

# CAMPUS CLEANING SERVICES FAQs

## About the cleaning staff

### What training, induction and screening have cleaning staff received?

- Only staff that were cleared by Occupational Health, after a medical assessment, are permitted to return to work
- All required PPE is issued to cleaners
- Cleaners receive COVID-19 induction and cleaning training
- Cleaners must do the Higher Health App screening daily, before leaving home
- Any inductions specific to your department, need to be done by the department

### Will the same cleaner return to our department?

Unfortunately, we have to schedule cleaning staff based on multiple different factors and therefore the same cleaner might not be assigned to your department

### Can we have the names of the cleaners assigned to our building?

Staff will be working on a rotational basis, so we are unable to provide names

### What time will the cleaners be servicing our area?

Once you have contacted the CCS team to discuss your requirements, they will advise the times

### CONTACT DETAILS FOR CLEANING TEAM

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## About the cleaning during this period

### Users are responsible for self-cleaning, of:

- Work surfaces like desks, workstations, computer keyboards, monitors, phones and shared equipment
- Crockery and cutlery
- Where possible, department to provide disposable wipes so that commonly used surfaces can be wiped down by employees and students before each use.
- Empty office bins into a centrally located wheelie bin. Building managers to advise CCS where to place the wheelie bin

### Campus Cleaning Services (CCS) responsible for-

- Wiping down handles on doors, windows, rails, in common areas
- Cleaning toilets, reception, common areas and lifts
- Kitchen counters and floors
- Vacuum offices (weekly) and common areas (as required)

### Are special cleaning products being used?

No additional disinfection beyond routine cleaning is recommended at this time.

### Are the labs and workshops included in the cleaning?

These need to be self-cleaned. Should you require any Campus cleaning services then you need to provide us with the risk assessment of the lab or workshop. This will be reviewed by OHS to determine whether the cleaners may enter the lab and if so, under what conditions.

### Who cleans Isolation Rooms?

Normal cleaning will be performed by cleaners  
Once the room is used to isolate anyone, then you need to contact CCS, to make the necessary arrangements

### Who cleans an office if there is a COVID-19 positive case?

Contact CCS to make the necessary arrangements