



# Columbia University Facilities and Operations

Custodial Operating Protocols in Response to COVID-19 Pandemic  
May 20, 2020

# Custodial Plan to Address COVID-19

The COVID-19 custodial plan focuses on enhanced cleaning and disinfecting to address the COVID-19 pandemic. Starting with the existing base cleaning plan, new tasks were added as well as an increase in frequency of existing tasks. The new plan meets, and in some areas exceeds, newly issued standards, including:

- CDC Guidance for Cleaning and Disinfecting
- NYS DOH Interim Guidance for Cleaning and Disinfection of Public and Private Facilities for COVID-19
- OSHA Standards for worker safety

Cleaning supplies in use are rated to disinfect SARS-COV-2 virus. In addition, automatic faucets and flushometers are being installed in campus restrooms. Under evaluation is the use of automatic hand dryers with HEPA filters and installation of touchless paper towel dispensers.

# New Custodial Initiatives (1 of 2)

- **Automatic / touchless faucets and flushometers**  
Converting restroom fixtures to operate automatically. Starting with research-focused buildings, new fixtures will provide best practice in restroom hygiene, lowering risk for restroom users.
- **Disinfecting high touch campus public spaces twice daily**  
Servicing areas twice daily will reduce the risk of infection, surpassing the CDC guidelines. High touch areas were cleaned daily prior to COVID-19.
- **Electrostatic cleaning in classrooms and public spaces**  
This process will provide greater efficiency and effectiveness. The spray contains positively charged particles that aggressively adhere to surfaces and objects allowing the applicator to increase coverage significantly. This process is an enhancement to CDC and NYS DOH cleaning and disinfecting guidelines. Electrostatic cleaning was performed at the University prior to COVID-19.
- **Fogging / disinfection in the Gym / Activity rooms**  
This process will provide greater effectiveness in large open areas. Fogging generates a turbulent aerosol that uses evaporation to quickly disperse hydrogen peroxide vapor throughout large spaces in order to disinfect the space. This process is an enhancement to CDC and NYS DOH cleaning and disinfecting guidelines. Fogging was not performed at the University prior to COVID-19.

# New Custodial Initiatives (2 of 2)

- **Hand Sanitizer stations in campus buildings**  
Sanitizing dispensers are located in main entrance lobbies. The number of stations will be increased for all campus buildings.
- **Additional policing of all campus buildings public spaces**  
Additional policing on all shifts in all buildings will be performed twice daily / checking all products in lobbies and restrooms. This was performed once daily on all shifts prior to COVID-19.
- **Increased steam cleaning of all restrooms**  
Increase service from the current practice of once per month to weekly. Steam cleaning of restrooms disinfects without chemicals. This process uses heat from steam to disinfect and kill germs. This process is an enhancement to CDC and NYS DOH cleaning and disinfecting guidelines.
- **Daily Cleaning of Suite Restrooms in Dorms**  
Our practice prior to COVID-19 was weekly cleaning scheduled with occupants. This service will be provided daily.

# Exploring Occupant Self Service

Beginning with research labs, as Columbia University faculty, post-docs, students, and staff return to campus, individuals will be asked to clean and disinfect surfaces as they use them. This will include wiping down and cleaning:

- User's own keyboard, phone, or other office equipment
- Touchpoints in teaching labs and classrooms (between classes)
- Copier/printer surfaces in shared areas
- Appliances in office kitchens and breakroom areas
- Desktops in library/study area or other rooms
- Server rooms
- Brownstone Apartments

# Appendix

## Summary of Changes to Custodial Services to Address COVID-19



## Custodial Disinfection Matrix - COVID-19 - Campus Wide w/Task and Frequency

Yellow Not performed by OPERATIONS

Area Types	CUFO Service	Disinfection Frequency	Service Schedule	Service Description	Comment	Enhancement for COVID - 19
Entrances / Lobbies	OPERATIONS	Daily 2x	While building occupied during business hours	Disinfect touch points	Building currently covered by staff	Enhanced by disinfection. High touch cleaning in buildings with multiple shifts are disinfected more than twice daily
Entrances / Lobbies	OPERATIONS	Weekly	While building is unoccupied	Electrostatic Disinfection	Currently being completed in select spaces, but not on a campus wide level. Limited to certain spaces. Will not be used when building is occupied, most of this operation will occur on overnight.	3rd Shift will perform this task. May need additional resources for campus wide buildings
Entrances / Lobbies - non carpeted floors	OPERATIONS	Daily	During normal building full service times	Damp mop, mop or autoscrub w/ disinfectant	Currently done in all buildings when full service is scheduled.	NONE
Corridors	OPERATIONS	Weekly	While building is unoccupied	Electrostatic Disinfection	Currently being completed in select spaces. Will not be used when building is occupied, most of this operation will occur on overnight.	Overnight Shift.May need additional resources to complete.
Corridors - entry level non carpeted floors	OPERATIONS	Daily	During normal building full service times	Damp mop, mop or autoscrub w/ disinfectant	Currently done in all buildings when full service is scheduled.	NONE
Corridors -non-entry level, non carpeted floors	OPERATIONS	Weekly	During normal building full service times	Spot mop/ traffic mop w/disinfectant	Currently done in all buildings when full service is scheduled.	NONE
Corridors -non-entry level, non carpeted floors	OPERATIONS	Weekly	During normal building full service times	Damp mop or autoscrub w/ disinfectant	Currently done in all buildings when full service is scheduled.	NONE
Porch/Patio/Exterior Walkway	OPERATIONS	Daily	While building occupied during business hours	Disinfect touch points	Limited to exterior high touch points, does not include masonry	Not part of current scope; can be absorbed
General Office -include Copy/Print/File, Exec. Office	OSS	Weekly	Occupant self service (OSS)	Occupants to disinfect personal office space		May involve some logistics, and training dependant on how program is rolled out.
General Office open space-include Copy/Print/File, Exec. Office	OPERATIONS	Weekly	During normal building full service times	Disinfect touch points (includes knobs, light switches)	Currently done	NONE
General Office-include Copy/Print/File, Exec. Office - non carpeted floors	OPERATIONS	Weekly	During normal building full service times	Damp mop or autoscrub w/ disinfectant	Currently done in all buildings when full service is scheduled.	NONE
Barns & Nobles Bookstore/Retail	OSS	Daily 4x	Occupant self service	Disinfect touch points	Services performed by occupants of the retail space	NONE
Barns & Nobles Bookstore/Retail	OSS	Daily	While building is unoccupied	Electrostatic Disinfection	Services performed by occupants of the retail space	NONE
Barns & Nobles Bookstore/Retail	OSS	Daily	During normal building full service times	Damp mop or autoscrub w/ disinfectant	Services performed by occupants of the retail space	NONE
Mail Room	OPERATIONS	Daily	During normal building full service times	Disinfect touch points (includes knobs, light switches)	A part of current scope of work.	
Mail Room	OPERATIONS	Weekly	Scheduled with building - space is unoccupied during service	Electrostatic Disinfection	Frequency is not apart of current scope, but can be absorbed.	Not part of current scope, but can be absorbed.
Mail Room - non carpeted floors	OPERATIONS	Weekly	During normal building full service times	Damp mop or autoscrub w/ disinfectant	Currently done in all buildings when full service is scheduled.	NONE
Chapel	OPERATIONS	Weekly	During normal building full service times	Disinfect touch points	A part of current scope of work.	NONE
Conference Rooms	OSS	Daily	Occupant self service	Occupants to disinfect space between meetings		May involve some logistics, and training dependant on how program is rolled out.
Conference Rooms	OPERATIONS	Daily	During normal building full service times	Disinfect touch points (include phone, desk, chair)	A part of current scope of work.	Not part of current scope, but can be absorbed.

## Custodial Disinfection Matrix - COVID-19 - Campus Wide w/Task and Frequency

**Yellow** Not performed by OPERATIONS

Area Types	CUFO Service	Disinfection Frequency	Service Schedule	Service Description	Comment	Enhancement for COVID - 19
Conference Rooms	OPERATIONS	Weekly	While building is unoccupied	Electrostatic Disinfection	Currently being completed in select spaces, but not on a campus wide level. Limited to certain spaces. Will not be used when building is occupied, most of this operation will occur on overnight.	Enhanced by disinfection. Some labor may need to be redirected to cover all buildings.
Conference Rooms - non carpeted floors	OPERATIONS	Weekly	During normal building full service times	Spot mop/ traffic mop w/disinfectant	Currently done in all buildings when full service is scheduled. Have always used a disinfectant on floors.	NONE
Conference Rooms - non carpeted floors	OPERATIONS	Weekly	During normal building full service times	Damp mop or autoscrub w/disinfectant	Currently done in all buildings when full service is scheduled. Have always used a disinfectant on floors.	NONE
Lerner / Faculty House - Conferencing	OPERATIONS	Daily	During normal building full service times	Disinfect touch points (include phone, desk, chair)	A part of current scope of work.	NONE
Lerner / Faculty House - Conferencing	OPERATIONS	Daily	During normal building full service times	Spot mop/ traffic mop w/disinfectant	A part of current scope of work.	NONE
John Jay Health Services	OSS	Daily	Occupant self service	Staff to disinfect between cases		May involve some logistics, and training dependant on how program is rolled out.
John Jay Health Services	OPERATIONS	Daily	While building is unoccupied	Disinfect touch points	A part of current scope of work.	NONE
John Jay Health Services	OPERATIONS	Daily	While building is unoccupied	Electrostatic Disinfection	Frequency is not apart of current scope, but can be absorbed.	Enhanced by disinfection. Some labor may need to be redirected to cover all buildings.
John Jay Health Services	OPERATIONS	Daily	While building is unoccupied	Damp mop or autoscrub w/disinfectant	Currently done in all buildings when full service is scheduled.	NONE
Pupin Observatory	OPERATIONS	Daily	While building occupied during business hours	Disinfect touch points	A part of current scope of work.	NONE
Classroom/Wet Lab/ Teaching Lab	OSS	Daily	Occupant self service	Occupants to disinfect space between classes		May involve some logistics, and training dependant on how program is rolled out.
Wet Lab/Teaching Lab	OPERATIONS	Daily	During normal building full service times	Disinfect touch points (limited door knobs, light switches)	Service option to be discussed	
Wet Lab/ Teaching Lab - non carpeted floors	OPERATIONS	Weekly	During normal building full service times	Spot mop/ traffic mop w/disinfectant	Currently done in all buildings when full service is scheduled.	NONE
Wet Lab/ Teaching Lab - non carpeted floors	OPERATIONS	Weekly	During normal building full service times	Damp mop or autoscrub w/disinfectant	Currently done in all buildings when full service is scheduled.	NONE
Classroom	OSS	Daily	Occupant self service	Occupants to disinfect space between classes		May involve some logistics, and training dependant on how program is rolled out.
Classroom	OPERATIONS	Daily	During normal building full service times	Disinfect touch points	A part of current scope of work.	NONE
Classroom - Non carpeted floors	OPERATIONS	Weekly	While building is unoccupied	Electrostatic Disinfection	Not apart of current scope.	Enhanced by disinfection. Some labor may need to be redirected to cover all buildings, additional labor resources may be needed on overnight.
Classroom- non carpeted floors	OPERATIONS	Weekly	During normal building full service times	Spot mop/ traffic mop w/disinfectant	Currently done in all buildings when full service is scheduled.	NONE
Classroom- non carpeted floors	OPERATIONS	Weekly	During normal building full service times	Damp mop or autoscrub w/disinfectant	Currently done in all buildings when full service is scheduled.	NONE



## Custodial Disinfection Matrix - COVID-19 - Campus Wide w/Task and Frequency

Yellow Not performed by OPERATIONS

Area Types	CUFO Service	Disinfection Frequency	Service Schedule	Service Description	Comment	Enhancement for COVID - 19
Server Room	OSS	As used	Occupant self service	Occupants to disinfect as needed		May involve some logistics, and training dependant on how program is rolled out.
Schermerhorn and Low Library Gallery/Display	OPERATIONS	Daily	During normal building full service times	Disinfect touch points (includes knobs, light switches)	Disinfection of touch points only.	NONE
Library/Study Area/Room	OSS	Daily	Occupant self service	Occupants to disinfect as needed		May involve some logistics, and training dependant on how program is rolled out.
Library/Study Area/Room	OPERATIONS	Weekly	While building is unoccupied	Electrostatic Disinfection	Not apart of current scope.	Enhanced by disinfection. Some labor may need to be redirected to cover all buildings, additional labor resources would be needed on overnight.
Library/Study Area/Room - non carpeted floors	OPERATIONS	Weekly	During normal building full service times	Damp mop or autoscrub w/ disinfectant	Currently done in all buildings when full service is scheduled.	NONE
Altschul, Miller , Davis, Schapiro Auditorium/Theater,	OPERATIONS	Monthly	While building is unoccupied	Electrostatic Disinfection - Seating Only	Not apart of current scope.	Enhanced by disinfection. Some labor may need to be redirected to cover all buildings, additional labor resources would be needed on overnight.
Altschul, Miller , Davis, Schapiro Auditorium/Theater,	OPERATIONS	Weekly	During normal building full service times	Spot mop/ traffic mop w/disinfectant	Currently done in all buildings when full service is scheduled. Have always used a disinfectant on floors.	NONE
Altschul, Miller , Davis, Schapiro Auditorium/Theater,	OPERATIONS	Weekly	During normal building full service times	Damp mop or autoscrub w/ disinfectant	Currently done in all buildings when full service is scheduled.	NONE
Breakroom / Vending / Pantry	OSS	Daily	Occupant self service	Occupants to disinfect as needed		May involve some logistics, and training dependant on how program is rolled out.
Breakroom / Vending / Pantry	OPERATIONS	Daily	During normal building full service times	Disinfect touch points including tables, door knobs, light switches	A part of current scope of work.	NONE
Breakroom / Vending / Pantry	OPERATIONS	Weekly	While building is unoccupied	Electrostatic Disinfection	Not apart of current scope.	Enhanced by disinfection. Some labor may need to be redirected to cover all buildings.
Lounge / Kitchen	OSS	Daily	Occupant self service	Occupants to disinfect as needed		May involve some logistics, and training dependant on how program is rolled out.
Lounge / Kitchen	OPERATIONS	Daily	During normal building full service times	Disinfect touch points including tables, door knobs, light switches	A part of current scope of work.	NONE
Lounge / Kitchen	OPERATIONS	Weekly	While building is unoccupied	Electrostatic Disinfection	Not apart of current scope.	Enhanced by disinfection. Some labor may need to be redirected to cover all buildings.
Dining / Cafeteria	OSS	Daily	Occupant self service	Occupants to disinfect as needed		May involve some logistics, and training dependant on how program is rolled out.
Dining / Cafeteria	OSS	Daily 4x	During business hours 4 flips	Disinfect touch points, and spot mop with disinfectant		
Dining / Cafeteria	OSS	Daily	During normal building full service times	Disinfect touch points including tables, chairs		NONE

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Dining / Cafeteria	OSS	Daily	While building is unoccupied	Electrostatic Disinfection		Enhanced by disinfection. Some labor may need to be redirected to cover all buildings, additional labor resources may be needed on overnight.
Gym Courts	OPERATIONS	Weekly	During normal building full service times	Electrostatic Disinfection	A part of current scope of work.	NONE
Bleachers/ Seating / Viewing	OPERATIONS	As requested	During normal building full service times	Electrostatic Disinfection	A part of current scope of work.	NONE
Bleachers/ Seating / Viewing	OPERATIONS	Per Event	Sold Service per event	Electrostatic Disinfection	Not apart of current scope.	NONE
Track/Track Area	OPERATIONS	Weekly	During normal building full service times	Disinfect touch points	A part of current scope of work.	NONE
Event Space	OPERATIONS	Per Event	Sold Service per event	Electrostatic Disinfection	Not apart of current scope.	NONE
Pool Deck Area	OPERATIONS	Weekly	During normal building full service times	Disinfect touch points	A part of current scope of work.	NONE
Dodge Fitness Center	OPERATIONS	Daily		Occupant self service	Service option to be discussed	May involve some logistics, and training dependant on how program is rolled out.
Dodge Fitness Center	OPERATIONS	Daily	While building occupied during business hours	Disinfect touch points (includes knobs, light switches, water cooler	A part of current scope of work.	Logistically challenging due to equipment use and access as well as needed dwell time.
Dodge Fitness Center	OPERATIONS	Weekly	While building is unoccupied	Electrostatic Disinfection	A part of current scope of work.	NONE
Restrooms/ Dressing Rooms -NON RES - FIXTURE COU	OPERATIONS	Daily	While building occupied during business hours	Disinfect touch points fixtures, dispensers, knobs	A part of current scope of work.	Logistically challenging due to restroom use and access as well as needed dwell time.
Restrooms/ Dressing Rooms -NON RES - FIXTURE COU	OPERATIONS	Daily	During normal building full service times	Fully disinfect restroom	A part of current scope of work.	NONE
Restrooms/ Dressing Rooms -RES LIFE -FIXTURE COUN	OPERATIONS	Daily	While building occupied during business hours (select buildings)	Disinfect touch points fixtures, dispensers	Split fix count between res and non r	Logistically challenging due to restroom use and access as well as needed dwell time.
Restrooms/ Dressing Rooms -RES LIFE -FIXTURE COUN	OPERATIONS	Daily	During normal building full service times	Fully disinfect restroom	A part of current scope of work.	NONE
Restrooms/ Dressing Rooms	OPERATIONS	Weekly	While building is unoccupied	Electrostatic Disinfection	Not a part of current scope.	Enhanced by disinfection. Some labor may need to be redirected to cover all buildings.
Locker Room	OPERATIONS	Weekly	While building is unoccupied	Electrostatic Disinfection	Not a part of current scope.	Enhanced by disinfection. Some labor may need to be redirected to cover all buildings, additional labor resources would be needed on overnight and AM.
Locker Room - non carpeted floors	OPERATIONS	Weekly	During normal building full service times	Damp mop or autoscrub w/ disinfectant	Currently done in all buildings when full service is scheduled.	NONE
Showers - Non Residential	OPERATIONS	Weekly	While building is unoccupied	Electrostatic Disinfection	Not apart of current scope.	Enhanced by disinfection. Some labor may need to be redirected to cover all buildings, additional labor resources would be needed on overnight.
Stairwells	OPERATIONS	Daily	During normal building full service times	Disinfect touch points	Not apart of current scope.	Not part of current scope, but can be absorbed.
Elevator	OPERATIONS	Daily 2x	During normal building full service times	Disinfect touch points	Currently done in all buildings when full service is scheduled.	Enhanced by disinfection. High touch cleaning in buildings with multiple shifts are disinfected more than twice daily

## Custodial Disinfection Matrix - COVID-19 - Campus Wide w/Task and Frequency

Yellow Not performed by OPERATIONS

Area Types	CUFO Service	Disinfection Frequency	Service Schedule	Service Description	Comment	Enhancement for COVID - 19
Janitor Closet	OPERATIONS	Daily	During normal building full service times	Disinfect touch points	A part of current scope of work.	NONE
Laundry	OPERATIONS	Daily	During normal building full service times	Disinfect touch points	Not apart of current scope.	Not part of current scope, but can be absorbed.
Suite Restroom - Private/Semi Private (does not include RPL and Community Director restrooms) - Fixture Count -	OPERATIONS	Weekly	Enter private and semi private restrooms on schedule.	Disinfect touch points fixtures, dispensers	Service option to be discussed	Logistically challenging due to restroom use and access as well as needed dwell time. Liability aspect due to entering private space.
Suite Restroom/Area	OSS			Occupant self service	Service option to be discussed	May involve some logistics, and training dependant on how program is rolled out.
Living Space Dorm/Suites	OSS			Occupant self service	Service option to be discussed	May involve some logistics, and training dependant on how program is rolled out.
Apartment Living Space	OSS			Occupant self service	Service option to be discussed	May involve some logistics, and training dependant on how program is rolled out.
Apartment Kitchen	OSS			Occupant self service	Service option to be discussed	May involve some logistics, and training dependant on how program is rolled out.
Garage	OSS	As requested	During normal building full service times	Disinfect touch points	Services perormed as requested	Not part of current scope, but services performed as requested
Storage/Bike Storage	OPERATIONS	Weekly	During normal building full service times	Disinfect touch points	Not apart of current scope.	Not part of current scope, but can be absorbed.
Trash/Recycle	OPERATIONS	Weekly	During normal building full service times	Disinfect touch points	A part of current scope of work.	Not part of current scope, but can be absorbed.
Trade Shops	OPERATIONS	Daily	During normal building full service times	Disinfect touch points	A part of current scope of work.	Not part of current scope, but can be absorbed.
Dock	OPERATIONS	As requested	During normal building full service times	Disinfect touch points	Services performed as requested	Not part of current scope, but can be absorbed.
Additional Entitlement Support						