

## **CUSTODIAN MANUAL**

### **INTRODUCTION**

As a member of the Hoquiam Custodial Team, you are a part of a dedicated group of professionals fulfilling an essential role in the Hoquiam School District's mission of preparing every student for living, learning and achieving success as a citizen of our changing world. No other position within the district has a larger impact on the health and well-being of our students and staff than the custodians.

This handbook was designed as a comprehensive reference guide covering:

- Responsibilities/Expectations
- Processes/Procedures
- Materials/Chemicals
- Best Practices
- Safety Guidelines
- Cleaning Standards

### **Our Mission**

***"The mission of the Hoquiam Custodial Team is to provide an attractive, healthy, and safe, working and learning environment to facilitate greatness in our staff and students."***

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## **GENERAL RESPONSIBILITIES**

Please review [Staff Handbook](#) available online at Hoquiam.net

Each custodian is expected to support the mission statement:

“The mission of the Hoquiam Custodial Team is to provide an attractive, healthy, and safe, working and learning environment to facilitate greatness in our staff and students.”

In accordance with [HSD Policy #5240](#), criteria used in the appraisal of performance and behavior is based upon the job description of the specific assignment. Although formal, individualized evaluations are communicated on an annual basis, these performance appraisals are a product of ongoing observations which take into consideration the following expectations:

### **Maintain an attractive, safe and sanitary facility**

- Work conscientiously and consistently, applying proper judgment and initiative, to keep assigned areas at or above the District Cleaning Standards.
- Secure facilities to minimize property damage, loss and liability while ensuring safety at the work site.
- Manage time efficiently with minimal supervision and be able to multi-task as needed to deal with non-routine and emergency situations.

### **Provide adequate preparations for school events and extra-curricular activities.**

- Arrange furnishings and equipment (set-up bleachers, chairs/tables etc.)
- Willingly assist teachers, students, and the public whenever possible.
- Provide access and information related to safety, proper care/maintenance of facilities.

### **Work collaboratively as a part of a team**

- Treat others as you would like to be treated yourself – perpetuating the characteristics of a positive role model.
- Assist fellow custodians as needed for the purpose of supporting them in the completion of their work activities.
- Communicate problems accurately while applying creative thinking toward finding solutions for them.
- Share skills and knowledge with others for the purpose of building a strong team.
- Foster a positive working and learning environment.

### **Work safely**

- Understand and apply appropriate safety procedures and best practices.
- Ask questions and/or request training when you feel uncomfortable.
- Be familiar with chemicals used by reviewing related Safety Data Sheets (SDS).

### **Work safely (cont.)**

- Know where there may be Asbestos Containing Materials (ACM's) within your work area. This information can be found in each building's AHERA binder.
- Maintain orderliness and cleanliness in work area.
- Maintain and use equipment and supplies as they are designed to be used.
- Do not perform duties which you are unqualified for or which you feel are unsafe.
- Never work while under the influence of narcotic medications, illicit drugs or alcohol.

### **Understand District Policies**

- Copy of Employee Hand Book
- Honor Confidential Communications appropriately and ethically.
- Familiarize yourself with policies describing Boundary Invasion
- Familiarize yourself with Racial and Sexual and Disability harassment policies.
- HSD is a Drug Free Workplace (including marijuana).

## **RESOLVING PERFORMANCE PROBLEMS**

In the event where a performance problem arises, full effort should be applied toward resolving the problem as quickly as possible. Below are the expected steps toward resolving problems at various levels.

Teachers and staff are encouraged to first communicate and work with custodians on a local level when a problem arises. Custodians are expected to be receptive to criticism and should be able correct these problems without intervention.

If recurring or not resolved

Teachers and staff may choose to take the complaint to the Lead/Head Custodian or Principal. The problem will be discussed with the custodian and direction for resolution will be agreed upon.

If recurring or not resolved

Lead/Head Custodians or Principals may request an investigation/inspection performed by the Facility Maintenance Director and/or Supervisor. Findings will be shared with the Lead/Head Custodian and/or the Principal. Facility Maintenance Director and Supervisor will collaboratively devise a plan for working with the custodian toward a resolution. This may include counseling, job shadowing or retraining.

If recurring or not resolved

The Principal and/or the Facility Maintenance Director may take the problem to the Supervisor. The Supervisor will assess the situation and follow up with a "Plan of Improvement."

If recurring or not resolved

The Supervisor may need to use progressive discipline in accordance with **PSE CBA**.

## **BUILDING FUNCTIONALITY**

The success of students and staff is our #1 goal. By maintaining a smooth flowing, highly functional facility we help them succeed. Be alert to your building's flow and any scheduled activities and ensure that everything is covered to avoid any delays or disturbances. Interruptions to building adversely affect staff performance and student learning.

### **General guidelines for maintaining a smooth flowing facility**

- **Good Access** – doors unlocked, gates open
- **Well Supplied** – furniture, soap, trash cans, recycle bins
- **Good Repair** – repair and/or communicate needed repairs promptly.
- **Keep Comfortable** – well lit, warm, safe
- **Healthy** – nice clean building/restrooms
- **Positive Relations** – make yourself available to help, show them you care.

### **Building Maintenance**

Custodians play a key role in ensuring that buildings remain in good repair. Although actual performance of most tasks are done by a Maintenance Specialist, night custodians are responsible for reporting needed repair work so that proper Work Orders can be created and a Maintenance Specialist assigned. Work Orders are completed by Teachers and Lead or Head Custodians using Schooldude.com

## **Building Comfort**

Because comfort has such a high impact on staff and student performance, maintaining a comfortable environment is a high priority.

### **Reporting Hot or Cold Rooms**

The set point for heat is 68° and for cooling (if equipped) is 75°.

If a room is suspect of being too hot or too cold, Custodians should use only the district provided, digital thermometer to take readings. Temperature readings should be taken at the thermostat in the area of concern. Rooms not falling within the 69°-74° degree range, warrant a work order and the district HVAC Specialist must be contacted.

### **Boiler Operation**

Although all boiler maintenance and operation is the responsibility of the HVAC Specialist, custodians should be familiar with the schedule of operation for the boilers in their building and report system failures immediately. Establishing good communication with the HVAC Specialist is important.

### **Custodian Performed Maintenance**

Custodians are expected to perform minor maintenance/repair when trained and qualified to do so. Although actual tasks performed are dependent on individual abilities, these tasks are shared between Head Custodians and Night Custodians. Night Custodians generally limit their maintenance to their assigned areas. Below is a general list of tasks. This is only meant as a guideline – actual duties may vary.

#### **Head Custodians**

- Locker repair
- Pencil sharpeners
- Spot painting
- Base cove moldings
- Repair window coverings
- Adjust door closers
- Plunge/snake slow drains
- Repair/assemble furniture
- Ceiling tiles
- Change lights/ballasts
- Equipment repair/maintenance
- Change lights/ballasts

#### **Night Custodians**

- Change lights in own area
- Base cove moldings
- Plunge/snake slow drains
- Fix unseated ceiling tiles
- Equipment repair/maintenance

### **Work Order Procedure**

Work Orders are placed and monitored using an online application called Maintenance Direct which is accessible through [SchoolDude.com](http://SchoolDude.com). Work Orders (WO) are usually placed by teachers and administrators and are screened at the building level by the Head Custodian. After WO's are placed, they are assigned by the Facility Maintenance Supervisor to a Maintenance Specialist for completion. Work is completed on a priority basis, with issues affecting safety and education first.

#### **Guidelines for Placing Work Orders**

- **Avoid Duplicates** – Before creating a WO, check to be sure that there is not already one in place for the same task.
- **Review Often** – Let Maintenance know when work has been done yet is not marked as being completed.
- **Be Concise** – Avoid wordiness, keep WO's clear and to the point.
- **Be Patient** – WO's are filled on a priority basis as decided by the Maintenance Supervisor.

### **Activities and Night Use of School Buildings**

Hoquiam School District encourages use of district facilities for activities which contribute to the community and enrich the lives of staff and students. Custodians are a key element in making this possible. The Building Administrator or Head Custodian will keep custodians informed of all building activities.

## **Be Aware of Activities**

It is important that all custodians are aware of scheduled activities affecting their area and/or requiring their assistance. [The Facility Use Calendar](#) can be viewed from the district website. Head custodians will make printed schedules available for night custodians.

## **Providing Access**

- Ensuring that the area to be used is unlocked as needed and locked afterward
- Ensuring that entries are well lit during hours of darkness

## **Providing Assistance**

- Custodians are to introduce themselves to the individual(s) in charge of the activity or program.
- The custodian should be available at all times and his/her whereabouts should be made known to the individual in charge.
- The custodian is responsible for the completion of their regular tasks and should politely inform the group leader of the need to stay on schedule as much as possible.
- Custodian should give their cell phone number to the person in charge
- For large groups, the custodian should be available for emptying trash, mopping up spills and servicing restroom supplies.
- After the activity, the building condition should be returned to normal use for the following day unless otherwise instructed by the Head Custodian.  
Custodians may provide the group with brooms, mops, cloths etc. where the group is willing to assist with cleanup.

## **Adapting Regular Tasks**

- Head Custodians should communicate their expectations to the night crew on what should be completed and/or overlooked.
- Custodians should prioritize their tasks as needed in order to accommodate the activity.
- A note should be left for the Head Custodian listing any tasks left undone as a result of covering the event.
- Any extra time or overtime must be pre-approved by District Administrator

## **Building Security**

**Security Control Panel** - Each building is equipped with a security system. Once armed, these are triggered by opening doors and/or by detected motion within the building.

Most buildings have more than one control panel. The location of the control panel(s) varies. Each custodial task schedule indicates the panel(s) location and the numeric **Pass Code** needed to arm and/or disarm the particular area(s).

### **Security function of a Custodian**

Security is always our number one priority. This is to protect staff and students and district assets.

### **Night Custodians (closing up and assigned area or school)**

- Close and lock windows
- Pull shades/close blinds
- Set security alarm system
- Close and lock doors
- Turn off lights
- Lock gates if applicable

### **Head Custodians (opening up)**

- Check building exterior for vandalism/intrusion
- Turn off security alarm
- Check alarm control panel for alarms
- Check interior for vandalism/intrusion

### **Arming/Disarming the Security Systems**

#### **Disarming**

Once a facility is entered, approximately 45 seconds is allotted to locate and enter the Pass Code to disarm a security system. Once the proper Pass Code is entered the panel should read “**READY TO ARM**”, “**DISARMED**” or **similar** – indicating the alarm has been successfully disarmed.

## **Arming**

Once a Pass Code is entered to turn on the alarm, a message indicating “**ARMED AWAY,**” “**EXIT NOW**” or similar will appear. Once the alarm system is armed, approximately 45 seconds is allotted to exit the building.

## **What happens when a security alarm goes off?**

Once an alarm is triggered, Custom Security Alarm Center is notified automatically. In response, Alarm Center follows this calling chain to confirm and will dispatch Hoquiam Police officers as needed.

1. Alarm Center will call the phone nearest the control panel.  
- if unavailable -
2. The custodial cell phone (6am to 11pm Mon. through Fri.)  
- if unavailable -
3. The Maintenance Office (7am to 4pm Mon. through Fri.)  
- if unavailable -
4. Custom Security /Alarm Center may call the following in this order:
  - i. Head Custodian (home or cell as arranged)
  - ii. Night Custodian (home or cell as arranged)
  - iii. Building Principal (home or cell as arranged)
  - iv. Maintenance Supervisor (home or cell as arranged)
  - v. Director of Business and Operations (home or cell as arranged)

## **Accidental Alarms**

In the event where an alarm is accidentally tripped, a custodian shall call Alarm Center at (800) 426-5338 to report a false alarm. Doing this quickly can divert the need for an officer to come which prevents the district from being charged.

**NOTE:** Alarm Center will ask for a passcode number in order to cancel the alarm. Always memorize or keep this number handy. If you are unaware of your passcode number, contact your Maintenance Supervisor.

## **Working alone at night**

Although incidents are rare, following these steps will lower the risk factor.

- Be sure you park your vehicle in an area that is most visible from a public street but near an exit door
- Be sure all exterior doors and low level windows are closed and locked
- When leaving for the night, do a visual check of the area before walking to your vehicle
- Keep a cell phone handy or be aware of telephone location(s)
- Keep a flashlight handy
- Don't hesitate to call security for help or to report suspicious circumstances

## **Handling Security Situations**

***ALARM CENTER (800)-426-5338 OR 9-1-1***

### **Unauthorized or Unfamiliar Persons on the Premises**

#### **During Open Hours**

- Politely determine the business of the person(s)
- Escort or refer the person(s) to the office depending on the situation
- If the person(s) is uncooperative, report to the building principal immediately

#### **During Closed Hours:**

- Politely inform the person(s) that the building is closed for business and request they return when the building is open.
- Should anyone, adult or child, refuse to leave a closed building, call the police immediately.

### **Discovered Break-In**

Upon arriving at a building, if it appears as though a break-in has occurred, follow these general guidelines

- Do not enter the building; the perpetrator may still be inside.
- Make note of any vehicle in the area; include the license plate, color, make, unusual dents, etc., and if the vehicle is occupied or not.
- Call the police from the nearest telephone remain in touch.
- Return to the area, but do not enter the building or approach suspicious people
- If you see suspicious persons leave the building or area before the police arrive, make note of as much information as you can.
- Do not attempt to stop perpetrators without police assistance.

**NOTE:** In all cases of security issues, notify the school administration as soon as possible.

## Handling Emergencies

### Building Specific Emergency Preparedness Plans

Custodians should be aware of their role in dealing with building emergencies. Each building participates in preparedness drills throughout the year and has a written plan for handling emergency evacuations or lockdowns. If you are unsure of what is expected of you during an emergency, consult your building safety team for information.

### **A.L.I.C.E.** Active Shooter Training

Custodians are encouraged to memorize the following steps to use in the event of an active shooter.

<b><u>ALERT</u></b>	<b><u>LOCKDOWN</u></b>	<b><u>INFORM</u></b>	<b><u>COUNTER</u></b>	<b><u>EVACUATE</u></b>
Initial alert may be gunshot, PA announcement, etc. Avoid code words	If Evacuation is not a safe option, barricade entry points. Prepare to Evacuate or Counter is needed.	Communicate real time information on shooter location. Use clear and direct language using any communications means possible.	As a last resort, distract shooter's ability to shoot accurately. Move toward exits while making noise, throwing objects or adults swarm shooter.	Run from danger when safe to do so using non-traditional exits if necessary. Rallying points should be pre-determined.

### Fire Alarm Systems



**Annunciator Panel** - Each building has a panel box, similar to the one in the photo at left. These are typically located in the main office.

In the event of a fire alarm, this is where a custodian can quickly identify the source and approximate location of the alarm. The list displayed on the screen is divided into zones. The key to these zones are identified on a separate paper located near the panel box.

### What happens when a Fire Alarm sounds?

Once an alarm is triggered, the following chain of events occurs:

1. Fire Department is called automatically and will always dispatch to the location. Note: **XXXXXXXX** are exceptions and 911 must be dialed.

2. ALARM CENTER is notified. In response, ALARM CENTER follows this calling chain to confirm and will dispatch Columbia Security officers as needed:
3. Alarm Center will call the phone nearest the **Annunciator Panel**.  
- if unavailable -
5. Alarm Center will call the custodial cell phone (6am and 11pm)  
- if unavailable -
6. Alarm Center will call the Maintenance Office (7am to 4pm)  
- if unavailable -
7. Alarm Center may call the following in this order:
  - i. Head Custodian (home or cell as arranged)
  - ii. Night Custodian (home or cell as arranged)
  - iii. Building Principal (home or cell as arranged)
  - iv. Maintenance Supervisor (home or cell as arranged)
  - v. Director of Business and Operations (home or cell as arranged)

### **Handling Fire Alarms**

If a fire alarm sounds while you are at the building:

1. Direct all occupants to exit the building – no exceptions.
2. Go to the **Annunciator Panel** to determine where the fire is at.
3. Call 911 let them know what you know
4. Go to the location of the alarm to confirm whether it is a false alarm or not
5. Go outside and watch for the Fire Department – inform them of the location
6. Inform the Principal
7. Follow the direction of the fire department
8. Call District Office

**NOTE: Only the Fire Dept. is authorized to reset the alarm.**

### **Fire Drills**

At the direction of the building Principal:

1. Notify Alarm Center of the drill or test (call (800) 426-5338)
2. Set system to Test Mode (where applicable)
3. Set off the alarm
4. Once the building is cleared, wait 1 minute
5. Press the **Silence Alarm** button on the **Annunciator Panel**
6. Press **RESET** on the **Annunciator Panel**

## **Employee Safety**

Hoquiam School District follows federal, state and local safety guidelines and provides ongoing safety training. Custodians are expected to be familiar with all products in use. Custodians must read and follow product labels and SDS and use products only as directed.

## **Chemical Use Guidelines**

Hoquiam School District makes every effort to use the most efficient and environmentally friendly chemicals as possible. All employees are expected to read and follow instructions on product labels and to use them only as directed. Personal protective equipment (PPE) must be worn where the label requires.

## **Material Safety Data Sheets – Safety Data Sheets**

Employees are expected to read Material Safety Data Sheets (MSDS), Safety Data Sheets (SDS) prior to using a product for the first time. These documents contain detailed product information including:

- Hazards Identification	-First Aid	-Fire Fighting Measures
-Handling and Storage	-Exposure Control/PPE	-Chemical Properties
-Toxicological Information	-Disposal Considerations	-Regulatory Information

### **Where to Find MSDS/SDS**

Each building has an MSDS/SDS notebook in the main office. Custodians also may quickly access the [MSDSonline](#) through the [Hoquiam School District](#) website page.

## **Chemical Product Description List**

Following is a list of chemical products which are most commonly used within our district. The description for use is only meant as a general guideline and is not all inclusive.

- Employees are expected to read product labels and ensure that all product use is consistent with the recommendations on the label.
- Additional product information can be obtained from the Material Safety Data Sheet/Safety Data Sheet (MSDS/SDS) notebook located in each building's office or by clicking on the links below.
- Only district approved products are to be used.

## **Surface Cleaners and Disinfectants for Everyday Use**

### **For Cleaning Tiled Floors**

**Prominence (SDS)** – Replaced Stride (below). Highly effective cleaner designed to remove soils and oils without dulling or altering the appearance of the floor. Quickly emulsifies dirt for fast removal. PH neutral when diluted. Clear yellow-green in color with a fruity scent.

**Stride (J-Fill) (SDS)** – Still in use but is being replaced by prominence (above) for use on all floors except locker rooms. A neutral cleaner formulated for everyday cleaning of floors. This product does not dull floor finishes, and does not require rinsing. Orange in color with a mild citrus scent.

**Virex 256 (J-Fill) (SDS)** – For locker room floors, wrestling mats and large spills of blood or bodily fluid. A one-step, disinfectant/cleaner/deodorizer. Meets bloodborne pathogen standards for decontaminating blood and body fluids. Does not require rinsing for mopping applications. Blue in color with a minty scent.

### **Non-Porous/Hard - Walls, Cabinets, Furniture**

**Virex 256 (J-Fill) (SDS)** – A one-step, disinfectant/cleaner/deodorizer. Use with cloth and bucket or spray and wipe applications. Meets bloodborne pathogen standards for decontaminating blood and body fluids. Blue in color with a minty scent.

**Alpha HP (J-Fill) (SDS)** – A multi-purpose cleaner with Accelerated Hydrogen Peroxide (AHP) technology. Use with cloth and bucket or spray and wipe applications. Colorless with a citrus scent.

**Magic Erasers (SDS)** - Innovative cleaning sponge containing a mild abrasive (melamine) material for desktops, spot cleaning walls, floors and other non-finished surfaces. Must be rinsed to avoid residue streaks.

### **For Bathrooms/Toilets**

**Virex 256 (J-Fill) (SDS)** - A one-step, disinfectant/cleaner/deodorizer. Meets bloodborne pathogen standards for decontaminating blood and body fluids. Use with cloth and bucket for sinks and surfaces and with a Johnny Mop/bucket for toilets. Blue in color with a minty scent.

[Organic Acid Bowl Cleaner \(SDS\)](#) – This product is a ready to clean organic acid bowl cleaner that uses a patented organic acid that is more effective than phosphoric acid when removing limestone, hard water deposit, rust, soap scum and urinary salts from hard surfaces. Can be used to clean and deodorize washbasins, bathtubs, shower stalls, drinking fountains, toilet bowls, urinals, and sinks. Its clinging formula controls run-off for effective usage. Contains no phosphates, very low VOC's and is non-fuming and non-corrosive to the skin and mild steel.

## **For Glass**

### [Glance HC \(J-Fill\) \(SDS\)](#)

This non-streaking, quick-drying, and ammoniated glass and surface cleaner effectively cleans and shines. Quite suitable for cleaning finger prints and oily stains on non-porous laminated surfaces.

## **Special Use Products**

### **Germicidal Disinfectant**

**Virex TB (RTU) (SDS)** – 3-min dwell time makes this a highly effective, ready to use disinfectant/cleaner/deodorizer. Meets bloodborne pathogen standards as well as TB and Norovirus. Use undiluted as a spray and wipe application. Color with a lemon scent.

**Uses: For thoroughly disinfecting surfaces that are suspect to contain viruses, bacteria, and blood borne pathogens. Effective on TB and safe for daily use during flu season or in an outbreak.**

[Clorox Healthcare Fuzion \(SDS\)](#) – 2-min dwell time for c-diff spores. The formula contains sodium hypochlorite and a neutralizer, which combine to form hypochlorous acid, a pH-neutral form of bleach. The neutralizer breaks down the bleach after 2-minutes. Little to no residue and no lingering bleach odor. Meets OSHA blood borne pathogen standards

**Use: For cleaning up messes containing diarrhea**

### **Mineral and Scale Removers**

[Crew Bathroom Cleaner/Scale Remover \(J-Fill\) \(SDS\)](#) – Non-acid specifically developed to remove soap scum and hard water deposits from restroom surfaces. Use with treated cloth/scour pad for sinks and surfaces and with a Johnny Mop/scour pad for toilets Purple in color with a characteristic scent.

**Organic Acid Bowl Cleaner (SDS)** – This product is a ready to clean organic acid bowl cleaner that uses a patented organic acid that is more effective than phosphoric acid when removing limestone, hard water deposit, rust, soap scum and urinary salts from hard surfaces. Can be used to clean and deodorize washbasins, bathtubs, shower stalls, drinking fountains, toilet bowls, urinals, and sinks. Its clinging formula controls run-off for effective usage. Contains no phosphates, very low VOC's and is non-fuming and non-corrosive to the skin and mild steel.

### **Enzymatic Cleaners**

**Bacterial Digestant (Renown) (SDS)** – For maintenance/deodorizing of drains and in and around urinals. Dilute according to use per label instructions. Milky in color with a fresh scent.

### **Stainless Steel Cleaners**

**Boraxo** - Dual action combines the scrubbing power of borax with the cleaning power of soap. Dissolves soap scum and removes rust when washing with water yet won't scratch the surface. Best for use in wet areas especially suited for pool fixtures and faucets. Heavy rinsing required. Entirely soluble and safe in septic systems.

**Stainless Steel Cleaner (Renown) (SDS)** – Water-based spray and wipe polish type cleaner. No Rinsing required. Fresh lemon scent.

### **Stain /Graffiti Removers**

**Mötsenböcker's Lift Off #4 (MSDS) Spray paint** - removes oil based paint, varnishes, lacquers and spray paints from all types of surfaces

**Mötsenböcker's Lift Off #3 (MSDS) Pen and Ink** - perfect for permanent markers. Apply with cotton cloth only.

**Mötsenböcker's Lift Off #2 (MSDS) Tape/Adhesives** - effective for tape, grease, gum, on carpet, fabric, hard surfaces, vinyl, metal, tile.

**Mötsenböcker's Lift Off #1 (MSDS) Food based stains** – Chocolate milk, Coffee, Pop, Fruit Juices, Ketchup

## **Floor Care Products**

### **For use on vinyl composition tile (VCT) flooring**

**Freedom [\(SDS\)](#) Pro Strip Ultra Heavy Duty [\(SDS\)](#)** – Powerful, solvent based strippers that quickly remove multiple layers of wax.

**[BRAVO](#) - Aerosol Spot Stripper [\(SDS\)](#)** – Extra heavy duty, ready-to-use, fast-acting foam stripper for spot build-ups especially around baseboards. Clear white in color with a light solvent scent.

**Over and Under Sealer [\(SDS\)](#)** – A clear, water based sealer for use on resilient flooring.

**Complete [\(SDS\)](#)** – A medium gloss, high quality, water based floor finish for use on VCT.

**[Vectra](#) [\(SDS\)](#)** – A high gloss, high quality, water based floor finish for use on VCT.

**[Pre-Game](#) [\(MSDS\)](#)** – For tacking floors to ensure a clean surface for coatings to bond with

**[Basecoat II](#) [\(MSDS\)](#)** - A primer for gym finish.

**[1907](#) [\(MSDS\)](#)** – A water based wood floor finish from Hillyard

### **For use on grouted tile floors**

**[Repel Sealer](#) [\(MSDS\)](#)** – A water based sealer for filling in the pores in ceramic tile and grout in restrooms and shower areas.

### **For carpet care**

**[Heavy Duty Prespray](#) [\(MSDS\)](#)** - A prespray cleaner for pre-treating heavily soiled carpets.

**[Extraction SC Carpet Extraction Cleaner](#) [\(MSDS\)](#)** - A versatile, multi-purpose carpet cleaner used directly in the extractor at the time of cleaning. Can be used as a spotter when diluted appropriately.

# **Cleaning Guidelines**

## **District Cleaning Standards**

These standards were adapted using [APPA](#) Custodial Service Levels. These standards define a minimum of what is expected for related areas.

### **Level 1 – Orderly Spotlessness**

Floors and base moldings shine and /or are bright and clean; colors are fresh. There is no buildup in corners or along walls.

- All vertical and horizontal surfaces have a freshly cleaned or polished appearance and have no accumulation of dust, dirt, marks, streaks, smudges, or fingerprints. Lights all work and fixtures are clean.
- Washrooms and shower fixtures and tile gleam and are odor-free. Supplies are adequate.
- Trash containers and pencil sharpeners hold only daily waste, are clean and odor-free.

### **Level 2 – Orderly Tidiness**

#### **All areas of classrooms, restrooms, locker rooms, kitchens and cafeterias**

- Floors and base moldings shine and/or are bright and clean. There is no buildup in corners or along walls. But there can be up to two days' worth of dust, dirt, stains or streaks.
- All vertical and horizontal surfaces are clean, but marks, dust smudges and fingerprints are noticeable upon close observation. Lights all work and fixtures are clean.
- Washrooms and shower fixtures and tile gleam and are odor-free. Supplies are adequate.
- Trash containers and pencil sharpeners hold only daily waste, are clean and odor-free.

### **Level 3 – Causal Inattention**

#### **All other areas – this standard pertains mainly to the floors – other items are on a rotating basis depending on the time allowed nightly.**

- Floors are swept or vacuumed clean, but upon close observation there can be stains. A buildup of dirt and/or floor finish in corners and along walls can be seen.
- There are dull spots and/or matted carpet in walking lanes. There are streaks or splashes on base molding.
- All vertical and horizontal surfaces have obvious dust, dirt, marks, smudges, and fingerprints. Lamps all work and fixtures are clean.
- Trash containers and pencil sharpeners hold only daily waste, are clean and odor-free.

#### **Level 4 – Moderate Dinginess**

- Floors are swept or vacuumed clean, but are dull, dingy and stained. There is noticeable buildup of dirt and/or floor finish in corners and along walls.
- There is a dull path and /or obviously matted carpet in the walking lanes. Base molding is dull and dingy with streaks or splashes.
- All vertical and horizontal surfaces have conspicuous dust, dirt, smudges, fingerprints, and marks. Lamp fixtures are dirty and some lamps (up to 5 percent) are burned out.
- Trash containers and pencil sharpeners have old trash and shavings. They are stained and marked. Trash containers smell sour.

#### **Level 5 – Unkempt Neglect**

- Floors and carpets are dull, dirty, dingy, scuffed, and/or matted. There is a conspicuous buildup of old dirt, scuffed, and/or floor finish in corners and along walls. Base molding is dirty, stained, and streaked. Gum, stains, dirt, dust balls, and trash are broadcast.
- All vertical and horizontal surfaces have major accumulations of dust, dirt, smudges, and fingerprints, all of which will be difficult to remove. Lack of attention is obvious.
- Light fixtures are dirty with dust ball and flies. Many lamps (more than 5 percent) are burned out.
- Trays containers and pencil sharpeners overflow. They are stained and marked. Trash containers smell sour.

## **Avoiding Cross-Contamination**

**Cross-Contamination:** The physical movement or transfer of harmful bacteria from one object or place to another. Preventing cross-contamination is a key factor in the prevention of infection.

***\*Contaminated Cleaning Cloths and Mop Heads  
are One of the Top Causes for the Spread of Germs!***

*\*Center for Disease Control*

- Because much of our cleaning is focused on touch-points; door handles, grab areas, drawer pulls, desktops etc., our cloths quickly become full of contaminants and become powerful adversary!
- In order to prevent the spread of these contaminants, our cloths must not be re-dipped in cleanser and must be replaced with a fresh, clean cloth quite frequently.
- Single-use, micro fiber mop heads are a healthy choice and should be used whenever practical or mop buckets should be changed often.

***Capture Germs and Remove Them  
Don't Just Move Them Around***

### **How Many Cloths to Use**

When folded, our 16x16 inch cloths provide four fresh cleaning surfaces. It is best practice to frequently flip and fold these cloths in order to utilize all four of these sides. Once all four sides have been used the cloth should then be discarded into the laundry bag and never re-dipped into the disinfectant solution. Having taken this into consideration, the following guideline can be used:

#### **Classroom Use**

Door/doorknob – 1/side per door  
Desktops -1/side per 6 desktops  
Small sinks – 1/side per sink

#### **Restroom Use**

Door/doorknob 1/side per door  
Small sinks – 1/side per sink  
Stalls - 1/side per stall  
Toilet exteriors – 1/side per toilet

**NOTE: Only touch surfaces are considered here. More cloths will be needed for spot cleaning walls etc.**

## **DAILY CLEANING**

Consistent, routine, daily cleaning is of utmost importance in our mission of providing an attractive, safe and healthy environment for students and staff to work and learn. The following procedures outline our district's best practices for cleaning. Custodians are expected to develop cleaning methods which align with district best practices.

### **Daily Restroom Cleaning**

Restrooms are maintained at the APPA Level 2 standard. There are no obvious marks, dust, smudges, and fingerprints on vertical or horizontal surfaces.

Tasks must be completed in the following order to avoid cross contamination:

1. Sweep and apply Virex256 disinfectant to all touch surfaces
2. Empty trash cans and reline as needed.
3. Clean inside toilet bowls and urinals
4. Fill dispensers and confirm their functionality
5. Clean the outside of toilets and urinals, walls, stalls, doors, benches and dispensers
6. Clean the mirrors
7. Mop floor
8. Clean sink area, fill dispensers and confirm their functionality

### **Daily Classroom Cleaning**

Classrooms are maintained at the APPA Level 2 standard.

The following tasks are listed by priority and do not represent an appropriate workflow:

1. Security - close windows/blinds, turn off lights, and lock the door.
2. Empty trash cans and clean and reline them as needed
3. Disinfect horizontal surfaces (desks, tables, counters)
4. Disinfect vertical surfaces (doors, walls, windows, white boards, cabinet faces)
5. Vacuum or sweep and mop the floors
6. Empty pencil sharpeners

### **Rotational Tasks for Classroom Cleaning**

- Dusting (vents, computer tables etc)
- Cleaning trash cans
- Spotting carpet/furniture stains
- Exterior windows

## **Seasonal Cleaning (Non-School Days)**

Custodians are expected to utilize non-school days for performing deep cleaning tasks which are difficult to work into an everyday regime. Following is a list of and procedures for performing major tasks during non-school days.

### **Best Practice - Classroom Deep Cleaning Procedure**

#### Timeline Planning

Room and furniture preparation time averages 9-11 man hours per basic classroom and carpet preparation and cleaning averages two hours per classroom.

#### Steps for classroom deep cleaning

1. **Draw a floor plan for use in furniture replacement location**
2. **Dust the vents, lights and upper walls. Replace lights/ballasts as needed.**  
**Materials:**
  - Micro Fiber dust mop and/or Vacuum
  - Eye Protection, Dust mask
  - Oil Cloth
  - Ladder
3. **Clean the light panels, walls, window sills, white boards, sinks and all fixed furniture**  
- Starting with the door, work your way around the room in one direction cleaning from top to bottom.  
**Materials:**
  - Alpha HP or General Purpose
  - Lift-Off products #1 - #4 as needed (use cotton cloths only)
  - Micro fiber flat mop, cloths, white Erasers
  - Razor blade knife for tape removal
  - Putty knife
4. **Clean all furniture and move or shift furniture for floor access**
  - Remove all gum and tape, wipe clean

**Note: If shifting furniture to one side, make sure the walls and vacuuming are done before covering that area up with clean furniture.**

#### **Materials:**

- Alpha HP or General Purpose (GP) for furniture and walls.
  - Lift-Off products #1 - #4 as needed (use cotton cloths only)
  - Micro Fiber Cloths, White Erasers
  - Razor blade scraper for tape removal
  - Putty knife
5. **Prepare the floor for deep cleaning**
    - Scrape off tape, gum Etc., sweep or vacuum well
    - Vacuum edges using the crevice tool

## **Tiled Floor Maintenance**

Most non-carpeted floors within Hoquiam School District are waxed tile. These surfaces are typically recoated once or twice each year. Complete stripping, sealing and recoating occurs about every 3-5 years.

## **General Scrub and Recoat Procedure on Tiled Floors**

### **Best Practice for Scrub and Recoat:**

#### Timeline Planning

Allow 1 man hour for each 220 square feet of cleared area. This shall include equipment setup, scrub, two coats of wax and clean up.

1. Draw a floor plan for help with proper furniture replacement  
Do this first - before moving furniture. Trying to remember where everything goes simply sets you up for failure. Post the floor plan in the same place for each room (typically on the white board) for easy reference when needed.
2. Clear all obstructions from the area.
3. Scrape off all tape, gum and scuff marks from the floor
4. Sweep entire area well.
5. Vacuum or sweep along edges.
6. Scrub the edges and corners where the machine cannot reach using [Stride](#), [Prominence](#) or [General Purpose](#)
7. Use an auto scrubber and appropriate cleaning solution (varies with each machine) fitted with a blue/green pad ([see 3m color Pad Chart](#)) to thoroughly scrub off all dirt and scuff marks. If using a bonnet scrubber it is necessary to wet the floor with [Stride](#), [Prominence](#) or [General Purpose](#) before scrubbing.
8. Rinse and allow to dry completely.
9. Apply two or three coats of wax allowing sufficient time to dry between coats.

## **Floor Finish Removal (stripping)**

NOTE: Successful completion of district approved stripper training must be completed prior to engaging in this activity.

### **Best Practice - Stripping Project:**

#### Timeline Planning

Allow one man hour per 150 Sq. feet of cleared area from start to being ready for sealer under normal circumstances (some floors may need to be stripped twice).

## **Labor and Materials –**

- Order the stripper and pads ahead of time. In general a five gallon box of concentrate will make enough solution to strip 2000 - 2500 square feet based on stripping 4 coats of finish. A heavier buildup may require more.
- Order 1 case (5 pads) of 3m Stripping Pads per 5000 square feet of area.

## **Step 1**

### **Planning and Preparation –**

Consider the entire area to be stripped and plan the work route

- Ensure adequate equipment and supplies on hand for the task
- Determine the size of the crew needed for the area and know their qualifications – provide training if needed.
- Consider building use – inform building staff ahead of time of when the area will be off-limits.
- Consider power outlet locations and access to sink and supplies
- Decide on a starting point and workflow direction

## **Step 2**

### **Prepare Equipment and Supplies**

#### **Personal Protective Equipment – “If you don’t have it you don’t work!”**

- Chemical resistant gloves (latex w/ lining)
- Chemical safety glasses
- Stripping boots/pads
- Extra pair of shoes to change into
- Caution tape/Warning signs
- Walk-off surface (mats or cardboard)

#### **Surface and Area Prep Material**

- Masking material for doorways/carpet/boundaries
- Putty knives/scrapers
- Broom and dustpan or vacuum

#### **Stripping Equipment, Tools and Supplies**

- Measuring cup for mixing stripper
- Clock or watch
- Mop (w/ finish head) and bucket for stripper
- Two mops (w/ different color heads) and buckets for rinsing
- Bonnet scrubber with black pad
- Doodlebug/edger with pad
- Large and small squeegees
- Wet-Vac
- Floor machine w/ pad

## **Step 3**

### **Prepare the area**

- Remove furniture and other obstructions
- Scrape and sweep up debris, tape, gum etc. from floor

- Put up caution tape and signs to restrict access
- Ventilate the area. **Note:** Fans should **blow air out** of the area
- Ready walk off mats and a change of shoes

#### **Step 4**

##### **Assign and explain team member responsibilities before beginning**

Teamwork and timing are the essence for safe, successful floor stripping. Ensuring each member of the team understands their role in the process before getting started, lessens confusion, a major cause for accidents and poor results.

#### **Step 5 Follow these steps in the stripping process**

1. Ensure proper PPE for each team member
2. Mix stripper solution per label instructions
3. Apply aerosol stripper solution to baseboards and along edges
4. Generously apply stripper solution along the edges first and then side to side – thoroughly coating the entire area. – re-wet as needed do not allow the solution to dry
5. Continue to agitate the solution for the duration of the dwell time (see label).
6. Use a doodlebug fitted with a black pad (see [3M Color Pad Chart](#)) to scrub the baseboard and edges – apply more spray if needed.
7. Use the bonnet scrubber to loosen the wax - first along the edges and then side to side working away from yourself and the cords.
8. Use a pump sprayer and hot water to rinse the baseboards
9. Use the large squeegee to pull slurry away from the edges toward the center
10. Use a smaller squeegee for reaching tight spots and getting closer to the edges
11. Use a wet-vac to remove the slurry
12. Use the floor machine to scrub any additional wax and solution from the floor
13. First rinse: Mop with a fresh bucket of Stride or a vinegar/water (16oz to 5 gallons) solution
14. Second Rinse: Mop with a fresh bucket of water only
15. Check for remaining floor finish – repeat entire process as necessary.

#### **Important notes:**

- Dump and re-fill rinse buckets after each 200-400 square foot section
- Diluted stripper solution dramatically loses its strength after 60 minutes – mix only what you can use in that time period

#### **Step 6**

##### **Clean Up**

All solution tanks, squeegees, mop buckets, cords and hoses must be thoroughly rinsed and cleaned out. If the stripping solution or slurry is allowed to dry it will solidify and can ruin equipment.

## **Carpet Maintenance Program**

Carpets are vacuumed daily, spotted as needed and deep cleaned seasonally. It is important to take care of stains as quickly as possible so that they do not become permanent. Encourage teachers to report spills when they occur and to use paper towels to blot up what they can when they occur.

- Work in carpet spotting as a regular part of your routine.
- Do not apply chemicals unless you plan to extract them before they dry.
- Keep a portable extractor available for quick access.
- Follow proper steps for pre-treating and extracting (see below)

### **Pre-treating**

- Determine the appropriate chemical for the task at hand. Use only district approved products and follow label instructions.
  - Ensure the container is properly labeled if it will be left overnight or used by others in the same shift.
  - Pre-treat small areas at a time. Allow a few minutes for the chemical to work the dirt loose but take care not to allow it to dry before rinsing/extracting.
  - Gently agitate large, high traffic areas using a carpet roamer.
  - Taking care not to spread the smaller stains, work from the outer to the center of the stain using a blunt tool.

### **Extraction Cleaning**

- Remove the furniture from the carpeted area. Be aware that metal file cabinets will leave rust stains if left in contact with the carpet. If the cabinet will stay, be sure to block it up off the carpet or place plastic underneath.
- Vacuum thoroughly.** This can have the biggest impact on the whole process! Use a crevice tool along the edges to gather accumulated dust/debris.
- Use plenty of water to rinse and take care to extract as much of the water as possible. Do not rush this step.
- Place blowers on areas to aid in drying and to avoid carpet souring.
- Wait until the carpet dries before replacing the furniture or walking on carpet. This step can take 6-12 hours.
- Ventilate the area. Open windows if outdoor weather conditions permit. Never close up a room with a wet carpet. You want the fastest drying-time possible, to prevent mold growth and souring.

## **Wood Floor Maintenance Program**

All wooden floors in our district are coated with an oil-modified urethane in a waterborne formula. Adherence to the following floor maintenance program is required in order to keep floors looking bright and shiny and to maintain proper traction.

### **Caring for wood floors**

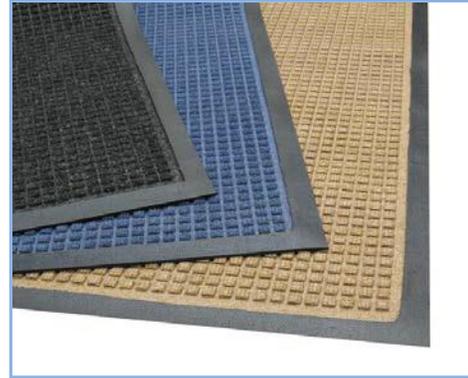
#### Know your enemy

As few as 150 people can track in a full pound of dirt/sand onto the wood floors each day. This dirt and sand acts as abrasive and quickly scratches, dulls and removes floor finish. Taking proper steps to control these abrasives is an integral part of the success of any floor maintenance program.

#### Walk-Off Mats

Placement and maintenance of waterproof walk-off mats at each entry reduces the amount of dirt and moisture being tracked onto the floor.

- These should allow at least three full steps prior reaching the floor.
- Mats should be vacuumed daily and flipped weekly to work any embedded dirt out.
- Mats should be placed at drinking fountains to prevent water damage.



#### Dust Mopping

*Clean* dust mops are ideal for sweeping wood floors. These heads are great at catching and holding sand and dirt BUT if overused without cleaning/replacing, have an adverse effect and will quickly scratch and dull the floor. Mops should be vacuumed, brushed out or replaced after each use.

#### Auto Scrubbing

After sweeping, wood floors should be scrubbed using a clean, mild (white or red) pad at least weekly. [Hillyard PreGame](#) or [Super Shine All](#) is specially designed for use on wood floors and provides a feeder polymer to prevent finish from drying out.

### **Recoating Wood Floors**

Recoating the wooden floor surfaces is performed usually every 1-2 years. This is an expensive undertaking and requires careful planning and skills. Custodians are expected to follow the [manufacturers recommended application procedure](#).

# SCHOOL CUSTODIAN:

The quiet hero of the school. They are always the first to arrive each day, cleaning up messes no one dares to touch and befriending everyone that passes by.

#schoolheroes

teresa kwant

