

Cleaning Services: COVID FAQ

Q. Is my workspace still being cleaned?

A. Yes. We conduct daily cleaning overnight/out of hours to an enhanced standard. This means that as well as the usual cleaning that the team carry out (dusting, vacuuming, etc.), all areas are now being deep cleaned and this includes all surfaces such as desks, keyboards and door handles being sanitised to ensure that they are safe to use.

Q. What about during the daytimes?

A. During the day, we will have 'visible' cleaning happening throughout all areas, this will be concentrating on touchpoints and restrooms in every building, meaning that at least twice a day (more in the central areas), all toilets, door handles and communal touchpoints will receive additional sanitisation, this is in addition to the overnight deep clean.

Q. What do I need to do?

A. As part of the response, we ask that users of spaces wipe down and clean their own surfaces between uses using supplies provided on the Hygiene Stations. This will relate to all areas, including teaching, office spaces and hot desk space.

Q. Where are "Hygiene Stations"?

A. Hygiene Stations are located at strategic locations throughout, with central ones in office areas, and individual teaching spaces such as lecture theatres and seminar rooms having their own dedicated ones. These contain either wipes or virucidal spray, or a combination, depending on what may need to be sanitised.

Q. What if we want more supplies?

A. The standard stock provided will be checked up on throughout the day and replenished by the Hygiene Management Team. The team will only be providing the standard stock issued and will not be able to accommodate anything outside of this.

Should your stock be running low, please contact the Hygiene Team for action on hygienemanagement@fxplus.ac.uk 01326 255994.

Q. Are you providing hand sanitiser?

A. Individual sanitiser is not being supplied, in line with the above. Each building has a sanitiser dispenser at every entrance and exit, which will be regularly topped up by the Hygiene Team. If you notice a dispenser running low, please contact the Hygiene Team on hygienemanagement@fxplus.ac.uk 01326 255994.

Q. What happens if additional cleaning is needed in addition to the above?

A. A reactive cleaning service to deal with anything immediate such as spillages or broken glass is still available, and requests can be made via the Estates and Facilities Helpdesk.

Q. What if I need additional supplies/PPE that is not provided as part of the hygiene stations?

A. If you require any specific stock or PPE that is not provided, then it is the responsibility of each department to arrange this. The Hygiene Management Team can assist with the purchasing of basic level PPE such as gloves, face masks/coverings, visors and individual/desk sanitisers.

To enquire about the range of stock and delivery process, please email hygienemanagement@fxplus.ac.uk. If it is specialist stock you require, then the responsibility to procure this sits with your individual department.

Please note that for FX Plus orders a cost code will be required, and the cost of the stock will be recharged. For Falmouth and Exeter departments this is being centrally recharged via agreement with both institutions.