

# Central Unified School District

## Operational Services

## Department



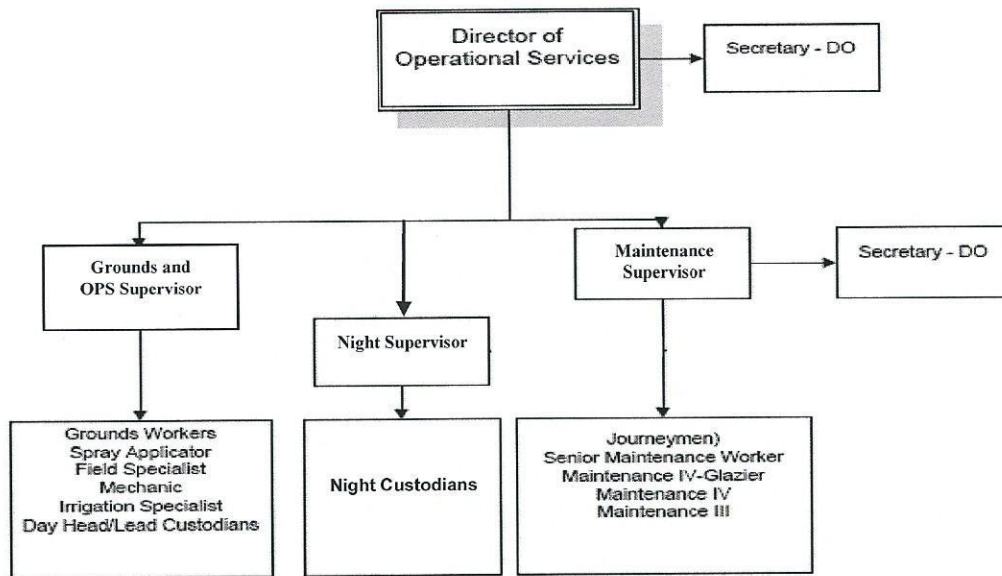
Employee Handbook

2016-2017

# Maintenance/Operations Employee Handbook

## Staffing Chart

Following is our organizational chart to help you identify the right contact person for our areas:

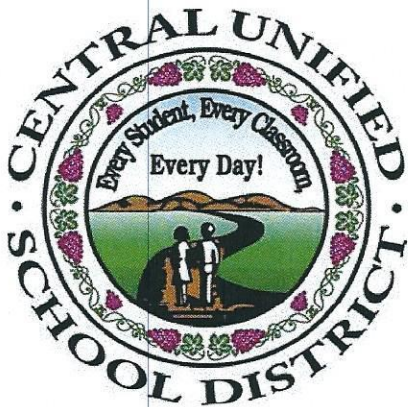


Director of Operational Services – Robert Morse, 275-9560 ext. 71112  
Maintenance Supervisor / Construction Manager – Jesse Bath, 994-1401  
Secretary – DO (Budget, PO's, Receivers, RFP's) – Linda Griego, 275-9560 ext. 71106  
Cinda Rolph, ext. 71201 & Kathy Arnold, ext. 63502  
Grounds Supervisor – Royce Hansen, 287-4473  
Operational Supervisor – Richard Romero, 647-8577  
Night Supervisor – Marty Salas, 647-1743

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Safety Officer – Kevin Torosian – 274-4700 ext. 63122  
On-the-Job Injuries – Mary Romero – 274-4700 ext. 63103  
Employee Assistance Program (EAP) Hotline – 800-321-2843  
Sexual Harassment Claims – Jack Kelejian – 274-4700 ext. 63101  
Heat Illness Prevention - Immediate Supervisor  
Maintenance Emergency – 994-9800  
Fresno City Police Department – 621-7000 or 621-4840  
Fresno County Sheriff's Department – 488-3939  
Fresno Fire Department – 292-0364 or 498-3473  
Poison Control – 1-800-222-1222  
CIS Security – 495-3000





# Central Unified School District

## GUIDING PRINCIPLES

- Belief:** Every student can learn.
- Vision:** Every student is prepared for success in college, career and community.
- Mission:** Every student will engage in rigorous, relevant, standards-based instruction in every classroom, every day, to ensure student learning.
- Core Values:** Character, leadership, innovation, continuous improvement.

### Superintendent

Mark G. Sutton

### Cabinet

Ketti Davis

Jack Kelejian

Kelly Porterfield

Paul Birrell

Tami Boatright, Ed.D.

Andrea Valadez

### Board of Trustees

Richard Atkins

Phillip Cervantes

Ruben Coronado

Terry Cox

Rama Dawar

Cesar Granda

Richard A. Solis



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### District Goals

#### Goal 1: Learning for Academic Excellence

Every year, students will attain mastery learning of skills and concepts provided through engaging and challenging best practice instruction in a system that provides social and emotional support as evidenced by student outcome data.

#### Goal 2: Staff Recruitment/Development for Academic Excellence

Every year, staff members will be recruited, hired, and retained based upon coherence in knowledge, practice and beliefs about student learning, instructional best practice, assessment to guide decision-making, and continuous improvement for increased student learning.

#### Goal 3: Support System for Academic Excellence

Every year, every support system, department and staff member will be focused on providing resources and assistance necessary to ensure that systems enhance student learning.

***EVERY STUDENT ~ EVERY CLASSROOM ~ EVERY DAY!***



## **Goal 1: Learning for Academic Excellence**

**Objective 1:** Every year, every student is provided differentiation and support to ensure grade level mastery of skills and content as evidenced by standardized data. Every year, every exiting first grader will be a reader and mathematician as evidenced by assessment data. Every year, every sixth grader will be prepared for academic, behavioral, and social success in middle school as measured by assessment data and anecdotal records.

**Objective 2:** Every year, every student is provided a coherent instructional program to ensure career/college/community readiness as measured by graduation rate, employment, and admission data.

**Objective 3:** Every year, every student is provided opportunities to develop leadership, problem solving, and innovative thinking skills, preparing them to compete in a global society as measured by assessment data, graduation rate, and employment.

**Objective 4:** Every year, every student is provided opportunities to develop aesthetic valuing through the visual and performing arts as measured by student outcome data.

## **Goal 2: Staff Recruitment and Development for Academic Excellence**

**Objective 1:** Every year, every staff member will be provided professional development on focus areas in leadership, service (instructional) delivery, and student support in order to increase staff effectiveness and satisfaction as measured by student outcomes, staff retention, and recognition.

**Objective 2:** Every year, every staff member will be committed to continuous improvement of knowledge and skill to support the improvement of student learning outcomes as measured by participation in professional readings, workshops, and the implementation of identified practices.

**Objective 3:** Every year, every staff member will be provided effective and timely feedback regarding daily practices in order to increase coherence and effectiveness as measured by conference and visitation logs.

**Objective 4:** Every year, every member of the organization will increase their leadership knowledge and skills in building supportive systems, promoting a learning focus, guiding professional learning focus, guiding professional learning communities, providing and managing data, monitoring improvement efforts, and facilitating the change process as measured by increased student learning outcomes and increased staff/parent satisfaction as evidenced by surveys and student outcome data.

## **Goal 3: Support System for Academic Excellence**

**Objective 1:** Every year, every support system will ensure proactive communications, necessary state-of-the-art infrastructure, with timely response and innovative solutions in order to facilitate student learning as evidenced by call logs, work orders, and correspondence.

**Objective 2:** Every year, every financial and operational resource will be focused on supporting student learning and the learning environment, as measured by procurement approval protocols, timely procedures, complete communication cycles, curb appeal assessments, timely repair services and equitable distribution of funding through the annual budget adoption.

**Objective 3:** Every year, every student's and staff member's health and safety will be enhanced through on-going health and safety preparedness training, continued recruitment for and provision of nutritious, cost-effective meals, and the most effective situational deployment of personal safety forces at school sites as measured by incident reports, meal participation data, health screening data, and training participation registrations.

**Objective 4:** Every year, every student and staff member will have the latest technological tools to enhance instruction and communication, attendance, and the learning environment as measured by timely response to electronic/telephone contacts, completion of technology needs assessment and implementation plan, and data analysis following attendance enhancement outreach efforts.



# **Maintenance/Operations Employee Handbook**

## **Introduction to the Handbook**

The purpose of this handbook is to familiarize and provide general knowledge to employees regarding policies and procedures, acceptable conduct, and also provide a general guide for performing the various tasks required for your position. Although many references are made herein, the District encourages all employees to familiarize themselves with all applicable Board Policy, Administrative Regulation, Bargaining Unit Contracts, Job Safety Handbook, and all applicable local, State, and Federal laws.

Should you have any questions regarding any portion of this handbook, do not hesitate to ask. Every effort will be made to provide you with specific details concerning your questions.

Each classified position represents a service that is important in carrying on the program of public education in this district. The community expects much from its public employees in return for the investment they have in our schools.

The first responsibility of any employee is to fulfill the responsibilities and duties of the position to which he/she has been assigned. The safety and health of students are affected by the condition of the buildings, grounds, and equipment. The Governing Board believes that since the employees are working in an educational environment and many are working closely with students, they should conduct themselves in a manner that will serve as a good example to youth.

Public education is a cooperative venture involving the services of many people. The district functions best when there is a spirit of cooperation among all employees – when the employees have confidence in and respect for the rights and responsibilities of others.

Each employee should seek to learn as much as possible about the total program of the schools, for he/she will be called upon frequently to answer questions about the schools and to interpret the school program to the community (Reference: BP 4219.2).

## **Maintenance/Operations Employee Handbook**

1. Handbook Responsibilities
  - a. The employee must become familiar with the contents of this handbook. This handbook supersedes all previous handbooks and related policies.
  - b. If this handbook conflicts with Board Policy, Administrative Regulation, Bargaining Unit Contracts, Job Safety Handbook, or any local, State, or Federal law, that policy, law, or contract shall prevail.
  - c. The District reserves the right to modify this handbook, and will communicate such modifications in writing to the employee and to CSEA. It is the district's responsibility to keep this handbook up-to-date when new material is given.
  - d. Any violation to the conditions and requirements of this handbook may be subject to disciplinary actions up to and including termination.
2. Safety on the Job
  - a. The primary focus must be safety.
  - b. Employees shall observe safety rules and regulations. All employees are expected to thoroughly read and understand the Job Safety Handbook, and exercise habits of safety in the performance of their duties and encourage habits of safety in others.
3. Punctuality
  - a. Employees are assigned specific start, stop, break, and lunch times. Employees must be punctual in adhering to these times, and must work a full shift.
  - b. Employees must receive prior approval from his/her Immediate Supervisor before making a temporary schedule change.
  - c. Travel time to and from lunches and breaks is considered part of the lunch time or break time.
  - d. Should employees complete the work schedule early, they should look for things that need to be done such as cleaning the equipment room, sweeping out the shop, cleaning up the shop yard, etc. If no extra work can be found, employees must contact the immediate supervisor.
4. Leave Requests
  - a. Advance Notice
    - i. Employees must complete the appropriate Leave Request form for advance notice leaves such as vacation, personal necessity – no questions asked, judicial leave, bereavement leave, union negotiations and conference, etc.
    - ii. Vacation requests for up to eight (8) hours must be submitted 1 full business day (24 hours) in advance. Vacation requests for more than eight (8) hours must be submitted two (2) weeks in advance.
    - iii. Day Head and Lead Custodians must obtain acknowledgment from the assigned Site's Principal or designee in addition to the immediate supervisor.



## **Maintenance/Operations**

### **Employee Handbook**

- iv. Generally, no more than 10 consecutive vacation days may be taken in a 3-month period. Employees are strongly encouraged not to purchase plane tickets, or similar commitments, prior to an authorized vacation leave request.
- v. For vacation of 10 days or more the request must be turned in at least 60 days prior to the vacation date.
- b. Short Notice
  - i. There is an expectation of positive attendance at work. Employees are expected to be off when it is absolutely necessary. Illness leave is a very important benefit and should be used only for what it is intended. Employees working the night shift are encouraged to schedule personal appointments during non-duty hours.
  - ii. Employees are personally responsible to make a phone call to the Operations Office and/or Supervisor for short notice absences and when late for work. These calls must be made no later than one (1) full hour prior to the employee's start time.
  - iii. Employees must notify the immediate supervisor for leave early requests.
- 5. On-the-Job Injuries
  - a. The injured worker notifies supervisor.
  - b. Supervisor / Injured worker immediately calls the injury hotline.
  - c. Company nurse gathers information over the phone and helps injured worker access appropriate medical treatment.
- 6. Payday
  - a. Payday for regular work is generally the last workday of each month. Employees may pick-up their checks in the designated Maintenance and Operations office between 8:00 a.m. and 4:00 p.m. during their non-duty time.
  - b. Payday for extra work or substitute work is generally the 10<sup>th</sup> of the following month, or prior, if it falls on a weekend.
- 7. Extra Work / Overtime
  - a. Employees must be pre-authorized for extra work that is paid by the Maintenance and Operations (M&O) Department. Pre-authorization will consist of an Overtime or Emergency Number (OT# or E#) given to the employee by an M&O Supervisor or Manager.
  - b. Employees must list all pre-authorized extra work on an Extra Work Agreement (EWA) Time Sheet Log. This log must be completed fully and correctly, and hand-delivered to the M&O Office no later than 4:30 p.m. on the last workday of each week.

## **Maintenance/Operations Employee Handbook**

- c. Overtime will be assigned on a rotational basis within each classification by site and seniority. A sign up list is posted in the Operational Services office for both emergency calls and extra work (i.e. FURS). You must be signed up on this list to be eligible for overtime for the preceding month.
- d. NOTE: EWA TIME SHEET LOGS COMPLETED INCORRECTLY, OR MISSING INFORMATION, MAY BE REJECTED AND/OR RETURNED FOR CORRECTION, WHICH MAY CAUSE A DELAY IN PAYMENT.

### **8. Substitute Work**

- a. Substitutes must be pre-authorized for substitute work that is paid by the Maintenance and Operations (M&O) Department. Pre-authorization will consist of a verbal substitute request from the M&O Office.
- b. Substitutes must list all substitute work on the Substitute Payroll Time Sheet. This sheet must be completed fully and correctly, and delivered to the M&O Office by 4:00 p.m. on Friday of each week. All time sheets will be submitted for payment by the 10<sup>th</sup> of each month.
- c. NOTE: SUBSTITUTE PAYROLL TIME SHEETS COMPLETED INCORRECTLY, OR MISSING INFORMATION, MAY BE REJECTED AND/OR RETURNED FOR CORRECTION, WHICH MAY CAUSE A DELAY IN PAYMENT.

### **9. Personal Appearance**

- a. Employees shall use good judgment in clothing and appearance in order to bring respect and recognition to the position they represent, and contribute thereby to the morale of the whole district.
- b. Employees may be provided uniforms paid for by the District. Uniforms remain the property of the District and must be returned upon resignation or termination from employment with the District. Uniforms identify the person as an employee of the District; and therefore each employee is expected to maintain and wear the uniform during the employee's schedule. (Reference: CSEA Contract p. 15)
- c. Shirts are to be tucked-in.
- d. At no time may any Employee wear shorts while on duty, except as authorized.
- e. Any site agreement alterations must meet with the approval of the employee's immediate supervisor.

### **10. Civility**

- a. *The District is committed to maintaining orderly educational and administrative processes in keeping schools and administrative offices free from disruptions and preventing unauthorized persons from entering school district grounds.*
- b. *The following three (3) sections related to relationship to staff, students, and the public. In addition to these sections, please familiarize yourself with BP 1350 – Civility Policy, and AR 4158 – Employee Security.*

### **11. Relationship to Staff**

- a. One of the primary goals of all school district employees is to maintain a harmonious relationship with all co-workers and staff members. It is



## Maintenance/Operations

### Employee Handbook

important that the employee's immediate supervisor be advised of any problems or concerns.

#### 12. Relationship to Students

- a. In contacts with students, employees shall conduct themselves in such a way that manners and morals will be above criticism. In general, employees are not expected to assume or exercise authority over students. However, in situations in which the well-being of a student is in danger, or in which school property or school policy is being violated, the employee is to act as an integral part of the school staff in preventing such occurrences. Employees will be supported to the limit of authority of the certificated staff in carrying out this responsibility.

#### 13. Relationship with the Public

- a. *Members of the District staff will treat parents and other members of the public with respect and expect the same in return.*
- b. We play a major public relations role. Our work is always in the public's view. Additionally, the way we make contact with the public helps to establish and maintain the goodwill of all concerned. The following points will help in setting the stage for good public relations:
  - i. Good personal appearance
  - ii. Good social attributes such as tactfulness, friendliness, interest, and courtesy
  - iii. Clean and well-kept vehicles, equipment, facilities, and grounds as assigned
  - iv. A professional approach to all relationships within the district and community.

#### 14. Work

- a. Employees must use correct practices, policies, and procedures; and apply them in appropriate situations. They must use required tools and equipment proficiently. Employees must demonstrate a comprehensive understanding of departmental and campus functions, activities, and specialized terminology.
- b. Employees must develop sound, realistic plans and coordinate activities to meet goals and objectives. They must effectively utilize resources to complete work. They should develop strategies and establish priorities and deadlines which accomplish district goals. They must demonstrate strong problem-solving and decision-making skills to ensure smooth operations. They must consistently exercise skill in organizing activities.
- c. Employees must complete assignments in a timely fashion with routine supervision. The work products and services must be completed according to established standards and specifications. The work must be routinely performed at an acceptable level of accuracy.
- d. Employees must handle routine pressures and distractions. They must demonstrate acceptable standards of workmanship.

## **Maintenance/Operations Employee Handbook**

- e. Employees must be capable of meeting established and/or changing deadlines.
- f. Employees should exhibit a willingness and positive manner when given responsibility and carrying it out.
- g. Employees must demonstrate acceptance of directions by following them in a professional manner, or offering sound alternatives which are then an accepted option.
- h. Employees must be adaptable and flexible to new work conditions, surroundings, equipment, procedures, and methods.

### **15. Equipment Use**

- a. Employees must become familiar with all equipment manuals, handbooks, and instructions to insure safe and proper operation.
- b. Employees must not utilize property or equipment of the District which is not required in the course of completing assigned duties.
- c. Stay aware of your surroundings at all times; children have an innate curiosity and fascination with equipment, tractors, etc. They can, very quietly and quickly, be in the working zone of your equipment without your knowledge.
- d. Use a spotter when using equipment that you cannot see completely while operating.
- e. Do the following on a daily basis prior, during, and after equipment use:
  - i. Prior
    - 1. Visually inspect the equipment to ensure it is safe to operate.
    - 2. Check fluid levels; add if low
    - 3. Check other items such as the air filter; clean if dirty
  - ii. During
    - 1. Operate the equipment in a safe manner.
    - 2. Do not operate the equipment past its operating limit.
    - 3. Do not use the equipment for any purpose other than those identified by the manufacturer.
  - iii. After
    - 1. Clean the equipment according to the manufacturer's instructions. No equipment may be put away without being cleaned.
    - 2. Secure the equipment. Any equipment being transported must be chained, roped, or bound down to prevent any movement during transport.
    - 3. Secure hand tools when not in use to prevent access to children.

### **16. Lost and Found**

- a. All items found in public area, grounds, cafeterias, hallways, restrooms, etc. are to be turned-in to the site's lost and found area, or to the site's administrator.



## Maintenance/Operations Employee Handbook

### 17. Personal Property

- a. The District is not responsible for personal property brought to work. Employees are encouraged not to bring personal property to the job site.
- b. Property belonging to other persons must not be disturbed; and all employees are prohibited from opening or examining the contents of desks, files, or other work areas not belonging to the employee.
- c. Employees shall not use their personal communication devices during work hours, unless for true emergencies, or as permitted by the immediate supervisor.
- d. Employee shall not use headphones, headsets, or other similar devices that prevent normal hearing during working hours.

### 18. Reporting Changes of Address and/or Telephone Number

- a. Employees shall inform (1) the Immediate Supervisor, (2) Human Resources, and (3) the Employee Benefits Technician of any changes to their mailing address and/or telephone number(s). It is very important that this information be kept current, in case of an emergency.

### 19. District Vehicles

- a. Employees are responsible for the care, fueling, and upkeep of any vehicle assigned to them. This includes, but is not limited to, the following:
  - i. Fuel the vehicle at the designated fueling station.
  - ii. Fuel the vehicle when it is at or above a quarter of the tank.
  - iii. Report all damages and needs to the immediate supervisor.
  - iv. Report the vehicle to the immediate supervisor for service at intervals no greater than every 3,000 miles.
  - v. Keep the vehicle clean, inside and out, weekly.
  - vi. Check fluids daily.
  - vii. Report any dings, dents, or scratches to the immediate supervisor so arrangements can be made for repairs.
  - viii. Remove all valuable items from vehicle and store in shop – daily.**
- b. Vehicles during Lunch and Break
  - i. District vehicles may be used to travel to lunch or break only if the destination of said lunch and/or break location is not more than one mile from the employee's work assignment.
  - ii. If vehicles are taken off work site for a break or lunch, they are to be kept on paved roadways and parked legally in designated parking areas.

## Maintenance/Operations Employee Handbook

### 20. District Keys

- a. Employees may be assigned keys for district sites. Keys should not be left unattended or loaned to anyone. If keys are missing, Employees should conduct a thorough search of the area. If unable to locate keys, notify the immediate supervisor.
- b. Vehicle and equipment keys should not be taken home for any reason. Keys shall be left in a designated area at the work site or department (Reference: AR 3515).

### 21. District cell phones, two-way radios, and other communication devices

- a. Employees may be issued cell phones, two-way radios, or other communication devices. Employees must have these units turned-on during the employees work schedule, and answer calls as appropriate. *Keep the device charged and maintained.*
- b. *The communication device should be used to provide a means of contact for the following:*
  - i. *Supervisor/Manager contact from/to you*
  - ii. *Maintenance contact to other staff regarding work orders, emergencies, etc.*
  - iii. *Grounds contact to other staff regarding work orders, emergencies, etc.*
  - iv. *In particular, employees should not use the radio to initiate contact with the Maintenance or Grounds staff for non-emergency requests. Maintenance and Grounds staff must stay on schedule or on task as assigned with few or no interruptions.*

### 22. Purchasing

- a. The Purchase Order (PO) will be the main purchasing instrument used for acquiring goods and services.
- b. Employees must use the following guidelines for purchases:
  - i. *Items under \$500 per Unit: If a part or item is at one of our local, usual shopping locations, please contact the designated Buyer and request a PO number. If this is for parts for work orders, please give the work order number; if for stock items, tools or equipment, please say so. If the part is not at a usual shopping location, please provide pricing to your immediate supervisor, who can request a PO for your one-time use.*
  - ii. *Items over \$500 per Unit: Please provide pricing to your immediate supervisor, who may request a "Specific" PO for your one-time use. Items over \$500 per unit typically are tagged for asset control. If this is for parts for work orders, please give the work order number; if for stock items, tools or equipment, please say so.*
  - iii. *Vendor Work: Your immediate supervisor will determine if an outside vendor is required. Do not call the vendor for their work or services, unless arrangements have been made with your*



## **Maintenance/Operations**

### **Employee Handbook**

*immediate supervisor or other Operational Services  
Manager/Supervisor.*

- c. All purchases must be reasonable, appropriate, and cost-effective. Employees may not bid shop (giving prices from one vendor to another vendor to meet or beat price).
- d. Any purchases made without authorization may be the personal responsibility of the person who made the request and/or purchase.

#### **23. Site Gates**

- a. Employees must leave all site gates in the same state found. If the gate is locked, it is to be re-locked when entering, and re-locked when leaving. If the gate is open, it is to remain open.

#### **24. Site Check-in Requirements**

- a. Employees must check-in, either by phone, email, or in person, at the main office of a site for all tasks and procedures not scheduled and posted.

#### **25. Suggestions and Opinions to Work Flow**

- a. The District recognizes the potential to increase productivity and efficiency through the implementation of suggestions by staff. Please feel free to give suggestions to improving work flow and processes. Suggestions are always welcome but may not be implemented for a variety of reasons such as "ripple effects" to other departments, staff, or the public; violation of current policies, procedures, regulation, or law; increase costs or work to others, etc. Please do not be discouraged if suggestions cannot be implemented.

#### **26. On-the-job Surveys**

- a. The District may conduct on-the-job surveys for any and all staff. On-the-job surveys consist of an examination and collection of facts, figures, and other particulars of the work in order to ascertain conditions, characteristics, etc., of the work.

#### **27. Measured Work**

- a. The District may measure work performed by any and all staff. Staff will be notified in advance and contacted at the time the measurement occurs.

#### **28. Tasks and Expectations**

- a. The District may assign tasks and expectations for any and all staff, whether specific to the individual or the group, and as defined in the employee's job description(s).

#### **29. Standards**

- a. The District may create standards for work.

#### **30. Counseling and Discipline**

- a. Per Board Policy and Administrative Regulation 4118, "Disciplinary actions may include, but not be limited to, verbal warning, written warnings, reassignment, suspension, freezing or deduction of wages, compulsory leave and dismissal."

## **Maintenance/Operations Employee Handbook**

- b. "The Superintendent of designee may take disciplinary action as he/she deems appropriate in light of the particular facts and circumstances involved. He/she shall ensure that disciplinary actions are taken in a consistent, nondiscriminatory manner and are appropriately documented."

### **31. Emergency or Urgent Pull-Off**

- a. Due to the critical role of the Maintenance and Operations Department, employees may be frequently "pulled-off" from normal, regular work in order to complete work considered an emergency or urgent.

### **32. Resolutions and Chain-of-Command**

- a. The District wishes to secure, at the lowest possible administrative level, equitable solutions to issues which may from time to time arise. The following is a general Chain-of-Command list to follow when resolving issues:
  - i. Immediate Supervisor, as assigned
  - ii. Director of Operations
  - iii. Chief Business Officer



# **Maintenance/Operations Employee Handbook**

## **Custodial**

Welcome to Central Unified School District Operations Department. You have been selected to be part of one of the best school districts in the San Joaquin valley and we have put in place standards that are meant to keep the District in that position. This handbook will give you the guidelines you need to make this a successful time at CUSD.

The Custodian Department is tasked with a very important job here at the District. We keep the facilities in shape to help the students and staff at CUSD make education happens. We use the latest techniques and equipment to make sure you have what you need to keep the environment clean and healthy.

You will be trained in the use of the equipment you will need to complete the tasks you are assigned. Once trained, you will be evaluated on your use of the equipment and any remedial training will be given at that time. Each site has assigned areas that you will be responsible for maintaining, those areas will be regularly inspected by the night supervisors.

You will be trained on the cleaning standards in place here at CUSD and the supervisors will be inspecting your areas to make sure those standards are met through-out the District. You will provided, in this employee handbook a list of the expectations for cleaning and example inspection sheets that are used by the supervisor when inspecting.

## **Maintenance/Operations Employee Handbook**

### **Courtesy and Personal Safety of Employees**

- Ask permission to clean the classroom if the teacher is in the room. Do not disturb the teacher while he/she is working or meeting with parents.
- Do not clean the classroom if a student is alone in the room. This will prevent the custodian from being alone with students and may prevent from being accused of improper conduct.
- Do not clean the classroom if the teacher's purse or other personal property is left in the room; please note the issues and notify the Immediate Supervisor. This may prevent the custodian from being accused of taking personal property.
- Do not help yourself to candy, gum, or other food in the classroom unless there is a note offering it to you.
- Do not open or go through any desk drawers. This will shield the custodian against any accusations of taking personal property.
- Put any money found on the teacher's desk. If found money is taken, it would be considered theft.
- Do not use the TV, stereo, VCR, or other electronic device in any classroom. Teachers may have the equipment pre-set for a program.
- Do not, in any way, use computers in the classroom. This prevents the Custodian from being accused of being on unauthorized internet sites.
- The use of tobacco, in any form, is prohibited in or on any school property.
- Always be mindful of your language on campus. Set a good example to students and others.
- Get along with fellow workers by reporting to work on time, working steadily and consistently, cooperating with other employees, respecting the opinions of others, avoiding the giving of unsolicited advice, and asking for special privileges. Common sense and good judgment should prevail.
- Material Safety Data Sheets (MSDS) for chemical products all state to use precaution and to also use protective clothing and safety equipment at all times while using the product.
- No personal TV or radios will be allowed during working hours. Personnel need to concentrate on their work for their own safety on the job.
- Walkman radios and headset radios will not be allowed during working hours. The use of these will diminish the safety of fellow workers in cases of emergency situations. It is difficult to communicate with employees in case of fire or other emergencies.
- Fasten seat belts at all times when riding or driving District vehicles.
- These guidelines are to be followed for the protection of staff and the students.



# **Maintenance/Operations**

## **Employee Handbook**

### **Health and Safety Information**

1. Wear rubber gloves when cleaning the following:
  - a. Human waste, blood, or vomit
  - b. Restrooms, Nurse's offices, Kitchens
  - c. Handling acid base chemicals (bowl cleaners, etc.)
  - d. Removing trash liners with wet garbage and waste foods
2. Use trashcan liners where possible
  - a. Wet garbage areas such as kitchens, cafeterias, restrooms
  - b. Nurse's offices
  - c. Classrooms where food is allowed
3. Do not dump trash from offices and nurses offices into other cans. Pull liner, tie it off, and then place it into larger container.
4. Do not use restroom mops on kitchen or cafeteria floors. Keep separate mop for restrooms.
5. Mop kitchens, restrooms, cafeteria and spot mop classrooms with the designated cleaning product. This is a germicidal which will disinfect the floors. Do not use germicidal on kitchen food preparation tables!
6. Wash mops, rinse them, and hang them up. Do not let mops stand in the bucket. Wash and clean out the bucket.
7. Be sure that all chemicals are labeled on the custodial cart, in the storerooms, and also on spray bottles.
8. Keep the custodial cart, mop buckets and other cleaning equipment out of walkways. Keep them close to the wall.
9. Check all electrical equipment for needed repairs
  - a. Ground 3-prong plugs, loose connections, frayed cords, etc.
  - b. Do not attempt to repair vacuums; report them to the Immediate Supervisor.
10. Wash hands after cleaning human waste and removing the rubber gloves.
11. The District will provide disposable rubber gloves; they are listed in the District's stock order catalog.
12. To prevent falls, do not allow entry into room which have wet floors when applying striper, when mopping, or when applying floor finish.
13. When mopping restrooms floors with the designated cleaning product, be sure to mop floor wet. The floor needs to remain wet for 8 to 10 minutes for proper disinfection.
14. When mopping up human waste, blood, or vomit, use the designated cleaning product as it is a cleaner disinfectant germicide. Use on all types of floors. After removing spill on carpeting, spray with the designated cleaning product and let it dry. This will disinfect the spill.

## **Maintenance/Operations Employee Handbook**

### **Guidelines for Handling Body Fluids in Schools**

#### What should be done to avoid contact with body fluids?

When possible, direct skin contact with body fluids should be avoided. Disposable gloves should be available in at least the office of the custodian, nurse, or principal. Gloves must be worn when direct hand contact with body fluids is anticipated (e.g. treating bloody noses, handling clothes soiled by incontinence, cleaning small spills by hand). If extensive contact is made with body fluids, hands should be washed afterwards. Gloves used for this purpose shall be put in a plastic bag or a lined trash can, secured, and disposed of daily.

#### What should be done if direct skin contact occurs?

In many instances, unanticipated skin contact with body fluids may occur in situations where gloves may be immediately unavailable (e.g. when applying pressure to a bleeding injury outside the classroom). In this instance, hands and other affected skin areas of all exposed persons should be routinely washed with soap and water after direct contact has ceased. Clothing and other non-disposable items (e.g. towels used to wipe up body fluid) that are soaked through with body fluids should be rinsed and placed in plastic bags. If presoaking is required to remove stains, (e.g. blood, feces), use gloves to rinse or soak the item in cold water prior to bagging. Contaminated disposable items (e.g. tissues, paper towels) should be handled with disposable gloves.

If you come in contact with another person's blood to a break in your skin or with the mucous membranes of your eye, nose, or mouth, contact your supervisor immediately so you can be referred for blood work. Rinse areas with water immediately.

#### How should spilled body fluids be removed from the environment?

Central Unified School District stocks a sanitary absorbent agent specially intended for cleaning body fluid spills. Disposable gloves should be worn when using this agent. The dry material is applied to the area, left for a few minutes to absorb the fluid, and then vacuumed or swept up. The vacuum bag or sweepings should be disposed of in a plastic bag. Broom and dust pan should be rinsed in a disinfectant. No special handling is required for vacuuming equipment.

#### Hand Washing Procedures

Proper hand washing requires the use of soap and water and vigorous washing under a stream of running water for approximately 10 seconds.

Soap suspends easily removable soil and microorganisms allowing them to be washed off. Running water is necessary to carry away dirt and debris. Rinse under running water. Use paper towels to thoroughly dry hands.



## **Maintenance/Operations Employee Handbook**

### Disinfectants

An intermediate level disinfectant should be used to clean surfaces contaminated with body fluids. Such disinfectants will kill vegetative bacteria, fungi, tubercle bacillus and viruses. The disinfectant should be registered by the U.S. Environmental Protection Agency (EPA) for use as a disinfectant in medical facilities and hospitals. Hypochlorite solution (bleach) is preferred for objects that may be put in the mouth.

### Disinfection of hard surfaces and care of equipment

After removing the soil, a disinfectant is applied. Mops should be soaked in the disinfectant after use and rinsed thoroughly or washed in a hot water cycle before rinse. Disposable cleaning equipment and water should be placed in a toilet or plastic bag as appropriate. Non-disposable cleaning equipment (dust pans, buckets, etc.) should be thoroughly rinsed in the disinfectant. The disinfectant solution should be promptly disposed down a drain. Remove gloves and discard in appropriate receptacles.

### Disinfection of rugs

Apply sanitary absorbent agent, let dry and vacuum. If necessary, mechanically remove with dust pan and broom, then apply rug shampoos (a germicidal detergent) with a brush and re-vacuum. Rinse dust pan and broom in disinfectant. If necessary, wash the brush with soap and water. Dispose of non-reusable cleaning equipment as noted above.

### Laundry instructions for clothing soiled with body fluids

The most important fact in laundering clothing contaminated in the school setting is elimination of potentially infectious agents by soap and water. Addition of bleach will further reduce the number of potentially infectious agents. Clothing soaked with body fluids should be washed separately from other items. Presoaking may be required for heavily soiled clothing. Otherwise, wash and dry as usual. If the material is bleachable, add ½ cup household bleach to the wash cycle. If material is not colorfast, add ½ cup non-Clorox bleach (e.g. Clorox II, Borateem) to the wash cycle.

Guideline was prepared by Elaine Brainerd, M.A., R.N., State Department of Education, in consultation with James Hadler, M.D., MPH Chief, Epidemiology Section, Patricia Checko, MPH, Epidemiology Program, and William Sabella, AIDS Coordinator, Connecticut State Department of Health Services. December 1984.

## **Maintenance/Operations Employee Handbook**

### **Detailed Custodial Cleaning Procedures for Classrooms**

1. High dust for spider webs as needed.
2. Empty pencil sharpeners into trash can and clean around sharpeners. This will save time and steps as you already have the trashcan in hand.
3. Clean chalk trays into trash can, chalkboards are cleaned on Fridays. This should be done with step #2 to also save trips in and out.
4. Pick-up all big papers and trash from floor and put them in trash can. This can be a continuation of above steps and will make sweeping easier.
5. Empty and additional trashcans in rooms.
6. Start dust mopping from entrance, work your way around side of room to furthest corner of room. Now start working your way back toward the door. Room layout and types of desks will determine method of dust mopping and vacuuming.
7. If cleaning carpet, be sure to watch for carpet runners. Cut all loose threads daily with carpet shears.
8. Pick up dirt with dustpan and counter brush. Don't let dirt stand in doorway as it could be blown or tracked back into room.
9. Shake off throw rugs and sweep walk in front of door.
10. Clean sinks and faucets with the designated cleaning product. Crème cleanser can be used for tough stains. Wipe faucets and chrome off with dry, clean cloth.
11. Spot clean desks and walls with the designated cleaning product as needed.
12. Low dust room on Monday. Always dust after sweeping.
13. Clean door and entrance way, light switch covers, also window in door if it has one. Clean both sides of door window. This needs to be done daily as it is the first thing you see when entering the room.
14. Spot mop if needed with the designated cleaning product. The designated cleaning product will not damage finish.
15. Spot clean spills on carpets with the designated cleaning product.
16. Be sure heaters and/or air conditioners and lights are turned off.
17. Check all doors and windows to make sure they are secured.
18. Report any maintenance work needed to your Immediate Supervisor.



## **Maintenance/Operations Employee Handbook**

### **Daily Custodial Classroom Cleaning Breakdown**

1. Pick up all big papers and trash from floor and put them in trash receptacle to be emptied. This can be a continuation of above steps and will make sweeping easier. Empty and additional trash receptacles in the room.
2. Empty pencil sharpeners into trash receptacle and clean around sharpeners. This will save time and steps as you already have the trash receptacle in hand.
3. Fill all dispensers.
4. Start dust mopping from entrance, work your way around side of room to furthest corner of room. Now start working your way back towards the door. Room layout and types of desks will determine method of dust mopping and vacuuming.
5. While vacuuming carpet, be sure to watch for runners. Cut all loose threads daily with carpet shears.
6. Vacuum or sweep off entry mats and sweep sidewalk in from of room. Pick up dirt with dustpan and counter brush. Don't let dirt stand in doorway as it could be blown or be tracked back into room.
7. Be sure all heaters and/or air conditioners are turned off. Check all windows and doors making sure they are secure. Turn off lights. Any maintenance repairs needs to be reported to Site Custodian on an FYI form.

### **Weekly Custodial Classroom Cleaning Breakdown (Details)**

1. Clean sinks and faucets with the designated cleaning product. Wipe faucets and chrome off with dry, clean cloth. Use liquid cleanser if needed. Tuesdays and Thursdays.
2. Clean door and entrance way, light switch covers, also window in door if it has one. Clean both sides of door window. This is the first thing seen when entering a room. Wednesdays.
3. Clean chalk trays into trash receptacle. Fridays.
4. The chalkboards and whiteboards are also to be cleaned. Fridays.
5. Low dust after sweeping the room. Mondays and Wednesdays.

# Maintenance/Operations Employee Handbook

## Elementary School Custodial Responsibilities Classrooms – Office – Adult Areas

Order of Completion	Cleaning Task	M	T	W	Th	F	When Scheduled	Matching Standard
1	Empty Pencil Sharpeners Empty/Wipe off lead dust	x	x	x	x	x	Daily (Priority #4)	
1	High Dust Remove dust and cobwebs						As required	4,7
2	Low Dust No streaks, smudges, clean corners	x		x			1 X Week (Priority #4)	4
2	Clean Light Fixtures						As needed (Priority #4)	16
2	Clean Inside of Windows						As needed (Priority #4)	9
3	Clean Desks/Tables						As required	8
3	Spot Clean Walls/Cabinets						As needed (Priority #4)	7,8
4	Clean Sinks/Faucets and Counters/Dispensers Eliminate/Prevent buildup, sanitize		x		x		2 X Week (Priority #3)	11
5	Empty Trash Receptacles Replace liners	x	x	x	x	x	Daily (Priority #1)	1
5	Fill Dispensers Wash off smudges	x	x	x	x	x	Daily (Priority #1)	15
6	Clean Door Mats Free mats of grass/dirt buildup	x	x	x	x	x	Daily (Priority #4)	2



# Maintenance/Operations Employee Handbook

## Elementary School Custodial Responsibilities Classrooms – Office – Adult Areas

Order of Completion	Cleaning Task	M	T	W	Th	F	When Scheduled	Matching Standard
6	Spot Mop Hard Floors Mop spills (foods, drinks, water)						As required	2,3
6	Spot Clean Carpets Remove gum, stains, spills						As required	2
6	Clean Door/Entryways Eliminate finger smudges, dust webs			x			1 X Week (Priority #4)	5,6
6	Clean Chalk Trays Free of chalk dust					x	1 X Week (Priority #4)	10
7	Dust Mop Hard Floors Remove dust/dirt buildup, clean Corners, prevent dirt trailings	x	x	x	x	x	Daily (Priority #2)	3,4
8	Vacuum Carpets Remove dirt/grass, clean corners	x	x	x	x	x	Daily (Priority #2)	2
9	Secure Classrooms Check all doors and windows	x	x	x	x	x	Daily (Priority #1)	

# Maintenance/Operations Employee Handbook

## Custodial Responsibilities Restrooms and Locker Rooms at All Sites

Order of Completion	Cleaning Task	M	T	W	Th	F	When Scheduled	Matching Standard
1	Knock down paper on ceiling	x	x	x	x	x	Priority #1	7
2	Pick up large pieces of trash	x	x	x	x	x	Priority #1	3
3	Clean/Disinfect toilets and urinals	x	x	x	x	x	Priority #1	12
4	Fill Dispensers	x	x	x	x	x	Priority #1	15
5	Wash sinks	x	x	x	x	x	Priority #1	11
6	Spot clean walls/partitions	x	x	x	x	x	Priority #1	6
7	Wipe down chrome surfaces	x	x	x	x	x	Priority #1	16
8	Clean mirrors	x	x	x	x	x	Priority #1	14
9	Clean doors/entryway	x	x	x	x	x	Priority #1	6
10	Empty trash receptacles and replace liners	x	x	x	x	x	Priority #1	1
11	Sweep and Wet mop floor with the designated cleaning product	x	x	x	x	x	Priority #1 to prevent buildup	3
12	Lock restrooms	x	x	x	x	x	Priority #1	

Per California State Law, all sanitary cleaning will be done on a daily basis for restrooms, cafeterias, kitchens, gyms, shower/locker rooms.



# Maintenance/Operations Employee Handbook

## Day/Night Gym Custodian Responsibilities

Sequence of task	Cleaning Task	M	T	W	Th	F	When Scheduled	Matching Standard
<b>1</b>	Clean gym floor with auto floor scrubber machine 3 x per week and before all league games	xxx	xxx	xxx	xxx	xxx	Priority #1	<b>2,3</b>
<b>2</b>	Clean boys locker room completely, including weight room, coaches office, and restroom.	x	x	x	x	x	Priority #1	<b>1,4,5,6,7,8,9,11,12,13,14,15,16</b>
<b>3</b>	Service and clean lobby, lobby restrooms, snack bar, trophy case (includes windows)	x	x	x	x	x	Priority #1	<b>1-16</b>
<b>4</b>	Clean team rooms, including restrooms	x	x	x	x	x	Priority #1	<b>1-16</b>
<b>5</b>	Clean all drinking fountains inside boys locker room and gym	x	x	x	x	x	Priority #1	<b>11,16</b>
<b>6</b>	Pick up trash and sweep sidewalks around gym	x	x	x	x	x	Priority #2	<b>1</b>
<b>7</b>	High and low dust gym and boys locker room	x	x	x	x	x	Priority #2	<b>4,7</b>
<b>8</b>	Clean bleachers also clean under both sets of bleachers after events (when out)	x	x	x	x	x	Priority #1	<b>3,5,8</b>
<b>9</b>	Clean all doors and entryways in gym and locker room	x	x	x	x	x	Priority #2	<b>6</b>
<b>10</b>	Clean, sweep, mop girls locker room and shower area	x	x	x	x	x	Priority #1	<b>3,11,13,</b>
<b>11</b>	Clean backboards weekly				x		Priority #2	<b>9</b>
<b>12</b>	Clean and disinfect wrestling mats daily	x	x	x	x	x	Priority #2	

## **Maintenance/Operations Employee Handbook**

### Detailed Custodial Cleaning Procedures for Restrooms and Locker rooms

#### Daily

1. Flush all fixtures to insure proper working order and no blockages. This must be done first. If the fixture is not working you cannot add chemicals as you will have no way to remove them. This could be a safety hazard to a child.
2. Knock down any paper from ceiling.
3. Pick up trash from floor and put in trash receptacle.
4. Prop door open with trash receptacle. This indicates restroom is being cleaned.
5. Sweep the floor with the push broom and use a corn broom for corners, edges, and under the fixtures. Do not use dust mops.
6. Push down water in toilets, then spray with the designated cleaning product under top rim, also add the designated cleaning product to urinals. Let this sit to allow time for cleaner to work for you. This pushing down allows the chemical to go to the ring in the toilet without being diluted.
7. Fill all soap dispensers, paper towel dispensers and toilet paper dispensers. This must be done to meet State Law.
8. Wash sinks using the designated cleaning product – rinse well. Use liquid cleanser as needed.
9. Spot clean walls and partitions with the designated cleaning product. Use the designated cleaning product to maintain and disinfect.
10. Wipe down faucets, dispensers, and all chrome with clean, dry cloth.
11. Clean mirrors with glass cleaner. (1 oz. of Glass Cleaner, 1 oz. per 32 oz. spray bottle of water)
12. Clean entryway, doors, and door jambs with the designated cleaning product.
13. Now go back and clean all toilets and urinals with bowl mop. Be sure to rinse and flush all fixtures, and wipe off toilet seats. Use liquid cleanser as needed. The rinse and flushing must be done for safety to prevent chemical burns to children.
14. Wet mop floors with the designated cleaning product (2 oz. per gallon of water) daily. Once a week on Mondays, mop floor with the designated cleaning product to reduce the disinfectant buildup. When finished mopping, pour part of your mop water into your floor drains to disinfect and keep drains open.
15. Replace trash receptacle with new liner and lock up.
16. Report any needed repairs to Site Custodian.

Note: Use the designated cleaning product to mop with on Mondays only.



## **Maintenance/Operations Employee Handbook**

### **Procedure for Refinishing Hard Floors**

1. Stack furniture on door side of room well past center line.
2. Pick up papers and sweep.
3. Mix stripper using 10 to 12 oz. of stripper per gallon of water.
4. Make up rinse water with neutralizer.
5. Apply stripper to edges, let stand for 6 to 10 minutes.
6. Apply stripper to section of open floor area in far corner, let stand for 6 minutes, then start scrubbing with black pad on a floor machine.
7. After scrubbing with overlapping strokes, wet vacuum the stripper up.
8. Now rinse this area with clean water which has neutralizer in it.
9. Repeat this procedure until you have completed the first half of the room.
10. When floor is dry check it to insure it is clean.
11. Now apply one coat of sealer.
12. After seal is down 30 minutes, you should be able to apply your first coat of finish.
13. Apply two more coats of finish approximately 30 to 40 minutes apart.
14. After 2 to 3 hours drying time, move furniture to other side and follow same procedure for the second half of room. Drying time will depend on temperature and the air flow in the room.

# Maintenance/Operations Employee Handbook

## Interior Room Cleaning Standards

Meets/Exceeds Standards	Below Standards, Needs Improvement	Poor/Unacceptable
<ol style="list-style-type: none"> <li>1. Trash receptacles are empty and clean; dirty or torn liners are replaced</li> <li>2. Carpet is vacuumed and free of debris</li> <li>3. Tile floors are dust-mopped and spot-mopped</li> <li>4. Dust accumulation is little to none</li> <li>5. There are no visible cobwebs</li> <li>6. Doors and walls are clean and free of hand prints and stains</li> <li>7. Ceilings are clean and free of debris</li> <li>8. Furniture is spot-cleaned and orderly</li> <li>9. Interior glass is clean</li> <li>10. White-boards and/or Chalkboards and trays are clean (on Fridays, if allowed by teacher)</li> <li>11. Sinks and counters are clean</li> <li>12. Toilets and urinals are clean and free of rings; restroom smells clean</li> <li>13. Restroom Partitions are clean and free of graffiti and pen marks</li> <li>14. Mirrors are clean</li> <li>15. Dispensers are filled</li> <li>16. Metal fixtures are clean and polished.</li> <li>17. Pencil Sharpener is empty and clean of finger prints and smudges</li> </ol>	<ul style="list-style-type: none"> <li>• Trash receptacles are empty, but liners are dirty or torn</li> <li>• Carpet is vacuumed but there is dirt accumulation in corners</li> <li>• Spots on the tile floor are not mopped; there is dirt accumulation in corners</li> <li>• Dust accumulation is evident</li> <li>• There are some cobwebs</li> <li>• Doors and walls have some stains and hand prints</li> <li>• Ceilings have some debris.</li> <li>• Furniture has some dirty spots and are in some disarray</li> <li>• Interior glass shows some streaks and hand prints</li> <li>• White-boards and/or Chalkboards and trays are dusty and streaked</li> <li>• Sinks and counters are dusty and streaked</li> <li>• Toilets and urinals are somewhat dirty, have some rings; but restroom smells fairly clean</li> <li>• Restroom Partitions show some dirty and marks</li> <li>• Mirrors show some streaks and handprints</li> <li>• Dispensers are empty</li> <li>• Metal fixtures have some spots.</li> <li>• Pencil Sharpener is not empty</li> </ul>	<ul style="list-style-type: none"> <li>• Trash receptacles are not emptied and are dirty</li> <li>• Carpet is not vacuumed and debris is on the floor</li> <li>• Tile floors are not dust-mopped and spots are not mopped</li> <li>• Room is dusty</li> <li>• Cobwebs are evident</li> <li>• Doors and walls are not wiped regularly; stains and hand prints are evident</li> <li>• Ceilings have an accumulation of debris</li> <li>• Furniture is dusty; dirty spots are evident and in disarray</li> <li>• Interior glass is dirty and hand-printed</li> <li>• White-boards and/or Chalkboards and trays are dusty and not cleaned</li> <li>• Sinks and counters are very dusty and streaked</li> <li>• Toilets and urinals are very dirty; restroom smells poorly</li> <li>• Restroom Partitions are dirty and have graffiti</li> <li>• Mirrors are clean and sparkling</li> <li>• Dispensers are empty</li> <li>• Metal fixtures are dirty and spotted.</li> <li>• Pencil Sharpener is full and is dirty on outside.</li> </ul>



# Maintenance/Operations Employee Handbook

## DAILY CLASSROOM CLEANING

**Standard:** Upon completion of this work activity, the classroom must be clean and safe with furniture positioned in an orderly arrangement. Floor surfaces must be free of dirt, stains, or other accumulations. Flat and vertical surfaces are to be dust free, and trash is to be emptied. Classrooms are to be secured after cleaning.

### Equipment and Materials Needed

1. Equipment cart
2. Vacuum
3. 18" swivel dust mop
4. Treated dust cloth or dusting tool
5. Dust pan and counter brush
6. Can liners
7. Spray cleaner/disinfectant (10-12oz bottle), glass cleaner (10-12oz bottle)
8. Damp mop, bucket, wringer
9. Putty knife for non-carpeted floor, bone knife for carpeted floors
10. Carpet spotting material

### Work Flow

- Remove large pieces of litter from floor, empty pencil sharpener if necessary.
- Pencil sharpeners emptied every day
- Empty trash and replace can liners.
- Dust flat and vertical classroom surfaces.
- Wipe down classroom sinks and dispensers.
- Tabletops and doors need to be wiped down.
- Dust mops all hard floor surfaces, sweeping material toward the classroom door.
- Vacuum all carpeted floor surfaces
- Vacuum or sweep under mats.
- Spot (damp) mop all hard floor surfaces if necessary.
- Spot clean stains on carpeted floor surfaces if necessary.
- Spot clean stains on wall surface areas if necessary, clean classroom door glass if necessary.
- Order (arrange) classroom furniture.
- Secure the classroom (lights off, close and lock windows and classroom entry doors).

**Time Duration:** 17 minutes per classroom of 1000 square feet.

### Personal Protective Equipment

1. Protective hand wear – non-sterile latex or cloth gloves
2. Protective mask (if needed for dust)

**Commentary** – Develop a “work flow” as you clean classrooms. Move floor surface dirt from the far end of the classroom towards the entrance door area. Move classroom furniture back into place after cleaning, or alternate the placement of the furniture on an every other day basis. Chalkboard and/or whiteboard cleaning may be included on an occasional basis, especially in the secondary buildings. Empty vacuum bag daily if necessary, as well as checking vacuum belts and cords. Be sure the classroom is neatly arranged and secured when cleaning is completed.

# Maintenance/Operations Employee Handbook

## DAILY RESTROOM CLEANING

**Standard:** Upon completion of this work activity, restrooms are to be clean and safe with all fixtures and floors sanitized. Soap and paper products are to be replenished daily if needed. Wall surfaces and mirrors are to be clean and graffiti-free. The restroom should be free of unhealthy odors.

### Equipment and Materials Needed (Basic)

1. Equipment cart, light bristle push broom.
2. Disinfectant, glass cleaner, graffiti remover.
3. Disposable wiping towels or rags.
4. One-gallon pump sprayer or 10-12 oz. spray bottle for disinfectant.
5. Pails, bowl mops, semi-abrasive cleaning pads.
6. Wet mop equipment (mop, bucket, wringer).
7. Wet floor signs.
8. Putty knife.
9. Can liners.
10. Blood-borne clean-up kit

### Work Flow for 9 step process

- **Spray** all restroom fixtures (sinks, urinals, toilets) with a disinfectant solution. Spray wall areas (if necessary) around these fixtures to control unhealthy odors. Gray pail is for all sinks and halls only. Let stand.
- Remove litter from floor areas, check ceilings for paper litter and remove if necessary.
- Empty trash.
- Refill soap and paper products. Clean all mirrors. Spot clean around paper product dispensers.
- Dust flat and vertical surfaces if necessary (window ledges, corners, etc.)
- **Swab** out urinals and toilet bowls. Red pail is for toilets and urinals only.
- Clean outside areas of these fixtures also.
- With sponge or semi-abrasive pad, clean sink bowls and outsides/undersides of sinks.
- **Wipe** dry all chrome, undersides of sinks and urinals, toilet seats. Let the rest of the fixtures air dry.
- Remove graffiti from wall surface areas. Check restroom lighting for burned out bulbs.
- Wet-mop floor with disinfectant solution. Check floor drain(s) for unhealthy odors. Pour disinfectant solution into drain if necessary.
- Secure the restroom (lights off, close and lock all windows and entry doors).
- Place wet floor signs if necessary.

**Time Duration:** 2.5 minutes per fixture for average K-12 restroom. Total (average) elapsed cleaning time 20 minutes.

### Personal Protective Equipment

1. Protective hand wear: disposable non-sterile latex gloves.
2. Protective mask and eye protection (goggles).
3. Shoe covers, gown (required if major bodily fluid spills are present).

**Commentary** – Develop a three-step “**spray-swab-wipe**” cleaning process. Use separate solutions for sanitizing sinks as opposed to urinals and toilets, and never mix cleaning agents. Maintain a healthy air-flow in the rest room. Dispose of all wiping towels as you leave the work area. Secure the restroom when work is completed.



# Maintenance/Operations Employee Handbook

## DAILY LOBBY CLEANING

**Standard:** Upon completion of this work activity, the lobby/entrance is to be clean and safe. Floor surface areas are to be free of litter and dirt, and all horizontal and vertical surfaces to be dust-free. Door glass and wall surface areas are to be free of dirt and stains. Lobby areas are to be well lighted.

### Equipment and Materials Needed (Basic)

1. 18 or 36 inch swivel dust mop
2. Vacuum
3. Dust pan and counter brush
4. Treated dust cloth or dusting tool
5. Glass cleaner, wiping towels or squeegee
6. Wet mop, bucket, wringer
7. Upholstery cleaning equipment
8. Spray bottle with neutral cleaner
9. Wet floor sign(s)

### Work Flow

- Pick up large pieces of litter off the floor surface area.
- Complete high and low dusting of horizontal and vertical surfaces. Focus on door and window casings. Include lobby furniture. Keep these areas free of cobwebs.
- Sweep and/or vacuum floor surface areas. Include walk-off matting. Move accumulated material toward the cleaning cart and pick up.
- Spot mop hard floor surface areas, spot clean carpeted floor surface areas. Use a putty knife to loosen any matted material on hard floor surface areas. Use a bone knife to accomplish the same effect on carpeted surfaces. **Auto scrubber to be used in hallways after sweeping floor. Liddell, Saroyan, Steinbeck only.**
- Place wet floor signs if needed.
- Spot clean all upholstered furniture.
- Clean all door glass.
- Change lighting if needed.
- Disinfect/clean drinking fountains or other fixtures in the area.
- Order (arrange) all lobby furniture
- Secure area if necessary.

**Time Duration:** 20 minutes per 1000 square feet of cleaning area.

### Personal Protective Equipment

Protective hand wear: disposable non-sterile latex gloves (for cleaning sinks and/or other fixtures)

**Commentary:** Lobbies are “first impression” areas for students, staff, and visitors. This area should reflect a high level of cleaning for all work activities listed above. This area should be checked frequently during the first and second shift, especially when the general public may visit the facility. All floor finish products applied must be rated slip resistant.

# Maintenance/Operations Employee Handbook

## **DAILY LOCKER ROOM CLEANING**

**Standard:** Upon completion of this work activity, locker rooms are to be clean and safe with all fixtures and floors sanitized. Shower trees are to be included. Soap and paper products are to be replenished daily if needed. Wall surfaces and mirrors are to be clean and graffiti-free. The locker room should be well ventilated and free of unhealthy odors.

### **Equipment and Materials Needed (Basic)**

1. Equipment cart, light bristle push broom.
2. Disinfectant, glass cleaner, graffiti remover.
3. Disposable wiping towels or rags.
4. One-gallon pump sprayer or 10-12 oz. spray bottle for disinfectant.
5. Pails, bowl mops, semi-abrasive cleaning pads.
6. Wet mop equipment (mop, bucket, wringer).
7. Wet floor signs.
8. Putty knife.
9. Can liners.
10. Blood-borne clean-up kit

### **Work Flow**

- **Spray** all fixtures and shower trees (if applicable) with a disinfectant solution. Spray wall surface areas and floors around urinals and toilets to control unhealthy odors. Gray pail is for counters, sinks, walls only. Let stand.
- Pick up or sweep large pieces of paper off the floor. Check ceiling and wall areas for the same, remove paper or other accumulations if necessary.
- Empty trash.
- Dust horizontal and vertical surfaces such as clocks, air vents, partition frames, and locker tops.
- Check and refill paper and soap dispensers.
- **Swab** out urinals and toilet bowls. Red pail for toilets and urinals only. Clean outside areas of these fixtures also.
- With sponge or semi-abrasive pad, clean sink bowls and outsides/undersides of sinks.
- **Wipe** dry all chrome, undersides of sinks and urinals, and toilet seats. Let the rest of the fixtures air dry.
- Remove graffiti from wall surface areas. Check restroom lighting for burned out bulbs and change if time allows.
- Wet-mop the floor with a disinfectant solution. Work from the farthest end of the locker room towards the entrance door. Check the floor drains for unhealthy odors.
- Secure the locker room (lights off, close and lock all windows and entry doors).
- Place wet floor signs if necessary.

**Time Duration:** 2.5 minutes per fixture, total elapsed time per average locker room 25 minutes.

### **Personal Protective Equipment**

1. Protective hand wear: disposable non-sterile latex gloves.
2. Protective mask and eye protection (goggles).
3. Shoe covers, gown (required if major bodily fluid spills are present).

**Commentary** – Develop a three-step “**spray-swab-wipe**” cleaning process. Use separate solutions for sanitizing sinks as opposed to urinals and toilets, and never mix cleaning Agents. Maintain a healthy air-flow in the locker room. Dispose of all wiping towels as you leave the locker room area. Report all maintenance repairs as necessary.



# Maintenance/Operations Employee Handbook

## DAILY STAIRWAY CLEANING

**Standard:** Upon completion of this work activity, stairways and landings must be clean and safe. Stair and landing surfaces (walls/floors) must be free of litter, dust, dirt, and stains. Stairways should be policed several times a day if possible, be graffiti free and well lighted.

### Equipment and Materials Needed (Basic)

1. Equipment cart
2. Push broom, swivel kex mop if needed
3. Treated dust cloth or similar dusting tools for high and low dusting
4. Damp mop, bucket, wringer
5. Graffiti remover, spray bottle with neutral cleaner for wall surface areas
6. Putty knife
7. Dust pan and counter brush
8. Glass cleaner, squeegee or similar wiping towel
9. Wet floor sign(s)
10. Disinfectant spray cleaner

### Work Flow

- Dust all high and low surface areas. Include window casings and ledges, wall/ceiling joints, unit ventilation housings, railings, corners, etc.
- Spot clean wall surfaces with a neutral spray cleaner, use a graffiti remover for more stubborn stains. Use disinfectant cleaner on handrails if needed.
- Re-lamp lighting fixtures as needed.
- Sweep down the stairway. Beginning at the top of the stairway, stand two steps below the stair surface you intend to sweep. Using a push broom or other similar sweeping tool, sweep the soil from one side of the stair-step lengthwise to the other side of the stair-step, and then down to the next step. Repeat the process down the stairway until the task is completed.
- Pick up the accumulated dirt at the bottom of the stairway with a dust pan and counter brush. Clean the service elevator and area around it. Dispose of properly.
- Damp mop stairways to remove stains and other accumulations. Use a putty knife to remove gum or food that may be adhered to stair or landing surfaces.
- Spot clean door glass in the area.
- Place wet floor signs if necessary.
- Secure the area if necessary (lights out, close and lock windows).

**Time Duration:** 5 minutes per 14 steps plus 8 minutes per 1000 square feet

### Personal Protective Equipment

1. Protective hand wear: disposable non-sterile latex gloves.

**Commentary:** Stairways should reflect a high level of safety and cleaning. Stairways are frequently used by students and staff and need to be clean and free of clutter in case the facility needs to be evacuated. This area should be checked frequently during the first and second shift, especially when the general public may visit the facility.

# Maintenance/Operations Employee Handbook

## DAILY CORRIDOR/HALLWAY CLEANING

**Standard:** Upon completion of this work activity, corridors/hallways must be clean and safe. Floor surface areas are to be free of litter and dirt, and all horizontal and vertical surfaces to be dust-free. Door glass and wall surface areas are to be free of dirt, stains and graffiti. Corridors are to be well lighted, and free of clutter.

### Equipment and Materials Needed (Basic)

1. Large area swivel dust mop (36, 48, or 60 inch)
2. Large area vacuum for carpeted hallways
3. Dust pan and counter brush, putty knife
4. Treated dust cloth or dusting tool
5. Glass cleaner, wiping towels or squee-gee.
6. Wet mop, bucket, wringer
7. Upholstery and carpet spotting cleaning equipment
8. Spray bottle with neutral cleaner
9. Spray bottle with disinfectant cleaner for sinks, drinking fountains
10. Wet floor sign(s)
11. Automatic floor machine (if necessary)

### Work Flow

- Pick up large pieces of litter off of hallway floor surface areas.
- Complete high dusting (clocks, fire horns, window casings and ledges, ceiling joints).
- Complete other dusting (vertical and horizontal surfaces, furniture, classroom door casings).
- Spot clean all corridor walls. Wall surface areas around drinking fountains and door hardware deserve attention. Relamp lighting as needed.
- Clean glass in and around entrance and classroom doors. Include showcase door glass also.
- Clean and disinfect drinking fountains and/or other fixtures in the area.
- Spot clean all upholstered furniture.
- Clean door kick plates on a weekly basis or as needed.
- Dust mop the corridor floor surface. Begin by outlining or edging the hallway. Dust mop under tables, chairs, corners, and floor mats. Then proceed to dust mop the main hallway area.
- Vacuum carpeted floor surface areas. Spot clean carpets as necessary.
- Damp mop hard floor surface areas. Corridors are to be kept free of standing water, spots, and stains. Mop in an even side to side fashion, changing the water as necessary. Use auto-scrubber if necessary.
- Vacuum walk-off matting.
- Secure the area (lights off, windows and doors closed and locked).
- Place wet floor signs if necessary.

**Time Duration:** 8 minutes per 1000 square feet of corridor.

### Personal Protective Equipment:

1. Protective hand wear: disposable non-sterile latex gloves.

**Commentary:** Corridors should reflect a high level of safety and cleaning. Corridors are used by students and staff, and must be clean and free of clutter in case the facility needs to be evacuated. This area should be checked frequently during the first and second shift, especially when the general public may visit the facility. Use clean mops, changing them as necessary.



# Maintenance/Operations

## Employee Handbook

### **DAILY KITCHEN CLEANING**

**Standard:** Upon the completion of this work activity, the kitchen must be clean and safe. The kitchen area must receive excellent cleaning attention because of food preparation and storage. Accumulated material or spills on floor and other surfaces must be removed daily. Proper lighting must be evident due to food preparation and distribution. Lighting fixtures are to be relamped as necessary. Kitchen hood and exhaust equipment should be checked and cleaned as necessary to effect proper ventilation.

#### **Equipment and Materials Needed**

1. Dust Mop
2. Damp Mop, Bucket, Wringer
3. Dust Pan and Counter Brush
4. Putty Knife
5. Spray Disinfectant, Glass Cleaner, Restroom Cleaning Materials
6. Dusting Tool
7. Paper Towels, Soap, Toilet Paper (if necessary)
8. Can Liners

#### **Work Flow**

- Empty trash and replace can liners.
- Dust vertical and horizontal surfaces, including window sills.
- Clean counters if necessary.
- Dust mop floor surfaces. Remove accumulations with a putty knife.
- Clean under all appliances – ovens, stoves, warmers, sinks.
- Disinfect sinks and/or restrooms adjacent to kitchen, if applicable. Follow established GRPS restroom cleaning guidelines.
- Replenish all paper products and soap.
- Routinely damp wipe door knobs and door frames, clean glasswork as necessary.
- Turn off lights. Secure all doors and windows.

**Time Duration:** Average 30 minutes per 1000 square feet - contingent on size of kitchen area. Elementary and Secondary school kitchens vary in size and demand. Time parameters should be determined out at the building level.

#### **Personal Protective Equipment:**

1. Disposable latex or non-latex gloves.

**Commentary:** Kitchen areas by necessity are to be cleaned daily. Health inspections of facility kitchens are performed regularly, and the proper sanitation of such areas is very important. Following the established guidelines above will prevent violations of inspection standards.

# Maintenance/Operations

## Employee Handbook

### DAILY GYMNASIUM CLEANING

**Standard:** Upon completion of this work activity, all surface areas in the gym should be clean and safe. Floor surfaces must be free of dirt and debris, with all other horizontal and vertical surfaces free of dust. Door glass and wall surfaces are to be free of dirt, stains, and graffiti. The proper maintenance of wood gym floors is a daily process involving consistent (daily) cleaning procedures and floor product application. Gymnasiums are to be well lighted with light fixtures relamped as needed. Check all door hardware and repair/replace as necessary.

#### Equipment and Materials Needed

1. Horizontal and Vertical Dusting Tools
2. Large Area Swivel Kex Mops
3. Damp Mop Equipment (bucket, wringer, clean mop)
4. Putty Knife
5. Window/Glass Cleaning Equipment
6. Restroom Cleaning Material for Drinking Fountains
7. Auto-Scrubber with appropriate cleaner

#### Work Flow

- Empty all trash containers and replace liners as necessary
- Dust/damp wipe all accessible vertical and horizontal surfaces, remove all graffiti
- Dust mop bleachers, damp wipe if necessary, remove gum and debris. Clean all bench seating monthly during the off-season, and check the bench seating before each event during season. Replace damaged or missing seats
- Dust mop underneath bleachers, wet mop if necessary
- Disinfect all drinking fountains and other restroom fixtures in the area. Damp wipe tile around fountain areas. Follow procedures as written in the restroom cleaning protocols.
- Spot clean walls and clean door glass as needed
- Monitor and clean out all floor level cold air returns as needed.
- Sweep and damp mop the gym floor surface, and run the auto-scrubber as needed. Remove spots and gum/debris on a daily basis.
- Clean out all entrance areas and floor mats (if present) on a daily basis.
- Clean all equipment and order the custodial closets when finished. Shut lights off and secure the area.

**Time Duration:** 6 minutes per 1000 square feet, contingent on size and scope of gym.

#### Personal Protective Equipment

1. Disposable latex or non-latex gloves

**Commentary:** To maximize the investment in the gym floor, and to retain a high level of appearance, a well-planned floor maintenance program should be implemented. Work to establish a policy of “no street shoes” on the floor. Twice daily dust mopping of the floor will enhance the floor appearance and lend to the longevity of the floor. Treat the dust mop at the end of the shift. After the gym has been dust mopped, shake the mop vigorously to free all dirt and dust clinging to the mop strands.



# Maintenance/Operations

## Employee Handbook

### **DAILY/WEEKLY BOILER ROOM/MECHANICAL ROOM CLEANING**

**Standard:** All boiler rooms and mechanical rooms are to be clean, safe, and orderly. These rooms are not to be used for storage, and more specifically, combustible materials are not to be stored in boiler rooms or mechanical rooms. Boilers and all HVAC related equipment is to be cleaned and maintained on a regular basis, and documented as such. These room areas are to be well lighted with re-lamping completed as needed.

#### **Equipment and Materials Needed**

1. Horizontal and Vertical Dusting Tools
2. Broom or Swivel Dust Mop
3. Damp Mop Equipment
4. Glass Cleaning Equipment
5. Dust Pan and Counter Brush
6. Putty Knife
7. Neutral Detergent or Degreaser (floor and walls)
8. Restroom Cleaning Materials for Sinks or Restrooms

#### **Work Flow**

- Dust all horizontal/vertical high and low surfaces. This includes pipes, boiler(s), air compressor(s), and all HVAC equipment. Use caution to not damage switches or other sensitive equipment in the boiler/mechanical room area.
- Spot clean equipment, walls, etc. as needed. Use neutral cleaner or a degreaser if needed for oil or grease accumulations.
- Clean all glass work (if necessary) in the area.
- Clean all restroom fixtures (if necessary) in the area.
- Dust-mop all floor surfaces including stairways or ramps that may lead to the boiler/mechanical room. If applicable, clean underneath the boiler. Pick up the accumulated material and deposit in the waster container. Empty the waste container and replace the liner if applicable. Do not allow trash to accumulate in these areas.
- Damp mop the floor surface area with a neutral detergent solution (or degreaser if necessary).
- Shut off lights and secure the area.

**Time Duration:** Average time 30 minutes per cleaning routine, contingent on size and scope of boiler/mechanical room

#### **Personal Protective Equipment:**

1. Disposable latex or non-latex gloves

**Commentary:** Boiler/mechanical rooms are one of the most important rooms in a facility. These areas generate the safety and comfort for those persons who work or use the facility. Safety and cleanliness are of primary importance in the upkeep of these areas. Check these areas on a daily basis, performing the necessary cleaning and preventive maintenance tasks.

## **Maintenance/Operations Employee Handbook**

### **Custodial Training**

As a member of the custodial staff you will be trained on the various equipment and cleaning techniques used here at CUSD, if at any time it is determined by the supervisory staff or by yourself that additional training is required or desired it will be provided. The training will be conducted by a person knowledgeable in the task and may be done in groups or in a one on one environment. Once trained, you will be responsible for knowing the different tasks and techniques used during your job. It is your responsibility to make sure that if you do not understand any of the training you make it clear to the trainer or your supervisor so the training will be effective. At times there will be specific tasks you might be asked to complete and if you have not been trained on them it is your responsibility to make your supervisor aware of this so training can be provided.



# **Maintenance/Operations Employee Handbook**

## **Custodial Inspections**

The Maintenance/Operations Supervisor and or the Custodial Supervisors will on a regular basis conduct inspection of the areas cleaned by the custodial staff. During these inspections they will be looking to see how effective the custodial staff member has been in meeting the standards set forth on the previous pages. These inspections will weigh in on the evaluations that the staff receives. It is important that you make yourself familiar with the standards of cleaning that CUSD require so as making sure during the inspection it is found that they are met. On the following pages you will find examples of the inspection forms used during the routine inspections. Make sure are familiar with them so that you make every effort to meet these standards on a daily basis because the inspections are unannounced and random.

# Maintenance/Operations Employee Handbook

## Classroom/office

Site: \_\_\_\_\_

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

Individual/Crew: \_\_\_\_\_

Room #: \_\_\_\_\_

Level 1 – Unacceptable

Level 2 – Needs Improvement

Level 3 – Meets Standards

Level 4 – Exceeds Standards

Custodial Condition of the following	1	2	3	4	Comments
Sweeping and Dust Mopping					
Vacuuming					
Mopping-Damp Spotting					
Carpet Spotting					
Sinks					
Low Dusting					
High Dusting					
Chalkboards					
Counters					
Furniture					
Doors and Entryways					
Waste Cans					
Walls					
Vents					

Overall Impression:



# Maintenance/Operations Employee Handbook

## Gym and Locker Rooms

Site: \_\_\_\_\_

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

Individual/Crew: \_\_\_\_\_

Bldg #: \_\_\_\_\_

Level 1 – Unacceptable

Level 2 – Needs Improvement

Level 3 – Meets Standards

Level 4 – Exceeds Standards

<b>Custodial Condition of the following</b>	<b>1</b>	<b>2</b>	<b>3</b>	<b>4</b>	
Floors					
Windows					
Drinking Fountains					
Dusting					
Countertops					
Doors/Entry					
Dispensers					
Mirrors					
Waste Cans					
Sinks					
Walls and Partitions					
Shower Floors					
Floor Drains					
Toilets					
Urinals					
Behind Bleachers					
Lockers					
Restroom Stocked					
Ceiling/Ceiling Tiles					

Comments: \_\_\_\_\_

# Maintenance/Operations Employee Handbook

## Restrooms

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

Individual/Crew: \_\_\_\_\_ Bldg #: \_\_\_\_\_  
Boys/Girls

Level 1 – Unacceptable

Level 3 – Meets Standards

Level 2 – Needs Improvement

Level 4 – Exceeds Standards

Custodial Condition of the following	1	2	3	4	Comments
Dispensers					
Mirrors					
Sinks					
Walls and					
Floors					
Toilets					
Urinals					
Ceilings					
Light Fixtures					
Supplies					

Overall  
Impression:



# **Maintenance/Operations Employee Handbook**

# **Maintenance/Operations Employee Handbook**

## **Acknowledgment Signoff Sheet**

I \_\_\_\_\_ have read and reviewed the Central Unified Employee Handbook and understand what it says. I acknowledge that I am responsible for knowing the information included in the handbook.

Signature \_\_\_\_\_ Date \_\_\_\_\_