




OFFICE OF THE CITY ADMINISTRATOR



London N. Breed, Mayor
Naomi M. Kelly, City Administrator

MEMORANDUM

TO: Department Heads

FROM: City Administrator Naomi M. Kelly 

CC: Andrico Penick, Director of Property

RE: Updated cleaning and sanitizing protocol for Real Estate Division ("RED") and other City departments and agencies

DATE: March 13, 2020

BACKGROUND

In light of the coronavirus disease 2019 (COVID-19), the Centers for Disease Control and Prevention (CDC) recommends the routine cleaning of surfaces touched frequently in the workplace. We are following the CDC recommendations regarding cleaning protocols.

Cleaning refers to the removal of dirt and impurities, including germs, from surfaces. By removing germs, it decreases their number and therefore any risk of spreading infection.

Disinfecting works by using chemicals to kill germs on surfaces. Killing germs remaining on a surface after cleaning further reduces any risk of spreading infection.

RED and its custodial vendors satisfy the CDC's recommendation by currently using EPA registered antimicrobial products for use against Novel Coronavirus SARS-CoV-2, the Cause of COVID-19.

CLEANING PROTOCOLS

RED's typical cleaning and sanitizing protocol for every day service requires, generally, common area cleaning and sanitizing twice a day and bathroom cleaning and sanitizing four times a day. (See Typical Custodial Scope of Work attached to this memorandum.)

RED's custodial staff and its janitorial providers' staff are trained on the proper personal protection equipment (PPE) to use; how to put on, take off and dispose of the PPE; how to handle trash and refuse. As with all City staff, they have been instructed to wash their hands often and avoid touching their eyes, nose or mouth with unwashed hands.

CLEANING FREQUENCY

I have directed RED to take additional measures to prevent the spread of COVID-19 in the workplace by increasing the frequency of cleaning and sanitizing of the "common areas" in several RED buildings, including City Hall, 1 South Van Ness, the Hall of Justice, and the Emergency Operations Center at the Department of Emergency Management, which includes the following every two (2) hours:

- Wiping down and disinfecting doors, door handles, push and kick plates.
- Wiping down and disinfecting elevators call/floor buttons, button plates and panels, and interior handles.
- Cleaning and sanitizing countertops, faucets, and sinks in pantries and breakrooms.
- Washing and disinfecting restroom sink basins, faucet handles, urinals and toilet bowls and flush handles.
- Wiping clean and disinfecting stairwell hand rails (and escalator handrails at One South Van Ness)
- Washing down and sanitizing drink fountains.
- Wiping clean and disinfecting furniture at the common space seating areas
- Inspecting and refilling hand sanitizer dispensers

PUBLIC SERVICE COUNTERS

I have directed RED to clean and sanitize public service counters that must remain open for essential City services every two hours. It is critical that public services continue in the safest manner possible.

PROVISION OF CLEANING SUPPLIES TO EMPLOYEES

Tenant departments should, if not already, provide their staff with cleaning supplies and have them routinely (at least once a day and any shift changes) wipe down their personal workspaces (including hard surfaces, keyboard, mouse and phones – including their cell phones).

We want City staff to remain healthy and have a safe environment in which to work.

TYPICAL CUSTODIAL SCOPE OF WORK

The following Scope of Work is intended to define, describe, state, and outline the requirements for Janitorial Services at ADDRESS OF BUILDING.

I. BUILDING EXTERIOR AND GROUND SERVICES

Frequency: twice daily: AM and PM, and as needed and as requested.

1. Sweep clean all sidewalks adjacent to the building exteriors –STREETS – using brooms, push brooms, floor brushes, and dustpans. Remove dirt, litters, debris, trash, spills, chewing gums, and other foreign objects.
2. Spot clean accumulations of dirt, paper and leaves in all corner areas where winds cause debris to collect. Remove all visible debris and foreign objects from the sidewalk tree grates.
3. Hose down all sidewalks adjacent to the building exteriors **before 8:00am**. Clean grime, leaks, spills, and graffiti. Spot mop as needed and as instructed.
4. Wipe clean and polish all exterior doors, door frames, threshold and saddles, push and kick plates.
5. Spot clean all exterior windows, glass wall panels, and building signage, which can be reached from floor or ground level, by hand and using the extended window cleaning squeegees. Remove dust, dirt, fingerprints, smudges, and graffiti.
6. Spot clean exterior building walls and the return air grills as needed and as instructed.
7. Performs other janitorial duties as request and as instructed by the Building Management.

II. COMMON AREAS (ENTRANCES, LOBBY, FOYERS, HALLWAYS, RECEPTIONS)

Frequency: twice daily: AM and PM, and as needed and as requested.

1. Vacuum and spot clean entrance mats and runners using HEPA vacuum cleaner.
2. Spot clean all entrance doors, door frames, door glass panels, threshold and saddles, push and kick plates; remove dust, dirt, fingerprints, and smudges.
3. Spot clean all interior windows, window sills, ledges, and glass wall panels, which can be easily reached from floor or ground level.
4. Dust and spot clean signage, directories, and glass display boards. Remove fingerprints and smudges.
5. Spot top and sides of security desk areas.
6. Clean, polish, and sanitize all drinking water fountains.
7. Empty, clean, and sanitize all landfill/recycle/compost receptacles. Replace trash/compostable liners as required. Spot clean containers inside and outside.
8. Provide additional landfill/recycling/compostable receptacles as required and as instructed.
9. Survey all interior public planters, remove debris and foreign objects. Wipe down the planter pots as required and as instructed.
10. Setup and/or replenish umbrella bag as needed.
11. Performs other janitorial duties as request and as instructed by the Building Management.

III. ELEVATORS, ESCALATORS, AND LANDINGS

Frequency: twice daily: AM and PM, and as needed and as requested.

1. Dust, wipe clean, and disinfect all elevators call/floor buttons, button plates and panels.
2. Sweep, dust mop, and wet mop all elevator cab floor surfaces – passengers and service/freight.
3. Wipe clean and disinfect escalator handrails, handrail glass panel/deck board.
4. Wipe clean all escalator landing furniture and furnishing.
5. Spot clean all interior windows at the escalator floor landings, remove fingerprints and smudges. Dust and wipe clean window sills, ledges, and counters.
6. Wipe down all hand sanitizer dispensers. Refill/replenish hand sanitizer as needed.
7. Performs other janitorial duties as request and as instructed by the Building Management.

IV. OFFICES, MEETING AND CONFERENCE ROOMS

Frequency: as needed and as requested.

1. Vacuum and clean Conference Rooms daily, as requested, and as instructed.
2. Empty, clean, and sanitize landfill/recycle/compost receptacles as needed and as requested.
3. Provide additional landfill/recycling/compostable receptacles as required and as instructed.
4. Performs other janitorial duties as request and as instructed by the Building Management.

V. CANTEEN, PANTRY AND BREAK AREAS

Frequency: twice (2X) daily: AM and PM, and as needed and as requested.

1. Empty, clean, and sanitize all landfill, recycle and compost receptacles. Change all trash and compostable liners. Wipe clean the interior and exterior surface of the containers.
2. Clean and sanitize all countertops, faucets, and sinks. Wipe clean and properly arrange all furniture and furnishings.
3. Wipe down and spot clean walls and baseboards; remove stains/spills.
4. Dust and wipe clean paper towel and hand soap dispensers. Replenish/restock paper hand towels and hand soap dispensers.
5. Dust, wipe clean, and sanitize all microwave interior and exterior surface.
6. Sweep, spot mop or wet mop all hard floors.
7. Vacuum and spot clean all carpet floors and floor mats/runners.
8. Performs other janitorial duties as request and as instructed by the Building Management.

VI. RESTROOMS

Frequency: four times (4X) daily: AM and PM, and as needed and as requested.

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1. Empty, clean, and disinfect all waste receptacles. Replace liners as required. Wipe clean the interior and exterior surface of the containers.
 2. Wipe down and sanitize all hand soap, paper towel, seat cover and toilet tissue dispensers. Replenish/restock supplies to the fullest. Do not place any extra supplies on top of dispenser or counter top.
 3. Wash and disinfect all sink basins, urinals and toilet bowls, clean undersides of rim on urinals and bowls. Wipe clean, sanitize, and disinfect both sides of toilet seats.
 4. Wash, disinfect, and polish all mirrors, bright works, faucets, flushometers.
 5. Spot clean all partitions, tile walls, and doors. Damp wipe all lavatory tops and remove water spots from wall surfaces next to dispensers/receptacles. Spot clean around light fixtures.
 6. Sweep and spot mop all hard floors. Ensure floor drains are clean of hair or any debris.
 7. Vacuum all the carpet floors and floor mats/runners.
 8. Remove graffiti from mirrors, partitions, doors and walls as needed. Report those that cannot be removed by the designated graffiti remover/cleaner to the Engineer or Building Management.
 9. Report all mechanical and plumbing problems and other deficiencies to the Engineer or Building Management (e.g. leaky faucets, malfunctioning urinals or toilets, etc.)
 10. Performs other janitorial duties as request and as instructed by the Building Management.

VII. BUILDING STAIRWAYS AND LANDINGS

Frequency: One time (1X) daily: AM, and as needed and as requested.

1. Sweep landing and stairwells; remove debris, loose trash, and other foreign objects as required and instructed.
2. Spot clean doors and door handles; remove fingerprints and stains required and instructed.
3. Performs other janitorial duties as request and as instructed by the Building Management.

VIII. LOADING DOCK AND PARKING GARAGE

Frequency: twice (2X) daily: AM and PM, and as needed and as requested.

1. Spot clean hard floors, staircase and ADA ramps; remove dirt, litters, debris, trash, spills, chewing gums, and etc., as required and as instructed.
2. Empty, clean, and disinfect all waste receptacles.
3. Performs other janitorial duties as request and as instructed by the Building Management.

IX. REFUSE HOLDING AREAS

Frequency: as needed and as requested.

1. Clean, hose and deodorize.
2. Manage the trash, compost and recycling program. Report maintenance issues (bin, tow vehicle, & compactor repairs) to facility management and insure proper diversion of various refuse.
3. Performs other janitorial duties as request and as instructed by the Building Management.