

Facilities Operations Housekeeping **Frequently Asked Questions**

1. Will housekeeping clean my office?

Employees will be responsible for cleaning and maintaining their individual workspaces, including desks, chairs and computer equipment. (Maureen Binder, UCF AVP email "Preparing for a Return to Work" Tuesday, May 26, 2020.

2. What shifts are the Housekeepers working?

- a. Initially, first shift on the main campus for both academic and housing areas. Lake Nona and the Downtown campus are running a first and second shift.
- b. Starting June 15th, the main campus academic housekeeping staff will resume second shift operations. Third shift will resume at a later date as yet to be determined.

3. What chemicals are you using to clean with?

All housekeeping cleaning/disinfecting chemicals have been approved by UCF Environmental Health and Safety. All disinfectants meet EPA standards published by the CDC for disinfecting.

4. What is the frequency of restroom cleaning?

- a. Initially and on all campuses, restrooms will be cleaned during first shift. Housekeeping will clean and disinfect all fixtures and surfaces, dust, empty trash, scrub floors and showers, and restock supplies.
- b. Starting on June 15th on all campuses, restrooms will be cleaned on second and third shift. Daily refresh and high-touch point cleaning of restrooms will also occur later on during the day in addition to the full cleaning performed at night.

5. What is high-touch point cleaning and what are considered touch points that will be disinfected?

High-touch point cleaning is the disinfecting of all frequently touched surfaces (doors, handles, railings, dispensers, etc.) in areas such as hallways, common spaces, restrooms, stairwells, breakrooms, etc.

6. What does Standard cleaning mean?

Standard cleaning is a more detailed cleaning in the same areas as the high-touch point cleaning routine but focuses on other surface such floors, carpet, ledges, ect.

7. Who is responsible for cleaning touch point surfaces on outside furniture that we use?

For the Student Union building, the FO housekeeping staff is responsible. For other areas on campus and the satellites, FO housekeeping will clean the furniture that is within 10 feet of the building entrance. Any furniture past the 10 feet mark becomes the responsibility of Landscape & Natural Resources.

- 8. What if my office needs supplies like face masks, sanitizing wipes, hand sanitizer, etc.?**
- a. Resource Management's Central Stores unit has limited quantities of PPE available for departments until such time that the supply chain has stabilized. Items include hand sanitizer, disinfectant wipes, disposable face masks, general purpose face shields, and gloves. If you are in need of such items, please email crausch@ucf.edu with the following information:
 - i. Department name, current budget number, and authorizer.
 - ii. Products needed with desired quantities.
 - iii. Number of employees in your group who will be working on campus post June 1st.
 - iv. Choice of picking up supplies at Central Receiving or having items scheduled for delivery via UCF Postal Services.
 - b. Please note that PPE supplies are extremely limited at this time. Departments are discouraged from stockpiling PPE, as these items are needed by many groups across our campuses. Resource Management also reserves the right to restrict order quantities where appropriate.

9. When will the housekeeping go back to regular cleaning of our spaces?

When students and faculty return to campus, housekeeping will resume third shift cleaning of most buildings.

10. What if there is a COVID-19 exposure in the building I am working in?

If there is a confirmed COVID-19 exposure contact UCF Environmental Health and Safety www.ehs.ucf.edu or 407-823-6300 and report all pertinent information to them, this will start the appropriate process for determining what steps are taken next.

11. Are housekeepers following social distancing guidelines and wearing appropriate personal protective equipment?

Yes, all FO employees are to maintain social distancing and following CDC guidelines.

12. What do I do if I see a housekeeper who is not wearing a mask or following CDC guidelines?

Please approach them and politely ask them to be courteous and wear a mask and use PPE as required.

13. Are all housekeepers trained in proper disinfecting procedures?

Housekeepers have Standard Operating Procedures (SOPs) to follow and go through yearly training on these SOPs.

14. What is the reopening plan for Facilities Operations Housing?

A detailed plan on the reopening plan specifically for FO Housing can be found here: [FO Housing Reopening](#)

15. What will housekeeping do differently when employees and the students start to return to the university?

Housekeepers will be assigned to a specific building and follow a routine of high-touch point and standard cleaning assignments throughout their shift.

16. Will the housekeeper in my building be there all day?

Yes, depending on the size of the building, they may be assigned to more than one building but will follow the same high-touch point and standard cleaning assignment.

17. What areas/items will not be cleaned by housekeeping?

Office blind pulls, blue light phones, office chairs, copiers, electronics, keyboards and mouse, office remote controls, telephones, office upholstery.

18. Who do I contact if I have questions regarding cleaning and disinfecting?

The Work Control Center can be contacted 24/7 at WCC@ucf.edu or 407.823.5223 and can assist with inquiries.

19. What if I want to request that no one enters my space?

If it's a personal office assigned to an individual, that person can request that no one enters the office. Otherwise they are considered common spaces.

20. Can FO housekeeping guarantee that all classrooms and common areas will be COVID-19 Virus free?

No one can guarantee a sterile, virus and bacteria free environment.