Custodial – Information to Be Posted on the Website and Used for Staff Training

If you need immediate custodial assistance or would like to provide feedback, please email the Custodial Team at:

Email – BCCCLean@bcc.cuny.edu for custodial assistance or concerns

Also please feel free to enter a workorder for any item by visiting: <http://pps01.bcc.cuny.edu/webwr/>

We welcome all feedback. The attached information is being provided to assist you:

|  |  |
| --- | --- |
| Mission |  |
| APPA Cleaning Standards |  |
| Services Provided |  |
| Custodial Equipment and Chemical Inventory |  |
| NYC School Recycling Guide |  |
| Restroom Cleaning Reference Guide |  |
| Classroom Checklist |  |
| Custodial Housekeeping Survey  |  |
| Supervisory Reinspection Report  |  |
| Entryway Maintenance Program  |  |
| Custodial Cleaning Level Audit |  |
| Posters |  |

Our Mission

Custodial Services is committed to providing a pleasant environment for students and staff to work, learn and prosper by providing a consistent and acceptable level of cleanliness. The team is committed to adhering to professional best practices and utilizing sustainable products and processes.   See below for a list of tasks performed by our custodial team.  You may also review the [Service Guide](https://www.ccny.cuny.edu/facilities/guide) for contact information for specific services and placing a [work order request](https://www.adm.ccny.cuny.edu/V2/Login/Login.cfm?Refloc=/V2/Directory/Default.cfm).

Standard for Cleaning

# APPA's Cleaning Standards

APPA’s cleaning standards from APPA’s Custodial Staffing Guidelines for Educational Facilities.

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| APPA Standard Space | Level 1 Orderly Spotlessness | Level 2 Ordinary Tidiness | Level 3 Casual Inattention | Level 4 Moderate Dinginess | Level 5 Unkempt Neglect |
| Classroom with hard floor | 8500 | **16700** | 26500 | 39500 | 45600 |
| Classroom, hard floor, high use | 4700 | 9600 | 10100 | 2100 | 22900 |
| Classroom, carpeted, high use | 5100 | 12700 | 13400 | 17900 | 18800 |

APPA Staffing Service Levels (subset used for example). Figures in sq.ft. per custodian.

The College strives to maintain staffing and services at Level 2

APPA Appearance Factors for Each Cleaning Level

Note: Levels are as stated in *Custodial Staffing Guidelines for Educational Facilities* (Second Edition) published by APPA: The Association of Higher Education Facilities Officers.

Level 1: Orderly Spotlessness

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

Level 2: Ordinary Tidiness

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

Level 3: Casual Inattention

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

Level 4: Moderate Dinginess

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

Level 5: Unkempt Neglect

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

# Services Provided

## Trash/Recycling

* Empty paper recycling bins – Bins are emptied and cleaned.  In order to reduce the amount of plastic introduced to the waste streams, paper bins are not lined with plastic bags.
* Empty trash cans in pantries and bathrooms – Encouraging office occupants to recycle and by emptying cans and liners only when soiled reduces the amount of paper and plastic introduced into the waste stream.
* Empty official recycling stations – Empty indoor bins designated for aluminum can and plastic bottle recycling.  These bins are located in public areas.

## General cleaning

* Litter – Pick up and dispose of litter items such as papers, cups, food wrappers and containers, etc.
* Furniture arrangement – Return movable furniture to typical configuration, such as placing chairs back under tables after mopping or vacuuming floors.
* Door handles – To reduce potential cross contamination all doorknobs, lever handles, push plates, push bars, and pull handles are cleaned and disinfected.
* Restroom fixtures – Restroom sinks, mirrors, toilets, urinals, towel dispensers, and partitions are all disinfected during routine sanitation.
* Restroom supplies – Hand soap, paper towels, and toilet paper are all replenished during routine sanitation of restrooms, and up to multiple times daily, especially in high traffic areas.
* Water fountains – Steam wash and disinfect all drinking fountains, including hydration stations, on a daily basis.
* Floor mats – Entrance floor mats are vacuumed or turned over to remove dirt.
* Door glass – Glass doors are wiped clean of smudges, smears and spots.
* Furniture cleaning – Plastic, wood, or vinyl upholstered furniture is wiped clean when necessary to remove dirt, grime and spots.
* Surface Cleaning – Surfaces such as tabletops, desks, and walls are wet wiped to remove dirt, grime and spots.
* Chalkboards and white boards – Classroom chalkboards, whiteboards and chalk trays are wiped clean daily.
* Dusting – Surfaces that are free of objects, including vents, ledges, window sills, and cubicle partitions are dusted routinely.
* Graffiti removal – Graffiti is an unsightly form of vandalism and presents a costly problem for CC.  We use various methods and products to remove graffiti, but the best solution is to prevent it in the first place.  It is our aim to prevent graffiti from taking place by encouraging students, faculty, and staff to report it immediately to the [Office of Public Safety](https://www.ccny.cuny.edu/safety/)

## Floor care

* Vacuum – All carpeted floors are vacuumed to remove loose dirt and dust.
* Spot cleaning carpets – Spots and spills on carpet are removed without cleaning the whole carpet.
* Sweeping – Brooms are used routinely to sweep restrooms, hallways, outside entrances, and all hard floors.
* Mopping – Manual damp mopping is used on hard floors to remove spots and spills.  To remove stuck and embedded dirt, manual wet cleaning of hard surface floors is provided.
* Scrubbing – Machine scrubbing is used to deep clean hard floor surfaces in restrooms and other areas that do not required application of floor wax.

# Custodial Equipment and Chemical Inventory

The College strives to utilize green products

**Cleaning Product Report**

BUILDING LOCATION: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

DATE COMPLETED: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

CONTACT PERSON: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

|  |  |  |  |
| --- | --- | --- | --- |
| **PRODUCT CATEGORY**  | **Product Name** | **Meet OGS Guidelines and List of Approved Products? \*** **(Yes or No)** | **If “No”, Provide Justification or List Steps Necessary to Comply.** |
| Glass Cleaner | Tough Guy- Non Ammoniated  |  Yes |  |
| General Purpose Cleaner | Green Life All Purpose cleaner | Yes Green Seal approved |  |
| General Purpose Cleaner | Hilliard Restroom cleaner | Yes |  |
| General Purpose Cleaner | Lavender Multi-Purpose Cleaner |  | No |
| Toilet Bowl Cleaner | Non Acid Disinfectant Bowl cleaner |  |  |
| Carpet Cleaner | Chem Spec& Tough Guy Cherry Scented |  | NO |
| Carpet Spot Remover | Spot upZEP Stain RemoverCitrall Foam Multi Purpose |  | No |
| Bathroom Cleaner | Hilliard Suprox Peroxide Cleaner  | Yes |  |
| Floor Finish | Scotchguard |  | No |
| Floor Stripper | 3M |  | No |
| Hand Soap | Zep Fusion  | Yes |  |
| Vacuum Cleaners | Pro Force Hepa |  Yes |  |
| Furniture Polish | Lemon |  | No |
| Spray Buff | ZEP |  | NO |
| Graffiti Remover | Boardwalk |  | No |
| Stainless Steel Cleaner | Tough Guy | Water Based | NO |

# NYC School Recycling Guide

<https://www1.nyc.gov/assets/dsny/downloads/pdf/promotional-materials/school-recycling-guide-k-srg.pdf>

**Custodial Housekeeping Survey Form**

Take the time to answer the following questions and provide comments. Your responses and comments will help the facility better meet your needs and further improve our Cleaning Program. Please respond by \_\_\_\_\_\_\_\_\_.

*Place an “X” in the box that represents your assessment.*

| Question | Excellent | Good | Fair | Poor | NA |
| --- | --- | --- | --- | --- | --- |
| Halls and Entrances |
| 1. Quality of halls and entrances cleanliness? |  |  |  |  |  |
| Comments/Suggestions: |
| Offices |
| 2. Quality of office dusting? |  |  |  |  |  |
| 3. Quality of office vacuuming? |  |  |  |  |  |
| 4. Quality of office trash removal? |  |  |  |  |  |
| Comments/Suggestions: |
| Classrooms and Study Areas  |
| 5. Quality of classroom & study area desk top cleaning? |  |  |  |  |  |
| 6. Quality of classroom & study area blackboard cleaning? |  |  |  |  |  |
| 7. Quality of classroom & study area dust mopping/vacuuming? |  |  |  |  |  |
| 8. Quality of classroom & study area trash removal? |  |  |  |  |  |
| Comments/Suggestions: |
| Restrooms |
| 9. Quality of washroom cleanliness? |  |  |  |  |  |
| 10. Quantity of washroom supplies? |  |  |  |  |  |
| 11. Quality of washroom trash removal? |  |  |  |  |  |
| Comments/Suggestions: |
| Question | Excellent | Good | Fair | Poor | NA |
| Staff |
| 12. Quality of staff courtesy? |  |  |  |  |  |
| 13. Quality of timely responses to requests? |  |  |  |  |  |
| 14. Quality of staff appearance? |  |  |  |  |  |
| 15. Quality of communication with/from housekeeping staff? |  |  |  |  |  |
| 16. Quality of our overall custodial services? |  |  |  |  |  |
| Comments/Suggestions: |
| Questions | Y | N | NA |
| Indoor Environment Quality and Health |
| **Currently,** are cleaning products or cleaning equipment in use that leave irritants on surfaces or in the air that may directly affect your health (i.e., triggers coughing, asthma, skin rash, watery eyes)?  |  |  |  |
| Identify Tasks and Effects: |
| Impacts of the Green Cleaning Program |
| Have you noticed a change in facility cleanliness since the establishment of the Green Cleaning Program? |  |  |  |
| Do you consider these positive and/or negative changes? (Please describe the below.) |
| Positive changes: |
| Negative changes: |

# Restroom Cleaning Guide

## General Cleaning Rules

* Stock cleaning cart with supplies and equipment
* Clean from top to bottom
* Perform “dry” cleaning (i.e., dusting) procedures before wet ones
* Begin cleaning at the point furthest from the exit and work toward the exit
* Clean first, then use a disinfectant or germicide, if necessary, for specific areas
* Clean all surfaces daily, including urinals, toilets, and sinks
* Always wear appropriate personal protective equipment
* Follow the manufacturer’s recommendations for product use
* Police restrooms at a set schedule to ensure they remain clean

## Typical Restroom Complaints of Building Occupants

* Empty dispensers
* Soiled bright work and fixtures
* Dirty mirrors
* Urine on walls and partitions
* Dirty HVAC vents
* Soil and debris littering the floor
* Dirty floor drains
* Graffiti
* Foul odors\*

\*Look for the cause - don’t just treat the symptom. Cleaning well and removing soil should remove foul odors.

##

## Surfaces and Areas Frequently Neglected

* Inside surface of stall doors
* Under toilet rim and urinal areas hidden from view
* HVAC air vents
* Floor drains
* High ledges
* Light fixtures
* Door knobs and handles
* Plumbing fixtures to sinks, toilets and urinals
* Areas behind toilets
* Difficult to reach areas on floors
* Corners of floors and walls

##

## Worker Safety

* Know safety precautions, and proper handling and use of chemicals for each task. **Never mix chemicals**.
* Do not use chemicals on surfaces for which they are not intended.
* Always wear recommended safety equipment.
* Use an automated chemical dispenser/dilution system to dilute chemicals.
* Be trained for equipment use, chemical handling, and cleaning procedures for each task.
* Practice universal precautions when cleaning blood or bodily fluid spills, or soiled materials.

# Cleaning Cart Check List for Restrooms

* **Cleaning Chemicals:**
	+ Metal polish
	+ Glass cleaner
	+ General purpose cleaner
	+ Bowl cleaner
	+ Graffiti cleaner
* **Colored Microfiber Cloths:**
	+ Yellow
	+ Green
	+ Blue
	+ Red
* **Safety Equipment:**
* Eye protection
* Rubber/latex gloves
* “Wet Floor” signs
* “Closed for Cleaning” signs
* **Tools/Equipment:**
* Microfiber dust mop or vacuum
* Microfiber flat mop with mop heads
* 20”/8’ foot extension microfiber duster
* Mop bucket
* Extended hand floor scraper/putty knife
* Toilet mop/brush
* Urinal mat bucket
* Hand broom with dust pan
* Scrub brush
* **Restocking supplies:**
* Trash bags
* Paper towels
* Hand soap
* Toilet paper rolls
* Toilet set covers
* Sanitary napkins/bags

Other(s):

* + \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_
* \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

**Microfiber Cloth Color Coding**

* + **Yellow** - flat surfaces
	+ **Green** - dusting
	+ **Blue** - mirrors and polished metal
	+ **Red** - urinals and toilets

Collect dirty/soiled microfiber cloths in a bag and launder at the end of each shift according to the manufacturer’s recommendations. Never place microfiber cloths in a dryer—always hang to dry!

|  |
| --- |
| Steps for Cleaning a Restroom |

1. Verbally announce your intention to clean the restroom
2. Place the “Closed for Cleaning” sign at the entrance.
3. Empty trash receptacle and replace liner, if torn or soiled.
4. Clean the outside of trash receptacles with a damp yellow microfiber cloth. Heavily soiled receptacles may require the spray and wipe method to remove soil.
5. Fill dispensers—toilet paper, hand towels, hand soap, sanitary napkins, toilet seat covers—and wipe them with a damp yellow microfiber cloth.
6. Spray sinks, counters and soap dispensers with cleaning solution, and wipe them clean with a damp yellow microfiber cloth. Make sure to clean dispenser nozzles—they are often hard to see, but accumulate soap residue.
7. Dry sinks, counters and soap dispensers with a clean, dry yellow microfiber cloth.
8. Vacuum or dust air vents with a green microfiber cloth or extended microfiber duster.
9. Clean toilets and urinals:
	1. Only flush soiled bowls and urinals.
	2. While wearing latex gloves, remove debris from the urinal screen. Place the urinal screen in a small pail with urinal screen cleaning solution.
	3. Apply a bathroom cleaner or toilet bowl cleaner along the inside of the bowl and urinal rims, and apply a small amount of bowl cleaner to the toilet mop.
	4. Use the toilet mop to swish and scrub around the inside of bowl of toilet or urinal as well as the rims.
	5. When finished, flush the bowl/urinal to evacuate soiled water.
	6. Rinse the toilet mop well in clean water, apply a small amount of bowl cleaner to the mop, and wash both sides of the toilet seat and lid as well as the outside of the toilet and urinal.
	7. Flush the toilet/urinal and rinse the mop in clean water. With a well-rinsed toilet mop, wipe down the toilet seat and lid, and the outside of the toilet or urinal (report any damaged or malfunctioning toilets or urinals). Allow exterior surfaces to air dry or dry with a red microfiber cloth.
	8. Replace the urinal screen.
10. While working around the restroom, spot clean walls, backsplashes, light switches, push plates, kick plates, partitions, and hardware using a damp yellow microfiber cloth.
11. Inspect behind stall doors for soil and graffiti. If graffiti is present, take a photo/notify supervisor/public safety. Try removing graffiti with an OGS-approved cleaning product. If this does not work, select the most environmentally-sensitive specialty product possible.
12. Clean all mirrors and polished stainless steel using a glass cleaner and blue microfiber cloth. Spray mirror from bottom to top with glass cleaner, keeping the spray several inches from the edges of the mirror. Wipe from top to bottom, ensuring coverage of the entire surface. After wiping the mirror, check it for spots and streaks.
13. Clean all brushed stainless-steel surfaces using a stainless-steel non-abrasive paste cleaner and polish with a soft cotton cloth. Follow directions on product label, rinse well, and wipe dry.
14. Dust ledges with a damp green microfiber cloth.
15. Microfiber dust-mop or vacuum floor.
16. Wash restroom floor:
	1. Place “Wet Floor” sign outside of the restroom.
	2. Wet mop floor with an OGS-approved general purpose cleaner. Mop corners and edges first, then clean the remaining area using a figure eight (8) motion—not forwards and backwards.
	3. Remove the “Wet Floor” sign when the floor is dry.
17. Perform custodial inspections of restrooms to ensure: dispensers are full; baseboards are clean; dust and soil are removed from all horizontal surfaces; debris and soil is removed from the floor; mirrors are clean; counters, sinks and fixtures are clean; toilets and urinals are clean; the floor is washed; and the trash is removed.
18. Prepare the cleaning cart for the next day; fill bottles with cleaning solution; put extra liners on the cart; and launder microfiber cloths (following manufacturer’s recommendations) and hang them to dry.

# Useful Information

Bathroom cleaning - <https://urldefense.proofpoint.com/v2/url?u=https-3A__m.youtube.com_watch-3Ffeature-3Dyoutu.be-26v-3DMZsoQqMnPZI&d=DwIFAg&c=4Vdm1MaRFolbHP3GfCW8OaEJr-_kg6D2vkw0oFZtYA8&r=yE5H46VgFyFtKN1ovfKwpyBi90fX4nEu56kvRusxZWY&m=HL_Xrnsk3Sj9C0pqCjAhhwIOYlkd25pYnK1fimwZs70&s=ZPlvtJ8W3qnSFDyPpOTyMRCdxysS9ArPfBuIUIalakM&e>=

Cart stocking - <https://urldefense.proofpoint.com/v2/url?u=https-3A__m.youtube.com_watch-3Fv-3DLF71pZXhYrw-26feature-3Dyoutu.be&d=DwIFAg&c=4Vdm1MaRFolbHP3GfCW8OaEJr-_kg6D2vkw0oFZtYA8&r=yE5H46VgFyFtKN1ovfKwpyBi90fX4nEu56kvRusxZWY&m=HL_Xrnsk3Sj9C0pqCjAhhwIOYlkd25pYnK1fimwZs70&s=elqLaOeRC7sKUS36OwMC5IwTKdahDuNL6c4OQZrQlcE&e>=

Safety Training - <https://urldefense.proofpoint.com/v2/url?u=https-3A__www.dir.ca.gov_chswc_WOSHTEP_Publications_JanitorialTrainingGuide.pdf&d=DwIFAg&c=4Vdm1MaRFolbHP3GfCW8OaEJr-_kg6D2vkw0oFZtYA8&r=yE5H46VgFyFtKN1ovfKwpyBi90fX4nEu56kvRusxZWY&m=HL_Xrnsk3Sj9C0pqCjAhhwIOYlkd25pYnK1fimwZs70&s=kA_d-Rg_0K_cSESGi4VnuWUPYeq6alzVTVi6MKH0VPw&e>

## Entryway Maintenance Program

**Entryway System Description**

Bronx Community College is installing a system of entryway mats and cleaning of exterior walkways in an effort to reduce particulates (such as dirt and pollen), and excess moisture (such as snow) entering the building via foot transfer. The primary objective of this entryway maintenance system is to prevent and limit the contamination of the building interior with these and other substances that may adversely impact air quality, health, building finishes and building systems. A system for maintaining the entryways has been developed for use at each of the building’s high traffic entrances, including the main lobby and the main employee entrances. To maintain maximum effectiveness of this system, all entryway mats and exterior walkways are to be maintained as scheduled below by maintenance personnel.

**Entryway System Floor Mat Specifications**

* Must extend at least 12 feet in length from the doorway and be at least 3 feet wide;
* Constructed with at minimum 10% recycled content;
* Have a rubber backing such that the occurrence of slip is eliminated;
* Constructed with mold and mildew resistant materials.

**Entryway System Maintenance Schedule**

* All high traffic entrances, their mats and adjacent exterior walkways are to be cleaned of all dirt, debris, and moisture manually as needed
* All high traffic entrances and their mats are to be vacuumed daily;
* All entryway mats are to be cleaned with a carpet extractor monthly spring to fall, and biweekly in the winter.
* All exterior walkways which connect high-traffic entrances to exterior locations (such as parking lot, driveway and other entrances) must be swept clean of dirt and debris on a daily basis spring to fall.
* All exterior walkways which connect high-traffic entrances to exterior locations are to be shoveled, plowed, and/or swept clean of all snow, dirt, debris etc, as needed in the winter.
* All other exterior walkways will be swept clean of dirt and debris on a weekly basis spring to fall, and as needed in the winter. All non-high traffic entrances are to be cleaned weekly year-round, or as needed (if greater frequency).

**Entryway System Further Requirements**

* If a mat is damaged, or removed for any reason it must be reported to facilities manager and replaced within 24 hours;
* All complaints and suggestions regarding the system are to be directed to the facilities manager;
* The system is to be monitored quarterly, so that improvements to the operation of the system can be made as necessary.
* Non-high traffic areas will also be monitored to determine the need for an expansion of the system to these entrances as well.

**Supervisory ReInspection Report**

Building: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Inspection Date/Time: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Location:\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Room # : \_\_\_\_\_\_\_ Specific Area Location: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Inspector Name:\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Date: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

|  |
| --- |
| Check (✓) column of applicable condition: |
| **Condition:** | Excellent | Good | Fair | Poor |
| Exterior  |   |  |  |  |
| Entrance  |  |  |  |  |
| Offices  |  |  |  |   |
| Classrooms |  |  |  |   |
| Nurse’s office |  |  |  |  |
| Halls and corridors  |  |  |  |   |
| Walls  |  |  |  |   |
| Ceilings  |  |  |  |   |
| Lighting  |  |  |  |  |
| Air conditioning/heating vents |  |  |  |  |
| Restrooms |  |  |  |  |
| Gym |  |  |  |  |
| Locker rooms |  |  |  |  |
| Custodial closets |  |  |  |  |

|  |  |  |
| --- | --- | --- |
| Were observed procedures conducted in accordance with defined cleaning procedures of the Program?  | Y | N |
| If answered no, identify individual (s) and list procedures not followed: |
| Individual | Procedure | Recommended Corrective Action |
|  |  |  |
|  |  |  |
|  |  |  |
| **Comments:** |
|  |
|  |
|  |
|  |
|  |
|  |
|  |
|  |
|  |
|  |
|  |
|  |
|  |
|  |
|  |
|  |
|  |

Custodial Cleaning Level Audit

|  |
| --- |
| Space Category: |
| Building: |  | Date: |
| Room: |  | Audited by (Print Name): |
| Appearance Level Expected: |  | Auditor Signature: |
|  | Cleaning Level (CL) |  |
| Appearance Items | 1 | 2 | 3 | 4 | 5 | CL |
| Chalkboards and Erasers |  |  |  |  |  |  |
| Floors and Base Molding |  |  |  |  |  |  |
| Vertical Surfaces -Walls, Doors, Mirrors, Vents, Blinds, Windows and Partitions |  |  |  |  |  |  |
| Horizontal Surfaces - Furniture, Drinking Fountains, Countertops |  |  |  |  |  |  |
| Toilets, Urinals, Soap Dispensers, Paper Dispensers, Sinks, and Faucets |  |  |  |  |  |  |
| Trash Containers |  |  |  |  |  |  |
| Lamp Fixtures and Lighting |  |  |  |  |  |  |
| Lockers and Benches |  |  |  |  |  |  |
| Showers, Shower Floors, and Drains  |  |  |  |  |  |  |
|  |  |  |  |  |  |  |
|  |  |  |  |  |  |  |
|  |  |  |  |  |  |  |
| Sum of Cleaning Levels |  |
| Average Cleaning Level (Sum of Cleaning Levels /No. of Appearance Items) |  |

|  |
| --- |
| Audit Comments/Observations: |
|  |
|  |
|  |
|  |

Notes/Instructions:

1. The Custodial Cleaning Level Audit form is based in part on an example provided in *Custodial Staffing Guidelines for Educational Facilities* (Second Edition) published by APPA: The Association of Higher Education Facilities Officers.
2. The auditor should use the Appearance Factors on page 2 of the reference to determine the cleaning level rating. The cleaning levels also originate from *Custodial Staffing Guidelines for Educational Facilities* (Second Edition) published by APPA: The Association of Higher Education Facilities Officers.
3. Guidelines for Auditing:
	* Conduct separate audits for each space or room category (i.e., restrooms, hallways, locker rooms, entrances, classrooms, and offices) and then summarize findings based on the space categories. Space categories are specific types of rooms or spaces like restrooms, hallways, locker rooms, and auditoriums.
	* Conduct audits shortly after custodians have completed cleaning the space.
	* Perform audits on at least 10% of the space categories found in the building for each round of audits.
4. OGS incorporated several additional appearance items that may not be representative of a particular space like “Chalkboards and Erasers.” Select and use the items applicable to the space being audited.