

**Texas Tech University**  
**University Student Housing**

Green Cleaning Standards and Procedures  
Developed by *University Student Housing/Support Services*  
Updated July 2016

**Objective**

This cleaning protocol is intended to provide a guideline for cleaning standards and operation procedures to insure we maintain health, safety and housekeeping standards established for Residence Halls.

**Green Cleaning**

Our goal is to reduce potential hazards for our students and staff. By introducing Green Cleaning we feel we can improve the air quality, remove contaminants and provide a safe and healthy environment that will promote student success.

## **Leadership**

Texas Tech University Student Housing's Green Cleaning Standards & Procedures is a guideline establishing how green cleaning standards are to be implemented, managed and evaluated. The Unit Manager is in charge of all the housekeeping staff including custodians and their supervisors. Each supervisor oversees all responsibilities and duties performed by the senior lead custodians, lead custodians, senior custodians, and custodians. Supervisors also conduct inspections, record inspection data, and keep their staff up to date on the latest training, products, and procedures. They also maintain attendance data to track lost production time. This makes sure their group performs the tasks that are designated to meet the standards that are expected of them.

## **Training**

Training protocol of University Student Housing has been written for custodial staff and supervisors. The training policy makes certain that all staff are educated on the health issues and environment effects associated with our cleaning products and equipment used in the facilities. Our staff is also trained on how to apply procedures that follow the policy. The training program includes Bloodborne pathogen training, First Aid, Active Shooter, Hazcomm, and Sustainability Training. The staff and supervisors are trained on these procedures annually. Upon hiring, the new employee will be trained on an APPA standard training packet. The staff is also trained on new procedures when any new product is introduced. The Unit Manager of Support Services is responsible for any updates on this training. Supervisors are responsible for training staff according to these standards.

## **Inspections**

Our custodial supervisors conduct weekly individual staff inspections based on Association of Physical Plant Administrators (APPA) standards. Our expectation is to maintain a level 2 based on APPA standards. The supervisor takes the employee through inspection areas, discusses discrepancies seen, and signs off on the written inspection. This allows the employee and supervisor to agree and provide evidence that they both have seen what is put on the inspection sheet. The custodial supervisors then record the inspections in a computer program. This inspection computer program allows for the supervisors and the Unit Manager of Support Services to access and assess each employee's cleanliness over an entire year. A corrective plan is used for any custodians who fall below the APPA standard that is set.

## **Correcting Cleaning Discrepancies**

The custodian is given sufficient time to correct any discrepancies that fell below the APPA standard. The supervisor then inspects the custodian's designated areas again to see if the issues were corrected. If discrepancies are not resolved then the supervisor will show the custodian what needs to happen to take care of the issues. The supervisors will make sure that the custodian knows what equipment, cleaning product, and procedure needs to be performed in order to correct the issue. If the issue is still unresolved, the custodian is taken through a complete re-training of that designated area by their supervisor. The supervisor then will check every step and procedure and both supervisor and employee sign off when they meet the APPA standard.

If corrective steps do not improve the quality of work, then it becomes a disciplinary issue. The supervisors and Unit Manager of Support Services will take the necessary action to resolve this issue.

## **Restrooms**

Restrooms are cleaned to APPA standards on a daily basis. Cling-on mirror signs are put up in every bathroom to encourage students, staff, and custodians to wash their hands. There are also hand sanitizer dispensers throughout the residence halls. In every woman's restroom, there are TerraCyclic USA receptacles and signs on how to use these receptacles. These receptacles protect women from cross contamination and exposure to Bloodborne pathogens. The receptacles are also biodegradable units which protect the environment.

## **Customer Feedback**

Residents and staff members are encouraged to fill out an EBI (Educational Benchmarking Inc.) assessment every year. The results are then put into a computer system to track how the housing staff is performing. The students also use a work-order system to report anything that they need fixed in their halls. These work-orders are then matched with the correct department in Housing and corrective action is taken. Custodial supervisors are expected to have contact with the Residence Life Coordinators in their buildings at least once a month. There is also a survey on the University Student Housing web page under Custodial Services for anyone wanting to make comments.

## **Pest Control**

Texas Tech University Student Housing utilizes contractors to perform pesticide applications, management, and preventions. The department has specific protocol for handling bed bug incidents. A log of all pesticide applications is kept in the department's work order database.

## **Safe Handling and Storage**

Custodians are required to wear personal protective equipment when using chemicals. Custodians are trained on how to use these chemicals and Safety Data Sheets (SDS) are kept in each custodial supply closet as well as computer access.

The custodians keep their chemicals and equipment in designated closets. Hazardous chemicals are also kept in a yellow flammable container to prevent accidents. The chemicals are also properly and clearly labeled for safety purposes.

## **Vulnerable Building Occupants**

The High Performance Cleaning Program protects human health by reducing exposure to harmful chemicals. This includes protecting vulnerable building occupants such as children, pregnant women, and susceptible adults with asthma, allergies, or chemical intolerance. This is achieved through the purchasing strategies outlined in this document, conducting deep cleaning of surfaces and floors only when the buildings are free of occupants, and notifying occupants in advance of any deep cleaning.

## **Standard Operating Procedure**

### General Cleaning

All surfaces below 8 feet are cleaned on a daily basis. Restrooms and other public places are cleaned daily.

- Custodians are taught what to use on different surfaces
- Green sponges and microfiber clothes are used to clean areas daily
- Dirty clothes are placed in a designated bin to be laundered
- General purpose cleaner is used for most surfaces
- Kaivac cleaning system used for restroom cleaning

### Dust Mopping

Dust Mopping of all floors is completed on a daily basis.

- A microfiber dust mop is used to dust all floors
- All lobby areas are to be swept and mopped – cleaned of any debris and dirt

### Vacuumping

Vacuumping is performed on a daily basis. Vacuum cleaners and sweepers are approved by the Carpet and Rug Institute.

- Vacuum walk off mats
- Hallways must be vacuumed wall to wall
- All carpeted areas in facilities must be vacuumed

### Resilient Tile Floors

Hard surfaced floors are mopped on a daily basis. Once a year, the hard surface floors are machine scrubbed and recoated. Stripping and waxing of hard surfaced floors occurs every two to three years using a non-certified finish remover. We are currently testing Crystal Shield stone polishing and when we reach satisfied results will remove the non-certified strippers from our inventory. Each area is to complete the Floor Care Log upon completion of any hard surface floor work.

### Carpet Care

Host sustainable powered carpet cleaning equipment, certified by the Carpet and Rug Institute (CRI,) is used in some areas to clean the carpet as spills and stains occur. The machines used have advanced ergonomic features, use less water, and use fewer chemicals. Additional carpet cleaning is done to address the needs of high traffic areas. We currently have 4 Chariot 24 ATV riding carpet vacuums (CRI Bronze). Recently for some of our larger hallways purchased 4 Advance riding carpet vacuum/extractors. Spots/spills are pre-treated prior to cleaning with a general purpose cleaner, which removes most stains. Each area is to complete the Floor Care Log upon completion of any carpet cleaning.

### Entryway systems

Entry mats and walk off tiles are being used to reduce the amount of debris left on interior floors, therefore reducing the amount of labor and product needed to clean the floors. These mats are “green”, in that the top is made from 100% recycled plastic drink bottles and the

backing is made from 15% post-consumer recycled, reclaimed tires. We will provide walk off matting at least 10 feet long at all main entrances. Mats are cleaned on a daily basis.

Cleaning Equipment

Name and Brand:	Certified by:
Gold Star and CPI Microfiber Flat Mops	
Advance – Adfinity	NFSI Certified National Floor Safety Institute
Host	Green Seal Certified
Winsor SR12/SRXP 18	CRI – Bronze Level
NuWave Wide Area	CRI – Silver Level
Proteam backpack	CRI – Gold level
Winsor Clipper	CRI – Platinum level
Kaivac	CRI – Silver level
Winsor Radius Sweeper	IEQ 3.5
Chariot 24 ATV	CRI Bronze Level
Advance SC500	CRI Bronze Level

Cleaning Materials

<b>Purpose</b>	<b>Current Product</b>
Multi-Purpose Cleaner	Diversey Alpha-HP Multi-Surface Cleaner
Hand Cleaner	Aero Blue Foam Soap
Glass Cleaner	Diversey Alpha-HP Multi-Surface Cleaner
Disinfectant	Oxivir Five 16
Restroom Cleaner	KaiBlooey

Paper Product

Texas Tech University Student Housing has committed to using Green Seal certified towels and tissue with 100% recycled content.

<b>Purpose</b>	<b>Current Product</b>
Toilet Tissue	Ecosoft Wausau
Paper Towels	Tork Universal Hand Roll Towel
Paper Towel	Enmotion GP

Floor Care Systems

<b>Purpose</b>	<b>Current Product(s)</b>
Resilient Tile	Stripper: Diversey Bravo Floor Stripper

	Cleaner: Diversey Stride Neutral Floor Cleaner Finish: Johnson Carefree Floor Finish Crystal Shield Stone Care as of 1/16 testing 3 different stone floors.
Carpet	Host Dry Carpet Cleaner Winsor Clipper Winsor Vacuums Winsor Nuwave
Restroom Cleaning	Kaivacs

Microfiber Cloths, Wipes and Mops

Microfiber is used in dust mops, wet mops, and wiping cloths.

Trash Liners

Trash Liners used are EPA compliant post-consumer recycled – Revolution Can Liners

Green Cleaning Policy applies to the following buildings:

- Chitwood Hall
- Weymouth Hall
- Coleman Hall
- Hulen Hall
- Clement Hall
- Wall Hall
- Gates Hall
- Talkington Hall
- Horn Hall
- Knapp Hall
- Sneed Hall
- Bledsoe Hall
- Gordon Hall
- Murray Hall
- C/Wells Hall
- Stangel Hall
- Murdough Hall
- West Village Hall buildings A & B
- Housing Facilities
- Wiggins Complex