



Weill Cornell Medicine

Facilities and Campus Services

STANDARDS

Housekeeping & Custodial Services

Original Issue: December 2017

Last Updated: June 2025

THIS PAGE INTENTIONALLY LEFT BLANK

CONTENTS

1. GENERAL INFORMATION	2
PURPOSE AND INTENT	2
CONTACT INFORMATION	2
2. ROUTINE CLEANING (RC) – Research, Clinical, and Administrative Locations	3
RC: Exam Rooms / Procedure Rooms	3
RC: Research Laboratories	4
RC: MRI Rooms, Special Equipment Rooms, etc.	4
RC: Restrooms	4
RC: Offices	5
RC: Waiting Rooms, Reception & Registration	5
RC: Conference Room / Staff Lounge	5
RC: Main Entrance, Hallways & Lobby Areas	6
RC: Staircases & Landings	6
3. ROUTINE CLEANING (RC) – Residence Halls, Education, and Student Centers	7
RC: Student Centers / Lounges / Multipurpose Rooms	7
RC: Classrooms	7
RC: Terraces	8
RC: Restrooms	8
RC: Hallways	8
RC: Fitness Centers / Gym Areas	8
RC: Laundry	9
RC: Main Entrance & Lobby Areas	9
RC: Staircases & Landings	9
4. PROJECT CLEANING (PC)	10
PC: Various Locations	10

1. GENERAL INFORMATION

PURPOSE AND INTENT

The Weill Cornell Medicine Facilities and Campus Services (FCS) Housekeeping & Custodial Services (HK) team works hard to provide efficient and responsive service with the intent to hopefully meet or exceed the space occupants' expectations as well as industry standards. The purpose of this document is to outline service level expectations based on the space use type. This document will be revisited and updated as needed on an annual basis.

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

- 1. ROUTINE CLEANING (RC)**
- 2. PROJECT CLEANING (PC)**

Unless specifically noted, the services do not typically include 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 and costs. Examples of items that will require additional cost recoveries include additional daytime cleaning services; occupant scheduling requests that result in additional overtime or off-hours; bulk trash pick-up and disposal; and moves.

This Standard applies to space currently being maintained directly by FCS. The level of services provided by outside vendors within other locations may differ. However, FCS still recommends that this document be used as a minimum standard in those locations utilizing outside vendors.

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

CONTACT INFORMATION

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

NOTE:

For an EMERGENCY, please immediately call the FCS 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 & Custodial Services front office at 646-962-9912.

STANDARDS: FCS - HOUSEKEEPING & CUSTODIAL SERVICES

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

Asst. Vice Provost Michael T. Murphy mtm2004@med.cornell.edu
Facilities and Campus Services

Director Flore Berger maf2039@med.cornell.edu
Housekeeping & Custodial Services

Manager (Daytime) Sheryl Abraham ssa2004@med.cornell.edu
Housekeeping & Custodial Services

Manager (Evening) Peter Ofeimun pao2003@med.cornell.edu
Housekeeping & Custodial Services

Additional contact information is located on the FCS webpage at
<https://facilities.weill.cornell.edu>.

2. ROUTINE CLEANING (RC) – Research, Clinical, and Administrative Locations

Unless other arrangements have already been made, frequencies shown as 'Daily' represents services provided during the evening shift Monday through Friday excluding Holidays. Additionally, events or issues impacting our ability to maintain adequate on-site staffing levels may temporarily impact these service level frequencies.

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	Weekly
Dust or vacuum blinds	2x monthly
Turn off lights & close the door	Daily

STANDARDS: FCS - 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	Weekly
Dust or vacuum blinds	Monthly
Turn off lights & close the door	Daily

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

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	Weekly
Clean & sanitize restroom walls	Weekly
Turn off lights and close the door.	Daily

STANDARDS: FCS - HOUSEKEEPING & CUSTODIAL SERVICES

RC: Offices	
Activity	Frequency
Clean & sanitize phones	Weekly
Dust low areas	Daily
Dust or vacuum blinds	Monthly
Damp mop hard floors	Daily
Spot clean stains / spills on floors	On request
Vacuum all carpeted areas	Daily (clinical) Weekly (other)
Spot clean furniture & furnishings	As required
Vacuum / dust furniture & furnishings	Weekly
Remove trash & replace liner	Daily
Clean & sanitize trash receptacles	2x monthly
Disinfect trash receptacle lids	2x monthly
Turn off lights and close the door	Daily

RC: Waiting Rooms, Reception & Registration	
Activity	Frequency
Remove trash & replace liner	Daily
Straighten furniture	Daily
Vacuum carpet	Daily

RC: Conference Room / Staff Lounge	
Activity	Frequency
Remove trash & replace liner	Daily
Straighten furniture	Daily
Vacuum carpet	Daily

STANDARDS: FCS - HOUSEKEEPING & CUSTODIAL SERVICES

RC: Main Entrance, Hallways & 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	* see notes below

RC: Staircases & Landings	
Activity	Frequency
Sweep stairs & landings	Weekly
Wet mop stairs & landings	Weekly

Notes:

- During periods of epidemic, pandemic, and heightened flu season, enhanced disinfection will be provided to high touch areas. The following items will be wiped down and disinfected twice each workday:
 - doorknobs / handles
 - sinks and faucets
 - light switches
 - elevator buttons
 - escalator handrails
 - stair handrails
 - lobby seats and countertops
 - lounge seats and countertops
 - restrooms
- Hand sanitizer dispensers to be provided within main entrances, waiting rooms, and exam rooms. Hand soap dispensers to be provided within employee lounges, restrooms, and kitchen areas.

3. ROUTINE CLEANING (RC) – Residence Halls, Education, and Student Centers

Unless other arrangements have already been made, frequencies shown as 'Daily' represents services provided during the evening shift Monday through Friday excluding Holidays. Additionally, events or issues impacting our ability to maintain adequate on-site staffing levels may temporarily impact these service level frequencies.

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	Monthly
Turn off lights & close the door	Daily

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
Clean & sanitize trash receptacles	Weekly
Disinfect trash receptacle lids	Weekly
Dust or vacuum blinds	Monthly
Turn off lights & close the door	Daily

STANDARDS: FCS - HOUSEKEEPING & CUSTODIAL SERVICES

RC: Terraces	
Activity	Frequency
Trash removal	Daily
Recycling removal	Daily
Furniture wipe down / cleaning	Daily
Straighten furniture	Daily
Surface hose down (Olin Hall)	2x weekly (seasonal)
Surface hose down (BRB)	2x weekly (seasonal)

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	Weekly
Clean & sanitize restroom walls	Weekly
Turn off lights and close the door.	Daily

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

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

STANDARDS: FCS - HOUSEKEEPING & CUSTODIAL SERVICES

RC: Laundry	
Activity	Frequency
Remove trash & replace liner	Daily
Dust mop hard floors	Daily
Damp mop hard floors	Weekly

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

RC: Staircases & Landings	
Activity	Frequency
Sweep stairs & landings	Weekly
Wet mop stairs & landings	Weekly

Notes:

1. During periods of epidemic, pandemic, and heightened flu season, enhanced disinfection will be provided to high touch areas. The following items will be wiped down and disinfected twice each workday:

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

STANDARDS: FCS - HOUSEKEEPING & CUSTODIAL SERVICES

- lounge seats and countertops
 - restrooms
2. Hand sanitizer dispensers to be provided within main entrances, waiting rooms, and exam rooms. Hand soap dispensers to be provided within employee lounges, restrooms, and kitchen areas.

4. PROJECT CLEANING (PC)

Specific cleaning tasks that will be scheduled accordingly. Events or issues impacting our ability to maintain adequate on-site staffing levels may temporarily impact these service level frequencies.

PC: Various Locations	
Activity	Frequency
Dust or vacuum exterior of ceiling vents to remove exterior loose dust, soil & cobwebs	Quarterly (if accessible)
Dust or vacuum exterior of lighting fixtures to remove exterior dust & cobwebs	Quarterly (if accessible)
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