

Support Service Department

Custodial Division/ IPM Procedures



Custodial Procedures Manual

Approved by Superintendent

Jeanne M. Chang 3-23-18

Support Services Department Custodial Division

Introduction

CUSTODIAL PROCEDURES AND SERVICES

This custodial manual shall be reviewed and updated by the Custodial Supervisor in August of each school year.

Maintaining a clean and orderly school building is not solely the responsibility of the custodian. All staff members need to be thoughtful and cooperative, not only in their own actions, but also in developing standards and habits on the part of the pupils. The buildings of the school district represent a substantial investment by the community. Buildings shall be maintained in good condition by a continuous program of repair, replacement, and preventive maintenance.

The schools of the district shall be maintained in a sanitary and attractive condition. To this end, an adequate staff of custodians and sufficient supplies and equipment shall be provided.

The custodial staff shall receive direction and supervision in the performance of its tasks. There will be an orientation program upon hire to increase effectiveness and to introduce methods, and a fair workload for each employee. A standard of professionalism is extremely important and employees should take pride in their work.

In addition to routine cleaning procedures, more extensive and thorough cleaning of buildings and equipment shall be scheduled for vacation periods, particularly during the summer.

It is important that all custodians maintain a high level of decorum and professionalism.

Professionalism includes:

- Job knowledge, which begins with training programs and continues with judgment and skills gained on the job. Careful supervision is important to ensure the latter.
- Dependability, which includes punctuality, careful reporting, and conscientious carrying out of work.
- Attitude toward work and organization. Good working conditions and proper equipment to do a good job are essential to creating a good work attitude.

PROCEDURES: TRAINING OF CUSTODIAL STAFF

Initial Training: All new employees must be trained to perform work to an understood standard. This training should include description and use of the chemical management system, custodial supplies, equipment, tasks, safety procedures/methods and programs to be followed.

Training of Head Custodians includes:

- Fundamentals of custodial supervision and the role of the head custodian.
- Communication skills.
- Motivation of workers.
- Scheduling and planning work.
- Making decisions and solving problems.
- Recruitment, selection and orientation of custodians.
- Training and evaluation of custodians will be done annually.
- Interviewing and counseling of custodians.
- Handling worker complaints and grievances.
- Discipline.

With the assistance of the Custodial Supervisor, Head Custodian is responsible for providing training to the staff to maintain and update the skills mentioned above.

Continuous Training: Continuous training is essential and consists of periodic update training on topics or issues that arise from time to time, such as use of paid sick time, communications, sexual harassment, procedures and policies.

Special Training: whenever a new piece of equipment, a new product or new policy is introduced, Custodial Supervisor, vendor, consultant, will provide special training. The custodial staff will be responsible to implement the new product or procedure effectively.

Sources of Training: Training programs and materials are available from a variety of sources, including:

- Many vendors are committed to proper usage of their product and offer various types of instruction. Many vendors also have access to the audiovisual programs and have helpful information on products and equipment proper use.
- Annual Safety Training is given by our Insurance Carrier.
- Support Services Department encourages campuses to support ongoing custodial staff development, such as Head Custodian meetings.

PROCEDURES: ORGANIZING TASKS

General Maintenance Tasks

General building maintenance tasks can be organized into daily, periodic, and special task groupings. The head custodians in coordination with Custodial Supervisor can develop timelines and assignments to ensure the following tasks are implemented. This list is not inclusive.

1. Daily Tasks

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| <ul style="list-style-type: none"> (a) Floors <ul style="list-style-type: none"> • Wet Clean and disinfect toilet floors • Vacuum carpets • Dust mop most hard and soft floors • Entrances (b) General dusting (c) Waste removal (d) Clean inside glass and mirrors (e) Clean and disinfect fixtures
(water fountains, toilets, and urinals) | <ul style="list-style-type: none"> (f) Clean chalkboards / white boards (g) Spot and emergency cleaning (h) Close windows and turn off lights (i) Lock and unlock doors (j) Report repairs needed (k) Carpet spotting (l) Disinfect commonly touched surfaces,
(i.e. door knobs, student desks, computer
lab keyboards, etc.) |
|--|--|

2. Weekly

- (a) Upholstery vacuuming
- (b) Activity setups
- (c) Limited custodial supply delivery
- (d) Floor buffing *

3. Periodic

- (a) Floor sealing
- (b) Floor refinishing
- (c) Carpet shampooing
- (d) Cleaning ventilation responsibilities
(Heating and Cooling)
- (e) Painting
- (f) Limited furniture moving and repair
- (g) Window washing
- (h) Screen cleaning
- (j) Snow removal

Annual

- (k) Limited supply and equipment testing
- (l) Ceiling tile and light bulb
- (m) Gym floor maintenance
- (n) Clean sweep gutters
- (o) Special Training
- (p) Check and remove debris from
campus rooftops
- (q) Parking stripping

** Could be done several times a week (depending on traffic flow)*

PROCEDURES: METHODS

Organization of Time

The best time to schedule maintenance tasks is during periods when the area is vacant or has low occupancy. For example, clean and refinish the floors during designated school vacation periods.

Unscheduled or emergency work should be done based on need and urgency. Each need must be studied and a decision made for best-cost results.

Establishing Frequencies

The Head Custodian, based upon such factors as the standard of cleanliness desired, occupant usage of the area, and the availability of custodial staff, must determine frequencies.

Contracting

The custodial supervisor in coordination with campus administrator(s) will have the flexibility to use either in-house or contract personnel to perform maintenance work based on funding available and quality references.

A contractor who does such work regularly and has the necessary equipment and skilled employees often can do specialized work more quickly or at a lower cost.

PROCEDURES: EVALUATING RESULTS

Work inspections may be formal or informal, but the philosophy is the same for all inspections, and that is “to help everyone do a better job.” Such a visit is most helpful when it results in written information on work, equipment, supplies, etc. This process assists in pointing out weak and strong areas. Yearly building inspections will be conducted between February and April of each school. Head Custodian shall perform daily inspection of a selected custodial area every morning. A different area should be selected every morning to evaluate for cleanliness, housekeeping and maintenance issues.

The following process is recommended:

1. Frequently, the Principal, Head Custodian, District Custodial Supervisor and Maintenance Supervisor will complete a walk-through of the entire campus and evaluate the facilities level of housekeeping and maintenance issues. The Head Custodian will share documentation and/or evidence of a custodian’s progress in their area.
2. Every custodian will receive a formal work appraisal at least once a year. The appraisal should be used to help workers improve their work, and should not be used as a basis for merit salary increases. The appraisal should include job knowledge, quality of work, and such factors as initiative, loyalty, and attitude. Attendance is an important indicator of reliability and a factor that should be addressed. If below satisfactory, a growth plan shall be implemented.
3. Administrator(s) will discuss appraisals with employees, pointing out where improvements can be made and complimenting good work where appropriate.

**SAN ELIZARIO
INDEPENDENT SCHOOL DISTRICT**

CUSTODIAL DIVISION

APPENDIX

- ❖ Responsibility Guidelines
- ❖ Task Responsibilities
- ❖ Routine Task Procedures
- ❖ Minor Repairs

RESPONSIBILITY GUIDELINES

Those who use facilities share responsibility for their upkeep. Following are some guidelines:

- Those using classrooms and other facilities should consider those who will use the room after them and should practice such courtesies as leaving an erased chalkboard or white board.
 - Students police areas before they are dismissed, gathering trash and so forth.
 - Responsibility for cleaning in special areas, such as laboratories or shop areas, may be shared with the department.
 - The custodian should not dust windowsills cluttered with plants and other items.
 - Where floor areas are cluttered, only traffic lanes should be cleaned.
 - It is the responsibility of the occupant of the area to leave doors locked if desired.
 - Exterior doors are locked and unlocked according to the supervisor's instructions.
 - Requests for special custodial services should be made to the supervisor, who will evaluate the need and determine whether the request should be granted.
- Unrelated services, such as running errands, should not be requested of custodians.

Task Responsibilities

General building maintenance tasks are as follows:

1. Routine sweeping and/or mopping of floors; furniture, tops of desks and tables (when free of material and/or apparatus), bookcase glass, window ventilators, telephones, desk lamps; the emptying of independent, floor-type waste containers, and disposal of debris.
2. Periodic cleaning, buffing, and finishing of floors and the cleaning of windows and blinds.
3. Cleaning of chalkboards / white boards (unless otherwise requested) and chalk trays.
4. Closing and locking all windows.
5. Cleaning of drinking fountains and all plumbing fixtures.
6. Furnishing of materials and supplies required for the above and the supply of toilet paper, towels, and liquid hand soap where dispensers are installed.
7. Collection and removal of trash in front of school and around campus, fence lines, on days when grounds keepers are not scheduled.
8. Cleaning of mirrors and interior glass.
9. Cleaning of 20 ft. radius of exterior doors located in staff member's section, include exterior metal trash containers located within 20 ft.
10. Cleaning and removal of trash at all exterior sports areas used during events (dugouts, bleacher seating area, press box, etc.)

PROCEDURES: ROUTINE TASK

Cleaning Principles

1. Cleaning personnel and their work are important.
2. Productive cleaning is programmed when the area to be cleaned is vacant or has a period of low occupancy.
3. Occupants' habits have a direct affect on the standard of cleanliness and costs.
4. Inadequate cleaning of facilities increases cleaning costs by increasing unproductive time.
5. Custodial routine tasks are a priority. Limitations should occur on unrelated custodial tasks.
6. Make the job as interesting as possible by including various types of tasks in one work assignment.
7. Security and Energy Conservation practices will include locking windows and doors as sections are completed, reducing energy requirements can be accomplished working sections as a team where applicable.

**RECOMMENDED CUSTODIAL MINOR
REPAIR LIST**

1. Replace light bulbs interior, classrooms and offices.
2. Switch plates and outlet covers.
3. Picture hanging.
4. Painting minor patch and repair.
5. Repair small holes on wall.
6. Replace damaged ceiling tile.
7. Schedule cleaning and painting ceiling tiles in the kitchen.
8. Caulking of small cracks and crevasses.
9. Minor repair on student or office furniture.
10. Minor Painting and Graffiti removal (Interior and exterior walls).



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CUSTODIAL DIVISION

FORMS

- ❖ Custodian Work Order
- ❖ Set up Request Form
- ❖ Restroom Daily Inspection
- ❖ Custodial / Grounds Campus Evaluation Report
- ❖ Classroom Custodial Check
- ❖ Extended Holiday Shutdown Check List