properly trained employee will recognize tasks as they need to be performed. Preparedness is essential to provide quality work and to prevent time being wasted in managing supplies.

This manual is divided into four sections:

Module A – provides how to perform daily job responsibilities.

Module B – provides specific types of daily tasks that are to be performed.

Module C – provides special tasks including hard floor, carpet and window care.

Module D – provides Custodial Department policies, standards, training and supervision, public relations, training aids, etc.

When questions arise you should always discuss with your manager, crew leader or trainer before proceeding.

For actual cleaning and scheduling refer to area cleaning runs and the standards.

Manual -Table of Contents

Routine Cleaning

Module

A1

Entrance, Lobby & Hallway Cleaning Basics

Module

A2

Vending, Lunchroom & Break Room Cleaning Basics

Module

A3

Stairs & Elevators Cleaning Basics

Module

A4

Classrooms Cleaning Basics

Module

A5

Restroom Cleaning Basics

Module

A6

Offices Cleaning Basics

Module

A7

Research Labs Cleaning Basics

Manual -Table of Contents

Routine Tasks

Module

B1

Trash Collection Basics

Module

B2

Dusting & Spot Cleaning Basics

Module

B3

Light Changing Basics

Module

B4

Chalk & White Board Cleaning Basics

Module

B5

Pressure Spraying & Grout Cleaning Basics

Module

B6

Unique Area Cleaning Basics

Module

B7

**Equipment, Scrubbers, Sweepers, Vacuums,
etc.**

Manual -Table of Contents

Floor Care Tasks

Module

C1

Floor Care – Basic
(Mopping & Sweeping)

Module

C2

Floor Care – Intermediate
(Buffing, Burnishing, Scrubbing)

Module

C3

Floor Care - Advanced
(Refinishing)

Carpet Care Tasks

Module

C4

Carpet Care - Basic
(Vacuuming & Spotting)

Module

C5

Carpet Care - Intermediate
(Encapsulation)

Module

C6

Carpet Care Advanced
(Shampooing & Extraction)

Manual -Table of Contents

Window Cleaning

Module

C7

Window Cleaning Basics

Departmental Information

Module

D1

Public Relations

Module

D2

Training & Supervision

Module

D3

Production Rates & Cleaning Standards

Module

D4

Department Policy

Module

D5

Custodial Closets

Module

D6

Training Aids

Module

A1

UNIVERSITY OF UTAH

CUSTODIAL SERVICES COMPETENCIES

Training Series for a Professional Cleaning Organization



Entrance, Lobby & Hallway Cleaning Basics

Table of Contents

Overview	2
Supplies and Equipment	2
Routine Cleaning	3
Entrances	4
Lobbies & Hallways	5
Key Concepts	6
Dust Mopping	6
Spot Mopping	7
Traffic Mopping	7
Damp Mopping	8
Vacuuming	8
Safety Precautions	10

Overview

The University of Utah is a public institution of learning. What the public sees when they walk into University buildings often makes a long lasting impression. If the entryways, hallways and floors are cleaned and polished, then positive feelings are established. This is not an easy task during heavy traffic flow and poor weather conditions which bring in dirt, mud, snow, ice and salt. Daily sweeping and mopping of halls and vacuuming entrance carpets are a must. *(Doing so helps cut down on the amount of soil brought into buildings).*

Supplies and Equipment

Rubbermaid trash can with:

- Putty knife or scraper
- Microfiber cloth
- Vacuum (back pack, wide area, etc)
- Replacement can liners



Trigger spray bottles with:

- Porcelain cleaner
- Glass cleaner
- Neutral cleaning solution



Hard Floor surfaces:

- Microfiber dust mop
- Counter brush or broom and dust pan
- Wet mop and bucket



Safety equipment:

- Safety gloves – latex or nitrile
- Safety goggles or glasses – splash resistant
- Wet floor signs



Entrances, Lobbies & Hallways

Routine Cleaning

Always clean top to bottom - dry to wet

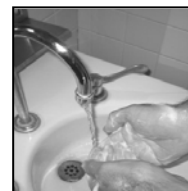
Prepare for Entrance, Lobby & Hallway Cleaning

1. Put on personal protective equipment (PPE).
2. Inspect your equipment and supplies; report issues or hazards to your crew leader
3. Gather all necessary cleaning supplies and equipment. (Dispense University approved cleaning chemicals into approved containers). Fill moping system with approved cleaner.

Entrances

Perform Entrance Cleaning Procedures

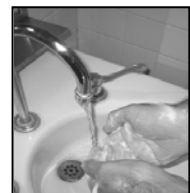
1. Begin entrance cleaning by checking lights; replace as needed.
2. Dust ceiling and wall vents, tops of doors, etc.
3. Pick up large debris from the inside and outside of the entry. Once a week, sweep the outside area and steps. Remember we clean 100 sq. ft. outside of entrances. ***Important: snow removal takes precedence over all other tasks.*** Remove snow from all entry ways and steps. Apply ice melt product sparingly if needed. *In heavy snowfall, the crew leader may give instructions to clean a “shovel width” path around the surrounding walkways.*
4. Where applicable vacuum entrance mats. (Entrance carpet or walk off mats collect much of the incoming soil. To remain effective as “soil catchers” they must be vacuumed thoroughly each day). *It may be necessary on wet days that you will need to extract the water with a carpet extractor from walk-off mats.*
5. Sweep and mop all hard floor areas, entrances, and around entry mats or walk off mats.
6. Clean entrance doors, glass, push bars, handles, and door frames. Remove any posters or tape. (Use glass cleaner in a spray bottle with micro-fiber cloth or micro-fiber bucket with the dual squeegee). Be sure to clean from the top of the glass to the bottom. Dead glass (glass that does not move) should be cleaned weekly or as scheduled.
7. Upon completion of your cleaning tasks be sure to self-inspect before moving onto the next area. Even the best service provider occasional miss a cleaning opportunity.
8. At the end of your shift, re-inspect, clean and store your equipment.
9. Remove personal protective equipment. Thoroughly wash hands with soap and water.



Lobbies & Hallways

Perform Lobby & Hallway Cleaning Procedures

1. Begin Lobby & Hallways cleaning by checking lights, replace lights as needed.
2. Pick up large debris from the floor. Dust ceiling and wall vents, tops of doors, ledges, moldings, etc. (Remember courtesy phone stations, locker tops etc. as these are often neglected areas).
3. Spot clean surface as needed. (For hallways with elevators exterior surfaces should be dusted and cleaned, using a university approved class or multi-surface cleaner).
4. Empty trash containers, change liner if torn or dirty, clean trash containers if dirty (insides and out).
5. Clean drinking fountains - Stainless steel and porcelain. Use approved properly diluted porcelain cleaner and a microfiber towel for heavy buildup – remove thoroughly by rinsing. Use glass cleaner to shine them up. (Remember to clean the whole drinking fountain, even the underside).
6. Vacuum or dust mop the hallway (depending on surface type). Use the appropriate size vacuum or dust mop.
7. Spot mop, traffic mop, damp mop or auto scrub floor depending on need.
8. Upon completion of your cleaning tasks be sure to self-inspect before moving on to the next area. Even the best service providers occasionally miss a cleaning opportunity.
9. At the end of your shift, re-inspect, clean and store your equipment.
10. Remove personal protective equipment. Thoroughly wash hands with soap and water.



Key Concepts

Dust Mopping

1. Using a putty knife, remove gum or similar substances from the floor surface.
2. Using a microfiber dust mop, sweep floor to remove dust and debris. It is recommended that the operator work from the interior corner or baseboard towards the door or exit area.
3. In open areas, long continuous overlapping vertical strokes are recommended {Figure 1- Module A1, pg. 6}. In confined spaces, short, continuous side-to-side overlapping strokes are recommended. Rotating the dust mop on its swivel will enable the operator to maintain one leading edge.
4. In all situations, pay close attention to corners, edges, and hard-to get areas. Avoid striking objects on the floor with the dust mop head – this will deposit unwanted dust and debris.
5. Upon completion, dust and debris should be carefully removed with a counter brush or broom and dustpan, and then deposited into the trash container.

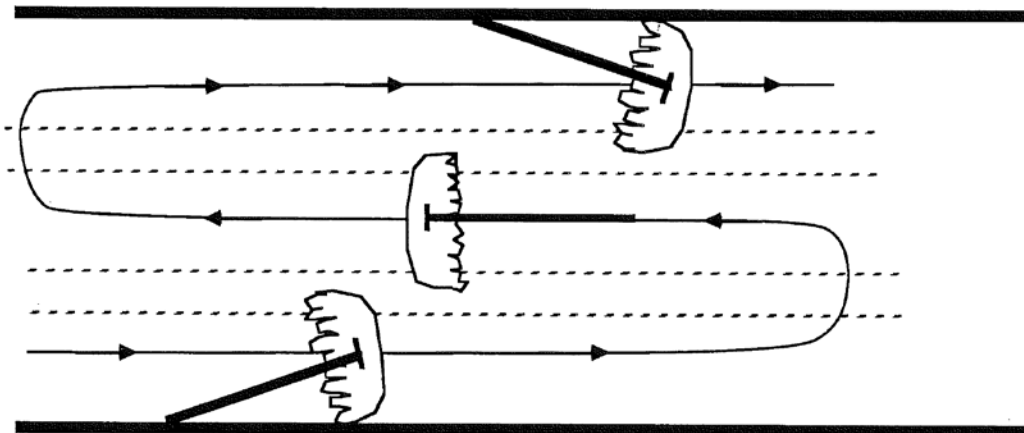


Figure 1 {Large hall dust mopping}.

Spot Mopping

Note: Spot mopping is performed in low soil areas with localized spots, spills or debris.

1. Place bucket and wringer system in a strategic location to facilitate an effective mopping pattern toward the door or exit area.
2. Submerge mop head into solution. Agitate mop head in a vertical motion to thoroughly absorb the cleaning solution.
3. Carefully insert the mop head into the wringer assembly. Apply downward pressure to the wringer handle to wring out the mop.
4. Mop only localized visible spills, soil or debris. Use a vertical or a side-to-side leading edge motion.
5. Avoid striking objects on the floor with mop head– this may deposit pieces of the mop or unwanted debris.



Traffic Mopping

Note: Traffic mopping is performed in moderate soil areas with traffic patterns, localized spots, spills or debris.

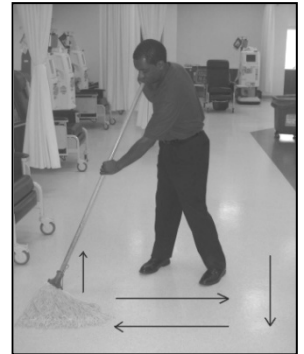
1. Place bucket and wringer system in a strategic location to facilitate an effective mopping pattern toward the door or exit area.
2. Submerge mop head into solution. Agitate mop head in a vertical motion to thoroughly absorb the cleaning solution.
3. Carefully insert the mop head into the wringer assembly. Apply downward pressure to the wringer handle to wring out the mop.
4. Mop main traffic areas, personal work spaces and localized visible spills, soil or debris. Use a vertical or a side-to-side leading edge motion.
5. Avoid striking objects on the floor with the mop head – this may deposit pieces of the mop or unwanted debris.



Damp Mopping

Note: Damp mopping is performed in moderate soil areas with traffic patterns, corner and edge soil, spots, spills or debris. Damp mopping is also performed to supplement spot mopping.

1. Place bucket and wringer system in strategic location to facilitate an effective mopping pattern toward the door or exit area.
2. Submerge mop head into solution. Agitate mop head in a vertical motion to thoroughly absorb the cleaning solution.
3. Carefully insert the mop head into the wringer assembly. Apply downward pressure to the wringer handle to wring out the mop.
4. Mop all areas including corners and edges to remove soil or debris. Use a vertical or a side-to-side leading edge motion.
5. Avoid striking objects on the floor with the mop head – this may deposit pieces of the mop or unwanted debris.



Vacuuming

Note: For entrances, hallways, and lobbies that have carpet area's, daily vacuuming is normally needed.

Entrances: An upright or backpack vacuum may be used. Use slow deliberate strokes for the most effective vacuuming. Be sure to thoroughly vacuum to remove all debris from “entrance mats” or “walk off carpets”.

Hallways & Lobbies: If using a backpack vacuum move in one direction down the middle of the hall. Vacuum using a side to side motion, making sure that you cover the entire floor {Figure 2- Module A1, pg. 9}.

Wider hallways typically require a “walk behind vacuum” or “ride on vacuum”; this will allow you to clean more area at a time. With this type of vacuum you should vacuum down one side of the hall; reverse, and repeat the procedure until all the carpet has been covered. {Figure 3- Module A1, pg 9}. *(Your crew leader will provide additional training as to how to use this equipment).*



Be sure to perform thorough vacuuming of all scheduled areas including all corners and edges, making sure that you cover the entire floor. Use the attachments to vacuum all hard to reach areas that have observable dust.

Make notes of all spots on carpet and report to crew leader. *If using a corded vacuum always be sure that you work away from the electrical outlet. When reaching the end of the cord walk down to the electrical outlet, grasp the plug, and gently pull to remove it. Equipment is often damaged by yanking the cords to unplug them. Upon completion of your task, be sure to prepare your equipment for the next days use by emptying bags and cleaning filters.*

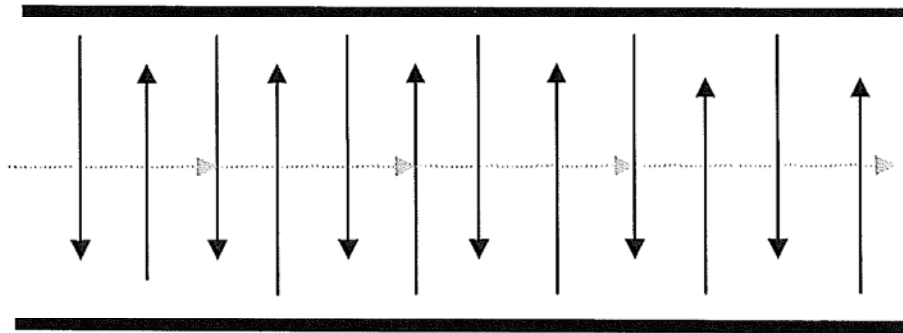


Figure 2 {Vacuuming narrow hall with back-pack}.

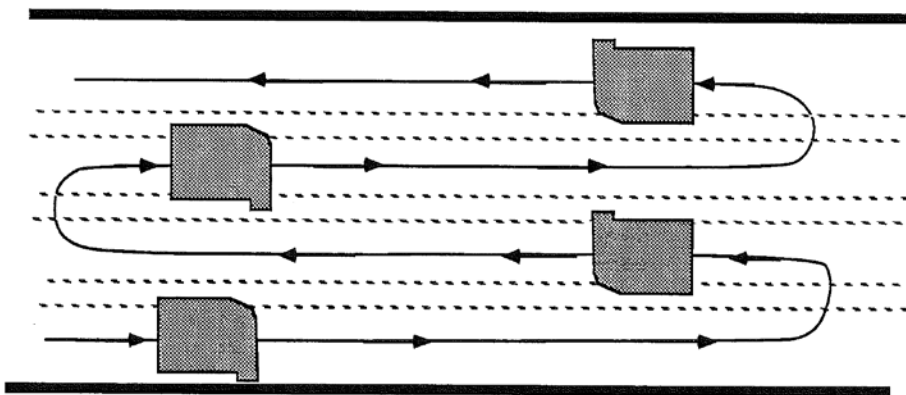


Figure 3 {Vacuuming wide hall with walk behind or riding vacuum}.

Safety Precautions

- At the beginning of your shift, inspect your equipment and report observed safety hazards at once to the crew leader.
- Always unplug your machinery and tag-out before performing even the most simple equipment maintenance tasks.
- Always wear protective eyewear and safety gloves when working with chemicals & cleaners.
- Never reach into a trash container. There may be sharp protruding objects.
- Never mix chemicals and never bring unauthorized chemicals to the job site.
- It is recommended that you wear protective eyewear while emptying vacuums.
- It is also recommended that you wear a dust mask while emptying vacuums.
- **Always use “wet floor caution” signage while performing wet work.**
- At the end of your shift, inspect and clean your equipment and report safety hazards to your crew leader.



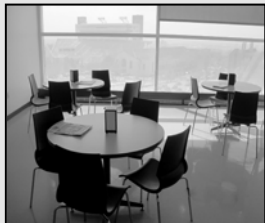
Module

A2

UNIVERSITY OF UTAH

CUSTODIAL SERVICES COMPETENCIES

Training Series for a Professional Cleaning Organization



Vending, Lunchroom & Break Room Cleaning Basics

Table of Contents

Overview	2
Supplies and Equipment	2
Routine Cleaning	3
Carpeted Areas	4
Hard Surface Areas	5
Key Concepts	6
Dust Mopping	6
Damp Mopping	6
Vacuuming	7
Customer Privacy	7
Access Control	7
Safety Precautions	8

Overview

The University of Utah is a public institution of learning. What the public, faculty and staff see when they walk into University buildings, and rooms located in the building often makes long lasting impressions. If the vending, lunchrooms & breakrooms are clean then positive feelings are established. This is not an easy task because of how these types of areas are used. Thorough cleaning, sweeping, vacuum and mopping of these types of areas are a must.

Supplies and Equipment

Rubbermaid trash can with:

- Microfiber cloth
- Back-pack vacuum
- Replacement can liners



Trigger spray bottles with:

- General purpose cleaner
- Glass cleaner



Hard Floor surfaces:

- Microfiber dust mop
- Counter brush or broom and dust pan
- Wet mop and bucket



Safety equipment:

- Wet floor signs
- Safety gloves- latex or nitrile
- Safety goggles or glasses – splash resistant



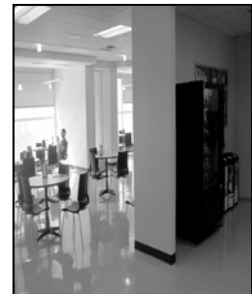
Vending, Lunchroom, and Break rooms

Routine Cleaning

Always clean top to bottom – dry to wet

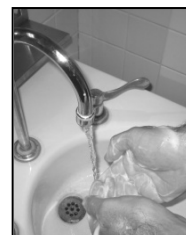
Prepare for cleaning

1. Put on personal protective equipment (PPE)
2. Inspect your equipment and supplies; report issues or hazards to your crew leader.
3. Gather all necessary cleaning supplies and equipment. (If cleaning hard surface areas - fill mopping system with a University approved cleaning solution).
4. If you require keys for access make sure you have them.



Perform Cleaning Procedures (Carpeted Areas)

1. Check lights, if there are any burned out ones, replace as needed.
2. Dust all vents and pick up large debris.
3. Empty trash containers, change liner if torn or dirty, clean trash containers if dirty (insides and out).
4. Check for spots or stains on carpet. Report them to your crew leader.
5. In public vending areas, lunchrooms, or break rooms, clean the tops of tables and wipe down chairs if needed using a University approved cleaner. (In staff and departmental lunchrooms or break rooms, we do not clean sinks, tables, chairs, microwaves or refrigerators. *It is the building, or department staffs responsibility to keep them clean*).
6. Vacuum carpet, making sure you get under all furniture, such as tables and chairs, vending machines, under trash cans, and along edges of the walls. (Remember behind doors and corners).
7. Upon completion of your cleaning tasks, be sure to self-inspect before moving on to the next area. Even the best service providers occasionally miss a cleaning opportunity.
8. At the end of your shift, re-inspect, clean and store your equipment.
9. Remove personal protective equipment. Thoroughly wash your hands with soap and water.

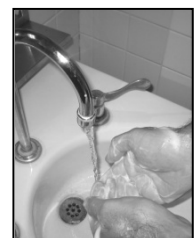


***Vending machines are maintained by Food Services.
They are required to pick up all packaging and boxes.***

Requests for special service or personal favors should be referred to your crew leader.

Perform Cleaning Procedures (Hard Surface Area)

1. Check lights, if there are any burned out ones, replace as needed.
2. Dust all vents and pick up large debris.
3. Empty trash containers, change liner if torn or dirty, clean trash containers if dirty (insides and out).
4. Dust mop floor using a micro-fiber dust mop. Use a broom or back pack vacuum to get corners and edges. Make sure you get under all furniture, such as tables and chairs, vending machines, under trash cans, and along edges of the walls. (Remember behind doors and corners).
5. In public vending areas, lunchrooms, or break rooms, clean the tops of tables and wipe down chairs if needed using a University approved cleaner. (In staff and departmental lunchrooms or break rooms, we do not clean sinks, tables, chairs, microwaves or refrigerators. *It is the building, or department staffs responsibility to keep them clean*).
6. Mop floor with a damp mop making sure you get along walls, corners, behind the doors, and under all furniture. When finished put out wet floor signs.
7. Upon completion of your cleaning tasks, be sure to self-inspect before moving on to the next area. Even the best service providers occasionally miss a cleaning opportunity.
8. At the end of your shift, re-inspect, clean and store your equipment.
9. Remove personal protective equipment. Thoroughly wash your hands with soap and water.



***Vending machines are maintained by Food Services.
They are required to pick up all packaging and boxes.***

Requests for special service or personal favors should be referred to your crew leader.

Key Concepts

Vacuumping

For vending, lunchrooms, and break rooms, back pack style vacuums should be used. Best vacuuming is done by using slow deliberate strokes using a side to side or back and forth motion depending on the vacuum head. *(In certain instances an upright style vacuum may be used).*

Be sure to perform thorough vacuuming of all scheduled areas including all corners and edges, making sure that you cover the entire floor. Use the attachments to vacuum all hard to reach areas that have observable dust. Make notes of all carpet spots and report to your crew leader. *When changing the electrical outlet, grasp the plug, and gently pull to remove it. Equipment is often damaged by yanking the cords to unplug them. Upon completion of your task be sure to prepare your equipment for the next day's use by emptying bags and cleaning filters.*



Customer Privacy Procedure

Professional cleaning service providers must be ever mindful of the spaces in which they clean. Always be courteous and helpful while performing work. Always be courteous and work around people when performing cleaning tasks.

Access Control Procedure

Because many department areas are unoccupied during the times that a custodian may be cleaning, access keys may be assigned to the person cleaning the assigned area. Use the access keys to gain admittance to the area to be cleaned. Enter the room and perform the assigned tasks. Upon completion insure that if lights have been turned on that they are turned off, and that the door is locked and secure. **Remember that anything in those rooms are personal items and should never be touched by the custodian.**

Safety Precautions

- At the beginning of your shift, inspect your equipment and report observed safety hazards at once to your crew leader.
- Always unplug your machinery and tag-out before performing even the most simple equipment maintenance tasks.
- Always wear protective eyewear and safety gloves when working with chemicals & cleaners.
- Never reach into a trash container. There may be sharp protruding objects.
- Never mix chemicals and never bring unauthorized chemicals to the job site.
- It is recommended that you wear protective eyewear while emptying a vacuum.
- It is also recommended that you wear a dust mask while emptying a vacuum.
- **Always use “wet floor caution” signage while performing wet work.**
- At the end of your shift, inspect and clean your equipment and report safety hazards to your crew leader.



Module

A3

UNIVERSITY OF UTAH

CUSTODIAL SERVICES COMPETENCIES

Training Series for a Professional Cleaning Organization



Stairway & Elevator Cleaning Basics

Table of Contents

Overview	2
Supplies and Equipment	2
Routine Cleaning	3
Carpeted Stairs	4
Hard Surface Stairs	5
Elevator Cleaning	6
Carpeted Elevators	7
Hard Surface Elevators	8
Key Concepts	9
Dust Mopping	9
Damp Mopping	9
Vacuuming	10
Safety Precautions	11

Overview

The University of Utah is a public institution of learning. What the public sees when they walk into University buildings often makes long lasting impressions. If the stairs and elevators are cleaned and polished, then positive feelings are established. This is not an easy task during heavy traffic flow and poor weather conditions which bring in dirt, mud, snow, ice and salt. Cleaning of stairs and elevators is essential for the appearance of the building.

Supplies and Equipment

Rubbermaid trash can with:

- Microfiber cloth
- Back-pack vacuum
- Replacement can liners



Trigger spray bottles with:

- General purpose cleaner
- Glass cleaner



Hard Floor surfaces:

- Microfiber dust mop
- Broom and dust pan
- Wet mop and bucket



Safety equipment:

- Wet floor signs
- Safety gloves- latex or nitrile
- Safety goggles or glasses – splash resistant



Stairway Cleaning

Routine Cleaning

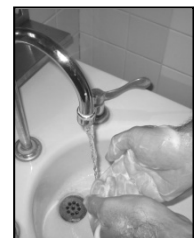
Always clean top to bottom – dry to wet

Prepare for cleaning

1. Put on personal protective equipment (PPE).
2. Inspect your equipment and supplies; Report issues or hazards to your crew leader.
3. Gather all necessary cleaning supplies. (If cleaning hard surface areas - fill mopping system with University approved cleaning solution).
4. If complete mopping of stairway is required, make sure that you have enough wet floor signs for the entries on the different levels.

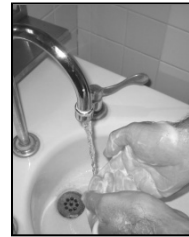
Perform Cleaning Procedures (Carpeted Stairways)

1. Check lights, if there are any burned out ones, replace as needed.
2. Dust all vents and pick up large debris.
3. Check for spots or stains on carpet. Report them to your crew leader.
4. Dust handrails and ledges going up and down both sides. Clean soil and build up once a week using a University approved degreaser, or general purpose cleaner.
5. Vacuum carpet using a back-pack style vacuum making sure you get along edges, corners, and behind doors.
6. Upon completion of your cleaning tasks, be sure to self-inspect before moving on to the next area. Even the best service providers occasionally miss a cleaning opportunity.
7. At the end of your shift, re-inspect, clean and store your equipment.
8. Remove personal protective equipment. Thoroughly wash your hands with soap and water.



Perform cleaning Procedures (Hard Surface Stairways)

1. Check lights, if there is any burned out ones replace them.
2. Dust all vents and pick up large debris.
3. Check for damaged areas, report them to crew leader.
4. Dust mop stairs using a micro-fiber dust mop, use a broom to get corners edges and along walls. A back pack vacuum can also be used to get edges corners, and behind doors.
5. Mop stairs with a damp mop making sure you get along wall, and corners, when finished put out wet floor sign.
6. Upon completion of your cleaning tasks, be sure to self-inspect before moving on to the next area. Even the best service providers occasionally miss a cleaning opportunity.
7. At the end of your shift, re-inspect, clean and store your equipment.
8. Remove personal protective equipment. Thoroughly wash your hands with soap and water.



Elevator Cleaning

Routine Cleaning

Always clean top to bottom – dry to wet

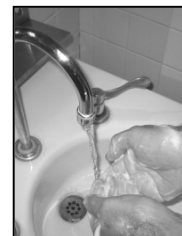
Prepare for cleaning

1. Put on personal protective equipment (PPE).
2. Inspect your Equipment and supplies; Report issues or hazards to your crew leader.
3. Gather all necessary cleaning supplies and equipment. (If cleaning hard surface areas - fill mopping system with University approved cleaning solution).
4. If you require keys to shut down the elevators, make sure that you have them.



Perform Cleaning Procedures (Carpeted Elevators)

1. Check for burned out lights, report them to your crew leader so a repair work order can be created. (All repairs to elevator are performed by a contracted service company).
2. Dust all vents and pick up large debris.
3. Check for spots or stains on carpet, report them to your crew leader.
4. Vacuum carpet, making sure to get along edges of the walls and threshold. (Remember to clean the tracks and corners).
5. If the walls are stainless steel, clean with an University approved cleaner.
6. Clean control panel only with a University approved cleaner. (*Never spray onto the control panel. Spray all cleaners on cleaning rag, then wipe*).
7. Upon completion of your cleaning tasks, be sure to self-inspect before moving on to the next area. Even the best service providers occasionally miss a cleaning opportunity.
8. At the end of your shift, re-inspect, clean and store your equipment.
9. Remove personal protective equipment. Thoroughly wash your hands with soap and water.



Perform Cleaning Procedures (Hard Surface Elevators)

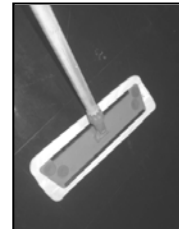
1. Check for burned out lights, report them to your crew leader so a repair work order can be created. (All repairs to elevator are performed by a contracted service company).
2. Dust all vents and pick up large debris.
3. Dust mop floor using a micro-fiber dust mop. Use a broom or backpack vacuum to get corners and edges, making sure to get along edges of the walls. (Remember to get the elevator tracks).
4. If the walls are stainless steel, clean with an University approved cleaner.
5. Clean control panel only with a University approved cleaner. ***(Never spray onto the control panel. Spray all cleaners on cleaning rag, then wipe).***
6. Mop floor using a damp with a University approved cleaner. Making sure you get the along wall, and in corners.
7. Upon completion of your cleaning tasks, be sure to self-inspect before moving on to the next area. Even the best service providers occasionally miss a cleaning opportunity.
8. At the end of your shift, re-inspect, clean and store your equipment.
9. Remove personal protective equipment. Thoroughly wash your hands with soap and water.



Key Concepts

Dust Mopping

1. Using a putty knife, remove gum or similar substances from the floor surface.
2. Using a microfiber dust mop, sweep floor to remove dust and debris. It is recommended that the operator work from the interior corner or baseboard towards the door or exit area.
3. In open areas, long continuous overlapping vertical strokes are recommended. In confined spaces, short, continuous side-to-side overlapping strokes are recommended. Rotating the dust mop on its swivel will enable the operator to maintain one leading edge.
4. In all situations, pay close attention to corners, edges, and hard-to get areas. Avoid striking objects on the floor with the dust mop head – this will deposit unwanted dust and debris.
5. Upon completion, dust and debris should be carefully removed with a counter brush or broom and dustpan, and then deposited into the trash container.



Damp Mopping

Note: Damp mopping is performed in moderate soil areas with traffic patterns, corner and edge soil, spots, spills or debris. Damp mopping is also performed to supplement spot mopping.

1. Place bucket and wringer system in a strategic location to facilitate an effective mopping pattern toward the door or exit area.
2. Submerge mop head into solution. Agitate mop head in a vertical motion to thoroughly absorb the cleaning solution.
3. Carefully insert the mop head into the wringer assembly. Apply downward pressure to the wringer handle to wring out the mop.
4. Mop all areas including corners and edges to remove soil or debris. Use a vertical or a side-to-side leading edge motion.
5. Avoid striking objects on the floor with the mop head – this may deposit pieces of the mop or unwanted debris.



Vacuuming

For elevator and stair vacuuming a backpack style vacuum should be used. Vacuuming is done by using slow deliberate strokes using a side to side or back and forth motion depending on the vacuum head. (In certain instances an upright style vacuum may be used).

Be sure to perform thorough vacuuming of all scheduled areas including all corners and edges, making sure that you cover the entire floor. Use the attachments to vacuum all hard to reach locations, including door tracks on the elevator. Make notes of all carpet spots and report to crew leader. *When changing the electrical outlet, grasp the plug, and gently pull to remove it. Equipment is often damaged by yanking the cords to unplug them. **Be careful when vacuuming elevators' that the elevator door does not close on the cord and damage it.** Upon completion of your task be sure to prepare your equipment for the next days use by emptying bags and cleaning filters.*



Safety Precautions

- At the beginning of your shift, inspect your equipment and report observed safety hazards at once to your crew leader.
- Always unplug your machinery and tag-out before performing even the most simple equipment maintenance tasks.
- Always wear protective eyewear and safety gloves when working with chemicals & cleaners.
- Always use extra caution when cleaning stairs.
- Never mix chemicals and never bring unauthorized chemicals to the job site.
- It is recommended that you wear protective eyewear while emptying vacuums.
- It is also recommended that you wear a dust mask while emptying vacuums.
- **Always use “wet floor caution” signage while performing wet work.**
- At the end of your shift, inspect and clean your equipment and report safety hazards to your crew leader.



Module

A4

UNIVERSITY OF UTAH

CUSTODIAL SERVICES COMPETENCIES

Training Series for a Professional Cleaning Organization



Classroom Cleaning Basics

Table of Contents

Overview	2
Supplies and Equipment	2
Routine Cleaning	3
Cleaning the Floor	5
Vacuuming	5
Sweeping	6
Key Concepts	8
Dust Mopping	8
Spot Mopping	8
Traffic Mopping	9
Damp Mopping	10
Vacuuming	10
Safety Precautions	11

Overview

Teaching students is one of the main functions of the University of Utah, making classrooms some of the most heavily used areas on campus. A clean classroom is necessary for a positive learning environment. *Due to the high use, classrooms in most buildings should be cleaned first, before classes begin.*

Supplies and Equipment

Rubbermaid trash can with:

- Microfiber cloth
- Replacement can liners



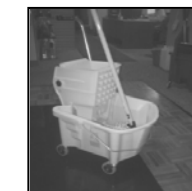
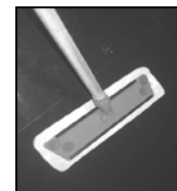
Trigger spray bottles with:

- General purpose cleaner
- Glass cleaner



Classroom floors:

- Backpack vacuum
- Microfiber dust mop
- Counter brush or broom and dust pan
- Wet mop and bucket



Safety equipment:

- Safety gloves- latex or nitrile
- Safety goggles or glasses – splash resistant



Classrooms

Routine Cleaning

Always clean top to bottom - dry to wet

Prepare for Classroom Cleaning

1. Put on personal protective equipment (PPE).
2. Inspect your equipment and supplies; report issues or hazards to your crew leader.
3. Gather all necessary cleaning supplies and equipment. (Use University approved cleaning chemicals).
4. If you require keys for access make sure you have them.

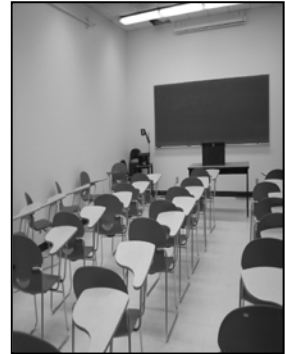
Perform Classroom Cleaning Procedures

1. Begin classroom cleaning by checking lights, note any burned out lights for later changing. Replace as needed.
2. Dust all windows ceils, tops of desks and chairs, tables, door frames, tops of doors, and white or chalk boards.
3. Pick up all large debris from the floor, desks, and chairs.
4. For movable seat classrooms, straighten and organize seating.
5. Empty trash containers, change liner if torn or dirty, clean trash containers if dirty (insides and out).
6. Clean white or chalkboards:

White boards, should be cleaned with a University approved (neutral cleaner) and a microfiber cleaning towel. Remember to wipe out the tray. If the eraser looks dirty or worn, ask your crew leader for a new one to replace it.

Chalkboards, use a sponge and chamois eraser. Use the chamois side to remove writing from the board then with the sponge side, make long straight strokes across the board. (Length wise first, across the width or the board. Then from top to bottom, making sure that the board is clean. *The sponge eraser may need to be wiped into a microfiber cleaning cloth between strokes*). Remember to clean chalk trays before moving on to the next task.

7. Clean the Floor.



Cleaning the Floor

Once other tasks are completed, classroom floors should to be cleaned by vacuuming or sweeping with a dust mop. (*Hard floors or carpeted floors can be cleaned with a backpack vacuum with the proper attachment for the surface*).

Vacuuming:

1. Start by locating outlets.
2. When possible, start in the back of the room on the back row moving forward. Vacuum under desks, chairs, tables, and all other furniture. {Figure 1 – Module A4, pg. 6}.
3. In classrooms that have movable seating, pull chairs slightly forward. This will allow you to vacuum underneath tables, desks and chairs.
4. Return each chair to its proper position before proceeding to the next. (*A back pack vacuum with the proper vacuum head lessens the need to do this since you will be able to get around chair and desk legs easier*).
5. Upon completion of vacuuming carpeted floors, make note of any spills or spots and report it to the crew leader. *Upon completion of hard floors, mop or spot mop as needed.* {Figure 2- Module A4, pg. 7}.
6. Upon completion of your cleaning tasks, be sure to self-inspect before moving on to the next area. Even the best service providers occasionally miss a cleaning opportunity.
7. At the end of your shift, re-inspect, clean and store your equipment.
8. Remove personal protective equipment.
9. Thoroughly wash your hands with soap and water.



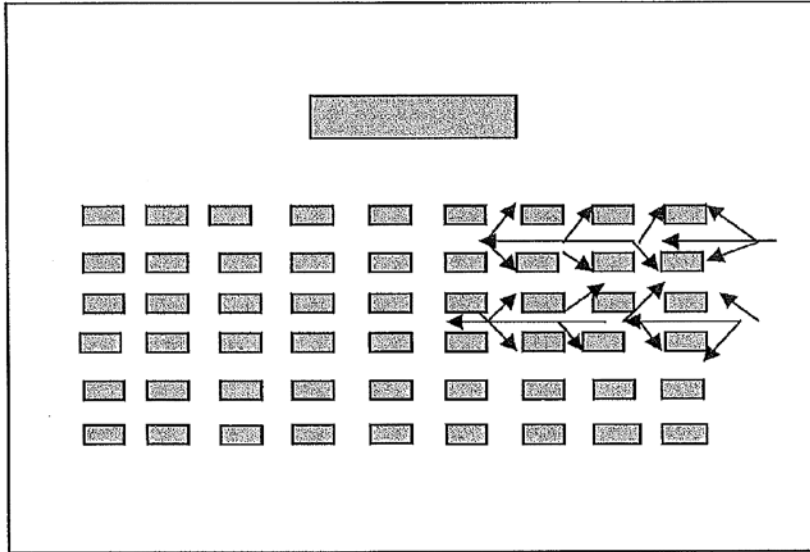


Figure 1. {Diagram for cleaning classroom floors with backpack vacuum}.

1. Vacuum halfway down aisle and back using the side to side movements making sure to get under the desks, tables, and chairs.
2. Minimize the number of the outlets used.
3. Repeat process on the remaining half of the room.

Sweeping:

1. Using a 24" micro-fiber dust mop, start at the back of the room on the back row moving forward. {Figure 2 - Module A4, pg. 7}.
2. Dust mop the entire isle, cleaning around and under furniture. (In classrooms that have movable seating, pull chairs slightly forward and up. This will allow you to sweep underneath tables, desks, and chairs). Return each chair to its proper position before proceeding to the next.
3. Sweep the next aisle working in the opposite direction, and so on.
4. Gently shake the dust mop in the traffic lanes after each isle.



5. Finish up all classrooms cleaning by sweeping the traffic lanes and under chalkboards.
6. Upon completion of hard floors, mop or spot mop as needed. {Figure 2 – Module A4, pg. 7}.
7. Upon completion of your cleaning tasks, be sure to self-inspect before moving on to the next area. Even the best service providers occasionally miss a cleaning opportunity.
8. At the end of your shift, re-inspect, clean and store your equipment.
9. Remove personal protective equipment. Thoroughly wash your hands with soap and water.

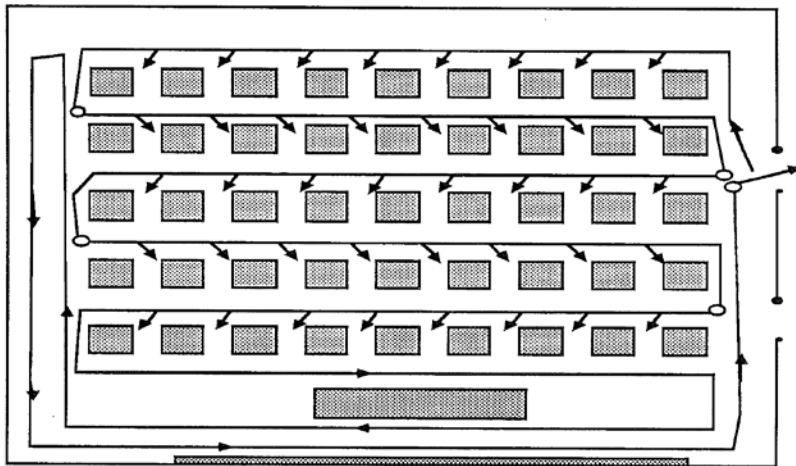
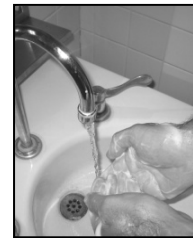


Figure 2 .{ Diagram for dust mopping and mopping}.

1. Begin at the back of the room, working towards the front.
2. Clean under and around furniture angling mop at a 45 degree angle.
3. Gently shake dust mop in traffic lanes.
4. Finish by sweeping traffic lanes.

Key Concepts

Dust Mopping

1. Using a putty knife, remove gum or similar substances from the floor surface.
2. Using a microfiber dust mop, sweep floor to remove dust and debris. It is recommended that the operator work from the interior corner or baseboard towards the door or exit area.
3. In open areas, long continuous overlapping vertical strokes are recommended in confined spaces, short, continuous side-to-side overlapping strokes are recommended. Rotating the dust mop on its swivel will enable the operator to maintain one leading edge.
4. In all situations, pay close attention to corners, edges, and hard-to get areas. Avoid striking objects on the floor with the dust mop head – this will deposit unwanted dust and debris.
5. Upon completion, dust and debris should be carefully removed with a counter brush or broom and dustpan, and then deposited into the trash container.



Spot Mopping

Note: Spot mopping is performed in low soil areas with localized spots, spills or debris.

1. Place bucket and wringer system in a strategic location to facilitate an effective mopping pattern toward the door or exit area.
2. Submerge mop head into solution. Agitate mop head in a vertical motion to thoroughly absorb the cleaning solution.
3. Carefully insert the mop head into the wringer assembly. Apply downward pressure to the wringer handle to wring out the mop.
4. Mop only localized visible spills, soil or debris. Use a vertical or a side-to-side leading edge motion.
5. Avoid striking objects on the floor with mop head– this may deposit pieces of the mop or unwanted debris.



Traffic Mopping

Note: Traffic mopping is performed in moderate soil areas with traffic patterns, localized spots, spills or debris.

1. Place bucket and wringer system in a strategic location to facilitate an effective mopping pattern toward the door or exit area.
2. Submerge mop head into solution. Agitate mop head in a vertical motion to thoroughly absorb the cleaning solution.
3. Carefully insert the mop head into the wringer assembly. Apply downward pressure to the wringer handle to wring out the mop.
4. Mop main traffic areas, personal work spaces and localized visible spills, soil or debris. Use a vertical or a side-to-side leading edge motion.
5. Avoid striking objects on the floor with the mop head – this may deposit pieces of the mop or unwanted debris.



Damp Mopping

Note: Damp mopping is performed in moderate soil areas with traffic patterns, corner and edge soil, spots, spills or debris. Damp mopping is also performed to supplement spot mopping.

1. Place bucket and wringer system in strategic location to facilitate an effective mopping pattern toward the door or exit area.
2. Submerge mop head into solution. Agitate mop head in a vertical motion to thoroughly absorb the cleaning solution.
3. Carefully insert the mop head into the wringer assembly. Apply downward pressure to the wringer handle to wring out the mop.
4. Mop all areas including corners and edges to remove soil or debris. Use a vertical or a side-to-side leading edge motion.
5. Avoid striking objects on the floor with the mop head – this may deposit pieces of the mop or unwanted debris.



Vacuuming

For carpeted classrooms:

A backpack vacuum should be used. Slow deliberate strokes will be most effective when vacuuming. Move in one direction down the middle of the aisle; vacuum using a side-to-side motion, making sure that you cover the entire floor {Figure 1 – Module A4, pg. 6}. Repeat the procedure until all the carpet has been covered. (***Your crew leader will provide additional training as to how to use this equipment***). This same method can be used on hard surface classrooms, using the proper attachments.



Be sure to perform thorough vacuuming of all scheduled areas including all corners and edges, making sure that you cover the entire floor. Use the attachments to vacuum all hard to reach areas that have observable dust. Make notes of all carpet spots and report to crew leader. *If using a corded vacuum always be sure that you work away from the electrical outlet. When reaching the end of the cord walk down to the electrical outlet, grasp the plug, and gently pull to remove it. Equipment is often damaged by yanking the cords to unplug them. Upon completion of your task be sure to prepare your equipment for the next days use by emptying bags and cleaning filters.*



Safety Precautions

- At the beginning of your shift, inspect your equipment and report observed safety hazards at once to the crew leader.
- Always unplug your machinery and tag-out before performing even the most simple equipment maintenance tasks.
- Always wear protective eyewear and safety gloves when working with chemicals & cleaners.
- Never reach into a trash container. There may be sharp protruding objects.
- Never mix chemicals and never bring unauthorized chemicals to the job site.
- It is recommended that you wear protective eyewear while emptying vacuums.
- It is also recommended that you wear a dust mask while emptying vacuums.
- **Always use “wet floor caution” signage while performing wet work.**
- At the end of your shift, inspect and clean your equipment and report safety hazards to your crew leader.



UNIVERSITY OF UTAH

CUSTODIAL SERVICES COMPETENCIES

Training Series for a Professional Cleaning Organization



Restroom Cleaning Basics

Table of Contents

Overview	2
Supplies and Equipment	2
Routine Cleaning	3
Key Concepts	6
Dwell Time	6
Customer Privacy	6
Access Control	6
Safety Precautions	7

Overview

The University of Utah is a public institution of learning. What the public sees when they walk into University buildings often makes a long lasting impression. Restrooms are no different than any other area. However, cleaning for health and safety is of primary concern. Restrooms are potential breeding grounds for microorganisms that can transmit diseases. The chemicals that effectively kill these microorganisms must be handled with care. Restrooms require frequent sanitation, trash collection, restocking of consumables such as paper products and hand soap, and full cleaning. Heavily used restrooms may also require intermittent policing to remove debris, restock and/or sanitize isolated contact surfaces.

Supplies and Equipment

Rubbermaid trash can with:

- Microfiber cloths
- Soiled microfiber receptacle
- Wet mop and bucket
- Counter brush or broom and dustpan
- Restroom “Closed” signage
- Wet floor sign



Trigger spray bottles with:

- General purpose cleaner
- Glass cleaner
- Disinfectant cleaner



Bowl cleaning:

- Bowl cleaner
- Bowl swab or scrubber



Safety equipment:

- Safety gloves – latex or nitrile
- Safety goggles or glasses – splash resistant

Consumable supplies – replacements:

- Toilet paper
- Paper towels
- Hand soap
- Sanitary napkin disposal bags
- Sanitary seat covers
- Replacement can liners



Cleaning the Restroom

Routine Cleaning

Always clean top to bottom - dry to wet

Prepare for Restroom Cleaning

1. Put on personal protective equipment (PPE).
2. Inspect your equipment and supplies; report issues or hazards to your crew leader.
3. Gather all necessary cleaning and restocking supplies. (Dispense University approved cleaning chemicals into approved containers). Fill moping system with an approved disinfectant cleaner.
4. Set out caution signs “Restrooms Closed”, being careful not to close all restrooms at the same time. Knock on restroom door and follow privacy procedures as explained in key concepts.
5. Secure restroom for cleaning and follow access procedure as explained in key concepts.

Perform Cleaning Procedures

1. Check lights, replace as needed. Dust ceiling and wall vents, top of doors, partitions, ledges, and walls. Pick up large debris from floor, then sweep. Remember to pay close attention to corners and hard-to-get places.
2. Apply a properly mixed University approved disinfectant to all, sinks, toilets, urinals, showers, changing stations, door handles, hand plates, etc. Remember to spray disinfectant under fixtures and on the walls around them. Let disinfectant dwell for 3 to 10 minutes.



3. While you wait for the disinfectant to work; check, clean and restock all toilet paper, paper towels, soap and other dispensers.



4. Collect trash and empty sanitary napkin disposal boxes, replace liners as needed. Wipe down door push plates, door handles and kick plates. *(All of these surfaces can be cleaned and shined up with glass cleaner).*



5. When needed a University approved bowl cleaner should be used inside toilet bowls and urinals when hard water, urine, or other contaminants leave a ring inside. (Using a bowl swab or scrubber, apply downward pressure to push the water out of each fixture until the water is below its usual level. Using the bowl swab or scrubber apply bowl cleaner to the inside of each fixture, especially under rims.) Allow for contact time & scrub. If hard water builds up on pipes and fixtures, use an approved University bowl cleaner. Scrub lightly with nylon tooth brush to remove. Rinse with water, and wipe dry. *(Use with caution).*



6. Return to fixtures; scrub entire fixture, inside and out, using a white scrubber for sinks, and a bowl swab for toilets and urinals.



7. Clean mirrors and wipe down all surfaces that disinfectant has been applied to using a microfiber towel. (Sinks, toilets, urinals and showers and other horizontal surfaces). Spot clean dispensers, walls, and partition vertical services. Flush toilets and urinals. (Glass cleaner works well for this step since disinfectant will leave spots). *Re-clean chrome fixtures with glass cleaner to shine them up.*



8. Pour water down floor drains to prevent odors.



9. Using a microfiber mop, damp mop floors with a University approved disinfectant cleaner. Pay close attention to get behind doors and in corners. *(Be careful not to mop against the wall – this leaves ring around the restroom).*



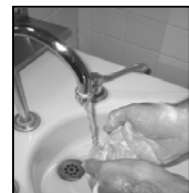
10. Remove “Closed” signs and put out “Wet Floor” signs until floors are dry.



11. Upon completion of your cleaning tasks be sure to self-inspect before moving on to the next area. Even the best service provider occasionally misses a cleaning opportunity.



12. At the end of your shift, re-inspect, clean and store your equipment.



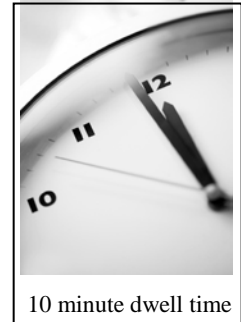
13. Remove personal protective equipment. Thoroughly wash hands with soap and water.

Note: Some special enzyme based products are available to remove or neutralize urine buildup, and odor that is not removed by normal dialing cleaning. If this type of situation arises where these products are used then they should be used sparingly. Check with your crew leader for proper use.

Key Concepts

Dwell Time

Restroom cleaning professionals rely heavily on proper disinfectants to kill microorganisms that can carry disease. Therefore, understanding how disinfectants “work” is essential to effective restroom cleaning. Disinfectants are most effective when allowed to “dwell” on a surface for some period of time. Applying disinfectant to a surface and immediately wiping it off reduces its effectiveness. Therefore, it is recommended by most manufacturers that disinfectants be allowed to dwell on a surface for up to ten minutes (whenever possible).



Customer Privacy Procedure

Professional cleaning service providers must be mindful of the spaces in which they clean. Whenever entering a restroom, knock loudly, announce “Custodial” and wait for a response. When entering a restroom of the opposite gender, a service provider may only enter when no response is heard. When entering a same-gender restroom, it is recommended that the service provider knock loudly, announce “Custodial” and begin cleaning only after the restroom becomes vacant. When possible a service provider will be assigned to restrooms consistent with their gender.



Access Control Procedure

Restroom cleaning includes procedures, supplies and equipment that might pose a danger to an unsuspecting restroom patron. For this reason it is recommended that service providers fully secure each restroom before they begin cleaning duties. A restroom is secured by blocking the doors open, displaying “Restroom Closed” signage in doorways, and when finished by placing “Wet Floor” signs in key areas. Keep each restroom secure and signage in place until all procedures are complete and all surfaces, especially the floors, are dry.



Safety Precautions

- At the beginning of your shift, inspect your equipment and report observed safety hazards at once to the crew leader.
- **Always use “closed for cleaning” signage while cleaning restrooms.**
- **Always use “wet floor caution” signage while performing wet work.**
- Always wear protective eyewear while cleaning restrooms.
- Always wear safety gloves while cleaning restrooms.
- Never reach into a trash container. There may be sharp protruding objects.
- Never mix chemicals and never bring unauthorized chemicals to the job site.
- Make sure you always have proper ventilation while using cleaning chemicals.
- At the end of your shift, inspect and clean your equipment and report safety hazards to your crew leader.



Module

A6

UNIVERSITY OF UTAH

CUSTODIAL SERVICES COMPETENCIES

Training Series for a Professional Cleaning Organization



Office Cleaning Basics

Table of Contents

Overview	2
Supplies and Equipment	2
Routine Cleaning	3
Carpeted Offices	4
Hard Surface Offices	5
Key Concepts	6
Dust Mopping	6
Damp Mopping	6
Vacuuming	7
Customer Privacy	7
Access Control	7
Safety Precautions	8

Overview

Faculty and staff members place a lot of emphasis on their office space. It is the Custodial Department's responsibility to provide them with a clean and healthy environment. It is also our goal to provide this service in a courteous and efficient manner.

Supplies and Equipment

Rubbermaid Trash can with:

- Microfiber cloth
- Back-pack vacuum
- Replacement can liners

Trigger spray bottles with:

- General purpose cleaner
- Glass cleaner

Hard floor offices:

- Microfiber dust mop
- Counter brush or broom and dust pan
- Wet mop and bucket

Safety equipment:

- Safety gloves- latex or nitrile
- Safety goggles or glasses – splash resistant
- Wet floor signs



Cleaning the Office

Routine Cleaning

Always clean top to bottom – dry to wet

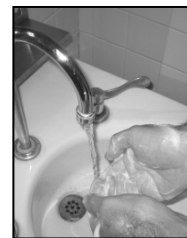
Prepare for Office Cleaning

1. Put on personal protective equipment (PPE).
2. Inspect your equipment and supplies; report issues or hazards to your crew leader.
3. Gather all necessary cleaning supplies. If cleaning hard surface rooms - fill mopping system with a University approved cleaning solution.
4. If you require keys for access, make sure that you have them.
5. Knock on office door (even if you have keys). Politely ask if you may clean their office. Always follow privacy procedure.



Perform Cleaning Procedures (Carpeted Offices)

1. Check lights, replace as needed. *If there is an occupant in the office, politely ask if you may change them.*
2. Dust all vents and pick up large debris.
3. Empty trash containers, change liner if torn or dirty, clean trash containers if dirty (inside and out).
4. Check for spots or stains on carpet, report them to your crew leader.
5. Vacuum carpet. Make sure you get under desks and all other furniture. Be sure to vacuum under trash can, along edges of the walls, behind the door, and in corners.
6. If an office is unoccupied, turn off the lights and lock the door before you go on to the next office.
7. Upon completion of your cleaning tasks, be sure to self-inspect before moving on to the next area. Even the best service providers occasionally miss a cleaning opportunity.
8. At the end of your shift, re-inspect, clean and store your equipment.
9. Remove personal protective equipment.
10. Thoroughly wash your hands with soap and water.



If you must leave a vacant office in the middle of cleaning, always lock the door.

Special requests for additional service or personal favors should be referred to the crew leader.

Perform Cleaning Procedures (Hard Surface Office)

1. Check lights, replace as needed. *If there is an occupant in the office, politely ask if you may change them.*
2. Dust all vents and pick up large debris.
3. Empty trash containers, change liner if torn or dirty, clean trash containers if dirty (inside and out).
4. Dust mop floor using a micro-fiber dust mop. Use a broom or back pack vacuum to get corners and edges. Make sure that you get behind doors, under desks, and under the trash can.
5. Mop floor with a damp mop making sure you get along wall, corners, behind the doors, under desks, and all other furniture. *When finished put out a “Wet Floor” sign.*
6. If an office is unoccupied turn off the lights and lock door before you move on to the next office.
7. Upon completion of your cleaning tasks, be sure to self-inspect before moving on to the next area. Even the best service providers occasionally miss a cleaning opportunity.
8. At the end of your shift, re-inspect, clean and store your equipment.
9. Remove personal protective equipment.
10. Thoroughly wash your hands with soap and water.



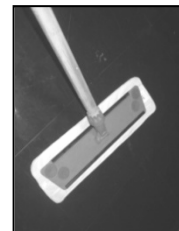
If you must leave a vacant office in the middle of cleaning, always lock the door.

Special requests for additional service or personal favors should be referred to the crew leader.

Key Concepts

Dust Mopping

1. Using a putty knife, remove gum or similar substances from the floor surface.
2. Using a microfiber dust mop, sweep floor to remove dust and debris. It is recommended that the operator work from the interior corner or baseboard towards the door or exit area.
3. In open areas, long continuous overlapping vertical strokes are recommended. In confined spaces, short, continuous side-to-side overlapping strokes are recommended. Rotating the dust mop on its swivel will enable the operator to maintain one leading edge.
4. In all situations, pay close attention to corners, edges, and hard-to get areas. Avoid striking objects on the floor with the dust mop head – this will deposit unwanted dust and debris.
5. Upon completion, dust and debris should be carefully removed with a counter brush or broom and dustpan, and then deposited into the trash container.



Damp Mopping

Note: Damp mopping is performed in moderate soil areas with traffic patterns, corner and edge soil, spots, spills or debris. Damp mopping is also performed to supplement spot mopping.

1. Place bucket and wringer system in strategic location to facilitate an effective mopping pattern toward the door or exit area.
2. Submerge mop head into solution. Agitate mop head in a vertical motion to thoroughly absorb the cleaning solution.
3. Carefully insert the mop head into the wringer assembly. Apply downward pressure to the wringer handle to wring out the mop.
4. Mop all areas including corners and edges to remove soil or debris. Use a vertical or a side-to-side leading edge motion.
5. Avoid striking objects on the floor with the mop head – this may deposit pieces of the mop or unwanted debris.



Vacuumping

For office vacuuming both upright and backpack style vacuums can be used. Vacuuming is done by using slow deliberate strokes using a side-to-side or back and forth motion depending on the vacuum. *(Your crew leader will provide additional training as to how to use this equipment). If using a backpack style vacuum, this same method can be used on hard surface offices, using the proper attachments.*

Be sure to perform thorough vacuuming of all scheduled areas including all corners and edges, making sure that you cover the entire floor. Use the attachments to vacuum all hard to reach areas that have observable dust. Make notes of all carpet spots and report to supervisor. *When changing the electrical outlet, grasp the plug, and gently pull to remove it. Equipment is often damaged by yanking the cords to unplug them. Upon completion of your task be sure to prepare your equipment for the next days use by emptying bags and cleaning filters.*

Customer Privacy Procedure

Professional cleaning service providers must be mindful of the spaces in which they clean. Always be courteous and helpful while performing work. For public & departmental offices, always be courteous and work around people when performing cleaning tasks. ***Be aware of occupants on phones – you may need to delay vacuuming.*** Whenever entering and cleaning a private office, knock, wait for a response, ask permission to clean. In areas where the occupant is not present then follow access control procedures for locked rooms.

Access Control Procedure

Because many private offices are unoccupied during the times that a custodian may be cleaning, access keys may be assigned to the person cleaning the assigned area. Before cleaning an office knock on the office door. If no response, use the access keys to gain admittance to the area to be cleaned. Enter the room and perform the assigned tasks. Upon completion insure that if lights have been turned on, turn off, and that the door is locked and secure. ***Remember that papers, books, computers, etc. in an office are personal items to the occupant and should never be touched by the custodian.***



Safety Precautions

- At the beginning of your shift, inspect your equipment and report observed safety hazards at once to the crew leader.
- Always unplug your machinery and tag-out before performing even the most simple equipment maintenance tasks.
- Always use “wet floor caution” signage while performing wet work.
- Never reach into a trash container. There may be sharp protruding objects.
- Never mix chemicals and never bring unauthorized chemicals to the job site.
- It is recommended that you wear protective eyewear while emptying vacuum.
- It is also recommended that you wear a dust mask while emptying vacuum.
- **Always use “wet floor caution” signage while performing wet work.**
- At the end of your shift, inspect and clean your equipment and report safety hazards to your crew leader.



UNIVERSITY OF UTAH

CUSTODIAL SERVICES COMPETENCIES

Training Series for a Professional Cleaning Organization

Module

A7



Research Labs Cleaning Basics

Table of Contents

Overview	2
Supplies and Equipment	2
Routine Cleaning	3
Key Concepts	5
Dust Mopping	5
Damp Mopping	5
Safety Precautions	6

Overview

Research laboratories are just what their name implies. Graduate students, faculty, and staff who use them may be responsible for experiments that involve much time and money. In many instances they may use animals, glassware, chemicals, or radioactive materials. **Custodians MUST adhere to proper cleaning procedures, taking caution to avoid doing anything that may interrupt experiments or cause exposure to hazards.**

Supplies and Equipment

Rubbermaid trash can with:

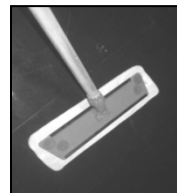
- Putty knife or scraper
- Microfiber dust mop
- Mop cotton blend
- Mop bucket with wringer
- Counter brush or broom and dustpan
- Replacement can liners

Trigger spray bottles with:

- Glass cleaner
- Neutral cleaning solution

Safety equipment:

- Safety gloves – latex or nitrile
- Safety goggles or glasses – splash resistant
- Wet floor signs



Research Laboratories

Routine Cleaning

Always clean top to bottom - dry to wet

Prepare for Research Laboratory Cleaning

1. Put on personal protective equipment (PPE).
2. Inspect your equipment and supplies. Report any issues or hazards to your crew leader.
3. Gather all necessary cleaning supplies. (Dispense University approved cleaning chemicals into approved containers). Fill mopping system with approved cleaner.
4. If you require keys for access, make sure that you have them.

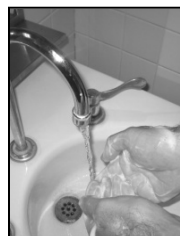


Perform Research Laboratory Cleaning Procedures

1. Check lights, replace as needed. ***Alert the crew leader if burned out lights are above experiments or equipment that must be moved.***
2. Replace paper towels in dispensers when applicable.
3. Dust all vents and pick up large debris. ***Be sure you check with your crew leader before dusting as some labs have sensitive experiments that dusting could disrupt.***
4. Empty trash containers, change liner if torn or dirty, clean trash containers if dirty (inside and out). ***Avoid dumping any specially marked containers which may contain animal parts, glass, needles, chemicals, or radioactive waste. If you see any of these items in the regular trash container, do not remove it, and report it to your crew leader.***



5. Dust mop floor using a micro-fiber dust mop. Use a broom or back pack vacuum to get corners and edges. Make sure that you get behind doors, under desks and under the trash can. **If glass ware or needles are discarded on the floor, DO NOT clean it up. Inform your crew leader.**
6. Mop floor with a damp mop making sure you get along wall, corners, behind the doors, under counters, and other furniture. When finished put out wet floor sign. *(Damp mop spills. Check with lab people to make certain spills are not hazardous. Refer possible hazards to the crew leader.)*
7. Clean lab sinks and erase/clean white boards **only if directed by the crew leader.**
8. If lab is unoccupied, lock door before you move on to the next area.
9. Upon completion of your cleaning tasks, be sure to self-inspect before moving on to the next area. Even the best service providers occasionally miss a cleaning opportunity.
10. At the end of your shift, re-inspect, clean and store your equipment.
11. Remove personal protective equipment.
12. Thoroughly wash your hands with soap and water.

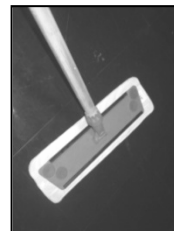


Disposal of non-infectious glass ware: Custodial provides collection boxes for non-infectious, disposal of glass ware. Labs are responsible to place the glass ware into these collection boxes, to secure the top of the box, and then to inform the custodian as to their need to be removed. Custodians are then responsible to remove the boxes and place them inside the trash dumpster. Always use extreme caution and wear the proper personal protective equipment when doing so.

Key Concepts

Dust Mopping

1. Using a putty knife, remove gum or similar substances from the floor surface.
2. Using a microfiber dust mop, sweep floor to remove dust and debris. It is recommended that the operator work from the interior corner or baseboard towards the door or exit area.
3. In open areas, long continuous overlapping vertical strokes are recommended. In confined spaces, short, continuous side-to-side overlapping strokes are recommended. Rotating the dust mop on its swivel will enable the operator to maintain one leading edge.
4. In all situations, pay close attention to corners, edges, and hard-to get areas. Avoid striking objects on the floor with the dust mop head – this will deposit unwanted dust and debris.
5. Upon completion, dust and debris should be carefully removed with a counter brush or broom and dustpan, and then deposited into the trash container.



Damp Mopping

Note: Damp mopping is performed in moderate soil areas with traffic patterns, corner and edge soil, spots, spills or debris. Damp mopping is also performed to supplement spot mopping.

1. Place bucket and wringer system in strategic location to facilitate an effective mopping pattern toward the door or exit area.
2. Submerge mop head into solution. Agitate mop head in a vertical motion to thoroughly absorb the cleaning solution.
3. Carefully insert the mop head into the wringer assembly. Apply downward pressure to the wringer handle to wring out the mop.
4. Mop all areas including corners and edges to remove soil or debris. Use a vertical or a side-to-side leading edge motion.
5. Avoid striking objects on the floor with the mop head – this may deposit pieces of the mop or unwanted debris.



Safety Precautions

- At the beginning of your shift, inspect your equipment and report observed safety hazards at once to the crew leader.
- Always unplug your machinery and tag-out before performing even the most simple equipment maintenance tasks.
- Always wear protective eyewear and safety gloves when working with chemicals & cleaners.
- Always wear safety gloves while cleaning labs.
- Always wear safety glasses or goggles while cleaning labs.
- Never reach into a trash container. There may be sharp protruding objects.
- Never mix chemicals and never bring unauthorized chemicals to the job site.
- It is recommended that you wear protective eyewear while emptying vacuums.
- It is also recommended that you wear a dust mask while emptying vacuum.
- **Always use “wet floor caution” signage while performing wet work.**
- At the end of your shift, inspect and clean your equipment and report safety hazards to your crew leader.



Module

B1

UNIVERSITY OF UTAH

CUSTODIAL SERVICES COMPETENCIES

Training Series for a Professional Cleaning Organization



Trash Collection Basics

Table of Contents

Overview	2
Supplies and Equipment	2
Routine Tasks	3
Key Concepts	5
Saving Steps	5
Recycle & Trash Communication Plan	5
Dirty Cans	5
Liners	6
Recycling	6
Dumpsters	6
Safety Precautions	7

Overview

Basic trash and recyclable handling represents a critical component of every successful custodial program. Trash collection service providers cover a very large area. Efficient use of time and equipment is essential to this process.

When providing trash collection services, safety is of primary concern. Trash is heavy and is full of unpredictable items. Therefore, you must be mindful of proper lifting techniques as well as safety concerns associated with handling the trash and recyclables.

Supplies and Equipment

Trash collection receptacles

- Two Rubbermaid trash/recycle collection containers
- One tandem or two dollies for trash and recycle collection



Trash liner replacement

- Approved can liners



Trash hauling to central area

- Tilt trucks

Safety equipment:

- Back support belt –(optional)
- Safety gloves – latex or nitrile
- Safety goggles or glasses – splash resistant



Trash Collection Basics

Routine Tasks

Always clean top to bottom - dry to wet

Prepare for Trash Collection

1. Put on personal protective equipment (PPE).
2. Inspect your equipment and supplies; report observed safety hazards immediately.
3. Prepare your cleaning equipment and supplies. Bring equipment to target area.



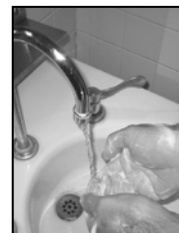
Perform Trash Collection Procedures

1. Using a dollied Rubbermaid or tandem cart, begin collecting trash and recyclables by dumping waste cans into appropriate barrels (one for regular trash and one for recycle trash).
2. Replace soiled or torn liners as necessary. Clean trash containers if dirty (inside and out).
3. Return emptied cans to their proper locations.
4. Empty Rubbermaid or tandem cart barrels into appropriate trash bins, or dumpster while barrel weights are still manageable. *Never reach into a trash container.*
5. Ensure that recyclables are placed in the proper containers.
6. Always close dumpster lids after placing trash in them.



Upon Completion

1. Upon completion of your cleaning tasks, be sure to self-inspect before moving on to the next area. Even the best service providers occasionally miss a cleaning opportunity.
2. At the end of your shift, re-inspect, clean and store your equipment.
3. Remove personal protective equipment.
4. Thoroughly wash your hands with soap and water.



Key Concepts

Saving Steps

Trash collection service providers spend more time “on the move” and more time performing material handling than any other custodial service provider.

Trash collection service providers are constantly walking from trash receptacle to trash receptacle and to and from the central depository. For this reason, pre-planning is especially critical for efficient and effective service performance.



Trash and Recyclable Communication Plan

Trash and recyclable collection is a complete team effort including service providers and building occupants as well. If the building occupants are not aware of the policies involving the recycling program they will not know how to contribute to the program’s success. Education and communication of the program schedule with affected building occupants is essential.



Dirty Cans

Dirty trash cans, can not only be unsightly, but they can also produce odors and become potential breeding grounds for microorganisms that can cause diseases. All trash cans regardless of location should be kept clean on both the inside and outside of the can. As needed on a regular basis, using a University approved general purpose cleaner and microfiber cloth, the outside of the cans should be sprayed and wiped down. For liquids or build-up on the inside of the can, wash with water and a University approved disinfectant, or general purpose cleaner. Trash cans should be allowed to air dry. Once they are dry, they should be returned to the proper location, with a proper liner.



Liners

Liners come in a variety of sizes. Liners should be replaced in trash cans as they become soiled or torn. Dirty liners can be unsightly and produce odors, and become potential breeding grounds for microorganisms that cause disease. When replacing a liner it is important that the proper replacement liner should be used. *Always use a liner that is the correct size (or best possible fit) for the can in which it will be used. Using a liner that is too small can lead to liner failure. Using a liner that is too big is a waste, since the liner is not being used to it full capacity.* **University approved liner sizes: 24”x 32” for small office cans; 26”x 46” for taller office and public area cans; 33”x 40 for larger cans, including 32 gal Rubbermaid; 40” x 48” for 44 gal Rubbermaid.**



Recycling

Recycling on the University of Utah campus, as it strives to be a green orientated organization is important. *(This also cuts down on the amount of trash that must be sent to the land fill, saving not only the environment but also money that the University would have spent on garbage dump fees).* On a regular basis recyclable materials must be removed from offices, classrooms, hallways, etc. Recyclables must then be placed in proper containers for pick up and removal. **Crew leaders are responsible to remove large street tote container from the buildings and place them curbside for scheduled pick-ups. Other containers for plastic, aluminum, and cardboard are handled on an as needed basis. In many areas of campus this is done on a regular scheduled pick-up. For some areas, or when issues arise, the crew leader should contact their manager, or Recycle/Waste Management @ 1-5173. Recycle/Waste Management is also available to give training and information to building occupants as to how to better assist in recycling.**



Dumpsters

Dumpsters are the main depository for trash that will be removed from the University of Utah campus and deposited in a land fill. It is important that as trash is removed from the buildings, and deposited inside the dumpster that the dumpster lids are closed. Liners that are placed in dumpsters should also be properly tied before placing them into the dumpster. By closing the lid this insures that debris cannot be blown from the dumpster, or in times of bad weather filled with rain or snow. ***(The University does not want to pay to have water transported or dumped in landfills). Be sure to always use proper lifting techniques when placing trash into the dumpster. {See proper lifting techniques - Module B1, pg. 7}.***

Safety Precautions

- At the beginning of your shift, inspect your equipment and report observed safety hazards at once to the crew leader.
- Always wear protective eyewear while handling trash.
- Always wear protective gloves while handling trash.
- Never reach into a trash container. There may be sharp protruding objects.
- Never allow trash bags to rub against you. There may be sharp protruding objects.
- At the end of your shift, inspect and clean your equipment. Report safety hazards to your crew leader.



Proper Lifting Techniques

- Plan ahead before you lift.
- Lift close to your body.
- Keep your feet shoulder width apart.
- Bend knees and keep your back straight.
- Keep your stomach muscles tight.
- Lift with your legs.
- If you are straining, ask for assistance.

UNIVERSITY OF UTAH

CUSTODIAL SERVICES COMPETENCIES

Training Series for a Professional Cleaning Organization



Dusting & Spot Cleaning Basics

Table of Contents

Overview	2
Supplies and Equipment	2
Routine Tasks	3
Key Concepts	5
Dwell Time	5
Customer Privacy	5
Airborne vs. Non Airborne	5
Safety Precautions	6

Overview

Dusting and spot cleaning horizontal and vertical surfaces is the procedure that most impacts the building occupants. It is most critical in public areas, including, entrances, lobbies, hallways, auditoriums, classrooms, and restrooms.

A comprehensive dusting and spot cleaning program provides the last line of defense against the particulates that have migrated to these surfaces.

Supplies and Equipment

Rubbermaid trash can with:

- Trigger spray bottles
- General purpose cleaner
- Microfiber duster
- Microfiber cloth



Safety equipment:

- Safety gloves – latex or nitrile
- Safety goggles or glasses – splash resistant



Dusting and Spot Cleaning Basics

Routine Tasks

Always clean top to bottom - dry to wet

Prepare for Dusting and Spot Cleaning

1. Put on personal protective equipment (PPE).
2. Inspect your equipment and supplies; report observed safety hazards immediately.
3. Prepare your janitor cart with cleaning equipment and supplies. Dispense cleaning chemicals into approved containers. Bring cart and other equipment to target area.

Perform Dusting and Spot Cleaning

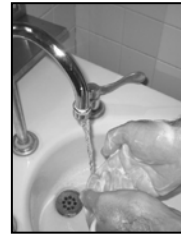
Note: Dusting and spot cleaning require a microfiber duster, a spray bottle filled with a University approved general purpose cleaner and a supply of microfiber cloths. Working in a pattern (see suggestions below), you first remove all dust, then remove any spots, smudges, spills or pen marks and wipe dry.

1. Begin dusting and spot cleaning at the beginning of a pre-planned pattern. If you are right handed, it is recommended that you work from right to left. If you are left handed, it is recommended that you work from left to right.
2. Perform services in a top-to-bottom pattern. ***Do not move or handle personal items.***
3. High area dusting is performed with an extendable microfiber dusting tool. Keeping a safe distance, wipe the high areas with your extension dusting tool until clean. ***Eye protection is essential when cleaning above eye level.***
4. Low area dusting can be performed with either an extendable microfiber dusting tool or a microfiber cloth.



Upon Completion

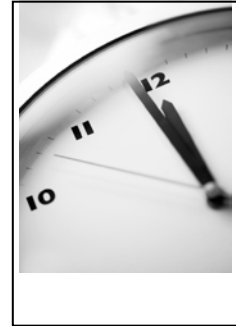
1. Upon completion of your cleaning tasks, be sure to self-inspect before moving on to the next area. Even the best service providers occasionally miss a cleaning opportunity.
2. At the end of your shift, re-inspect, clean and store your equipment. Report safety hazards to your crew leader.
3. Remove personal protective equipment.
4. Thoroughly wash your hands with soap and water.



Key Concepts

Dwell Time

Understanding how spot cleaning chemicals “work” is essential to effective spot cleaning. Cleaning solutions are most effective when allowed to “dwell” on a surface for some period of time. Applying a solution to a surface and immediately removing it reduces its effectiveness. It is important that service providers understand this as they select the proper process for the circumstances. Light soil levels will require minimal dwell time; heavy levels will require the increased dwell time.



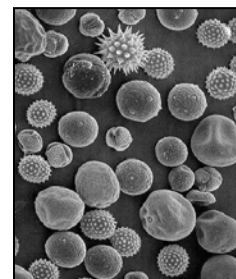
Customer Privacy Procedure

Dusting and spot cleaning often takes place within the building occupants’ personal work spaces. A service provider inside a personal space can be an intrusion to the occupant. Communication of the dusting and spot cleaning schedule with affected building occupants is essential.



Airborne vs. Non-airborne Particulates

Cleaning procedures that cause particulates to become airborne should be replaced with cleaning procedures that collect soil, dust, etc. without releasing any into the air. For this reason, it is recommended that dusting and spot cleaning service providers use microfiber dusters or microfiber cloths for this procedure. *Dust masks are recommended when dust particles may become airborne.*



Safety Precautions

- At the beginning of your shift, inspect your equipment and report observed safety hazards at once to the crew leader.
- Always wear protective eyewear while dusting and spot cleaning.
- Always wear safety gloves while dusting and spot cleaning.
- A filter mask is recommended while dusting and spot cleaning.
- Never mix chemicals and never bring unauthorized chemicals to the job site.
- Make sure you always have proper ventilation while using cleaning chemicals.
- At the end of your shift, inspect and clean your equipment and report safety hazards to your crew leader.



UNIVERSITY OF UTAH

CUSTODIAL SERVICES COMPETENCIES

Training Series for a Professional Cleaning Organization

Module

B3



Light Changing Basics

Table of Contents

Overview	2
Supplies and Equipment	2
Routine Tasks	3
Total Relamping	4
High Lights	5
Key Concepts	6
Ladder Safety	6
Lamps and Tubes	8
Incandescent	8
Halogen	8
Fluorescent	8
Vapor	8
Lighting Codes	9
Proper Disposal	10
Repairs	10
Safety Precautions	11

Overview

The University of Utah is a public institution of learning. What the public sees when they walk into University buildings often makes a long lasting impression. Properly functioning lighting is no different from any other custodial task in achieving that goal. The Custodial Department is responsible for changing the hundreds and thousands of fixture lights located inside University buildings. Custodians should get in the habit of noticing lights and replacing them as they burn out or begin to flicker. Lights below a height of 12' are expected to be handled by the crews in the building. *(For lights above 12' a work order should be completed and this project will be assigned to the specialty crew which handles high lights).* Most lights can be changed from a 6' step ladder or 2-4 step safety ladder.

Supplies and equipment

Replacement Lamps



Ladder:

- Up to 8'

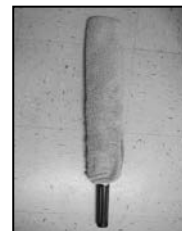
Cleaning Cloths:

- Microfiber cloth
- Microfiber duster



Trigger spray bottles with:

- General purpose cleaner
- Glass cleaner



Safety equipment:

- Safety gloves- leather
- Safety gloves- latex or nitrile
- Safety goggles or glasses
- Red tape



Light Changing

Routine Custodial Tasks

Always clean top to bottom – dry to wet

Prepare for Light Changing

Because of the large variety of different types of fixtures and lamps located on the campus, as a general rule, whatever is in the fixture should be replaced with the exact same lamp or tube that is to be removed. **Never substitute a lamp or tube.** *If you are not sure how to open a fixture or about lamps or tubes, the manager should be contacted for further instructions.*

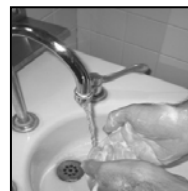
1. Put on personal protective equipment (PPE).
2. Inspect your equipment and supplies; report issues or hazards to your crew leader.
3. Gather all necessary cleaning supplies & equipment. (Take to the proper location).
4. Secure the area under and around where you will be working. *(This will protect the public and others from harm in the event of a bulb or lens cover falling).* It will also lessen the chance that someone will bump or run into the ladder causing an unwanted fall.

Perform Light Changing Procedures

1. Set up the ladder under the light to be changed. Have a second person assist when possible. **For ladders over 6' a second person should always assist. Never climb above the top two rungs of the ladder.**
2. Unhook and swing aside or remove the light fixture lens. (Whenever possible turn off the lights before changing them). If you do not know how to open a light fixture, ask the crew leader.



3. Replace all the lights within the fixture. (Chances are that the remaining lights, even though lit, are nearing the end of their life – in small rooms entire room, relamping is applicable. *See full relamping*). **It is essential that you use the correct light for the fixture. Always put back in, what you take out.** *If you believe the light you have pulled out is the wrong one for the fixture, check with the crew leader.*
4. When replacing lights, if they do not light, try a second bulb, or second set of tubes. If it still does not light, mark the fixture with red tape and inform your crew leader, so a repair work order can be created.
5. Wipe off the lens inside and out with a microfiber towel and window cleaner, then replace. (Avoid spraying cleaner directly into the light fixture to prevent electrical shock).
6. Upon completion, close and secure the lens cover. Be sure to self-inspect before moving on. Properly dispose of burned out lamps or tubes. (*See disposal methods*). **When disposing of fluorescent light tubes, never throw them into a dumpster; the tubes could explode and glass could fly into your face.**
7. At the end of your shift, re-inspect, clean and store your equipment.
8. Remove personal protective equipment. Thoroughly wash your hands with soap and water.



Some light fixtures are too high for a 6 -8' step ladder and/or are located over an uneven floor surface, such as stairs. (*See special ladders in the high lights section*). Never attempt to change such lights without assistance and direction from the crew leader or manager. (***For all lights above 12' in height, a work order should be created and this task will be assigned to the specialty light changing crew.***)

Total Relamping

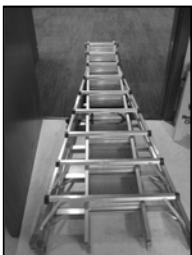
- Total relamping of an area inside the buildings is done in order to save time, labor and money. Due to budgetary reasons, the crew leader needs to have made arrangements through the area manager before relamping may begin.

- Most fluorescent lights last only about two years under the daily use they are subjected to. After two years, the lights begin to randomly burn out, requiring the area custodian to almost daily take time away from cleaning to set up ladders and replace lights.
- When the burnout rate becomes excessive and the crew leader feels it is necessary, arrangements are made for total relamping of the area or room. When this occurs the number and type of replacement lights needed are counted by the crew leader, and if the budget allows, the lights will be purchased and the total relamping takes place.
- In an office area, total relamping should almost always occur since most offices only contain 1 or 2 fixtures.
- In areas with high lights, total relamping should always occur because of the setup and special equipment that is required.

High Lights

High lights are considered any light located more than 12 feet above the floor - although quite often 20 feet or more. All of these lights, with few exceptions, should be handled by the light changing crew that has special training and equipment, which would include multi-level ladders, aerial work platforms or lifts, bulb snatchers, etc.

- From time to time, the crew located in the building may be required to change high lights or lights that can't be reached from a 6' ladder. This requires two people working together.
- Gather necessary equipment and supplies and proceed to the worksite. Have one person steady the ladder and hand up supplies while the other climbs. (Never climb above the top two rungs of the ladder). Change all lights in the fixture and clean the lens cover.
- Special ladders and equipment are available (located in various buildings) to change lights at extreme heights, as well as lights over stairways. These include A-frame ladders, extension ladders, multi-level ladders, scaffolding, lifts, and various types of extension light "snatchers". Crew leaders should make arrangements in advance by working with their manager to ensure the availability of necessary equipment. (Extra training and certification may be required for the use of some equipment such as aerial work platforms and multi-level ladders).



Key Concepts

Ladder Safety

Nearly every week, one person dies from an accident involving a ladder – and more than a hundred people will be injured!

There are two main types of ladders used on the University of Utah campus; step ladders, one and two sided in varying heights. Extension ladders, also in varying heights.

Failure to read and follow instructions on the use of the ladder could result in serious personal injury.

Proper Selection

- Select ladder of proper duty rating to support combined weight of user and materials. Ladders are available with duty ratings of 200, 225, 250, and 300 lbs.
- Select ladders of proper length to safely reach desired light.

Inspection Before Each Use

- Inspect thoroughly for missing or damaged components. Never use a damaged ladder and never make temporary repairs.
- Inspect thoroughly for loose fasteners. Make sure all working parts are in good working order (lubricate if necessary).
- Clean ladder of all foreign material (wet paint, mud, snow, grease, oil, etc.)
- Destroy ladder if damaged, worn, or exposed to fire or chemicals.

Consider Before Each Use

- Metal ladders conduct electricity. Keep away from electrical circuits.
- Consult manufacturer for use in chemical or other corrosive environments.
- Use ladder only as outlined in instructions. Most ladders are designed for one person only. Do not overload.
- Do not use in poor health, if taking drugs or alcoholic beverages, or if physically handicapped.
- Keep shoes clean. Leather soles should not be worn.
- Never leave ladder set up and unattended.
- Pay close attention to what you are doing.

Proper Set-Up and Use

- Use help in setting up ladder, if possible.
- Make sure ladder is fully open and spreaders locked.
- Set all feet on firm level surface. Do not place on unstable, loose, or slippery surfaces. Place ladder where access is not obstructed. Do not place in front of unlocked doors. Ladders are not intended to be used on scaffolds.
- Secure ladder from movement where possible.
- Face ladder when climbing up or down. Maintain a firm grip. Use both hands in climbing.
- Keep body centered between side rails. Do not over reach. Get down and move ladder as needed.
- Do not climb, stand or sit above second step from top on stepladders or above platform on platform ladders. Do not climb, stand or sit on spreader braces, ladder top or pail shelf.
- Do not straddle front and back. Do not climb from one ladder onto another.
- Avoid pushing or pulling off to side of ladder. Do not “walk” or “shift” ladder while on it.

Proper Care and Storage

- Hang ladder on racks at intervals of 6’ for support.
- Never store materials on ladder.
- Never drop or apply an impact load to ladder.
- Securely support ladder in transit.
- Never paint a wood ladder. Treat with wood preservative.
- Protect wood ladder from exposure to the elements, but allow good ventilation. Keep away from heat and moisture.

Extension ladders

Rules for the extension ladder are essentially the same as the step ladder, with 3 added rules:

1. “Four up- one out”- for every four feet your ladder stretches up move the base out from the wall by one foot.
2. “Three too high”- always extend the ladder at least three rungs over any ledge you intend stepping onto.
3. “Two overlap”- always overlap extension ladder by at least two rungs.

Lamps and Tubes

Incandescent Lamps

Standard incandescent bulbs work on a very simple principle: an electric current passes through a thin tungsten filament inside a gas-filled bulb. The resistance that the filament puts up causes it to heat up and glow. The gas inside the bulb—traditionally argon—prevents the filament from combing with oxygen and burning out. As the filament glows, microscopic amounts of tungsten burn or evaporate from the filament and are deposited as “soot” on the bulb wall. When enough tungsten has evaporated, the weakened filament finally breaks (usually from the shock of being clicked on) and the light bulb burns out.



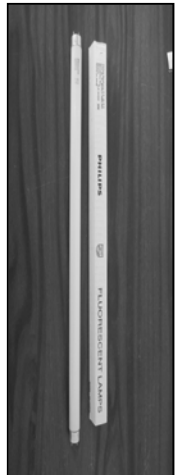
Halogen Lamps

Halogen bulbs function similarly, but with a few key differences: they're composed of a small, pressurized peanut-sized bulb inside a larger outer shell. The gas inside this inner bulb is halogen. When tungsten evaporates from the filaments of these bulbs, the halogen combines with it, escorts it back to the filament where it's re-deposited, then heads out to round up more escaped tungsten particles. Since there's less soot on the bulb's shell, light output remains strong, and since filaments are constantly being rebuilt, the bulbs last longer. But the key difference—and the quality that makes them useful and unique—is they emit a whiter, brighter and more easily focused beam of light almost like real sunshine.



Fluorescent Tubes and lamps

Fluorescent lamps are cooler and more efficient than incandescent lamps, which produce light by the fluorescence of a phosphor coating. A fluorescent lamp consists of a glass tube filled with a mixture of argon and mercury vapor. Metal electrodes at each end are coated with an alkaline-earth oxide that gives off electrons easily. When current flows through the ionized gas between the electrodes, it emits ultraviolet radiation. The inside of the tube is coated with phosphors; substances that absorb ultraviolet radiation and fluoresce (reradiate the energy as visible light). Two common phosphors are zinc silicate and magnesium tungsten. A starter and ballast or self starting ballast provides the extra voltage - up to four times of the operative voltage needed to ionize the gas when starting.



Vapor Lamps

Sodium-vapor lamps use ionized sodium. A low-pressure sodium-vapor lamp consists of a glass shell with metal electrodes, filled with neon gas and a little sodium. When a current passes between the electrodes, it ionizes the neon, giving a red glow until the hot gas vaporizes the sodium. This ionizes and shines a nearly monochrome yellow. High-pressure sodium-vapor lamps, made with a mixture of mercury and sodium, give a whiter light and are used for extra bright lighting in places such as road intersections and sports stadiums. (Metal halide and mercury vapor work off of the same principle).



Lighting Codes

American National Standards Institute (ANSI) was developed so that products made by various companies meet the same standards in design and function. In the area of lighting, codes such as F40T12CW, and 120PAR38FL were created. Below are some examples of these codes and what they refer to:

F40T12CW = Fluorescent
 40 Watts
 Tube Shaped
 12 x 1/8" or 1 1/2" in Diameter
 Cool White in color

F32T8WW = Fluorescent
 32 Watts
 Tube Shaped
 8 x 1/8" or 1" in Diameter
 Warm White in color

120PAR38FL = 120 Watt
 Parabolic Aluminized Reflector (Hard Shell Bulb)
 38 x 1/8" or 4 3/4" in Diameter
 Flood Light

Newer lights use markings such as 2700, 3500, or 4100 instead of CW or WW. This refers to the color of the bulb as measured by the transition from warm to cool light in degrees of Kelvins. Typically, for the lights we use, you will tend to see a number ending in 35 (such as 835) for a warm white, 41 (such as 741 or S41) for a cool white, and 27, which is close to incandescent in color.

Warm white lights emit a pinkish glow, whereas cool white will emit a bluish tint. Incandescent is more neutral between the two. It is important to make sure that large areas such as hallways or classrooms are uniform in the color of light you are using. If a hallway using warm white lights have a fixture replaced with cool white lights, it gives off an unprofessional appearance.

Proper Disposal

Any incandescent lights can be thrown away as waste. Any used mercury based lights need to be properly recycled. Refer to the crew leader on proper light recycle methods. If you are unsure whether a light is recyclable or waste, check with your crew leader.

Repairs

After lamps or tubes have been replaced, and they are still not lighting, the fixture should be marked with **RED** tape and a repair work order should be created. (*Work orders can be created through AIM or by contacting dispatch @ 1-7221. Be sure to include the location of the fixture that needs repair.*)

Safety Precautions

- At the beginning of your shift, inspect your equipment and report observed safety hazards at once to the crew leader.
- Always secure the area, and keep people away from the area that lights are being changed in.
- Never mix chemicals and never bring unauthorized chemicals to the job site.
- It is recommended that you wear protective eyewear while changing lights.
- It is also recommended that you wear leather gloves while changing lamps.
- At the end of your shift, inspect and clean your equipment and report safety hazards to your crew leader.



UNIVERSITY OF UTAH

CUSTODIAL SERVICES COMPETENCIES

Training Series for a Professional Cleaning Organization

Module

B4



Chalk & White Board Cleaning Basics

Table of Contents

Overview	2
Supplies and Equipment	2
Routine Tasks	3
Key Concepts	5
Boards	5
Safety Precautions	5

Overview

Properly cleaned chalkboards and whiteboards are a necessity for University instructors and students. Regular routine cleaning will help make the custodian's job easier. All chalkboards and whiteboards are to be cleaned as scheduled. *Some chalkboards in specific areas are not to be cleaned unless instructed to do so by the crew leader.*

Supplies and Equipment

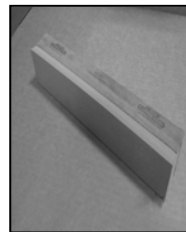
Rubbermaid trash can with:

- Microfiber cloth
- Backpack vacuum
- Sponge/chamois eraser
- Replacement felt/whiteboard erasers
- Chalk



Trigger spray bottles with:

- Neutral cleaning solution



Safety equipment:

- Safety gloves- latex or nitrile
- Safety goggles or glasses
- Dust mask



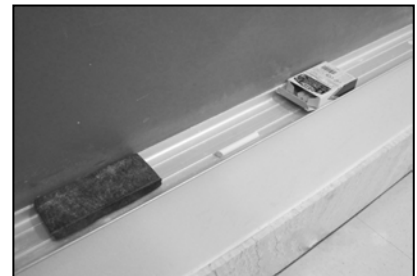
Chalk & White Boards

Routine Tasks

Always clean top to bottom – dry to wet

Chalk Boards:

1. Begin the cleaning procedure by removing heavy chalk marks with a felt eraser as needed.
2. Erase the entire board with short back and forth strokes using the sponge side of a chamois/sponge eraser. Follow with long horizontal strokes using the chamois side of the eraser, taking care to dust off the chamois with a microfiber cloth after each stroke.
3. Clean chalk trays by running a cloth from one end of the tray to the other. Push all chalk dust and small chalk pieces into a container for disposal.
4. Clean felt erasers by rubbing the chalk side over the edge of a Rubbermaid trash can or by vacuuming. Erasers may be rotated when use is extreme, and replaced when cleaning is no longer effective. ***Return felt erasers to the chalk tray with an ample supply of chalk. (Always leave a full or near full box of chalk on the chalk tray in classrooms).***



Chalkboards located at the sides and rear of classrooms may only require infrequent cleaning. *“Chalkboards located in offices, research labs, and some boards in public areas are erased by the people who use them. Do not assume this responsibility unless directed to do so by the crew leader. However we are still responsible for the cleaning of trays, around the boards, and the replacing of erasers. Whenever a “DO NOT ERASE” sign has been added to a board that is erased regularly, honor the request and notify the crew leader.*

Remember that water, oils, or dust mops are never to be used in chalkboard cleaning, as it can cause damage!

White boards:

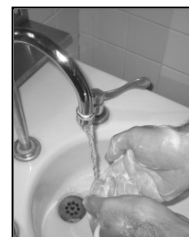
1. Begin the cleaning procedure by removing writing with a microfiber cloth towel and a University approved neutral cleaner. Erase the entire board with short back and forth strokes using the microfiber cloth towel. Follow with long horizontal strokes. *If indelible markers have been used, write over those marks with a dry erase marker and then erase them.*
2. Clean particles of marker dust off the top and around the sides of the boards with a micro-fiber cloth, after the board is cleaned.
3. Clean trays by running a cloth from one end to the other, pushing all particles of marker dust into a container for disposal.
4. White board erasers can be cleaned by rubbing them with a cleaning towel. They also can be replaced with felt erasers. *If they do not get replaced or cleaned, the walls around boards will have black marks that must be removed.*



Glass boards are included in this cleaning procedure. Normally, they can be erased easily with very little cleanup required.

Upon Completion:

1. Upon completion of your cleaning tasks be sure to self-inspect before moving on to the next area. Even the best service providers occasionally miss a cleaning opportunity.
2. At the end of your shift re-inspect, clean and store your equipment.
3. Remove personal protective equipment. Thoroughly wash hands with soap and water.



Key Concepts

Boards

Dirty chalkboards, and white boards can not only be unsightly, but they can also make it hard for University professors to be able to use the board as a teaching aid. Therefore, proper cleaning of each board is essential. Boards should be cleaned as scheduled. Any problems or hazards should be reported to the crew leader.

Safety Precautions

- At the beginning of your shift, inspect your equipment and report observed safety hazards at once to the crew leader.
- Always unplug your machinery and tag-out before performing even the most simple equipment maintenance tasks.
- Never mix chemicals and never bring unauthorized chemicals to the job site.
- It is recommended that you wear protective eyewear while cleaning boards.
- It is also recommended that you wear a dust mask while cleaning chalk boards.
- At the end of your shift, inspect and clean your equipment and report safety hazards to your crew leader.



UNIVERSITY OF UTAH

CUSTODIAL SERVICES COMPETENCIES

Training Series for a Professional Cleaning Organization



Pressure Spraying & Grout Cleaning

Table of Contents

Overview	2
Supplies and Equipment	2
Routine Tasks	3
Grout Cleaning Machine	5
Key Concepts	7
Dwell Time	7
Customer Privacy	7
Access Control	7
Safety Precautions	8

Overview

High pressure spraying of restrooms is done to remove soap and lime buildup, along with hard to get at dirt and grime. Only restrooms with ceramic tile walls, and hard floors, can be pressure sprayed. *(Some floors that are not sealed properly leak and should never be pressure sprayed. Use only a grout cleaning machine for these type of areas).* If there is no floor drain a wet vacuum can be used to remove the water. Pressure spraying is usually done with a two person crew. Grout cleaning can be done with just one person, and a grout cleaning machine.

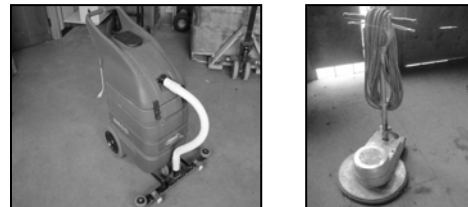
Supplies and equipment

- Pressure sprayer
- All in one, touch-less system
- Swing buffer with brush
- Grout cleaning machine
- Wet vac.
- Doodle bug
- Doodle bug pads (Green or Brown)
- Grout brush
- Floor squeegee



Rubbermaid trash can with:

- Microfiber cloth towels



Safety equipment:

- “Area or Restroom Closed” signs
- Safety gloves- latex or nitrile
- Safety goggles or glasses – splash resistant



Pressure Spraying & Grout Cleaning

Routine Tasks

Always clean top to bottom – dry to wet

Prepare for Pressure Spraying and Grout Cleaning

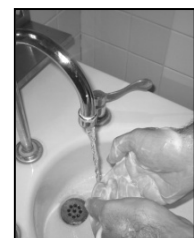
1. Put on personal protective equipment (PPE).
2. Inspect your equipment and supplies; report observed safety hazards immediately.
3. Prepare your cleaning equipment and supplies. Bring equipment to target area.
4. Set out caution signs “Restrooms Closed”, being careful not to close all restrooms at the same time. Knock on restroom door and follow privacy procedures as explained in key concepts.
5. Secure restroom for cleaning and follow access procedure as explained in key concepts.

Perform Pressure Spraying and Grout Cleaning

1. Pick up all loose debris, and remove paper products from dispensers. Cover electrical outlets and light switches with duct tape.
2. Apply the proper diluted University approved chemical to walls, and fixtures. You can use a foam gun or a doodle bug. Allow the proper dwell time to take place. Use doodle bug or grout brush for scrubbing walls to remove build up. ***If using an all in one touchless system, make sure you are using a chemical mask. This will insure your safety from chemicals. Additional training may be required.***



3. Scrub fixtures to remove all buildup (pipes, underside of sinks, toilets and urinals).
4. Rinse walls and fixtures thoroughly with the pressure sprayer. **(Remember don't spray light fixtures. Never spray yourself or another person – the force of the sprayer can cause injury).**
5. Scrub the floor with grout cleaning machine, or a conventional floor machine with a brush. Use University approved acidic acid for this. **(Never use acidic chemicals in a grout cleaning machine. Use the machine only to scrub and vacuum up.)** You will need to use the doodle bug or grout brush for underneath toilets, corners, and edges along the walls.
6. Rinse floor using the pressure sprayer. **Stay at least 6" from the wall or floor. If the grout starts to be damaged, switch to low pressure.**
7. Using a doodle-bug, foam gun, or all in one touch less system, apply a disinfectant to restroom surfaces. Allow proper dwell time. Then high pressure spray to rinse all surfaces completely.
8. Dry walls, mirrors, fixtures and partitions with microfiber or paper towels. Restock dispensers, and remove tape from outlets and switches.
9. Remove "Closed" signs, put out "Wet Floor" signs until floors are dry.
10. Upon completion of your cleaning tasks, be sure to self-inspect before moving on to the next area. Even the best service providers occasionally miss a cleaning opportunity.
11. At the end of your shift, re-inspect, clean and store your equipment.
12. Remove personal protective equipment.
13. Thoroughly wash your hands with soap and water.



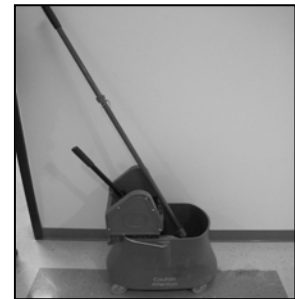
Helpful Tip: Place a piece of scrap carpeting outside of the restroom to cut down the tracking of water and chemicals out onto hallway floors.

Grout Cleaning Machine

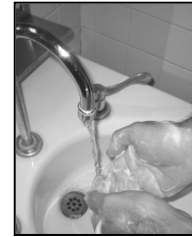
When doing ceramic floors, grout cleaning equipment should be used. The compact design provides powerful scrubbing in congested areas, and can be used daily, weekly or monthly. **If using a University approved neutral cleaner, it can be added to the fresh water tank. However, if using an acid based chemical, make sure that it is put on the floor and not in the machine. The acid will cause damage to the machine.** At the end of your task, empty both tanks, rinse and leave caps off allowing them to dry.

Using the Grout Cleaning Machine

1. Pick up all large debris and sweep floor.
2. Plug machine in outlet closest to the door.
3. If using an acid based chemical, use a mop and bucket to put it on the floor. Apply solution generously to floor; allow solution dwell time. Do not allow it to dry.
4. Corners, edges, and under toilets will need to be done with a doodle bug or grout brush.
5. Once the floor has been scrubbed, pick up water by turning on the vacuum and dropping the squeegee.
6. Rinse floor a second time using the grout machine with clean water in the fresh water tank. *This is done to make sure no chemical is left on the floor.*
7. **If using an acid based cleaner, you can use the grout machine to vacuum it up. Do not leave it in the recovery tank. When completed be sure to rinse the machines recovery tanks thoroughly, allow tanks to dry.**
8. When using a neutral cleaner, fill fresh water tank with a properly diluted University approved cleaner. Follow steps 1 through 5.
9. When finished, mop floor thoroughly and allow it to dry.



10. Remove “Closed” signs, put out “Wet Floor” signs until floors are dry.
11. Upon completion of your cleaning tasks, be sure to self-inspect before moving on to the next area. Even the best service providers occasionally miss a cleaning opportunity.
12. At the end of your shift, re-inspect, clean and store your equipment.
13. Remove personal protective equipment.
14. Thoroughly wash your hands with soap and water.

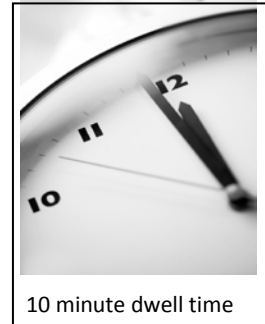


Helpful Tip: Place a piece of scrap carpeting outside of the restroom to cut down the tracking of water and chemicals to other areas.

Key Concepts

Dwell Time

Restroom cleaning professionals rely heavily on proper disinfectants to kill microorganisms that can carry disease. Therefore, understanding how disinfectants “work” is essential to effective restroom cleaning. Disinfectants are most effective when allowed to “dwell” on a surface for some period of time. Applying disinfectant to a surface and immediately wiping it off reduces its effectiveness. It is recommended by most manufacturers that disinfectants be allowed to dwell on a surface for up to ten minutes (whenever possible).



Customer Privacy Procedure

Professional cleaning service providers must be ever mindful of the spaces in which they clean. Whenever entering a restroom, knock loudly, announce “Custodial” and to wait for a response. When entering a restroom of the opposite gender, a service provider may only enter when no response is heard. When entering a same-gender restroom, it is recommended that the service provider knock loudly, announce “Custodial” and begin cleaning only after the restroom becomes vacant. When possible a service provider will be assigned to restrooms consistent with their gender.



Access Control Procedure

Restroom cleaning includes procedures, supplies and equipment that might pose a danger to an unsuspecting restroom patron. For this reason it is recommended that service providers fully secure each restroom before they begin cleaning duties. A restroom is secured by blocking the doors open, deploying “closed for cleaning” barriers in doorways and placing “wet floor” signs in key areas. Keep each restroom secure and signage in place until all procedures are complete and all surfaces, especially the floors, are dry.



Safety Precautions

- At the beginning of your shift, inspect your equipment and report observed safety hazards at once to the crew leader.
- Always unplug your machinery and tag-out before performing even the most simple equipment maintenance tasks.
- Always use “wet floor caution” signage while performing wet work.
- Never reach into a trash container. There may be sharp protruding objects.
- Never mix chemicals and never bring unauthorized chemicals to the job site.
- It is recommended that you wear protective eyewear and gloves while pressure spraying or working with any chemical.
- It is recommended that you wear a chemical mask when spraying chemicals with a foam gun or all in one touch less system.
- **Never spray yourself or another person – the force of the sprayer can cause injury.**
- It is also recommended that you wear a dust mask while emptying vacuum.
- At the end of your shift, inspect and clean your equipment and report safety hazards to your supervisor.



Module

B6

UNIVERSITY OF UTAH

CUSTODIAL SERVICES COMPETENCIES

Training Series for a Professional Cleaning Organization



Unique Area Cleaning Basics

Table of Contents

Overview	2
Supplies and Equipment	2
Routine Cleaning	3
Pools	4
Gyms and Dance Floors	5
Racquet and Handball Courts	6
Weight and Exercise Rooms	7
Tennis Courts	8
Locker, Shower, and Dressing Rooms	9
Key Concepts	10
Dust Mopping	10
Damp Mopping	10
Safety Precautions	11

Overview

Unique areas include the pools, gyms, racquet ball courts, dance rooms, weight and exercise rooms, locker and shower rooms. Public and departmental use and satisfaction with the pools in the Natatorium is strongly affected by the clean and efficient service our department provides. Special training is necessary to learn how to use the specialized equipment involved. Pools require daily, weekly, and quarterly tasks. Gyms, dance and racquetball floors must be dust mopped daily and scrubbed weekly; otherwise dust will quickly accumulate on the floor making a slippery and an unsafe surface. Locker rooms, shower rooms, and dressing rooms require daily vacuuming of carpets, and cleaning and disinfecting of ceramic tile areas. **Special training is required for all unique areas as damage can easily occur to floor surfaces.**

Supplies and equipment

Rubbermaid trash can with:

- Microfiber cloth duster
- Back pack vacuum
- Replacement can liners



Trigger spray bottles with:

- Appropriate chemical for the task

Hard Floors:

- Microfiber dust mop
- Counter brush or broom and dust pan
- Wet mop and bucket



Safety equipment:

- Safety gloves - latex or nitrile
- Safety goggles or glasses – splash resistant
- Wet floor signs



Pool equipment:

- Pool vacuum
- Side to side buffer with a nylo-grit brush
- 150 ft. hose



Tennis court equipment:

- Ride around sweeper
- Ride around scrubber

*Cleaning the Pools, Gyms, Racquetball Courts,
Tennis Courts, Exercise Rooms, Locker Rooms*

Routine Tasks

Always clean top to bottom - dry to wet

Prepare for Unique Area Cleaning

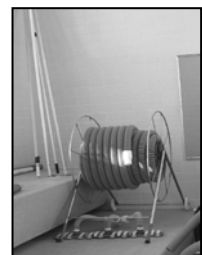
1. Put on personal protective equipment. (PPE)
2. Inspect your equipment and supplies; report issues or hazards to your crew leader.
3. Gather all necessary cleaning supplies and equipment. (If cleaning hard surface rooms - fill mopping system with a University approved cleaning solution).
4. If you require keys for access, make sure that you have them.

Pools

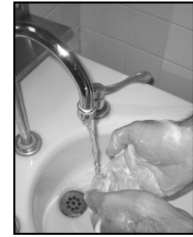
Perform Cleaning Procedures

Special Training Required!

1. All pools must be vacuumed on their scheduled nights. If lane markers are in, be sure to report it to the crew leader. Move the vacuum head, hose, and filter canister to the edge of the pool. Prime the machine with water prior to plugging into an electrical outlet. Roll the vacuum head slowly along the pool bottom by working the attached pole. Be careful not to put too much pressure on the pool as it could cause damage to the pole. Move around the pool vacuuming towards the center. The water is vacuum forced through filters in the canister and recycled clean back into the pool. Clean filters as needed by rinsing with clean water. This is done when the gauge on the canister indicates a rise in back pressure with a 10 psi operational maximum.
2. Hose down the deck on scheduled nights using a 150 ft. hose and spray nozzle. Water outlets are available at 2 sides of the Natatorium. Spray one half of the pool deck moving in one direction, then the other. Hose away from the pools to avoid spraying debris into the water. Clean the floor drains after spraying.
3. Quarterly, the pool decks are scrubbed using a swing buffer with a nylo-grit brush. Special chemicals are used on the deck and risers around the pools to clean off accumulated buildup.
4. Maintenance problems and burned out lights should be referred to the crew leader so a repair work order can be created.
5. Upon completion of your cleaning tasks, be sure to self-inspect before moving on to the next area. Even the best service providers occasionally miss a cleaning opportunity.



6. At the end of your shift, re-inspect, clean and store your equipment.
7. Remove personal protective equipment.
8. Thoroughly wash your hands with soap and water.

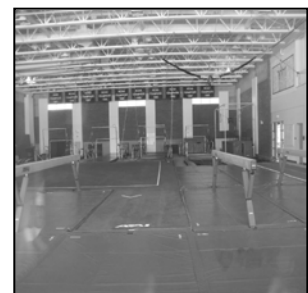


Gyms and Dance Floors

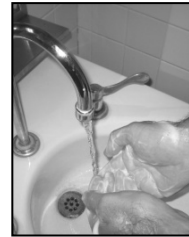
Perform Cleaning Procedures

Special Training Required!

1. Gyms, courts, and dance floors must be dust mopped daily and scrubbed weekly; otherwise dust will quickly accumulate on the floor, making a slippery surface.
2. Begin by picking up large debris from the floor and emptying trash containers. Spot clean any mirrors daily and clean thoroughly once a week.
3. Using a 42" to 72" inch micro-fiber dust mop, sweep the entire floor. Shake out the dust mop head every few passes; always on the same side of the room. Then it's a simple matter to catch all the dust piles with one pass of the dust mop.
4. Any spills on floors should be cleaned by spot mopping. Install cautions signs. Use a properly diluted cleaning solution in a mop bucket half filled. Use a tightly wrung-out 24 oz. mop to clean up the spill(s). Keep in mind that wood floors can be damaged by excessive water use.
5. Weekly, at scheduled times, scrub floors using appropriate auto-scrubber. (*White pads only*). Use approved disinfectant in the scrubber. Quarterly, a University approved all purpose or neutral cleaner should be used. *This is done to remove the buildup of body oils that can make the floors dangerously slippery.*



6. Note any burned out lights and report them to the crew leader so a repair work order can be created.
7. Upon completion of your cleaning tasks, be sure to self-inspect before moving on to the next area. Even the best service providers occasionally miss a cleaning opportunity.
8. At the end of your shift, re-inspect, clean and store your equipment.
9. Remove personal protective equipment.
10. Thoroughly wash your hands with soap and water.



Racquet and Handball Courts

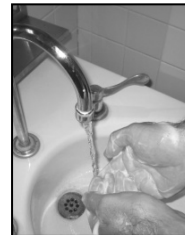
Perform Cleaning Procedures

Special Training Required!

1. Like gyms, racquetball and handball courts are very high use and require daily sweeping. After sweeping one court with a microfiber dust mop, always clean the mop head with a counter brush or vacuum before proceeding to the next court.
2. After sweeping all the courts, spot clean the doors and damp mop any spills. Refer to the gym and dance floor section for damp mopping procedures.
3. Note any burned out lights and report them to the crew leader so a work order can be created.
4. Quarterly, the walls and doors need to be washed to remove all the ball marks. Use a cellulose sponge and wash with a University approved solution of all purpose cleaner or window cleaner in a bucket of water. Wash the walls only as high as can be reached from a standing position. Wipe the walls and doors dry using micro-fiber towels.



5. Ceiling vents are also dusted on a quarterly basis. Refer to the section on dusting.
6. Upon completion of your cleaning tasks, be sure to self-inspect before moving on to the next area. Even the best service providers occasionally miss a cleaning opportunity.
7. At the end of your shift re-inspect, clean and store your equipment.
8. Remove personal protective equipment.
9. Thoroughly wash your hands with soap and water.



Weight and Exercise Rooms

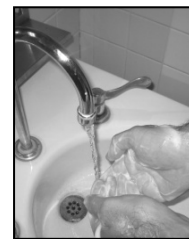
Perform Cleaning Procedures

Special Training Required!

1. Check for burned out lights and replace as needed. If there are burned out lights that are above exercise equipment or are high lights, refer them to the crew leader.
2. Begin by dusting all vents and surfaces that apply. Make sure to be careful not to knock dust on to exercise equipment. **Dusting and cleaning of exercise equipment should only be done when directed by the crew leader.** Pick up large debris from the floor and empty trash containers. Spot clean any mirrors daily and clean thoroughly once a week.
3. In carpeted areas, use a backpack vacuum to remove visible dirt, dust and debris in traffic areas and around exercise equipment.



4. On hard floor surfaces, sweep floor using a microfiber dust mop or use a backpack vacuum with a hard floor tool attachment. Spot mop any spills (*Refer to hallway section – Module A1 or the gym and dance floor section – Module B6, pg 5 for further instructions*). On assigned days, damp mop thoroughly using an approved disinfectant.
5. Quarterly, scrub floors using an appropriate scrubber using a University approved all purpose or neutral cleaner.
6. Upon completion of your cleaning tasks, be sure to self-inspect before moving on to the next area. Even the best service providers occasionally miss a cleaning opportunity.
7. At the end of your shift, re-inspect, clean and store your equipment.
8. Remove personal protective equipment.
9. Thoroughly wash your hands with soap and water.



Tennis Courts

Perform Cleaning Procedures

Special Training Required!

1. Begin by picking up large debris from the court surface and emptying trash containers.
2. Sweep court surface using ride around sweeper. Start on one side of the net then do the other. *Occasionally the net may need to be removed to enable better cleaning. A second person should assist when doing so.*
3. Any spills on the court surface should be cleaned by spot mopping. Install “Caution” signs. Use a properly diluted University approved, cleaning solution in a mop bucket. Use a tightly wrung-out 24 oz. mop to clean up the spill(s).



4. Weekly, on assigned nights, scrub floors using appropriate auto-scrubber. Use a University approved neutral cleaner.
5. Note any burned out lights and report them to the crew leader so a repair work order can be created.
6. Upon completion of your cleaning tasks, be sure to self-inspect before moving on to the next area. Even the best service providers occasionally miss a cleaning opportunity.
7. At the end of your shift, re-inspect, clean and store your equipment.
8. Remove personal protective equipment.
9. Thoroughly wash your hands with soap and water.



Locker Rooms, Shower Rooms, & Dressing Rooms

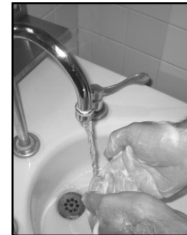
Perform Cleaning Procedures

Special Training Required!

1. Assemble all necessary equipment and supplies. *Use access control procedures.* Pick up all loose debris and empty trash containers in the locker and dressing rooms. Check for burned out lights and change as needed. Dust vents and ledges. Remove any glass bottles and drink containers from the tops of lockers. Dust the tops of lockers using a microfiber duster. Locker tops with large surfaces can also be dusted using a 24" micro-fiber dust mop.
2. Clean any mirrors and drinking fountains in the area.
3. Vacuum carpeted areas using a backpack vacuum or an upright vacuum. Use extreme caution not to vacuum carpets if they are wet to prevent electrical shock. Dust mop ceramic tile areas using a 24" micro-fiber dust mop. A deck broom works well if floors are wet.



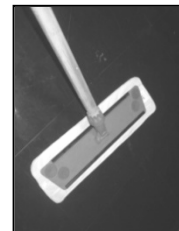
4. Begin wet work in the shower room areas. Pick up debris and clean hair from the floor and shower pole drains. Wash shower poles, heads, and soap dishes with and University approved all purpose cleaner or disinfectant, using a spray bottle and scrubbing sponge. Rinse with a hose. (*See module B5 – on pressure spraying when doing deep cleaning*).
5. Install “Caution” signs. Fill mop bucket using a University approved disinfectant. Using a 24 oz. cotton mop, damp mop all ceramic tile in the shower rooms and locker rooms.
6. Upon completion of your cleaning tasks, be sure to self-inspect before moving on to the next area. Even the best service providers occasionally miss a cleaning opportunity.
7. At the end of your shift, re-inspect, clean and store your equipment.
8. Remove personal protective equipment.
9. Thoroughly wash your hands with soap and water.



Key Concepts

Dust Mopping

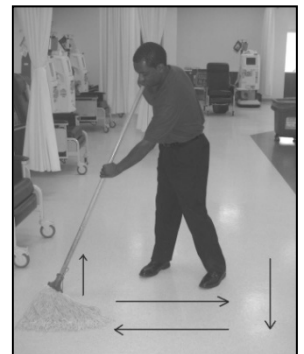
1. Using a putty knife, remove gum or similar substances from the floor surface.
2. Using a microfiber dust mop, sweep floor to remove dust and debris. It is recommended that the operator work from the interior corner or baseboard towards the door or exit area.
3. In open areas, long continuous overlapping vertical strokes are recommended. In confined spaces, short, continuous side-to-side overlapping strokes are recommended. Rotating the dust mop on its swivel will enable the operator to maintain one leading edge.
4. In all situations, pay close attention to corners, edges, and hard-to-get areas. Avoid striking objects on the floor with the dust mop head – this will deposit unwanted dust and debris.
5. Upon completion, dust and debris should be carefully removed with a counter brush or broom and dustpan, and then deposited into the trash container.



Damp Mopping

Note: Damp mopping is performed in moderate soil areas with traffic patterns, corner and edge soil, spots, spills or debris. Damp mopping is also performed to supplement spot mopping.

1. Place bucket and wringer system in strategic location to facilitate an effective mopping pattern toward the door or exit area.
2. Submerge mop head into solution. Agitate mop head in a vertical motion to thoroughly absorb the cleaning solution.
3. Carefully insert the mop head into the wringer assembly. Apply downward pressure to the wringer handle to wring out the mop.
4. Mop all areas including corners and edges to remove soil or debris. Use a vertical or a side-to-side leading edge motion.
5. Avoid striking objects on the floor with the mop head – this may deposit pieces of the mop or unwanted debris.



Safety Precautions

- At the beginning of your shift, inspect your equipment and report observed safety hazards at once to the crew leader.
- Always unplug your machinery and tag-out before performing even the most simple equipment maintenance tasks.
- **Always use “wet floor caution” signage while performing wet work.**
- Never reach into a trash container. There may be sharp protruding objects.
- Never mix chemicals and never bring unauthorized chemicals to the job site.
- Always wear protective eyewear and safety gloves when working with chemicals & cleaners.
- It is recommended that you wear protective eyewear while emptying vacuum.
- It is also recommended that you wear a dust mask while emptying vacuum.
- At the end of your shift, inspect and clean your equipment and report safety hazards to your crew leader.



UNIVERSITY OF UTAH

CUSTODIAL SERVICES COMPETENCIES

Training Series for a Professional Cleaning Organization



Equipment,
Scrubbers,
Sweepers,
Vacuums, Etc

Table of Contents

Overview	2
Arial Work Platforms	2
Auto Scrubbers	2
Blowers	3
Buffers	3
Burnishers	4
Encapsulation Machines	4
Extractors	5
Grout Machines	5
Ladders	6
Pressure Sprayers	6
Sweepers	7
Touch-less Cleaning System	7
Vacuums	7
Backpack	8
Upright	8
Space & Riding	9
Wet	9
Safety Precautions	10

Overview

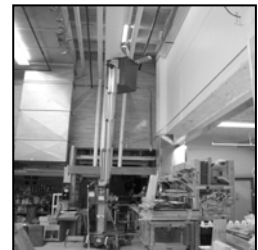
There are many different types of equipment used by the custodial department and its employees allowing them to be able to do their job in a timely and efficient manner. **It is the responsibility of the custodian using the equipment to see that it is properly maintained. It is the crew leader's responsibility to insure that the person using the equipment is properly trained to use and maintain the equipment, then follows through to make sure the equipment is properly used and maintained.**

Maintaining equipment insures that fewer periods of breakdown occur, requiring fewer repairs. This insures that custodians are better able to meet the expectations of their job. Keeping the equipment clean helps project a professional appearance.

Arial Work Platforms (AWP)

AWP's are used in various locations throughout campus to change high lights and do other types of maintenance work. **Operators must have successfully completed AWP training prior to using an AWP.**

Maintaining Arial Work Platforms: Prior to each use, a pre-check and operation inspection must be conducted – if at any point during this inspection a failure is found, then the unit must be removed from service until proper repairs have occurred. At the end of each use, the unit should be wiped clean of debris and dirt. (Some units have grease points that must be greased – these should be serviced only by a trained technician).



Auto Scrubbers

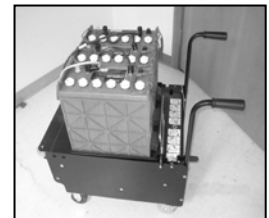
Auto scrubbers are self-contained systems that dispense a cleaning solution, agitate the solution with one or two disc pads, and recover the soiled solution with a squeegee through a wet vacuum recovery system.



Maintaining Auto Scrubbers: Both fresh water and recovery tanks need to be rinsed, drained, and allowed to dry after each use. Squeegees should be removed, rinsed, and checked for damage and wear. Visible hoses should also be checked for damage. Many auto scrubbers contain filters on the vacuum that must be removed and cleaned periodically (these filters are often located inside the dirty water tanks however, if you are in doubt then check the operators manual, or contact the trainer or manager assigned to your area). Many Scrubbers also contain grease points which must be greased; this type of maintenance should be completed as part of a quarterly PM (Preventive Maintenance).



Battery Maintenance: For battery powered auto scrubbers, the water level of the battery must be monitored so that the level is always above the lead cells contained within the battery. When water must be added it is important that **only distilled water** be used. Batteries should be charged when low, or at the completion of each shift so they are always fully charged. (It is always best to fully utilize a battery before recharging). Prior to storage, the outsides of the machines should be cleaned. During storage, any caps or lids to the fresh water and recovery tanks should be left open to allow the machine to vent. (This helps to prevent mold and malodor).



Blowers

A blower is a tool that propels air out of a nozzle to move debris. Blowers used by the Custodial Department are usually powered by an electric motor but can also be powered by a two-stroke or four-stroke gasoline engine.



Maintaining Blowers: Most blowers have no user serviceable parts. At the end of each use, the blower should be wiped down to remove dirt and debris that may have accumulated during use.

Buffers

Buffers are low speed; they rotate from 175 rpm to 300 rpm. They are also known as side-to-side or swing buffers due to the fact that they are operated using a side to side motion.



Maintaining Buffers: At the end of each use, the buffer including the cord should be wiped down to remove dirt and debris. When storing a buffer the pad driver should be removed. (If a driver cannot be removed then a pad should be left under the driver when storing it).



Burnishers

Burnishers are high speed; they rotate at a rate from 1500 to 3000 rpm. Their primary function is to polish the floor leaving a freshly waxed look.

Maintaining Burnishers: Burnishers like buffers should be wiped down including the cord at the end of each shift to remove dirt and large debris. Special attention should be paid to the underside of the machine and tires since these areas pick up debris quickly because of the operation of this unit. Burnishers should always be stored with a pad in place to avoid damage to the pad holder. *Because burnishes use belts to spin the machine, it is necessary that from time to time that the belt be tightened or replaced. Only a trained repair person should make these adjustments.*



Encapsulation Machines (Carpet Cleaning)

The encapsulation machine (carpet maintainer) is designed to maintain carpet using the Quick Dry Carpet Care system. The machine has two counter rotating brushes that scrub chemical into carpet. The chemical encapsulates the dirt allowing both to be vacuumed up once the chemical has dried. The brushes also raise the pile of the carpet. This will help prolong the life of the carpet.

Maintaining Encapsulation Machines: After each session of carpet cleaning, the brushes and the brush housing should be cleaned. Before cleaning or changing the brushes, always unplug the machine from the power supply. Brushes may be soaked in warm or hot water using a mild detergent and then rinsed with warm water. (See operators manual to remove brushes). Before storing, wipe down outside of machine and clean the debris tray.



Note: Brushes with crushed bristles can often be restored to original condition by soaking in hot water.

EXTRACTORS

Extractors are used for deep cleaning carpets as well as for flood clean up. When extracting a carpet, it is best to spray the detergent on the carpet using a pump-up sprayer rather than using it directly in the machine. This keeps the jets from clogging up.

Maintaining Extractors: Both fresh water and recovery tanks need to be rinsed, drained, and allowed to dry after each use. In the fresh water tank, the filters should be checked then removed and cleaned as needed. From time to time, spray jets will need to be removed and cleaned - soaking them in vinegar or another similar product will remove hard water buildup. (*Hint: If you add a small amount of vinegar to the freshwater tank before draining and flush it through the spray jets, it will lengthen the time between having to remove and clean spray jets*). Never push anything through the opening to clear a spray jet – it will make the opening larger and damage the spray head. If a wand and hose are used with the extractor, it will also require periodic cleaning of the jets in the wand. Wands and hoses should be cleaned after each use. Prior to storage, the outside of the machines should be cleaned. During storage, any caps or lids to the fresh water and recovery tanks should be left open to allow the machine to vent. (This helps to prevent mold and malodor).



Grout Machine

The compact design of the grout machine provides powerful scrubbing in congested areas and can be used daily, weekly, or monthly. When using a University approved neutral cleaner, it can be added to the fresh water tank. **If using an acid based chemical, make sure that it is put on the floor, and not in the machine. (The acid will cause damage to the machine).**

Maintaining Grout Machine: At the end of each use, rinse both tanks with clean water and allow them to dry. Check the seal in the ball valve in the solution tank. Check the lint filter and clean if required. Clean outside of the machine with a damp cloth. Clean squeegee if required. Check brushes for wear and replaced if required. Clean brush tunnel. Be sure the machine is wiped clean on the outside after use.



Ladders

The Custodial Department uses many different types of ladders for different purposes. All ladders, however, must be properly maintained in a similar manner. **Damaged ladders must be removed from service and repaired or destroyed.**

Maintaining Ladders: For safety reasons, all ladders must be kept cleaned and maintained, and in proper working order at all times. If necessary, a ladder should be cleaned at the end of each use. Prior to each use, a ladder should be inspected for damage of joints, rivets, legs, and feet. **A damaged ladder should be removed from service and not used until it can be repaired properly.** (For additional ladder safety see – *Module B3, pg 6*).



Pressure Sprayers

Pressure sprayers are mechanical sprayers that use high-pressure water to clean and remove mold, grime, dust, mud, and dirt from surfaces and objects. The most basic pressure washer consists of a motor which directly drives a water pump, a high-pressure hose, and a trigger gun.

Pressure Sprayer Maintenance: At the completion of each use the machine should be wiped down to remove dirt and debris. There are seldom user serviceable parts located on most pressure sprayers; however some do contain a lint screen on the water inlet that should be checked at each use – removed and cleaned when needed. ***Non-user service requires that the machine receives an oil change approximately every 50 hours of use. Use only 30 weight non-detergent oil.*** (All oil must be properly disposed of to meet all state and federal laws).



Sweepers

Sweepers are similar to walk behind and riding vacuums, in the sense that they remove debris from the floor. Sweepers are used in place of dust mopping large areas. To use this machine, move down one side of the hall or area, and then reverse this motion until the whole area is covered.



Maintaining Sweepers: Although the number of sweepers on campus is small they must be maintained. They work similar to the wide area and ride on vacuums. Some sweepers use vacuum like filters or bags, in which paper filters need to be shaken at the end of each shift, then replaced when dirty, or when no longer working. Collection bins should be checked and dumped daily. Brushes and intakes should be checked and debris removed each time the collection bin is dumped, more often if needed. Prior to storage, the outsides of the machines should also be cleaned.



Touch-less Cleaning System

The touch-less cleaning machine allows the operator to clean multiple surfaces easily and safely while increasing productivity. It accurately dispenses cleaning solutions at a safe pressure. It also allows the operator to rinse at a low or high pressure and then vacuum the surfaces dry.

Maintaining a Touch-less: To prevent an alkaline build-up, flush a vinegar solution through the machine. (Two gallons water to one quart vinegar). This should be done at least once a month. If spray jets become clogged, remove the spray tips, wash them thoroughly in a vinegar solution and let dry. Inspect all hose, electrical cables and connections on the machine. Frayed or cracked hoses should be repaired or replaced. Always empty both tanks and rinse thoroughly before storing equipment. Be sure the machine is wiped clean on the outside after use.



Vacuums

Vacuums are a major tool used by custodians in performing many daily tasks. Most vacuums use numerous filters to enhance their performance. In addition, upright vacuums have brushes or beater bars that must be maintained on a regular basis. The University of Utah custodial department uses many different types of vacuums; however, the “ProTeam Vacuum Company” is a leader in the industry. Most of the vacuums being used by the custodial department are the ProTeam Coach, Super Coach, Quiet BP, HalfVac, and the Proforce 1500XP. **All vacuums should be kept clean and should always be ready to use. The following is expected for specific styles of vacuum maintenance.** (If you need additional information on how to care for your specific vacuum, contact the trainer assigned to your work area).

Backpack Vacuums: When using a backpack vacuum move in one direction down the middle of the hall. When using a sidewinder wand, be sure the floor tool is flush with the floor. Vacuum using a side-to-side motion making sure that you are covering the entire area.

Maintaining Backpack Vacuums: Approximately every two hours, the paper intercept micro filter bag should be checked and changed as needed. (A bag should never be more than half full since intercept filter bags filter smaller particulates that may clog the bag prior to it being full with larger debris). Cloth filter bags should be removed and shaken or vacuumed on a regular basis, and should be washed monthly. Foam filters should be removed and washed weekly. For vacuums that use HEPA filters, they should be replaced as needed approximately every 6 months depending on use. **(The Pro-Team Backpacks contain a filter on both the vacuum intake and on the motor exhaust that must be washed).** All filters and cloth bags that have been washed must be completely dry before being put back into the vacuum. Wands and hoses should be checked for clogs each time the paper intercept micro filter is changed. Prior to storage, the outsides of the machines should also be cleaned.



Upright Vacuums: When using an upright vacuum your stroke will be more of a back and forth motion. Slow deliberate strokes are to be used. This vacuum has a beater bar. On forward strokes, the beater bar beats the pile of the carpet. On the back stroke, the vacuum picks up dirt that is now sitting on top of pile.

Maintaining Upright Vacuums: Approximately every two hours, the paper intercept micro filter bag should be checked and changed as needed. (A bag should never be more than half full, since intercept filter bags filter smaller particulates that may clog the bag prior to it being full with larger debris). Foam filters should be removed and washed weekly. HEPA filters should be replaced when needed. **(The Pro-Team upright contains filters on the vacuum intake above the motor and on the motor exhaust that must be washed. Some exhaust filters are HEPA and must be replaced approximately every 6 months depending on use).** All filters and cloth bags that have been washed must be completely dry before being put back into the vacuum. Wands and hoses should be checked for clogs each time the paper intercept micro filter is changed.



Brushes or beater bars and intakes should be checked and debris removed every two hours of use or more often if needed. Prior to storage, the outsides of the machines should also be cleaned.

Space and Riding Vacuums: This type of vacuum is used for large areas. Move down one side of the hall or area, and then reverse this motion until the whole area is covered.

Maintaining Space and Riding Vacuums: Although the number of these type of vacuums is much smaller on campus, they must be maintained similar to the upright vacuums. Paper intercept filter bags should be checked daily and changed as needed. (A bag should never be more than half full, since intercept filter bags filter smaller particulates that may clog the bag prior to it being full with larger debris). Brushes or beater bars and vacuum intakes should be checked and debris removed each time the paper filter bag is changed or more often if needed. Prior to storage, the outsides of the machines should also be cleaned.



Wet Vacuums: Wet vacuums are similar to regular vacuums except that they are used to pick up liquids.

Maintaining Wet Vacuums: At the end of each use, wet vacuums must be completely drained and rinsed thoroughly, then allowed to dry. Floats and screens should be removed and cleaned as needed. Squeegees should be rinsed if used for picking up liquids other than water. (Wands and hoses should also be rinsed and cleaned after each use.) Prior to storage, the outsides of the machines should also be cleaned. During storage, any caps or lids to recovery tanks should be left open to allow the machine to vent. (This helps to prevent mold and malodor).



Safety Precautions

- At the beginning of your shift, inspect your equipment and report observed safety hazards at once to the crew leader.
- Always unplug your machinery and tag-out before performing even the most simple equipment maintenance tasks.
- Always wear protective eyewear and safety gloves when working with chemicals & cleaners.
- Never mix chemicals and never bring unauthorized chemicals to the job site.
- It is recommended that you wear protective eyewear while emptying vacuums.
- It is also recommended that you wear a dust mask while emptying vacuums.
- At the end of your shift, inspect and clean your equipment and report safety hazards to your crew leader.



Module

C1

UNIVERSITY OF UTAH

CUSTODIAL SERVICES COMPETENCIES

Training Series for a Professional Cleaning Organization



Floor Care - Basic

Table of Contents

Overview	2
Supplies and Equipment	2
Service Procedures	3
Dust Mopping	3
Spot Mopping	4
Traffic Mopping	4
Damp Mopping	5
Wet Mopping	5
Key Concepts	7
Safety Precautions	7

Overview

Basic (hard surface) floor care represents a critical component of every successful custodial program. Most interior soil is introduced by foot traffic from the outside. Clean, well maintained floors keep the overall indoor soil levels to a minimum which allows for effective cleaning throughout the remainder of the building.

When providing floor care, cleaning for safety is of primary concern. Basic floor care includes wet processes which can create hazardous slip and fall conditions for the service provider and unsuspecting customers.

This module addresses the routine cleaning associated with hard surface floor care. Interim and restorative care procedures such as buffing and floor stripping are covered in modules C2 & C3. (Auto scrubbers are used as a replacement of mopping procedures – Module C2, pg. 5).

Supplies and Equipment

Supplies:

- Putty knife
- Microfiber dust mop and handle
- Mop bucket with wringer
- Mop – cotton blend
- Counter brush or broom and dustpan
- Rubbermaid trash can
- Neutral cleaning solution



Safety equipment:

- Safety gloves – latex or nitrile
- Safety goggles or glasses– splash resistant
- Wet floor signs



Floor Care - Basic

Service Procedures

Always clean top to bottom - dry to wet

Preparation

1. Put on personal protective equipment (PPE).
2. Inspect your equipment and supplies; report observed safety hazards immediately.
3. Prepare your cleaning equipment and supplies. Fill mop bucket with a University approved neutral cleaning solution. Bring equipment to target area.
4. Secure area for cleaning and follow Control Access Procedure as explained in Key Concepts section.

Perform Routine Cleaning Procedures

DUST MOPPING

1. Using a putty knife, remove gum or similar substances from floor surfaces.
2. Using a microfiber dust mop, dust mop floor to remove dust and debris. It is recommended that the operator work from an interior corner or baseboard toward the door or exit area.
3. In open areas, long continuous overlapping vertical strokes are recommended. In confined spaces, short, continuous side-to-side overlapping strokes are recommended. Rotating the dust mop on its swivel will enable the operator to maintain one leading edge.
4. In all situations, pay close attention to corners, edges and hard-to-get areas. Avoid striking objects on the floor with dust mop head – this will deposit unwanted dust and debris.



5. Upon completion, dust and debris should be carefully removed with a brush and dustpan or a vacuum and deposited into a trash container.

SPOT MOPPING

Note: Spot mopping is performed in low soil areas with localized spots, spills or debris.

1. Place bucket and wringer system in a strategic location to facilitate an effective mopping pattern toward the door or exit area.
2. Submerge mop head into solution. Agitate mop head in a vertical motion to thoroughly absorb the cleaning solution.
3. Carefully insert the mop head into the wringer assembly. Apply downward pressure to the wringer handle to wring out the mop.
4. Mop only localized visible spills, soil or debris. Use a vertical or a side-to-side leading edge motion.
5. Avoid striking objects on the floor with mop head– this may deposit pieces of the mop or unwanted debris.



TRAFFIC MOPPING

Note: Traffic mopping is performed in moderate soil areas with traffic patterns, localized spots, spills or debris.

1. Place bucket and wringer system in a strategic location to facilitate an effective mopping pattern toward the door or exit area.
2. Submerge mop head into solution. Agitate mop head in a vertical motion to thoroughly absorb the cleaning solution.
3. Carefully insert the mop head into the wringer assembly. Apply downward pressure to the wringer handle to wring out the mop.
4. Mop main traffic areas, personal work spaces and localized visible spills, soil or debris. Use a vertical or a side-to-side leading edge motion.



5. Avoid striking objects on the floor with the mop head – this may deposit pieces of the mop or unwanted debris.

DAMP MOPPING

Note: Damp mopping is performed in moderate soil areas with traffic patterns, corner and edge soil, spots, spills or debris. Damp mopping is also performed to supplement spot mopping.

1. Place bucket and wringer system in strategic location to facilitate an effective mopping pattern toward the door or exit area.
2. Submerge mop head into solution. Agitate mop head in a vertical motion to thoroughly absorb the cleaning solution.
3. Carefully insert the mop head into the wringer assembly. Apply downward pressure to the wringer handle to wring out the mop.
4. Mop all areas including corners and edges to remove soil or debris. Use a vertical or a side-to-side leading edge motion.
5. Avoid striking objects on the floor with the mop head – this may deposit pieces of the mop or unwanted debris.



WET MOPPING

Note: Wet mopping is performed in heavy soil areas with traffic patterns, corner and edge soil, spots, spills or debris. Damp mopping is also performed to supplement spot mopping.

1. Place bucket and wringer system in strategic location to facilitate an effective mopping pattern toward the door or exit area.
2. Submerge mop head into solution. Agitate mop head in a vertical motion to enable the mop to thoroughly absorb the cleaning solution.
3. Carefully insert the mop head into the wringer assembly, apply downward pressure to the wringer handle to partially wring out the mop. Leave the mop wet.



4-Apply Solution

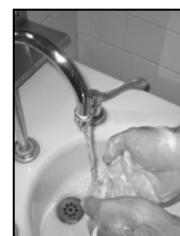
4. Apply the cleaning solution to approximately 64 square feet (8'x8') of soiled floor area. Allow the solution to dwell on the floor while you return to the bucket and wringer system.
5. Wringing the mop out completely, mop all areas including corners and edges to remove the cleaning solution and other soil or debris. Use a vertical or a side-to-side leading edge motion.
6. Avoid striking objects on the floor – this may deposit pieces of the mop or unwanted debris.



5-Remove Solution

Upon Completion

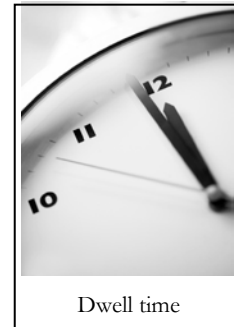
1. Remove all “wet floor” signs after all work is complete and floors are dry.
2. Upon completion of your cleaning tasks, be sure to self-inspect before moving on to the next area. Even the best service providers occasionally miss a cleaning opportunity.
3. At the end of your shift re-inspect, clean and store your equipment. Report safety hazards to your crew leader.
4. Remove personal protective equipment.
5. Thoroughly wash your hands with soap and water.



Key Concepts

Dwell Time

Understanding how floor cleaning chemicals “work” is essential to effective floor care. Cleaning solutions are most effective when allowed to “dwell” on a surface for some period of time. Applying a solution to a surface and immediately mopping it away reduces its effectiveness. It is important that service providers understand this as they select the proper wet process for the circumstances. Light soil levels will require little or no dwell time; heavy levels will require the increased dwell time associated with wet mopping.



Spot Mop/ Traffic Mop/ Damp Mop/ Wet Mop

The cleaning industry generically refers to the removal of soil from a floor with a wet mop as “mopping.” However, there are several distinct methods of “mopping” which correspond to the different types of soil to be removed.

For very low soil levels, spot mopping to remove visible spills and soil is recommended. For moderate soil levels, traffic mopping or damp mopping is recommended. For heavy soil levels, wet mopping is recommended. Each of these methods will be illustrated in this training module. ([Auto scrubbers are used to replace these methods – Module C2, pg. 5](#)).

Access Control Procedure

Hard surface floor cleaning includes procedures, supplies and equipment that might pose danger to an unsuspecting building occupant. For this reason it is recommended that service providers place “wet floor” signs in key traffic areas before they begin work. Keep signage in place until all procedures are complete and all floors are dry.



Safety Precautions

- At the beginning of your shift, inspect your equipment and report observed safety hazards at once to your crew leader.
- **Always use “wet floor caution” signage while performing wet work.**
- Always wear protective eyewear while handling cleaning solutions.
- Never reach into a trash container. There may be sharp protruding objects.
- Never mix chemicals and never bring unauthorized chemicals to the job site.
- Make sure you always have proper ventilation while using cleaning chemicals.
- At the end of your shift, inspect and clean your equipment. Report safety hazards to your crew leader.



Module

C2

UNIVERSITY OF UTAH

CUSTODIAL SERVICES COMPETENCIES

Training Series for a Professional Cleaning Organization



Floor Care - Intermediate

Table of Contents

Overview	2
Supplies and Equipment	2
Service Procedures	3
Buffing (Low speed)	3
Burnishing (High Speed Buffing)	4
Autoscrubbing	5
Key Concepts	6
Floor Finish Degrading	6
Low vs. High Speed	7
Pad Maintenance	7
Pad Color and Use	7
Floor Types	7
Access Control	8
Safety Precautions	8

Overview

This module includes an intermediate-level floor care instructional for custodians tasked with providing “interim” hard surface floor care procedures. Interim cleaning procedures are performed to supplement routine cleaning tasks and to extend the amount of time between restorative care procedures. ***Interim processes (buffing/burnishing) should only be performed on specific types of floors including but not limited to: vinyl asphalt, vinyl asbestos, vinyl composition tile & linoleum. If unsure of the floor type or weather interim processes should be used always check with your manager, or the trainers. (See Floor Types – Module C2, pg. 7).***

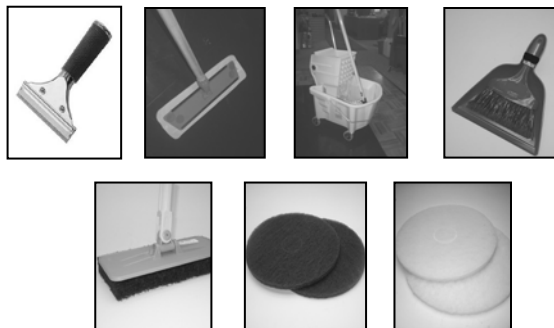
When providing floor care, cleaning for safety is of primary concern. Interim floor care procedures include the use of heavier equipment and wet processes. These can create hazardous slip and fall conditions for the service provider and unsuspecting customers.

This module addresses the interim hard surface floor care cleaning procedures only. Routine cleaning procedures such as dust mopping are addressed in module C1. Restorative procedures such as floor stripping are covered in module C3.

Supplies and Equipment

Supplies:

- Putty knife
- Microfiber dust mop and handle
- Mop bucket and wringer
- Mop – cotton blend
- Counter brush or broom and dustpan
- Doodle bug tool
- Mop-on or spray on floor restorer
- Neutral cleaner
- Appropriate floor pads for auto-scrubbing and rotary floor machines
- Tan or white floor pads for burnishing machine



Cleaning Equipment:

- Auto-scrubbing machine
- Rotary floor machine - 175 RPM
- High-speed burnishing machine



Safety equipment:

- Safety gloves – latex or nitrile
- Safety goggles or glasses– splash resistant
- Wet floor signs



Floor Care – Intermediate

Service Procedures

Always clean top to bottom - dry to wet

Preparation

1. Put on personal protective equipment (PPE).
2. Inspect your equipment and supplies; report observed safety hazards immediately to your crew leader.
3. Prepare your cleaning equipment and supplies. Fill spray bottles or mop bucket with a University approved restoring solution (consult with crew leader proper product). Bring equipment to target area.
4. Secure area for cleaning and follow Control Access Procedure as explained in Key Concepts section.
5. Perform dust mopping procedure as illustrated in module C1.
6. Perform wet mopping or autoscrubber procedure before you begin. Floor must be thoroughly clean before you begin interim floor care procedures.



Perform Interim Floor Care Procedures

LOW SPEED BUFFING

Note: It is recommended that you work from an interior area toward the door or exit area.

1. Position red buffing pad on the buffing machine's pad driver.
2. Position buffing machine at desired location and plug cord into wall near exit area if possible.



3. Apply University approved spray restorer to target area using only one or two squirts about four feet in front of the machine. **Do not spray near walls. Do not use too much as it will leave a milky film.**
4. Begin buffing floor using a side-to-side overlapping motion.
5. Flip red pad when it begins to build up with restorer and old finish. Replace when necessary (used floor pads can be washed and air dried for use at a later date).
6. Continue this procedure until all target areas have been buffed.
7. Dust mop target area to remove excess powdered restorer and floor finish generated from the buffing process (see module C1 – Dust Mopping).



HIGH SPEED BUFFING (BURNISHING)

Note: It is recommended that you work from an interior area toward the door or exit area.

1. Position white or tan buffing pad on the burnishing machine's pad driver. (Do not use a red pad as this can leave marks on the floor.)
2. Position burnishing machine at desired location and plug cord into wall near exit area if possible.
3. Apply University approved mop-on or spray floor restorer to target area. If using the mop-on restorer, let it dry to a haze. **If using a spray restorer, do not spray close to walls. Be careful not to spray near the machine while running – this can cause the spray to get into the motor causing damage.** Spray only one or two squirts about four feet in front of the machine. **Do not use too much as it will leave a milky film.**
4. Begin burnishing floor using a straight line overlapping motion. Burnish approximately ten feet on each motion.



5. Flip white or tan pad when it begins to build up with restorer and old finish. Replace when necessary (used floor pads can be washed and air dried for use at a later date).
6. Continue this procedure until all target areas have been buffed.
7. Dust mop target area to remove excess powdered restorer and floor finish generated from the buffing process (see module C1 – Dust Mopping).



AUTO SCRUBBING

Notes: Auto scrubbing is used to supplement or replace routine mopping. Auto scrubbing provides a more thorough cleaning and is most effective when used in open areas.

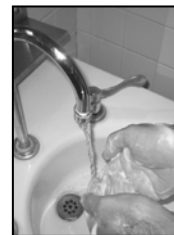
Auto scrubbers are self-contained systems that dispense a neutral cleaning solution, agitate the solution with one or two disc pads, and recover the soiled solution with a squeegee through a wet vacuum recovery system.

1. Position appropriate pad(s) on the auto scrubber's pad driver(s). (See *Pad Colors and Use – Module C2, pg. 7*).
2. Position auto scrubber at desired location.
3. Begin auto scrubbing floor using a straight line overlapping pattern. Long scrubbing patterns are most efficient.
4. Frequently damp mop water trails left by the squeegee during maneuvers. Do not let water trails air dry.
5. Repeatedly fill clean solution tank and empty recovery tank as necessary.
6. Flip pad(s) when (it/they) begin to build up with restorer and old finish. Replace when necessary (used floor pads can be washed and air dried for use at a later date).
7. Continue this procedure until all target areas have been auto scrubbed.



Upon Completion

1. Remove all “wet floor” signs after all work is complete and floors are dry.
2. Upon completion of your cleaning tasks, be sure to self-inspect before moving on to the next area. Even the best service providers occasionally miss a cleaning opportunity.
3. At the end of your shift, re-inspect, clean and store your equipment. Report safety hazards to your supervisor.
4. Remove personal protective equipment.
5. Thoroughly wash your hands with soap and water.



Key Concepts

Floor Finish Degradation

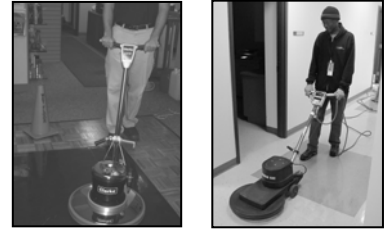
Understanding the complete floor finish life cycle is essential to performing routine, interim and restorative floor care in the most efficient and effective manner.

Floor finish is initially applied to resilient floor surfaces to provide protection as well as to provide a level of shine to enhance the appearance of the floor. Over time, floor finish is susceptible to scratches and marks from all forms of soil and abrasives. As these abrasive forces break down the finish, it can darken, become yellow, blotched or dull.

Where as routine floor care procedures keep the floors clean, interim procedures help to repair the floor in-between restorative care cycles.

Low Speed vs. High Speed Buffing

Low speed buffing (175 RPMs), while still in use today, has given way to the more productive high-speed buffing or “burnishing” process. High speed burnishing incorporates burnishing machines that generate pad rotation speeds between 1000 and 2500 RPMs. The greatly improved pad speed creates extreme heat which repairs the floor finish and creates a high gloss appearance.



Pad Maintenance

Be sure to start process using clean pads. When pads begin to build up with restorer or old floor finish, flip the pad and use clean side. (You will know when the pad has excessive build-up when the floor begins to streak or you have excessive amounts of dust.) Thoroughly rinse pads after each use. Use hot water with a sprayer nozzle. It is recommended that you use a properly cleaned pad at least three to four times before discarding. ***When the pad has lost approximately ¼ of it's with it should be replaced.***



Pad Colors and Use

Pads come in a variety of sizes and colors. As a general rule it is important that a correct size pad be used on each type of equipment. *If you are not sure then you should speak with your crew leader.* Colors of pads are representative of the coarseness of the pad, the lighter the color the less coarse (best for polishing). The darker the color, the more coarse (best for stripping). As a general rule, white, tan, and sometimes red pads are used for polishing and light scrubbing (White or red should be used on autoscrubbers. Never use a red pad with a high speed buffer). Blue and greens pads are used for more aggressive scrubbing. Brown and black pads are the most aggressive and should only be used for stripping.



Floor Types

There are various floor types: including laminate flooring, vinyl flooring, linoleum, marble granite, limestone, travertine, sandstone, quarry, terrazzo, slate, ceramic, rubber, vinyl asphalt, vinyl asbestos, and vinyl composition tile. Floor finish can be used on many of these types of surfaces, but can damage others – if unsure about the flooring or the restorative process that should be used, always check with your manager or the trainers.



Access Control Procedure

Hard surface interim floor cleaning includes procedures, supplies and equipment that might pose danger to an unsuspecting building occupant. For this reason it is recommended that service providers place “wet floor” signs in key traffic areas before they begin work. Keep signage in place until all procedures are complete and all floors are dry.



Safety Precautions

- At the beginning of your shift, inspect your equipment and report observed safety hazards at once to your crew leader.
- **Always use “wet floor caution” signage while performing wet work.**
- Always wear protective eyewear while handling cleaning solutions.
- Never mix chemicals and never bring unauthorized chemicals to the job site.
- Make sure you always have proper ventilation while using cleaning chemicals.
- At the end of your shift, inspect and clean your equipment. Report safety hazards to your crew leader.



Module

C3

UNIVERSITY OF UTAH

CUSTODIAL SERVICES COMPETENCIES

Training Series for a Professional Cleaning Organization



Professional Floor Care - Advanced

Table of Contents

Overview	2
Supplies and Equipment	2
Service Procedures	3
Deep Scrub/Top Scrubbing	4
Stripping	5
Waxing	6
Key Concepts	8
Floor Finish Degrading	8
Deep/Top Scrub vs. Stripping	8
Pad Colors and Use	8
Floor Types	9
Access Control	9
Safety Precautions	9

Overview

This module includes an advanced-level floor care instructional for custodians tasked with providing “restorative” hard surface floor care procedures. Restorative cleaning procedures are performed when routine and interim floor care procedures are no longer effective due to the degrading of the floor finish. ***Restorative processes (waxing) should only be performed on specific types of floors including but not limited to: vinyl asphalt, vinyl asbestos, vinyl composition tile & linoleum. If unsure of the floor type or weather restorative processes should be used always check with your manager, or the trainers. (See Floor Types – Module C3, pg. 9).***

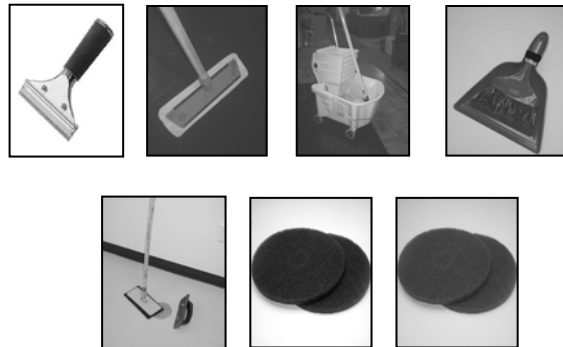
When providing floor care, cleaning for safety is of primary concern. Restorative floor care procedures include the use of heavier equipment and include wet processes as well. These can create hazardous slip and fall conditions for the service provider and unsuspecting customers.

This module addresses the restorative hard surface floor care cleaning procedures only. Routine cleaning procedures such as dust mopping are addressed in module C1 and interim procedures such as buffing are covered in module C2 respectively. **Doing it correct the first time is easier than correcting mistakes.**

Supplies and Equipment

Supplies:

- Putty knife
- Microfiber dust mop and handle
- Mop bucket with wringer
- Microfiber wet mops and handles
- Microfiber wax applicator
- Brush and dustpan
- Edging tool
- Floor stripping solution
- Floor finish
- Black or blue floor pads for auto-scrubbing and rotary floor machines



Cleaning Equipment:

- Auto-scrubbing machine
- Rotary floor machine – 175 - 350 RPM
- Wet vacuum



Safety equipment:

- Safety gloves – latex or nitrile
- Safety goggles and glasses– splash resistant
- Non-slip shoes, or stripping shoes
- Wet floor signs



Floor Care - Advanced

Service Procedures

Always clean top to bottom - dry to wet

Preparation

1. Put on personal protective equipment (PPE).
2. Inspect your equipment and supplies; report observed safety hazards immediately to your crew leader.
3. Prepare your cleaning equipment and supplies. Fill mop buckets with a University approved cleaning solution (consult with crew leader, manager, or trainer for dilution ratio). Bring equipment to target area.
4. Secure area for cleaning and follow Control Access Procedure as explained in Key Concepts section.
5. Move furniture and temporary fixtures from the immediate area. Make note of their current positioning for proper replacement upon completion.
6. Perform dust mopping procedure as illustrated in module C1.
7. Ensure that there is proper ventilation before beginning.

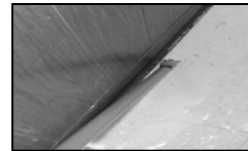


Perform Restorative Floor Care Procedures

DEEP SCRUB/TOP SCRUBBING

Note: Deep or top scrubbing can be substituted as a lower cost alternative to stripping and recoating when the finish is not completely degraded.

1. Generously apply cleaning solution to approximately one hundred square feet of the target area. Allow solution to dwell on the floor for recommended time. Do not allow solution to dry. *Apply additional solution as necessary.*
2. Position appropriate pad (red, blue or green) on the rotary floor machine's pad driver.
3. Position floor machine at desired location and plug cord into wall near exit area if possible.
4. Scrub floor along the walls using a straight line pattern. Scrub the remaining target areas using a side-to-side overlapping pattern.
5. Flip scrubbing pad when it begins to build up with soil and old finish. Replace when necessary (*used floor pads can be washed and air dried for use at a later date*).
6. Use an edging tool to remove buildup from corners, edges and baseboards.
7. Continue this procedure until the one hundred square foot target area has been scrubbed.
8. Use the wet-vacuum system or the mop, bucket and wringer to pick the solution before it dries.
9. Use a clean mop, bucket and wringer to rinse the floor with fresh water or a neutral cleaning solution. Let dry.
10. Repeat steps one through nine in similarly sized sections.
11. Perform a final rinse over all areas using a clean mop, bucket and wringer with fresh water containing neutralizer (University approved). Let dry.



STRIPPING

Note: Stripping is the most effective process to remove of old floor finish, soil and buildup. It is expensive and should be done as infrequently as possible to maximize efficiency. Be sure to not allow stripper to go under doors – use dams and absorbents).

1. Generously apply stripping solution to approximately one hundred square feet of the target area. Allow solution to dwell on the floor for recommended time. Do not allow solution to dry. Be extremely careful as the stripping solution becomes a slippery mix as it breaks down the floor finish.
2. Position black stripping pad on the rotary floor machine's pad driver. **(Auto scrubbers are not generally used as the primary stripping machine).**
3. Position floor machine at desired location and plug cord into wall near exit area if possible.
4. Strip floor along the walls using a straight line pattern. Strip the remaining target areas using a side-to-side overlapping pattern. Overlap as many times as is necessary to remove all old finish. You can tilt (heel) the machine on its right side to apply more pressure to remove stubborn buildup or black marks.
5. Flip stripping pad when it begins to build up with soil and old finish. Replace when necessary. *(Used floor pads can be washed and air dried for use at a later date).*
6. Use an edging tool like the doodlebug or scrapper to remove buildup from corners, edges and baseboards.
7. Continue this procedure until the one hundred square foot target area has been stripped.
8. **Use the wet vacuum to pick up the solution before it begins to dry.**
9. Use a clean mop, bucket and wringer to rinse the floor with fresh water only. Let dry. More than 1 mopping may be required. **(Repeat as necessary till the floor is completely free of wax.)**



10. Repeat steps one through nine in similarly sized sections.
11. Perform a final rinse over all areas using a clean mop, bucket and wringer system with fresh water and neutralizer (University approved). Let dry.

WAXING: RECOAT AFTER DEEP SCRUB OR STRIP

*Note: Apply floor finish using a clean microfiber wax mop, bucket and wringer. Many professionals choose to line their buckets with a clean can liner before dispensing floor finish making cleanup easier. Dispense just enough floor finish to complete the target area. Use a floor finish mop only. Thin coats are preferable to heavy coats. **A back pack waxing system may be used in the process.***

1. **Inspect floor for irregularities in the remaining finish. If the floor continues to look blotchy, streaked or non-uniform, you may wish to perform a stripping procedure (see previous section) before applying floor finish.**
2. Begin by positioning the microfiber mop, bucket and wringer in a strategic location. System should be behind you and between you and the exit.
3. Dip the mop into the floor finish. Carefully set the mop into the wringer assembly and press down to remove excess finish. Wring out the mop using no more than 25% downward pressure. Mop should still contain at least enough finish to cover a one hundred square foot area.
4. Beginning at an interior corner or edge, apply floor finish by framing in three sides of a one hundred square foot section. Complete the application by using an overlapping figure eight pattern as you back out of the area. The first and last coat should be applied within one inch of the baseboards and edges if possible. (Do not get wax on the baseboards). Be careful to avoid getting finish on edges. Repeat this process until the target area has been completed.
5. Allow first coat to dry completely.



6. To apply a second coat, repeat steps one through five. However, be careful to keep second coat at least six inches from baseboards and edges to avoid buildup.
7. If subsequent coats are desired, repeat step six.

It is recommended that if a floor is completely stripped, that five coats be applied. Less should be applied for floors that have been deep or top scrubbed.

Upon Completion

1. Remove all “wet floor” signs and barriers after all work is complete and floors are dry.
2. Upon completion of your cleaning tasks, be sure to self-inspect before moving on to the next area. Even the best service providers occasionally miss a cleaning opportunity.
3. At the end of your shift re-inspect, clean and store your equipment. Identify and separate mop heads to keep mopping, stripping and finish mops apart. Report safety hazards to your crew leader.
4. *You may wish to dispose of stripper mops, so they are not used for cleaning.*
5. Remove personal protective equipment.
6. Thoroughly wash your hands with soap and water.



Key Concepts

Floor Finish Degrading

Understanding the complete floor finish life cycle is essential to performing routine, interim and restorative floor care in the most efficient and effective manner.

Floor finish is initially applied to resilient floor surfaces to provide protection as well as to provide a level of shine to enhance the appearance of the floor. Over time, floor finish is susceptible to scratches and marks from all forms of soil and abrasives. These abrasive forces break down the finish. It can darken, become yellow, blotched or dull.

There are three levels of floor care: C1 - routine floor care procedures which keep the floors clean; C2 - interim procedures which help repair the floor finish after it becomes damaged; and C3 – restorative procedures which restart the entire cycle by providing varying levels of deep cleaning and reapplication of fresh floor finish.

Deep/Top Scrubbing vs. Stripping

Deep/top scrubbing is a procedure used when floor finish has degraded through several layers, but still has a clean base coat. The deep scrubbing procedure entails the use of moderately aggressive floor pads and cleaning solutions. Conversely, the stripping procedure is used when all layers of the floor finish have degraded. The stripping procedure entails the use of highly aggressive floor pads and cleaning solutions.

Pad Colors and Use

Pads come in a variety of sizes and colors. As a general rule it is important that a correct size pad be used on each type of equipment. *If you are not sure then you should speak with your crew leader.* Colors of pads are representative of the coarseness of the pad, the lighter the color the less course (best for polishing). The darker the color, the more course (best for stripping). As a general rule, white, tan, and sometimes red pads are used for polishing and light scrubbing (White or red should be used on autoscrubbers. Never use a red pad with a high speed buffer). Blue and greens pads are used for more aggressive scrubbing. Brown and black pads are the most aggressive and should only be used for stripping.



Floor Types

There are various floor types: including laminate flooring, vinyl flooring, linoleum, marble granite, limestone, travertine, sandstone, quarry, terrazzo, slate, ceramic, rubber, vinyl asphalt, vinyl asbestos, and vinyl composition tile. Floor finish can be used on many of these types of surfaces, but can damage others – if unsure about the flooring or the restorative process that should be used, always check with your manager or the trainers.



Access Control Procedure

Hard surface restorative floor cleaning includes procedures, supplies and equipment that might pose danger to an unsuspecting building occupant. It is recommended that these procedures be performed when building is unoccupied. If the building does have occupants, it is recommended that service providers place “wet floor” signs in key traffic areas and close off the target area before they begin work. Keep signage and barriers in place until all procedures are complete and all floors are dry.



Safety Precautions

- At the beginning of your shift, inspect your equipment and report observed safety hazards at once to the crew leader.
- **Always use “wet floor caution” signage while performing wet work.**
- Always wear protective eyewear while handling cleaning solutions.
- Always wear non-slip shoes.
- Never mix chemicals and never bring unauthorized chemicals to the job site.
- Make sure you always have proper ventilation while using cleaning chemicals.
- Always wear gloves & protective eyewear when working with chemicals.
- Always wear gloves & protective eyewear when performing waxing.
- At the end of your shift, inspect and clean your equipment. Report safety hazards to your supervisor.



Module

C4

UNIVERSITY OF UTAH

CUSTODIAL SERVICES COMPETENCIES

Training Series for a Professional Cleaning Organization



Carpet Care - Basic

Table of Contents

Overview	2
Supplies and Equipment	2
Service Procedures	3
Spot Clean Carpets	3
Spot Vacuum	4
Traffic Vacuuming	5
Full Vacuuming	5
Safety Precautions	7

Overview

Basic carpet care represents a critical component of every successful custodial program. Most interior soil is introduced by foot traffic from the outside. Clean, well maintained carpets keep the overall indoor soil levels to a minimum. This allows for effective cleaning throughout the remainder of the building.

When providing carpet care, cleaning in a safe manner is of primary concern. Most vacuums are equipped with long electrical cords which can pose a trip and fall hazard for the service provider and unsuspecting customers.

This module addresses the routine cleaning associated with carpeted floors. Interim and restorative care procedures such as encapsulation cleaning and carpet extraction are covered in modules C5 and C6 respectively.

Supplies and Equipment

Supplies:

- Carpet spot cleaning kit including small brush, microfiber towel for blotting, carpet spotting chemical(s) and a trigger sprayer with fresh water. *Additional training is required – check with trainer.*
- Upright vacuum cleaner
- Backpack vacuum cleaner with attachments
- Wide aisle vacuum (where appropriate)



Safety equipment:

- Safety gloves – latex or nitrile
- Safety goggles – splash resistant
- Safety signage



Carpet Care - Basic

Service Procedures

Always clean top to bottom - dry to wet

Preparation

1. Put on personal protective equipment (PPE).
2. Inspect your equipment and supplies; report observed safety hazards immediately to your crew leader.
3. Prepare your cleaning equipment and supplies. Ensure that the vacuum bags are not overfilled. Bring equipment to target area.
4. Secure area for cleaning and follow Control Access Procedure as explained in Key Concepts section.

Perform Routine Carpet Cleaning Procedures

SPOT CLEAN CARPETS

*Notes: Treat carpet spots as soon as possible. Always try to identify the carpet spot before deciding on appropriate chemical. Always test the carpet's properties in an inconspicuous area to ensure that the carpet will not become damaged during cleaning. **Special training is required for spotting kits.***

1. Blot the spot to remove any excess foreign matter. Be careful not to spread the spot. To ensure containment, blot the spot from the edges toward the middle. Do not use a side to side motion.
2. Lightly apply spot removal chemical to affected area. Removal of the spot should proceed on a "layered" basis only. Do not over wet the spot. Before blotting the spot clean, allow the chemical to dwell on the spot for a minute or two.



3. Using a clean blotting towel, blot the spot to remove to remove foreign material.
4. Repeat steps two and three until spot is fully removed. A hand tamping brush, or a bone spatula may also be used to agitate the spot lightly if needed.
5. Using a trigger sprayer, flush spot with fresh water to remove residual. (A spotter extractor should be used in the process).
6. Blot the spot with a fresh towel to dry. (If a spotter extractor is used, blotting may be skipped).



SPOT VACUUMING

Note: Spot vacuuming is performed in low soil areas with localized debris.

1. Remove large debris by hand. Be careful to use your legs to bend.
2. Using a backpack vacuum unit, vacuum only localized visible debris. Use a vertical or a side-to-side motion.
3. Begin in the most remote interior area and work in an effective vacuuming pattern toward the door or exit area.
4. Avoid striking objects near the floor – this may create unwanted marks on furniture, baseboards and walls.



TRAFFIC VACUUMING

Note: Traffic vacuuming is performed in moderate soil areas with traffic patterns and localized debris.

1. Remove large debris by hand. Be careful to use your legs to bend.
2. Using a backpack vacuum, vacuum only traffic patterns, personal work spaces and localized visible debris. Use a vertical or a side-to-side motion.
3. Begin in the most remote interior area and work in an effective vacuuming pattern toward the door or exit area.
4. Avoid striking objects near the floor – this may create unwanted marks on furniture, baseboards and walls.



FULL VACUUMING

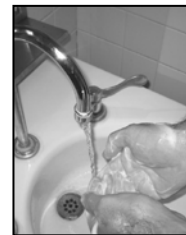
Note: Full vacuuming is performed in moderate to heavy soil areas with traffic patterns, corner and edge soil and debris. Full vacuuming is also performed to supplement spot or traffic vacuuming.

1. Remove large debris by hand. Be careful to use your legs to bend.
2. Using a backpack or an upright vacuum unit (Including space vacuums), vacuum all areas including corners and edges to remove all soil and debris. Use a vertical or a side-to-side motion.
3. Begin in the most remote interior area and work in an effective vacuuming pattern toward the door or exit area.
4. Avoid striking objects near the floor – this may create unwanted marks on furniture, baseboards and walls.



Upon Completion

1. Upon completion of your cleaning tasks, be sure to self-inspect before moving on to the next area. Even the best service providers occasionally miss a cleaning opportunity.
2. At the end of your shift, re-inspect, clean and store your equipment. Empty or replace vacuum bags as needed. Report safety hazards to your crew leader.
3. Remove personal protective equipment.
4. Thoroughly wash your hands with soap and water.



Safety Precautions

- At the beginning of your shift, inspect your equipment and report observed safety hazards at once to the crew leader.
- **Always use “caution” signage while performing wet work such as carpet spot cleaning.**
- Always wear protective eyewear while handling cleaning solutions.
- Always wear gloves when working with cleaning chemicals.
- Never mix chemicals and never bring unauthorized chemicals to the job site.
- Make sure you always have proper ventilation while using cleaning chemicals.
- At the end of your shift, inspect and clean your equipment. Report safety hazards to your crew leader.



Module

C5

UNIVERSITY OF UTAH

CUSTODIAL SERVICES COMPETENCIES

Training Series for a Professional Cleaning Organization



Carpet Care - Intermediate

Table of Contents

Overview	2
Supplies and Equipment	2
Service Procedures	3
Encapsulation Cleaning	3
Key Concepts	5
Dwell Time	5
Encapsulation	5
Access Control	5
Safety Precautions	6

Overview

This module includes an intermediate level carpet care instructional for custodians tasked with providing “interim” carpet care procedures. Interim cleaning procedures are performed to supplement routine cleaning tasks and to extend the amount of time between restorative care procedures.

When providing carpet care, cleaning in a safe manner is of primary concern. Interim carpet care procedures include the use of heavier equipment and wet processes. These can create hazardous slip and fall conditions for the service provider and unsuspecting customers.

This module addresses the interim carpet care cleaning procedures only. Routine cleaning procedures such as vacuuming are addressed in module C4. Restorative procedures such as hot water extraction and shampooing are covered in module C6.

Supplies and Equipment

Supplies:

- Carpet spot cleaning kit including small brush, microfiber towel for blotting, carpet spotting chemical(s) and a trigger sprayer with fresh water
- Upright vacuum cleaner
- Backpack vacuum cleaner with attachments
- Pump-up sprayer
- Carpet cleaning solutions



Cleaning Equipment:

- Encapsulation carpet-brushing machine
- Spotter extractor
- Floor fan



Safety equipment:

- Safety gloves – latex or nitrile
- Safety goggles or glasses– splash resistant
- Safety signage



Carpet Care - Intermediate

Service Procedures

Always clean top to bottom - dry to wet

Preparation

1. Put on personal protective equipment (PPE).
2. Inspect your equipment and supplies; report observed safety hazards immediately.
3. Prepare your cleaning equipment and supplies. Ensure that the vacuum bags are not overfilled. Bring equipment to target area.
4. Secure area for cleaning and follow Control Access Procedure as explained in Key Concepts section.
5. Move light furniture and temporary fixtures from the immediate area. Make note of their current positioning for proper replacement upon completion.
6. Perform full vacuuming of all target area carpets as illustrated in module four.
7. Remove singularly occurring spots with approved spot remover.

Perform Interim Carpet Care Procedures

ENCAPSULATION CLEANING

1. Using a pump sprayer, apply properly diluted, University approved encapsulation cleaning solution to a one hundred square foot carpeted area being careful not to over wet the carpet. No dwell time is required. **Do not allow the chemical to dry before brushing.**
2. Position encapsulation machine at desired location and plug cord into wall near exit area if possible.

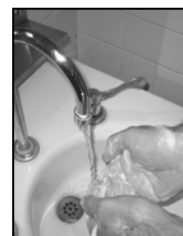


3. Brush treated area to emulsify soils using the encapsulation machine. Commence cleaning by pushing and pulling the machine slowly over the wetted carpet. Move the machine in multiple directions and overlapping strokes.
4. Allow to dry until dry to the touch (approximately 20 minutes) before opening area to traffic. *Although it is preferred for safety that access to the cleaning area be limited until it is dry, it is not necessary.*
5. Repeat steps one through four in similarly-sized sections until target area is completed.
6. Vacuum carpet with an upright vacuum with beater bar when fully dry to remove encapsulated soil. *This can be done during the next regularly scheduled vacuuming if within 24hrs.*



Upon Completion

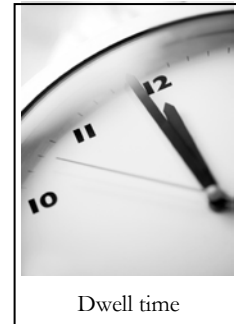
1. Remove all “wet floor” signs after all work is complete and floors are dry.
2. Upon completion of your cleaning tasks, be sure to self-inspect before moving on to the next area. Even the best service providers occasionally miss a cleaning opportunity.
3. At the end of your shift, re-inspect, clean and store your equipment. Report safety hazards to your supervisor.
4. Remove personal protective equipment.
5. Thoroughly wash your hands with soap and water.



Key Concepts

Dwell Time

Understanding how carpet cleaning chemicals “work” is essential to effective carpet care. Cleaning solutions are most effective when allowed to “dwell” on a carpet for some period of time. Applying a solution to a surface and immediately blotting it away reduces its effectiveness. It is important that service providers understand this as they select the proper process for the circumstances. Light soil levels will require minimal dwell time; heavy levels will require the increased dwell time. ***Encapsulation products require little or no dwell time before beginning procedures.***



Encapsulation

When combined with daily vacuuming, encapsulation helps to restore the appearance and extend the life of the carpet by removing superficial to intermediate level soils. Encapsulation works by surrounding the dirt particles. This allows them to easily be vacuumed from the carpet. (A carpet can be safely encapsulated approximately 3 to 4 times before deeper cleaning is needed, depending on the soil level of the carpet).

When the carpet is in need of deep cleaning, hot water extraction, or hot water extraction combined with shampooing (a restorative process), is highly recommended.

Access Control Procedure

Interim carpeted floor cleaning includes procedures, supplies and equipment that might pose danger to an unsuspecting building occupant. For this reason it is recommended that service providers place “safety” signs in key traffic areas before the work begins. Keep signage in place until all procedures are complete, all electrical cords have been removed.



Safety Precautions

- At the beginning of your shift, inspect your equipment and report observed safety hazards at once to the crew leader.
- **Always use “caution” signage while performing wet work such as carpet spot cleaning or encapsulation.**
- Always wear protective eyewear and gloves while handling encapsulation solutions.
- Never mix chemicals and never bring unauthorized chemicals to the job site.
- Make sure you always have proper ventilation while using cleaning chemicals.
- At the end of your shift, inspect and clean your equipment. Report safety hazards to your crew leader.



Module

C6

UNIVERSITY OF UTAH

CUSTODIAL SERVICES COMPETENCIES

Training Series for a Professional Cleaning Organization



Carpet Care - Advanced

Table of Contents

Overview	2
Supplies and Equipment	2
Service Procedures	3
Hot Water Extraction	4
Carpet Shampooing with Hot Water Extraction	5
Key Concepts	7
Dwell Time	7
Pre-treating	7
Carpet Types	7
Access Control	7
Safety Precautions	8

Overview

This module includes an advanced level carpet care instructional for custodians tasked with providing “restorative” carpet care procedures. Restorative cleaning procedures are performed when routine and interim carpet care procedures are no longer effective due to the buildup of soil, spots and detergents.

When providing carpet care, cleaning in a safe manner is of primary concern. Restorative carpet care procedures include the use of heavier equipment and wet processes. These can create hazardous slip and fall conditions for the service provider and unsuspecting customers.

This module addresses the restorative carpet care cleaning procedures only. *These processes are effective on all carpets. Care must be taken when cleaning wool carpets. (Most carpets used at the University of Utah campus are nylon). If unsure of the carpet type or weather restorative processes should be used always check with your manager, or the trainers. (See Carpet Types – Module C6, pg. 7).* Routine cleaning procedures such as vacuuming are addressed in module C4. Interim procedures on encapsulation are covered in module C5.

Supplies and Equipment

Supplies:

- Carpet spot cleaning kit including small brush, microfiber towel for blotting, carpet spotting chemical(s) and a trigger sprayer with fresh water
- Upright vacuum cleaner
- Backpack vacuum cleaner with attachments
- Pump-up sprayer
- Carpet cleaning solutions
Special solutions are required for wool carpet



Cleaning Equipment*:

- Hot water extraction machine
- Buffer with tank and brush for carpets.
- Floor fan



Safety equipment:

- Safety gloves – latex or nitrile
- Safety goggles or glasses – splash resistant
- Safety signage



Carpet Care - Advanced

Service Procedures

Always clean top to bottom - dry to wet

Preparation

1. Put on personal protective equipment (PPE).
2. Inspect your equipment and supplies; report observed safety hazards immediately to your crew leader.
3. Prepare your cleaning equipment and supplies. Ensure that the vacuum bags are not overfilled. Bring equipment to target area.
4. Secure area for cleaning and follow Control Access Procedure as explained in Key Concepts section.
5. Move light furniture and temporary fixtures from the immediate area. Make note of their current positioning for proper replacement upon completion.
6. Perform full vacuuming of all target area carpets as illustrated in module C4.
7. Remove singularly occurring spots with approved spot remover.

Perform Restorative Carpet Care Procedures

HOT WATER EXTRACTION

Note: Hot water extraction is a deep cleaning process. It entails: 1- flushing the carpet with cleaning solution, 2- agitating the solution and carpet, 3- extracting the solution. Hot water extraction is recommended when the carpeted area has a buildup of soil, spots or detergent. This process is effective on all types of carpets including, nylon, olefin, and wool.

1. Using a pump sprayer, apply University approved carpet pre-treating solution to a one hundred square foot carpeted area. Let the solution dwell for 5 to 10 minutes. *Do not allow to dry.*
2. Position hot water extraction machine at desired location and plug cord into wall near exit area if possible.
3. Extract carpet using a straight line overlapping pattern. Pull machine or wand toward you as you extract.
4. Make at least two passes over each area. *(More may be required for dirty carpets).* On the first pass, flush the carpet with water or extraction rinse, and extract. Do not over wet. On the second or last pass, turn off the water and extract only. This will help to remove as much moisture as possible.
5. Fill clean water tank and empty recovery tank as necessary. Use a de-foaming solution in your recovery tank if foaming occurs.
6. Repeat steps one through five in similarly-sized sections until target area is completed.
7. Use floor fans to reduce the drying time.
8. Return any fixtures or furniture to original positions.
9. If furniture and fixtures must be replaced before carpet is completely dry, place protective pads under all units.



CARPET SHAMPOOING WITH HOT WATER EXTRACTION

Note: Carpet shampooing is recommended when maximum agitation is required to reduce heavy carpet traffic patterns. Shampooing requires increased drying time.

1. Position rotary floor machine equipped with a solution tank at desired location. Plug cord into wall near exit area if possible.
2. Position a shampoo brush on the rotary floor machine.
3. Fill solution tank with carpet shampoo solution. Dispense solution liberally to create foam as the rotary floor machine brush agitates the carpet. Do not over wet.
4. Shampoo carpet along the walls using a straight line pattern. Shampoo the remaining target areas using a side-to-side overlapping pattern. Avoid all edges and furniture.
5. Then remove shampoo and soils from the carpet using a hot water extraction machine.
6. Position hot water extraction machine at desired location and plug cord into wall near exit area if possible.
7. Extract carpet using a straight line overlapping pattern. Pull machine or wand toward you as you extract.
8. Make at least two passes over each area. (*More may be required for dirty carpets*). On the first pass, flush the carpet with water or extraction rinse, and extract. Do not over wet. On the second or last pass, turn off the water and extract only. This will help to remove as much moisture as possible.
9. Fill clean water tank and empty recovery tank as necessary. Use a de-foaming solution in your recovery tank if foaming occurs.
10. Repeat steps one through five in similarly-sized sections until target area is completed.
11. Use floor fans to reduce the drying time.
12. Return any fixtures or furniture to original positions.



13. If furniture and fixtures must be replaced before carpet is completely dry, place protective pads under all units.

Upon Completion

1. Remove all “wet floor” signs after all work is complete and carpets are dry.
2. Upon completion of your cleaning tasks, be sure to self-inspect before moving on to the next area. Even the best service providers occasionally miss a cleaning opportunity.
3. At the end of your shift re-inspect, clean and store your equipment. Empty tanks and rinse. Report safety hazards to your crew leader.
4. Remove personal protective equipment.
5. Thoroughly wash your hands with soap and water.



Key Concepts

Dwell Time

Understanding how carpet cleaning chemicals “work” is essential to effective carpet care. Cleaning solutions are most effective when allowed to “dwell” on a carpet for some period of time. Applying a solution to a surface and immediately extracting it reduces its effectiveness. It is important that service providers understand this as they select the proper process for the circumstances. Light soil levels will require minimal dwell time; heavy levels will require the increased dwell time. **(Never allow a cleaning solution to dry.)**



Dwell time

Pre-treating

Carpet extraction is most effective when the carpets have been pre-treated to address traffic patterns, large spots and other soiled areas. The pre-treating solution, which has been engineered to break down soils, should be applied with a pump sprayer at least five to ten minutes before extracting. **(Never allow a pre-spray solution to dry. Rewet if necessary).**



Carpet Types

Carpet types fall into two categories: natural fiber (wool, cotton, jute) and synthetic fiber (nylon, olefin, polyester, acrylic, corterra). Each type of carpet can be cleaned in a similar manner. However, natural fiber carpets require lower pH cleaning solution than synthetic. If unsure about the carpet type or the process that should be used always check with your manager or the trainers.

Access Control Procedure

Restorative carpeted floor cleaning includes procedures, supplies and equipment that might pose danger to an unsuspecting building occupant. For this reason it is recommended that service providers place “safety” signs in key traffic areas before the work begins. Keep signage in place until all procedures are complete, all electrical cords have been removed and all carpets are dry.



Safety Precautions

- At the beginning of your shift, inspect your equipment and report observed safety hazards at once to your crew leader.
- **Always use “caution” signage while performing wet work such as carpet spot cleaning or extraction.**
- Always wear protective eyewear while handling cleaning solutions.
- Always wear protective gloves while handling cleaning solutions.
- Never mix chemicals and never bring unauthorized chemicals to the job site.
- Make sure you always have proper ventilation while using cleaning chemicals.
- At the end of your shift, inspect and clean your equipment. Report safety hazards to your crew leader.



Module

C7

UNIVERSITY OF UTAH

CUSTODIAL SERVICES COMPETENCIES

Training Series for a Professional Cleaning Organization



Window Cleaning Basics

Table of Contents

Overview	2
Supplies and Equipment	2
Service Procedures	3
Key Concepts	5
Dwell Time	5
Customer Privacy	5
Access Control	5
Safety Precautions	6

Overview

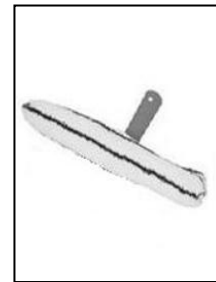
What the public sees when they walk into University buildings often makes a long lasting impression. If the entry glass and glass throughout the buildings are clean, then positive feelings are established. This is not an easy task during heavy traffic flow and poor weather conditions in which windows and door glass is smudged, fingerprinted, etc. Additionally windows let light into the buildings. For this reason, keeping them clean is critical to the overall appearance of the interior as well as the exterior.

When providing window services, cleaning for safety is of primary concern. Window cleaning procedures include the use of long poles and wet processes and much of the work is performed overhead. These can create hazardous conditions for the service provider and unsuspecting customers.

Supplies and Equipment

Supplies

- Squeegee
- Window bucket
- Telescopic pole
- Window scrub tool
- Window cleaning solution
- Scraper
- Microfiber Cloth



Safety equipment:

- Safety gloves– latex or nitrile
- Safety goggles or glasses– splash resistant



Window Cleaning

Service Procedures

Always clean top to bottom - dry to wet

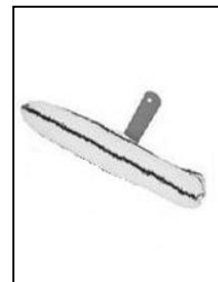
Preparation

1. Put on personal protective equipment (PPE).
2. Inspect your equipment and supplies; report observed safety hazards immediately.
3. Prepare your window cleaning equipment and supplies. Ensure that your window cleaning bucket is not overfilled. Bring equipment to target area.
4. Secure area for cleaning and follow Control Access Procedure as explained in Key Concepts section.
5. When cleaning interior windows, move light furniture and temporary fixtures from the immediate area. Make note of their current positioning for proper replacement upon completion.

Perform Window Cleaning Procedures

Note: The procedure below represents the “basic” window cleaning pattern. Experienced window cleaners develop their own patterns, generally using a figure eight stroke.

1. Using your window scraper, remove any tape or other debris on window.
2. Immerse window scrubbing tool into a University approved window cleaning solution. Leave wet.
3. Using the window scrubbing tool, apply solution to window surface. Apply solution to entire window (if manageable) including interior of edge window frames. Return window scrubbing tool to bucket.



4. Connect squeegee handle to telescopic pole (if necessary).
5. Pull squeegee horizontally across the top of the window edge from corner to corner finishing with a downward turn. Angle the squeegee to guide the water toward the lowest trailing tip of the squeegee blade.
6. Dry squeegee blade and handle with microfiber cloth.
7. Continue by pulling squeegee in a slightly overlapping top-down motion. Angle the water away from the clean portion of the window. Dry your squeegee after each pass. Repeat this motion until you have cleaned the entire window.
8. Finish squeegee procedure by pulling the squeegee horizontally across the bottom of the window edge from corner to corner finishing with a downward turn. Angle the squeegee to guide the water toward the lowest trailing tip of the squeegee blade.
9. Using a microfiber cloth, wipe any residual water from window pane, frame and sills.
10. Return any fixtures or furniture to original positions.



Upon Completion

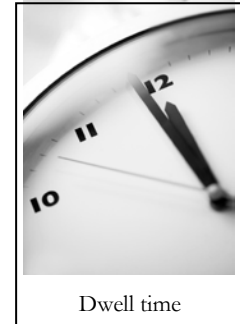
1. Remove all “wet floor” signs after all work is complete and floors are dry.
2. Upon completion of your cleaning tasks, be sure to self-inspect before moving on to the next area. Even the best service providers occasionally miss a cleaning opportunity.
3. At the end of your shift re-inspect, clean and store your equipment. Report safety hazards to your crew leader.
4. Remove personal protective equipment.
5. Thoroughly wash your hands with soap and water.



Key Concepts

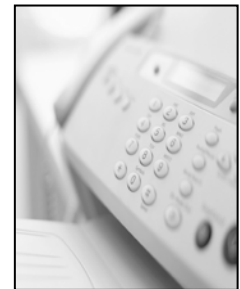
Dwell Time

Understanding how window cleaning chemicals “work” is essential to effective window care. Cleaning solutions are most effective when allowed to “dwell” on a window for some period of time. Applying a solution to a surface and immediately removing it reduces its effectiveness. It is important that service providers understand this as they select the proper process for the circumstances. Light soil levels will require minimal dwell time; heavy levels will require the increased dwell time.



Customer Privacy Procedure

Window cleaning service delivery often takes place during normal business hours. A window cleaner on the outside or inside of a personal space window can be an intrusion to the occupant. Communication of the window cleaning schedule with affected building occupants is essential.



Access Control Procedure

Window cleaning includes procedures, supplies and equipment that might pose danger to an unsuspecting building occupant. For this reason it is recommended that service providers use “wet floor” signs. Keep signage in place until all procedures are complete and all floors are dry.



Safety Precautions

- At the beginning of your shift, inspect your equipment and report observed safety hazards at once to the crew leader.
- **Always use “safety” signage while cleaning windows.**
- Always use “wet floor caution” signage while performing wet work.
- Always wear protective eyewear while cleaning windows.
- Always wear safety gloves while cleaning windows.
- Never mix chemicals and never bring unauthorized chemicals to the job site.
- Make sure you always have proper ventilation while using cleaning chemicals.
- At the end of your shift, inspect and clean your equipment and report safety hazards to your crew leader.



Standard Operating Procedure

Flex Crew Program

Purpose

Ensure proper implementation and allocation of flex crew staff to help with custodial emergencies, vacancies, no call no shows, or other approved outages. This is a program to assist with contingency planning to manage staffing shortages under a variety of conditions to ensure that basic cleaning services are met and critical cleaning needs are addressed.

Objective

Establish a process for the use of the Flex Crew program use and implementation in the 6 Facilities Districts.

Methodology

1. When district custodial crews are down employees they will need to enter the unplanned or planned crew vacancy on our flex crew request forms available in sharepoint.
 - a. [Custodial Unplanned Staff Outage](#)
 - b. [Custodial Planned Staff Outage](#)
2. The request is tabulated and pulls up on the flex crew dashboard.
 - a. Request should be in by 7:00 am when the requests are reviewed for the day
 - b. Communication will come from flex crew on night shift to crew leads directly
3. Districts are expected and not considered a flex high priority unless they are down 75% of their crew.
4. District Management team will manage flex requests for vacant positions open to be filled by hiring.
5. Crew Leads will receive an email notifying them if they will or will not receive a flex worker by 7:30 am
6. Flex worker is assigned to check in with lead for the space and receive assigned cleaning route
7. Crew can be assigned to clean public spaces in up to 3 floors in your building
 - a. Will do general cleaning in public spaces such as:
 - i. General Bathroom, General Entry, General Hall, Drinking Fountains, Spot Cleaning, Glass, Stairs, Sweeping, Mopping, Ladders, Lights, Scrubbers, O Zone Machines, etc.
 - b. Won't Do spaces that require additional access or specialized art of the job training such as:
 - i. Offices, Labs, Buffers, Deep Cleaning, Projects, Employee Training, Classrooms, Fire Extinguisher Inspection,
 - c. May be done if approved by Flex Crew Manager such as:
 - i. Floor Projects, Carpets, Elevators, Detail Work etc.
8. Flex crew assigned area time shifts are in the following hour increments:
 - a. Day Shift
 - i. 7:30-9:30 am, 10:00 am – 12:00 pm, 12:45 -3:30 pm
 - b. Night Shift
 - i. 10:00 pm – 2:00 am, 3:00 am -7:00 am
9. After the shift has been worked crew leads and flex crew staff are asked to complete the
 - a. [Custodial Temp Crew Feedback](#)
 - b. [Flex Crew Employee Assessment](#)

Notes

1. If crews or districts have special events and require more urgent assistance please contact the Flex Crew manager to coordinate.
2. If campus closures occur for a long term time frame, flex crew will be assigned to district to minimize campus traffic

Evaluation

1. Following this process should help districts when they are down staff members in time of need.

Title: Indoor Air Quality		
Revision # B	Prepared By: James Stubbs	Date Prepared: 01.2017
Effective Date:	Reviewed By:	Date Reviewed:
Standard:	Approved By:	Date Approved:
Revision History:	Revision A – Inception Revision B – Update to new format, update of information	03.2009 01.2017

Procedure

1. Purpose

To provide a safe and healthy working environment by identifying and mitigating, to the greatest extent possible, conditions which negatively impact indoor environmental quality.

2. Rule

A. Roles and Responsibilities:

1. OEHS

- a. Act as the indoor air quality coordinator for the University.
- b. Provide Indoor Air Quality monitoring services utilizing direct reading instrumentation, sample collection
- c. Provide advice and counsel related to indoor air quality for indoor environmental quality investigations, renovation/remodeling plan reviews, and new construction plan reviews
- d. Engage outside consultant services as needed
- e. Provide oversight and report analysis/interpretation of outside consultant services

B. Procedure

1. Reporting of Indoor Air Quality (IAQ) concerns

- a. **Non-Acute** (no severe acute symptoms)
 1. Information is to be submitted via the online IEQ report form found of the OEHS website
 2. OEHS personnel will contact the complainant and conduct an initial IAQ assessment using direct reading instrumentation
 3. A report of the findings of the initial assessment are to be provided to the complainant and the supervisor of the area in question, no later than 15 days following the last day of monitoring

4. OEHS will conduct an IAQ investigation as needed and will provide a scope of work statement if the situation requires the services of an outside contractor.
 5. Costs associated with the services provided by outside contractors are the responsibility of the requesting department
 6. Costs associated with any sample collected as part of the OEHS investigation are the responsibility of the requesting department
- b. **Acute** (severe acute symptoms – watering eyes, severe respiratory irritation, etc.)
1. Call OEHS at 801-581-6590 during normal business hours, after hours contact University Police at 801-585-2677 and request OEHS response.
 2. OEHS personnel respond directly to acutely irritating odor complaints.
- c. **Natural Gas Odor**
1. Facility Operations personnel respond to reports of natural gas odors.
- d. **Smoking**
1. Smoking (including e-cigarettes) is not allowed in any University building in accordance with the Utah Indoor Clean Air Act

3. University of Utah Contacts:

James Stubbs, Associate Director, OEHS, 801-585-5788

University of Utah Custodial Services Chemical Products

Green Products

Biodegradable Product

<u>GENERAL PRODUCTS</u>	<u>Amounts</u>	<u>Size</u>	<u>Price Per</u>	<u>Cost Per Year</u>
CR07171 Bright Boy	8 qt.		9.71	194.2
CK1525 Breakup	20 2.5 L	Concentrate	53.8	1076
CH1110 Glance N/A Glass & Multi Surface Cleaner	50 2.5L	Concentrate	25.82	1291
Ch9002 Glass Cleaner R3 plus	34 2.5L	Concentrate	149.88	
Joy Liquid Hand Dishwashing Detergent	56 qt		5.21	291.76
Liquid Stainless Steel Cleaner and Polish	60 qt		6.38	
Co0110 Lemon Shine-up RTU	71 qt		3.06	217.26
CK1530 Spitfire SC	34 2.5 L	Concentrate	35.4	1203.6
0061 Vinegar	gal			0
				0
				0
<u>HARD FLOOR CARE PRODUCTS</u>				0
Bona Super Court Cleaner	16 gal		49.78	
CQ8001 Spartan Sure Step	11 gal		17.49	
CW8900 Easy Packs Neutralizer Conditioner/odor counteractant	33 Tub of 90		24.73	816.09
CW6176 Pro Strip	44 5 Gal	Concentrate	79.93	3516.92
CT0101 Defoamer	3 gal	Concentrate	8.36	25.08
CW1805 Lino SAFE Linoleum/Stone Stripper	2 5 Gal		98.51	197.02
CW0050 Basebaord Cleaner	124 can		4.18	518.32
2974618 Revive Plus	90 2.5L	Concentrate	69.54	
CV1201 Snapback Spray Buff (Liquid)	5 gal		20.66	103.3
CK1506 Stride Citrus HC Neutral Cleaner	146 2.5L	Concentrate	65.99	9634.54
CU1105 Vectra Floor Finish	56 5 Gal		58.76	3290.56
CD8019 Wiwax	1 gal		17.5	17.5
CE4512 Profi	18 gal		12.36	222.48
				0
<u>CARPET CARE PRODUCTS</u>				0
				0
CR9102 Spotter 3M Oxy Carpet & Fabric	196 26.0z	RTU	6.47	1268.12
CR8002 Scotchgard™ Pretreatment Cleaner	12 gal	Concentrate	17.27	207.24
0518 Encapsulation Solution	37 gal	Concentrate	29	1073
CR0206 Acid Carpet Rinse	15 gal	Concentrate	7.11	106.65
CS0170 Brady Gum Remover	145 can		2.89	419.05
				0
<u>RESTROOM PRODUCTS</u>				0
				0
AR9103 Morning Mist	864 2.5L	Concentrate	18.51	
CF1041 Bleach	47 gal		2.15	101.05
CA0230 Brady Scale Remover	1048 qt		2.51	2630.48
CJ1002 Clorox Urine Remover	620 qt		4.8	2976
Brady Hand and Body Foam	1000ml	4 Per		0
Brady Luxury Foam Soap	1000ml	4 per		
CQ4000 Grout Brightener	10 gal	Concentrate	12.83	128.3
CQ4020 Grout Cleaner	3 gal	Concentrate	9.48	28.44
CA8312 Showers-N-Stuff	1513 qt	Concentrate	3.91	5915.83
CK1500 Crew Shower, Tub and Tile cleaner	176 2.5 L	Concentrate	41.56	7314.56
CA9004 Kai Vac KaiDri	1 Gal	Concentrate	18.18	18.18
CD7001 Compass Shine	25 gal	Concentrate	21.57	539.25
CB0013 Brady Bowl Cleaner HD	84 qt.		2.92	245.28
				0
<u>MISICELLANEOUS</u>				0
				0
CF0010 Germ Bac	98 Can		3.4	333.2
CF0020 Bafex	28 can		2.66	
CQ9001 Spartin Lube All	12 Can		5.12	61.44
				0
				0
<u>SPECIAL PRODUCTS</u>				0
CD8007 Distilled water	78 gal		2.06	160.68
				0
<u>PRO-CHOICE (CTI) Products</u>				0
Air Fresh	4 gal	Concentrate	14.36	57.44

Olifin Clean	80 gal	Concentrate	22.7	1816
Pure Power	46 can		13.99	643.54
All Fiber Rinse	74 gal	Concentrate	16.55	1224.7
<u>OTHER</u>				0
Antifreeze (Peek Ready to use)	1 gal		7.99	7.99
				0
<u>Window Crew (Stored in Trailer and Back Boom of Building 305)</u>				0
				0
Bring it on Cleaner	36 gal	concentrate	6.58	236.88

	All Green and Biodegradable Products	Amounts	Size	Biodegradable Products	Green Products
GENERAL PRODUCTS	CH1110 Glance N/A Glass & Multi Surface Cleaner	210	2.5L		CH1110 Glance N/A Glass & Multi Surface Cleaner
	CH9004 3M class clean & Protect	168	qt		CH9004 3M class clean & Protect
	0061 Vinegar	43	gal		0061 Vinegar
HARD FLOOR CARE PRODUCTS	CW1305 Freedom Floor Stripper	4	5 gal		CW1305 Freedom Floor Stripper
	CK1506 Stride Citrus HC Neutral Cleaner	124.16	gal		CK1506 Stride Citrus HC Neutral Cleaner
CARPET CARE PRODUCTS	CR8000Scotchgard™ Spot and Stain Remover Remover RTU	399	22oz		CR8000Scotchgard™ Spot and Stain Remover Remover RTU
	CR8002 Scotchgard™ Pretreatment Cleaner	56	gal		CR8002 Scotchgard™ Pretreatment Cleaner
RESTROOM PRODUCTS	CJ1002 Clorox Urine Remover	1474	qt	CJ1002 Clorox Urine Remover	
	CM8007Hair & Body Wash	306	1300ML		CM8007Hair & Body Wash
	CM8004 Rubbermaid Foam Handwash	1605	1300ML	CM8004 Rubbermaid Foam Handwash	CM8004 Rubbermaid Foam Handwash
	3486561 Rubbermaid Foam Soap	8	500ML	3486561 Rubbermaid Foam Soap	3486561 Rubbermaid Foam Soap
	CM7506 Foam Soap Green Seal	270	1000ML		CM7506 Foam Soap Green Seal
	CK1500 Crew Shower, Tub and Tile cleaner	12	2.5 L		CK1500 Crew Shower, Tub and Tile cleaner
	CK1502 Crew Resroom Floor and Surface	478	2.5 L		CK1502 Crew Resroom Floor and Surface
MISCELLANEOUS	OS8003 Crayola Anti-Dust Chalk	748	box		OS8003 Crayola Anti-Dust Chalk
	0091 Odor- End Emergency Clean-Up Powder	0	can	0091 Odor- End Emergency Clean-Up Powder	
	GOJ9651 Purell Instant Hand Sanitizer	25	Each		GOJ9651 Purell Instant Hand Sanitizer
PRO-CHOICE (CTD) Products	Air Fresh	12	gal	Air Fresh	
	Natural Fiber Cleaning Powder	0	gal	Natural Fiber Cleaning Powder	
	Pro-Max	1	gal	Pro-Max	
WINDOW CREW (Stored in Trailer and Back Boom of Building 305)	Joy Liquid Hand Dishwashing Detergent	12	Case	Joy Liquid Hand Dishwashing Detergent	
PRODUCTS WE'RE LOOKING AT...	Alpha-Hp	8	2.5 L		Alpha-Hp
	Prominence - Floor Cleaner		gal		Prominence - Floor Cleaner
TOTALS	Total Count:	23		Total Count:	8
	Total Number of Products:	81		Total Number of Products:	81
	% of purchased materials that were either green or biodegradable:	28.4%		% of just Biodegradable:	9.9%
				% of just Green:	21.0%

University of Utah Custodial Services Products

Green Product

Biodegradable Product

Listed as Both Green & Biodegradable

GENERAL PRODUCTS

	<u>Amounts</u>	<u>Size</u>		<u>Price Per</u>	<u>Cost Per Year</u>
CR07171 Brite Boy (Metal Polish)	44	qt		\$9.17	\$403.48
0051 Chewing Gum Remover	216	Can		\$2.74	\$591.84
CH1110 Glance N/A Glass & Multi Surface Cleaner	210	2.5L	Concentrate	\$25.47	\$5,348.70
CH9004 3M class clean & Protect	168	qt		\$3.63	
Co0110 Lemon Shine-up RTU	187	qt		\$2.97	\$555.39
0335 Mr. Clean Magic Eraser	593	Pk of 2		\$3.67	\$2,176.31
CK1530 Spitfire SC	72	2.5 L	Concentrate	\$34.21	\$2,463.12
0061 Vinegar	43	gal		\$5.45	\$234.35
CK1525 Breakup	58	2.5 L	Concentrate	\$44.07	\$2,556.06

HARD FLOOR CARE PRODUCTS

CW8900 Easy Packs Neutralizer Conditioner/odor counteractant	54	Tub of 90		\$24.04	\$1,298.16
CW6176 Pro Strip	31	5 Gal	Concentrate	\$78.87	\$2,444.97
CT0101 Defoamer	26	gal	Concentrate	\$8.36	\$217.36
CW1305 Freedom Floor Stripper	4	5 gal	Concentrate	\$70.40	\$281.60
CW1805 Lino SAFE Linoleum/Stone Stripper	6	5 Gal		\$68.95	\$413.70
CW0050 Basebaord Cleaner	54			\$3.87	\$208.98
CV1201 Snapback Spray Buff (Liquid)	43	gal		\$17.78	\$764.54
CK1506 Stride Citrus HC Neutral Cleaner	188	2.5L	Concentrate	\$64.98	\$12,216.24
CU1105 Vectra Floor Finish	84	5 Gal		\$56.77	\$4,768.68
CD8019 Wiwax	25	gal		\$18.00	\$450.00
CE4512 Profi	27	gal		\$13.11	\$353.97

CARPET CARE PRODUCTS

CR8000Scotchgard™ Spot and Stain Remover Remover RTU	399	22oz	RTU	\$4.13	\$1,647.87
CR8002 Scotchgard™ Pretreatment Cleaner	56	gal	Concentrate	\$16.19	\$906.64
0340 Matrix Spotter Kit – Breakdown	2	pt		\$0.00	\$0.00
0339 Matrix Spotter Kit – Citrusolve Spotter	2	pt		\$0.00	\$0.00
0518 Encapsulation Solution	2	gal	Concentrate	\$19.53	\$39.06
CR0206 Acid Carpet Rinse	40	gal	Concentrate	\$7.11	\$284.40
0345 Matrix Spotter Kit – Ink Away	2	pt		\$11.07	\$22.14
0347 Matrix Spotter Kit – Oxidizer	2	pt		\$9.81	\$19.62
0344 Matrix Spotter Kit – Red Away	2	pt		\$7.07	\$14.14
0346 Matrix Spotter Kit – Red Cross	22	pt		\$7.08	\$155.76
0348 Matrix Spotter Kit – Reducing Agent	2	pt		\$10.83	\$21.66
0341 Matrix Spotter Kit – Release	2	pt		\$0.00	\$0.00
0343 Matrix Spotter Kit – Rust Eradicator	2	pt		\$7.60	\$15.20
0337 Matrix Spotter Kit – Spot Out	2	pt		\$0.00	\$0.00
0342 Matrix Spotter Kit – Target	2	pt		\$0.00	\$0.00

RESTROOM PRODUCTS

CF1041 Bleach	222	gal		\$1.85	\$410.70
CA0230 Brady Scale Remover	2,152	qt		\$2.52	\$5,423.04
CJ1002 Clorox Urine Remover	1,474	qt		\$4.67	\$6,883.58
CM8007Hair & Body Wash	306	1300ML	3 per	\$27.03	\$8,271.18
CM8004 Rubbermaid Foam Handwash	1,605	1300ML	3 Per	\$21.91	\$35,165.55
3486561 Rubbermaid Foam Soap	8	500ML	5 Per	\$36.43	\$291.44
CM7506 Foam Soap Green Seal	270	1000ML		\$5.46	\$1,474.20
CQ4000 Grout Brightener	41	gal	Concentrate	\$11.47	\$470.27
CQ4020 Grout Cleaner	32	gal	Concentrate	\$9.34	\$298.88
CA8312 Showers-N-Stuff	3,081	qt	Concentrate	\$3.91	\$12,046.71
CK1545 Virex 256	24	2.5 L	Concentrate	\$33.57	\$805.68
CK1500 Crew Shower, Tub and Tile cleaner	12	2.5 L	Concentrate	\$20.78	\$249.36
CK1502 Crew Resroom Floor and Surface	478	2.5 L	Concentrate	\$72.23	\$34,525.94
CA0230 Brady Clinging Tub and Tile		qt		\$1.84	\$7.35
CA9004 Kai Vac KaiDri	10	Gal	Concentrate	\$18.80	\$188.00
CD7001 Compass Shine	46	gal	Concentrate	\$21.57	\$992.22
CB0013 Brady Bowl Cleaner HD	155	qt.		\$2.84	\$440.20

MISICELLANEOUS

0093 Champ Spray Disinfectant	-	can		\$12.41	\$0.00
0092 Champion Foaming Cleaner	-	can		\$10.09	\$0.00
CF0010 Germ Bac	50	Can		\$3.21	\$160.50
CF0020	48	can		\$2.48	\$119.04
OS8003 Crayola Anti-Dust Chalk	748	box		\$1.14	\$852.72
0091 Odor- End Emergency Clean-Up Powder	-	can		\$14.35	\$0.00
GOJ9651 Purell Instant Hand Sanitizer	25	Each		\$2.08	\$52.00
CQ9001 Spartin Lube All	39	Can		\$4.97	\$193.83
CQ1011 WD-40 Aerosol	2	can		\$14.49	\$28.98
0382 3-In-One White Lithium Grease	-	can		\$5.30	\$0.00

SPECIAL PRODUCTS

PRO-CHOICE (CTI) Products

Air Fresh	12	gal	Concentrate	\$17.90	\$214.80
Olifin Clean	40	gal	Concentrate	\$25.56	\$1,022.40
Natural Fiber Cleaning Powder	-	gal	Concentrate		\$0.00
Pro-Max	1	gal	Concentrate	\$34.95	\$34.95

OTHER

Aeon PG	-	qt		\$0.00	\$0.00
Antifreeze (Peek Ready to use)	4	gal		\$0.00	\$0.00
Crankcase Oil	-	qt		\$0.00	\$0.00
Fire Extinguisher 5lb Class	-			\$0.00	\$0.00
Fourgaurd Carpet Protector 1:5	8	gal		\$56.00	\$448.00
New Look (Tile and Grout Cleaner)	-	gal		\$0.00	\$0.00
Penetrating Lubricant Aerosol	-	20 oz		\$10.00	\$0.00
Pro-Clean (Tile and Grout Cleaner)	-	gal		\$33.76	\$0.00
Viper Renew (Tile and Grout Cleaner)	-	gal		\$21.45	\$0.00
Viper Venom (Tile and Grout Cleaner)	-	gal		\$21.45	\$0.00
XD-3 30 (Motor Oil)	-	qt		\$0.00	\$0.00

Window Crew (Stored in Trailer and Back Boom of Building 305)

Joy Liquid Hand Dishwashing Detergent	12	Case		\$71.40	\$856.80
Pro-Cling	4	gal	concentrate	\$11.63	\$46.52

Products we are looking at

Alpha-Hp	8	2.5 L	Concentrate	\$41.64	\$333.12
Prominence - Floor Cleaner					