



Ashland Public Schools

Facilities Department

Custodial Standard Operating Procedures

***Reviewed and Approved by Director of Facilities, Joseph
Richardson Aug 2020***

Prepared Collaboratively By:

Eric J. Heideman, Director of Public Facilities

Barbara Durand, Assistant Superintendent of School

Greg Irvine, Principal Mindess Elementary School

Peter Sannicandro, Union Steward

Alex Carneiro, Union Member

Lou Borges, Union Member

Robert Spurgeon, Union Member



Ashland Public Schools

Our Mission

We will consistently use student data/assessments to improve student achievement.

We will design and implement a targeted professional development plan for all stakeholders.

We will recruit and retain highly skilled practitioners (teachers, para-professionals, nurses, custodial staff, food service, administration and secretaries).

We will engage stakeholders (parents/students/teachers/community members).

We will maintain a strong focus on a quality curriculum.

Custodial Procedures Guidelines

IMPORTANCE OF THE CUSTODIAN'S JOB

The process of teaching children in school involves not only the teacher, but support staff and parents whose services contribute directly or indirectly to educational growth. In the course of the day-to-day work, it may seem that it is 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 a Custodian does their 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 their 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 Custodians to keep it that way.

DISCLAIMER

The School Administration and Custodial collective bargaining unit are in agreement that the Standard Operating Procedures are the goals and guidelines that each Custodial employee shall aspire to meet. However, both parties also recognize that due to time constraints, staffing shortages, and many other factors, these goals may not always be achievable on a day-to-day basis. Any issues which arise under these guidelines shall be dealt with on a progressive disciplinary basis

PUBLIC RELATIONS

The school's principals need the assistance of professional custodians. The district realizes the importance of the custodian's position and appreciates the fact that a clean, well-kept, properly heated and ventilated building favorably affects the teachers in their teaching and the children in their learning. One 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, a Custodian is 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, A Custodian must enter very quietly and do whatever is necessary with as little commotion as possible.

LIGHTS

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

1. Replace burned out bulbs and tubes by using standardized energy efficient lights prescribed by the district. Day custodians shall be responsible for replacing light bulbs in hallways and evening custodians in classrooms and office spaces. Burnt out bulbs in gymnasiums or other high locations should be reported to the maintenance division through School Dude.
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, fuse boxes, and breaker boxes.
5. Clean fixtures and lenses annually.
6. Replace burned out light bulbs and tubes with new bulbs of the same size (wattage).
7. Be sure a non-conductive (wooden or fiberglass) ladder is of the proper height and is safe.

8. Handle fixtures properly to avoid shocks or cuts.
9. Each custodian is responsible for turning off the lights at the end of their shift in their specified cleaning locations.

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 and Cleaning Solutions

Most chemicals used by the school district come in a highly concentrated form and must be diluted before use. Some are in dispensing systems that dilute automatically. Always read the instructions and the material safety data sheets for each product. The following safety rules are for a Custodian's protection; however, they will not be of any help if they are not followed (***Only dilute with water***).

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 your 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. *Head Custodian at each facility is responsible for ensuring MSDS binders are up-to-date and in an easily accessible location for other employees.*
3. Know what is being used. Do not use chemicals from unmarked bottles or containers.
4. Always read the label and follow the instructions.
5. 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 it is used. It may also have the potential to cause injury to people.
6. Do not substitute chemicals. Many chemicals are made only for specific jobs.
7. **Never mix chemicals.** A chemical's usefulness can easily be destroyed or possibly create a poisonous gas or solution by mixing it with other chemicals.
8. Do not get in the habit of smelling chemicals as a means of identification. A deep breath of the fumes from some chemicals can and will injure a person.
9. Appropriate personal protection, i.e., safety glasses, rubber gloves, or protective clothing, if the solution you are using is a strong acid or alkali.
10. Always secure bottle caps and lids before the container is put down.
11. 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.
12. Do not store harsh or liquid chemicals on overhead shelves.
13. Do not store heavy containers on overhead shelves.
14. Use proper ventilation at all times.
15. Store all flammable products in flammable storage cabinets, where applicable.

Note: Do not bring chemicals from home and do not purchase chemicals from anyplace 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 it 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 equipment and store it properly. Inspect power equipment daily. If equipment needs repairs, submit a School Dude request. 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 until it has 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.
3. Avoid cross contamination by separating mops that utilized for different purposes. Mop heads utilized in bathrooms or kitchens are never to be used in other locations, such as hallways or classrooms.

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 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 as needed to ensure proper operation.
3. Filters are to be cleaned regularly to insure maximum air-flow 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. Low speed buffers should be utilized on surfaces that contain asbestos. All new custodial personnel are required to receive training by senior custodial staff prior to usage.

1. 20" machines are most commonly used for polishing, scrubbing, and stripping resilient floors.
2. Do not use buffing machine on sloped locations, this will reduce the likelihood of slippery tiles.

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.

Automatic Floor Scrubbers

The automatic floor scrubber is an essential machine for maintaining resilient floors throughout the school year. Automatic floor scrubbers do the job of a slow speed buffer and wet/dry vacuum at the same time. The auto scrubber dispenses cleaning solution from the storage tank, scrubs the floor, and vacuums up the water into the waste water tank. It replaces wet mopping large areas. It can also be used when scrub and recoating floors by scrubbing floors with proper pads prior to waxing.

- Individuals should be properly trained before usage.
- Auto floor scrubbers are commonly used for washing floors on a regular basis.
- Waste water tank should be emptied and rinsed out after every use.

- The auto floor scrubber uses different pads/ brushes for different jobs. See chart below for pad ratings for different cleaning procedures.

White pads - Everyday cleaning

Red pads – Buffing

Blue pads - Deep cleaning and scrub and recoats.

Stripping Vinyl Asbestos Tile

- Only strip floors when schools are not occupied (during summer and other vacations).
- Apply floor finish stripper and allow time for stripper to liquefy the wax.
- The floor will be kept wet at all times during scrubbing.
- Low speed buffers (175- 300 rpm) will be used while stripping asbestos tiles.
- Scrub the floor using the least abrasive pad possible.
- Vacuum up waste water with a wet/dry vacuum preferably one equipped with a HEPA filter.
- Thoroughly rinse floor after stripping (at least 2 rinses).

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.

Note: Always wear the proper personal protective equipment before proceeding to complete assigned duties. When completed with assignment, all tools must be cleaned and returned to their proper storage location.

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.
- 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:

- Vacuum carpeted areas thoroughly.
- Clean door surfaces.

Bi-annually:

- Clean and restore floor finish.

Annually:

- 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.
- 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)
- Vacuum carpeted areas thoroughly.
- Clean door surfaces.

Monthly:

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

Cafeterias and Lunch Areas

Daily:

- Empty waste basket receptacles and replace with liners
- Dust mop and wet mop tiled areas
- Vacuum carpeted areas and mat, remove gum and soil spots
- Disinfect drinking fountains

Weekly:

- Clean glass partitions, display cases, and interior door glass
- Spot clean walls
- Dust furniture, fire closets and extinguishers.

Monthly:

- High dust vents, lights, pipes, and blinds.

Bi-annually:

- Clean and restore floor finish.

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.

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.

Bi-weekly:

- Clean under bleachers.

Monthly:

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

Bi-Annually:

- Spray buff tile floors, remove scuffmarks.

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)
- 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.

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.

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. Replace all furniture.

5. Look for and clean up spots or soiled areas on carpeting using plastic sprayer, appropriate cleaner, and clean clothes 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 a rest room 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 and 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.

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 chemical sit on surface for the amount of time prescribed by the manufacturer's directions, 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.

Fan and HVAC Vents

All vent diffusers must be dusted weekly.

Urinals and Toilet Bowls

For personal protection, wear rubber gloves at all times. **To clean inside bowl:**

1. Flush toilet and/or urinal.
2. Use 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 chemical sit on surface for the amount of time prescribed by the manufacturer's directions, and then scrub with paper towel, clean cloth, or brush. (Paper towel preferred.)
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, by always using clean solution, there is 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 so as 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 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. Wear mask and utilize pump sprayer to clean stall, when possible.

2. 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.
3. Scrub or agitate solution to loosen soil and scum. Rinse with clean water.
4. Polish handles, shower heads, and other hardware and wipe dry.
5. 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.

Vomit Cleanup

Clean up vomit as soon as possible and always use gloves. Follow the instructions below:

1. If on carpeting only, use absorbent granules, sweep, then extract with disinfectant and dump waste directly into basin.
2. Clean off furniture.
3. Clean all equipment and store properly.
4. Utilize carpet extractor to finalize cleanup, when 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.
8. Spray buff as needed. Very effective, spray as you go.

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.

Day Custodian Responsibilities

1. Open the building each day.
2. Check facility to ensure heating or cooling systems are functioning properly.
3. Inspect the building exterior for possible unauthorized entrance and/or vandalism.
4. Visually check building grounds for safety hazards and report any discrepancies.
5. Dust mop halls and clean entrance mats throughout the day.
6. Pick up paper and other debris from inside building, parking areas, and school grounds.
7. Sweep entranceways.
8. Make minor repairs, and replace light bulbs as required.
9. Keep mechanical and electrical rooms clean.
10. Clean up after sick students.
11. Assist in setting up furniture for special events.
12. Assist in receiving deliveries of storeroom materials.
13. Perform duties in cafeteria as directed.
14. Take care of emergencies and any work as directed by the Principal.
15. Clean and restock restrooms throughout the day.
16. Snow removal operations.

Night Foreman Responsibilities

1. Responsible for dealing with the public and getting any paper work signed.
2. Clean assigned section following the S.O.P.
3. Report any problems, repairs, and damage to school property to head custodian.
4. Make sure the doors and windows are secure to building in designated area and custodians are securing there sections.
5. Snow removal operations.
6. Must be assigned an area for easy public access.
7. Move furniture and equipment with in the buildings required for various tasks.
8. Inform head custodian of any supplies needed for cleaning.
9. Check daily schedule for any events that may need to be setup.
10. Assist in setting up furniture for special events.
11. Replace burned out light bulbs.

Night Custodian Responsibilities

1. Clean assigned section following the S.O.P.
2. Report any problems, repairs, and damage to school property to Night foreman.
3. Makes sure the doors and windows are secure to building in designated area.
4. Snow removal operations.
5. Move furniture and equipment with in the buildings required for various tasks.
6. Inform Night foreman of any supplies needed for cleaning
7. Assist in setting up furniture for special events.
8. Replace burned out light bulbs.

DISTRICT PRESCRIBED CLEANERS

Cleaning Chemicals are Subject to Change with Notification

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 unless authorized by Director of Facilities

All Purpose Cleaner

Use: [TriBase \(H.S. Use Stride\)](#)

Method:

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

Graffiti Remover

Use: [A-ben-a-aqui](#)

Method: Follow manufacturer's instructions.

Glass Cleaner

Use: [NABC Disinfectant \(H.S. Use Glance\)](#)

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: [NABC Disinfectant](#)

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: [Two-scented Absorb Compound or Nilogel Liquid Spill](#)

Method: As needed for vomit, garbage, wet ashes, urine, feces, etc. Apply on damp or wet surface.

Scale and Lime Remover

Use: [N/A](#)

Method: Follow manufacturer's instructions.

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

Gum Remover - Liquid

Use: [N/A](#)

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: [Bio Trans 1 Eco Disinfectant](#)

Method: Follow manufacturer's instructions.

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

Carpet Cleaners

Use: [Excel Carpet Shampoo](#)

Method: Follow manufacturer's instructions.

Degreaser

Use: [H.S. Break Up High Foaming Degreaser](#)

Method: Follow manufacturer's instructions.

Summer Cleaning: (subject to change)

During summer cleaning operations, night custodial staff will change their working hours to the day-shift, upon notification by the Director of Public Facilities. The Head Custodian will be responsible for overseeing all cleaning operations during the summer operations and will oversee and delegate assignments, as directed by Director of Public Facilities. Head Custodian will be responsible for overseeing all breaks and will ensure staff is complying with the proper time allowance for each break. Any abuse of breaks or failure to perform assigned duties must be reported to the Director of Public Facilities immediately.

Event Cleaning (overtime):

1. Ensure the facility is completely unoccupied upon completion of event.
2. Ensure all exterior doors are locked and secure.
3. Remove all trash from the space that was being rented.
4. Clean all bathrooms that were utilized during the event, per specifications in SOP.
5. Restock toiletries in bathrooms.
6. Any food or drinks must be disposed of properly outside the building in the appropriate dumpster.
7. Sweep and mop floors, where required.
8. Return furniture to proper locations.
9. Ensure all lights are turned off prior to exiting the facility.
10. Reset heating/cooling controls, if applicable.
11. Complete overtime sheet with assignment description and hours worked.

Outside Sports Overtime:

1. Ensure all waste receptacles are emptied.
2. Remove trash from concession stands and reorganize furniture, if applicable.
3. Ensure concession stand facilities are clear of personnel and locked.
4. Clean all bathrooms that were utilized during the event, per specifications in SOP.
5. Restock toiletries in bathrooms.

MASTER CUSTODIAL SCHEDULE FOR ASSIGNMENTS

Duties	Daily	Weekly	Monthly	Annually	As Needed
Trash pick-up	HC, NC				
Recycle pick-up					NC
Sweep, wet mop, disinfect restroom floors	HC, NC				
Clean, disinfect restroom fixtures	HC, NC				
Restock restroom supplies	HC, NC				
Dust mop all hard surface floors	HC, NC				
Vacuum entry mats and carpet in traffic areas	HC, NC				
Clean tables, counters, floors, sinks in break rooms	NC				
Clean, disinfect drinking fountains	NC				
Sweep, clean loading dock areas		HC			
Change kitchen or coffee station liners	HC, NC				
Sweep, vacuum stairwells		NC			
Vacuum traffic areas	NC				
Vacuum non-traffic areas	NC				
Low dusting (Below 5 feet)		HC, NC			
High dusting (Above 5 feet)			HC, NC		
Wet mop stairs	NC				NC
Change trash liners	HC, NC				HC, NC
Extraction of all carpet areas				HC, NC	HC, NC
Wet scrub and wax floors				HC, NC	

Clean ceiling vents			HC, NC		
Clean, dust upholstered furniture				HC, NC	HC, NC
Window blind cleaning				HC, NC	
Unlock buildings	HC				
Lock buildings	NC				
Clean entry glass	HC, NC				
Litter patrol around building, parking areas	HC				
Sweep and clean building entry	HC, NC				
Replace light bulbs & tubes					HC, NC
Respond to emergencies					HC, NC
Unplug drains					HC
Clean spills					HC, NC
Inclement weather duty					HC, NC
Vandalism, transient debris clean-up					HC, NC
Clean gym/multipurpose floor	HC, NC				

HC = Head Custodian

NC = Night Custodians

Chain of Command

Director of Public Facilities:

- Manages departments operations, to include budget preparation and submittal, personnel management, long-range planning, capital planning, energy efficiency, and ensuring compliance with Federal, State, and Local laws and regulations.
- Reports to the Assistant Superintendent of Schools.

Supervisor of Buildings and Grounds: (if, applicable)

- Oversees day-to-day operations under direct supervisor of Director of Facilities. Responsible for managing Head Custodians and Maintenance Division throughout the School District.
- Reports to the Director of Facilities.

Head Custodian:

- Oversees assigned school's custodial department, to include night foreman and night custodians and occasional season employees.
- Reports to Director of Public Facilities and Supervisor of Buildings and Grounds (if applicable).
- Responsible for ensuring Night Foreman and Custodians are completing daily assignments and reports discrepancies up chain of command for disciplinary actions.
- Serves as School Principal's liaison during regular school hours, assisting with tasking, as required.
- Responsible for collecting bi-weekly payroll slips from Night Foreman and Night Custodians and submitting them to Director of Public Facilities.
- Responsible for maintaining inventories of cleaning supplies.
- Responsible for keeping SDS files in an easily accessible location for all chemicals that custodians use.

Night Foreman:

- Serves as team leader during night operations, to ensure all staff is completing assignments in a timely manner.
- Must be capable of troubleshooting problems that may arise on the job that would prevent custodial operations from being completed.
- Communicates with Head Custodian daily to ensure all crucial assignments are being addressed.
- Responsible to inform Head Custodian if supplies are needed.
- Reports directly to Head Custodian, if not reachable, proceed up chain of command.

Night Custodian:

- Performs custodial duties in assigned areas, per standard operating procedures.
- Reports problems that may arise to Night Foreman.

Please Note: This chain of command chart is a guide to follow when operational issues occur during normal business hours. Employees should attempt to follow their chain of command, whenever possible. If there are issues with supervisors or issues that require immediate attention, please direct concerns to the Director of Public Facilities. All employees have the right to speak with the Human Resources Coordinator in the Central Office for any personal matters.



Both parties below certify that the Standard Operating Procedures document has been approved by ratification vote during the 2013-2014 school year. This document shall immediately be distributed to all members of the collective bargaining unit.

School Committee Chair Date

Union Steward Date

Union Representative Date