

CUSTODIAL SERVICES

FACILITIES SERVICES

REPORT:

GREEN CLEANING INITIATIVE
AT YORK UNIVERSITY



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Contents

Purpose **Error! Bookmark not defined.**

Environment 3

Applicability 3

Program 3

Communications and Community Education Strategy..... 4

Budgetary Implications..... 4

LEED Program 4

Procedure 5

Cleaning Products and Use 5

Cleaning Equipment / Tools & Use..... 5

Paper Issues..... 5

Hand Hygiene 5

Safe Handling and Storage of Chemicals..... 6

Quality Assurance 6

Custodial Training 6

Standard Operating Procedures and Cleaning Frequencies..... 7

Related Documents 7

Revision History 7

Appendix A – Custodial Products..... 8

Appendix B - Cleaning Equipment 10

APPENDIX C – Service Frequencies..... 11

APPENDIX D: APPA Appearance Levels..... 16

PURPOSE

Campus Services and Business Operations (CSBO) - Custodial Services has been involved in green cleaning practices for over 20 years with the early adoption of green cleaning chemical use. The Green Cleaning Program will serve as a guideline for green cleaning standards and practices and supports the CSBO mission to provide the York University Community with a safe and sustainable environment that supports and enhances an inspiring experience in learning, living, working and research.

Environment

CSBO-Custodial Services unit is responsible for cleaning the York U academic buildings which excludes areas operated by the university residences and food service areas. York U has approximately 50,000 students and 5,000 full-time employees as well as a large number of visitors to the campus. Service provision to the 80+ building spaces must be delivered at an acceptable standard level and in a sustainable manner. Moreover, the Community expects services to be provided in a consistent and predictable manner, as well as in a safe and sustainable fashion for workers, employees and students.

Applicability

Custodial Services Operations Staff
Managers/Supervisors who administer the program
York University Community

Program

Custodial Services is committed to providing a healthy work environment and reducing our collective ecological footprint. This program is relative to York University Campuses (Keele, Glendon & Markham-2021) and focuses on interior cleaning including the purchase of sustainable supplies, materials and cleaning equipment.

The program goals include:

- reducing the exposure of building occupants and custodial and maintenance personnel to potentially harmful and hazardous contaminants that may adversely affect air quality, human health, building finishes, building systems and the environment
- reducing the amount of products purchased and used thus reducing waste and costs
- purchasing sustainable flooring products that are durable and are suited to diverse occupant settings in a campus environment
- increasing waste diversion
- reducing energy and water consumption through intelligent equipment purchases and custodial practices
- ability to reallocate resources in order to meet planned frequency and task requirements in spaces
- shared responsibility between community members and service providers resulting in mutual achievement of a common goal
- Equipment and tool cost control and reliability also extending their life cycle by preventative maintenance programs which results in a reduction of downtime

Communications and Community Education Strategy

The Custodial Services Green Cleaning initiative is communicated to the YU Community via CSBO – Custodial website (updated bi-annually) and through department/faculty request for a seminar and review. On-going interaction through the Facilities Managers’ meetings offering updates and information sharing.

Budgetary Implications

It is expected that the program elements delivered as a whole translate into an expenditure neutral outcome and see overall expenditure reductions. One example is the installation of hand dryer units resulting in a reduction of hand towel paper purchases and disposal costs; reduction of cleaning products due to automated dilution systems which prevent overuse of cleaning chemicals; and equipment preventative maintenance programs resulting in less costly repairs and productivity down time.

LEED Program

York University’s Green Cleaning Program provides the framework for green cleaning at the University. The goal of the program is expressed in the program purpose. Responsible Parties as articulated in the Applicability section includes Facilities Management custodial manager, supervisors and staff. Custodial Services report to the Director of Grounds, Custodial & Glendon Operations. A detailed Custodial Handbook has been created that outlines implementation procedures and quality assurance and control processes. The Office of Sustainability supports Facilities management with information and resources were required. Performance measurement metrics are tracked and reported on including workplace health, procurement and use of green cleaners and equipment, and APPA rating system for cleanliness.

<http://sustainability.info.yorku.ca/>

NOTE: Some content of this document is derived from the Green Building Council’s LEED Canada – Existing Buildings: Operations and Maintenance Reference Guide 2009; to align with specific requirements. All practices shall comply with applicable and local regulatory requirements.

Procedure

The Green Cleaning Policy establishes standards and practices for effective cleaning, carpet and hard floor maintenance programs.

The Green Cleaning Program will address the following areas:

Cleaning Products and Use

- The purchase and proper use of sustainable cleaning, custodial, and hard floor care products shall meet York University's sustainability criteria for these products (Appendix A). These products will be used in cleaning throughout the interiors of York U buildings. Interiors of these buildings include all circulation and hallway areas, classrooms, laboratories, offices, conference rooms, restrooms, cafeterias, fitness centres and other recreational areas.

Cleaning Equipment / Tools & Use

- The purchase and proper use of cleaning equipment shall meet York U sustainability criteria for these products (Appendix B).
- Equipment and tools must be safe to use (eg. Chemical dispensing systems)
- provide ergonomic benefits for the employee minimizing repetitive strain injuries
- New technologies such as micro fibre cloths and mops may be incorporated into the tools purchase program
- Equipment that reduces water usage and product dispensing is beneficial from an environmental perspective.
- A full inventory is required in order to plan and control expenditures and to ensure that appropriate equipment and tools are available for staff use.
- Storage rooms are to be kept tidy, clean, and organized.
- Cleaning equipment purchase and repair logs are to be kept

Paper Issues

- Paper usage is a major issue from both an economic and environmental perspective.
- Expenditures for purchase and disposal of hand towels should be controlled wherever possible.
- Electric hand dryers are an acceptable method by which to reduce costs and reduce the environmental waste footprint.
- Paper should be made from 100% recycled content
- Production of paper should be bleach free.
- Dispensers for paper products should be the large roll type which reduces transportation costs.

Hand Hygiene

- Meet sustainability product criteria for hand soaps outlined in Appendix A.
- Follow recommended hand washing procedures provided by the York University of Health

and Safety unit:

- Follow recommended hand washing procedures provided by the City of Toronto Public Health Department

Safe Handling and Storage of Chemicals

- Follow recommended chemical spill response procedures as outlined in the York University Health and Safety guide:

<http://hr.info.yorku.ca/health-safety-employee-well-being/>

Quality Assurance

- YU Custodial Services conducts quality assurance audits in accordance with APPA Leadership in Educational Facilities' Custodial Staffing Guidelines (*second edition*) to determine the appearance level of the facility based on the funding received. The tools used are through the *Precis Quality Assurance* software application. The scoring is based on the APPA appearance level funded therefore a 3, 4, 5 or 5D scoring system is used (see Appendix D for APPA appearance levels):
- Operational Supervisors are assigned the responsibility of conducting quality assurance inspection on a monthly cycle; Managers will conduct inspections on random areas to ensure consistency and validity of inspection performed
- Problem areas that have been identified by either the custodial supervisors or the client will have additional inspections performed (Problem areas are defined by either performance issue from worker and/or non compliance by community member)

Custodial Training

All employees will receive training and/or education to maintain knowledge of proper procedures for safety, tools, techniques, and pertinent environmental standards. This training will include:

- Sustainability and health and safety goals at the University
- Role & responsibilities of Custodial staff in meeting these goals
- Overview of green cleaning policy and program
- Waste management systems and sorting procedures
- Proper handling of cleaning products, chemicals, and equipment; use and maintenance of equipment; cleaning procedures; use of dilution control measures, sequencing of cleaning steps, use of personal protective equipment; and the adequate disposal or recycling of cleaning materials and supplies
- How to reduce and prevent ergonomic injuries and exposure to hazardous materials
- Cleaning of entrance way systems to reduce particulate matter entering the building

Standard Operating Procedures and Cleaning Frequencies

H:\CSBO Standard Operating Procedures\Grounds, Glendon, Custodial\Custodial
Service Frequency see Appendix C: Operating procedures
Regular custodial cleaning

Related Documents

- Facilities Management Strategic Plan
- University Sustainability Plan
- Environmental Health & Safety Handbook
- Sustainable Cleaning Training Manual
- LEED Canada for Existing Buildings: Operations and Maintenance 2009 (LEED EB: O&M 2009).

Revision History

2008-10-14 - Procedure Created

2009-04-16 -Revised

2013-05-20 - Revised

2017-12-20 - Revised

Appendix A – Custodial Products

Cleaning products shall:

- have a neutral pH (closer to 7) compared to those with extreme pH (closer to 1 or 14)
- be readily biodegradable
- have no or low levels of dyes and fragrances
- have no or low VOCs
- have no carcinogens
- use materials derived from renewable resources compared to those from non-renewable resources
- have a high flashpoint compared to those with a low flashpoint as outlined on the product's MSDS/SDS
- have zero hazard rating from the HMIS (hazardous Materials Identification system) rating
- have multiple uses and be able to effectively be used with cold water
- be available as concentrates and/or concentrates used in dilution control

And, conform to one of the following ECOLOGO Certified standards:

- UL 175 Sanitary Paper Products
- UL 2759 Hard Surface Cleaners (formerly CCD 146)
- UL 2776 Hard Floor Care Products (formerly CCD-147)
- UL 2783 Instant Hand Antiseptics (formerly CCD-170)
- UL 2784 Hand Cleaners (formerly CCD-104)
- UL 2792 Biologically based Cleaning and Degreasing Compounds (formerly CCD-110)
- UL 2794 Disinfectants and Disinfectant Cleaners (formerly CCD-166)
- UL 2795 Carpet and Upholstery Cleaners (formerly CCD 148)

“ECOLOGO Certified Products, services and packaging are certified for reduced environmental impact. ECOLOGO Certifications are voluntary, lifecycle based environmental certifications that indicate a product has undergone rigorous and significant testing, exhaustive auditing, or both, to prove its compliance with stringent third party environmental performance and standards.”

<http://www.sanimarc.com/Wood-Wyant/hygiene-sanitation/Vert-2-Go-products.aspx>

http://web.sanimarc.com/vert-2-go/FAQ_EN.pdf

Cleaning products shall have:

- high post-consumer recycled content
- no chlorine-bleaching
- no use of de-inking solvents
- consist of Micro Fiber cleaning tool technology where applicable
- no triclosan in hand sanitizers and other cleaning products

Custodial products must meet ECOLOGO and/or Green Seal certification where products are available.

Custodial products should be packaged in recycled packaging that is recyclable.

Preference shall be given to products that meet the goals of this program to the greatest degree.

Appendix B - Cleaning Equipment

Vacuums must:

- operate at a sound level below 70dBa and have 96% filtration;
- have safeguards and be designed ergonomically to minimize vibration, noise and user fatigue;
- be certified by the Carpet and Rug Institute or include similar criteria

Carpet extractors must:

- operate with a sound level below 70dBa and have 96% filtration;
- have safeguards and be designed ergonomically to minimize vibration, noise and user fatigue;
- be certified by the Carpet and Rug Institute or include similar criteria

Automatic Floor Cleaning Machines must:

- operate with a sound level below 70dBa
- have safeguards and be designed ergonomically to minimize vibration, noise and user fatigue
- be equipped with gel batteries when batteries are necessary

Buffing and Burnishing Equipment (dual speeds and low speeds) must:

- operate at a sound level below 70dBa have 96% filtration
- have safeguards and be designed ergonomically to minimize vibration, noise and user fatigue
- shall operate with safeguards
- be equipped with vacuum guards and/or other devices for catching fine particulates be equipped with gel batteries when batteries are necessary

CSBO

Custodial Task & Frequency Guide

Area Type	Cleaning Activity	Frequency
AUDITORIUM		
AUDITORIUM SEATING AND FOYER	Damp mop floor	Quarterly
	Sweep or dust-mop floor (under seating)	Quarterly
	Vacuum carpet	Quarterly
	Service Waste / Recycling containers	As Required
	Project Clean Carpet	Service Request Submission
CONFERENCE		
CONFERENCE ROOM	Re-configure furniture	Monthly
	Spot Vacuum	Monthly
	Service waste / recycling containers	As Required
	Dust furniture and flat surfaces	Monthly
	Project Clean Carpet	Service Request Submission
OFFICE		
OFFICE	Vacuum accessible carpet areas	Monthly
	Wet wipe accessible flat surfaces	Monthly
	Sweep or dust-mop floors	Monthly
	Wet mop floors	Monthly
	Project Clean Carpet/Refinish Floors	Service Request Submission
ENTRANCES		
ENTRANCES	Spot Vacuum Walk Off Mats	Weekly
	Vacuum Walk-Off Mats	Monthly
	Spot Clean door glass	Project Basis Only

ELEVATOR		
ELEVATOR	Spot Wet mop floors	n/a
	Wet mop floor	Weekly
	Dust flat surfaces	Project Basis Only
	Wet wipe accessible flat surfaces	Project Basis Only
	Wipe Sensors on doors	Project Basis Only
	Vacuum Elevator tracks	Project Basis Only
PUBLIC AREAS		
PUBLIC (CIRCULATION)	Clean Water Fountains	Five Times Weekly
	Service Waste/ Recycling containers	As Required
	Vacuum carpet	Monthly
	Dust / Wet wipe accessible flat surfaces	Project Basis Only
	Sweep or dust-mop floors	Weekly
	Wet mop / machine wash floors	Weekly
	Spot Clean walls and doors	Project Basis Only
GRAFFITTI REMOVAL		
GRAFFITTI REMOVAL VANDALISM RESPONSE	Remove graffiti with graffiti removal	As Required
	Clean up as required	As Required
POSTER REMOVAL		
POSTER REMOVAL	Remove illegal posters as per University Guide	Five Times Weekly
	Remove posters on public bulletin boards as per University Guideline	Weekly
KITCHENETTES		
KITCHENETTE SPACE	Clean Sink; Counter (must be clear)	Weekly
	Service waste / recycling containers	Inspect Daily, Service As Required
	Sweep or dust-mop floors	Twice Weekly
	Wet mop floors	Weekly
	Spot clean walls and doors	Service Request Submission

WASHROOMS

WASHROOMS

Clean Mirrors	Five Times Weekly
Clean Wash Bowls	Five Times Weekly
Clean/Disinfect Toilet Bowls	Five Times Weekly
Clean/Disinfect Urinals	Five Times Weekly
Empty waste / recycling containers	Five Times Weekly
Restock soap and toilet paper	Five Times Weekly
Sweep or dust-mop floors	Five Times Weekly
Wet-mop floors	Five Times Weekly
Clean Partitions and Doors	Monthly
Dust open, flat surfaces	Monthly
Spot clean walls and doors	Project Basis Only

CLASSROOMS, SEMINAR ROOMS		
CLASSROOMS, SEMINAR ROOMS	Clean Chalkboards, Trays & replenish supplies	Weekly
	Service waste / recycling containers	Inspect Daily, Service As Required
	Re-Configure furniture	Monthly
	Sweep or dust-mop floors	Weekly
	Spot Wet mop floors	Weekly
	Wet mop floors	Monthly
	Spot Vacuum Carpet	n/a
	Vacuum Carpet	Monthly
	Project Clean Carpet	Yearly
GYMNASIUMS, CHANGEROOMS, SHOWER		
GYMNASIUM	Sweep or dust-mop floor, bleachers retracted	Five Times Weekly
	Service waste recycling containers	Inspect Daily, Service As Required
	Spot Wet mop floors	Twice Weekly
	Automatic machine-wash floors	Twice Weekly
EXERCISE / DANCE ROOM W/ RUBBER FLOOR	Sweep or dust-mop floor	Five Times Weekly
	Spot clean walls, doors	Service Request Submission
	Service waste recycling containers	Inspect Daily, Service As Required
LOCKER ROOM W/NO SHOWER	Clean Lockers and Benches	Five Times Weekly
	Empty waste containers	Five Times Weekly
	Spot clean walls and doors	Service Request Submission
	Sweep or dust-mop floors	Five Times Weekly
	Wet-mop or auto-scrub floors	Five Times Weekly
SHOWER ROOM	Clean Drains	Weekly
	Clean/Disinfect Shower Room	Five Times Weekly
	Service waste recycling containers	Inspect Daily, Service As Required
	Power Wash Walls	Monthly
LABS		
RESEARCH LAB WITHOUT HAZARDOUS WASTE	Service waste / recycling containers	Inspect Daily, Service As Required
	Empty glass bin containers	Inspect Daily, Service As Required
	Sweep or dust-mop floors	Weekly
	Spot wet-mop floors	N/A
	Wet mop floors	Weekly
STAIRWELLS		
STAIRWELL	Sweep or dust-mop stairs and landings	Weekly
	Wet mop stairwells	Monthly
	Dust accessible flat surfaces	Project Basis Only

LIBRARY		
LIBRARY	Service waste / recycling containers	Inspect Daily, Service As Required
	Re-configure furniture	Monthly
	Vacuum carpet	Monthly
	Sweep or dust-mop floors	Weekly
	Spot wet-mop floors	N/A
	Wet mop /machine wash floors	Monthly
	Wet wipe accessible flat surfaces	Service Request Submission
CAFETERIA		
CAFETERIA / EATING AREAS	Service waste/recycling/organic waste	Inspect Daily, Service As Required
	Wipe tables	Inspect Daily, Service As Required
	Spot clean walls and doors	Service Request Submission
	Re-configure furniture	Monthly
	Spot Vacuum Carpet	N/A
	Vacuum carpet	Bi-Weekly
	Sweep or dust-mop floors	Twice Weekly
	Spot wet-mop floors	Twice Weekly
	Wet mop / machine wash floors	Twice Weekly
LAMP REPLACEMENT		
LAMP REPLACEMENT		
	Replace Lamps as per Departmental Standard Operating Procedure	Project Basis Only

Please Note: Task frequency may be extended due to short term staff absences.

APPENDIX D: APPA Appearance Levels

Level 1: Orderly Spotlessness

Floors shine and are bright and clean, colors are fresh. No dirt building up in corners and along the walls.

Level 2: Ordinary Tidiness

Floors and base molding shine and/or are bright and clean. There is no buildup in corners along the walls but there can be up to two days' worth of dirt, stains or streaks.

Level 3: Casual Inattention

Floors are swept and carpets are vacuumed clean, but upon close observation there can be stains. A buildup of dirt and/or floor finish in corners and along the walls can be seen. There are dull spots and/or matted carpet in walking lanes. Base molding is dull and dingy with streaks or splashes,

Level 4: Moderate Dinginess

Floors are swept or vacuumed clean but are dull and dingy and stained. There is obvious buildup of dirt and/or floor finish in the corners and along the walls. There is a dull path and/or obviously matted carpet in the walking lanes. Base moldings are dull and dingy with streaks and/or splashes.

Level 5: Unkempt Neglect

Floors and carpets are dull, dirty, dingy, scuffed and or matted. There is conspicuous buildup of old dirt and/or floor finish in corners and along the walls. Base moldings are dirty, stained and streaked. Gum, stains, dirt, dust balls and trash are broadcast.

<https://www.appa.org/>