



## Minor Hall

Site-Specific Cleaning Program Standard Operating Procedure (SOP) Manual



*February 2015*

*"We provide services with your health, safety and the environment in mind."*

This manual provides Standard Operating Procedures in place for cleaning the U.Va. building Minor Hall. Together with individual procedures, it includes specific information that is unique to maintaining the area and surfaces of this particular building, all with the primary purpose of cleaning spaces effectively while protecting human health, the building materials and the environment.

The procedures spelled out and referenced in this manual govern the following:

- cleaning protocols
- chemical handling and tracking requirements
- equipment maintenance and operation procedures
- communication protocols and requirements
- training and inspection programs
- reporting and record keeping procedures

These guidelines form the basis for training of our custodial staff in Minor Hall and a copy has been provided to the Facility Coordinator for the space. All occupants of Minor Hall may access and review the manual at any time. As always, we encourage their input and ideas for improving our program.

This manual and its procedures will be evaluated every summer for changes, updates and improvements.

## *Our Green Cleaning Program Purpose*

---

As stated on our business cards, our department's purpose is to provide cleaning services with the health, safety and welfare of our building occupants, front-line workers and the environment in mind. By focusing on cleaning for 'health', we fulfill our objective of providing a learning and working environment that is stimulating, creative and comfortable for our students, faculty, staff and guests.

Minor Hall

Cleanable square feet 16,936

102 Amphitheater Way

The building houses approximately 55 occupants spread out over two floors. Unique to Minor Hall is a large volume of lunch trash due to the food trucks, and cleaning challenges are presented by plants in some offices. University business conducted here includes:

Carter Woodson Institute of African Studies

Woman, Gender, and Sexuality

Summer Session

The Asian Institute

International Studies

New Literary History

## *Table of Contents*

---

About this Manual	Page 2
Our Green Cleaning Program Purpose	Page 3
Table of Contents	Page 4
Communications Plan	Page 5
Floor Maintenance Plan	Page 7
Cleaning Standards	Page 8
Equipment Operation & Maintenance Plan	Page 8
Cleaning Inspection Plan	Page 9
Accident Preparedness Plan	Page 9
High Traffic Areas; Dining and Food Preparation Area; Laboratories and Entryways	Page 11
Storage and Use of Chemicals	Page 11
Vulnerable Populations	Page 11
Special Requirements for Indoor Source of Contaminants	Page 12
Special Requirements for Potentially Hazardous Materials	Page 12
Areas with Special Engineering Concerns	Page 12
Seasonal or Periodic Conditions of Increased or Decreased Volumes	Page 12
Integrated Pest Control Management System	Page 12
Special Cleaning Requirements or Conditions	Page 12

## 2.2.1 Communications Plan

---

(See individual procedures and forms dealing with customer communication, including an annual survey, Customer Contact Tracking Form, Communication Flowchart, and Communication Strategy.)

Purpose: Ensure that the Building Services cleaning program takes customer concerns, needs and requirements into consideration as part of planning and executing on routine, periodic and restorative cleaning procedures.

We are very committed to our customers and frequently solicit their feedback via surveys, email communication and by identifying 'value-added' topics to prompt interaction and to help build relationships. We schedule one-on-one meetings with them regularly and at least once annually we meet with them to debrief on customer satisfaction survey results (see sample document) and our response.

To ensure that customer requests and needs are responded to promptly, we direct them to call a central Service Desk number (see separate communication flowchart) which always reaches a human being who forwards the request to the correct supervisor and manager.

In addition, we are always thinking about opportunities to connect in meaningful ways with our customers. An example of this is the Event Planning Form (see separate document) which we created to remind customers to include their Building Services team in planning for large events and to give us as much advance notice as possible so that we can staff accordingly. Creating such tools to share with customers is another way that we add value and create opportunities to connect so that we understand our customers' perception of our work and in turn that they understand the steps that we are taking to ensure their health and welfare remain our top priority.

To track our customer connections, we use a simple Customer Contact Tracking Form (see separate form). This, too, gives us a structured opportunity to get in front of our key customers and solicit input, ideas, feedback, suggestions, complaints, compliments, etc., so that we remain on top of their perception of our work. This form also permits us to capture conversation highlights so that we can follow-up and provide complete responses to their concerns or comments. It also creates a nice record of progress and accomplishments that can be used during performance management season as we evaluate our front-line, supervisory and managerial team members.

While the majority of interaction with customers occurs between supervisors and Facility Coordinators (FC), there is a customer service role for everyone to play, including front-line workers.

The following provides some guidelines on the scope of customer-based communication as defined by cleaning program position:

- Frontline Employees (FREM) - Greet building occupants daily and respond immediately to requests to provide service on matters such as spills, leaks, stock replenishment, emergency situations or to give directions. As part of training, FREM are instructed on do's and don'ts of customer communication, including what constitutes providing too much or inappropriate information.

Through our integrated suggestion program, Continuous Process Improvement (CPI), FREM are coached on the importance of bringing problems and their solutions to the attention of their supervisors. It's through their observation and action that we can address issues at their earliest point of occurrence and at the same time count on solutions that are grounded in reality and sustainability.

Rewarding our FREM for jobs well done is a critical component to sustaining employee motivation and engagement, which in turn helps improve the quality of our services. Each quarter we honor top performers with a "This is How We Do It!" award certificate, including lunch and prize drawings.

- Supervisors - will invite at least one face to face meeting with the FC weekly and stay in close contact with customers to ensure we act as partners in planning for and executing on successful events across Grounds.
- Managers - will have at least one face to face meeting, phone call or email communication with the FC monthly and will interface with customers to announce major changes, improvements or initiatives.
- Associate Director and/or Superintendent - will have at least one face to face meeting with the FC yearly and they encourage reaching out to them at any time for any reason.
- Customers – are directed to contact our service desk at (434) 924-1777 for all service requests
- Customers – are free to access the FREM for immediate assistance
- Facility Coordinators: Twice annually we meet with all FC's in formal group settings where we present relevant information, updates and changes that impact them and their buildings' occupants.

We also remind FC's to continually assess for occupants who might be categorized as being part of a 'vulnerable population' so that we can be aware of product, noise level or air quality issues to which they may be particularly sensitive, and adjust our operations accordingly. As an added resource for customers, they may visit our website, [www.fm.virginia.edu/depts/operations/buildingservices.html](http://www.fm.virginia.edu/depts/operations/buildingservices.html), to review a variety of informational resources including our cleaning schedules, managers' and supervisors' building assignments, contact information along with what's new in our green cleaning toolkit. Having said that, it is always our preference to provide answers to their questions and concerns in personal meetings, by telephone or by email (in that order).

1. We know who our customers are.
2. We know what our customers want.
3. We believe that communication is the foundation for strong, long term relationships.
4. We believe that it's important to manage customer expectations so that we are all on the same page when it comes to what is expected and what we deliver.
5. We listen to our customers and act accordingly.
6. We empower our staff to own and solve problems.
7. We realize that details count and that sometimes the smallest things have the biggest impact.
8. Training means improving and we take both seriously.
9. We keep our finger on our customers' pulse — how are they perceiving our services yesterday, today and tomorrow.

Website: As an added resource for customers, they may visit our website, [www.fm.virginia.edu/depts/operations/buildingservices.html](http://www.fm.virginia.edu/depts/operations/buildingservices.html) to review a variety of informational resources including our cleaning schedules, managers' and supervisors' building assignments, contact information along with what's new in our green cleaning toolkit. Having said that, it is always our preference to provide answers to their questions and concerns in personal meetings, by telephone or by email (in that order).

### ***2.2.2 Floor Maintenance Plan***

---

Purpose: Describe cleaning and maintenance procedures for all floor types located in Minor Hall so that consistent with manufacturer recommendations, the life span of flooring is extended through proper routine, periodic and restorative cleaning operations.

(See separate procedures that address each of the floor types described below.)

There are 5 types of flooring throughout Minor Hall:  
Wood, Carpet, Ceramic Tile, Rubber, and VCT Tile.

1. **Wood flooring**  
Wood flooring is located on the first floor. This is considered a public area which is cleaned as a high traffic area daily.
2. **Carpeting.**  
Carpeting is located in most offices on the first and second floor. These carpets are cleaned on a weekly schedule and shampooed on an as needed basis..
3. **Ceramic Tile**  
Ceramic tile is located on the first floor Men's and Woman's bathrooms. These areas are considered high traffic public spaces which are cleaned and maintained on a high traffic daily and routine cleaning schedule.
4. **VCT Tile**  
VCT tile is located on the first and second floor's office spaces, bathrooms and hallways. This area is cleaned and maintained on a daily and routine cleaning schedule.

## 5. Rubber

Rubber flooring is located on two sets of stairways from the first to second floor. This area is a public space and is cleaned on a weekly schedule.

### **2.2.3.1 – Routine Cleaning Standard**

Our goal is to clean to an APPA level 2. We will perform services at the frequency levels needed to maintain a level “2”, based on traffic, special activity, weather and any other factors that impact the condition of the space.

#### **Level 2---Ordinary Tidiness**

***This is our target level. NOTE: Standards for restrooms, changing/locker rooms, etc. are the same as for Level 1.***

- Floors and base moldings shine and/or bright and clean. No buildup in corners or along walls, but there can be up to two days’ worth of dirt, dust, stains, streaks.
- All vertical and horizontal surfaces are clean, but marks, dust, smudges, and fingerprints are noticeable with close observation.
- Washroom and shower tile and fixtures gleam and are odor-free. Supplies are adequate.
- Trash containers are empty, clean and odor-free.

### **2.2.3.2 Equipment Operation & Maintenance Plan**

---

Purpose: Describe our equipment operations and how we maintain it all  
(See detailed procedures on Powered, Battery and Non-Battery Powered Equipment)

#### **General**

We maintain the use of low-impact powered cleaning equipment and when equipment has exhausted its lifespan, we replace it with equipment that reduces building contaminants and minimizes environmental impacts. As an example, when replacing equipment we look for models that require less chemicals and water, produce < 70 dbA of noise and which are ergonomically designed to prevent injury to workers. In addition, logs are maintained of all equipment specifications and actions taken to ensure all is properly maintained and in good working order.

Please see the Powered Equipment Manual for Building Services which lists equipment currently in use at Minor Hall and any phase-out plans for non-compliance equipment.

We have no propane-powered equipment in our inventory or in use.

### ***2.2.3.3 Cleaning Inspections Plan***

---

A plan for conducting routine inspections to evaluate the effectiveness of the cleaning program, using the Association of Physical Plant Administrators (APPA) standards as a guide, is in place. The University's target standard is a Level 2, and an electronic tool has been developed to facilitate inspections and capture data for use in reporting. Every month, a Quality Control Inspector conducts inspections of sample areas in all 100+ buildings that we service. In addition, Supervisors, Managers and Senior Staff members will perform random inspections to ensure standards for cleaning are being met.

Inspection results are sent electronically to Supervisors and Managers for follow-up and corrective action. Oversight of the quality control system is provided by the Associate Director and Superintendent.

Corrective actions include re-training, assessments and interviews with front-line staff. Areas that are ear-marked for deficiencies by the inspection will be monitored by inspecting twice a month for six months to ensure quality levels are maintained.

Inspections are conducted daily by the supervisor and documented on an inspection form weekly per building and managers conduct weekly inspections. (Please see separate procedure for more details and for a sample of the inspection tool.)

### ***2.2.3.4 Accident Preparedness Plan***

---

Purpose: Describe the steps needed to respond appropriately to emergencies and accidents.

#### **Evacuation Information:**

Follow Evacuation Plan posted in your housekeeping closet unless authorities are issuing different instructions. Generally speaking, evacuation is the plan of action for fire, bomb threat or other interior caused calamity. For this building, occupants are informed to exit and proceed to: the front side walk of the building facing the Amphitheater.

**Shelter in Place:**

Find the lowest inner most part of the building away from glass and windows. Stay quiet and calm, pay attention to your surroundings and follow the directions of authorities.

**Fire:**

In this order: Activate the nearest fire alarm, exit the building (do not use elevators) and then call 911. Do not re-enter the building until authorized by the authorities.

**Tornado:**

Watch: Remain alert to weather conditions

Warning – You will have about 3 – 15 minutes to find the lowest inner most part of the building away from glass and windows, i.e. hallways or basements; do not use elevators, close all doors, including main corridors, crouch near floor or under heavy, well-supported objects and cover you head, be alert of fire and go to the fire plan if needed.

**Earthquake:**

If you are outside stay outside, if you are inside, assess your surroundings to avoid falling through floor and ground openings, cover and crouch to avoid falling objects, try to find a secure place while riding the shock waves.

**Explosion:**

Evacuate the building, do not use elevators, Call 911, if items are falling, crouch near floor or under heavy, well-supported objects and cover you head, be alert of fire stay low and go to the fire plan if needed, help other evacuate to the designated areas, if trapped try to tap on items that will alert personnel.

**Infrastructure Failure:**

All water, power, heat and cooling outages must be reported to the service desk at (434) 924-1777. Telephone outages must be reported to 434-924-8600 and any critical incident relating to computer systems call 434-924-3731.

**Hazardous Materials Release:**

There are no hazardous materials used or stored in Minor Hall. In the case that some are released in this building: For a Major Spill - Call 911, evacuate to designated area, communicate with the Fire Department, ALL other Spills – call (EHS) Environmental Health & Safety at (434) 982-4911 M – F, 8am – 5pm and 911 during non-business hours.

**Suspicious Person:**

Do not let anyone into a locked building/office or “tailgate” into the building behind you, Do not confront the person, Do not block the person’s exit, Do not pursue the person, Call 911 and provide as much information as possible

**Suspicious Object:**

Do not touch or disturb the object, notify supervision and/or call 911, be prepared to evacuate

**Violent Incident:**

Escape if you can do it safely then call 911, if it is not safe to escape, seek protection, secure your area by locking or barricading yourself using whatever means available, stay behind solid objects away from door, call 911, minimize any noise that may draw attention to your location, turn off lights, computers, radios and put cell phones on silent or light vibrate, follow the directions of the authorities and do not challenge law enforcement.

**Inclement Weather:**

All weather types are handled through the office of the Operations & Maintenance Superintendent. They make the initial standby call to all Facilities Management Directors and Zone Managers. If the weather is calling for severe conditions only designated personnel are called in. Minor Hall has no designated employees and it is not an emergency designated rally site. In the event of snow, winds, and/or water Minor Hall will be closed until normal operations resume.

#### ***2.2.4.1 High Traffic Areas; Dining and Food Preparation Areas; Laboratories and Entryways***

---

Cleaning and maintaining high traffic areas, dining and food preparation areas and entryways is discussed in individual, separate procedures that address space type, location or material.

#### ***2.2.4.2 Storage and Use of Chemicals***

---

Separate procedures and philosophies that address custodial closets spell out how chemicals are treated. There are two closets, one is located on the first floor and the second closet is located on the second floor.

#### ***2.2.4.3 Vulnerable Populations***

---

We have worked with Minor Hall's Facility Coordinator to identify those who may be susceptible to chemicals being used as part of our service. As part of this assessment, we provide a list of chemical being used with instructions on who to contact with questions or to advise us of any unique situations. Building occupants are encouraged to self-identify themselves so that we can manage the timing, frequencies, product choices or other aspects of providing services. In all cases, we attempt to schedule all services that may pose discomfort at times when building occupants are absent.

#### ***2.2.4.4 Special Requirements for Indoor Sources of Contaminants***

---

**Construction**---in the event of any renovations, the project manager will coordinate timing, location, level of disruption, harmful effects, if any, will communicate with Facility Coordinator and Building Services from design to completion.

**New Carpeting Installation**---in the event of any new carpet installation, the maintenance zone manager will coordinate timing, location, level of disruption, harmful effects, if any, with the Facility Coordinator and Building Services from replacement assessment to completion.

#### **Special requirements for potentially hazardous materials**

Minor Hall uses the floor maintenance program materials that are Ecologo approved. There are no asbestos concerns in Minor Hall.

#### **Bloodborne Pathogens (BBP)**

Do not touch nor clean up the spill that is assessed to meet the BBP requirements. Block off area with wet floor signs; call your supervisor. See specific manual that addresses procedures for handling BBP in great detail.

#### **Areas with Special Engineering Concerns**

There are no Special Engineering Concerns.

#### **Seasonal or Periodic Conditions of increased or decreased volumes**

There is a steady stream of classes throughout the year, including summer sessions.

#### **Integrated Pest Control Management System**

Plans for managing pest populations inside buildings are maintained. The plan includes extermination methods, inspections and specifications of the circumstances under which pesticides are to be applied. A communication plan provides advance notification of pesticide applications. Customers report pest issues to the Facilities Management Service Desk who then issues a Work Order for outside contractors to intervene. Such records are maintained electronically.

Building Services uses contractors to perform pesticide applications and to take steps to manage and prevent pest recurrence. Such contractors are required to display proper signage in the areas being treated and we notify all building occupants of upcoming treatments which are performed when the building is empty, whenever possible.

#### **Special Cleaning Requirements or Conditions**

In 2015, the only area that requires special cleaning consideration in Minor Hall is:

- Indoor plants

Separate procedures have been developed for maintaining indoor plants.