

NSU's safety program has a single purpose - - to keep people on the job through reduction of injuries and accidents. Through the joint efforts of many units on campus we improve the lives of all employees while at work. Our injury-prevention program recognizes the contribution of TCB Systems, Inc. (a contractor) and the impacting of their efforts on NSU safety initiatives. This contracted unit is responsible for the cleaning and upkeep services for the buildings on campus.

Risk Management wishes to recognize the dedicated (contracted) TCB custodial staff for providing services and solutions in a friendly and responsive manner. The TCB staff provides services that complements NSU's efforts to maintain a safe environment. The purpose of these services is to provide a clean and healthy environment for our customers who occupy and utilize the offices, classrooms, laboratories and public areas. Using this Medium we hope to educate faculty, staff, and students about the important role of our custodial services *cleaning routine and cleaning frequency*.

Cleaning and Custodial Services



Custodial services are provided under contract established through Physical Plant with TCB Systems, Inc.

Victor Sierra is TCB's manager for custodial staff on campus.

The TCB Custodial Staff responds to the needs of its customers via work orders and specialty and emergency requests.

To submit a work order please contact your center or department's point of contact.

For more information regarding Specialty Services/Emergency requests please contact Physical Plant at (954) 262-8800, Fax: (954) 262-3951, or by email at physicalplant@nova.edu.

Scheduled custodial services are provided 7 days per week (24 hours per day). There are 4 Day Time and 7 Night Time Supervisors. Supervisors are readily identified by their light blue colored TCB Polo shirt.

Cleaning Services

Daily cleaning is routinely done scheduled during work hours and after work hours.

- High-performance entrance mats are used at building entrance ways to trap dirt, moisture, and pollutants before they can migrate into the buildings.
- Restrooms are serviced seven days per week.
- Regular trash receptacles and containers with the recycling logo are emptied daily.
- Light duty dusting and inside window cleaning may be done weekly upon request.
- Detailed dusting may be scheduled once per week (preferably Fridays for Satellite Staff) upon request.
- Vacuuming of traffic areas and offices, moping, and spot moping hard surface floors, etc. may be done on a regular basis.
- Heavy Duty carpet shampooing and complete detailing may be done monthly upon request – scheduled with Physical Plant.
- Carpet and flooring are cleaned twice per year.
- To protect others from slipping areas to be mopped are marked with appropriate "Wet Area" warning signs before beginning work.
- Suspicious looking trash will not be picked up, nor trash containers reached into to get something out. The suspicious or hazardous item in the trash bin will be reported immediately to a TCB supervisor/Physical Plant.
- Glass disposed of improperly can cause lacerations, so glass in trash containers will not be picked up.
- Chemicals disposed of improperly can get in an open wound or cause skin or eye irritation, or a more serious injury and will not be picked up.

- Large trash bags are not to be too stuffed until completely full. Limit bag contents to no more than 35 gallons (half-full on a 70 gallon bag). The custodial team will not pick heavy trash bags up.
- Any broken object, whether broken by the custodial team or not will be reported to a TCB supervisor before cleaning it up.

NB: Exception requests to daily routine is conveyed to the TCB supervisors.