

WELCOME TO FACILITY SUPPORT

Welcome to the North East Independent School District and the Custodial Services branch of Facility Support. We are glad you are here! This training manual is being provided to help facilitate your job and answer any questions you might have.

The purpose of this training manual is to:

- Standardize methods of performing tasks.
- Insure each current employee or trainee knows the proper procedures, products, tools, and equipment needed to complete a task.
- Provide an opportunity to learn, increase and improve knowledge, skill levels, and advancement.
- Generate competence and professional pride among the custodians.

Purpose:

We serve the students, faculty, administration, taxpayers, and stakeholders of the North East Independent School District community by providing the best possible service as custodians. Our commitment to excellence, coupled with the collaborative effort to constantly improve the condition of the assets entrusted to us, will result in the betterment of the academic experience provided by the North East Independent School District.

Vision:

The Facility Support Department of the North East Independent School District will become the model by which similar departments across the state will compare themselves. This department will recruit and retain highly skilled technicians, enact the best training programs ensuring employee success, obtain the highest quality products while maintaining fiscal integrity, and foster a positive, proactive, productive, and dynamic working environment. We will ensure that each employee is properly trained, well equipped, and has a clear understanding of their purpose.

Mission Statement:

The Facility Support Department will contribute to academic success by identifying the needs of our customers, being a highly proactive, productive, and efficient organization, as we maintain a clean and comfortable learning and working environment for all North East Independent Stakeholders.

Goals:

1. To strive to hire quality personnel committed to performing a professional job.
2. To provide quality training to develop housekeeping knowledge, safety awareness, task performance skills, and techniques in the custodial program.
3. To provide quality cleaning products (chemicals), equipment, and supplies to support the custodial program.
4. To create a positive, dynamic environment for employees to work and advance within the department.
5. Constant and consistent improvement to the condition of the assets entrusted to this department.
6. To provide opportunities for administration, faculty, students, and community to gain knowledge of their supportive rolls in the custodial program.
7. To provide continuous monitoring for quality assurance and an avenue for feedback and communication from each work site to appropriate employee.

NORTH EAST INDEPENDENT SCHOOL DISTRICT

Policies and Procedures

In order to establish, monitor and maintain a sound workable agreement between employee, supervisor and the commitment to the tasks to be performed, the following procedures shall be the basis for a fair and productive work climate.

1. Employees are to report to work on time.
2. Employee must contact/notify immediate supervisor prior to any absence.
3. Excessive unauthorized absenteeism will not be tolerated and could result in termination.
4. Three (3) consecutive unauthorized absences could result in employee termination.
5. Employees will function within the work area assigned until released or excused.
6. District health and safety rules will be followed and enforced.
7. Employees will notify the immediate supervisor if injured on the job.

8. Respect the property of both employer and fellow employee. Willful destruction will not be tolerated.
9. Unauthorized removal of property belonging to the employer, other employees or students is not permitted. All items found should be turned in to the supervisor in charge.
10. Appropriate expression will be used at all times. Refrain from using profane, vulgar or slanderous language.
11. Respect the rights of others. Threatening or attempting to injure another person will not be condoned.
12. Address concerns to the immediate supervisor.
13. The use and wearing of beepers and/or cell phones not provided by the District by custodial personnel during his/her work day will not be permitted unless authorized by the campus administrator.
14. Limit all personal telephone calls made using District telephones. Personal telephone calls should be made during scheduled breaks.
15. Acts of insubordination cannot be tolerated.
16. Perform each work assignment to the best of your ability.
17. Employees must not become involved with students. If student problems arise, contact your immediate supervisor.
18. The use of tobacco or tobacco products is prohibited in the District buildings.
19. The possession, use, sale or handling of illegal drugs while at work is not permitted.

20. The use, possession, and consumption of alcoholic beverages at the workplace, or coming to work under the influence of alcoholic beverages will not be condoned.
21. All employees are subject to assignment and reassignment to any District location.
22. Quality work is expected by all NEISD employees.

NOTE: Disregard of any of the above procedures may subject you to disciplinary action and/or termination.

CUSTODIAL DRESS AND GROOMING

Employees should remember they represent both the District and the Department and set an appropriate example for the students of the District. Therefore, each employee will maintain a clean, neat appearance at all times.

All employees shall be fully dressed at all times. Working without shirts, etc. is not acceptable. Each year many workers throughout the nation are seriously injured or killed by being caught and drawn into power tools, equipment, and machinery. For safety purposes, the following dress code is required at all work sites:

1. Significantly, oversized clothing is not to be worn, specifically: “bagging” or “sagging” pants are prohibited. All pants are to worn at the waist. Tight fitting pants (tights, bicycle pants, and leggings) are also prohibited. Jeans are acceptable for Custodial personnel. Loose clothing, including but not limited to the following are prohibited for safety reasons.
 - a. Loose shirt tails.
 - b. Loose coat or jacket tails.
 - c. Loose sleeves on long sleeve shirts.
 - d. Neckties without tie clasps.
 - e. Clothing with unsecured straps or loops.
2. Appropriate footwear must be worn at all times. Toeless shoes, thongs, deck shoes, sandals, and bare or stocking feet are prohibited at all times in the work area.
3. Employee hair should be clean, neatly trimmed, and well groomed. Hair in excess of three inches shall be tied, bundled, netted, or otherwise secured so that it does not extend in excess of three inches from the head.

4. Unconventional colored or multi-colored hair is not permitted.
5. Men must be clean-shaven or have mustaches and beards that are neatly trimmed, not to extend in excess of two inches from the face or chin.
6. Tattoos with inappropriate images or language must be covered at all times.
7. Visible body piercing jewelry is prohibited except for rings, studs, or other traditional jewelry worn in the ear.
8. Loose bracelets and necklaces are prohibited.
9. Headwear must not be worn in buildings with the exception of safety hats.
10. Indecent or inappropriate patches, writings, drawings, company advertisements, group names, or suggestive logos on clothing are prohibited.
11. Clothes that may cause distraction are not acceptable. Specifically, tank tops, muscle shirts, halter tops, exposed backs or midriffs, and see through garments are not permitted.
12. Shorts, skorts, cutoffs, etc. are prohibited.
13. The hemlines or slits in skirts or dresses shall be no shorter than two inches above the knee.

Failure to comply with the approved dress code may lead to disciplinary action up to and including termination.

FACILITY SUPPORT CUSTODIAL PROCEDURES & GUIDELINES

Importance of the Custodian's Job:

The process of educating children in school involves not only the teacher, but support staff and parents whose services contribute directly and indirectly to their educational growth and success. The work of the custodian directly contributes to factors that influence the learning process, such as indoor air quality, mold remediation, and asthma trigger awareness.

In the course of the day-to-day work, it may seem an endless job of cleaning rooms that will be dirty again tomorrow. As true as this may be, it should be remembered that how well you do your job can affect not only the health and safety of the children, but the morale and atmosphere of the entire school.

Custodians are responsible primarily for cleaning the school building. Buildings, equipment, and grounds are in your care. Operations and preventative maintenance includes security to prevent vandalism and theft. The community, teachers, and pupils take pride in a well-kept attractive school and will help you keep it that way.

Public Relations:

The campus administrator needs the assistance of professional custodians. The District realizes the importance of the custodian's position and appreciates the act that a clean, well-kept, properly heated and ventilated building favorably affects the teachers in their teaching and the children in their learning. The custodian can gain good will for the school through efficiency and a friendly attitude toward pupils, teachers, and visitors. The public expects all district employees to be dependable, courteous, and cheerful.

Custodians are a part of the school's team. As a team member, you are expected to support all staff in a manner, which will reinforce their efforts in the performance of their duties. ***When it is necessary for custodians to go into a classroom during class time, please enter very quietly and do whatever is necessary with as little commotion as possible.***

Grounds:

Perception is everything. As a custodian, you have the distinct responsibility for the initial impression that the public has of your assigned area. The first visible item that everyone sees is the condition of the grounds surrounding the facility.

It is a general housekeeping duty to do the following:

1. Remove paper, cans, and trash from the grounds ***daily***.
2. Keep the playground equipment in safe condition. Regular inspections should be held to ensure playground equipment is in good working order. Any hazard to the children should be repaired or reported immediately.
3. Perform proper grounds maintenance such as mowing, weed eating, edging, trimming trees and shrubs, weeding planters and flowerbeds, and other related duties ***as needed***.

Lights:

Custodians are responsible for proper lighting in the schools. This responsibility includes the following:

1. Replace burned out bulbs and lamps by using standardized, energy efficient lamps prescribed by the District.
2. Turn lights off in unoccupied rooms.
3. Turn out all lights, except for security lights and check that outside lights are on before leaving the school at night.
4. Know the location of all light switches, panel boards, and load centers.
5. Clean fixtures and lenses annually.
6. Be sure to use a non-conductive (wooden or fiberglass) ladder is of the proper height and is safe.
7. Handle fixtures properly to avoid shocks or cuts.

SAFETY RECOMMENDATIONS

Never leave a slick spot or any foreign material on the floor that may be hazardous to the occupants of the building. Always put out safety precaution signs where a floor may be wet from mopping or leaking water.

Chemical & Cleaning Solutions:

The chemicals used by the District come in highly concentrated form and must be diluted before use. Most are in dispensing systems that dilute automatically. Always read the instructions and material safety data sheets for each product. ***The following safety rules are for your protection:***

1. Ensure that Material Safety Data Sheets (MSDS) are accessible and that all maintenance and custodial personnel, as well as administration, are aware of their location. Periodically review the MSDS sheets to ensure that they are current and reference chemicals that are currently in use. ***Know the proper first aid procedures for all chemicals used in the school that have the ability to cause harm to building occupants and workers.***
2. Know what you are using. Do not use chemicals from unmarked bottles or containers.
3. Always read the label and follow the instructions.
4. Measure all chemicals. If the directions say to use four (4) ounces in one (1) gallon of water, measure the water and the chemical correctly. A weak solution may not provide the proper cleaning power. A solution that is too strong will not only waste supplies, but will damage the surface on which you use it. It may also have the potential to cause injury to yourself or others.
5. Do not substitute chemicals. Many chemicals are made only for specific jobs.
6. Never mix chemicals. You can easily destroy a chemical's usefulness or possibly create a poisonous gas or solution by mixing it with other chemicals.
7. Do not get into the habit of smelling chemicals as a means of identification. A deep breath of the fumes from some chemicals can and will injure you.

8. Protect yourself with the appropriate personal protection, for example: safety glasses, rubber gloves, or protective clothing, if the solution you are using is a strong acid or alkali.
9. Always secure bottle caps and lids before the container leaves your hands.
10. Label all containers with the District approved Hazardous Material Information Sheet (HMIS) label that reflects product name, health and hazard information, and required personal protection equipment.
11. Do not store harsh or liquid chemicals on overhead shelves.
12. Do not store heavy containers on overhead shelves.
13. Use proper ventilation at all times.
14. Store all flammable products in flammable, ventilated cabinets.

Note: Do not bring chemicals from home and do not purchase chemicals from anywhere other than vendors prescribed by the district.

Cleaning Equipment and Uses:

The need for proper care of equipment cannot be overemphasized. A job can be no better than the person that does the job or the equipment used. Equipment that has proper care will stay in use much longer. It will be safer for the operator to use and will enable the custodian to do a better job. After each use, make it a practice to clean the equipment and store it properly.

Power equipment should be inspected daily and before each use. If the equipment is need of repair, contact the head custodian or campus administrator. Ensure that electrical cords and connectors are grounded and in good condition. Any cords that have had the grounding prong removed or broken or where the cord is frayed should be immediately taken out of service. Do not use equipment that has not been fully repaired.

Custodians Carts

The custodian's cart is one of the most useful tools in building housekeeping. It is designed to carry all necessary equipment needed by the custodian.

1. Several cleaning tools or products can be readily available by using the 'caddy' with pockets.
2. Keep cart clean, stocked and stored properly.
3. Empty all trash into dumpster each shift.

Mop Bucket and Press

1. Clean after use and store properly.
2. Buckets will last longer if emptied, dried, and turned upside down to store.

Wet Mops

1. Consist of long strands of twisted cotton yarn secured by a band at the top.
2. The most common size mop head is 24 ounces.

Note: Wet mops should be rinsed out well each time they are used, wrung as dry as possible, and then after shaking the strands apart, hung with the head up where they will dry. If stored very long in a damp place, wet mops will mildew and develop an odor that will render them unfit for use.

Dust Mops

1. Consists of twisted cotton yarn strands secured to a band for attaching to the dust mop handle.
2. Available in a variety of sizes and shapes.
3. Most commonly used sizes are 24", 48", and 60" plus 'wedge' mops.
4. Can be used with cleaning solutions, or treated with oil for dust control.
5. Can be laundered.

Push Brooms and Corn Brooms

1. Made from various materials depending upon the job they are designed for.
2. Used primarily for sweeping sidewalks, entries, and other non-finished surfaces.
3. Will raise a lot of dust into air, unless used with care.
4. Do not use on finished floors.

Vacuum Cleaners

In the matter of dirt removal from the premises, there is no substitute, which even approaches the vacuum cleaner for thoroughness. The suction of the vacuum cleaner pulls all loose particles into its flow, including those in corners and around furniture, preventing the gradual accumulation in difficult places. On carpeting, it draws the embedded dust out of the pile. Grit left in the carpeting, cuts the pile and hastens the deterioration of the carpeting.

1. The industrial vacuum cleaner performs another function, which is almost as necessary and quite as effective as picking up dry accumulations. Most industrial vacuum cleaners are or can be adapted for picking up water and are, therefore, highly efficient for removing scrub water from resilient floors.
2. Vacuum cleaners must be emptied each shift (or otherwise as necessary).
3. Filters are to be cleaned regularly to insure maximum airflow and to extend the life of the motor.
4. Clean machine exterior also, and store properly.

Floor Machine (Buffer)

The floor machine is an indispensable machine for maintaining resilient floors. It can also be used for spot-cleaning carpets when equipped with solution tank and shampoo brush.

1. 20" machines are most commonly used for polishing, scrubbing, and stripping resilient floors.

Carpet Extractors

Carpet Extractors provide the most efficient method of cleaning carpets. Most are designed to inject a solution of plain water and detergents (under pressure) into the carpet. This solution is then agitated by a powered brush and the soiled solution is then extracted by means of a powerful vacuum, removing soils and most of the moisture. The use of fans after a carpet has been cleaned will help speed the drying process and help prevent the growth of mildew.

1. Individuals can be easily trained to operate these machines.
2. Removes more soil than any other practical system.
3. Leaves carpets damp/dry if equipment is used properly.

CLEANING PROCEDURES

This section discusses cleaning procedures by function. It provides information on daily, weekly and other cleaning procedures in these areas:

1. Entrances, Lobbies, and Corridors.
2. Classrooms and laboratories.
3. Offices, lounges, and conference rooms.
4. Restrooms, Locker rooms, Showers and Dressing Areas.
5. Cafeterias and lunch areas.
6. Shops and other service areas.
7. Gyms and multipurpose rooms.

Entrances, Lobbies and Corridors

These areas are generally the first areas seen by students, staff and visitors. Their condition and cleanliness leaves a lasting impression on all that enter the building. It is of the utmost importance that these areas are maintained to a standard of excellence.

Considerable dirt is carried in and deposited in entryways and corridors. The custodian's schedule should include adequate time to sweep these areas of travel more often than once a day. Regular sweeping or snow removal from the sidewalks outside of entryway doors will prevent some dirt and sand from entering the building. Snow and ice should

be removed from the entryway as soon as possible using sand or ice melt to avoid slips and falls. Use only those ice melt products that are approved by the school district. Some entryways have floor mats to serve as a dirt and sand trap. These must be cleaned periodically, or daily during the 'mud' season. Entryway carpet is cleaned most effectively with an extractor running the rinse cycle 1-3 times. Fans need to be on during this process to speed drying and help prevent mildew.

Daily:

- Empty waste receptacles, remove debris, leaves, and litter, and remove.
- If floor is resilient tile, dust mop floors with a wide, treated dust mop, keeping the dust mop head on the floor at all times. Pick up soil from floor with dustpan. With a lightly dampened mop, spot-mop floors as necessary to remove soil.
- Vacuum carpet areas and mats; remove gum and soil spots.
- Disinfect drinking fountains. (*see following procedures*)
- Clean entrance door glass.

Weekly:

- Dust the tops of lockers, fire closets, extinguishers and window casings. (Low dusting, below 5')
- Clean glass partitions, display cases, and interior door glass.
- Spot-clean finger marks and smudges on walls, door facings, and doors. Use detergent solution in spray bottle and a cloth.
- Dust Furniture.
- Restore floor finish on non-carpeted floors.

Monthly:

- High dust vents, lights, pipes, Venetian blinds, over doorways, hanging light fixtures and connecting and horizontal wall surfaces. (High dusting, above 5')

Note: When cleaning stairways, on a routine schedule clean out the corners and the edges of each step. Remove gum, etc. with a putty knife. Damp mop or spot clean as necessary.

Classrooms and Laboratories

There is more time spent in classroom cleaning than any other phase of custodial duties. Valuable time and many steps can be saved by careful planning. Due to the many different types of furniture and equipment used in the classroom, a careful analysis should be made to determine how to clean each room in the shortest time with the fewest steps and still maintain the required standard of cleanliness. To keep a classroom clean

will entail much more than just sweeping the floor and dusting the furniture. It will require a custodian with a willingness to work, a custodian who takes pride in his/her work and one who is interested in the welfare of the youngsters. Some classrooms will have desks that may be shifted from side to side each day as you clean the floor, while others have tables that can only be moved a few inches. Some furniture in the rooms can be rolled away from the wall to make sweeping easier; other furniture is stationary and must be cleaned around and underneath. Tables and desks must be wiped off with disinfectant. The custodian cart will hold the necessary equipment and materials to clean classrooms.

Classrooms should have adequate lighting. Check for burned out tubes or bulbs and replace them with bulbs of the same wattage.

Daily:

- Empty waste receptacles and replace liners.
- Clean marker boards, chalkboards and chalk trays.
- Vacuum traffic patterns on carpets floors; remove gum and soil spots.
- Dust mop and wet mop tiled floors.
- Clean glass in doors and partitions.

Weekly:

- Dust furniture surfaces and damp clean desk and tabletops. (low dusting, below 5 feet)
- Empty pencil sharpeners.
- Vacuum carpeted areas thoroughly.
- Clean door surfaces.

Twice Monthly:

- Restore floor finish on non-carpeted floors.

Monthly:

- High dust vents, lights, pipes, Venetian blinds, and connecting vertical and horizontal wall floors. (high dusting, above 5 feet)
- Vacuum upholstered furniture.

Office, Lounge and Conference Rooms

Most of the same cleaning procedures, as outlined for 'Classroom Cleaning' in the previous section, can be followed for cleaning office areas, faculty lounges, conference rooms, libraries, media center areas, etc.

Daily:

- Empty waste receptacles and damp clean.
- Clean chalkboards and chalk trays and dry erase marker boards.
- Vacuum traffic patterns on carpeted floors and remove gum and soil spots.
- Dust mop and wet mop tiled floors.
- Clean glass in doors and partitions.

Weekly:

- Dust furniture surfaces and damp clean tabletops. (low dust below 5 feet)
- Empty pencil sharpeners.
- Vacuum carpeted areas thoroughly.
- Clean door surfaces.

Monthly:

- Restore floor finish on non-carpeted floors.
- High dust vents, lights, pipes, Venetian blinds, and connecting vertical and horizontal wall surfaces. (High dust above 5 feet)

Restrooms, Locker Rooms and Showers

Daily:

- Empty waste receptacles and change liners.
- Thoroughly clean and disinfect toilets and urinals.
- Thoroughly clean and disinfect shower rooms and dressing rooms.
- Restock dispensers: soap, paper towel, toilet tissue and sanitary napkins.
- Clean mirrors; clean and disinfect urinals and stools; clean basins; polish stainless steel and chrome surfaces.
- Spot wash walls, lockers, and partitions.
- Dust mop and wet mop floors with disinfectant solution.

Weekly:

- Damp clean and polish partition thoroughly.
- Pour at least one gallon of water down floor drains.
- Dust wall and ceiling vents.
- Clean doors and wall tile.

Twice Monthly:

- De-scale fixtures.
- Scrub floor with floor scrubber.

Cafeterias and Lunch Areas

There are particular duties, which the Food Service Department expects to be accomplished by the assigned custodian. These can be divided into daily, weekly or monthly tasks.

The cafeteria custodian is required to maintain food service sanitation standards. This is especially important in the areas of temperature control, food storage, and cleaning procedures. A custodian is expected to follow instructions of manager on sanitation issues.

This is not a complete list of tasks. There may be additional duties required based on the needs of the school.

Daily:

- Run Dish Machine at Breakfast & Lunch
 - Check temperature of machine
 - Trays should be allowed to air dry, trays should not be stacked wet
 - Trays should not be carried against body or dirty apron
 - Dirty trays should not sit between meal service

- Clean Dish Machine/Compactor Area
 - These are sanitation areas, their cleanliness should be maintained
 - Drains should be cleared of food

- Sweep Kitchen Floor Area
 - This includes the preparation, storage, office area
 - Sweeping should occur during service to present a clean appearance

- Mop Kitchen Floor Area
 - Floor should be mopped with a clean mop
 - Separate mop should be used for preparation area

- Empty Trash Cans
 - Trash cans should be emptied throughout the day
 - Cans should be washed weekly if liners are used.
 - Cans should be washed daily if no liners are used

- Clean floor mats and replace
 - Floor mats should be cleaned each day, if necessary scrubbing is required to remove debris.
 - Mats should be returned and set in place after cleaning.
- Assist in Unloading Trucks
 - Trucks generally arrive at approximately the same time each delivery.
 - Unloading trucks consists of helping remove items from truck and then placing in storage area based on Manager's instruction
 - Frozen and refrigerated items should be put away as quickly as possible. More than thirty minutes is unacceptable.
- Sweep/mop Dining Area
 - Area should be clean for all students; last students should get the same cleanliness as the first student.
 - Tables should be cleaned with sanitizing solution
 - Cleaning cloths should not be left on tables
 - Cleaning cloths that have dropped on floor should be disposed of
- Lifting of Heavy Items
 - Removing of cases from trucks, loading of ice barrels, moving large carts into selling locations, empty grease from fryers and remove to grease barrel; move and lift heavy containers of food items, tea urns, pans, etc.

Weekly:

- Assist in putting up grocery/frozen items
- Assistance may be necessary when taking inventory
- Clean porch area as necessary
- Porch should be swept and hosed down with cleanser to remove food debris and odors
- Wash Floor Drains
- Floor drains should be cleaned of food and debris

Food Preparation:

- Assistance may be needed in food preparation when staff is short of help
- Assistance can include: making ice cups, making fries, working serving line

Equipment Maintenance:

- Assistance may be required in maintaining and repairing equipment as necessary

Monthly:

- Vent filter cleaning
- Window cleaning
- Wall & fan cleaning
- Clean Light Fixtures
- Painting as needed

Shop Areas

Daily:

Empty waste receptacles and replace liners, dust mop or sweep floors; and spot - mop floors.

Twice Monthly:

Dust sills and ledges; spot - clean walls

Monthly:

Mop floors with detergent solution and buff floors coated with floor finish or wax.

Gyms and Multipurpose Rooms

Daily:

- Empty waste receptacles and replace liners.
- Dust mop court floors and spot clean using recommended treatment for dust mop.
- Clean glass in doors and partitions.
- Clean and disinfect drinking fountains.
- Vacuum traffic patterns on carpeted floors; remove gum and soil spots.
- Dust furniture.
- Dust mop and wet mop tiled floors.
- Spot clean walls; remove graffiti.

Weekly:

- Vacuum carpeted areas thoroughly.
- Clean door surfaces.
- Vacuum upholstered furniture. Clean all wooden and vinyl furniture. (low dusting, below 5 feet)
- Clean and polish brass or chrome.
- Spray buff tiled floors; remove scuffmarks.

Monthly:

- High dust (above 5') or vacuum vents, lights, pipes, Venetian blinds, drapes, connecting horizontal and vertical wall surfaces.

Annually:

- Reseal floor-using manufacturer's recommended procedures and finishes.

METHODS AND PROCEDURES

Assembling Equipment and Supplies

At the beginning of each shift, the custodian should assemble all tools and materials needed to clean thoroughly. This will minimize frequent return trips to the custodial closet to get something else.

- Custodian cart with caddy
- Spray bottles with appropriate solutions to clean glass, counters, sinks, disinfect surfaces, and spot cleaning
- Dust cloths
- Paper towels
- Putty knife/razor blade scrapper
- Dust mop (treated if needed)
- Wet mop (if needed)
- Mop bucket and press (if needed)
- Vacuum cleaner complete
- Plastic liners (small and large)
- Counter brush
- Dust pan
- Gum remover
- Protective glasses and gloves

Drinking Fountains

If drinking fountains are not cleaned regularly and correctly, they can become a health hazard. The public expects clean drinking water; therefore, it is the responsibility of the Custodian to keep the drinking fountains clean and sanitary. Drinking fountains should be cleaned daily using the following methods:

1. Use spray bottle or bucket with water and detergent/disinfectant solution to spray or wipe solution over all surfaces.
2. Agitate with clean cloth, small brush, or paper towel.
3. Rinse.
4. Use clean cloth or paper towel to wipe dry and polish chrome and other surfaces.

Chalkboards and Marker Boards

Be sure to check for information to remain on the board before cleaning. A few words on the care of chalkboards may be helpful.

1. Most chalkboards can be cleaned by simply erasing with a clean felt eraser and wiping with a clean cloth.
2. Water is not recommended for most chalkboards as the water plus chalk equals glue and will fill the chalkboard pores, giving a poor writing surface.
3. Some of the newer boards require washing as they are not designed for chalk. If you are not sure, check with your supervisor.
4. An eraser and treated dusting cloth can be used to remove the fine chalk dust if necessary.
5. The chalk tray can be damp wiped at this time or vacuumed out later while vacuuming carpet. Vacuum erasers, if needed.
6. Use only solutions recommended by the manufacturer when cleaning “Dry Erase Marker Boards”.

Dusting

From the standpoint of health as well as appearance, dusting is one of the most important jobs of the custodian. Dust can be a carrier of disease germs. Visible dust presents a dirty appearance that needs to be taken care of as soon as possible.

A vacuum cleaner is the best tool for removing dust.

Treated “dust cloths” can be used for most dusting. These are usually rolls of factory treated flannel cloth.

Some surfaces lend themselves well to ‘damp dusting’ using a clean cloth and plastic sprayer with appropriate solution. Where students eat at their desks, the desktops are to be cleaned daily with a district-approved disinfectant.

Dust all horizontal surfaces such as window ledges, sills, files, counter tops, and desks. Inspect student desktops and spot clean them to remove heavy soil, heavy marking or graffiti.

As a rule, all horizontal surfaces less than 5’ will receive a thorough dusting weekly. Horizontal surfaces greater than 5’ will receive a thorough dusting monthly. Some surfaces may require spot dusting on a daily basis.

Note: Lock all windows when you clean the sills.

Cleaning Classroom Sinks and Counters

1. Clean sinks and replenish paper towels and hand soap daily. Clean sinks by using plastic sprayer with disinfectant/detergent solution. Spray and wipe dry with a paper towel, or use fine cleanser, rinse and wipe dry with clean cloth or paper towel.

2. Spray solution on counter and wipe clean with clean cloth or paper towel.

Dust Mopping Resilient Floors

If the floor is resilient type either totally or partially, the following is recommended:

1. Pick up large pieces of paper or other debris before starting to clean.
2. Use treated dust mop and carefully dust mop all resilient floor areas. Clean under all desks, equipment, etc. that are off the floor.
3. Dust mop debris to one area for pick up with counter brush and dust pan.
4. Dust mop may be lightly shaken or vacuumed to remove dust. Do in appropriate area.
5. Retreat dust mop as necessary by lightly spraying with dust oil and allow setting before using, or hanging up.
6. If area is carpeted, with a strip of resilient flooring, it is permissible to sweep dust onto carpet for pick up when vacuuming.

Trash

Empty all trash receptacles. Do not reach into the receptacles, but carefully dump the contents of the receptacle into the waste collection bag. Damp wipe soiled receptacles. Replace plastic liners only when soiled or otherwise needed.

Note: Remove lunch trash immediately following lunch. Use ramp or steps provided when throwing trash into dumpsters. Do not throw over your head. This will minimize injury.

Carpet Vacuuming

The vacuum cleaner is the most effective tool to remove soil from many surfaces, especially carpeting.

1. Move furniture in room only as necessary to vacuum all areas of the carpeting.
2. Pick up large pieces of paper and other debris before vacuuming (perhaps teachers and students may be asked to assist).
3. Vacuum all carpeted areas, getting under desks, furniture and equipment that is off the floor.
4. Vacuum chalk trays (if not already done) and erasers (as needed).
5. Replace all furniture.
6. Look for and clean up spots or soiled areas on carpeting using plastic sprayer, appropriate cleaner, and clean cloths or paper towels. Remove gum by using gum remover-follow manufacturer's instructions.

Spot Cleaning

1. Spot clean walls, doors, and ledges as previously recommended. Spot clean daily in carpeted areas where students are eating. Use clean cloth or paper towels and detergent solution in plastic spray bottle.
2. Spot clean glass in doors and partitions and on the inside of windows to remove smudges as previously recommended. Use soft, lint free, clean cloth or paper towels and glass cleaner in plastic sprayer.
3. Dust or clean vents in ceilings of classrooms, offices, etc. as previously recommended.

Before leaving the room, visually check to make sure all the following duties are completed:

- Windows are locked.
- All items are in appropriate place.
- Room looks clean and - is clean!
- Lights are turned off.
- Door is locked.

Restroom Cleaning

The job of cleaning and disinfecting your rest rooms is not a difficult one, if the work is done efficiently and daily as it should be. Modern fixture design usually makes cleaning them fast and effective if proper procedures are followed. Remember that deodorant blocks are not permitted. Deodorants do not clean or sanitize, but merely cover up one odor with another. Clean rest rooms are important for a number of reasons:

- Bacteria control to help eliminate cross infections to safeguard health.
- Many times the custodial staff is judged on the appearance and cleanliness of the rest rooms.
- Clean rest rooms encourage the public to help keep them that way.
- Clean rest room fixtures greatly reduce the possibility of offensive odors (and complaints).
- The most frequent lingering cause of odors in rest rooms is due to uric acid salts. Remove these salts through proper cleaning procedures and the odors are gone! Rest rooms also require adequate ventilation.

Refilling Dispensers

1. Check all dispensers daily to insure adequate supply.
2. Refill all dispensers as required (including toilet paper dispensers).
3. Interfold the bottom sheet with the remaining top sheet in the dispenser when adding paper towels.
4. Check the working condition of the units.
5. Close and lock dispenser.

6. Spray the surfaces with germicidal/disinfectant solution; let the solution dwell for ten minutes, then wipe dry with paper towel. At the same time, check the soap valve to assure proper operating condition.
7. Clean the surface of the dispenser as above.
8. Fill all soap dispensers.
9. Stock the sanitary napkin/tampon dispenser.
10. In the women's restrooms, it is essential that the sanitary napkin/tampon machine be stocked at all times. If the machine becomes inoperable, it must be repaired or reported promptly.
11. Unlock the machine.
12. Refill machine correctly to ensure that it will dispense napkins properly.
13. Close and lock the machine.

Cleaning Sinks and Wash Basins

Several methods can be used to clean sinks with equal final results, however, the following is recommended:

1. Use spray bottle with germicidal/disinfectant solution and spray sink (inside and outside), faucets and adjacent wall areas.
2. Let sit ten minutes, and then scrub with paper towel, clean cloth, or brush. (Paper towel preferred.)
3. Use a small amount of fine cleanser if necessary.
4. Rinse as necessary and polish with clean cloth or paper towel.
5. Wipe walls adjacent to sinks to remove grime, spots, etc. as above.
6. Clean pipes underneath sinks daily as part of the procedure.
7. **Do not use lime de-scaler on counter tops.**

Mirrors

Mirrors in rest rooms are easy to keep clean by spraying lightly with glass cleaner or germicidal/detergent solution and wiping dry and/or polishing with a clean, lint free cloth or paper towel. Never use an abrasive cleaner or acid or dirty cloth on mirror. These may mar or scratch surface. Avoid using excessive water as it may get into the frame backing and damage the silvering.

Urinals and Toilet Bowls

Wear rubber gloves at all times. This is for your personal protection.

To clean inside bowl:

1. Flush toilet and/or urinal.
2. Use hospital disinfectant from dispensing system-follow manufacturer's instructions.

3. Use cotton swab (poodle tail) and/or toilet brush and swab inside of bowl using solution.
4. Scrub as necessary-be sure to swab solution up and under the flush rim. Scrub thoroughly.
5. Flush toilet or urinal and rinse swab or brush in clean water before proceeding to next fixture.

To clean seat and outside of fixtures using sprayer:

1. Spray germicidal/disinfectant solution on toilet seat (both sides), and all of the outside surfaces of the fixtures (toilets and urinals).
2. Let stand for ten minutes.
3. Wipe dry with paper towels starting with the top of the seat, then underside and finally the balance of the fixture down to the floor.

Note: This procedure is the most effective way to sanitize a fixture, because you are always using clean solution with no chance of cross-contamination. Also, plastic spray bottles or one (1) gallon pressure sprayers can be used.

Bathroom Walls and Partitions:

1. Spray or damp dust with a germicidal/detergent solution on surfaces such as ledges, partitions, dispensers, wainscoting, shelves, areas around urinals and toilets, and lower walls as necessary.
2. Use either sprayers or bucket with germicidal/detergent solution, paper towels, clean cloths or a brush.
3. Wipe dry, if necessary, with paper towels or clean cloth to prevent streaks and spotting.

Additional Notes

To discourage graffiti, always remove it right away. Test chemical or cleaner in an obscure area prior to use. In older buildings it may be necessary to paint the stalls frequently to maintain desired levels of appearance.

Bathroom and Shower Floors: (Does not include wood floors)

The floors are made of a variety of materials. Some judgment is necessary as to the use of strong chemicals and excessive amounts of water. If the floor can be damaged by over-wetting, substitute with light damp mopping.

1. Mix mopping solution per manufacturer's instructions.
2. Use clean, wet mop and wet down the floor thoroughly with the solution (damp mop if floor would be damaged as above).
3. Let stand a few moments for the chemicals to work.
4. Agitate the solution with your mop as needed.

5. Pick up soiled solution with mop, floor squeegee, and pick-up pan or floor drain, or use wet-vac for pick up. Clean all corners and edges. (Scrape if necessary.)
6. Return all receptacles to proper position.

Note: Do not rinse floor as we want to take full advantage of the residual benefits of the germicide. Before leaving the rest room, take a quick visual check of the area and see if it smells clean and looks clean! Be proud of doing the job well.

Shower Rooms, Locker Rooms and Dressing Rooms

Trash

1. Empty all trash containers (including small pieces of soap and other debris) into cart.
2. Reline containers with plastic liner.
3. Spray or wipe containers with germicide/disinfectant solution. Wipe dry with clean cloth or paper towel.

Benches Furniture and Lockers

1. Spray or wipe (with cloth) with germicide/disinfectant solution, let dwell for ten minutes and scrub or wipe dry with clean cloth.
2. Spot clean walls and lights as needed (as above). Replace burned out lights.
3. Replenish paper towels, soap, etc. Clean dispensers and lock.

Showers

1. Wipe down walls with germicide/disinfectant solution and cloth, wedge mop, sponge mop, or brush. Let solution stay on walls a few minutes to allow chemicals to work.
2. Scrub or agitate solution to loosen soil and scum. Rinse with clean water.
3. Polish handles, shower heads, and other hardware and wipe dry.
4. Clean hair, etc. from shower drain.

Floor Surfaces

The flooring surfaces vary considerably in the different buildings, however, the following is recommended:

1. Sweep or dust mop (treated) floor to remove large pieces of paper and other debris.
2. Pick up towels, socks, shoes, etc. and store appropriately (PE teachers and students should assist).
3. Lightly flood floors with germicide/detergent solution and warm water.
4. Let stand 3 minutes or more for chemical action.

5. Agitate or scrub with wet mop, brush (long handled), or power buffer, if necessary.
6. Pick up soiled solution with mop, squeegee to drain, or wet vacuum up.

Note: Rinsing not necessary as the residual benefits of the germicide are desirable. Clean all equipment and store properly.

CLEANING OF BODY FLUIDS

The following is an eight-step guide, demonstrating how to safely clean body fluid spills and avoid contamination.

1. Block off the area. When a spilled body fluid is discovered, make sure the general area of the spill is blocked off so building occupants are not exposed and don't spread the spill by walking through it. Use "wet floor" signs.
2. Wear disposable gloves. Essential safety equipment, gloves protect workers from the liquid absorbing into the skin or open cuts. If necessary, a mask should also be worn.
3. Sprinkle absorbent material over spill. This will contain the spill and make cleanup easier. Spray a disinfectant on the spill, to inactivate germs or viruses.
4. Remove the spill. Once the spill is contained, use a brush or disposable cloths and dustpan to remove. Place it in a double-bagged plastic bag.
5. Disinfect tools. Anything touched during the cleanup procedure should be disinfected immediately after cleanup.
6. Discard used absorbent materials. Gloves should be removed and disposed of in the bag, and then the bag must be tightly sealed and disposed of. Take bag out of facility and dispose of into the campus dumpster.
7. Decontaminate area. Use a germicidal detergent/disinfectant solution, either sprayed or mopped on.
8. Thoroughly wash hands with an antimicrobial hand wash. If you are not close to the hand wash area, an antiseptic alcohol hand rinse may be used until regular hand washing is possible.

Gym and Multi-Purpose Room Floors

These areas present two (2) different types of flooring material (wood and resilient flooring), therefore each type of flooring will be addressed here.

Resilient Floors

These include such flooring surfaces as asphalt tile, hard vinyl tile, sheet goods, and resilient 'poured' floors. Most of the custodian's work in these areas will consist of floor care procedures, with a limited amount of time spent dusting or cleaning benches, bleachers, or chairs.

1. Use treated dust mop using factory recommended treatment to clean floor. Do not 'sweep' with dust mop as this will scatter dust into the air. Keep dust mop on the floor and clean in long 'runs'. Clean out dust mop by carefully shaking where appropriate or clean with vacuum cleaner.
2. Re-treat lightly with 'mop dressing' as needed.
3. Pick up dust and debris with dust pan and counter brush or with vacuum and dispose of trash.
4. Wet mop total floor or damp mop as needed to remove spots. Use detergent and water solution. Agitate with wet mop or lightly scrub with buffer if necessary.
5. Pick up soiled solution.
6. Reseal as necessary (floors are sealed when new).
7. High-speed buff as needed. Very effective way to clean and repair floor.

Wood Floors-Follow manufacturer's instructions.

Daily:

1. Pick up and dispose of debris.
2. Remove chewing gum.
3. Dust mop floor with a clean and properly treated mop.
4. Wipe floor with bare hand to test if dust remains on the floor. If dust is detected, repeat step No. 3.
5. For normal soil removal, use a cleaner suitable for wood surfaces and as recommended by the manufacturer.

Annually:

Gym floors will be screened and refinished annually by an approved District contractor.

DISTRICT PRESCRIBED CLEANERS

Following is a list of cleaners and solvents approved for use by the school district. Ensure that product is used for its intended purpose. Using a cleaner or solvent for something other than its original intent could provide for a hazardous condition and possible risk to human health.

Additional Precautions: Vinegar is a mild acid and has little cleaning value. As a result, it is not to be used as a cleaner or mixed with a cleaning solution.

Extremely hazardous fumes can be created when ammonia is mixed with Clorox bleach. ***CLOROX Bleach should not be used in schools as a cleaning agent.***

All Purpose Cleaner

Use: **Marauder or Crossbow**

Method:

Daily use on most surfaces such as counter tops, desktops, floors, walls, etc.

Graffiti Remover

Use: **Workout**

Method: Follow manufacturer's instructions

Glass Cleaner

Use: **Star Spray**

Method:

Daily use on glass and other surfaces. Cleans grease, grime, soap film, finger marks and smoke. Dispense concentrated amount of solution from dispensing system, proceed with cleaning. No rinsing required, just wipe clean.

Disinfectant

Use: **Lemon, Pine, or Mint Quat**

Method:

Daily use, a broad-spectrum hospital grade disinfectant for use in bathrooms, showers, nurses quarters, desktops and floors. Dispense concentrated amount of solution from dispensing system, proceed with cleaning. No rinsing.

Absorbing Deodorant

Use: **Absorbent Granules**

Method:

As needed for vomit, garbage, wet ashes, urine, feces, etc.

Apply on damp or wet surface.

Scale and Lime Remover

Use: Sparkle or Gel Scrub

Method: Follow manufacturer's instructions.

For initial de-liming of dishwashing machines, steam tables and all areas that have lime build-up.

Gum Remover

Use: Gum, Tar & Oil Remover

Method: Follow manufacturer's instructions.

As needed for carpets.

Note: Test on sample carpet first-remover dissolves vinyl backing on some carpets. Carpet may need to be shampooed after use.

Septic Enzymes

Use: Quick & Clean Liquid Enzyme

Method: Follow manufacturer's instructions.

As needed. A concentrated bacteria enzyme system for sewage digestion.

FLOORS

WOOD: Follow manufacturer's instructions.

TILE/SHEET VINYL: Follow manufacturer's instructions. Seven to nine coats depending on traffic.

CARPET: Follow manufacturer's instructions.

RUBBER: Follow manufacturer's instructions.

TABLES: Use disinfectant and follow directions when cleaning tables and desks. This is a daily task with high priority.

Levels of Cleanliness

Each month campuses are inspected by the Area Foreman responsible for the area. Campus inspection results are reviewed by a number of people in the District including but not limited to: Principals, Directors, Assistant Directors, Foreman, and Head Custodians. Campus scores are converted to a level of cleanliness grade. The grades are as follows:

Level 1 Cleaning results in a "spotless" building, as might normally be found in a hospital environment or corporate suite. At this level, a custodian with proper supplies and tools can clean approximately 10,000 to 11,000 square feet in an 8-hour period.

Level 1 Establishes cleaning at the highest level. This is show-quality cleaning for a prime facility.

- Floors and base moldings shine and/or are bright and clean; colors are fresh. There is no buildup in corners or along wall.
- All vertical and horizontal surfaces have a freshly cleaned or polished appearance and have no accumulation of dust, dirt, marks, streaks, smudges or fingerprints.
- Washrooms and shower tile and fixtures gleam and are odor-free. Supplies are adequate.
- Trash containers and pencil sharpeners are empty, clean and odor-free.

Level 2 Cleaning is the uppermost standard for most school cleaning, and is generally reserved for restrooms, special education areas, kindergarten areas, or food service areas. A custodian can clean approximately 18,000 to 20,000 square feet in an 8-hour shift.

Level 2 This is the level at which cleaning should be maintained. Lower levels for washrooms, changing/locker rooms and similar-type facilities are not acceptable.

- Floors and base moldings shine and/or are bright and clean. There is no buildup in corners or along walls, but there can be two day's worth of dirt, dust, stains, or streaks.
- All vertical and horizontal surfaces are clean, but marks, dust, smudges, and fingerprints are noticeable with close observation.
- Washroom and shower tile and fixtures gleam and are odor-free. Supplies are adequate.
- Trash containers and pencil sharpeners are empty, clean and odor-free.

Level 3 Cleaning is a norm for most school facilities. It is acceptable to most stakeholders and does not pose any health issues. A custodian can clean approximately 28,000 to 31,000 square feet in 8 hours.

Level 3 This level is lowering of normal expectations. While not totally acceptable, it has yet to reach an unacceptable level of cleanliness.

- Floors are swept clean, but upon close observation, dust, dirt, and stains, as well as a buildup of dirt, dust, and/or floor finish in corners and along walls, can be seen.
- All vertical and horizontal surfaces have obvious dust, dirt, marks, smudges, and fingerprints
- Lamps all work and fixtures are clean.
- Trash containers and pencil sharpeners are empty, clean and odor-free.

Level 4 Cleaning is not normally acceptable in a school environment. Classrooms would be cleaned every other day, carpet would be vacuumed every third day, and dusting would occur once a month. At this level, a custodian can clean 45,000 to 50,000 square feet in 8 hours.

Level 4 This level reflects area becoming unacceptable. People begin to accept an environment lacking normal cleanliness. In fact, the facility begins to constantly look like it requires a good "spring cleaning".

- Floors are swept clean, but are dull. Colors are dingy and there is an obvious building of dust, dirt, and/or floor finish in corners and along walls. Moldings are dull and contain streaks and splashes
- All vertical and horizontal surfaces have conspicuous dust, dirt, smudges, fingerprints and marks the will be difficult to remove.
- Less than 5 percent of lamps are burned out, and fixtures are dingy.
- Trash containers and pencil sharpeners have old trash and shavings. They are stained and marked. Trash cans smell sour.

Level 5 Cleaning can very rapidly lead to an unhealthy situation. Trash cans might be emptied and carpets vacuumed on a weekly basis. One custodian can clean 85,000 to 90,000 square feet in an 8-hour period.

Level 5 This is the final and lowest level. The trucking industry would call this "just-in-time-cleaning". The facility is always dirty, with cleaning accomplished at an unacceptable level.

- Floors and carpets are dirty and have visible wear and/or pitting. Colors are faded and dingy, and there is a conspicuous buildup of dirt, dust and/or floor finish in corners and along walls. Base molding is dirty, stained and streaked. Gum, stains, dirt, dust balls and trash are broadcast.
- All vertical and horizontal surfaces have major accumulations on dust, dirt, smudges, and as well as damage. It is evident that no maintenance or cleaning is done on these surfaces.
- More than 5 percent of lamps are burned out, and fixtures are dirty with dust balls and flies
- Trash containers and pencil sharpeners overflow. They are stained and marked. Trash containers smell sour.

MASTER CUSTODIAL SCHEDULE

Services	Daily	Weekly	Monthly	Annually	As Needed
Trash pick-up	X				
Recycle pick-up	Alternate days				X
Sweep, wet mop, disinfect restroom floors	X				
Clean, disinfect restroom fixtures	X				
Restock restroom supplies	X				
Dust mop all hard surface floors	X				
Vacuum entry mats and carpet in traffic areas	X				
Clean tables, counters, floors, sinks in break rooms	X				
Clean, disinfect drinking fountains	X				
Sweep, clean loading dock areas	X				
Change kitchen or coffee station liners	X				
Sweep, vacuum stairwells		X			
Vacuum traffic areas	X				

Vacuum non-traffic areas		X			
Detail vacuum			X		
Low dusting (Below 5 feet)		X			
High dusting (Above 5 feet)			X		
Wet mop stairs			X		
Change trash liners					X
Extraction of all carpet areas				Twice Annually	
Services	Daily	Weekly	Monthly	Annually	As Needed
Wet scrub and wax floors				Twice Annually	
Clean ceiling vents				X	
Clean, dust upholstered furniture				X	
Window blind cleaning				X	
Unlock buildings	X				
Clean entry glass	X				
Litter patrol around building, parking areas	X				
Sweep and clean building entry	X				
Replace light bulbs & tubes					X
Clean Fluorescent Fixtures and Diffusers				X	
Respond to emergencies					X
Unplug drains					X
Deliver recycle and garbage barrels					X

Clean spills					X
Inclement weather duty					X
Vandalism, transient debris clean-up					X
Clean gym/multipurpose floor	X				