

Scotland County Schools

# Custodial Operations Handbook

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# INTRODUCTION

Custodians are very important people in the schools in Scotland County because they (along with the maintenance staff) are responsible for assuring a safe, clean, sanitary, attractive, and efficient environment in the facilities occupied by the students, faculties, and administrators.

In order to achieve the desired results, custodial operations must be well organized and well managed. The fundamental requirements of a successful custodial operations program are:

- Qualified, dependable, motivated and well-trained custodians and supervisors.
- Adequate (necessary) supplies and equipment.
- Standardized performance expectations
- Quality Control

This manual has been provided to assist administrators in their efforts to organize the custodial staff at each school consistent with custodial activities and performance expectations at other schools and to serve as a reference for custodians and their supervisors.

It is important for every custodial employee to understand the duties, tasks and schedules for which he/she is responsible. It is also important that administrators have similar expectations, standards of cleanliness, etc. along with a similar and consistent employee performance evaluation process.

Custodians are employees of the school at which they work (and its administrator) and he/she (or his/her designee) directly supervises them. A custodial warehouse clerk who is an employee on the maintenance staff provides system-wide custodial support.

The number of custodians assigned to each school is determined by the following formula:

$$\frac{\text{Classrooms} + \text{ADM (students)} + \text{Total Space (sq ft)}}{10 \quad 225 \quad 15000} \quad \text{+/- Difficulty Factor} = \text{Custodian Allotment}$$

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Custodians generally are classified in terms of their duties, responsibilities, seniority, etc. Typical classifications are:

- Lead Custodian / General Maintenance Technician (8 hours/day = 40 hours/week)
- Fulltime Custodian (8 hours/day, 40 hours/week for 12 months/year)
- Part-time Custodian (6 1/2 hours/day, 32.5 hours/week for 12 months/year or 8 hours/day for 10 months/year)
- Part-time Custodian (4 hours/day, 20 hours /week for 12 months/year)

Duties, responsibilities and schedules may vary at different sites because of the age of the facility, type of construction, size, grade level, etc. The general duties and responsibilities of typical custodians are listed in the Job Descriptions and Typical Duties/Responsibilities.

Since most of the school facilities served by custodians are occupied and cannot be disturbed during the day, it is necessary for the daily cleaning/housekeeping personnel to be assigned to separate (or possibly overlapping) day and night crews. Experience has proven that custodians are more productive when the facilities are unoccupied, but there are several custodial activities that have to be done during the occupied period of the day. It is also important to take advantage of extended unoccupied periods such as the Christmas, Easter and summer (or intercession) breaks for major cleaning, refinishing, etc.

JOB DESCRIPTION: Custodian  
Reports To: Principal

#### PRIMARY FUNCTION

Custodial employees are classified/at-will employees. The employee's primary function is to perform "housekeeping" services. He/she will be required to semi-independently follow established procedures for maintaining safe, clean, sanitary, attractive, efficient and orderly school facilities.

#### MINIMUM QUALIFICATIONS

Knowledge, Skills, Abilities, etc.: The employee must have at least one-year prior successful experience as a custodian in a commercial or institutional setting. He/she must demonstrate an appreciation for good workmanship and safety in order to properly use and care for materials, tools and equipment. He/she will independently analyze situations arising during the workday and will be expected to use good judgement to prioritize and complete work assignments safely and expeditiously. He/she will be expected to use good oral communication skills and interact professionally with administrators, other school employees, students and the general public. He/she must also be punctual and adhere to established working hours, attend work regularly without undue absenteeism, be productive and effectively manage time, and demonstrate a cheerful and cooperative attitude.

A basic literacy is necessary and a high school diploma (or the equivalent) is preferred. The employee will be required to:

- Read and comprehend work orders, instruction manuals, product/container labels, material safety data sheets, etc.
- Document all information relating to work orders, material and supply requests, inventory reports and other required reports.
- Use basic mathematical calculations to estimate and purchase materials, to measure and layout work, to track inventories, to mix ready-to-use cleaning materials from concentrates, etc.

Physical Requirements: The employee must lift, maneuver and carry medium to heavy objects (i.e., 50 – 75 lbs.); climb ladders and scaffolds (2 story structures); operate hand tools, power tools, mechanical equipment, vehicles, etc. Good manual dexterity, good hand/eye coordination and good visual acuity are required.

#### WORKING CONDITIONS

The employee will be subject to both inside and outside environmental conditions typical to Scotland County along with occasional exposure to fumes, odors, dusts, mists, oils, chemicals, equipment noise, etc. He/she will be required to function occasionally in close quarters (i.e., small enclosed rooms, narrow aisles, mechanical lofts, crawl spaces, man holes, etc.) and in proximity to hazardous moving mechanical parts, electrical currents, ladders, scaffolds, power tools, mechanical equipment, tractors, forklifts, etc.

#### GENERAL RESPONSIBILITIES AND DUTIES

1. Disposal of trash and debris; cleaning/washing floors, walls, ceilings, windows, etc.; dusting and polishing furniture; stripping, refinishing, and polishing floors; cleaning and disinfecting restrooms, plumbing fixtures, etc.
2. Assist in the performance of minor facility and grounds maintenance repairs and preventive maintenance at a "handyman" level of proficiency (see typical minor facility and grounds maintenance list). Monitor and observe the facilities' building components, electrical, plumbing, HVAC equipment and thermostats, etc. noting major defects and deficiencies and report them to the principal (who will request assistance from the maintenance department).
3. Monitor security and fire alarm systems and devices. Report defects to the principal.
4. Be observant of unusual or suspicious activity to guard against trespassers and vandalism. Report suspicious activity to the proper authorities.
5. Provide assistance to students, teachers, visitors, or other employees as the need arises and the principal requests.

NOTE: Specific duties of a general maintenance/head custodian, day crew, night crew and summer crews are available and are included in this Custodial Handbook.

JOB DESCRIPTION: Head Custodian / General Maintenance Technician  
Reports To: Principal and Maintenance Director

#### PRIMARY FUNCTION

Custodial employees are classified/at-will employees. The employee's primary functions are to coordinate "housekeeping" services and perform general maintenance repairs and preventive maintenance. He/she will be required to independently coordinate custodial and general maintenance activities following the established procedures for maintaining safe, clean, sanitary, attractive, efficient and orderly school facilities.

#### MINIMUM QUALIFICATIONS

Knowledge, Skills, Abilities, etc.: The employee must have at least three years prior successful experience as a custodian in a commercial or institutional setting and at least one year of supervisory experience. He/she must demonstrate an appreciation for good workmanship and safety in order to properly use and care for materials, tools and equipment. He/she will independently analyze situations arising during the workday and will be expected to use good judgement to prioritize and complete work assignments safely and expeditiously. He/she will be expected to use good oral communication skills and interact professionally with administrators, other school employees, students and the general public. He/she must also be punctual and adhere to established working hours, attend work regularly without undue absenteeism, be productive and effectively manage time, and demonstrate a cheerful and cooperative attitude.

A basic education and high school diploma (or the equivalent) is necessary. The employee will be required to:

- Read and comprehend work orders, instruction manuals, product/container labels, material safety data sheets, etc.
- Document all information relating to work orders, material and supply requests, inventory reports and other required reports.
- Use basic mathematical calculations to estimate and purchase materials, to measure and layout work, to track inventories, to mix ready-to-use cleaning materials from concentrates, etc.

Physical Requirements: The employee must lift, maneuver and carry medium to heavy objects (i.e., 50 – 75 lbs.); climb ladders and scaffolds (2 story structures); operate hand tools, power tools, mechanical equipment, vehicles, etc. Good manual dexterity, good hand/eye coordination and good visual acuity are required.

#### WORKING CONDITIONS

The employee will be subject to both inside and outside environmental conditions typical to Scotland County along with occasional exposure to fumes, odors, dusts, mists, oils, chemicals, equipment noise, etc. He/she will be required to function occasionally in close quarters (i.e., small enclosed rooms, narrow aisles, mechanical lofts, crawl spaces, man holes, etc.) and in proximity to hazardous moving mechanical parts, electrical currents, ladders, scaffolds, power tools, mechanical equipment, tractors, forklifts, etc.

#### GENERAL RESPONSIBILITIES AND DUTIES

1. Coordinate custodial activities and services including disposal of trash and debris; cleaning/washing floors, walls, ceilings, windows, etc.; dusting and polishing furniture; stripping, refinishing, and polishing floors; cleaning and disinfecting restrooms, plumbing fixtures, etc.
2. Perform minor facility and grounds maintenance repairs and preventive maintenance at a "handyman" level of proficiency (see typical minor facility and grounds maintenance list). Monitor and observe the facilities' building components, electrical, plumbing, HVAC equipment and thermostats, etc. noting major defects and deficiencies and report them to the principal (who will request assistance from the maintenance department). Perform minor lubrication and other preventive maintenance services as assigned.
3. Monitor security and fire alarm systems and devices. Reports defects to the principal.
4. Maintain an adequate inventory of cleaning/disinfecting and other custodial supplies. Issue supplies to the custodial staff and maintain an accurate inventory record of all supplies ordered, received and issued.
5. Be observant of unusual or suspicious activity to guard against trespassers and vandalism. Report suspicious activity to the proper authorities.
6. Provide assistance to students, teachers, visitors, or other employees as the need arises and the principal requests.
7. Perform other duties as assigned by the principal, maintenance director and superintendent.

## STANDARD HOUSEKEEPING SPECIFICATIONS AND QUALITY CONTROL

### Specific Duties and Responsibilities

In any endeavor, it is important for the employees to understand the tasks for which he/she is responsible and the evaluative standards to be applied. General responsibilities of a typical employee are listed on the Job Descriptions but responsibilities may vary at different sites because of the age of the facility, type of construction, size, etc. Since much of the facility custodians serve cannot be disturbed during the day (because of occupied classrooms, etc.), it is necessary for the custodial crew to be assigned to separate (or possibly overlapping) day and night crews. It is also important to take advantage of extended unoccupied periods such as Christmas, Easter, summer and intercession breaks for major cleaning, refinishing, etc. Experience has proven that custodians are more productive when the facilities are unoccupied, but there are several custodial duties that have to be done during the day such as: unlock and lock the buildings, periodic restroom cleaning, removal of trash, minor facility maintenance/repairs, monitoring of HVAC equipment, etc. The specific duties of a typical day crew, night crew, and a summer (or intercession) crew are provided on the next pages.

### Quality Control

Quality control assures that the job is done right. Who is responsible for quality control? Simply stated, everyone on the custodial team is responsible; no one person can be held solely accountable for the quality of work done on a job. Quality is achieved through a team effort and should be a part of all of the daily custodial activities. The housekeeping employees, the supervisor and the manager (i.e., principal) play important roles in assuring satisfactory workmanship and clean, well maintained buildings, equipment and grounds.

Inspections and employee evaluations are the instruments used to assure that the assigned tasks are completed satisfactorily and to provide a means of evaluation for those in positions of responsibility. Based upon the inspections and evaluations, action should be taken to improve performance, training, scheduling, management, etc. when satisfactory quality is not achieved. Action should also be taken to acknowledge and praise employees for good work.

There are many types of inspections. The type used depends on what is being inspected and the degree of information needed to complete the evaluation. Emphasis should be on *performance* not *criticism*. The most common types of inspections are:

- Formal: The inspection is announced well in advance and items to be inspected are evaluated in a prescribed manner.
- Informal: The inspection does not require a special preparation and only a general overview is desired. It is usually unannounced.
- Detailed Walk-Thru: A general inspection designed to pick out only those items that are obviously not up to standards.

The accompanied inspection is preferred. Using this technique, the inspector is accompanied during the inspection by a member of the custodial or administrative staff. In this manner, the staff member is made aware of the inspector's comments as they are recorded. The advantage of this technique is that it allows timely discussion if a problem is discovered and often results in 'on the spot' corrections to bring the task or item up to standard.

Another worthwhile technique is to require each employee to inspect and evaluate his/her own work. For example: After the custodian cleans an assigned area, he/she is given an inspection form and asked to evaluate his/her own work. The inspector then inspects the same area without reviewing the employee's form. Both then come together to compare remarks they made and to discuss differences. This should make the employee better aware of what is expected and what to look for in future inspections.

In order to be a good inspector, one must know what to look for. Educational facilities are subject to several regulatory agency standards and inspections in addition to the SCS administrative standards. Custodians are responsible for the findings of these inspectors as well as those done by SCS administrators.

- The local health department conducts periodic inspections and publishes the inspector's ratings as public information.
- The local building inspection department conducts periodic inspections and compiles a report that identifies deficiencies and violations of the building codes and fire codes.
- The Division of Insurance conducts periodic inspections and compiles a report identifying hazardous conditions and conditions that may contribute to high insurance losses.

### Employee Evaluations

The job description and Custodial Operations Handbook provided for each individual forms the basis for the performance appraisal instrument. The purpose of the performance evaluation is to identify deficiencies and

improve the efficiency and effectiveness of employees. All evaluations should provide for growth and improvement, be fair and equitable and be conducted in a confidential manner.

SPECIFIC RESPONSIBILITIES OF A TYPICAL DAY CREW  
7:00 a.m. to 4:00 p.m. (Monday – Friday)  
(1 hour meal break each day)

The typical day crew is primarily responsible for the areas of the buildings that are not occupied (or areas that are occupied by staff that can be interrupted briefly during the day).

Daily (5 days per week)

1. Deactivate alarm system, unlock building and turn on hallway lights (where needed).
2. Prepare materials and equipment for custodial activities.
3. Sweep and dust mop VCT and terrazzo floor in hallways, entrances, offices, dining area and lounges. Vacuum carpeted areas.
4. Clean entrance mats.
5. Clean and disinfect restrooms and gym dressing rooms at least 2 times per day following the morning break and the lunch break. (Remove graffiti immediately. Wash, clean, and sanitize fixtures including toilets, urinals, sinks, showers, etc. Sweep, damp mop and sanitize floors. Keep drains open.)
6. Clean and disinfect drinking fountains.
7. Pickup trash and debris on playgrounds and yard areas.
8. Empty trash receptacles (inside and outside).
9. Clean the trash dumpster area.
10. Dust mop gymnasium floors after each class, after each practice, and during half-time of games. (PE instructors and coaches may be responsible for this activity in some schools.)
11. Monitor heating & cooling equipment and report defects to the maintenance department.
12. Perform minor maintenance repairs and periodic preventive maintenance as needed. Report severe maintenance needs to the principal who will report them to the maintenance department.
13. Perform special custodial services requested by the principal, maintenance director or superintendent as needed. These activities may range from something as simple as unloading materials delivered by delivery services or motor freight or they may involve cleaning up accidental spills, vomit, etc.

Weekly (once per week)

1. Maintain an adequate inventory of custodial supplies, materials and equipment.
2. Spot clean or scrub VCT and terrazzo floors to remove scuffs and heel marks in hallways, dining area, offices, lounges, etc.. Spray buff to maintain a protective coating and attractive sheen.
3. Spot clean carpeted areas and periodically clean thoroughly with an extraction machine.
4. Clean door and window glass.
5. Remove dust from lockers, pipes, heating/cooling devices, door and window casements, lighting fixtures, ceiling fans, etc. in hallways and offices.
6. Perform periodic yard and playgrounds maintenance including trim mowing, edging, cleanup and removal of grass clippings and debris, etc. Shrubbery and trees should be pruned and a clean bed of pine straw should be maintained around shrubbery, flower beds, etc. as needed.

NOTE: The kitchen area will be cleaned and maintained by the Food Service Staff.

SPECIFIC RESPONSIBILITIES OF A TYPICAL NIGHT CREW  
2:00 p.m. to 8:30 p.m. (6 ½ hours per day, Monday – Friday)  
(1/2 hour meal break each day)

The typical night crew is primarily responsible for the areas of the buildings that are occupied by students and faculty during the day such as classrooms, media center, gymnasium, etc. However, they should clearly understand that they are responsible for the **entire facility** and they should make certain that all areas are clean and ready for occupancy the next day.

Daily

1. Prepare materials and equipment for night crew activities.
2. Empty/clean trash receptacles.
3. Sweep and dust mop VCT or terrazzo floors and vacuum carpeted floors.
4. Dust mop gymnasium floors after each practice and during half-time of games. (Coaches may be responsible for this activity in some schools.)
5. Spot clean furniture, walls, door and window casements, lighting fixtures, ceiling fans, auditorium seating, etc.
6. Clean chalkboards, trays, etc.
7. Clean and disinfect sanitize restrooms and gym dressing rooms. (Remove graffiti. Wash, clean, disinfect and polish fixtures including toilets, urinals, sinks, showers, etc. Sweep, damp mop and disinfect floors. Keep drains open.)
8. Adjust blinds consistent with other rooms.
9. Close and lock windows and doors and reset the alarm system before leaving for the night.
10. Perform special custodial, minor maintenance and preventive maintenance services requested by the principal, maintenance director or superintendent as needed.

Weekly

1. Maintain an adequate inventory of custodial supplies, materials and equipment.
2. Remove dust from lockers, pipes, heating/cooling devices, door and window casements, lighting fixtures, ceiling fans, etc.
3. Clean door and window glass.
4. Spot clean or scrub VCT and terrazzo floors to remove scuffs and heel marks. Spray buff to maintain a protective coating and attractive sheen.
5. Spot clean carpeted areas and thoroughly clean carpet periodically with an extraction machine.

Annually

Major improvements such as painting, remodeling, refinishing floors, etc. should be done during Christmas, Easter, summer and intercession breaks.

## SPECIFIC RESPONSIBILITIES OF A TYPICAL SUMMER (OR INTERCESSION) CREW

7:00 a.m. to 4:00 p.m. (Monday – Friday)

(1 hour meal break each day)

Areas where summer school or intercession activities are in session should be maintained as described in the day crew section. In addition to building security, routine building and grounds cleanliness, minor maintenance, etc., the following activities should be done while the schools are vacant:

1. Tile floors should be thoroughly cleaned and refinished. (This should be scheduled after maintenance repairs, painting, etc. are completed if possible.) This is the appropriate time to remove wax buildup along baseboards, doorways, behind radiators, etc. **DO NOT APPLY FLOOR FINISH OR PAINT ON COVEBASE!**
2. Carpeted areas should be thoroughly vacuumed and cleaned with an extraction machine provided by the maintenance department. Contact the warehouse clerk at the custodial warehouse to schedule use of an extraction machine.
3. Tighten loose table, chair or desk legs and tops. Replace missing glides (maintenance will provide the glides upon request.)
4. Clean exhaust fans/vents in restrooms, supply and return registers, ceiling fans, radiators, etc. in classrooms.
5. Clean all windows and blinds thoroughly. Handle blinds carefully to avoid unnecessary damage.
6. Thoroughly dust and clean hallway transoms, overhead pipes, tops of lockers, lighting fixtures, etc.
7. Clean walls in hallways, classrooms, restrooms, etc. where painting is not scheduled this year. Use extreme care to protect the existing paint.
8. Scrub and disinfect all classroom, hallway, office and outside trashcans.
9. Replace all defective lamps in lighting fixtures, exit lights, etc. (Maintenance will provide lamps and replace defective florescent fixture ballasts upon request.)
10. Remove paper, dust, etc. and thoroughly clean all radiators and convection units to improve heating efficiency.
11. Relocate furniture, if needed.
12. Take care of any other 'odds and ends' and have everything clean and ready to go before teachers arrive for the next session of classes.

## NEW EMPLOYEE ORIENTATION AND TRAINING

The purpose of an orientation program is to familiarize each new employee with the policies and procedures for custodial operations. Every new employee is required to successfully complete the following course of action.

- New employees are given a Custodial Operations Handbook immediately following their initial hiring. They must become thoroughly familiar with all information contained in the handbook.
- New employees are assigned to work with an experienced crew and given on-the-job training by an experienced employee on the crew. The performance of the new employee is constantly monitored and evaluated by the experienced employee and the school's custodial manager (administrator).
- Within 10 days of initial employment, new employees should receive training to prepare them for dealing with the risk of being exposed to infectious disease and blood borne pathogens. Within 60 days of initial employment, new employees should receive asbestos awareness training.

Periodic workshops are provided in order for custodial personnel to become familiar with up-to-date and state-of-the-art custodial methods, materials and equipment. These "hands-on training" workshops are conducted by custodial supplies, materials and equipment vendors and other experts in the custodial operations field. Key persons on the maintenance staff will occasionally conduct workshops to provide instruction for administrative procedures, safety, minor facility and grounds maintenance procedures, etc.

Custodial employees and their supervisors are expected to participate in all workshops and in-service training. A comprehensive development program parallels the annual custodial training schedule to provide incentive for custodial employees to become accredited professionals as they gain knowledge and experience.

Successful completion of basic and/or advanced custodial training (and satisfactory performance appraisals) will be recognized on the employee's performance appraisal and qualify employees for certificates of recognition, decals for uniforms and/or other means of public recognition. Custodial employees that do not achieve satisfactory basic training requirements will be cited on their performance appraisal and appropriately disciplined.

A Custodial Employee of the Year will be recognized at an annual Custodial Employee Banquet. The Custodian of the Year will receive a plaque and other awards. Satisfactory completion of advanced custodial training (and a satisfactory performance appraisal) will qualify custodial employees for special recognition and for possible promotion to a higher level and/or leadership position in the SCS custodial operations organization when a vacancy occurs.

A minimum of 10 hours of basic (and review) custodial training is required annually. Basic custodial training will be provided in 2 structured workshops (3 hours each) and periodic customized 1 or 2 hour training sessions. Basic custodial training will include an orientation presentation, review of the Custodial Operations Handbook and hands-on training in the following areas of basic custodial responsibilities:

	<u>Hours</u>
1. Orientation and general concerns for maintaining a clean, sanitary, safe and efficient facility.	
• Good communication skills and interaction with students, teachers, administrators and the general public.	
• General housekeeping/cleaning techniques, procedures, supplies, materials and equipment in classrooms, offices, corridors, etc.	
• Concerns and instructions for reporting and handling suspicious, unexplainable and/or hazardous conditions.	3
2. Safety, Personal Protective Equipment and Universal Precautions dealing with hazardous chemicals, asbestos awareness, blood-borne pathogens, etc.	3
3. General floor care and maintenance (i.e., VCT, carpet, etc.)	1
4. Cleaning and sanitation of restrooms	1
5. Grounds care and maintenance	2
Total	10

Employees are encouraged to pursue advanced Custodial training (appropriate to his/her assignment). Advanced custodial training will include (but not be limited to) the following:

- Specialized floor care
  1. VCT floors
  2. Carpeted floors
  3. Gymnasium Floors
- Minor maintenance techniques, procedures, supplies, materials and equipment
- Landscaping improvements
- Workshop presentations
- Leadership and/or supervisory training

Administrators that supervise custodians are expected to participate in all basic custodial training workshops and in an annual workshop for custodial supervisors. Administrators are also expected to occasionally conduct workshops and present information relevant to custodial responsibilities.

## CUSTODIAL SAFETY

A safe environment is a special priority in the schools and custodians should develop a deep sense of concern for any unexplainable, dangerous, or hazardous condition that he/she encounters. It is essential that all custodians understand and be capable of identifying potential perils and they should develop safe work habits (realizing the limitations of their tools, equipment, and supplies) in order to protect themselves and others from unnecessary and costly injuries.

Universal Precautions - There is an old saying "What you don't know won't hurt you." Actually, the opposite is true! The risk of being infected with a deadly communicable or infectious disease such as aids, hepatitis b, tuberculosis, or cytomegalovirus is highly possible unless one is cautious.

OSHA has adopted a safety regulation for personnel in the workplace that come in contact with blood borne pathogens, or have the potential to come in contact with blood borne pathogens. The regulation requires specific procedures and materials for cleaning and disinfecting of all areas of the workplace where blood borne pathogens may potentially exist.

Custodians should be aware of the risks involved at their facility and they should follow prescribed procedures for dealing with occupational exposure to infectious diseases. Training for the provision of protective barriers, proper disposal techniques, proper cleaning and hand washing procedures, and proper clean-up and disinfecting procedures will be provided as a part of their routine in-service instruction.

Your Right to Know - OSHA has developed a safety standard that requires all employers to inform their employees of hazardous chemicals and materials they may come in contact with on the job. Manufacturers are required to label the containers in which their products are delivered with an explanation of what their product is to be used for, how to use it properly and safely, hazard warnings, first aid, etc. MSDS, or Material Safety Data Sheets, are provided by manufactures (in addition to the labels on the containers) for employees to refer to when they are dealing with hazardous materials.

Custodians should be especially concerned with the "RIGHT TO KNOW" standard and its impact on them and the students, faculty and staff they serve. They have a responsibility to be totally informed and aware of all information provided on warning labels and MSDS's, to wear protective equipment and clothing when working with hazardous materials, and to follow prescribed procedures in order to assure their own safety and the safety of others.

NOTE: Several VCR tapes that specifically address the issues of Custodial Safety, Bloodborne Pathogens, and the employees' RIGHT TO KNOW are available at the plant operations and maintenance office and will be shown to custodians as a part of their routine in-service training. The tapes are entitled:

- CUSTODIAL SAFETY
- UNIVERSAL PRECAUTIONS - ORIGIN AND PURPOSE
- UNIVERSAL PRECAUTIONS - PROCEDURES AND PRACTICE
- YOUR RIGHT TO KNOW
- READ THAT LABEL
- MSDS - YOUR ROADMAP TO SAFETY

## CUSTODIAL SUPPLIES AND EQUIPMENT

Schools are allotted funds annually for custodial supplies, equipment and uniforms for employees. The amount allotted is determined by a formula that considers the space in the facility (square footage), ADM at the beginning of school and other factors such as supplies required for students with special needs. Schools are responsible for the funds in each category and they can transfer funds from one category to another if the budgeted amounts are not correct. However, there is no allowance for additional funds beyond the combined total allotted for custodial supplies, equipment and uniforms for employees.

Purchase orders are generated at each school for custodial equipment, uniforms for employees and treated dust mops. The bookkeeper at the school is responsible for processing accounts payable for these items. The warehouse clerk (at the maintenance department) is available to advise and assist school personnel with the purchase of custodial equipment, if needed.

Custodial supplies are warehoused at the maintenance department and shipped on request to the schools. Schools are encouraged to place orders no more than once per week and least five days should be allowed for the request to be processed. A computerized inventory is maintained by the warehouse clerk to track the supplies against the schools allotment. School administrators are given a monthly report of the status of their allotment. A sample Request for Custodial Supplies Form is in the appendix of this handbook.

Custodians are issued standard uniforms at no expense to the employee. The uniforms consisting of dark blue pants, light blue shirts and a dark blue jacket, should be protected from paint spattering, chemical spills, grease, tears, etc. The uniforms should be returned to the supplier for weekly cleaning. If an employee leaves the employment of the school system, the uniforms must be returned to the supplier. If the uniforms are not returned following temporary or permanent separation from employment, the school where the employee was assigned is responsible for payment for the uniforms.

Custodial supplies, materials and equipment should be stored behind locked doors in the custodial closets at the schools. The storage area should be kept neat, clean and orderly. Supplies and materials should be used efficiently and economically and equipment should be kept clean and in good working condition.

## TYPICAL MINOR MAINTENANCE DUTIES (that custodians are responsible for)

The list below identifies some of the typical minor maintenance activities that custodians are responsible for:

- Replace defective lamps (lighting fixtures, exit lamps, etc.)
- Repair furniture including desks and chairs, bookcases, cabinets, etc. Replace chair and desk glides. Repair / replace damaged cafeteria tables and seats.
- Replace cove base, ceiling panels, etc.
- Repair simple plumbing leaks in faucets, sinks, etc. Remove minor drain blockages in sinks, water coolers, etc. Replace damaged commode seats.
- Clean restroom exhaust fans. Install / repair paper towel, toilet paper and soap dispensers.
- Install / repair pencil trimmers.
- Hang pictures, maps, projection screens, etc.
- Reset clocks after seasonal time changes and power outages.
- Simple lock and hardware repairs for doors and windows, door closers, etc.
- Simple touchup painting (with prior approval and assistance from the maintenance department).
- Monitor HVAC equipment, thermostats, etc. and reset controls when needed.
- Clean radiators and repair radiator cabinets.
- Clean ceiling fans in classrooms, offices, etc.
- Replace defective HVAC filters.
- Remove and dispose of trash and debris in gutters and on roofs.
- Assist mowing crew by doing the trim mowing, edging and removal of grass clippings and debris.
- Prune shrubs, trees, etc. and spread pine straw or mulch around shrubs, flower beds, etc.
- Repair playground equipment, fences, and other outdoor equipment.
- Preventive maintenance and repair of custodial equipment such as wet and dry vacuum machines, floor machines, lawn mowers, string trimmers, etc.
- Maintain each individual's set of keys and the key control system and master keys for the facility.

### TYPICAL TOOL & EQUIPMENT LIST

Tool box	Cordless circular saw
Adjustable wrench	Cordless ½" drill
Channel lock pliers	Commercial vacuums
Needle nose pliers	Floor machines (low rpm for stripping and high speed for spray buffing)
Phillips & slotted screwdrivers	Wet vacs
Claw hammer	Custodians cart
Wood chisel	Brooms, mops, brushes, dust pan, etc.
Putty knives	Mop buckets & wringer
5 in 1 multi-purpose scraper	Floor finish application system
Plexi-glass cutter	Cleaners, deodorizers & disinfectants
Safety glasses or goggles	Assortment of minor maintenance supplies such as an assortment of screws and fasteners, toilet bowl seats, various light bulbs, etc.
Plumbing auger & plumber's friend	Heavy duty garden hose
Shrub pruning tools (hedge clippers & shears)	Window cleaning tools
Flat & round shovels	<b>NOTE:</b> Each school is allotted funds to purchase new equipment each year. These funds should be spent wisely to attain the equipment needed.
Yard rakes	Carpet machines are available on request from the custodial warehouse.
Hole diggers	
Hand truck	
Wheelbarrow	
8', 10' & 12' Fiberglass ladders	
Digital thermometer	

## GENERAL CONCERNS FOR ALL EMPLOYEES

1. The unnecessary waste of energy is a major concern due to the high costs of utilities. The elimination of wasted energy can be easily addressed by the custodial staff by turning off lights in unoccupied rooms, by monitoring heating and cooling equipment controls and by closing doors and windows to prevent infiltration of outside air. By careful and consistent observation, the custodial staff can detect problems and report them promptly to the maintenance department for repair.
2. Custodial employees should be conscious of the importance of proper use and care of equipment and materials. All employees should be careful to use and care for equipment and materials according to the manufacturer's recommendations. Properly maintained and serviced equipment will do a better job and will last longer. Materials should be used and applied exactly according to manufacturer's recommendations to assure proper results and the safety of those who work and learn in the schools.
3. Minor facility and grounds maintenance and repairs should be performed as soon as the need is observed. Doors, windows, hardware, mini-blinds, lighting fixtures, plumbing fixtures, electrical equipment, HVAC equipment and controls, clocks, bells, intercom systems, alarm systems, playground equipment and all other components of the facility should be observed for defects. Periodic inspections and preventive maintenance will eliminate interruptions caused by major breakdowns.
4. Major breakdowns should be reported immediately to the principal who will report the problem to the maintenance department. Neither custodians nor any other employees or other persons should not attempt to repair major equipment failures without the appropriate maintenance personnel present.
5. An adequate inventory of custodial supplies, materials and equipment and minor maintenance materials should be stocked in the custodial supply room. It is important not to overstock but it is also important not to allow any items to run out.
6. Safety has a special priority in the public schools and every member of the staff and faculty should develop a deep sense of personal concern for suspicious, unexplainable or hazardous conditions. It is essential that every employee understand potential perils and the limitations of his/her tools, equipment and supplies to prevent creating unnecessary hazards.
7. All employees should be aware of the risks involved at their facility. Everyone should follow prescribed procedures for dealing with occupational exposure to infectious diseases and get training for the provision of protective barriers, proper disposal techniques, proper cleaning and hand washing procedures and proper clean-up and disinfecting procedures. Knowledge of the "RIGHT TO KNOW" standard and its impact on employees and those they serve is vital. It is the responsibility of every employee to be totally informed and aware of all information provided on warning labels and MSDS's, to wear protective equipment and clothing when working with hazardous materials, and to follow prescribed procedures in order to assure their own safety and the safety of others.

## CUSTODIAN SCHEDULE FORM

School: \_\_\_\_\_

Custodian: \_\_\_\_\_ Start time: \_\_\_\_\_ End time: \_\_\_\_\_

<u>Schedule</u>	<u>Assigned Area</u>	<u>Responsibilities (Instructions)</u>
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- 6:00 a.m.
- 7:00 a.m.
- 8:00 a.m.
- 9:00 a.m.
- 10:00 a.m.
- 11:00 a.m.
- 12:00 p.m.
- 1:00 p.m.
- 2:00 p.m.
- 3:00 p.m.
- 4:00 p.m.
- 5:00 p.m.
- 6:00 p.m.
- 7:00 p.m.
- 8:00 p.m.
- 9:00 p.m.
- 10:00 p.m.

## CUSTODIAL INSPECTION

School: \_\_\_\_\_

Custodian: \_\_\_\_\_

Date: \_\_\_\_\_

Inspected by: \_\_\_\_\_

AREA INSPECTED	Excellent	Satisfactory	Below Average	Unsatisfactory	COMMENTS
Entrances & Lobby					
Offices					
Classrooms					
Restrooms					
Corridors & Stairwells					
Lounges					
Media Center					
Auditorium					
Gymnasium					
Locker Rooms					
Dining Area					
Kitchen					
Custodial Closets					
Other Storage Areas					
Trash Dumpster Area					
Grounds, Shrubbery And Landscaping					
Parking Areas					
Driveways					
Sidewalks					
Playground Equipment					
Doors, Windows and Hardware					
Structural Components and Roof					
Plumbing System, Fixtures and Equipment					
Mechanical Equipment and Controls					
Lighting, Electrical System and Equipment					

Additional Comments:

The employee evaluation instrument is provided by the Human Resources office.