

Oklahoma State University Policy and Procedures

CUSTODIAL SERVICES

**3-0814
BUSINESS & FINANCE
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INTRODUCTION AND GENERAL STATEMENT

1.01 The Custodial Department has been established to provide custodial services in all University academic, general administrative and maintenance facilities.

PURPOSE AND SCOPE

2.01 This is a department within the Physical Plant responsible to the director through his designated assistant director. As in other major universities, governmental agencies and industries, custodial standards have been developed at this University to define elements and frequencies of work and to assign a measure of time allowed for the accomplishment of each step in the assigned task.

2.02 Although custodial standards from various sources may be in close agreement, they cannot be arbitrarily assigned. Therefore, this University employed the services of consultants to establish the on-site evaluation of each facility to be served by the Custodial Department. The consultant's study developed the standards in three levels of intensity--light, normal, and heavy. In consideration of financial feasibility and comparison of services being provided at the time the study was made, management selected the light intensity level as the one most suitable to this University. This intensity was subsequently reduced and is subject to periodic review and adjustment as economic conditions dictate.

PROCEDURES

3.01 The Custodial Department of the Physical Plant will perform services under the current standards as outlined above. These standards are posted in each building.

3.02 It is acknowledged that from time to time variations from the established standards will be desired. When variations are needed requiring additional services, the requesting department will be expected to pay the cost for the extra custodial services from its departmental budget or other funds under its control.

3.03 Conditions required for services to specific items or facilities are as follows:

- a. The major portion of custodial service will be done on a night shift-- 5:30 p.m. through 2:00 a.m.
- b. Emergency custodial services required during the day should be referred to the Physical Plant Action Desk at extension 7154.
- c. Custodians will not be responsible for the protection of valuables or money left in unlocked desks, files or other security facilities.
- d. All used soft drink containers, especially those partially filled, should be emptied and placed in waste baskets or returned to the vending area by the consumer for disposal.
- e. Spills on upholstered furniture or carpets should be blotted up as soon as possible and reported to the Physical Plant Action Desk at extension 7154. When reporting, it will be important for the caller to give the exact location of the spill and the substance spilled.
- f. Cleaning of desk and table tops is the responsibility of the user.
- g. The tile floors of all serviced areas will be scheduled once annually for stripping, sealing and waxing. Areas that have heavy traffic will be spray buffed to maintain acceptable appearance.
- h. The Custodial Department of Physical Plant desires to serve the University with the best service possible within its resources available. Complaints and/or suggestions should be directed to the Superintendent of Custodial Services or the designated assistant director either at the appropriate extension or by written memo.
- i. Within each building it is necessary that space be available for custodians to use at break time and at meal time. Assignment of this space is coordinated by the Superintendent of Custodial Services with the appropriate building representatives.

3.04 Space Categories - Oklahoma State University presently classifies all spaces in accordance with standards set by the Department of Health, Education, and Welfare. These 90-odd categories have been consolidated into 20 categories for custodial services. Custodial services are not actually performed in all categories. However, unused categories are set up so that the total area in each building will correspond to the total space in each building.

3.05 Categories and amplifying remarks are as follows:

- a. Classroom--Self-explanatory
- b. Laboratories--Self-explanatory
- c. Executive Office--Those offices occupied by deans, directors, department heads, and other high level personnel. These spaces include those assigned to the secretaries and other immediate staff of the official involved. These spaces generally differ from general offices in that they have carpeting, upholstered furniture, drapes, etc.
- d. General Office--Offices other than executive offices.
- e. Conference Room--Self-explanatory
- f. Library--This is predominantly in the Library, although small areas are also included in such buildings as Physical Science, Life Science West, Agriculture Hall, etc.
- g. Armory--These spaces are very limited, and Physical Plant performs no custodial work therein.
- h. Physical Education--These spaces are limited to the Physical Education Center and the Fieldhouse. (The Fieldhouse area is not subject to routine services and is not serviced by Physical Plant.)
- i. Spectator Seating--This category is basically in the Fieldhouse and is cleaned as the result of specific events.
- j. Assembly--This category includes such areas as the Seretean Center Auditorium and Theater and the large assembly rooms in such buildings as Engineering North, Agriculture Hall, Business Building, etc.
- k. Exhibition--This category is restricted to such areas as that in Life Science West.
- l. Student Health--This is restricted to the University Hospital.
- m. Lounge--Self-explanatory.
- n. Data Processing--This is limited primarily to the Computer Center in the Math-Science Building. There are other small areas in other

buildings and these can be expected to increase as computer uses increase.

o. Academic Shop--Includes space in such buildings as the Mechanical Engineering Laboratory.

p. Storage--Self-explanatory. Custodial Services not provided.

q. Halls--Self-explanatory. First floor halls require more intense care than upper level halls.

r. Restrooms--Self-explanatory.

s. Unassigned--Self-explanatory. No custodial services required.

t. Entrances--This space is identified as an area from the entry door outwards a distance of 20-25 feet or to the intersecting sidewalk, whichever is the lesser. For any given building, this space will be measured by the number of running feet times the width of the entryway.

3.06 Space Categories and Intensities - Physical Plant maintains in chart form the various cleaning elements and frequency of cleaning assigned to the various categories which require custodial service. A chart is posted in each building to show the elements performed therein. Anyone having a question concerning the work elements and frequency should communicate with the Superintendent of Custodial Services.

3.07 Frequency abbreviations are:

D - Daily

W - Weekly

2W, etc. - Twice weekly, etc.

M - Monthly

Y - Yearly

2Y, etc. - Twice yearly, etc.

Y2 - Every two years, etc.

Revised: November 1983