

# Cleaning Service Standards

Custodians are responsible for cleaning a total area of over 10 million square feet on our campus! This includes classrooms, labs, study spaces, offices, lounges, and so much more.

Our contracted custodial staff provide services in an efficient, environmentally responsible and cost effective manner. Funded to maintain an average cleaning level of APPA 4 (**Moderate Dinginess**), our goal is to maintain a safe and healthy environment for students, faculty, staff and visitors, in support of the university’s mission.

## Hours of operation

Day shift	6:00 am - 2:30 pm	Monday - Friday	Residential (Augustana)
	7:00 am - 3:00 pm	Monday - Friday	Day Porter Service
	9:00 am - 5:30 pm	Monday - Friday	Day Porter Service (Augustana)
Afternoon shift	3:00 pm - 11:00 pm	Monday - Friday	Routine Custodial Coverage
	4:30 pm – 1:00 am	Monday - Friday	Routine Custodial Coverage (Augustana)
Night shift	11:00 pm - 7:00 am	Sunday - Thursday	Routine Custodial Coverage
	6:00 pm – 2:00 am	Sunday - Thursday	Routine Custodial Coverage (Augustana)
Weekend watch	24 Hours	Saturday & Sunday	Patrol Coverage

## Definitions of cleaning staff

A *Day Porter* performs ongoing daytime cleaning of public circulation spaces, responds to spot clean ups as required, and completes regular checks and restocking of product dispensers in public washrooms.

*Routine Custodial Coverage* refers to the regular and scheduled cleaning at designated intervals (as per frequency and required performance measure chart) for all teaching, administrative, recreational, and non-restricted research space on campus.

# Cleaning quality assurance program

Quality assurance inspectors work in conjunction with area cleaning supervisors and our in-house and contract cleaning teams to ensure cleaning tasks are completed in accordance with **APPA standards**. Each building undergoes a pre-scheduled cleaning inspection every two months or up to six times per year. Spot checks are completed between scheduled inspections to provide an overall assessment of cleanliness throughout the year. Trends and anomalies are identified through data analysis to optimize our service delivery model, while ensuring that required service levels are achieved and consistently maintained.

## APPA’s five levels of cleanliness

APPA outlines five levels of cleanliness that many institutions, including colleges and universities, use as a standard to manage and monitor their cleaning programs. The summary below is from the APPA website at [www.appa.org](http://www.appa.org).

<p><b>Level 1: Orderly Spotlessness</b></p>	<p>Floors and base moldings are bright and clean; colours are fresh. Vertical and horizontal surfaces look freshly cleaned or polished. No build-up in corners. The lights work and the fixtures are clean. Washroom and shower fixtures and tiles gleam. Adequate cleaning supplies are on hand. Trash containers contain only daily waste.</p>
<p><b>Level 2: Ordinary Tidiness</b></p>	<p>Virtually the same as level one, but there may be up to two days of dust, dirt, stains or streaks.</p>
<p><b>Level 3: Casual Inattention</b></p>	<p>Floors are swept or vacuumed clean, but close observation may reveal stains and dirt build-up may be apparent in corners and along walls. In addition, there may be dull spots, matted carpet, and streaks on base molding. Vertical and horizontal surfaces have dust, dirt, marks, smudges and fingerprints. Lamps work and fixtures are clean. Trash containers have daily waste only.</p>
<p><b>Level 4: Moderate Dinginess</b></p>	<p>Floors are swept and vacuumed clean but may be stained. Dirt buildup is evident. Carpets show paths of use. Molding is dirty. Surfaces are obviously dusty and dirty. Trash containers have old trash and may give off a sour smell.</p>

**Level 5: Unkempt Neglect**

Dull, dirty scuffed floors and carpets. The corners and base moldings are obviously dirty. Dirt has accumulated on all vertical and horizontal surfaces. Light fixtures are dirty, and some lamps are burned out. Trash containers are overflowing and have begun to smell.

## Required Performance Measure by Site

Site	Cleaning Frequency	Required Performance Measure (APPA Standards)
Washrooms	Daily	3
Locker and change rooms	Daily	3
Classrooms, teaching labs, seminar rooms and libraries	Weekly with checks and spot cleaning	3.5
Lounges, kitchens and lunch rooms	Twice a week with checks and spot cleaning	3.5
Offices (common, private and general)	Monthly	4.5
Reception areas and waiting rooms	Weekly with checks and spot cleaning	4
Gymnasiums and recreational studios	Daily	3.5
Patient treatment areas	Daily	2.5
Research labs	Weekly	4
Entrances and lobbies	Winter - daily Summer - Twice per week	4
Main stairs, stairwells and landings	Weekly with checks and spot cleaning	4

Secondary stairs, stairwells and landings	Monthly	5
Main corridors and elevators	Dust mop daily. Wash twice a week or as needed	4
Secondary corridors	Dust mop weekly. Wash once every two weeks	4
Bleachers	As required	4
Loading docks and receiving areas	As required	4.5
Storage rooms	As required	4.5
Mechanical rooms	As required	4.5

## Customized custodial services

Our team can customize your custodial services to best fit your department or faculty, providing a level above standard that will fit your department's budget. If you would like to arrange cleaning services beyond our current cleaning standards, please speak to your supervisor to submit a [department work requisition](#).

**Please do not submit a maintenance request for regular cleaning. Instead, contact your supervisor for additional cleaning services if required.** For more information, visit the [Campus Cleaning Standards and Schedule](#) webpage.

## Report immediate concerns

Please report any immediate cleaning concerns (e.g. spills, empty washroom product dispensers, etc.) to the **Maintenance Desk at 780-492-4833 for quickest response**. For more information regarding service levels and additional or customized custodial services, please contact your [Facilities Services Partners](#).

*To report any immediate cleaning concerns on **Augustana Campus (including residences)**, please call 780-679-1618 (during operating hours) and 780-679-1523 (after hours).*

*To report any immediate cleaning concerns on Enterprise Square Campus, please call 1-866-254-5349. For more information, visit the Enterprise Square [general maintenance portal](#).*