

COVID-19 Building Services Department-Strategies and Service Levels

A. Overview

The Facilities & Services (F&S) Building Services department is at the very core of the unit's operations to protect the health and welfare of the campus community through the routine cleaning and disinfecting of classrooms, laboratories, offices, and other campus spaces.

As the university begins the process of safely reopening the Urbana campus and transitioning students, faculty, staff, and guests back into facilities in support of its teaching and research missions, building service workers (BSWs) will continue to play a critical role to reduce the risk of individuals' exposure to COVID-19 by keeping the campus sanitary.

Since the start of the coronavirus outbreak, F&S staff has implemented the recommendations and best practices for the cleaning and disinfecting of public spaces and schools provided by the Centers for Disease Control and Prevention (CDC) and Champaign Urbana Public Health District (CUPHD). These guidelines are aimed at lowering the risk of COVID-19 infection when someone potentially comes into contact with the coronavirus on surfaces and objects and then touches their mouth, nose, or eyes.

While this pandemic remains an unprecedented situation, F&S remains focused on developing custodial action plans based on updated scientific and health information about COVID-19 that prioritizes virus mitigation strategies, produces effective service delivery, and readies the physical environment of the campus for the coming academic year.

B. BSW Precautions

BSWs across four different shifts perform routine cleaning and disinfecting activities 24/7 to reduce the campus community's potential exposure to COVID-19. The Building Services department has also taken proactive approaches to modify their work processes due to their increased risk of exposure to the virus as well as cleaning chemicals. By taking additional precautions, BSWs are making campus environments safer for all individuals as part of the university's COVID-19 response.

Alternative Work Arrangements

Effective in March, the organization established numerous alternative work arrangements aimed at creating safer workplace environments where social distancing practices can be adhered to successfully. Since the initial stay-at-home order, campus facilities remain at lower than typical occupancy, and the Building Services department has shifted to reduced staffing levels to provide essential custodial services. Additionally, F&S transitioned to single-employee work assignments, and all staff were directed to limit personal interactions within facilities as much as practical to avoid close contact with others, per guidance from the CDC. Other practical steps for BSWs assignments include staggering work start times, allowing employees to report directly to facilities and work areas, and emphasizing individual assignments as much as work allows.

Personal Protective Equipment (PPE)

The Governor of the State of Illinois has issued an Executive Order requiring any individual who is over age two and able to medically tolerate a face-covering (a mask or cloth face-covering) to cover their nose and mouth with a face-covering when in a public place and unable to maintain a six-foot social distance. Face-coverings are required in public indoor spaces. Every F&S employee who is presently working on campus will be provided with two washable cloth masks in addition to the PPE already available. Staff will wear masks at all times in accordance with F&S Return to Work policies.

BSWs are mandated to wear disposable gloves while engaged in cleaning services. Building Services staff have been supplied with nitrile gloves to be used for all work activities and have access to safety glasses. Supplies of Tyvek suits and face shields have also been utilized, as requested by employees on an as-needed basis.



In April, the Champaign County Emergency Management Agency provided F&S with an additional supply of face masks to help maintain organizational supply levels. F&S Stores & Receiving is also working with multiple vendors to acquire inventory for [iStores](#) that will ensure appropriate PPE and cleaning items are continuously available to the organization. Due to ongoing production shortages, F&S is also presently evaluating how it can repurpose existing materials to make CDC recommended masks for employees as well as produce alternative disinfectants if EPA-approved products are unavailable.

Safe Practices

In addition to social distancing adherence and wearing face coverings or masks, BSWs are also being instructed to make frequent handwashing a part of their work routine, especially between disposable glove changes. BSWs are advised to regularly wash hands with soap and water or apply hand sanitizer when available while taking precautions to avoid touching their eyes, nose, and mouth to prevent the spread of germs to other people in the workplace. BSWs are instructed to notify their supervisor and stay home if they are sick and to go home, or immediately isolate, if they start to feel ill while at work.

Products and Supplies

BSWs are using cleaning supplies from the Environmental Protection Agency's list of approved products for use against SARS-CoV-2, including disinfectant wipes, sprays, and concentrate solutions. BSWs are instructed to follow the label directions for proper usage at all times.

Training

As part of the organization's ongoing COVID-19 response efforts, additional safety training information on PPE and virus mitigation updates will be provided to help employees across the unit by the F&S Occupational Safety and Health department. This includes emphasizing recent guidance from the CDC regarding correct PPE use and updated social distancing strategy application in the workplace.

C. Cleaning and Disinfecting Public Spaces

Disinfecting High-Touch Surfaces

Since early March, BSWs have routinely disinfected high-touch surfaces (e.g., tables, doorknobs, light switches, handrails, and desks) in public areas, such as



classrooms, restrooms, hallways, stairs, and conference rooms. Continued wipe downs of these and other frequently touched areas/items with disinfectants are crucial as research indicates that SARS-CoV-2 may remain viable on surfaces for hours or even days. BSWs are continuing to receive guidance on the necessary target areas and items along with training on the correct disinfection techniques. Building Services has established covid19cleaning@illinois.edu to receive campus questions and feedback regarding cleaning and disinfecting activities and to help identify additional focus areas in buildings.

Primary Indoor Areas

BSWs are focusing on indoor areas while maintaining some basic cleaning practices for outside locations (e.g., exterior door handles). Warmer temperatures and sunlight exposure are shown to significantly reduce the time that viruses can survive on surfaces and objects. The emphasis of custodial activities will continue to be primarily surfaces and objects in high-usage spaces areas, along with BSWs foundational services such as emptying trash and recycling containers, restocking soap and towel dispensers, etc.

Building Open/Close Schedule

F&S coordinated with the Office of the Provost and Facility Management and Scheduling during the outbreak, on implementing the updated open/close schedule for facilities; shuttering unused general assignment classrooms; and identifying in-use laboratories, common areas, offices, and other locations so that custodial resources may be directed appropriately. F&S has continued to provide basic services to all facilities while prioritizing staffing and custodial resources to in-use areas where essential operations continue. In advance of the campus reopening and the number of building occupants rising, Building Services will increase the number of on-site staff and the frequency of routine daily cleaning and disinfecting services in facilities.

Resource Allocation

Building Services is continuing to collaborate with colleges, departments, and administrative units regarding facility usage and real-time occupancy data. Operational adjustments are allowing BSWs to allocate cleaning time and custodial resources appropriately during their shifts. As campus reopens, these efforts should be combined with additional cleaning measures taken by



departments for spaces and equipment that are defined as their maintenance responsibility. Units should also start to acquire hand sanitizer, cleaning supplies, and PPE (disposable gloves) to assist with future needs while following [CDC guidelines](#) on how to properly clean and disinfect facilities. A list of products that can be ordered from iStores by authorized departmental and organizational representatives is available at <https://fs.illinois.edu/services/more-services/stores-receiving>.

Confirmed Case COVID-19 Response

If a person who is confirmed to have a case of COVID-19 has been in a university facility, F&S will follow the university's *Guide for COVID-19 Cleaning/Disinfection*, which establishes specific protocols for closing off affected space, waiting an appropriate amount of time to minimize potential exposure, and then performing targeted cleaning and disinfection activities.

Research Areas

BSWs are continuing to follow established service level protocols for cleaning activities in laboratories that are in-use. As the campus reopens, custodial services in research areas will occur once a week (empty trash, clean chalk/whiteboard, refill paper towels and soap, dust/mop floor), unless otherwise requested by a department.

D. COVID-19 Service Levels and Timeline Adjustments

As the administrative unit entrusted to provide all physical plant, operational, and critical services for the campus, F&S maintains essential on-site shop and departmental staffing levels to support the educational and research missions of the university 24/7. As more of the unit's workforce returns to on-site operations full-time, the organization will make the transition using a phased approach that prioritizes critical areas and the safety of staff as they adjust to a more typical work schedule.

1. BSW Service Levels - Current throughout Stay at Home Order

Presently, Building Services is operating at 20 percent of its existing workforce. Staff assignments are scheduled on a rotational basis, and the department has emphasized providing essential services while responding to usage patterns for the facilities remaining in-use.

Services Provided

- a. Buildings currently occupied due to essential services or contain designated remote-learning classrooms

Daily service

- Restrooms
- Public areas
- Disinfection of frequently touched surfaces
- Occupant specific needs

- b. Other buildings

Bi-weekly service

- Restrooms
- Public areas
- Trash collection
- Disinfection of frequently touched services
- Occupant specific needs as communicated to management

- c. Re-supply of standard janitorial supplies

2. BSW Service Levels for the Campus Return to Work Protocol – Two Weeks Prior

When a target date for initial for the campus return to work protocol is established, Building Services current plan will be to increase its staffing levels to 50 percent of its existing workforce two weeks ahead of that time. Additional disinfection in facility common areas and high-usage locations will be provided based on the anticipation of increased occupancy, along with more restroom and common area cleaning and disinfecting. BSWs will also begin to perform tasks that were postponed due to reduced staffing, such as cleaning hallways, stairwells, entrances, etc., but with less than typical frequency. This approach may be modified as needed, depending on additional guidance or directives from the CDC, Governor or regulatory agencies.



Services Provided

- a. Buildings currently occupied due to essential services or contain designated remote-learning classrooms

Daily service

- Restrooms – standard cleaning (twice-a-day)
- Public areas
- Conference rooms
- Water fountains (not shut off, and people make personal decisions about use)
- Trash pickup
- Occupant specific needs

Twice daily service

- Disinfecting of frequently touched surfaces
- Restrooms – secondary disinfecting of frequently touched areas (during early day and day shifts)

- b. Other buildings

Based on building occupancy, at least once within two weeks. Most buildings multiple passes/week

- Restrooms – standard cleaning
- Public areas
- Conference rooms
- Water fountains (not shut off, and people make personal decisions about use)
- Disinfecting of frequently touched surfaces
- Trash pickup
- Labs

3. BSW Service Levels at Start Date of Campus Return to Work Protocol

Upon starting the campus return to work protocol, Building Services will initiate scheduling for its entire workforce. In addition to services already reestablished, the daily cleaning and disinfecting of restrooms and common areas will resume along with the resumption of a limited amount of floor and carpet cleaning.



Services Provided

a. All buildings

Resumption of routine cleaning with some changes to prioritize COVID-19-related cleaning and disinfection activities.

- Private offices/individual workstations not entered/cleaned
 - Trash left outside door or aisles will be collected
- Reduced frequency of hallway/entryways
- Restrooms – standard cleaning
- Public areas
- Conference rooms
- Water fountains (not shut off, and people make personal decisions about use)
- Trash pickup
- Labs (actively used)
- Occupant specific needs

Twice daily service

- Disinfecting of frequently touched surfaces
 - Doorknobs
 - Light switches
 - Water fountains
 - Elevator buttons and handrails
 - Conference room tables
 - Break room countertops
- Restrooms – secondary disinfecting of frequently touched areas (during early day and day shifts)

4. BSW Service Levels for Reopening of Campus – Resumption of Classes

Upon the first day of campus instruction, additional services will be established as necessary as part of cleaning and disinfecting activities.



Services Provided

a. All buildings

Resumption of routine cleaning with changes

- Private offices/individual workstations not entered/cleaned
 - Trash left outside door or aisles will be collected
- Reduced frequency of hallway/entrances
- Restrooms – standard cleaning
- Public areas
- Conference rooms
- Water fountains
- Trash pickup
- Labs (actively used)
- Occupant specific needs

Twice daily service

- Disinfecting of frequently touched surfaces
 - Doorknobs
 - Light switches
 - Water fountains
 - Elevator buttons and handrails
 - Conference room tables
 - Break room countertops
- Restrooms – secondary disinfecting of frequently touched areas

b. Nightly decontamination teams

Contact Information, Building Signage, and Additional Custodial Efforts

COVID-19 Email Address

Questions and feedback regarding cleaning and disinfecting activities should be directed to covid19cleaning@illinois.edu. Departmental supervisory staff will respond as soon as practical after reviewing each inquiry.



Signage

COVID-19 precautions signage will be posted at the following locations:

- Building entrances - reminding individuals to wear masks before entering
- Elevators - limiting capacity to three persons at-a-time, and taking proper hygienic precautions while touching the buttons
- Restrooms - reminding individuals to wash their hands thoroughly as well as outlining cleaning procedures
- Other – digital signage images will be made available to units for placement in university facilities–the files can also be used for social media and as printed posters/flyers for any other areas in which signage is needed.

Recycling

BSWs will continue performing recycling activities in hallways and common areas for paper and bottles/cans. As typical, individuals are asked to transfer paper materials from a deskside paper bin to a full-size bin to facilitate the recycling process.

5/11/20

