



Weill Cornell Medicine

Engineering & Maintenance

STANDARDS

Housekeeping & Custodial Services

Modified for the COVID-19 Pandemic

Original Issue: December 2017
Last Updated: July 9, 2020

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1. GENERAL INFORMATION

PURPOSE AND INTENT

The Engineering & Maintenance (E&M) Housekeeping & Custodial Service team works hard to provide efficient and responsive services that will meet or exceed the space occupants' expectations. The purpose of this document is to identify service expectations based on room use type.

The service level and frequency has been revisited and adjusted in response to the COVID-19 pandemic. It is expected that these adjustments will remain in place for the duration of the pandemic.

These services are based on defined standards and procedures that consist of:

1. **ROUTINE CLEANING (RC) (modified due to COVID-19 pandemic)**
2. **PROJECT CLEANING (PC)**

Unless specifically noted, the services do not typically include furniture, lab benches, department equipment, computers, personal items, microwaves, refrigerators, etc. Should any department require a higher level of service, please contact us so that we can discuss all available options.

This Standard applies to space currently being maintained by the WCM E&M Housekeeping & Custodial Services team. The level of services provided within other locations may differ.

This document is available for download on the E&M department website at <https://facilities.weill.cornell.edu>.

CONTACT INFORMATION

The E&M main administrative office is located within Olin Hall suite 300. The Housekeeping and Custodial Services administrative support is located on the B2 level of the Weill Greenberg Center.

NOTE:

For an EMERGENCY, please immediately call the E&M dispatcher at 212-746-2288. This applies 24 hours per day seven days per week.

For routine requests, please submit a work request at <https://facilities.weill.cornell.edu>.

For routine Housekeeping related questions you can call the Housekeeping front office at 646-962-9912.

STANDARDS: E&M HOUSEKEEPING & CUSTODIAL SERVICES

Specific contact information for the E&M Housekeeping & Custodial Services team is as follows:

Senior Director <i>Engineering & Maintenance</i>	Michael T. Murphy	mtm2004@med.cornell.edu
Director <i>Housekeeping & Custodial</i>	Flore Berger	maf2039@med.cornell.edu
Manager (Daytime) <i>Housekeeping & Custodial</i>	Sheryl Abraham	ssa2004@med.cornell.edu
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2. ROUTINE CLEANING (RC) – Research, Clinical, and Administrative Locations (modified for the COVID-19 pandemic)

NOTE: Some service frequencies have been modified in response to the COVID-19 pandemic. These adjustments are expected to remain in place for the duration of the pandemic.

Unless other arrangements have already been made, frequencies shown as ‘Daily’ represents services provided during the evening shift Monday through Friday.

RC: Exam Rooms / Procedure Rooms	
Activity	Frequency
Clean & sanitize sinks, fixtures, mirrors & counters	Daily
Wipe & sanitize furniture	Daily
Polish & sanitize sink, faucet, & all handles	Daily
Restock paper products and soap; Check for proper operation	Daily (or as requested)
Dust low areas	Daily
Dust high areas	Weekly
Dust mop hard floors	Daily
Wet mop hard floors	Daily
Spot clean stains / spills on floors	On request
Glass interiors below 10'	Weekly
Remove trash & replace liner	Daily
Clean & sanitize trash receptacles	Weekly
Disinfect trash receptacle lids	Daily
Dust or vacuum blinds	Bi-monthly
Turn off lights & close the door	Daily
Enhanced high touch area disinfection for COVID-19	* see notes below

STANDARDS: E&M HOUSEKEEPING & CUSTODIAL SERVICES

RC: Research Laboratories	
Activity	Frequency
Dust low areas	Weekly
Dust mop hard floors	Daily
Wet mop hard floors	Daily
Spot clean stains / spills on floors	On request
Dust furniture	Weekly
Glass interiors below 10'	Weekly
Remove trash & replace liner	Daily
Clean & sanitize trash receptacles	Weekly
Disinfect trash receptacle lids	Daily
Dust or vacuum blinds	Bi-weekly
Turn off lights & close the door	Daily
Enhanced high touch area disinfection for COVID-19	* see notes below

RC: MRI Rooms, Special Equipment Rooms, etc.	
Activity	Frequency
Dust mop hard floors	Daily
Wet mop hard floors	Daily
Manually strip and wax floor	Monthly
Scheduled special services	On request
Enhanced high touch area disinfection for COVID-19	* see notes below

RC: Restrooms	
Activity	Frequency
Clean & sanitize sinks, fixtures, mirrors & counters	Daily
Wet mop, wash, & sanitize hard floors	Daily
Polish chrome	Daily
Restock paper products and soap; Check for proper operation	Daily (as required)
Remove trash & replace liner	Daily
Dust partition tops	Weekly
Clean & sanitize trash receptacles	Weekly
Disinfect trash receptacle lids	Daily
Clean & sanitize restroom walls	Weekly
Turn off lights and close the door.	Daily
Enhanced high touch area disinfection for COVID-19	* see notes below

STANDARDS: E&M HOUSEKEEPING & CUSTODIAL SERVICES

RC: Offices	
Activity	Frequency
Clean & sanitize phones	Weekly
Dust low areas	Daily
Dust or vacuum blinds	Bi-monthly
Damp mop hard floors	Daily
Spot clean stains / spills on floors	On request
Vacuum all carpeted areas	Daily (clinical) Bi-weekly (other)
Spot clean furniture & furnishings	As required
Vacuum / dust furniture & furnishings	Weekly
Remove trash & replace liner	Daily
Clean & sanitize trash receptacles	Bi-monthly
Disinfect trash receptacle lids	Daily
Turn off lights and close the door	Daily
Enhanced high touch area disinfection for COVID-19	* see notes below

RC: Waiting Rooms, Reception & Registration	
Activity	Frequency
Remove trash & replace liner	Daily
Straighten furniture	Daily
Vacuum carpet	Daily
Enhanced high touch area disinfection for COVID-19	* see notes below

RC: Conference Room / Staff Lounge	
Activity	Frequency
Remove trash & replace liner	Daily
Straighten furniture	Daily
Vacuum carpet	Daily
Enhanced high touch area disinfection for COVID-19	* see notes below

STANDARDS: E&M HOUSEKEEPING & CUSTODIAL SERVICES

RC: Main Entrance & Lobby Areas	
Activity	Frequency
Clean entrance and revolving doors	Daily
Clean entry mats	Daily
Dust low areas	Daily
Dust wall surfaces	Weekly
Damp mop hard floors	Daily
Vacuum all carpeted areas	Daily
Vacuum / dust furniture & furnishings	Weekly
Glass on both sides of doors	Daily (as required)
Glass interior below 10'	* see notes below
Polish elevator doors	Daily
Polish elevator metal & accessories	Monthly
Clean elevator tracks	Weekly
Remove trash & replace liner	Daily (as required)
Turn off lights and close the door	Daily
Enhanced high touch area disinfection for COVID-19	* see notes below

RC: Staircases & Landings	
Activity	Frequency
Sweep stairs & landings	Weekly
Wet mop stairs & landings	Weekly
Enhanced high touch area disinfection for COVID-19	* see notes below

Note:

* In response to the COVID-19 pandemic, enhanced disinfection will be provided to high touch areas. The following items will be wiped down and disinfected at least three times each workday:

- doorknobs / handles
- sinks and faucets
- light switches
- elevator buttons
- escalator handrails
- stair handrails
- lobby seats and countertops
- lounge seats and countertops
- restrooms

Sanitizer dispensers are provided within main entrances, waiting rooms, and exam rooms. Soap dispensers are provided in lounges, restrooms, and kitchen areas.

3. ROUTINE CLEANING (RC) – Residence Halls, Education, and Student Centers (modified for the COVID-19 pandemic)

NOTE: Some service frequencies have been modified in response to the COVID-19 pandemic. These adjustments are expected to remain in place for the duration of the pandemic.

Unless other arrangements have already been made, frequencies shown as 'Daily' represents services provided during the evening shift Monday through Friday.

RC: Student Centers / Lounges / Multipurpose Rooms	
Activity	Frequency
Clean & sanitize sinks, fixtures, mirrors & counters	Daily
Wipe & sanitize furniture	Daily
Straighten furniture	Daily
Polish & sanitize sink, faucet, & all handles	Daily
Restock paper products and soap; Check for proper operation	Daily (or as requested)
Dust low areas	Daily
Dust high areas	Weekly
Dust mop hard floors	Daily
Wet mop hard floors	Daily
Vacuum carpet	Weekly (or as needed)
Spot clean stains / spills on floors	On request / as needed
Glass interiors below 10'	Weekly
Remove trash & replace liner	Daily
Clean & sanitize trash receptacles	Weekly
Disinfect trash receptacle lids	Weekly
Dust or vacuum blinds	Bi-monthly
Turn off lights & close the door	Daily
Enhanced high touch area disinfection for COVID-19	* see notes below

RC: Classrooms	
Activity	Frequency
Clean & sanitize fixtures, hardware & counters	Daily
Wipe & sanitize furniture	Daily
Straighten furniture	Daily
Dust low areas	Daily
Dust high areas	Weekly
Dust mop hard floors	Daily
Wet mop hard floors	Daily
Vacuum carpet	Daily (as applicable)
Spot clean stains / spills on floors	On request / as needed
Glass interiors below 10'	Weekly
Remove trash & replace liner	Daily

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Clean & sanitize trash receptacles	Weekly
Disinfect trash receptacle lids	Daily
Dust or vacuum blinds	Bi-monthly
Turn off lights & close the door	Daily
Enhanced high touch area disinfection for COVID-19	* see notes below

RC: Terraces	
Activity	Frequency
Trash removal	Daily
Recycling removal	Daily
Furniture wipe down / cleaning	Daily
Straighten furniture	Daily
Surface hose down (Olin Hall)	Bi-weekly
Surface hose down (BRB)	As needed
Enhanced high touch area disinfection for COVID-19	* see notes below

RC: Restrooms	
Activity	Frequency
Clean & sanitize sinks, fixtures, mirrors & counters	Daily
Wet mop, wash, & sanitize hard floors	Daily
Polish chrome	Daily
Restock paper products and soap; Check for proper operation	Daily (as required)
Remove trash & replace liner	Daily
Dust partition tops	Weekly
Clean & sanitize trash receptacles	Weekly
Disinfect trash receptacle lids	Daily
Clean & sanitize restroom walls	Weekly
Turn off lights and close the door.	Daily
Enhanced high touch area disinfection for COVID-19	* see notes below

RC: Hallways	
Activity	Frequency
Vacuum all carpeted areas	Daily
Dust mop hard floors	Daily
Damp mop hard floors	Daily
Regular trash removal	Daily
Recycling removal	Daily
Bulk trash removal	Daily
Enhanced high touch area disinfection for COVID-19	* see notes below

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RC: Fitness Centers / Gym Areas	
Activity	Frequency
Remove trash & replace liner	Daily
Equipment wipe down sanitizing	Daily
Dust mop hard floors	Daily
Damp mop hard floors	Daily
Clean floor mats	Daily
Enhanced high touch area disinfection for COVID-19	* see notes below

RC: Laundry	
Activity	Frequency
Remove trash & replace liner	Daily
Dust mop hard floors	Daily
Damp mop hard floors	Weekly
Enhanced high touch area disinfection for COVID-19	* see notes below

RC: Main Entrance & Lobby Areas	
Activity	Frequency
Clean entrance and revolving doors	Daily
Clean entry mats	Daily
Dust low areas	Daily
Dust wall surfaces	Weekly
Damp mop hard floors	Daily
Vacuum all carpeted areas	Daily
Vacuum / dust furniture & furnishings	Weekly
Glass on both sides of doors	Daily (as required)
Glass interior below 10'	* see notes below
Polish elevator doors	Daily
Polish elevator metal & accessories	Monthly
Clean elevator tracks	Weekly
Remove trash & replace liner	Daily (as required)
Turn off lights and close the door	Daily
Enhanced high touch area disinfection for COVID-19	* see notes below

RC: Staircases & Landings	
Activity	Frequency
Sweep stairs & landings	Weekly
Wet mop stairs & landings	Weekly
Enhanced high touch area disinfection for COVID-19	* see notes below

Note:

* In response to the COVID-19 pandemic, enhanced disinfection will be provided to high touch areas. The following items will be wiped down and disinfected at least three times each workday:

- doorknobs / handles
- sinks and faucets
- light switches
- elevator buttons
- escalator handrails
- stair handrails
- lobby seats and countertops
- lounge seats and countertops
- restrooms

Sanitizer dispensers are provided within main entrances, waiting rooms, and exam rooms. Soap dispensers are provided in lounges, restrooms, and kitchen areas.

4. PROJECT CLEANING (PC)

Specific cleaning tasks that will be scheduled accordingly.

PC: Various Locations	
Activity	Frequency
Dust or vacuum ceiling vents to remove loose dust, soil & cobwebs	Quarterly
Dust or vacuum lighting fixtures to remove exterior dust & cobwebs.	Monthly
Hot water extract carpets. Shampoo as needed.	Quarterly (as required)
Deep Clean Carpets	Semi-annually
Spray buff floors	Monthly
Scrub/polish hard floors	Quarterly
Strip & refinish floors. Apply three coats of approved floor finish.	Semi-annually
Vacuum furniture upholstery	Monthly
Glass interior above 10'	Monthly