

## **SPECIALIST CLEANING PROGRAM EXPECTATIONS**

### **Questions for Cleaners**

If you have questions or comments regarding custodial services, please communicate through the regular supervisors' chain of command. This will help staff stay focused on learning and practicing their new roles.

### **A Collection of Cleaners**

Team cleaning is an integrated process and a way to organize tasks. Some roles depend on each other, some are independent, but all are part of an overall plan. You may only see individual cleaners one at a time but with different responsibilities. They are working as a team to clean the space.

### **My BSW**

Your one known cleaner relationship for your building area will likely become four or more people. The routes are pre-planned for efficiency, and each BSW has a role in improving cleaning outcomes.

### **Integrated Cleaning System**

It's a revolution for most cleaners. Their tools, tasks, routes, times, relationships, and identities are all changing. Customers can help by extending some understanding and grace during this transition period. Cleaners will exert a lot of additional effort learning the system for a few weeks and become exhausted from the new level of focused attention the change requires.

### **Return on Investment**

Visible cleaning outcomes are incremental. Results will become evident in a few weeks because of enhancements to routines, consistency, and best practices.

### **Continuous Improvement**

The cleanliness improvement will be a slow and steady process completed in an orderly production process. Cleaning is a day-in and day-out task. Cleaners will be assigned routines that can be maintained long-term.

### **The Smell and Color of Clean**

You may notice a change in the SMELL and the LOOK of clean. The program will transition to clear, smell-free, pH-neutral cleaners and utilize testing to ensure actual sanitizing. The space may no longer "smell or look clean," as with historical products and methods, but it will be cleaned and assessed as such regularly.

*(Cont.)*

### **One Size Fits All**

Only some staff members will enjoy team cleaning. The program establishes a fair system that strives for parity and prioritizes consistency. Some individuals will love that everyone has clear expectations every day. Some will dislike that they are now being held to clear expectations daily and may need additional time to adjust to the new program.

### **Happy to Help**

If more cleaning is needed, please call the F&S Service Office, 217-333-0340, or submit a work order through the [my.FS Portal](#). Please do not “help” by cleaning areas yourselves. The efficiency of the workloading requires that tools and supplies are where they were designed to be when the cleaners need them.

### **Backpack Vacuums**

Backpack vacuums are ergonomically safer for the cleaners. The weight rests on an individual’s hips and not on rotator cuffs. The units are three times more efficient for work management and five times more efficient for removing unwanted matter. However, they are not always a popular option when required for use.

### **Problem Solving**

“When implementing a proven system, don’t start by changing it”. In other words, let the complete system work as designed before deciding to change, tweak, or customize. Users must be able to understand the system better before any potential improvements can be evaluated.

