Academic Custodial Services

“Successful Team Cleaning…
A Customized Approach”
Western Washington University is recognized nationally for its successes, from its leadership as one of the most sustainable, “green” campuses in the nation by the Sierra Club to being named the top master’s granting institution in the Pacific Northwest by U. S. News and World Report.

Western boasts 15,000 students, and sits on 200+ acres with over 2.3 million square feet of academic cleaning space.

Academic Custodial Services (ACS) provides cleaning services for Western's academic and state supported facilities.
OUR MISSION…..

- Academic Custodial Services provides quality cleaning services using environmentally sustainable high performance products and processes to support Facilities Management’s stewardship of the campus community.
CLEANING APPROACH…..

• Academic Custodial Services uses "team cleaning" to maximize results with a focus on "Cleaning for Health and Appearance." Team cleaning provides the needed efficiency gains to help offset reductions in cleanliness resulting from operating budget support not keeping pace with campus building growth.
Traditional Zone Cleaning:

- Workers are responsible for all cleaning tasks in a particular area, such as an entire floor or the wing of a building.
Prior to launching our team cleaning program. ACS used the zone cleaning concept with a defined number of square feet assigned per custodian.

- The Zone Cleaning concept was not providing a standard level of cleaning quality from assigned area to assigned area.

In 1999 research began, due to significant funding cuts, on how to integrate Team Cleaning into our program.

- We based our new program on the first Pro Team model, but it was significantly tailored to our specific operation.
- Starting off with one testing team, we worked out the bugs, and achieved the successful model in place today.
- By Instituting team cleaning we were able to increase the efficiency of our labor force by up to 30%.
Team Cleaning:

- Team Cleaning allows for work simplification and redistribution.

- As seen by this org chart of Team Cleaning, Team 1 & Team 2 are comprised of one Light Duty Specialists & one Vacuum Specialists.

- The other Specialists have different duties and routing.
LIGHT DUTY SPECIALIST

- Empty Trash (always First) reinstall liners as needed.
- Dust all horizontal surfaces with woolly duster as needed
- Do not touch or rearrange cluttered areas.
- Pick up paper clips, paper and pencils from floor
- Spot clean door glass
- Clean up trash cart and replace liner as needed at end of shift.
VACUUM SPECIALIST

- Check the trash can in each office, move trash can and vacuum where can sits first.
- Vacuum all traffic areas, pattern where possible
- Spot vacuum all other areas.
- Empty vacuum and clean up for next shift.
RESTROOM SPECIALIST

- Refill toilet tissue and hand towels do this first.
- Refill all dispensers.
- Empty all trash containers
- Clean and sanitize all fixtures and clean spot clean mirrors
- Sweep tile floors
- Mop tile floors using disinfectant.
- Clean and restock all carts, equipment, and tools daily.
UTILITY SPECIALIST

- Police and sweep stairwells.
- Pick up trash and take outside
- Sweep entry ways and walk-off mats
- Dust mop and or wet mop hallways as needed (wait for classroom specialist)
- Assist vacuum specialist and classroom specialist as needed
- Clean all equipment at end of shift Daily
CLASSROOM / LECTURE HALL SPECIALIST

• Clean chalkboards and trays.
• REPLACE erasers with clean erasers DAILY
• Dust mop ALL hard surface floors (pickup or get outside classroom for Utility specialist)
• Vacuum all carpeted / hard floor areas.
• Rearrange furniture as needed
TEAM CLEANING….. SUCCESS OR FAILURE?

• Introduce team cleaning model to your staff gradually.
  Research/Testing
• Gaining Staff Buy-in by training and exposure
  Set a “go live“ date
  Launch your program
• Handling Staff Resistance to Change
  Include Staff in the Process and Testing
  Start with a Test Group
## TIPS FOR REORGANIZATION....

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<tr>
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<td>Push Clean 10:00am-11:00am</td>
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<td>AC3</td>
<td>Push Clean 11:00am-12:00pm</td>
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<th>Anthea Jones, Custodian 4</th>
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<td>AC5</td>
<td>Push Clean 1:00pm-2:00pm</td>
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<tr>
<td>3</td>
<td>AC6</td>
<td>Push Clean 2:00pm-3:00pm</td>
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<table>
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DAY CLEANING…..

• As of March 2004 Academic Custodial Services started our day cleaning program.

• We started out with two teams working 5:00 AM to 1:30 PM Monday through Friday. The shift was designed to increase the cleaning effort by applying concentrated classroom cleaning from 5:00 to 8:00 AM called “The Push”. This cleaning was supported by a team of 17 student workers, 6 FTE Custodians, 1 Maintenance Custodian, 1 Custodial Supervisor 5. This cleaning thrust addressed classrooms, library areas, hallways, and stairs.

• After the 3 hour “Push” cleaning effort, the students are released for classes and the custodians continue to clean restrooms and public areas. The swing shift teams will clean other spaces with a concentration on offices, clinical areas and departmental spaces.

• At Present we have 9 day shift teams including a specialty floor team that performs hard floor maintenance during the early morning push – we have three swing shift teams that Kaivac restrooms and sports areas as well as clean clinical spaces (i.e. Student health Center, Speech Pathology and Psychology counseling spaces/research areas.)
ADVANTAGES OF DAY CLEANING…..

• Day cleaning allows for visual identification of soils and other cleaning issues because of increased lighting.

• Improved timing of classroom cleaning services. Previously the majority of classrooms and public spaces are not cleaned after Friday Swing shift until the following Monday swing shift. The new day shift cleans the majority of classrooms and public spaces Monday through Friday before classes begin. Start at 5am and classrooms, lectures and seminars are ready for class by 8 am.

• Improve cleanliness of the state funded facilities. The use of 27 students allows for a significant increase in cleaning hours per day.

• Minimize custodial task disruptions by building occupants and FM trades. The new day shift will allow custodians to be dispatched where needed minimizing others from having to perform minor cleanups.

• Student benefits. Students will gain a level of appreciation for operations that they might otherwise overlook. In addition, the student’s financial situation will be enhanced supporting the overall mission of the University.

• Improve custodial management work day access. With supervision on the day shift clients have access to a supervisor and/or a manager during the complete normal work day.
ADVANTAGES OF DAY CLEANING.....

- With the use of a custodial task database our administration has been able to break down tasks and buildings for each team.

- Data posting on our Facilities Website allows both the customer and custodian with a clearly defined task list of what is or is not included in the standard service we provide. http://www.wwu.edu/fm/Services/Operations/pdf/Custodial/Routine%20Work%20Order%20Per%20Facility/rptFacilWorkOrder%20BH%2020110819.pdf
A NEW ERA.....THE CHEMICAL FREE SOLUTION.

- 2010 – Began research into Chemical Free cleaning technologies using activated water and high temperature steam vapor in place of green chemicals.
- 2011 – ACS began using Activelon® a handheld device that uses electrical charges to temporarily alter regular tap water transforming it into a powerful cleaner—without using chemicals.
- 2011 – 2012 ACS has eliminated the purchase, transfer, and waste of over $10k per year in chemical products.
- 2011 – 2012 ACS has performed and continues to perform ATP testing verifying the cleaning results of using only activated/ionized water and micro fibers for restroom and daily surface cleaning.
- 2011 – ACS wins Western Sustainability Award for using chemical free cleaning methods.
- 2011 – ACS receives National Honorable Mention Award for “Green Cleaning.”
- 2011-2012 ACS incorporates dry steam vapor machines into cleaning program for all hard surface floor care using only water.
ATP = ATP is a molecule found in and around living cells, and as such it gives a direct measure of biological concentration and health. ATP is quantified by measuring the light produced through its reaction with the naturally-occurring firefly enzyme luciferase using a luminometer. The amount of light produced is directly proportional to the amount of living organisms present in the sample.
TRAINING, TRAINING AND MORE TRAINING!

- To ensure maximum standardization of equipment, materials, supplies and processes; continuous staff training and development is the key building block of a professional cleaning work force.

- Three tracks: equipment certification and operational training, process training (SOP and CMI), specialty training (advanced CMI and localized certification).

- High performance cleaning and SOP training (all new employees and review/refresh yearly for existing employees).

- CMI Basic and CMI Advanced Certification (after certification refresh per two years).

- Specialty training IICRC Mold, Asbestos, Water Damage and Restoration, Carpet Cleaning.

- Empowering our employees by being experts in their field.
WHAT’S NEXT? INTO THE FUTURE...

• Continued research and innovations to our floor care program focusing on obtaining alternatives to standard acrylic or urethane based floor finishes (even when green seal certified (GS40)).

• Commitment to using floor equipment using only H2O and no chemical products, and use of low moisture approved carpet cleaning strategies.

• Research into cleaning and disinfection using dry steam vapor technology.