# Yale Office of Facilities

## Facilities Operations

### Yale Health Center

#### Service Schedule:

<table>
<thead>
<tr>
<th>Area</th>
<th>Schedule</th>
</tr>
</thead>
<tbody>
<tr>
<td>Office</td>
<td>Cleaned once every two (2) weeks</td>
</tr>
<tr>
<td></td>
<td>Trash and recycling removed once every two (2) weeks</td>
</tr>
<tr>
<td></td>
<td>Vacuum, dust/high dust vents, ledges, and top of desks</td>
</tr>
<tr>
<td>Public Areas</td>
<td>Cleaned once daily (Evenings) Monday - Friday</td>
</tr>
<tr>
<td></td>
<td>Includes vacuuming, high dusting, re-setting furniture, cleaning all flat surfaces, wiping away finger prints from windows and doors</td>
</tr>
<tr>
<td></td>
<td>Trash and recycling removed once nightly Monday - Friday</td>
</tr>
<tr>
<td>Stairwells</td>
<td>Cleaned once per week</td>
</tr>
<tr>
<td></td>
<td>Includes dust mopping and wet mopping</td>
</tr>
<tr>
<td></td>
<td>Spot cleaning of floor, handrails, and edges performed as needed or per request</td>
</tr>
<tr>
<td>Corridors</td>
<td>Cleaned once per week</td>
</tr>
<tr>
<td></td>
<td>Includes dust mopping and scrubbing floors, baseboards, and edges</td>
</tr>
<tr>
<td></td>
<td>Cleaned once per month or as needed</td>
</tr>
<tr>
<td></td>
<td>Stainless steel kick plates</td>
</tr>
<tr>
<td></td>
<td>Interior windows</td>
</tr>
<tr>
<td>Conference Rooms</td>
<td>Includes wiping down tables and boards, resetting chairs, dust/wet mopping floors or vacuuming carpeted floors, and trash/recycling removal</td>
</tr>
<tr>
<td></td>
<td>Additional services per request</td>
</tr>
<tr>
<td>Restrooms</td>
<td>All restrooms are cleaned once daily Sunday - Saturday</td>
</tr>
<tr>
<td></td>
<td>Includes cleaning toilets, urinals, and sinks, wiping down counters and mirrors, refilling dispensers, refilling paper products, mopping floors, removing trash, and sweeping floors</td>
</tr>
<tr>
<td></td>
<td>1st floor restroom (AcuteCare) is cleaned once per hour Sunday - Saturday</td>
</tr>
<tr>
<td></td>
<td>Includes cleaning toilets, urinals, and sinks, wiping down counters and mirrors, refilling dispensers, refilling paper products, wet mopping and sweeping floors</td>
</tr>
<tr>
<td>Staff Lounges/Kitchenettes</td>
<td>Cleaned once per day</td>
</tr>
<tr>
<td></td>
<td>Includes wiping down counters, tables and exterior of refrigerators, dusting vents, removing trash and recycling, wiping down furniture, vacuum/mop floors, and refilling dispensers</td>
</tr>
<tr>
<td>Waiting Rooms</td>
<td>Cleaned once per evening Monday - Friday</td>
</tr>
<tr>
<td></td>
<td>Includes dust mopping and wet mopping floors, vacuum, wipe down chairs, and clean glass doors</td>
</tr>
<tr>
<td>Pharmacy</td>
<td>Cleaned once per week</td>
</tr>
<tr>
<td></td>
<td>Includes empty trash and recycling/cardboard, sweep, dry mop and wet mop floors, dust ledges, and ensure purell and soap are refilled</td>
</tr>
<tr>
<td></td>
<td>Pharmacy office is cleaned once every two (2) weeks</td>
</tr>
</tbody>
</table>

#### Facilities Operations Representatives:

- Facilities Superintendent: Cindy Cordone 203-436-5737, 203-231-5482
- Custodial Team Leader Days: Tassoula Nicolaou 203-623-9166
- Custodial Team leader Nights: Patrick Martin 203-815-2873

## Custodial Services:

**Emergency & After Hours Procedure:**

*For All Emergency Repairs and/or Problems Call*

**Customer Service Center:** 203-432-6888
<table>
<thead>
<tr>
<th>Service Schedule:</th>
<th>Facilities Operations Representatives:</th>
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**Emergency & After Hours Procedure:**

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**Custodial Services:**

**Quest Lab:**
- Cleaned once per day Monday - Friday
  - Includes restock all dispensers, empty trash and recycling, remove and replace sharps as needed, police restrooms, and restock paper products as they are needed
- Cleaned once per evening Monday - Friday
  - Includes empty trash and recycling, clean glass, high dust, sweep and mop the floor, vacuum waiting area floor as needed, and clean the restrooms and all hard surfaces
- Cleaned once per day Saturday and Sunday
  - Empty trash and recycling, clean and restock restrooms, and remove and replace sharps containers

**Ophthalmology:**
- Cleaned once per day Monday - Friday
  - Includes restock all dispensers, empty trash and recycling, remove and replace sharps as needed, police restrooms, and restock paper products as they are needed
- Cleaned once per evening Monday - Friday
  - Includes empty trash and recycling, clean glass, high dust, sweep and mop the floor, vacuum waiting area floor as needed, and clean the restrooms and all hard surfaces

**Diagnostic Imaging:**
- Cleaned once per day Monday - Friday
  - Includes empty trash and recycling, remove and replace sharps containers, dust mop and wet mop floors, and high dust

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**X-ray, CAT Scan & Ultrasound:**
- Cleaned once per day Monday - Saturday at 12:00 (noon)
  - Includes restock all dispensers, empty trash and recycling, remove and replace sharps as needed, police restrooms, restock paper products as they are needed, and pull linen
- Cleaned once per evening Monday - Friday
  - Includes empty trash and recycling, clean glass, high dust, sweep and mop the floor, vacuum waiting area floor as needed, and clean the restrooms and all hard surfaces

**Clinical Examination Rooms:**
- Cleaned once per day Sunday - Saturday
  - Includes thorough cleaning of all high-touched areas to ensure proper sanitation
  - Includes restock all dispensers, empty trash and recycling, remove and replace sharps as needed, restock paper products as they are needed, high dust curtain rails, walls and all flat surfaces
  - Extra Cleaning will be scheduled if they have a precaution room
- Policed a minimum of twice per day Sunday - Saturday

**Acute Care/Exam Rooms/Patient Receiving Areas:**
- Cleaned once per evening Monday - Friday
  - Includes restock all dispensers, empty trash and recycling, remove and replace sharps and bio hazard containers as needed, restock paper products as they are needed, high dust curtain rails, walls and all flat surfaces, wiping down all exam tables, cleaning sinks and all high-touched areas, remove linen and mop all floors
# Yale Health Center

## Internal Medicine Exam Rooms:
- **Cleaned once per day Monday - Friday**
  - Includes ensure fully stocked with paper supplies, purell, and soap. High dust, empty trash and recycling, remove and replace sharps containers, remove dirty linen, police empty rooms to ensure high cleanliness levels.
- **Cleaned once per evening Monday - Friday**
  - Includes empty all trash and recycling, high dust curtain tracks and cabinets, wipe down exam tables and all hard surfaces. Restock all paper supplies, soap and purell. Clean the sink and all high-touched areas. Remove and replace sharps and bio hazard containers, remove soiled linen and mop floors.

## ENT and Treatment Exam Rooms:
- **Cleaned once per day Monday - Friday**
  - Includes ensure fully stocked with paper supplies, purell, and soap. High dust, empty trash and recycling, remove and replace sharps containers, remove dirty linen, police empty rooms to ensure high cleanliness levels.
- **Cleaned once per evening Monday - Friday**
  - Includes empty all trash and recycling, high dust curtain tracks and cabinets, wipe down exam tables and all hard surfaces. Restock all paper supplies, soap and purell. Clean the sink and all high-touched areas. Remove and replace sharps and bio hazard containers, remove soiled linen and mop floors.

## Specialty Services:
- **Cleaned once per day Monday - Friday**
  - Includes ensure fully stocked with paper supplies, purell, and soap. High dust, empty trash and recycling, remove and replace sharps containers, remove dirty linen, police empty rooms to ensure high cleanliness levels. Clean the sink and all high-touched areas. Remove and replace sharps and bio hazard containers, remove soiled linen and mop floors.

## Obstetrics and Gynecology:
- **Exam Rooms**
  - Cleaned once per day Monday - Friday
  - Includes ensure fully stocked with paper supplies, purell, and soap. High dust, empty trash and recycling, remove and replace sharps containers, remove dirty linen, police empty rooms to ensure high cleanliness levels.
- **Exam Rooms**
  - Cleaned once per evening Monday - Friday
  - Includes empty all trash and recycling, high dust curtain tracks and cabinets, wipe down exam tables and all hard surfaces. Restock all paper supplies, soap and purell. Clean the sink and all high-touched areas. Remove and replace sharps and bio hazard containers, remove soiled linen and mop floors.

## Endoscopy:
- **Cleaned once per evening Monday - Friday**
  - Includes ensure fully stocked with paper supplies, purell, and soap. High dust, empty trash and recycling, clean restrooms sink and all high-touched areas. Remove and replace sharps and bio hazard containers, remove soiled linen, mop floors, and prep stretchers.

## Custodial Services:

### Service Schedule:
- **Yale Health Center**
- **Yale Health Center Emergency & After Hours Procedure:**
  - For All Emergency Repairs and/or Problems Call Customer Service Center: 203-432-6888
- **Facilities Operations Representatives:**
  - Facilities Superintendent: Cindy Cordone 203-436-5737, 203-231-5482
  - Custodial Team Leader Days: Tassoula Nicolaou 203-623-9166
  - Custodial Team Leader Nights: Patrick Martin 203-815-2873
**Custodial Services:**

**Allergy, Employee Health, Immunization, & Nutrition:**
- Exam Rooms Cleaned once per day Monday - Friday
  - Includes ensure fully stocked with paper supplies, purell, and soap. High dust, empty trash and recycling, remove and replace sharps containers, remove dirty linen, police empty rooms to ensure high cleanliness levels
- Exam Rooms Cleaned once per evening Monday - Friday
  - Includes empty all trash and recycling, high dust curtain tracks and cabinets, wipe down exam tables and all hard surfaces. Restock all paper supplies, soap and purell. Clean the sink and all high-touched areas. Remove and replace sharps and bio hazard containers, remove soiled linen and mop floors
- Bathrooms Cleaned once per day Monday - Friday
  - Includes cleaning toilets, urinals, and sinks, wiping down counters and mirrors, refilling dispensers, refilling paper products, mopping floors, removing trash, sweeping floors, and removing dirty linen
- Bathrooms Cleaned once per evening Monday - Friday
  - Includes cleaning toilets, urinals, and sinks, wiping down counters and mirrors, refilling dispensers, refilling paper products, mopping floors, removing trash, and sweeping floors

**In Patient Rooms:**
- Cleaned once per day Monday - Friday
  - Includes empty all trash and recycling, high dust curtain tracks and cabinets, wipe down exam tables and all hard surfaces. Restock all paper supplies, soap and purell. Clean the sink and all high-touched areas. Remove and replace sharps and bio hazard containers, remove soiled linen, mop floors, and police empty rooms to ensure high cleanliness levels

**Physical Therapy:**
- Cleaned once per day Monday - Friday
  - Includes ensure fully stocked with paper supplies, purell, and soap. High dust, empty trash and recycling, remove and replace sharps containers, remove dirty linen, police empty rooms to ensure high cleanliness levels
- Bathrooms Cleaned once per day Monday - Friday
  - Includes cleaning toilets, urinals, and sinks, wiping down counters and mirrors, refilling dispensers, refilling paper products, mopping floors, removing trash, sweeping floors, and policing as needed
- Bathrooms Cleaned once per evening Monday - Friday
  - Includes cleaning toilets, urinals, and sinks, wiping down counters and mirrors, refilling dispensers, refilling paper products, mopping floors, removing trash, and sweeping floors
- Waiting rooms Cleaned once per day Monday - Friday
  - Includes dust and mop floors, wipe down chairs, and clean glass
- Waiting rooms Cleaned once per evening Monday - Friday
  - Includes dust and mop floors, wipe down chairs, clean glass, wipe down exam tables, and clean behind equipment

**Disposal Services:**

**Public Spaces:**
- Trash and Recycling are removed from all public areas once nightly Sunday - Thursday
- Trash and Recycling are removed from 1st floor once daily Sunday - Saturday
  - Additional removal per supervisor request

**Private Spaces:**
- Trash and Recycling are removed from all private and office areas once every two (2) weeks
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### Facility Maintenance:

#### Routine Maintenance & Repair Services:

- Any repair or service to building systems or existing fixtures

#### On-Demand Services:

- Beyond Routine Maintenance
  - i.e. Hanging picture frames, hanging white boards, adding electrical outlets, repairing refrigerators, etc.

**For either Routine or On-Demand Services, Please call:**

Building Service: 203-432-4980

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### Additional Services:

(Completed at additional cost if allocated FTEs to support at peak levels are exhausted)

#### Events Set-up / Breakdown:

- Completed per above guidelines

#### Event Cleanup and Support:

- Additional cleaning, restroom servicing, and trash/recycling removal in the support of events completed as requested and at additional cost

#### Courtyard & Patios:

- Scrubbing/Washing of the stone performed as requested and at additional cost or with work off-set
- Relocating patio furniture to garage or other locations performed as requested and at additional cost or with work off-set

#### Glass Cleaning:

- Performed two (2) times per year by contractor at an additional cost

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### Non-Custodial Work Performed by Others:

*(Per Union Agreement)*

- Moving office furniture, boxes, bulky items (TR&S)
- Placing of covers on tables for events (Hospitality)
- Moving or cleaning any dining equipment (Hospitality)
  - Cleaning outdoor grills and/or gas tanks
  - Cleaning kitchen and/or work areas behind the service line
  - Washing and/or stocking of dishes
- Re-supplying copier paper (C&T Admin)
- Cleaning Toys
- Delivering Food