

Shoreline Community College Custodial Services Standards

Effective Date of July 5, 2011 (Updated January 9, 2012)

With custodial staffing reduced due to budget cuts, custodial staffing was reviewed to see where new efficiencies could be achieved. In our review, we interviewed many of our customers, as providing excellent customer service continues to be our most important consideration. The final result of our review was a restructure of the custodial team, which includes the following key features:

- All day and swing shift custodians will report to Frank Him, Custodial Supervisor.
- Day shift custodial staffing will be reduced to one regularly assigned custodian.
- More PUB 9000 work will be performed at night, when far fewer students are in the building, improving our ability to have the building ready to go each morning.
- A detailed review of PUB 9000 day shift work duties determined that many of them could most efficiently be completed after 6:00pm. With the transfer of many day shift work duties to swing shift, there is now only enough daytime work duties for one day shift duty assignment.
- The swing shift crew will gain one team member, which will help to more evenly distribute the area of responsibility assignments and provide additional backup coverage when one or more swing shift crew members are off work.
- One of the full-time custodians will not be regularly assigned to work weekends.

Key standards within the Custodial Services Standards continue to be:

1. All offices will be cleaned once a week. If you need your trash dumped on other days, please leave your trash can outside your office door for pickup.
2. All kitchenettes will be cleaned daily. This does not include dishes.
3. Restrooms will be cleaned daily Monday – Friday.
4. Classrooms will be cleaned daily Monday – Friday.
5. Faculty and staff are asked to please make sure the furniture is placed back in its original location after they have used a room. This will help the custodial staff enormously, as they spend many hours each day resetting classroom furniture.
6. Office occupants are asked to empty their own recycling items into the nearest bin.
7. Collaboration was important when negotiating with various building user groups to determine the frequency with which they would receive custodial services.

Custodial Shift Schedules

Custodians can be assigned to one of two shifts.

DAY SHIFT		SWING SHIFT	
Shift Hours	7:00am – 3:30pm	Shift Hours	3:30pm – 12:00am
First Break	9:00am – 9:15am	First Break	5:30pm – 5:45pm
Lunch	11:00am – 11:30am	Lunch	8:00pm – 8:30pm
Second Break	1:30pm – 1:45pm	Second Break	10:30pm – 10:45pm

Classroom Custodial Standards

Cleaning a classroom includes the following tasks.

1. Dump the trash daily.
2. Vacuum the carpet or sweep the floor as needed. Clean stains from the carpet as needed.
3. Clean the whiteboards and whiteboard trays daily. Clean the walls on each side of the whiteboards as needed.
4. Check and clean the tables and chairs as needed.
5. Clean the windows as needed.
6. Replace lighting as needed.

Restroom Custodial Standards

Cleaning a restroom includes the following tasks.

1. Dump the trash daily. High use restrooms should be dumped twice a day, which includes the FOSS and PUB restrooms.
2. Clean mirrors, sinks, towel dispensers, and waste receptacles daily.
3. Clean toilets and tissue dispensers daily.
4. Mop and clean the floors, including the hard to get floor areas daily.
5. Clean tile walls as needed. This may often only require spot cleaning.
6. Check and refill all towel and tissue dispensers daily.
7. Clean toilet enclosure walls as needed.
8. Sanitize the entry/exit door push plates daily.
9. Remove graffiti as needed.
10. Replace lighting as needed.

Office Custodial Standards

Cleaning an office includes the following tasks.

NOTE: If special cleaning is needed, please contact Frank Him via e-mail request or leave a note on the office door explaining what is needed.

1. Dump the trash weekly.
2. Clean and/or dust the furniture, bookcases, tables, and chairs as needed.
3. Vacuum the carpet as needed. Clean stains from the carpet as needed.
4. Clean the windows as needed.
5. Replace lighting as needed.

NOTE: Office occupants are asked to empty their own recycling items into the nearest bin.

Overall Building Custodial Standards

In addition to completing the classroom, office, and restroom custodial standards, the following additional tasks are required.

1. Remove tape from windows, window sills, stair railings, tables, and doors after posters, signs, etc. are taken down. This especially applies to the PUB.
2. Clean and vacuum the elevator as needed.
3. Sweep the inside stairs daily.
4. Dust, clean, and remove litter from free standing equipment such as vending machines, lockers, etc. as needed.
5. Vacuum or clean the hallways, lobbies, and entry door areas daily.
6. Clean the drinking fountains daily.
7. Clean up messes as needed.

PUB 9000 SPECIFIC TASKS

8. Clean and/or pick up the dock area daily.
9. Clean the pigeon droppings, especially on the south lower side as needed.
10. Clean the cafeteria throughout each day, especially between 10:30am – 2:30pm. This includes keeping the trash cans dumped, tables cleaned off, and dishes bussed.
11. Clean the cafeteria microwave ovens daily.
12. Check and refill all towel and tissue dispensers three times daily.
13. Bus dishes back to the cafeteria left throughout the building daily.

Overview of Custodial Assignments

The restructured and modified custodial assignments are distributed among 12 areas of responsibility as follows:

#	Name	Work Hours	Area of Responsibility Assignment				
1	Custodian 1	7:00am – 3:30pm	1000	1200	RR Checks	9100 & 9200 Day Shift Duties	
2	Custodian 1	3:30pm – 12:00am	2400	2600	2700	4200	
3	Custodian 1	3:30pm – 12:00am	2300		U2500		2900 Annex
4	Custodian 1	3:30pm – 12:00am	9200 Swing Shift Duties		Pick Up Trash		Pick Up Recycling
5	Custodian 1	3:30pm – 12:00am	1100	1500	1600	1700	
6	Custodian 2	3:30pm – 12:00am	1300		1400		Maintenance Tasks
7	Custodian 1	3:30pm – 12:00am	5100 Testing Services & Restrooms		5200		5300
8	Custodian 1	3:30pm – 12:00am	1800		2100		2200
9	Custodian 1	3:30pm – 12:00am	800	2800	9100	5100 Workforce, Safety & Security, & Facilities Areas	
10	Custodian 1	3:30pm – 12:00am	3000		4100		9300 Swing Shift Duties
11	Custodian 1	3:30pm – 12:00am	2900		L2500		Supply Delivery
12	Custodian 1	3:30pm – 12:00am	1900		2000		

Day Shift/Night Shift Duties

The following task frequency list for Day Shift/Night Shift Duties is detailed in the highest use buildings and the frequencies were discussed with the various user groups. This is not a complete list of tasks, but just the ones most often performed and/or requested.

DAY SHIFT DUTIES			SWING SHIFT DUTIES		
9100 Level			9100 Level		
1	General cleanup/pickup of dock area.	Daily	1	Clean 9102 per classroom standards.	Daily
2	Clean up pigeon droppings	Daily	2	Dust mop floors and vacuum carpet (as applicable) in entry door areas, hallways, and common areas	Daily
3	Sweep the back area to the freight elevator floors	1/wk	3	Full cleaning of men's & women's restrooms	Daily
4	Sweep out the freight elevator	1/wk	4	Check supplies of men's & women's restrooms at end of shift	Daily
5	Bus dishes and clean tables in entry door areas, hallways, and common areas	Daily	5	Dump trash, vacuum carpet, and clean tables, etc. in Ebbtide	Daily
6	Check supplies after lunch in men's and women's restrooms	Daily			

DAY SHIFT DUTIES			SWING SHIFT DUTIES		
9200 Level			9200 Level		
1	Bus dishes and clean tables by entry door, hallways, espresso, ATM area, quiet lounge	Daily	1	Dust mop, vacuum carpet, bus dishes, and clean tables in the entry door area, hallways, espresso, ATM area, & quiet lounge	Daily
2	Clean tables, bus dishes, and dump trash in main dining room	Daily	2	Full cleaning of men's & women's restrooms	Daily
3	Check supplies after lunch in men's & women's restrooms	Daily	3	Clean 9201 per classroom standards.	Daily
4	Dust mop, clean tables, bus dishes in Staff & Faculty Lounge	Daily	4	Clean 9202 per classroom standards.	Daily
5	Sweep and clean main elevator	1/wk	5	Clean 9208 per classroom standards.	Daily

DAY SHIFT DUTIES			SWING SHIFT DUTIES		
1000 & 1200 Buildings			9300 Level		
1	Clean offices, conference rooms, rest rooms, hallways, and entry areas.	1000 Bldg = M-W-F 1200 Bldg = T-Th	1	Dust mop floors, clean tables, and bus dishes in hallways and common areas	Daily
2	Restock men's and women's rest rooms	1000 Bldg = T-Th 1200 Bldg = T-Th	2	Dump trash and clean tables, as needed, in Student Govt., Women's Ctr., & International Programs	Daily
2500 Dental Hygiene, 4100 Level, & 4200 Level Restroom Checks		After 12:30pm Daily	3	Vacuum carpet and dust furniture in Student Govt., Women's Ctr., & International Programs	1/wk
			4	Dump trash in hallways/common areas	Daily
1300 Restroom Checks		After 9:00am Daily	5	Full cleaning of men's & women's restrooms	Daily