

**Facilities
Services
Custodial
Department**

Facilities Services Custodial Department

Update 02-06-2024

Thank you for taking the time to read about the Facilities Services Custodial Department. We are proud and excited to be a valuable part of the University of Montana!

Our goal is to provide a friendly, professional, consistent, high quality custodial service. We value teamwork and want to be a dependable and trusted part of your team.

Facilities Services

The Custodial Department is a part of Facilities Services. Facilities Services offers support and service to the University of Montana buildings and grounds including repairs, maintenance, and renovation of physical campus.

Custodial Operations

The Custodial Department consists of 40 Full-Time Staff and 35 Part-Time Student Custodians. We clean 50 Buildings and over 2.2 million square feet of academic buildings nightly including classrooms, labs, research areas, public areas, restrooms and offices.

The Custodial Department Mission is to provide a clean, attractive and healthy learning environment for students, staff, faculty, and the public. We strive to provide excellent custodial service that is effective, efficient, economical, and ethical.

Custodial Department Contacts

Mike Huber	Custodial Manager	243-2161	michael.huber@mso.umt.edu
Brad Lipnickey	Supervisor II	243-2164	brad.lipnickey@mso.umt.edu
Nick Bohn	Supervisor II	243-2164	nickolas.bohn@mso.umt.edu

Please contact us with any questions, concerns, or ideas. We are always looking for ways to improve our custodial service and building communication.

What to Expect from the Custodial Crew

- The custodial crew will have positive, friendly interactions with building occupants and keep conversations to a minimum to avoid interrupting your work.
- The custodial crew will provide a professional, consistent, high quality custodial service.
- The custodial crew will be visible to building occupants with lights turned on and doors propped open.
- The custodial crew will be good stewards of the buildings. We will report building damage, secure doors, and turn lights off when we finish cleaning an area.

- The custodial crew will be respectful of property and not use department computers or equipment.
- The custodial crew will take their breaks in public areas only.
- The custodial crew will not eat food or snacks belonging to your department.
- The custodial crew will report any unusual activity in the buildings immediately.

Crew Schedule

Monday – Friday 3:30pm to 12:00am effective March 2, 2020.

***If you have an urgent custodial issue between 8:00am and 3:30pm, please contact the Work Order Desk at 243-6091.**

We do work an earlier shift on the following days: July 3rd, the day before Thanksgiving, Christmas Eve, and New Year's Eve.

Crew Cleaning

We use a Custodial Crew to clean the buildings. Each crew consists of a Technician and two Associates. The Technician manages the nightly work, trains staff, completes paperwork, and performs quality checks. All crew members are responsible for cleaning the building.

No Custodial Crew or custodial employee is permanently assigned to a building. Work area assignments may be changed at any time.

Communicating with the Custodial Department

We want to establish effective, positive communication with each department. We do ask that each department have one designated contact point for all communication.

Your Building Technician is a great resource for building communication. Basic cleaning requests and day-to-day communication can be addressed with the Technician.

More serious issues such as complaints, security issues, safety concerns, special projects, and events should be communicated to a Supervisor II at 243-2164.

The Custodial Manager (243-2161) should be notified for any major issues or concerns.

We believe we can resolve all issues and concerns through open, honest, and respectful communication. We would be happy to schedule an afternoon meeting with you to discuss any questions or concerns you may have.

Cleaning Schedule

The Custodial Crew cleans restrooms, showers, classrooms, labs, research areas, public areas including break rooms, and entryways daily.

The Custodial Crew collects office trash twice weekly (Tuesdays and Fridays) and sweeps, mops, or vacuums offices once weekly (day varies).

The Custodial Crew provides additional services semi-annually and annually including carpet extracting and hard floor polishing or refinishing.

A detailed Cleaning Priority List is attached to the end of the packet to let you know what custodial services to expect from our crew.

Annual Floor Cleaning

The Custodial Crew cleans, polishes, or refinishes hard floors (including wood floors) and extracts carpets during the summer months. As good stewards of the buildings, it is our responsibility to ensure the flooring is properly maintained, attractive, and will have a long-lasting life. We definitely need building occupant help and cooperation to accomplish this! Please clear your office floors at the end of spring semester and make sure public areas are clear and accessible so the crew can get the floor work completed in a safe, efficient manner.

The Custodial Crew will post a written notice of any scheduled floor work in an area at least 48 hours prior to the work being done.

If your office or lab station has a hard or wood floor, we may place a chair mat under your chair to reduce floor wear and tear and limit potential floor damage.

Service Calls

We have Day Custodians that handle service calls Monday through Friday between 8:00am and 4:00pm. Please call the Work Order Desk (243-6091) if you need daytime service for:

- Restocking paper towels, toilet paper, soap, feminine hygiene, or toilet seat covers
- Jammed or broken dispensers
- Liquid Spills (i.e. coffee spill in hallway)
- Blood Borne Pathogen Clean Up (vomit, blood, etc.)
- Overflowing toilet or sink or standing water on a floor
- Restroom in dire need of cleanup
- Any other custodial services requiring immediate attention

If our Day Custodian is unable to complete the work during the day and it is not an emergency or safety hazard, the Custodial Crew will complete the work during their evening shift.

Quality Control

Quality control practices are very important to ensure the buildings are clean, tidy, attractive, and properly disinfected. We use several levels of quality control measures including:

- Custodial Technician conducts regular quality checks in the building.
- Supervisor II's conduct formal building inspections three times annually.

If you have any questions or concerns regarding custodial quality or service, please contact a Supervisor II at 243-2164.

Special Requests

Aside from the day-to-day cleaning and scheduled semi-annual or annual service, we also receive requests for special projects or extra cleaning. Some examples are:

- Building occupant moves out and/or new building occupant moves in
- New construction or building renovation cleanup
- Extra supplies requested such as paper towels
- Excessive or heavy trash needs removed
- Additional dispenser installed

Please submit a Work Order (243-6091) with any special requests. They can coordinate with the Custodial Crew or Facilities Services to ensure the request is completed and determine if there will be a charge associated with the request.

Other Services Provided by the Custodial Department

In addition to Custodial Services, the Custodial Department is responsible for:

- Pest Control
- Fire Extinguishers in approved areas – monthly checks and contracting annual service
- Portable Box Fans (Check out required)
- ADA Furniture Inventory and Delivery
- Relamping burned out / flickering bulbs under 8' high (Electricians replace 8'+ and hard-to-reach lights)
- Resetting Manual Wall Clocks in public areas (most are electronic but there are a few battery powered ones still out there)
- Cold Weather Walks (We check buildings in extreme cold to proactively identify problem areas)
- Fire Watch (We walk a building if a fire alarm system is down to ensure building safety)
- Entry Mats including walk-off mats

- Providing erasers and markers for learning areas (We only provide blue markers. All other colors including red and black are extremely difficult to erase)
- Plastic or rubber doorstops for public areas and classrooms
- Reporting Surplus in hallways
- Reporting E-Waste in hallways
- Removal of posters/flyers not placed on building approved boards or areas.
- Removal of properly packaged broken glass.

Pest Control

Our Custodial Supervisor II's have current Pest Control Licenses. Most pest infestations and problems are due to food left behind by building occupants. Eliminating food sources in offices and break areas is a great way to help reduce pests! **Please submit a Work Order (243-6091) if you see signs of pests in the building.**

Services NOT provided by Custodial

- Recycling including breaking down cardboard boxes or transport of recyclable materials. Please contact the Work Order Desk (243-6091) if you need recycling assistance.
- Providing "personal items" including Hand Sanitizer, Lotion, Kleenex, and Eyeglass Cleaner.
- We often get requests to access the custodial closets to use the sink or borrow a vacuum. The custodial closets are for the Custodial Crew only.
- Cleaning personal items such as hand-woven rugs or furniture.
- Replacing light bulbs for personal lamps.

Windows

Facilities Services currently does not clean exterior windows. Buildings that request window cleaning can hire a contractor to complete their window cleaning. Please contact the Custodial Manager at 243-2161 if you have any questions regarding window cleaning or need help finding a contractor.

Building Events

Please see the University Property Use and Access Procedure (Policy Number 1007) if you would like to use the building for an event.

Please do not move academic furniture for events. Tables, chairs, and other furniture should be rented through University Rentals. Please call the Work Order Desk at 243-6091 to arrange for furniture for your event.

Building Schedules

We greatly appreciate the weekly schedules you provide! It helps us coordinate our cleaning activities and give the groups in the buildings as little custodial interference during their class or meeting as possible.

Work Orders

The Facilities Custodial Crew is responsible for cleaning the day-to-day use of the buildings for academic learning during our regularly scheduled work shift (Monday through Friday 3:30pm to 12:00am). Additional custodial services must be arranged through a Work Order and funded by the user. Additional custodial services include:

- Any scheduled custodial service outside of our regular hours (M-F 3:30pm to 12:00am). This includes Weekends and Holidays.
- Any extra cleaning required due to non-academic activities including productions, recitals, building or room rental, and events.
- Clean up after academic events charging public admission.
- Clean up after catered events.
- Clean up after a pet.
- Floor refinishing or carpet extracting more than once in a year or requested outside of the summer months.
- Other custodial requests not included in our Cleaning Priority List (attached at the end of the packet).

To set up a Work order, you can:

- Place the Work Order yourself using the *Maintenance Request* in **MY UM**.
- Call the Work Order Desk at 243-6091.

When you place a Work Order, please include the following information:

- Requester Name
- Requester Contact Information
- Building Name (include the exact location in the building of the event)
- Date and Time of the Event
- Name of the Group or the Event
- How many people are expected
- Is the event catered?
- When custodial service is requested (i.e. after 9:00pm)
- Any Special Instructions

Please submit your Work Order as soon as possible but a minimum of three days' notice is requested.

Current Custodial Service pricing is available on the Facilities Services web page at:
<https://www.umn.edu/facilities-services/custodial-services/default.php>.

Lost and Found

If our Custodial Crew finds an item in a public area, they will place it in the Building Lost and Found (if the building has one) or the Campus Lost and Found located in Campus Police Dispatch. Please call Dispatch at 243-6131 if you are missing an item.

Custodial Closets

Custodial Closets contain our chemicals, equipment, personal items and personnel information. We do not allow access to Custodial Closets to any building occupants. Thank you for your understanding.

Tips to Help Us Out

These are a few tips that will help the Custodial Crew out!

- If a building occupant moves out of an office, please contact the Work Order Desk at 243-6091 and we will arrange a time to can deep clean the office at no charge. This is a great opportunity for us to give the room a full clean!
- Please do not drag large or heavy items across the floors. This scratches the flooring and tears the carpet. It can leave an unprotected and unattractive floor and create a safety issue. You can submit a Work Order (243-6091) and the Facilities Labor Crew can help you safely move the items. Thank you for your help with this!
- Please leave a "Trash" note on large oversized trash items that do not fit in the garbage. If it is not noted, we won't remove it.
- For safety reasons, please do not place heavy books or heavy items in the garbage cans. Just place them outside the garbage can with a "Trash" note on them.
- Please do not pour liquids in the trash.
- Please clear office floors at the end of Spring Semester so we can clean and polish hard floors and wood floors and clean your carpets.
- Please clear all papers and teaching materials from the classrooms at the end of each semester.
- Please leave yellow *Work Order* tags in place. This allows the Electricians, Plumbers, and Carpenters to locate the requested work.
- Please do not prop doors open with any item other than a doorstop. Please contact the Work Order Desk at 243-6091 to request a doorstop for a public area.

Thank you for your help and teamwork!

Building Safety and Security

We all play a part in keeping the buildings safe and secure. Building safety and security are top priorities for the Custodial Department. **If you have any questions or concerns regarding building safety or security, please contact a Supervisor II at 243-2164.**

General Safety

- All Facilities Custodians will perform their work in a safe manner.
- We do not empty trash with any sharps, broken glass, or hazardous materials. Please contact Chuck Emnett, Safety Officer, at 243-4504 for proper disposal instructions.
- We will pick up small broken glass or ceramics if it is not from a lab setting.
- Please keep all doorways and exits clear and easily accessible.

Hallway Safety

- Hallways are primary evacuation routes. Please keep hallways clear of desks, chairs, equipment, and other items.
- If your Dean allows bikes in the building, please store them in an area that will not block public hallways or exits.
- Please report Surplus and E-Waste to Work Order desk (243-6091)

Office Safety

- Since we do not enter offices daily, please close your windows and turn off any space heaters, fans, radios, etc. when you leave for the evening.
- If your Dean allows pets in the building, please clean up after your pet.
- Please plug electronic items directly into the wall outlet or into an approved surge protector.

Lab Safety

Our crew is responsible for cleaning the following in labs:

- Sweeping floors daily
- Mopping floors as needed
- Refinishing floors annually
- Emptying trash daily including properly autoclaved items
- Cleaning trash containers semi-annually
- Restocking paper and soap supplies
- Relamping University bulbs that we can reach
- Removing broken glass that is placed in an appropriate box, taped shut, and clearly marked.

Our crew is NOT responsible for the following in labs:

- We do not wipe down counters, sinks, or any surfaces in labs
- We do not clean equipment
- We do not clean unknown powders or liquids spilled on floors
- We do not empty trash with dead animals
- We do not empty trash with any sharps or broken glass
- We do not empty trash with hazardous materials

Classrooms

At the request of Campus Police, we leave most classrooms unlocked. If a classroom contains expensive equipment, we will lock it nightly.

Offices

We lock all offices nightly to protect the room occupants' property and personnel information. If you would like to request your office be left unlocked nightly, please contact a Supervisor II at 243-2164.

Special Requests

If you do not want the Custodial Crew to enter a particular area or provide service in any sensitive area, please contact a Supervisor II at 243-2164 and we will remove that area from our service.

Individual Locked Out of the Building or a Room

If any individual forgets their keys and needs access in a building or any room or office, please have them contact **Campus Police at 243-6131**. Our crew cannot allow them into any locked area without Campus Police approval.

General Building Access

Our Custodial Crew will remove all items that are propping an exterior door open after building lock up hours. This is for the safety of all building occupants, safety of the Custodial Crew and the security of building property. If an individual looks suspicious in the building, our Custodial Crew will contact Campus Police immediately.

Thank you so much for being such great teammates and stewards of the University Buildings!

Cleaning Priority List

The services listed below in Items I, II, and III are provided at no charge to the building user **Monday through Friday between 3:30pm and 12:00am**. Additional custodial services listed in Item IV must be arranged for with the Work Order Desk (243-6091) and funded by the user.

- I. **Services provided at no charge daily, weekly, as needed according to available resources.**
 - A. **Priority One – Public Restrooms and Shower Facilities**
 - Surfaces and fixtures cleaned and sanitized daily
 - Trash collected daily
 - University paper and soap dispensers stocked daily
 - Floors swept and mopped daily / shower drains cleaned daily
 - Walls spot cleaned as needed
 - Horizontal surfaces damp dusted as needed
 - University lights changed as needed
 - B. **Priority Two – Classrooms, Labs, and Research Areas**
 - Trash collected daily
 - University paper and soap dispensers stocked daily
 - Carpeted areas vacuumed daily
 - Hard floors dust mopped daily and wet mopped or scrubbed as needed
 - Chalkboards and whiteboards cleaned daily in teaching areas
 - Blue Expo dry erase markers, chalk, and erasers replaced as needed
 - Classroom tabletops spot cleaned daily (we do not move personal items to clean)
 - High-touch surfaces sanitized once daily
 - Public garbage cans wiped clean as needed
 - Walls spot cleaned as needed
 - Horizontal surfaces damp dusted as needed in classrooms
 - Carpet stains cleaned as needed
 - University lights changed as needed
 - C. **Priority Three – Public Areas (including break rooms)**
 - Trash collected daily
 - University paper and soap dispensers stocked daily
 - Carpeted areas vacuumed daily
 - Hard floors dust mopped daily and wet mopped or scrubbed as needed
 - Stairs swept and wet mopped as needed
 - Entryways including glass cleaned daily (weather permitting)

- Outside entryways swept once weekly (weather permitting)
- Drinking fountains, sinks, and elevators sanitized daily (sinks must be cleared)
- Tabletops spot cleaned daily (we do not move personal items to clean)
- High-touch surfaces sanitized once daily
- Public garbage cans wiped clean as needed
- Walls spot cleaned as needed
- Horizontal surfaces damp dusted as needed
- Carpet stains cleaned as needed
- University lights changed as needed

D. Priority Four - Offices

- Trash collected twice weekly (Tuesdays and Fridays)
- Carpet floors vacuumed once weekly (Day varies)
- Hard floors swept and wet mopped once weekly (Day varies)
- Private restrooms and sinks cleaned once weekly (Day varies)
- No dusting or whiteboard cleaning
- University lights changed as needed

II. Services provided at no charge semi-annually

- University trash containers cleaned
- Accessible areas detail vacuumed including edging
- Classroom furniture cleaned
- Ceiling vents cleaned
- Gum removed as needed

III. Services provided at no charge annually (completed during school breaks)

- Accessible University carpets extracted as needed
- Accessible University interior public glass cleaned as needed
- Accessible hard floors cleaned, polished or refinished as needed • Reachable University light fixtures cleaned as needed

IV. Other services provided at an additional cost:

- Any custodial service outside of our regular hours (M-F 3:30pm to 12:00am) including Weekends and Holidays
- Any extra cleaning required due to non-academic activities including productions, recitals, building or room rental, and events
- Clean up after academic events charging public admission
- Clean up after catered events
- Floor refinishing or carpet extracting more than once in a year or requested during semesters
- Other custodial requests not included above

Please submit a Work Order (243-6091) to arrange for the extra cleaning.