

# Custodian Handbook

Albuquerque Public Schools

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# Custodian Handbook

## Introduction

Albuquerque Public Schools strives to meet its goal of quality, safe learning and working environments. A quality, clean and safe environment is key to contributing to increased achievement of all students. A quality, clean and safe environment contributes to increased positive work productivity of the school staff and instills a sense of pride, responsibility and accountability in students and parents. School custodians play a huge role in helping their site administrators to achieve this and as such are valuable members of the school community.

This handbook is provided as a resource to custodians as they perform their very essential and important duties. Remember, should there ever be a problem, custodians should first discuss it with the head custodian and if it is not resolved at that level, meet with the school administrator. The APS Department of Maintenance and Operations is also available to provide assistance and information.

**All custodial staff should review this handbook at least annually and as needed.**

## Responsibilities and Obligations

While your job is not one of direct responsibility for the students in your school, you are responsible for the physical plant and all care pertaining to it including securing all doors and facilities and calling APS Police when you lock up the building. You are responsible for conditions that affect the safety and health of students and teachers at your school. You are responsible for the care and protection of an investment representing many thousands and even millions of dollars. You are responsible for the use of supplies and equipment. You are responsible for the economical use of supplies.

Custodians shall not lend keys to students and non-employees. You are responsible for securing the building before going home.

Students and/or parents wanting to get into a building after school hours to get books, coats, or other belongings should contact the principal to get written permission to get into the building.

It is your responsibility to report any items that may require repairing or replacing to the head custodian and/or the school administrator.

## Line of Authority

On reporting to your assigned school for work, you will become acquainted with your head custodian. They will provide day-to-day direction and are also the person you should consult first regarding questions or problems about your work. The head custodian will observe your work and provide suggestions for improvement if needed. In addition, they will make periodic inspections of your work performance, but the head custodian does not complete your evaluation. **The principal is responsible for evaluating all custodial staff.** This evaluation should be done on at least an annual basis but may include periodic meetings for discussion.

Both you and the head custodian work under the immediate direction of the principal. Problems arising regarding your work or your relationship with other school personnel are to be discussed between you and the principal. If the problem is not resolved, you should consult with the Principal and the Union. Problems not satisfactorily settled by the principal should be referred to the APS Maintenance and Operations Department and Human Resources, who are responsible for the operation of the policies under which you work. You will be furnished with the phone number of your head custodian, school, and custodial department office so that you can call in case of an emergency, illness, tardiness, or absence.

## **Public Relations**

Custodial jobs exist for the purpose of performing certain necessary and useful functions for the schools and the community. Not only must these public services be efficient and complete, but they must also be performed in a courteous manner.

## **Standards of Conduct**

An attitude of friendliness, a display of good manners, and a proper respect toward fellow employees, patrons, and students at the school should always be maintained. Unnecessary conversation with teachers, students, and other school personnel is to be avoided. Profanity and the use of alcoholic beverages or controlled substances on school premises are not tolerated. Smoking on school premises is not permitted.

**Custodial personnel are not to assume the right to supervise students at any time.** No custodian should ever touch a child except as a step in preventing accidents or some similarly extreme situation requiring immediate, on-the-spot action. These instances are rare and should be reported to the principal at once.

## **Personal Appearance**

Custodians should always be aware of personal neatness and cleanliness. They should be well groomed and always wearing clean clothes and their picture ID. Custodians need to wear the uniform approved per APS guidelines during their duty hours. Per the negotiated agreement Article 18 8.6 All employees will follow the APS Employee Handbook guidelines and be always professional in appearance. The Union and the District agree that the uniform will consist of a collared shirt without outside logos or a Union shirt/t-shirt, long pants, and safety shoes. Any employee who works with or is exposed to live electricity must wear shirts made of 100% cotton. Trousers can be blue jeans or Docker-type pants. Baggy pants or excessively large shirts are not allowed. Identification badges must always be worn. Custodians may not wear yoga pants, shorts, sweatpants, sports jerseys, sleeveless shirts, tank tops, or flip flops. Safety shoes must be worn. During the summer months, plain t-shirts in good condition may be worn.

## **Policies and Procedures**

Refer to the APS Employee Handbook available at all school sites and available online at Conduct and personal appearance at the Departments under Human Resources. <https://www.aps.edu/human-resources/employee-resources>

## **Work Schedules**

Work schedules are provided by the district and must be followed. **Work schedules may not be altered to include area maps and duty hours.** Area maps must be provided to custodial staff and must be posted in the custodial closet. The time required to do each job should be indicated including the frequency with which the job should be done. It may be a daily job, weekly job, monthly job, or a seasonal job/schedule. The daily jobs should be scheduled throughout the day according to the most appropriate time for doing each job.

Head custodians and Night Leads should allot time for doing odd jobs and for doing the weekly and monthly jobs. Work schedules shall be posted in custodian closets, for use by the sub custodians. Day custodians may not report to work earlier than 5:30 am. Night Custodians shifts may not begin prior to 2:00. Night custodian shifts are 2:00 pm – 10:30 pm. Night custodians are required to remain at their school site for the duration of your shift. Night Custodians are required to contact School Police at the end of the night from a school landline. You may not contact School Police from your personal cell phone. When you contact School Police, you will provide your name, employee ID number, and school location.

**All custodial staff must report to work during inclement weather days (snow days).** Custodians still have the responsibility of clearing the snow in preparation for students and staff return. Custodians not reporting to work will need to use their annual leave, personal leave, or be docked. They must call in to the school if not reporting to work.

## **Absence—Checking In and Out**

If possible, you should notify your Principal no later than 30 minutes after the shift begins. If you are not able to anticipate the absence, call the school/department secretary before 8:00 a.m. In case of the absence of the head custodian, the school should be notified. In the event the school cannot be contacted, call the custodial department. The Building Services Supervisor will be on duty starting at 5:45 a.m. Phone numbers: 505-768-1582. Leave a message the day prior, if possible.

In addition, to retain a sub custodian; you are responsible to call the sub office at **505-768-1582** to schedule a sub. It is the custodian's responsibility to call Building Services to schedule a sub.

## **Probationary Period**

A new employee will be in probationary status for the initial six (6) months of employment. A written evaluation of the new employee will be made at the end of three (3) months, and again at the end of six (6) months, by the Principal charged with his supervision. A copy of the evaluation will be given to the employee, a copy remains at your school, and a copy will go to Human Resources per contract language.

## **Special Assignments**

Special assignments are jobs that must be done after regular hours, such as P.T.A., basketball games, Boy Scout meetings, etc. Please work with your administrator to mutually ensure that you are compensated for your time, per contract language.

## **Custodial Supplies and Materials**

The head custodian can show you what supplies and materials are available and where they are kept. Please let your head custodian know if you are running low in an area. The head custodian works with the school administrator and the school budget to determine ordering needs, balance available, etc.

## **Head Custodian Training**

Head custodian training is voluntary; custodians need to use an annual day to attend.

## **Time Assignments**

The head custodian has a total of 450 minutes of assigned work; 225 scheduled and 225 miscellaneous. Any additional duties will require time taken from miscellaneous or approved overtime. The Night lead custodian is to do four (4) hours cleaning, and four (4) hours Supervisory duties. In the event of custodial absences, the night lead will assume those duties in place of the four (4) hours for the supervisor role.

## **SAFETY**

The custodian's responsibility for school safety involves duties in many areas of the school. They should be especially watchful for health or accident hazards that may endanger children and adults. The custodian should be alert to these situations and correct and report them before accidents do happen.

Consult with your principal beforehand on where to be and what to do when the alarm sounds in the event of an emergency such as fire, bomb scare, ceiling cave-in, etc. Also, consult with your principal on proper procedure for reporting strangers in the building or on the playgrounds.

If you are injured on the job, regardless of how small it may seem to you, report it to your Principal and Risk Management.

Hazards resulting from broken equipment or other unusual building conditions should be reported to the proper authority at once. Some common hazards that may exist are listed below with suggested corrections:

<b>Dangerous Conditions</b>	<b>Suggested Correction</b>
Broken furniture	Remove it from service.
Slippery floors	Remove cause (grease, water, etc.)
Nails	Remove or drive them in.
Broken windows	Ask the head custodian or building principal to submit a work order.
Obstructions in corridors	Remove all obstructions. Keep corridors or hallways clear. Do not leave equipment and/or furniture where it creates a hazard.
Moving heavy equipment	Use a dolly and assistance.
Broken glass and debris on lawn	Remove immediately.
Entries and exits blocked	Remove obstacle.

Loose desks	Tighten bolts or screws.
Splintered floors, wall, desk, etc.	Remove splinters.
Bare or defective wiring	Turn off switch and report at once to M&O
Leaky gas connection	Report to M&O Dispatch at once.
Standing on chairs	Do not stand on furniture. Use stepladder of proper size.
“Sharps” (ex. Hypodermic needles)	Use appropriate PPE. If you do not have proper equipment, contact M&O.

Improper carrying and lifting causes many accidents; in custodial work, you are constantly lifting, pushing, carrying. If not properly done, strained muscles will result.

The following are some tips:

- Get help for heavy loads.
- Size up for weight and bulkiness.
- Face load squarely with firm footing.
- Lift slowly and evenly by straightening the legs.
- Hold load close to the body.

**If you see someone on campus who should not be there, do not confront the individual. Call School Police 505-243-7712.**

### **Boiler Care:**

Boiler rooms are to be kept clean, orderly in arrangement, and well ventilated. The maintenance of the boiler needs to be done by a licensed plumber. Do not make any adjustments yourself. Call M&O if you see a problem. No storage is allowed in boiler rooms per Fire Marshal code.

### **Chemicals:**

The following are some of the chemicals you will encounter as a custodian: germicidal detergent, bowl cleaner ice melt. Always follow the directions provided with these products. You must have a Material Safety Data Sheet (MSDS) on site for each chemical. MSDS should be maintained in a binder in the Administrative Offices and the head custodian’s office or closet. All custodians must be able to access a copy of the MSDS binder.

- Always read manufacturer’s labels before using any chemical.
- Always use the manufacturer’s directions and dilution ratio.
- Wear rubber gloves when handling caustics, acids, or other substances harmful to the skin.
- Never mix chemicals.
- Use chemicals in designated areas and for designated purposes only.
- Never use chemicals that have been sitting in storage for a long time or are out of date.
- Always keep chemicals out of the reach of children.
- Never put chemicals in unmarked containers or containers that have different labels from that chemical. Ensure all containers are properly labeled.
- Always wash your hands after using any chemical.
- Always have proper ventilation.
- Contact Risk Management about the use of any chemicals or if you have any questions.

- In case of fire extinguisher release, contact the Emergency Work Order Desk (505-764-9601) immediately for proper clean up. Custodians may not clean up released fire extinguisher chemicals.

### **Equipment:**

In maintaining a healthy, clean, germ-free environment, special emphasis must be placed on the condition of the chemicals and equipment we use.

- Know the equipment, tools, and chemicals you are using.
- Keep the equipment and tools clean and in good working order.
- Know how to operate all equipment properly and safely.
- Always use safety measures when operating any equipment.

### **Exits:**

All exits shall be clear of equipment, furniture, etc. Exit lights must be in working order and must be always on. In the event they are not, submit a work order to the M&O Electrical Department.

### **Fire Prevention:**

Know the types and location of fire extinguishers in your school, classes of fire in which they are used, and how to operate fire extinguishers. If you need assistance in these areas, contact the Fire Extinguisher Dept. at the Maintenance and Operations Department. Preventive measures which should be followed include:

1. Oily rags and mops must be kept in covered metal containers.
2. Wastepaper and trash must be removed to trash bin provided.
3. Combustible materials shall be stored away from motors that might throw off sparks, gas fired boilers, hot water, or steam pipes, etc.

### **Grounds and Grounds Equipment:**

Grounds shall be cleared of dangerous objects, such as glass, rocks, and sharp objects daily. Any damaged grounds and/or playground equipment, such as swings and other apparatus, should be reported to Maintenance and Operations.

### **Ladders:**

The ladder is probably the most abused piece of equipment and contributes to many accidents. The following are safety tips concerning ladders.

1. Select the right ladder for the job to be done.
2. When on a straight ladder, never work above the fourth rung from the top. Max height of ladders for custodial use is 8ft. Any time you are using an 8 ft ladder, have a spotter present to ensure your safety.
3. Never stand on top of a stepladder unless it has a guardrail.
4. Never place ladder against a movable surface.
5. Always protect the person on the ladder.
6. Use rubber sole shoes when climbing.
7. Never carry tools in your hands while going up or down ladder.



8. Never use two ladders spliced together.

Ladders must be inspected frequently. Those which have developed defects shall be withdrawn from service for disposal.

### **Preventive Maintenance:**

Submit a work order on SchoolDude for M&O to do any work needed.

### **Utilities (Gas, Water, Electricity):**

Master switches and shutoff valves/switches should be labeled or marked so the right one is operated when the need arises.

### **Use of Ice Melt:**

Ice melt is for the purpose of melting ice or making anti-slip surfaces.

1. Never spread ice melt on top of snow.
2. Always clean sidewalks first.
3. If ice is formed underneath, spread the ice melt lightly.
4. As soon as the ice is melted, clean the sidewalks.
5. If ice melt is left too long, concrete on the sidewalk will be pitted, and some of the ice melt will be tracked into the building.

## **FREQUENCY OF MAINTENANCE REQUIREMENTS**

Knowing what to clean is important, however, knowledge of when to clean is equally as important. Scheduling your job depends upon the amount and the kind of traffic to which the area is subjected. Scheduling your job will fall into one of the following categories.

- A. Daily
- B. Weekly
- C. Monthly
- D. Semi-annually
- E. Annually

Consideration must also be given to:

- A. The standard of cleanliness is to be maintained.
- B. The availability of manpower.
- C. The amount of money (budget) available to do the job.

### **DAILY MAINTENANCE REQUIREMENTS (Daily and Alternating Schedules)**

1. Entrance and exits: General cleaning of the area (to include sweeping, vacuuming, or mopping as needed)
2. Classroom breakfast trash is the head custodian's responsibility.
3. Classroom: Mop-sweep, damp-mop, or vacuum (as applicable)
4. Night Custodians report to work before student dismissal at the end of the school day. While they may not be able to fully access their assigned (surveyed) areas, they are expected to begin working upon arrival at their duty location.

5. Some recommended (but not limited to) duties they may complete before they can get into their assigned areas include yard work (except high schools), help the head custodian clean the cafeteria, clean entry ways in assigned areas, clean door handles (excluding interior classroom door handles), clean windows (not classroom windows), clean drinking fountains, clean classrooms within your assigned areas where students are not present, remove trash from classrooms within your assigned areas where students are not present, and stock custodial closets. This is not an exhaustive list. Once students are dismissed, custodians will prioritize cleaning bathrooms, cleaning the health office, taking out the trash, and cleaning hallways. Once this is completed, custodians will start cleaning their assigned areas/classrooms. Special Education and Kindergarten classrooms take priority over other classrooms. Custodians will alternate days for cleaning other areas/classrooms if they are unable to fully clean their area/classrooms in one scheduled 8- (eight-) hour shift.
6. Floor (hard surface): sweep and spot mop as needed.
  - a. Cafeteria floors must be mopped (not spot mopped) daily.
  - b. Health Office floors must be mopped (not spot mopped) daily.
  - c. All restrooms must be mopped (not spot mopped) daily.
7. Floor (carpeted): Vacuum
8. Restrooms: Empty and clean waste receptacles including feminine hygiene receptacles, refill paper towel dispensers as needed, refill toilet tissue dispenser as needed, damp clean molding and sills, clean mirrors and glass, clean wash basins, clean urinals, clean commodes, clean flush handles and fixtures, clean wall tile, refill soap dispenser, clean floor
9. Offices: Empty and clean wastebaskets and sweep or vacuum floor
10. Corridors: Dust sweep and spot mop as needed or vacuum floors
11. Stairwells: Damp dust guardrails and handrails, brush sweep stairs
12. Locker Rooms: Clean toilets, remove trash from shower stalls, clean floor, : Empty and clean waste receptacles including feminine hygiene receptacles, refill paper towel dispensers as needed, refill toilet tissue dispenser as needed, damp clean molding and sills, clean mirrors and glass, clean wash basins, clean urinals, clean commodes, clean flush handles and fixtures, clean wall tile, refill soap dispenser, clean floor
13. Lounges: clean floor, remove trash, restock paper towel dispensers, and refill hand soap as needed.
14. Custodial Closets: Brushes, brooms, mops, etc., clean properly and re-hang  
Clean mechanical equipment and slop sink. Restock supplies as needed. Do not sweep debris into or store trash into your custodial closet.

If there is a custodial shortage at your school because a team member is absent, custodians will prioritize cleaning bathrooms, cleaning the Health Office (unless it is in the Head Custodian's area), taking out the trash, and cleaning hallways. In elementary schools, Kindergarten, Special Education classrooms, APS Pre-K, and OT areas are also prioritized.

### **WEEKLY MAINTENANCE REQUIRMENTS**

1. Doors, Windows, Glass: Wash window, glass partitions wash and polish door kick plate.
2. Clean door glass, annual.
3. Floors (hard surface): Damp mop and buff floor.
4. Floors (carpet): Vacuum thoroughly.
5. Corridors: Wet mop with neutral floor maintainer, vacuum all carpets and clean doors, Clean all drinking fountains.

6. Stairwells: Damp mop stairs or vacuum if carpet. Damp wash guardrails. Clean windows and sills. Wash down doors.
7. Clean out your custodial closet. Keep in mind that personal items should not be left in your closet for extended periods.

### **MONTHLY MAINTENANCE REQUIREMENTS**

1. Lobby Area: Clean floors
2. Offices: Clean floors.
3. Corridors: Clean floors
4. Locker Rooms and Lounges: Clean floors
5. Mechanical rooms: Head Custodian will inspect mechanical rooms and report to supervisor if they aren't well maintained (report to M&O).
6. Custodial storage areas: Clean floors and organize as needed.

### **AS NEEDED MAINTENANCE REQUIREMENTS – ALL CUSTODIANS**

1. Ceilings: Bathroom spot clean (when students throw wet toilet paper or paper towels on ceiling)
2. Light Fixtures: Replace light bulbs (this is the responsibility of ALL custodial staff). ALL custodians replace bulbs if they can be reached with a proper 8 ft ladder. Submit a work order only if over 8 ft.
3. Walls: Spot clean or wash if required.
4. Floors: Clean thoroughly and refinish where required (this requires appropriate training and may occur when school is not in session (i.e., Fall Break, Spring Break) if time and personnel allow)
5. Carpet: vacuum thoroughly.

### **ANNUAL MAINTENANCE REQUIREMENTS**

1. Clean all furniture and fixtures in classrooms.
2. Clean floors.
3. Tile floors: Strip if necessary and refinish with a minimum of three coats of floor finish/sealer.
4. Concrete floors: Top scrub with soap and water. Do not apply wax.
5. Clean all vents, lights, fans, etc. in the cafeteria.
6. Clean and hose down entrances.
7. Venetian Blinds: Dust.
8. Walls.: Damp dust.
9. Office Furniture: Clean and dust furniture, vacuum fabric.
10. Elevators: If applicable, clean floors, damp dust walls and panels.
11. Elevators (where applicable): Wash vents, fans, light. Clean and polish metal trim, thoroughly clean floors (do not use scrubber or wax).
12. Locker Rooms and Lounges: Clean all furniture and equipment (this excludes refrigerators and microwaves). Scrub floors and refinish heavy traffic areas. Clean shower stall walls.
13. Corridors: Clean windows and all ledges.

### **GENERAL HOUSEKEEPING AND MAINTENANCE SUGGESTED RECOMMENDATIONS**

#### **Carpet Care:**

There are two categories of care for carpets in schools:

- a) daily cleanup and
- b) periodic spot cleaning.
- 1. **Daily cleanup.** Operate vacuum cleaner on carpet.
- 2. **Periodic spot cleaning.** Performed by M&O which requires a work order.

## **Classroom Cleaning Guidelines:**

### **How to sweep/vacuum classrooms**

Equipment needed:

- 18" or 24" dust mop
- Vacuum cleaner
- Trash cart
- Dustpan

- Station your custodial cart at the entrance of the room.
- Empty pencil sharpeners into wastebasket.
- Empty wastepaper basket into waste liner of custodial cart. Replace liner in wastebasket. Return empty wastepaper baskets.
- Using a 24" dust mop, starting in right-hand corner facing front of room, dust mop area from wall to front row of desks all the way across to the far side of the room, using a semicircular motion.
- When you reach the far side of the room, put your mop in front of you and go straight ahead along baseboard to the rear of the room.
- Then, come back up to the front taking another mop's width.
- When you have finished dust mopping the room, with your mop in front of you move all debris to the room entrance.
- Vacuum any carpet areas. Custodians are not required to clean staff personal carpets.

*Dust Mop Treatment: A dust mop should be cleaned with a wire brush and treated with mop treatment the night before so that the mop will be ready for use the following night. A freshly treated mop will leave a streaky floor. If treated too often, it will stain floors and create more cleaning problems, leaving the floor with a bad appearance. After cleaning or treating, the mop shall be hung up in the place provided for mops.*

### **Cleaning classroom surfaces**

Always have an all-purpose cleaner available on your custodial work cart.

#### **As time/schedule allows:**

- Wash marks off desks (obscene pictures or writing needs to be cleaned off immediately).
- Semi-annually (Fall Break or Spring Break for example): If the room has a sink in it, wash and wipe dry.
  - (a) You can use above solution or powdered abrasive cleaner. Rinse thoroughly and wipe dry.
  - (b) If the sink is stainless steel, use stainless steel cleaner supplied by the district.
- Remove and report all broken furniture.

As you leave each room, if you notice windows are open, close and latch (please note that teachers and/or staff assigned to the room are responsible for closing and latching windows when they leave), lights are out, and doors are locked. Pull on door and turn knobs to be sure door is latched and locked. As you check doors and windows, make a mental note. Then if they are found opened the next day, it gives the school personnel a place to work from such as the possibility that someone has returned after you left or some unauthorized person has a key, etc.

**Option:**

*You may want to take a large trash container on wheels around your entire route, collecting all trash in your area. This procedure will enable you to move quickly through the area removing all debris from the floor as well as removing the trash containers. Using this procedure helps you to understand what your entire route looks like for that day and all the potential time-consuming tasks ahead of you for the night. By quickly running through your route, you also can lock all exterior doors to ensure a timely securing procedure of your route.*

**Corridors/Halls:****How to dust mop a corridor**

## Equipment needed

- Dust mop
- Brush
- Waste container
- Dust cloth
- Dustpan
- Counter duster
- Putty knife

## Preparation:

Leave equipment handy for picking up the dirt, but out of the way. Use your putty knife to remove gum that is stuck to the floor.

Sweep the floor with the dust mop.

- Place the dust mop on the floor, making sure that the mop strands extend both ahead and behind the mop head.
- Push the mop along the base board, close to the wall: Press down. Go the length of the hall without lifting or twisting the mop.
- When you come to the first corner, cut around it. Then lift your dust mop and give it a shake.
- Press the end of the mop into corner with your hand and pull the dirt out.
- Keep loose dirt ahead of the mop and push it across the end of the corridor to the second corner. Pull the dirt out of this corner the way you did with the first.
- Clean the other side of the hall the same way.
- Continue working to the center of the hall. The path of your mop overlaps your first path slightly. Each time around, push the dirt into the pile near your equipment.

If possible, clean halls during times of least traffic.

**Damp Mopping:**

Mopping floors aids in the removal of dirt and improves the sanitary conditions of the building. It also gives the building a clean appearance. Damp mopping removes floor surface soil.

## Equipment needed:

- Mop bucket on casters
- Mop with wringer head 16, 24 or 36 ounce (size for comfort)
- Two (2)“wet floor” signs, one at each end of the area

- In custodial sink area, fill mop bucket with floor cleaner and water.
- Take to area to be cleaned.

- Place “wet floor” signs at each end of area to be cleaned. Signs should be placed in the corridor in such a manner that traffic will be directed to the dry side.
- Remove any gum or other foreign matter adhering to the floor.
- Immerse mop in bucket, wring excess solution from mop in wringer and run the mop parallel to the baseboard.
- Mop from one side of the mopping area to the other using a figure eight motion.

Change the mopping solution as it becomes dirty or discolored. This will prevent the floor from streaking. Do not attempt to do too large an area at a time. No rinsing is necessary when this procedure is followed.

In the case of a large floor area, move “wet floor” signs to block off the next area to be mopped and begin mopping the next section. Mop strokes should overlap into the section just completed.

**In restrooms containing floor drains, dump solution remaining in the bucket into the floor drain when mopping has been completed. This fills the traps, kills bacteria growth, destroys odor, and prevents sewer gas from coming up into the room.**

When mopping is complete return to custodial sink area and rinse mop thoroughly, fluff out and hang up to dry in a well-ventilated room when through. Rinse out mop buckets and turn upside down in slop sink to dry.

*Mop heads should be washed with hot water manually. This should be done as often as is practical under operating conditions. It is recommended that you soak your mop head in bleach and hot water overnight once a week.*

## **Doors and Frames:**

### **How to wash doors and frames**

Wash and rinse doors and doorframes frequently to keep them free of finger marks and dirt. Start at the bottom and work up. Go through the same steps as with furniture, except do not use polish on doors and doorframes.

## **Equipment Care:**

Good equipment is necessary to do a good job of building maintenance. Good equipment deserves to be well cared for. Here are a few rules which, if followed, will help keep your equipment always in good shape, always ready to do the best kind of job for you:

1. Rinse out mops immediately after using.
2. Hang up mops to dry.
3. Label mops according to their job: “cleaner,” “rinse,” “wax.” **Do not interchange. Do not use restroom/bathroom mops or cafeteria mops for other areas!**

4. Rinse out mop buckets and vacuum cleaners after use.
5. Periodically comb out lint and thread from push brooms
6. Do not store push brooms on bristles. Hang them up.
7. Change dust mop heads frequently.
8. Keep floor machines and vacuums clean by wiping them off after each use.
9. Always remove pad holders from floor machines before storing. Hang up pad holder.

## **Furniture, Counters, and Tables**

### **How to wash and polish furniture, counter tops, and tables**

Equipment needed:

- Two pails
- All-purpose cleaner/spray bottles
- Furniture polish
- Clean dry cloths
- Sponge
- Putty knife
- Dust cloth

Mix all-purpose cleaner into one pail of water according to the manufacturer's recommendations. Move tools and materials to the room in which you will wash the furniture.

Inspect the furniture. Scrape off gum with putty knife. Wet a cloth or sponge in the detergent solution and wring it out to keep it from dripping. Start at the top of the piece of furniture and wash until it is clean. Rinse cloth often to remove loosened dirt.

Wet another folded cloth or sponge in the clean rinse water and wring it out. Damp wipe the entire piece of furniture. Rinse the cloth or sponge often.

Wipe the furniture with a dry cloth. When the surface is dry, take another clean, dry cloth and dampen it with furniture polish. Spread on a light coat of polish. Put it on with a straight-line motion, with the stain on the wood. Let the polish dry.

Fold another clean, dry cloth and polish the surface with a straight-line motion until it shines.

*NOTE: When using aerosol spray furniture polishes, spray the area to be polished lightly, or spray directly on polish cloth.*

### **Glass, Mirrors, and Acrylic Surfaces:**

Use glass and/or all-purpose cleaner. Spray surface lightly, wipe dry with a clean cloth or squeegee. Clean Squeegee frequently with towel or cloth.

### **Grease Traps:**

APS contracts out for this service. Please contact the Maintenance and Operations Department with requests in this area.

### **Gymnasium Floors:**

**Do not use wax on hardwood floors.** Contact M&O

### **Grounds Maintenance:**

**Elementary:** The head custodian is responsible for grounds being properly maintained.

**Middle/High School:** The Yardman is responsible for grounds maintenance. The Head Custodian can assist the Yardman at Middle Schools during their 225 minutes of miscellaneous time.

Grounds consist of areas inside the APS property fence line and does not include city sidewalks.

### **Hardwood Floors (Scrubbing and Sealing): Contact M&O**

Custodians do not scrub and seal hardwood floors. Hardwood floors are done on a rotational basis either during the summer or winter. Contact M&O.

Light/damp spot mop as needed to avoid damage.

### **Heating and Ventilation:**

Room temperatures should be around 68 degrees. If the room temperature is cold or if the room is too hot, submit a work order with M&O. Do not attempt to adjust the thermostat. Do not attempt to fix or repair the air conditioners or heaters..

### **Light Fixtures:**

Tools and equipment needed:

Proper 8 ft ladder

Check light bulbs or tubes to see if any are burnt out. Submit a lamp order form to Building Services for replacement bulbs. ALL custodians replace bulbs if they can be reached with a proper 8 ft ladder. Submit a work order only if it is over 8 ft. Make sure the light switch is off when replacing bulbs.

### **Metal Surfaces:**

#### **How to clean metal surfaces**

##### **Aluminum:**

Spray heavy-duty all-purpose cleaner/degreaser. Wipe down lightly with a damp/dry towel/cloth and follow with a clean dry towel/cloth; rub down using straight strokes.

##### **Stainless Steel, Chrome:**

Use glass and/or all-purpose cleaner. Spray surface lightly, wipe dry with a clean cloth or wiper. Change the wiper frequently to be sure it is clean.



**Iron:**

Wash with a mild solution of detergent and warm water. Remove rust buildup with heavy-duty degreaser on .00 steel wool pad. Rub lightly, rinse, and dry thoroughly.

**Un-lacquered brass and bronze:**

When using metal cleaner, spray a small section of the surface at a time, wipe with damp cloth and dry with soft, untreated dust cloth. When cleaning lacquered brass or bronze, clean in small sections, wipe with a damp cloth with the grain, and dry with a soft, untreated dust cloth.

**Copper:**

Spray surface with metal/copper cleaner or spray with a mild acid cleaner. Follow with a mild detergent bath to neutralize. Dry with a soft, clean untreated dust cloth.

**Resilient Floors (ex. rubber or vinyl) (Scrubbing):**

Use soap and water only for this flooring. NO WAX may be used on this type of flooring.

Equipment and tools needed:

- Two string mops.
- Tank type wet pickup.
- Two buckets.
- Scrubbing machine.
- Scrubbing pads.

Steps in the scrubbing process are:

1. Fill one bucket with soap and water.
  2. Mop the soap and water over no more than one fourth of the floor. Agitate with mop or scrubbing machine.
  3. Pick up the soap and water with wet pickup or mop.
  4. Rinse the floor with clear water and pick it up with a machine or mop.
  5. Rinse a second time and pick it up with wet pickup or mop.
  6. Do the rest of the room in the same way, finishing near the door.
- Never use the rinse mop in the soap and water. When finished with the cleaning operation each day. Wash your mops thoroughly and hang them up to dry. Do not let excessive water stay on floor for too long a period; this may cause seepage through the tight joints and loosen the tile. For any problems arising, consult your head custodian.

**How to clean concrete floors**

All concrete floors should be properly sealed. They are easily maintained with a sweeping broom daily. They may be cleaned with a detergent using a good mop and squeegee. Apply the detergent heavily on the floor; mop solution and squeegee to one location to be picked up with mop and wringer or wet/dry vacuum. Concrete floors should be sealed on a regular basis to allow them to be easily cleaned and to reduce dust. DO NOT wax concrete floors.

**Restroom Cleaning:**

Nowhere is regular, systematic cleaning more important than in the restroom. If surfaces are clean and germ-free, there will be no need for heavy cover up disinfectants. For restroom cleaning follow these steps:

1. Empty all receptacles.
2. Check and refill all dispensers. On sinks use Ajax cleaning powder to remove heavy soil. Rinse and wipe dry. Be sure to clean all fixtures as well as bowls and urinals.
3. **Hardware.** Periodically clean hardware and pipes, especially those under the sink.
4. **Toilet seat.** Use a sponge dipped in disinfectant solution of soap and water. Clean both the top and bottom of seats. Rinse with a clean sponge or cloth. Always leave toilet seats up.
5. **Toilet bowl.** Use a bowl cleaner to remove all stain marks. Use a brush if necessary. Pay particular attention to the area under the rim of the bowl.
6. **Floor.** Mop the entire area with a wet mop. Give special attention to areas around toilets and urinals. Always work toward the door so you will not track the freshly clean floor. Your floor drains and traps should have clean water poured into them at the end of the day.

If any cleaning problems arise, consult your head custodian.

## **Stairways/stairwells**

### *How to sweep a stairway*

Equipment needed:

Short handled corn broom (warehouse broom)  
Dustpan with handle  
Counter duster  
Waste container  
Dust cloth  
Putty knife

- Leave equipment at the foot of the stairwell area to be cleaned out of the way of traffic.
- Keep the putty knife in back pocket accessible for gum removal from stairs.
- Carry corn broom to top of stairs, work down and using the following method: stand one step below stair.
- Extend end of corn broom into left end of the step, brush handle pointing to the right.
- Step down one step and repeat the operation.
- Continue until the full stair well has been completed.
- Brush accumulated dirt and trash into dustpan and dump into waste container.
- With a treated dust cloth, wipe down guard rail starting at the top of the stairs.
- Walking down the stairs, wipe the handrail with treated dust cloth.

*NOTE: On open stairs, always sweep towards the wall, away from the stairwell to avoid dirt and trash falling over the edge. Pull dirt out of end of the with broom; pull brush three quarters of the way along step and, with a turning motion of the corn broom, allow dirt and trash to fall to step below. Transfer broom to opposite end of step and repeat process.*

### *How to vacuum stairwells*

Equipment needed:

Portable vacuum cleaner  
Accessible 110V electrical outlet  
Putty knife  
Small plastic pail  
Prepared disinfectant solution  
Dust cloths

Stair well areas containing an accessible 110-volt electrical outlet may be vacuumed by using a light portable vacuum cleaner carried over the shoulder by means of a strap attachment. (This procedure should not be used if the electrical cord would be subject to breakage or being cut by a door being closed on the cord.)

- Stand on one step below the stair to be vacuumed. Place the hose nozzle into corner where the wall and step meet. Place on stair tread and draw along width of stair.
- Return to the starting point by reversing direction. Continue until the stair has been completely vacuumed. Proceed to the next step and repeat operation.

During operation, remove buildup of dirt from corners, and any gum deposits with putty knife. Vacuum wainscoting and guard rail areas during stair operation.

After vacuuming has been completed, remove the plug from receptacle. Dip dust cloth into disinfecting solution, wring out and wipe down guard rail walking back up the stairs. Walking back down the stairs, wipe down top of handrail with disinfectant treated dust cloth. Wipe door handles on both sides of doors, top bottom, with disinfectant treated dust cloth. Proceed to next work area.

### ***How to damp mop stairwells***

Equipment needed:

- Vented floor maintainer
- Mop bucket with wringer on casters
- Mop, 16 or 24 ounce
- Putty knife
- Disinfectant solution
- Dust cloths
- Two (2) “wet floors” signs

Preparation:

- Brush-sweep or vacuum stairwell.
- With putty knife, remove gum deposits and any dirt buildup in corners of stairs.
- Place a small amount of disinfectant solution in small bucket; immerse untreated dust cloth in solution, wring out and wipe down door handles; wipe down guard rails.
- Place equipment out of the way of traffic on bottom landing area of stairwell to be mop cleaned.
- Post “wet floor” signs at top and bottom of stair well landings. Close off stairwell if possible. Even with wet floor signs wet stairs are extremely dangerous.

Immerse wet mop in detergent/disinfectant solution, wring mop out and return to top landing of stairwell. Mop landing at top of stairwell working away from door and toward stairwell. Use caution when backing down stairwell.

At stairwell, move down two steps. Lay mop on top step with mop strands pointing into end of step nearest well. Force mop strands into corner with hand and clean out corner. Mop remainder of step.

Be careful to not extend the end of mop over stair end on open stair well. Step down one step and repeat procedure on next step. Continue operation until all steps have been completed. Repeat operation until all steps have been completed.

### **Stripping Floors (using a buffer):**

Equipment needed:

- Scrubber/any size
- Drive plate (or pad holder)

Stripping pad (black), size of buffer  
Liquid floor stripper  
Waste container  
Dustpan  
Counter duster  
Putty knife  
3 Mop buckets with wringer (1 for stripping, 2 for rinsing)  
Wet mop  
Wet & Dry vacuum (water pickup)

In a mop bucket, mix stripping solution. Be sure to follow the mixing directions on the label. Use hot water, if available. Remove all movable obstructions from the floor area to strip. Sweep the floor of all trash and dirt. Remove gum deposits on floor with putty knife. Post “wet floor” signs in area to be stripped. Leave traffic lane open. Inspect electrical cable of scrubbing machine for grounding. Use non-slip/floor grip shoes if possible. Keep clothing away from the wet floor.

- Apply stripping solution to an area approximately 100 square feet. Area should be wet down thoroughly. Allow stripping solution to soften work area to be stripped. Do not rush time by starting to scrub too soon; most strippers require 10 to 15 minutes preparatory time prior to using scrubber and strip pad.
- Use the buffer. To make the buffer go to the right, lift up on the handle slightly. To make the buffer go to the left, lower the handle slightly.
- Start scrubber away from corner and from baseboards, to avoid splash of stripping solution on walls and baseboards. If too much solution lies in this area, spread excess with mop before using scrubber.
- Run the scrubber along the base board of the 10-foot area first, moving it from right to left so the stripping solution splatters away from the baseboard, not toward it.
- Scrub the main part of the area.
- Let the scrubber coast back and forth as you slowly raise and lower the handle. Keep the handle close to your hips. If you let the scrubber get out of arm’s length, it will run away from you.
- Guide the machine from side to side until you have covered the wet area. Be sure that each lap covers the last one by half the width of the pad. (With a team, keep approximately 100 square feet wet with stripper standing and working ahead of scrubber and with another team member start with picking up the first area.)
- Using a wet and dry vacuum (again beginning at the far corner) pick up the dirty stripping solution. Vacuum in straight paths, working backward toward the wet and dry vacuum.
- Rinse the area a minimum of two times picked up with wet and dry vacuum using a partially wrung out mop and clean rinse water. All strippers must be removed from area.
- Repeat all operations above until entire area has been stripped, vacuumed, and rinsed.
- Change rinse water often to avoid re-deposit of waste material on floor surface.

*Corners, doorways and difficult to reach areas that cannot be easily machine-stripped must be stripped by hand. To do this, lay down stripping solution in the usual manner. Use a doodlebug on the area to be stripped. In corners or other areas where the doodle bug cannot be used, rub area by hand.*

## **Sweeping and Dusting of Classrooms and Halls:**

### **How to sweep floors**

#### Equipment needed:

Push broom with long handle  
Counter brush  
Dustpan  
Putty knife  
Waste container/custodian service cart

- Leave equipment at one end of the floor out of traffic. Carry putty knife in back pocket.
- Begin sweeping operation by placing broom flush against baseboard. Do this all along wall areas.
- Sweep across the floor toward equipment, sweeping in straight line.
- Grasp the brush handle with hand about 3 or 4 inches from the end, head up, with thumb pointing away from body. Reach down the handle with hand until a comfortable position is reached.
- Hold handle loosely allowing it to slide freely as handle is pushed back and forth. Use handle end of broom as the pusher.
- Stand with feet placed apart in a comfortable position, about shoulder width. Hold brush in front of body a slight angle.
- Start the sweeping stroke even with the feet. Push forward on the broom and turn the body in the stroke.
- Push broom smoothly over the floor.
- Tap the broom lightly at the end of each stroke.
- Lift and pull the brush back fast with a smooth, even step.
- Pick up sweeping with brush and dustpan, and dump into waste container.
- Stop and remove gum and other heavy accumulations from floor with putty knife.

#### ***How to dust mop floors***

#### Equipment needed:

Treated dust mop 24"  
Dustpan  
Counter brush  
Floor broom/whisk broom  
Waste container/ custodian service cart  
Putty knife

- Leave equipment at end of the floor out of the way of traffic.
- Work along baseboard to corner; follow wall on three sides until mid-room has been done.
- Shake mop by lifting off floor and lightly shaking mop handle.
- Return in direction from which mopping was started until reaching wall at which time direction is again reversed.
- Shake mop each time center of room has been reached.
- Follow procedure until one half of room has been dust mopped, end at door.
- Repeat procedure at other end of room (be sure to overlap each preceding sweep to avoid missing areas).
- Return to center of wall farthest away from door, push accumulation of dust to door.
- Pick up dust with dustpan and brush, and deposit in trash cart.

Begin sweeping in the front corner of the room opposite the door and work toward the rear, keeping along the wall and cleaning under the shelving. Then go down each aisle, pushing the desks over to the clean area as you go. Leave chairs in an orderly arrangement.

### **Sweeping Compound:**

Sweeping compound is used for sweeping halls to help keep the dust down, or when halls are very dirty. There are two kinds of compounds. One is “wax base,” which is used on asphalt tile, vinyl, or linoleum. The other is “oil base” and is used on cement floors.

### **Washing Walls:**

Assemble equipment: two buckets or mopping set; sponges are recommended. One bucket and sponge can be used for the cleaning solution and the other for the rinse water.

1. Use blower to blow the area before you start to wash walls.
2. **The initial wash.** Dip the cleaning sponge into the solution, wring sufficiently so the sponge will not drip, and apply to surface to be cleaned in a circular motion, starting at the bottom of the wall, and working towards the ceiling. Rub as necessary to loosen soil.
3. **The pickup of the solution.** The cleaning sponge should be dipped into the cleaning solution, wrung dry and used to pick up the excess cleaning solution on the wall.
4. **The rinse.** Clean rinse water is necessary, as the wall may be streaked if dirty water is used. The excess water should be squeezed from the rinse sponge and the wall should be rinsed thoroughly.
5. **The pickup of the rinse water.** The rinse sponge should be dipped in the water again, wrung dry, and used to complete the rinse by picking up the remaining water. The washing is done from the bottom up. This way, you will find, makes it easiest to avoid streaking. For any special problems, consult your head custodian and/or Maintenance and operations Department.

## **Waxing Floors/Applying Sealer/Finish to a Floor:**

### Equipment needed:

- Clean mop pail with wringer
- Clean wet mop
- Sealer/finish

If a new mop is to be used, first remove the sizing in the following manner:

- Soak mop for 10 minutes in a solution of 3oz. of detergent per gallon of hot water.
- Remove from hot water and run tap water (hot) over mop in slop sink until all traces of sizing are gone.
- Wring mop out tight before using.
- Take equipment to area to be finished. Remove all movable obstructions from the area to be finished.
- Estimate the amount of floor finish required for one thin coat and pour this amount into the clean mop pail.
- Dip the mop into the finish and lightly squeeze excess from mop. Mop should be very damp (not dripping).
- Begin application of floor finish in the farthest corner from the door and lay down the finish four inches out from baseboard. Keep mop bucket containing floor finish close by, but out of the way. Placing mop on floor four inches out from baseboard, drag mop parallel to it for a distance of approximately 20 feet.
- Move mop out one-half the width of the mop and return it in the direction back to the starting point.
- Continue along adjacent baseboard (staying out four inches from baseboard) approximately eight feet. Execute a 90-degree turn and mop a straight line down to a point equal to that mopped on first operation. Return to starting point by moving mop out one-half of the mop's width and dragging the mop along the floor.
- Using a figure eight mopping stroke, keep turning mop over for more even distribution of floor finish.
- Continue to next area being sure to overlap into area previously finished, to avoid missing spots.
- Work your way towards doorway and out.
- Allow at least 45 minutes to one hour for floor finish to dry before walking on it.
- When thoroughly dry, (most finishes cannot stand the second coat until at least an hour after drying has passed) apply second coat of floor finish, "crosshatching" (working in opposite direction). A third coat is recommended for best appearance.
- Buff after each coat is dry. Buffing will burnish the wax.

*Whenever possible, finished floors are best when allowed to cure overnight.*

### **Window Cleaning:**

On large glass a squeegee will be much faster. For a small glass, a sponge, sprayer and paper towels will work. Windows should not be cleaned in the sun, as they will dry too quickly, leaving streaks.

**If any cleaning problem arises, consult your head custodian and/or Maintenance and Operations Department.**

**Attached are sample tools that other custodians and principals have found useful.**



**NIGHT CUSTODIANS**  
**-Minimal Responsibilities/Duties-**  
**(Expectations for assigned areas)**

Custodian-

\*\*\*Clean and remove any or all graffiti in your areas daily! If you are unable to clean or remove the graffiti, submit a work order with M&O. Do not attempt to paint over graffiti.

**DAILY CHECK LIST**

**CLASSROOMS:**

- \_\_\_\_\_ 1. Empty trash **Daily** and change liners.
- \_\_\_\_\_ 2. Sweep floor.
- \_\_\_\_\_ 3. Vacuum carpet- spot mop **Daily**

**HALLS/STAIRWELLS/ENTRANCES/BALCONIES**

- \_\_\_\_\_ 1. Sweep floors.
- \_\_\_\_\_ 2. Spot mop **Daily** and/or entire hall when needed.
- \_\_\_\_\_ 3. Clean mirrors and drinking fountains **Daily**.
- \_\_\_\_\_ 4. Move and clean mats (when out)
- \_\_\_\_\_ 5. Buff when time is available.
- \_\_\_\_\_ 6. Clean stairs and wet mop **Daily**

**RESTROOMS**

- \_\_\_\_\_ 1. Empty feminine hygiene receptacles/boxes **Daily** in girls' restrooms
- \_\_\_\_\_ 2. Check toilets paper/paper towels/soap dispensers **Daily**.
- \_\_\_\_\_ 3. Clean and disinfect **SINKS, TOILETS, and FLOORS**
- \_\_\_\_\_ 4. Clean Walls and Stalls

**GYMS**

- \_\_\_\_\_ 1. Sweep
- \_\_\_\_\_ 2. Spot mop if needed (do not wet mop wood floors)

**LOCKER ROOMS**

- \_\_\_\_\_ 1. Sweep and mop floors.
- \_\_\_\_\_ 2. Clean drinking fountains and mirrors
- \_\_\_\_\_ 3. Clean and disinfect sinks and toilets **Daily**.
- \_\_\_\_\_ 4. Dust the top of the lockers as needed.

**Work Order Request**

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

Name: \_\_\_\_\_

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

Prep Time: \_\_\_\_\_

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**Work Order Request**

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

Name: \_\_\_\_\_

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

Prep Time: \_\_\_\_\_

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