

SUBJECT: After-Hours and Weekend Housekeeping Services	Effective Date: 2/2/12	Procedure Number: FS 2012 FO0001	
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	Responsible Authority: Director of Facilities Operations		

APPLICABILITY/ACCOUNTABILITY:

The Housekeeping Services Unit of Facilities Operations provides housekeeping and event support services for the administrative and academic functions of the University being supported by Educational and General (E&G) funding. This procedure is applicable to Housekeeping Services provided after normal business hours, either by design, or for unplanned or emergency events.

PROCEDURE STATEMENT:

Scheduled, after-hours Housekeeping Services are provided to the requestor in order to cover activities scheduled outside of normal business hours. A Housekeeper or Housekeepers provide services to cover the event, as well as cleaning the spaces used after the conclusion of the event. This will be scheduled through the Housekeeping & Recycling Services Unit and will require a work order, with a funding account number.

Unplanned events requiring a Housekeeping Services' response are provided to ensure E&G spaces are adequately cleaned and prepared for normal business operations of the University. Unplanned events may include those events held in classrooms, common areas, or auditorium spaces without being scheduled through the Registrar's Office or through the University's SAFE form, and those in which spaces are left in disarray or a state of uncleanness which require a Housekeeping response the next regular business day.

Housekeeping Services are available for after-hours events to ensure the cleanliness of the University spaces in preparation for the next business day. Groups who choose to use these spaces after-hours and not use Housekeeping Services, must clean the spaces themselves, or they will be charged for the cleaning of those spaces in order to have spaces ready for the next business day.

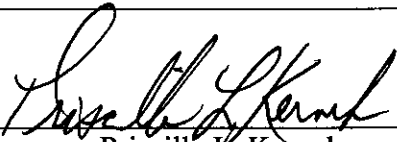
Emergency events requiring Housekeeping Services' responses will be managed through the Work Control Center, following the Facilities Operations Response Plan for Emergencies – All Hours, #GPP0028. This procedure does not cover the normal wear and tear on University spaces that are part of regular University business activities.

DEFINITIONS:

- a. Afterhours: considered outside normal business hours, which include 12:00 a.m. – 7:00 a.m., Monday through Friday, and 12:00 a.m. Saturday through 7:00 a.m. Monday.
- b. Overtime: work that is required, requested or permitted beyond the 40-hour University workweek.
- c. Unplanned event(s): use of space that is unscheduled or used without permission.
- d. Emergency: a sudden, urgent, usually unexpected occurrence or occasion requiring immediate action, such as flood, fire, or roof cave-in.

PROCEDURES:

- a. When the Work Control Center receives an emergency call after-hours for Housekeeping Services, the WCC Dispatcher goes to the site to assess the situation and make an effort to stabilize the situation until the next business day.
- b. If the WCC Dispatcher cannot stabilize the situation or discovers an emergency, the WCC Dispatcher will immediately follow Facilities Operations Response Plan for Emergencies – All Hours, #GPP0028.
- c. All requests for work outside of regular business hours, including special events, should be submitted through the Sprocket Work Order system, with a chargeable account number. Two weeks notification is required in order to accommodate staffing requests. Four hours of minimum service is required when Housekeeping Services supports after-hours events.
- d. Event Coordinators or sponsoring organizations are to ensure that all special events held in University buildings outside of regular business hours, have a work order submitted, requesting Housekeeping Services. If a work order was not submitted, it is understood the sponsoring organization will make sure the area(s) used are cleaned, picked up and prepared for the next regular business day. It is the responsibility of the event coordinator or sponsoring organization to ensure that the cleaning of the area is completed, or the sponsoring organization shall incur the expense of the cleanup on the following regular business day.

Approved By:	Date Approved:
 Priscilla E. Kernek Associate Vice President Administration and Finance Facilities and Safety	