

Caretaking Standards Phase 3

Purpose

To provide guidance to the Faculty and Departments on the expected service levels of Caretaking Services.

Feedback on the content of this document should be communicated to the Director, Operations and Maintenance, Stephen Cumpsty.

Assumptions

- Sep 1 to Dec 31, 2020.
- Caretaking staff returned to full staff:
 - Staff may be redistributed and assignments adjusted to align with campus occupancy.
- Phase 2 actions continue.
- 299 classrooms (240 FG, 59 BC, 4:1 ratio), 270,000 sf, 4.2% of campus space, 8-10 FTEs:
 - Avg size 901 sf (976 sf FG, 599 sf BC), occupancy 9-10 people.
- 91 study spaces (81 FG, 10 BC, 8:1 ratio), 65,000 sf, 1% of campus space, 2-3 FTEs.
- Less than 10% of classrooms in use at one time (~20-30, each room used once daily, possible for some twice daily with scheduling).
- Seats in classrooms reduced/signed off to limit use (1 in 3, every second row, 200 seat classroom maxed at 50-60).
- Minimize contact in offices and labs to essential people only.
- ALC, athletic spaces will be open with limited membership capacity and additional cleaning staff:
 - Pool and arena currently closed (opening TBD).
- Food service locations vendor responsibility.
- Study spaces reduced capacity, user responsibility to clean between users.
- As buildings are occupied, will direct all staff to use certain doors and pathways to focus maintenance efforts. Caretaking Supervisors in each area will optimize efficiency.
- Hand sanitizer increased to main floor lobbys, elevators, tunnels:
 - Wall mounted dispensers filled by caretakers.
 - Additional locations to be considered for wall mounted or pump dispensers.
- Remove dry erase markers, instructors bring own.
- Caretakers will generally check campus areas daily to verify any maintenance issues and to observe any unanticipated cleaning requirements.
- Occupants will conduct extra cleaning to their workspace as desired.
- Enhanced cleaning levels to an area may be subject to additional service fees for cleaning.
- No loitering in common areas, lunch rooms, lounges, foyers, etc.

Cleaning Levels

- Enhanced cleaning procedures to be followed:
 - Increasing the frequency of cleaning above existing standards and expanding our disinfection process to all surfaces.

- The default minimum standards of washroom cleaning and disinfection will be 4 times per day, unless a greater frequency is outlined in the recovery plan.
- All major entrance/egress areas e.g. main entrance/exit door hardware, surrounding surfaces and glass will be cleaned once per hour.
- Flooring will be fully disinfected once a day, stains and areas of concern will be spot cleaned immediately.
- All corridors used by the University community will be disinfected once per day.
- Clean classrooms once per day, before or after class:
 - Increased use of classrooms will require additional staff.
- Situate wipes and cleaner in departments for occupant use in offices, common areas, etc.
- All staff/employees/faculty/students are cleaning their hands regularly through hand washing or with hand sanitizer.
- Emptying garbage in common areas only:
 - Garbage to be emptied by occupant in common area garbage.
- Common area horizontal surfaces, high touch disinfected daily:
 - Extensive cleaning 1x per week.
- Caretaking Manager/Supervisors/Svc Coords to monitor and review priority areas and redirect staff accordingly.
- To ensure the safety of our University community, Caretaking staff will be conducting periodic ATP (adenosine triphosphate) swab tests on touch points, washrooms and classrooms.
- A ULV Sani-Fog Cold Fogger and electrostatic sprayer are used for the disinfection of large areas and in the event of a positive or suspect COVID-19 test. The fogger and sprayer are used as an extra method of cleaning a space. The cleaning product has a neutral PH and no scent, and has reasonable effectiveness in disinfecting large spaces quickly.

To achieve cleaning of classrooms between each use:

- Clean/disinfect all horizontal surfaces, chairs, instructor station.
- It takes one hour for one caretaker to clean/disinfect a classroom.
- 150 classrooms used hourly, allow one hour for cleaning.
- 130 additional cleaners required to clean 150 classrooms between use to enhanced level.
- Allow time for breaks, coffee.
- 6-8 hours of use daily, Mon – Fri, increase cleaners if longer usage.
- Would consider adjusted shift schedule to align caretakers to classroom use schedule (10-6).

To achieve cleaning of study spaces hourly:

- Clean/disinfect all horizontal surfaces, chairs.
- It takes one Caretaker one hour to clean/disinfect a study space.
- To maintain 8 times per day, 16-24 cleaners required to clean 90 study spaces between use.
- Allow time for breaks, coffee.
- 5-6 hours of use daily, Mon – Fri, increase cleaners if longer usage.
- Would consider adjusted shift schedule to align caretakers to study space use schedule (12-8).

Other Considerations:

- Establish keep to the right policy in tunnels and hallways:
 - Additional measure can consider one way traffic or physical barriers.
- Maximize exterior travel.
- Limit elevator usage, 2 per elevator, essential only, 2 floors up, 3 floors down.
- One way traffic in stairwells.
- In/out doors to buildings.
- Install last checked sheets in washrooms and classrooms.

Room Types

Classrooms

- Classroom flooring will be cleaned and disinfected once a week and spot cleaning will be done between classes.
- Seating, desks, tablets and touch points will be disinfected after each use.
- Sit here/don't sit here stickers have been placed on the seats.
- AV/Computer equipment to be cleaned between users by occupants.
 - Caretaking to wipe down surfaces daily during major cleaning.
 - Use appropriate disinfectant/material for electronic items.
- Garbage and recycling will be collected after each use and container will be disinfected.
- Limited seating drawings have prepared by the AES and they will be posted in front of the classes.
 - Limited seating locations to focus on enhanced cleaning procedures.
- Larger classrooms, theaters and boardrooms will be cleaned/disinfected between classes/meetings. To minimize down time the said rooms will be fogged with Purexall¹⁰ or 49 North Quat sanitizer.

Lounge/Seating areas/Study areas

- Reduced seating or seats tagged.
- Spot clean daily as needed.
- Cleaning supplies available for occupant use.

Laboratory – research

- Cleaning of labs is based on use and limited to floors and garbage.
- Occupants responsible for cleaning of other lab surfaces.
- Non-routine cleaning can be requested and will be accommodated dependant on staff availability.
- Collect garbage, either inside or place outside door.
- Spot cleaning of floor upon request, typically once a week.
- Entrance and egress touch points will be disinfected once a day.

Laboratory – teaching

- Classroom flooring will be cleaned and disinfected once a week and spot cleaning will be done between uses.
- Seating, desks, tablets and touch points will be disinfected after each use.

- Garbage and recycling will be collected after each use and container will be disinfected.

Studios

- Classroom flooring will be cleaned and disinfected once a week and spot cleaning will be done between uses.
- Seating, desks, tablets and touch points will be disinfected after each use.
- Garbage and recycling will be collected after each use and container will be disinfected.

Office

- Access to private offices and non-common spaces is limited due to reduced use and to avoid cross contamination.
- Occupants responsible for cleaning of their personal space.
- Non-routine cleaning can be requested and will be accommodated dependant on staff availability.
- Collect garbage, either inside or place outside door.
- Spot cleaning of floor upon request, typically once a week.
- Keep doors open to avoid contamination.

Library

- Collect garbage, either inside or place outside door.
- Occupants responsible for cleaning of their personal space.
- Spot cleaning of floor upon request.
- See washroom cleaning procedure.
- See study area standards.

Assembly/Reception

- Minimal use, occupants responsible for cleaning of their personal space.
- Common area will be cleaned and disinfected daily.

Athletics

- Reduced membership capacity. All enhanced cleaning slots will be scheduled by FKRM.
- Enhanced cleaning is a chargeable service requiring additional staff above base level service.
- Stadium is chargeable cleaning.
- Pool and rink operation may require additional staff.
- All the signs in the ALC have been placed by the Kinesiology department.
- Caretaking staff will be disinfecting the touch points and Kinesiology staff will be disinfecting the exercise equipment.

Food Services/Retail

- Minimal use, spot clean weekly as needed.
- High touch points cleaned daily.
- Occupants responsible for cleaning and frequency.

Animal Care

- Collect garbage, either inside or place outside door.
- Occupants responsible for cleaning of their personal space.
- Spot cleaning of floor upon request.

Support Areas

- Collect garbage, either inside or place outside door.
- Clean floor routinely.

Washroom

- All washrooms are operational, unless closed due to minimal use:
 - Signage directing to closest washroom.
 - Close some low use, high workload washrooms.
 - Clean frequently, 3-4 times per day.
 - Single stall washrooms to be cleaned every 2 hours, 4 times per day.
 - Low use washrooms cleaned less frequently, 1-2 times per week, signage posted.
 - Post signs in washrooms to show frequency of cleaning.
 - Reduce urinal/sink for social distancing, "Do Not Use" sign middle fixture.
 - Post signs at washrooms, with max occupancy, 1-2 person max.

Lunch Room/Kitchen

- Minimal use, spot clean/disinfect daily as needed.
- Non-routine cleaning can be requested and will be accommodated dependant on staff availability.
- Collect garbage, either inside or place outside door.
- Spot cleaning of floor upon request.

Health Services

- Occupants responsible for cleaning and frequency.
- Enhanced cleaning is a chargeable service requiring additional staff above base level service.

Residential

- Access to residence is limited due to reduced use and to avoid cross contamination.
- Occupants responsible for cleaning of rooms and other surfaces.
- Enhanced cleaning guidelines, high touch points, common areas, lounges, and laundry rooms.
- Occupants are responsible for in room garbage removal to the nearest garbage room.
- Spot cleaning of common area floors daily, and full cleaning once a week.

Circulation

- Enhanced cleaning guidelines, high touch points.

Contacts:

Concerns regarding general cleaning levels are to be discussed with the Zone Supervisor initially. Requests for additional or non-routine cleaning requirements will be coordinated through the Customer Service Desk.

Zones are detailed at http://umanitoba.ca/campus/physical_plant/adminss/PP_OM_Caretaking.html.

Zone Supervisors:

Active Living – Kevin McEvoy, 204-480-1083 (o), 204-298-6376 (c)

South – Mike Gobert, 204-474-8322 (o), 204-801-1790 (c)

Residence – Ophelia Morris, 204-474-9944 (o), 204-890-7311 (c)

East – Colleen Kerchak, 204-474-6782 (o), 204-227-2185 (c)

North – Dave Bacher, 204-474-6783 (o), 204-981-7960 (c)

Central – Judy Ducharme, 204-474-9765 (o), 204-899-7024 (c)

Bannatyne – Marco Aguirre, 204-789-3792 (o), 204-228-4545 (c)

Customer Service Desk, 204-474-6281

Caretaking Manager – Sukhjinder Singh, 204-474-9778 (o), 204-894-3481 (c)

Projects Coordinator – Ophelia Morris, 204-474-9608 (o), 204-890-7311 (c)

Bannatyne Manager – Tom Mirwaldt, 204-789-3822 (o), 204-770-3790 (c)