**SOUTHERN OREGON UNIVERSITY**

**FACILITIES, MAINTENANCE, & PLANNING**

**SOU Raiders Logo**

**CUSTODIAL DEPARTMENT**

**STANDARD OPERATING PROCEDURE**

# Custodial Standard Operating Procedures

2019

Southern Oregon University

Facilities, Management and Planning • Custodial Department 351 Walker Ave. • Ashland, OR 97520

Phone 541.552.6884 • Fax 541.552.6235

# Table of Contents

Contents

[**Custodial Standard Operating Procedures 2**](#_Toc1457669)

[**Table of Contents 3**](#_Toc1457670)

[**DISCLAIMER 6**](#_Toc1457671)

[**Mission Statement 3**](#_Toc1457672)

[**Values 3**](#_Toc1457673)

[**Summary of Expectations 3**](#_Toc1457674)

[**S.O.U. Policies 4**](#_Toc1457675)

[**Equal Employment Opportunity 4**](#_Toc1457676)

[**Affirmative Action 4**](#_Toc1457677)

[**Discriminatory Harassment Policy 5**](#_Toc1457678)

[**Discrimination Complaints/Grievance Procedures 5**](#_Toc1457679)

[**Sexual Harassment 5**](#_Toc1457680)

[**Definition 5**](#_Toc1457681)

[**Responsibilities 6**](#_Toc1457682)

[**Complaint Procedures 6**](#_Toc1457683)

[**Institution Initiated Complaints 6**](#_Toc1457684)

[**Confidentiality 6**](#_Toc1457685)

[**Retaliation 6**](#_Toc1457686)

[**Frivolous or False Charges 6**](#_Toc1457687)

[**Discipline 7**](#_Toc1457688)

[**Drug Free Workplace Policy 8**](#_Toc1457689)

[**Employee Assistance Program (EAP) 9**](#_Toc1457690)

[**Parking 9**](#_Toc1457691)

[**Inclement Weather 9**](#_Toc1457692)

[**Building Abbreviations 10**](#_Toc1457693)

[**Academic 10**](#_Toc1457694)

[**Non-Academic 10**](#_Toc1457695)

[**SOU Webpage 11**](#_Toc1457696)

[**Custodial Policies 11**](#_Toc1457697)

[**Rules of Conduct 11**](#_Toc1457698)

[**Dress Code and Hygiene 13**](#_Toc1457699)

[**Security 14**](#_Toc1457700)

[**Calling Security 14**](#_Toc1457701)

[**Vandalism 14**](#_Toc1457702)

[**Security Log 15**](#_Toc1457703)

[**Alarms 15**](#_Toc1457704)

[**Keys 15**](#_Toc1457705)

[**Unlocking Schedule 16**](#_Toc1457706)

[**Service Request 17**](#_Toc1457707)

[**Accidental Breakage while Cleaning 17**](#_Toc1457708)

[**Cell Phones 17**](#_Toc1457709)

[**Personal Phone Calls 17**](#_Toc1457710)

[**Computer Usage 18**](#_Toc1457711)

[**Computer-related Questions 18**](#_Toc1457712)

[**Computer Acceptable Use Policy 18**](#_Toc1457713)

[**Computer — Network Account 18**](#_Toc1457714)

[**Custodial Department Computer Use Policy 18**](#_Toc1457715)

[**Radio/Music Policy 19**](#_Toc1457716)

[**Energy Conservation 19**](#_Toc1457717)

[**Emergency Absences 19**](#_Toc1457718)

[**Absent Co-workers 19**](#_Toc1457719)

[**Important Phone Numbers 20**](#_Toc1457720)

[**Organization, Scheduling & Documentation 21**](#_Toc1457721)

[**Work Schedule 21**](#_Toc1457722)

[**Breaks 21**](#_Toc1457723)

[**Overtime 21**](#_Toc1457724)

[**Leave 22**](#_Toc1457726)

[**Leave Request Forms 22**](#_Toc1457727)

[**Vacation 23**](#_Toc1457728)

[**Sick 24**](#_Toc1457729)

[**Personal 24**](#_Toc1457730)

[**Comp Time 25**](#_Toc1457731)

[**Bereavement 25**](#_Toc1457732)

[**Holidays 25**](#_Toc1457733)

[**Special Day 25**](#_Toc1457734)

[**Time Cards/Sheets 26**](#_Toc1457735)

[**FAMIS Timecards 26**](#_Toc1457736)

[**Monthly time sheet 26**](#_Toc1457737)

[**Student Workers’ Paperwork 27**](#_Toc1457738)

[**Meetings 27**](#_Toc1457739)

[**Training Schedule 27**](#_Toc1457740)

[**Duties and Responsibilities 29**](#_Toc1457753)

[**Work Assignments 29**](#_Toc1457754)

[**Responsibilities 30**](#_Toc1457755)

[**Cleaning 30**](#_Toc1457756)

[**Security 30**](#_Toc1457757)

[**Safety 30**](#_Toc1457758)

[**Unlocking 30**](#_Toc1457759)

[**Maintenance Requests 30**](#_Toc1457760)

[**Supplies 31**](#_Toc1457761)

[**Equipment maintenance and minor repairs 31**](#_Toc1457762)

[**Setups and other duties 31**](#_Toc1457763)

[**What You Are Not Responsible For 31**](#_Toc1457764)

[**Standards 32**](#_Toc1457765)

[**Maintaining the Standard 32**](#_Toc1457766)

[**Daily Cleaning & Routine Duties 34**](#_Toc1457767)

[**Planning Each Day 34**](#_Toc1457768)

[**Room Categories & Priorities 34**](#_Toc1457769)

[**Routine 34**](#_Toc1457770)

[**Trash Collection 36**](#_Toc1457771)

[**Equipment 36**](#_Toc1457772)

[**General Description 36**](#_Toc1457773)

[**Safety Suggestions 36**](#_Toc1457774)

[**Procedure 36**](#_Toc1457775)

[**Recycling 38**](#_Toc1457776)

[**Equipment 38**](#_Toc1457777)

[**General Description 38**](#_Toc1457778)

[**Safety Suggestions 38**](#_Toc1457779)

[**Procedure 38**](#_Toc1457780)

[**Chalkboard Cleaning 39**](#_Toc1457781)

[**Equipment 39**](#_Toc1457782)

[**General Description 39**](#_Toc1457783)

[**Safety Suggestions 39**](#_Toc1457784)

[**Procedure 39**](#_Toc1457785)

[**White Board Cleaning 41**](#_Toc1457786)

[**Equipment 41**](#_Toc1457787)

[**General Description 41**](#_Toc1457788)

[**Safety Suggestions 41**](#_Toc1457789)

[**Procedure 41**](#_Toc1457790)

[**Doors, Walls, Electronics, and Window Sills 43**](#_Toc1457791)

[**Equipment 43**](#_Toc1457792)

[**General Description 43**](#_Toc1457793)

[**Safety Suggestions 43**](#_Toc1457794)

[**Procedure 43**](#_Toc1457795)

[**Dusting 44**](#_Toc1457796)

[**Equipment 44**](#_Toc1457797)

[**General Description 44**](#_Toc1457798)

[**Safety Suggestions 44**](#_Toc1457799)

[**Procedure 44**](#_Toc1457800)

[**Vacuuming 46**](#_Toc1457801)

[**Equipment 46**](#_Toc1457802)

[**General Description 46**](#_Toc1457803)

[**Safety Suggestions 46**](#_Toc1457804)

[**Procedure 46**](#_Toc1457805)

[**Dust Mopping 48**](#_Toc1457806)

[**Equipment 48**](#_Toc1457807)

[**General Description 48**](#_Toc1457808)

[**Safety Suggestions 48**](#_Toc1457809)

[**Procedure 48**](#_Toc1457810)

[**Sweeping 50**](#_Toc1457811)

[**Equipment 50**](#_Toc1457812)

[**General Description 50**](#_Toc1457813)

[**Safety Suggestions 50**](#_Toc1457814)

[**Procedure 50**](#_Toc1457815)

[**Wet Mopping 51**](#_Toc1457816)

[**Equipment 51**](#_Toc1457817)

[**General Description 51**](#_Toc1457818)

[**Safety Suggestions 51**](#_Toc1457819)

[**Procedure 52**](#_Toc1457820)

[**Changing Burned Out Lights 53**](#_Toc1457821)

[**Equipment 53**](#_Toc1457822)

[**General Description 53**](#_Toc1457823)

[**Safety Suggestions 53**](#_Toc1457824)

[**Procedure 53**](#_Toc1457825)

[**Restrooms 55**](#_Toc1457826)

[**Equipment 55**](#_Toc1457827)

[**General Description 55**](#_Toc1457828)

[**Safety Suggestions 55**](#_Toc1457829)

[**Procedure 56**](#_Toc1457830)

[**Locker Rooms & Showers 59**](#_Toc1457831)

[**Drinking Fountains 59**](#_Toc1457832)

[**Elevators 60**](#_Toc1457833)

[**Equipment 60**](#_Toc1457834)

[**General Description 60**](#_Toc1457835)

[**Safety Suggestions 60**](#_Toc1457836)

[**Procedure 60**](#_Toc1457837)

[**Exterior Cleaning 62**](#_Toc1457838)

[**Equipment 62**](#_Toc1457839)

[**General Description 62**](#_Toc1457840)

[**Safety Suggestions 62**](#_Toc1457841)

[**Procedure 62**](#_Toc1457842)

[**Deep Cleaning & Periodic Duties 64**](#_Toc1457843)

[**Periodic Duties 64**](#_Toc1457844)

[**Periodic and Break Cleaning 64**](#_Toc1457845)

[**Monthly Services 64**](#_Toc1457846)

[**Quarterly, Semi-Annual & Annual Project Services 64**](#_Toc1457847)

[**Detailing a Room 66**](#_Toc1457848)

[**Equipment 66**](#_Toc1457849)

[**General Description 66**](#_Toc1457850)

[**Safety Suggestions 66**](#_Toc1457851)

[**Procedure 66**](#_Toc1457852)

[**High Speed Burnishing 69**](#_Toc1457853)

[**Equipment 69**](#_Toc1457854)

[**General Description 69**](#_Toc1457855)

[**Safety Suggestions 69**](#_Toc1457856)

[**Procedure 69**](#_Toc1457857)

[**Scrubbing 71**](#_Toc1457858)

[**Equipment 71**](#_Toc1457859)

[**General Description 71**](#_Toc1457860)

[**Safety Suggestions 71**](#_Toc1457861)

[**Procedure 72**](#_Toc1457862)

[**Stripping 73**](#_Toc1457863)

[**Equipment 73**](#_Toc1457864)

[**General Description 73**](#_Toc1457865)

[**Safety Suggestions 74**](#_Toc1457866)

[**Procedure 74**](#_Toc1457867)

[**Waxing 76**](#_Toc1457868)

[**Equipment 76**](#_Toc1457869)

[**General Description 76**](#_Toc1457870)

[**Safety Suggestions 76**](#_Toc1457871)

[**Procedure 76**](#_Toc1457872)

[**Carpet Spotting 80**](#_Toc1457873)

[**Equipment 80**](#_Toc1457874)

[**General Description 80**](#_Toc1457875)

[**Safety Suggestions 80**](#_Toc1457876)

[**Procedure 80**](#_Toc1457877)

[**Bonnet Buffing 82**](#_Toc1457878)

[**Equipment 82**](#_Toc1457879)

[**General Description 82**](#_Toc1457880)

[**Safety Suggestions 82**](#_Toc1457881)

[**Procedure 82**](#_Toc1457882)

[**Quick Extraction 84**](#_Toc1457883)

[**Equipment 84**](#_Toc1457884)

[**General Description 84**](#_Toc1457885)

[**Safety Suggestions 84**](#_Toc1457886)

[**Procedure 84**](#_Toc1457887)

[**Deep Extraction 86**](#_Toc1457888)

[**Equipment 86**](#_Toc1457889)

[**General Description 86**](#_Toc1457890)

[**Safety Suggestions 86**](#_Toc1457891)

[**Procedure 86**](#_Toc1457892)

[**Window Cleaning 88**](#_Toc1457893)

[**Equipment 88**](#_Toc1457894)

[**General Description 88**](#_Toc1457895)

[**Safety Suggestions 88**](#_Toc1457896)

[**Procedure 88**](#_Toc1457897)

[**Snow and Ice Removal 90**](#_Toc1457898)

[**Equipment 90**](#_Toc1457899)

[**General Description 90**](#_Toc1457900)

[**Safety Suggestions 90**](#_Toc1457901)

[**Procedure 90**](#_Toc1457902)

[**Stadium Cleaning 91**](#_Toc1457903)

[**Equipment 91**](#_Toc1457904)

[**General Description 91**](#_Toc1457905)

[**Safety Suggestions 91**](#_Toc1457906)

[**Procedure 91**](#_Toc1457907)

[**Supplies and Equipment 93**](#_Toc1457908)

[**Custodial Closets 93**](#_Toc1457909)

[**Custodial Carts & Barrel Caddies 93**](#_Toc1457910)

[**Ordering Supplies 94**](#_Toc1457911)

[**Building Consumables 94**](#_Toc1457912)

[**Chemicals 96**](#_Toc1457913)

[**Hazardous Chemicals 96**](#_Toc1457914)

[**Cleaning Equipment 96**](#_Toc1457915)

[**Mechanized Cleaning Equipment 101**](#_Toc1457916)

[**Equipment Maintenance 101**](#_Toc1457917)

[**Minor Repairs 101**](#_Toc1457918)

[**Safety 106**](#_Toc1457919)

[**Employer/Employee Responsibilities 106**](#_Toc1457920)

[**Employer 106**](#_Toc1457921)

[**Employee 106**](#_Toc1457922)

[**General Safety Guidelines 106**](#_Toc1457923)

[**Hazard Communication Program 107**](#_Toc1457924)

[**SDS 108**](#_Toc1457925)

[**Inspection 110**](#_Toc1457926)

[**Personal Protective Equipment 110**](#_Toc1457927)

[**Preparedness and Awareness 111**](#_Toc1457928)

[**Safety Supplies Spill Kit 111**](#_Toc1457929)

[**Other Safety Supplies 112**](#_Toc1457930)

[**Procedures & Hazard Communication 112**](#_Toc1457931)

[**Scope and Intent 112**](#_Toc1457932)

[**DEFINITIONS 112**](#_Toc1457933)

[**ACCIDENT REPORTING PROCEDURES 113**](#_Toc1457934)

[**Minimum First Aid Supplies 114**](#_Toc1457935)

[**Blood borne Pathogens 114**](#_Toc1457936)

[**Sharps Disposal 115**](#_Toc1457937)

[**Fire 116**](#_Toc1457938)

[**RACE In Case of Fire 116**](#_Toc1457939)

[**WHAT TO DO IF TRAPPED IN A BURNING BUILDING 117**](#_Toc1457940)

[**WHAT TO DO IF SOMEONE CATCHES ON FIRE 117**](#_Toc1457941)

[**Fire Extinguishers 118**](#_Toc1457942)

[**Asbestos 121**](#_Toc1457943)

[**Slip & Fall Prevention 122**](#_Toc1457944)

[**Ladder Safety 123**](#_Toc1457945)

[**Safe Lifting 125**](#_Toc1457946)

[**Accidents and Injuries 125**](#_Toc1457947)

[**Job-related Injury/Illness and Workers’ Compensation 125**](#_Toc1457948)

[**Inspections and Evaluations 127**](#_Toc1457949)

[**Inspections 127**](#_Toc1457950)

[**Evaluations 127**](#_Toc1457951)

[**New Employees 128**](#_Toc1457952)

[**Orientation 128**](#_Toc1457953)

[**I.D. Card 128**](#_Toc1457954)

[**Direct Deposit 129**](#_Toc1457955)

[**Initial Training Goals 129**](#_Toc1457956)

[**New Employee Training 129**](#_Toc1457957)

[**TRAINING CHECKLIST 131**](#_Toc1457958)

[**BASIC TRAINING 131**](#_Toc1457959)

[**PAPERWORK 131**](#_Toc1457960)

[**GENERAL REGULATIONS AND PROCEDURES 131**](#_Toc1457961)

[**SAFETY 132**](#_Toc1457962)

[**SECURITY 132**](#_Toc1457963)

[**CARPET CARE 133**](#_Toc1457964)

[**HARD FLOOR CARE 133**](#_Toc1457965)

[**Trial Service (Probationary Period) 134**](#_Toc1457966)

[**Student Employees 135**](#_Toc1457967)

[**Paperwork 135**](#_Toc1457968)

[**Training Required 135**](#_Toc1457969)

### DISCLAIMER

While every effort is made to ensure the accuracy of the information in this booklet, Southern Oregon University and the Facilities, Management, and Planning have the right to make changes at any time without prior notice.

This document is updated periodically and the most recent version is available at the Facilities, Management and Planning.

This document is not a contract between Southern Oregon University and current or prospective employees.

## Mission Statement

We are recognized as an organization that strives to expertly maintain our campus and provides exceptional services to support the education and development of our students.

# Values

* We maintain a safe environment for students and employees
* We accept each challenge, deal with it, and we solve it using effective communication, professionalism and a commitment to extraordinary customer service.
* We are innovative, creative problem solvers who find unique solutions to challenging situations
* We make responsible decisions that take into consideration our customer’s needs, safety, the environmental and fiscal impact.
* We support each other through challenges and success
* We encourage and respect our unique differences
* We use courage, honesty, and consideration when communicating with our customers and each other
* We attack the problem and not the person
* We honestly acknowledge our needed areas for growth and strive to find creative solutions when there are skill, knowledge or resource gaps.

# Summary of Expectations

All custodial employees will become familiar with and be responsible for the information, regulations, and procedures contained in these Standard Operating Procedures. The new employee will complete a training program introducing many of the procedures and policies contained herein.

# S.O.U. Policies

In addition to University and Custodial Service Policies, the terms and conditions of employment of Facilities, Management and Planning classified employees are covered by the Oregon University System’s collective bargaining agreement with SEIULocal503,OPEU. This agreement is available on the Internet at: <http://seiu503.org/member/higher-ed/contract/> and in the business office. Employees’ may also contact their union representatives for information. The article and title is noted for each policy that is addressed in the collective bargaining agreement.

The following is a summary of key policies applicable to SOU employees. Additional information on each policy is available through the web site noted. If you do not have access to the Internet, ask your supervisor or Human Resource Services for complete copies of these policies. All SOU employees are expected to be familiar with policies and comply with them.

Responsibilities

All University deans, department chairs, and management and supervisory personnel should take appropriate steps to disseminate this policy statement and to inform employees and students of procedures for lodging complaints. All students and employees are expected to assist in implementing this policy. Efforts and accomplishments in the area of Equal Employment Opportunity and Affirmative Action will be a part of the evaluation of all managers [http://www.sou.edu/provost/policies/index.html.](http://www.sou.edu/provost/policies/index.html)

# Equal Employment Opportunity

Southern Oregon University has been, and will continue to be, an equal opportunity employer, and will administer personnel actions and recruit, hire, train, and promote into all job levels the most qualified persons without regard to race, color, religion, gender, sexual orientation, marital status, disability, national origin, veteran status, or age. It is SOU policy that illegal discrimination shall not exist in any activity or operation of the University.

# Affirmative Action

Southern Oregon University is committed to the concepts and goals of Affirmative Action. This means actively and aggressively seeking the inclusion, in the student population and in the job force, of individuals historically underrepresented by making a positive and continuous effort in their recruitment, employment, retention, and promotion. Southern Oregon University is committed to actively removing any barriers that artificially limit the personal development of women and minorities, as defined.

# Discriminatory Harassment Policy

Within the basic philosophies, goals, and guidelines for Southern Oregon University, students and employees shall have the right to pursue educational, recreational, social, cultural, residential, employment, and professional activities in an atmosphere where the rights, dignity, and worth of every individual are respected. These rights are granted independent of an individual's race, color, national origin, religion, age, disability, marital status, veteran status, gender, or sexual orientation. Any harassing, threatening, or intimidating activity, or any practice by an employee or a student which abuses, endangers, jeopardizes personal safety, or interferes with official duties, class attendance, or educational pursuits of any person is prohibited.

# Discrimination Complaints/Grievance Procedures

Detailed grievance procedures are contained in OAR 573-035. Any student with a complaint of discrimination should contact the Dean of Students, SU 324, 552-6221. Faculty and administrators should contact the Associate Provost, CH 130, 552-6114. Classified staff should contact the Associate Vice President for Human Resources, CH 216, 552-6511.

Complainants also have the right to file formal charges with other appropriate enforcement and/or investigative agencies.

Any employee, student, student organization, or person privileged to work or study in the SOU community who violates this policy will be subject to disciplinary action up to and including permanent exclusion or dismissal from the University. It is a violation of University policy to intimidate, discipline, discharge, or harass any individual because she or he has filed a complaint, instituted proceedings, assisted in an investigation, or formally or informally objected to discriminatory practices.

# Sexual Harassment

It is the policy of Southern Oregon University that illegal discrimination on the basis of race, color, religion, age, disability, marital status, national origin, veteran status, gender, or sexual orientation shall not exist in any activity or operation of the University. Sexual harassment (including sexual orientation harassment) of students and employees at Southern Oregon University is a form of discrimination and will not be tolerated. Sexual harassment may involve the behavior of a person of either sex against a person of the opposite or same sex, when that behavior falls within the definition outlined below ([http://www.sou.edu/provost/policies/index.html).](http://www.sou.edu/provost/policies/index.html))

### Definition

Sexual harassment (including sexual orientation harassment) of employees and students at Southern Oregon University is defined as any unwelcome sexual advance, request for sexual favors, or other

verbal or physical conduct of a sexual nature, when: a) submission to such conduct is made either explicitly or implicitly a term or condition of an individual's employment or participation in an academic program or activity; or b) such conduct has the purpose or effect of unreasonably interfering with an individual's work performance or academic performance, or creating an intimidating, hostile, or offensive work or learning environment.

### Responsibilities

All deans, department chairs, and management and supervisory personnel should take appropriate steps to disseminate this policy statement and to inform employees and students of procedures for lodging complaints. Employees or other persons acting in an official capacity for the University who learn of incidents of potential sexual harassment must take prompt and appropriate corrective action whenever it is within their authority to do so.

### Complaint Procedures

Persons who feel they have been sexually harassed under the above definition and wish further information or assistance in filing a complaint, should contact the following grievance officers, as indicated: students should contact the Dean of Students, 552-6221, SU 324; classified employees should contact the Associate Vice President for Human Resources, CH 216, 552-6511; faculty and administrators should contact the Associate Provost, CH 130, 552-6114. These officials will be available for consultation and assistance throughout both the informal and formal (if required) resolution processes. The procedure is available at [http://www.sou.edu/provost/policies/index.html,](http://www.sou.edu/provost/policies/index.html) or contact 552-6511 or 552-6114.

### Institution Initiated Complaints

If institution officials learn of incidents of potential discrimination, but the alleged victim(s) are reluctant to bring a complaint, the President may direct an investigation on behalf of the institution. The University may take corrective action, if appropriate, based on this investigation.

### Confidentiality

Cases that involve allegations of sexual harassment are especially sensitive, and special attention will be given to the issue of privacy for all individuals. Information will be released only on a need-to-know basis. However, absolute confidentiality cannot be guaranteed.

### Retaliation

It is a violation of University policy to intimidate, discipline, discharge, or harass individuals who have filed complaints, instituted proceedings, assisted in investigations, or formally or informally objected to discriminatory practices, whether or not the charges of discrimination were sustained.

### Frivolous or False Charges

This policy shall not be used to bring frivolous or malicious charges against fellow students, faculty members, or other employees.

# Discipline

(Refer to Article 17 of the collective bargaining agreement.)

The principles of progressive discipline shall be used when appropriate. Discipline shall include, but not be limited to: written reprimands; denial of an annual performance pay increase; reduction in pay; demotion; suspension and dismissal. Discipline shall be imposed only for just cause. Employees may be disciplined for cause when employees demonstrate an inability or unwillingness to fully and faithfully perform the duties of their position satisfactorily. Examples of cause:

 **Misconduct** (Willful violation of University or Facilities, Management and Planning policies or procedures.)

 **Inefficiency** (Intentional or unintentional waste of time and resources that negatively affects the University and the Facilities, Management and Planning.)

 **Incompetence** (Lack of understanding of job requirements and the resulting failure to complete job responsibilities.)

 **Insubordination** (Refusal to follow direct instruction from a supervisor or failure to follow already established policies or procedures.)

 **Indolence** (Habitual substandard job performance and inefficiency. Intentional or unintentional reduction in productivity.)

 **Malfeasance** (Disregard of policies and procedures that results in damage to property or personal injury.)

 **Absenteeism** (Habitual misuse of leave and failure to follow leave procedures.)  Disregard for safety regulations or procedures.

 Other unfitness to render effective service.

 It is the intent of the University that employees whose performance is deficient for reasons other than misconduct, such as lack of training, will be given the opportunity to correct such deficiencies.

This manual contains the information and requirements needed to perform the duties of a custodian at Southern Oregon University. Any violation of the rules, regulations, and/or procedures in this manual will result in disciplinary action up to and including dismissal.

Disciplinary action may vary with the severity of the violation, but it is generally administered progressively. For example, the first violation may result in a letter of instruction. This is not discipline but simply to inform the employee of their fault and offer instruction on how to correct it. The letter of instruction does not go to the employee’s permanent human resources file, but is kept in the supervisor’s file for future reference. If the violation continues, the employee may receive a letter of reprimand. This is an official letter documenting the details of the violation and is sent to human

Resources accompanied with the original letter of instruction. Should the violation continue, the supervisor’s discretion will determine what action is best for the employee and the University.

Note that, for example, any breach of conduct, act of insubordination, malfeasance, or other cause deemed sufficient by the University may be grounds to initiate immediate disciplinary action up to and including dismissal. (Refer to Article 17 of the collective bargaining agreement.)

# Drug Free Workplace Policy

Southern Oregon University is committed to maintain a drug-free workplace. The unlawful manufacture, possession, distribution, or use of controlled substances by university employees in the workplace is prohibited. All employees of the University, including student employees, must abide by this policy.

Any employee convicted of violating a criminal drug statute in the workplace must notify his or her supervisor and the Associate Vice President for Human Resources (552-6511) no later than five days after such conviction. If the employee is involved in work supported by a federal agency, the federal agency will be notified within ten days after receiving notice of the criminal drug statute conviction.

In addition to any penalties under federal and state law, employees found to be in violation of this policy may be subject to disciplinary sanctions consistent with applicable provisions of state laws and regulations, Oregon State Board of Higher Education administrative rules, applicable collective bargaining agreements, and applicable university administrative rules and directives.

The University supports programs for the prevention of controlled substance abuse by university employees and students, as well as assistance programs for those with problems related to controlled substance abuse. Eligible faculty and staff are encouraged to seek assistance for controlled substance dependency problems through the Employee Assistance Program, 1-800-433-2320,

[http://www.sou.edu/provost/policies/index.html.](http://www.sou.edu/provost/policies/index.html)

**Drug, Alcohol, and Weapons Policies**

The Oregon State Board of Higher Education authorizes the University to sanction and prosecute persons who use, possess, or distribute illegal drugs on campus. The University may also sanction persons who engage in certain proscribed conduct, such as possession, consumption, or furnishing of alcoholic beverages on University-owned or controlled property, or at University-sponsored or supervised functions. There will be no alcoholic beverages served on campus unless specifically authorized by the President. Employees may take advantage of services provided by the SOU Employee Assistance Program.

All weapons, including firearms (as defined by Oregon Revised Statutes: ORS 166.210), air guns, swords or knifes (over 3 inches in length), arrows, slings and spears, slugging devices, ammunition and explosives are prohibited on campus. Only duly appointed federal, state, or city law enforcement officers who are required to carry weapons within the scope of their appointed duties are permitted to carry firearms into buildings or onto campus grounds [(http://www.sou.edu/security/drugs.shtml](http://www.sou.edu/security/drugs.shtml)).

# Employee Assistance Program (EAP)

The Employee Assistance Program is available to benefit all eligible employees and members of their immediate households and provides no-cost, limited professional counseling, assessment and referral services for individuals who are experiencing personal problems, i.e. anxiety, grief, parenting issues, financial difficulties, etc. To arrange services call Cascade Centers, Inc. at 1-800-433-2320. Information is also available at Human Resource Services (See Your Contacts) and at [http://www.cascadecenters.com/.](http://www.cascadecenters.com/)

# Parking

Those who want to use University parking lots must purchase and correctly display the proper parking permit. Using such parking facilities without displaying a valid parking permit will result in a fine. University parking regulations are enforced by the Parking Department. Parking permits may be purchased at the Business Services cashier window in Churchill 150. A brochure that provides maps and describes transportation information and types and costs of permits is available. However, because custodians arrive in the early morning, there is ample (and free) public parking on the street.

# Inclement Weather

(Refer to Article 66 of the collective bargaining agreement.)

Severe weather conditions, especially during the winter, may bring about curtailment of classes or daily work operations.

The University shall make every effort to notify students and employees of closure or curtailment of operations; employees share responsibility for contacting University officials or listening to broadcasts for official information when conditions indicate possible closure.

**Employees providing essential services (custodial is essential) will be expected to report for work in the event of an announced closure of the institution unless otherwise specifically notified.** If you are specifically notified by your supervisor not to report to work, you are authorized the optional use, if eligible, of vacation, compensatory, or personal leave; or leave without pay for the period of the closure.

Even though the Custodial Department is an essential service and is expected to report for work, each employee must decide if it is unsafe to travel to work based on the driving condition in his/her area. Contact your supervisor if the conditions are not safe.

The Inclement Weather Procedure Notice will be updated and issued each year on or about November 1st. It contains specific instructions and information concerning inclement weather procedures.

# Building Abbreviations

### Academic

AE Art East

AB Art Building

BR Britt Hall

CE Central Hall

CH Churchill Hall

CS Computing Services Center

DMC Digital Media Center

EP Education/Psychology Building

LI Library

LMP Lithia Motors Pavilion

MA Marion Ady Building

MU Music

MS Military Science (364 Stadium)

SC Science Building

SRC Student Rec Center

TA Taylor Hall

TH Theater Building

24 Stadium

52 Fitness Center

### Non-Academic

ECP Extended Campus Programs Building

MPC Mary Phipps Center

NHP North Heat Plant

PP/FMP Physical Plant

SAC Student Access Center

SAS Success at Southern

SEC Security

SHC Student Health Center

SHP South Heat Plant

SMA Schneider Museum of Art

SRI SORSI

SPC Swedenberg Plunket Center

SU Stevenson Student Union

TUN Tunnels

451 Meeting

797 Supplies

Always use one of these abbreviations or a work order # on your bi-weekly timesheets.

# SOU Webpage

The University webpage, [www.sou.edu,](http://www.sou.edu/) is an excellent source of information. The Human Resources section at [www.sou.edu/personnel,](http://www.sou.edu/personnel) provides access to information on such things as benefits, policies, holidays, and the Collective Bargaining Agreement. You can access forms such as timesheets and applications. The Business Services section, at <http://www.sou.edu/bus_serv> contains information on parking, staff fee privileges, and ID Cards.

## Custodial Policies

# Rules of Conduct

Southern Oregon University takes the position that in order to advance the institutional mission of education, all employees are expected to assist in the creation of a working and learning environment in which the rights, dignity, and worth of every individual in the University community is respected.

When acting in their official capacities, all University employees are expected to create and maintain an atmosphere in which employees treat their colleagues and peers, students and other clientele, with respect, courtesy, and honesty. All employees are expected to act in a manner that advances the best interests of the University.

As an employee of Southern Oregon University’s Custodial Section you are expected to comply with our rules of conduct including but not limited to:

 Report for work on time.  Assume duties promptly.

 Be diligent in the pursuit of your responsibilities.

 Strive to render effective service, whatever your job.

 Call your supervisor or the Facilities, Management and Planning if you plan on being out of your building(s) for more than ten minutes.

 Report to your supervisor when you are stalled by circumstances or have any questions regarding procedures.

 If you are sick or have not reported for work for any other reason, you are expected to call F.M.P. (552-6270) and leave a message before the start of your work shift, or no later than ½ hour after the start of your shift. We are interested in protecting you and your job; however, if we do not hear from you, we are obligated to make arrangements to assure that services are not interrupted.

 If you have to leave work before your shift is complete, you must contact a supervisor or the Physical Plant main office (552-6270) before you leave. Do not leave work before your shift is complete without notice and approval.

 Conserve the resources of the University and avoid waste.  Follow safety regulations.

 Respect the property of others. This includes everyone’s in general and specifically instructors’ books, literature, correspondence, test papers, etc. This means that the owner must clear off desk and tabletops before we touch them. Do not open desks or filing cabinets. Do not take breaks in offices.

 Turn in any items, such as clothes, books, etc., found in a building to the building manager. Any SOU keys should be turned in to your supervisor or lock shop as soon as possible.

 Report any vandalism or unsecured doors in your building to security immediately at 552- 6911. Also record it on a security log form and turn it in to your supervisor.

 Keep your supervisor informed. Communication must flow in both directions. If anything concerning work is bothering you, talk with your supervisor or bring it up at the custodial meeting. A written note will often reduce the possibility of a misunderstanding.

 Point out opportunities to improve or maximize operations  Point out waste, abuse, or fraud if noted.

 Supervisor office phone number: 552-6270

 Facilities, Management and Planning office phone number: 552-6231

# Dress Code and Hygiene

As employees of the Facilities, Management and Planning Department, we represent not only the department but the University. You are assigned shirts and are expected to wear them whenever working.

In general, follow the normal prevailing patterns of dress for the pertinent work environment. Dress should be in good taste, modest, with extremes avoided. Dress that is unsafe, results in the distraction of other employees or the disruption of work of the department, as determined by the appropriate supervisor, shall not be permitted.

Employees are expected to maintain personal hygiene appropriate to their respective work environment and duties.

In order to avoid violations of this policy, abide by the following:

 The dress code is based on safety, comfort, and present ability and applies to all members of the custodial crew, including student workers.

 Do not report to work in ripped, torn, or dirty clothes.

 Wear safe footwear such as tennis or gym shoes, or rubber soled boots. Under no circumstances are sandals, open-toed shoes, or bare feet acceptable.

 No tight skirts, dresses, or “minis” should be worn at work.

 Shirts and blouses should be full length, i.e. cover the mid-section. Do not wear mesh shirts, low collared shirts, or tank tops. Some exceptions based on temperature and working conditions may be made for the McNeal crew after they check with their supervisor.

 Shave before you come to work. While beards and moustaches are acceptable, noticeable stubble is not.

# Security

Protecting buildings and their contents from vandalism and theft is an important part of the custodian’s job. Closing hours of buildings vary, but custodians generally begin duty after the building is closed. It is the Security Department’s responsibility to lock and secure the buildings at closing time. It is the custodians’ responsibility to maintain the buildings’ security and to unlock the buildings at the appropriate time.

To maintain security, do not admit anyone to a locked building except police, fire, or medical personnel, persons that you know occupy an office in your building, or others authorized by security.

If someone asks to be admitted to a locked building or room and you don’t know if they are authorized, ask the person to remain outside the area and offer to contact security. If the person does not agree to this, do not admit them to the area. If they do agree, call security.

If someone enters or remains in a building after closing hours and you doubt their authorization, notify security. Do not question the person about their authorization. Wait in the area and direct the security agent to the person.

### Calling Security

In an emergency, call 911 immediately from any phone, including cell phones.

*You are responsible for contacting security when necessary.* If you need a security agent to come to your building, call police dispatch at 552-6911 (**2-6911** from a campus phone). A security agent must respond to and investigate:

* unlocked exterior doors
* open windows (accessible)
* unauthorized people in the building
* suspicious activity inside or around your building
* stolen, damaged, or vandalized property
* anytime you feel there is a threat to yourself, to other people, or to campus property

To pass along a non-urgent security matter to an agent, call 552-6908 (**2-6908** from a campus phone). Call this number for unlocked interior doors or open windows (not accessible).

### Vandalism

When you find any type of vandalism inside or outside your building, report it to security immediately. **Do not** attempt to clean the vandalism until Campus Security has responded. Also report it to your supervisor. **Do not** leave vandalism any longer than necessary. Clean it as soon as security has seen it. The longer it stays, the more people will see it; the more people that see it, the more successful the vandal – and that inspires them to do it again.

### Security Log

All custodians are responsible for documenting security conditions in their area. Do this by filling out a Custodial Security Log form anytime you find: unlocked doors, open windows, vandalism, suspicious activity, and etc. Enter information in an orderly manner being sure to include the time and date of each incident and if security was contacted. Turn in the security form to your supervisor. It will be kept on file at the Facilities, Management and Planning.

### Alarms

Some buildings/rooms have security systems installed. If there is one in your area you will be given a code to disarm the alarm. Remember the code and the procedure for disarming and rearming. Turn the alarm off to clean the room. Clean the entire room and reset the alarm. All doors must be shut in order for the alarm to arm itself. Once the alarm is reset, you have a short time to exit before the system is armed.

If you set off an alarm, try to find the phone number to the security company. It is usually on a sticker located on the main door. Call the company an inform them you are an employee of the University and accidentally set off the alarm. If you can’t find the number to the security company, call security via police dispatch (552-6911). Then report the incident to your supervisor.

# Keys

Custodians are issued building keys allowing access to areas to be cleaned. Use these keys only when you are on duty and only to enter areas necessary in the performance of your duties. Your keys are your responsibility. Guard them at all times and never leave them on your cart. **All unnecessary keys are to be locked in your key safe box when your shift is over.** No keys are to be exchanged or given to another custodian without checking first with your supervisor and/or locksmith. No keys are to be given to student workers unless the student is working with you and brings the key(s) back immediately after using it. If you lose a key(s), notify your supervisor immediately. Listed below are the main features of the University Key Policy:

 Keys will not be issued directly to students, but rather through a University faculty or staff member.

 The Facilities, Management and Planning Department shall be the sole source for duplicating, manufacturing, or cutting of any key to institution facilities or equipment. Commercial locksmiths are not permitted on campus except to gain access to privately owned vehicles or equipment.

 Persons issued keys are prohibited from duplicating or loaning such keys.

 Department heads are responsible for keys issued on a temporary or “need to have” basis to students or employees.

 All keys shall be the personal responsibility of the individual who signed the key request card as the recipient. Persons violating the key policy are subject to disciplinary action.

 Found keys must be turned in at once to the Facilities, Management and Planning lock shop.

 Upon termination of employment, keys signed out to an employee must be turned in to the supervisor or the Facilities, Management and Planning Department office.

 In the event of a security breach due to lost keys, determination whether to re-key will be made by the appropriate building manager, department or activity head, director of security & safety, and Facilities, Management and Planning Director.

 Cost of key replacement will be borne by the employee losing the key, according to the charges listed below. Charges to the employee may be collected through payroll deduction following 30 days’ notice. Upon employment termination, charges for keys not turned in will be deducted from the employee’s final paycheck. Charges to students for lost keys will be collected in cash upon billing or deduction from general deposits.

 When re-keying becomes necessary due to lost keys, it is chargeable to the department or individual who may have compromised security.

 Access to facilities by Facilities, Management and Planning Department custodial and maintenance personnel shall be on an “as required” basis. Employees may not access facilities or enter buildings during their off hours unless they have received approval from their supervisor or the building is open to the general public.

For loss or failure to return keys, charges will be assessed individuals according to the following schedule by categories of keys defined in Section 1.102 of the Key Policy.

 Change Key -- $5.00

 Sub-Master Key -- multiples of $5.00 for each lock involved, not to exceed $25.00  Outside Door Key – multiples of $5.00 for each lock involved, not to exceed $50.00  Master Key – multiples of $5.00 for each lock involved, not to exceed $100.00

 Grand Master Key – multiples of $5.00 for each lock involved, not to exceed $200.00 Charges assessed under this policy are non-refundable.

# Unlocking Schedule

Custodians are responsible for unlocking the buildings. Unless otherwise instructed, follow the guidelines below:

 Unlock exterior doors after 6:00 a.m., and no later than 7:00 a.m. unless directed otherwise by the Supervisor.

 Make sure all doors that need to be locked are locked after cleaning.

 Lock all classrooms after cleaning.

# Service Request

During routine cleaning, the custodian accesses almost every area of a building. This allows the Custodial Section to expedite any needed repairs by reporting damage and/or breakage to the Maintenance Department before classes begin. When you find something in need of repair, such as a toilet that won’t flush, fill out service requests which are located on the F.M.P. homepage [http://inside.sou.edu/](http://inside.sou.edu/%20) or call in to F.M.P. office.

 Login to the campus web site, and go to the facilities service request under online services. Create a new requests fill out the form. Make sure to be descriptive, include photos if possible, and click submit. If you have questions contact your supervisor.

 If your repair is urgent, contact your supervisor immediately.

# Accidental Breakage while Cleaning

You should always be careful when cleaning, especially in the tight confines of an office, but if you should happen to break something, think responsibly. First clean up the mess. Then leave a note for the occupant explaining that you accidentally broke something while cleaning. Write your supervisor’s name and phone number on the note. Then tell your supervisor what happened. Your supervisor will deal with the occupant and settle the matter. Do not be afraid to accept responsibility for accidental breakage. These things happen and you have nothing to worry about if you act responsibly.

# Cell Phones

Custodians are assigned cell phones in order to keep in contact with supervisors, other Facilities Services Staff, and to contact security as needed. You are responsible for your assigned cell phone. It is for official use only (you can give the number to family members in case of an emergency). Turn it on at the beginning of your shift and keep it on throughout your shift. Do not turn it off until your shift is over. Carry it with you at all times. At the end of your shift leave it in your custodial closet, plugged in to recharge. Some situations require the phone to be taken home, but this must be approved through the supervisor.

# Personal Phone Calls

Personal phone calls during work hours should be limited to emergencies only. Personal calls are allowed during break times, but not on your assigned cell phone.

# Computer Usage

### Computer-related Questions

Contact the Help Desk at 552-6900 with your computer-related questions, such as those about e-mail, software applications, printers, etc.

### Computer Acceptable Use Policy

All employees are expected to be familiar with and abide by the SOU Computing Acceptable Use Policy available at [http://www.sou.edu/it/policies/accept.shtml.](http://www.sou.edu/it/policies/accept.shtml) Collective bargaining agreements articles may also apply.

### Computer — Network Account

All employees are provided with a computer network account. Each computer user has a directory on the network, referred to as the "P drive," for storing personal work-related electronic files. In addition, a group directory, known as the "S drive" is provided for each department to store shared software and documents. To acquire a network account, complete and return a Computing Services New Account Request for Faculty and Staff Form to Information Technology Services. Forms are available at Information Technology Services in Computing Services or by calling the Helpdesk at 552-6900.

**InsideSOU**

Employees have access to a campus-wide Gmail account for E-mail that also includes calendar and scheduling features. Access will be granted after the Computing Services New Account Request for Faculty and Staff Form is completed and received in Information Technology Services (ITS). You must set a password while logged in on your campus computer. Forms and assistance are available by calling the Helpdesk at 552-6900.

**InsideSOU Remote Access**

To use your e-mail remotely (from home or when out of town), use Gmail. You can get to your Gmail account by typing in the URL http://www.gmail.com. Log in with your e-mail account name and password. For assistance, contact the Help Desk at 552-6900.

**FAMIS**

All F.M.P. employess have access to a service request system called FAMIS. This program lets you check any service requests that apply to your building, as well as tracking time spent on individual requests

### Custodial Department Computer Use Policy

Check your email and service requests daily and use it appropriately to communicate with your supervisors and other custodians. (Never use “all campus” to send an email to the entire campus.) Emails from your supervisor are official documents, similar to memos. Instructions in an email should be followed just as you follow any campus policy. You can access your email during your work shift, but do not use computers for personal use during your work shift. You can also use computers during your shift for work related projects such as printing “wet wax” signs. If you need to use a computer for personal use, do so during breaks, or before or after your work shift.

You are allowed to use only designated computers to access your email and/or to use campus- provided software for work related projects. Do not use computers that have not been designated for custodial use.

Use extreme caution when downloading anything off the Internet. Do not open any attachments in your email if it is not a campus-sent email or you don’t know the person that sent it to you. Doing so could write a virus in your computer. Viruses can disable a computer and/or infect other computers.

The campus has an electronic bulletin board and campus calendar available to any employee with network connection. These sources provide official notification of important University business as well as news of meetings, events, etc.

# Radio/Music Policy

Custodians may play radios/CD players/tape players only when the building is closed and empty. If there is anyone in the building other than the custodian, radios will be turned down or off, allowing the occupant to complete their business undisturbed. Do not play potentially offensive material even if you think the building is empty.

You may wear headphones as long as they do not impair your job performance or compromise your or other’s safety. You must be able to hear your cell phone in case your supervisor or anyone else needs to contact you.

# Energy Conservation

Custodians do most of their work at night while the buildings are closed. Only turn on lights you need to clean an area and turn them off before you move to the next area.

# Emergency Absences

Leave such as vacation is usually granted with prior notice (see Leave section in this manual). Sometimes, however, unforeseen circumstances can occur. If you are sick or have not reported for work for any other reason, contact your supervisor (552-6270) before the start of your work shift, or no later than ½ hour after the start of your shift. If you have to leave work before your shift is complete, you must contact a supervisor or the Facilities, Management and Planning main office (552- 6231) before you leave. Do not leave work before your shift is complete without notice and approval.

### Absent Co-workers

Because we are required to complete most of our responsibilities before 8:00 am, it is critical that all custodians assume their duties on time. However, due to differing shifts and the fact that our areas of responsibility are spread across campus, all custodians must report any noted absent coworkers to the appropriate supervisor immediately. This applies to those who work in a building with another custodian, and those who work alone but notice an absence in another area.

# Important Phone Numbers

* 552-6270 – Custodial Supervisor’s Phone – Call this number to notify a supervisor that you will be late or absent, or anytime you need to talk to a supervisor. Leave a message if necessary – messages are checked several times daily.
* 552-6911 – Security via Police Dispatch – Call this number if you need security to respond.
* 552-6908 – Security – Call this number to talk to a security agent or leave a message concerning a non-urgent issue.
* 552-6231 – Facilities, Management and Planning Front Office.

## Organization, Scheduling & Documentation

# Work Schedule

(Refer to Article 58 of the collective bargaining agreement.)

*The following information is intended for classified employees of the University. Not all of these policies, such as overtime, holidays, and leave, apply to student workers or temporary workers. Unless specifically stated, these policies only apply to classified employees.*

Custodial schedules vary. Your supervisor will assign your shift. You must begin work at the beginning of your shift. For instance, a custodian who works from 12:00am to 8:30am must start work at 12:00am. Except for break times, you will work until the end of your shift. In the previous example, the custodian must work until 8:30am. (Time is allowed to organize and clean up before the shift ends.) Always be productive throughout your shift.

### Breaks

*The following break policy is intended for all employees including temporary, student, and regular.*

Full time employees are authorized one half hour lunch break (unpaid) and two fifteen minute breaks (paid). The 15-minute breaks must be taken for every four hours worked, as close to the middle of the four hours as possible. A half hour lunch break is required anytime an employee works six hours or more. For example: the custodian who works 8 hours/day and starts work at 12:00am will work until 2:00am and take a 15-minute break. At 2:15am the custodian will resume work until the lunch break at 4:00am. At 4:30am the custodian will resume work until the final 15-minute break at 6:30am. At 6:45am the custodian will resume work until the end of the shift at 8:30pm.

Part time employees are authorized one 15-minute break (paid) for every four hours worked. A ½ hour lunch break (unpaid) is to be taken only if a par-time employee works six hours or greater. For instance, a custodian who works from 4:00am until 8:00am will take a fifteen-minute break at 6:00am and resume work at 6:15am. If for some reason he/she must stay an extra two hours, he/she must take a half hour lunch break (unpaid) from 9:00am until 9:30am. This break policy also applies to student workers.

Take all breaks at the appointed times unless you have informed your supervisor otherwise.

### Overtime

(Refer to Article 25 of the collective bargaining agreement.)

Time worked is all of the time for which an employee is compensated at the regular straight time rate of pay, except standby time and penalty payment(s) but including holiday time off, compensatory time off

and other paid leave. Holidays that fall on an employee’s scheduled day off shall not count as time worked toward computation of overtime.

Overtime for employees working a regular work schedule is time worked in excess of eight (8) hours per day or forty (40) hours per workweek. Overtime for employees working an irregular work schedule is time in excess of ten (10) hours per day or forty (40) hours per workweek. Overtime for employees working a flexible work schedule is time in excess of the agreed upon hours each day or time in excess of forty (40) hours per workweek. Time worked beyond regular schedules by employees scheduled for less than eight (8) hours per day or forty (40) hours per work week is additional straight time worked rather than overtime until the hours worked exceed eight (8) hours per day or forty (40) hours per work week. In a split shift, the time an employee works in a day after twelve (12) hours from the time the employee initially reports for work is overtime. Time worked includes telephone calls made to an employee or by an employee after his/her work shift for work- related purposes.

### No overtime is to be worked without the prior authorization of management.

When a change of work schedule is requested by an employee and approved by the supervisor, overtime compensation for work over eight (8) hours per day, but not for work over forty (40) hours per week, associated with the changed schedule shall be waived.

The supervisor shall give as much notice as possible of overtime to be worked. In assigning overtime work, the supervisor shall consider any circumstances that might cause such an assignment to be an unusual burden upon the employee. When such circumstances do exist, the employee shall not be required to work unless his/her absence would cause the university/college to be unable to meet its responsibilities.

Overtime shall be distributed as equally as feasible each month among qualified employees customarily performing the kind of work required, and currently assigned to the work section in which the overtime is to be worked.

Employees shall be compensated for overtime at a rate of time and one-half (1-1/2). Such time and one-half (1-1/2) compensation shall be in the form of cash or compensatory time.

Employees shall receive cash for overtime worked unless the employee elects to receive compensatory time (see Documenting Overtime in this manual for more details). Employees may not accrue more than one hundred twenty (120) hours of comp time.

# Leave

(Refer to Article 50 of the collective bargaining agreement.)

### Leave Request Forms

Leave request forms are required for all leave taken. To request leave, fill out the form with the appropriate information (see below for request submission details) and turn it in to your supervisor, or turn one in as soon as you return from an unexpected leave such as sick leave.

### Vacation

(Refer to Article 50 of the collective bargaining agreement.)

 Full-time classified employees earn vacation credit as follows:

|  |  |
| --- | --- |
| 0 – 5 years | 8 hours per month |
| 6 – 10 years | 10 hours per month |
| 11 – 15 years | 12 hours per month |
| 16 – 20 years | 14 hours per month |
| 21+ years | 16 hours per month |

 Subject to the operating requirements of the University, an employee shall have his/her choice of vacation time. Vacation requests must be submitted in writing not less than fifteen (15) days prior to the vacation starting time for vacations of five (5) days or more. For vacations less than five (5) days, the written request must be submitted at least five days prior to the starting time.

 Part-time employees accrue vacation on a prorated basis.

 Employees are credited with vacation accruals after completing six full months of employment.

 Accrual balances may not exceed 250 hours.

 Vacation may not be used in advance of accrual or taken in the month it is accrued.

* In the event of two (2) or more employees requesting the same period of time and the matter cannot be resolved by agreement of the employees concerned, the employee having the greatest length of service with the University shall be granted the time if requested by the employee in writing; provided, however, that an employee shall not be given this length of service consideration more than once in every two years.

The Facilities, Management and Planning encourages employees to work together with their section members to schedule leave times which will accommodate both the employee’s leave request as well as the work load for the section. This guideline is to clarify two aspects of the process for requesting vacation leave from the Facilities, Management and Planning Department. Please refer to the Collective Bargaining Agreement for further information.

In order to minimize conflicts that may arise, *all* leave requests, *both approved and disapproved*, shall be signed and turned in to the Facilities, Management and Planning office by the supervisor. For example, if an employee approaches their supervisor with a vacation leave request and they negotiate a different date for the leave, please mark the request disapproved, resubmit a new form with the alternate dates.

These leave forms are support documents to the official time records and provide important information in the event of an audit as well as in the event of a conflict which may arise later.

### Sick

(Refer to Article 41 of the collective bargaining agreement.)

 Full-time employees accrue sick leave at the rate of eight hours per paid month of service.

Part-time employees earn sick leave on a pro-rata basis.

 Sick leave is not accrued during periods of sabbatical leave, educational leave or leaves without pay.

 There is no limit to the amount of sick leave employees can accumulate. Unused sick leave is not paid out at termination, but may be used in retirement calculations.

 Sick leave may not be used in advance of accrual or taken in the month it is accrued.

 Employees who have earned sick leave credits shall be eligible for sick leave for any period of absence from employment which is due to the employee's illness, bodily injury, disability resulting from pregnancy, necessity for medical or dental care, attendance at an employee assistance program, exposure to contagious disease, attendance upon members of the employee's immediate family (employee's parent, wife, husband, children, brother, sister, grandmother, grandfather, son-in-law, daughter-in-law or another member of the immediate household).

* Certification of an attending physician or practitioner may be required by the university/college to support the employee's claim for sick leave if the employee is absent in excess of seven (7) days, or if the university/college has evidence that the employee is abusing sick leave privileges. The university/college may also require such certificate from an employee to determine whether the employee should be allowed to return to work where the university/college has reason to believe that the employee's return to work would be a health hazard to either the employee or to others. In cases of pregnancy, the university/college may require a certificate from the attending physician to determine if the employee should be allowed to work.

Employees who use sick leave must complete a leave request and turn it in to their supervisor.

### Personal

(Refer to Article 40 of the collective bargaining agreement.) After completion of six (6) months of service,

 All full-time employees shall be entitled to twenty four (24) hours of personal leave with pay each fiscal year; part-time, seasonal, and job share employees shall be granted such leave in a prorated amount of twenty four (24) hours, provided it is anticipated that they will work 1,040 hours during the fiscal year.

* An employee may use such leave for any purpose he/she desires and may be taken at times mutually agreeable to the university/college and the employee.

Personal leave must be used by June 30th each fiscal year or forfeit the hours and is not compensable in any other manner.

### Comp Time

(Refer to Article 25 of the collective bargaining agreement.)

Compensatory time is accrued when you choose to receive time instead of pay for overtime (see Overtime section). Use comp time as you would vacation leave. You cannot accrue more than 120 hours of comp time. Any time over 120 hours will be paid out.

Subject to operating requirements of the university/college, an employee shall have his/her choice of compensatory time off. If two (2) or more employees request the same period of time off and the matter cannot be resolved by agreement of the employees concerned, the employee having the greatest length of service within the university/college shall be granted the time off.

### Bereavement

(Refer to Article 42 of the collective bargaining agreement.)

Employees shall be eligible for a maximum of four (4) days paid bereavement leave arising from a death in the immediate family of the employee or the employee’s spouse. For purposes of this Article "immediate family" shall include the employee’s parent, wife, husband, child, domestic partner, brother, sister, grandmother, grandfather, son-in-law, daughter-in-law, or another member of the immediate household. If necessary, an employee may request to use additional earned leave credits or if earned leave credits are not available, leave without pay, at the time of death of an immediate family member and such request shall not be unreasonably denied.

Leave, other than sick leave, may be granted to discharge additional customary obligations, arising from the death of an immediate family member.

### Holidays

(Refer to Article 43 of the collective bargaining agreement.)

 The following holidays are observed by classified staff at Southern Oregon University: New Year’s Day, Martin Luther King JR’s Birthday, Memorial Day, Independence Day, Labor Day, Thanksgiving Day, and the day after Thanksgiving Day, Christmas Eve Day, and Christmas Day.

### Special Day

Full time employees are granted 8 hours of paid leave to be used in conjunction with the

Christmas and New Year’s holidays. Part time, seasonal, and job-share employees receive a pro- rated amount. The employee may use this leave no later than June 30th of that fiscal year or forfeit the hours and any unused leave is not compensable in any other manner.

# Time Cards/Sheets

For regular employees there are two separate time sheets that must be completed and turned in on time:

### FAMIS Timecards

 Daily work is to be logged on your FAMIS time card electronically. Use work ticket codes to log time. It is best to record time worked daily and report any errors to your supervisor. Information from FAMIS is used to track reported work on your and allows F.M.P. to assess labor to departments as needed.

### Monthly time sheet

 The monthly time sheet is your official pay document so it must be accurate. To maintain accuracy, it is best to fill it out each day. The timesheet is available on the campus website so you can download it to your computer and enter your information daily, and print it out at the end of the month. You can also keep track of your times on a calendar and transfer the information at the end of the month. (Round to the nearest tenth, do not use fractions.) Always be sure to sign and date it. Calculate shift differential at the bottom of the timesheet. Turn it in on the last workday of each month.

**Shift Differential**

Any time you work between 6:00pm and 6:00am, or any time on the weekend, you will receive shift differential. For every hour during this time you receive an addition $1.00. It is important that you calculate this accurately on your timesheet.

**Documenting Overtime**

On your monthly timesheets there are two main sections: HOURS WORKED and HOURS USED. Under HOURS WORKED there is a section to put your regular work hours and two sections for overtime. If you work more than 8 hours in a day, put 8 hours in the REGULAR column and the rest in whichever overtime column you choose; you can choose OVERTIME PAY or OVERTIME COMP. You will receive Comp Cont. or Comp FLSA according to the regulations.

Under HOURS USED there are seven sections to record the time you take off. Two of the sections deal with compensatory time (comp time). When you use comp time, put the number of hours used in the appropriate column. You will need to refer to your leave statement to determine how many hours of each type of overtime you have.

All employees shall be compensated for overtime at a rate of time and one-half (1-1/2). Such time and one-half (1-1/2) compensation shall be in the form of cash or compensatory time.

All employees shall receive cash for overtime worked unless the employee elects to receive compensatory time. Employees may not accrue more than one hundred twenty (120) hours of comp time.

Cash payment for overtime earned after the payroll cutoff date shall be made by the next payroll period following the pay period in which overtime is worked.

Note: On your monthly timesheets, leave requests, and various other forms, there are sections labeled *COMP CONT* and *COMP FLSA*. *COMP CONT* refers to compensatory time obtained through the terms of the Union Contract. *FLSA COMP* refers to compensatory time obtained through the terms stated in the Fair Labor Standards Act; it is mainly concerned with hours worked in excess of 40 in a week.

### Student Workers’ Paperwork

Student workers clock in using their ID card or by calling the phone-in system (Kronos). If a student forgets to clock in or out, he/she must fill out a Missed Punch Report. The student fills in his/her name, student ID #, index code (PPCUST), and the missed punch information, then signs at the bottom. The students’ pay period is from the thirteenth to the twelfth of every month, so Missed Punch Reports must be turned in on or before the twelfth to ensure an accurate paycheck. Make sure the form is completed (including signature) before giving it to a supervisor.

Student custodians must also complete a bi-weekly time sheet.

# Meetings

Custodial section meetings will be held weekly or as needed. Because these meetings address safety issues among other things, all employees are expected to attend, including students and temporary workers. Additional meetings may be scheduled as necessary. These meetings are for training, passing information, and general communication between the crew and supervisors. If you have any questions or concerns, please bring them up at these meetings.

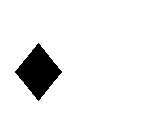
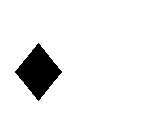
### Training Schedule

Training will be conducted at every monthly custodial meeting. If you miss one of these meetings it is your responsibility to update your training before the next meeting. Contact your supervisor to schedule a make-up training session or to receive information disseminated. Below is a tentative schedule of safety training. Due to requirements, these subjects must be covered on a regular basis. Any other training during the meetings will vary according to the supervisor’s discretion.

### SEPTEMBER

HAZARD COMMUNICATION

* + VIDEO: “Labels and Other Forms of Warnings”
  + Written Haz Com Plan
  + Right to know
  + MSDS Basics



Locations

Purpose and overview

* + Required Labels

### OCTOBER

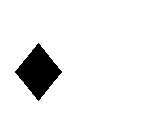
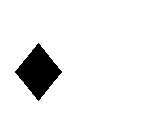
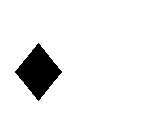
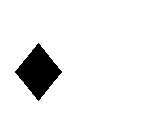
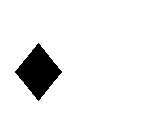
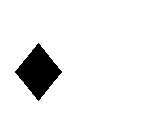
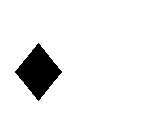
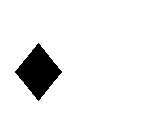
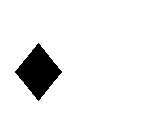
MSDS & LABELS

* + VIDEO: “Understanding Labels and MSDS”
  + Sections of the MSDS
  + Labels
  + Reading Hazard Ratings
  + Examples

### NOVEMBER

PERSONAL PROTECTIVE EQUIPMENT

* + VIDEO: “Danger Zone – PPE”
  + Task



Trash Removal – Gloves

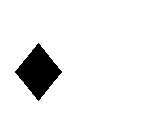
Restrooms - Gloves, Glasses (if splashing possible) Vacuuming - Ear Protection

Dusting - Dust Mask, Gloves, Glasses (high dusting) Lights - Glasses, Gloves (optional)

Burnishing - Dust Mask (optional)

Scrubbing - Gloves, Glasses (if splashing possible), Over-boots (optional) Stripping - Gloves, Glasses, Traction Overshoes

Window Washing - Gloves (optional), Glasses (optional)

* + Chemicals

MSDS Requirements

### DECEMBER

CHRISTMAS GATHERING

### JANUARY

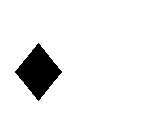
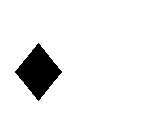
BLOODBORNE PATHOGENS

* + VIDEO: “Workers Exposed - Blood borne Pathogens”
  + VIDEO: “Blood borne Pathogen Cleaning Procedures” – SC Johnson
  + Blood spills and bodily fluid cleaning procedure
  + Cleanup kits
  + Exposure Plan
  + Sharps Disposal

### FEBRUARY

SPECIFIC CHEMICALS – MSDS & PPE

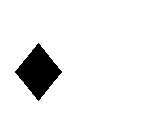
* + VIDEO: “The Chemistry of Haz Mat”
  + Review ten chemicals



MSDS PPE

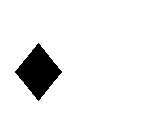
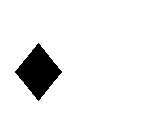
### MARCH

LADDERS, SLIP – FALL, LIFTING, INJURY REPORTING

* + VIDEO: “Falls in the Workplace”
  + VIDEO: “Lifting and Carrying”
  + Safe use, care of, and storage of ladders
  + Preventing slips/falls with workers’ attention to safety
  + Proper lifting techniques, two man lift requirements
  + Injury reporting

Accident report within 24 hours

SAIF form 801 for time loss, medical attention required Doctor’s release to return to work



### APRIL

ASBESTOS

* + VIDEO: “Understanding Asbestos Hazards”
  + Yearly training provided by Certified Asbestos Trainers

### MAY

GENERAL SAFETY & EMERGENCY PREPAREDNESS

* + VIDEO: “Don’t be a Dinosaur”
  + Safety supplies
  + Emergency Medical Plan
  + First Aid kits
  + Fire

### JUNE

COMMENCEMENT

### JULY

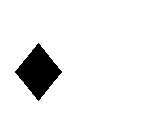
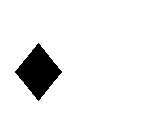
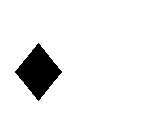
FIRST AID

* + VIDEO: “First Aid in Schools”
  + First Aid kits
  + Administering First Aid (Certified Trainer)

### AUGUST

FIRE SAFETY

* + VIDEO: “Fire Extinguisher – Fight or Flight”
  + Fire extinguisher training
  + Procedures



Attempt to put out fire with extinguisher (depending on extent of fire) Evacuate building

Call 911

## Duties and Responsibilities

# Work Assignments

Your supervisor may change your assigned area or adjust your work area or work schedule as conditions require. Your area may consist of one floor of a building, several areas within a building(s), one entire building, or several small buildings. You will work alone or in conjunction with other

custodians depending on your area of assignment. If you want to change your work area or work shift, contact your supervisor. You may have a student worker(s) assigned to your area; you are responsible for their cleaning so use their support wisely.

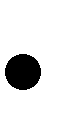
Your duties extend beyond your assigned area. As an employee of Southern Oregon University, even though you are directly responsible for your assigned area, you are obligated to provide services wherever you are needed and whenever you notice a deficiency on the campus. Never just ignore a problem or obligation. If you see something that needs attention and are unsure about what action to take, call your supervisor.

# Responsibilities

Within your assigned area, you are responsible for the following:

### Cleaning

 Cleaning is the primary function of the custodian. You are responsible for the cleaning in your assigned area. This includes everything from the ceiling to the floor, as well as the exterior perimeter of your building(s) (trash, chalkboards, whiteboards, doors, walls, horizontal surfaces, floors, restrooms, drinking fountains, ashtrays, elevators, fixtures, dispensers, windows, elevators, stairs, and exterior). See *Cleaning Procedures* for details.

 **Lights**

 You are responsible for changing burned out lights; interior and exterior (see *Changing Burned out Lights*).

### Security

 Since the custodians are usually the only people in the buildings at night, it is your responsibility to report any security problems, suspicious activity, theft, or vandalism to campus security (see *Security*).

### Safety

 Follow all safety procedures.

### Unlocking

 Custodians are responsible for unlocking the buildings in the morning (see *Unlocking Schedule*). This includes exterior doors, elevators, elevator lights, handicap doors, and designated classrooms. Unlock entrance doors, turn on elevators, and activate handicap doors one half hour before classes start (usually 7:00am). Certain classrooms must also be unlocked. In general, leave “smart” classrooms locked (“smart” classrooms contain overhead LCD projectors and computers).

### Maintenance Requests

 Custodians must report any damage or breakage in a building by turning in a FAMIS service request or contacting a supervisor. (See *Service Requests*.)

### Supplies

 You are responsible for maintaining a stock of supplies in your building needed to perform your duties. If you need supplies, turn in a supply requisition to your supervisor.

### Equipment maintenance and minor repairs

 During the course of your duties, you must maintain your equipment as needed. All equipment should be cleaned after each use and stored properly. Custodians are responsible for minor equipment maintenance and repairs such as belt and brush replacement (see *Mechanized Cleaning Equipment*).

### Setups and other duties

Some events, such as Commencement, require major setups. Custodians are often called upon to help setup and take down chairs and tables for such events. Your supervisor may also assign other duties occasionally.

# What You Are Not Responsible For

Building occupants sometimes ask custodians to do things that the Custodial Department is not responsible for. If you are asked to do any of the following, politely and professionally direct the occupant to the appropriate department or give them your supervisor’s number. If the occupant leaves a note for you, give the note to a supervisor. (If the request is part of your routine cleaning, do it immediately; if the request is for a periodic cleaning, try to work it into your routine, but contact your supervisor if you can’t get to it.)

 Watering plants – Occupant is responsible.

 Cleaning personal rugs - Occupant is responsible.

 Cleaning personal property - Occupant is responsible.

 Replacing light bulbs in personal lamps/fixtures - Occupant is responsible.  Moving furniture – Delivery Services is responsible.

 Disposing of furniture or office equipment - Delivery Services is responsible.  Disposing of old computers - Delivery Services is responsible.

# Standards

Below are the specific standards the Custodial department strives for. To meet these standards, each custodian must evaluate their area daily and perform any task necessary to maintain this level of cleanliness:

 Floors and baseboards shine and are bright and clean. 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, fingerprints, or splashes.

 All lights work and fixtures are clean.

 Restroom fixtures and tile gleam and are odor free. Supplies are adequate.  Trash containers hold only daily waste and are clean and odor free.

 Doors are unlocked at the proper time.

 Elevators (including elevator lights) and handicap doors are turned on.

### Maintaining the Standard

Custodians must adapt the daily routine, using any procedure necessary, to maintain these standards. In order to do this you must manage your time wisely. There is no way to clean every square inch of a building every day, so you must look at each room individually and clean it as needed.

For instance, one room might need to be vacuumed once a week. Another might need to be vacuumed every day and extracted twice a month. Some hard floors only need to be spot mopped occasionally while others need to be scrubbed and waxed regularly.

Use your entire shift productively and always clean to meet the standards - don’t just go through the same routine every day. Each day is different and your routine must be flexible. Prepare for busy days by doing the extras on slow days. Cleaning what needs to be cleaned is the basis for the Concept of a Clean Room.

**Concept of a Clean Room**

The Concept of a Clean Room is the appearance of a room, not the amount of time it takes to clean it. For instance, when you enter a room to take out the trash and there is a single piece of paper on the floor, you can pick up the paper and skip the vacuuming; whereas, if the floor is covered with popcorn, it’s more efficient to vacuum. Either way, the result is the same – the floor *appears* clean. The same goes for other cleaning such as dusting – if it appears clean you don’t need to clean it. Adapt your cleaning for each room to be as efficient as possible.

This concept works only if the areas are maintained. You don’t have to detail every room every day, but you need to dust and vacuum regularly and wash windows as needed. If you only take out the

trash and skip everything else every day, the room will soon fall below standards. Traffic lanes will start to appear in carpets; even if there is no visible debris, it must be vacuumed periodically to prevent fine soil from building up in the traffic lanes. Dust and cobwebs will accumulate and the entire room will start to feel dingy. If it appears clean don’t clean it, but don’t neglect a room until it appears dirty. The goal is to maintain every room so that they always appear clean.

Use this concept to adapt your daily routine so you can improve the overall appearance of your building. Use the time saved to detail a room or extract an area of carpet or wipe down doors and desks. Keep in mind, this concept will work only if the time saved is used productively to improve the buildings’ appearance. Remember - if it appears clean don’t clean it, but never allow it to appear dirty.

## Daily Cleaning & Routine Duties

# Planning Each Day

### Room Categories & Priorities

Buildings can be divided into several different areas that are categorized by their usage. These are: Public areas, Classrooms and Labs, Offices, and Exterior. The cleaning priority of each area depends on the number of people that use the area. For instance, lobbies are high priority because they are used by everyone who enters a building. Faculty offices, on the other hand, are used sporadically by one person and take the lowest cleaning priority.

Every day you should use the Concept of a Clean Room and the following priorities to establish a cleaning plan that will allow you to make your building as presentable possible with the time you have.

**Public Areas**

Entrances, lobbies, halls, restrooms, conference rooms, stairs, and elevators are used by all occupants of a building. These are high priority areas.

**Classrooms and labs**

Classrooms and labs are vital to the mission of the University. All the students of the University use the classrooms to receive their education. These areas are also high priority.

**Exterior**

The exterior walkways are important to the appearance of the building and are a medium priority.

**Offices**

Offices come in two types: Administrative and Faculty. Administrative offices are used by department personnel every day and are a medium priority. Faculty offices, however, are used irregularly by only one person and so are low priority.

### Routine

There are certain tasks that you perform every day. Organize these tasks into a routine that saves time and effort. Do things efficiently. For instance, trash an area in an orderly fashion, dust as needed with the feather duster that is kept on your barrel, and leave the doors open to rooms that need vacuuming. Then go back and vacuum the rooms, shutting the doors as you go.

As you go through your routine, however, keep in mind the Concept of a Clean Room and the cleaning priorities. Sometimes it might be necessary to skip one part of your routine in order to perform another task that improves the overall cleanliness of a building. For example, you might skip the vacuuming in some offices to allow time to extract an area of carpet that has become unsightly. Always be aware of the state of your building and **adapt your routine every day** to maintain the appearance of your assigned areas.

**How to Clean a Building: Sample Daily Routine**

1. Trash and detail
   1. Clean chalkboards and white boards in classrooms. (Boards in offices cleaned only upon request.)
   2. Dust / clean horizontal and vertical surfaces.
   3. Remove trash.
   4. Leave doors open if vacuuming/mopping is required.
2. Clean floors
   1. Vacuum or dust mop as needed.
   2. Wet mop as needed.
3. Restrooms
4. Water fountains
5. Replace lights as needed
6. Stairs and elevators
7. Exterior
8. Ashtrays
9. Windows
10. Unlock
11. Periodic cleaning in an area that needs extra attention. Some periodic cleaning like carpet cleaning must be done at the beginning of your shift so plan accordingly.

# Trash Collection

### Equipment

 Barrel trash can on caddy  Barrel liners

 Barrel organizer

 Supply of trash bags on the barrel  Towel

 General Purpose Cleaner

 Personal Protective Equipment (See Safety Suggestions)

### General Description

Trash removal is a major part of daily cleaning. Trash removal consists of emptying all trash cans into a rolling barrel or cart and replacing liners as needed; checking classrooms and public areas for trash on desks, tables, and on the ground (see *Additional Notes*); and placing the trash in a designated area for pick up by the designated time.

### Safety Suggestions

 Wear gloves

 Wear eye protection if splashing is possible

 Never try to compress the trash – you could impale yourself on a needle or piece of glass.

### Procedure

1. Line the barrel with a barrel bag.
2. Be sure to stock the barrel with extra bags as well as cleaning equipment such as a feather duster, spray bottles, and towels.
3. Decide on an area or an entire floor to trash. Begin on one end of the area and proceed in a logical and efficient manner until the entire area is trashed. Unlock each door as you come to it.
4. Empty the trash bags into your cart or barrel. If the trash bag is not visibly soiled, does not have an odor, is not torn, and is dry, reuse the bag.
5. Clean the trash can if necessary. Sometimes a liner might leak into the can making it necessary to clean and rinse the can in a custodial sink. After rinsing place the can upside down to dry. After you have completed the trashing routine, put the can back and replace the liner.
6. Evaluate each room as you trash. Pick up any trash on the desks, tables, and floor (see *Additional Notes*). Dust as necessary and leave the door open for vacuuming or other cleaning.
7. Close the door when the room is complete and check to see it is locked.
8. Place full trash bags (tied closed) in designated location outside building before trash pickup, before 7:00am. Trash bags must not weigh more than 25 pounds.

**Additional Notes:**

 Dispose of trash only if in designated trashcans or if labeled as trash. Items setting on top of a trashcan should not be thrown out if they are not labeled as trash.

 Change the liner only if it is soiled.

 If you find personal items turn them in to the lost and found station in your building. Do not try to contact the owner yourself. If you find loose papers in an office, put them on the nearest desk.

 Although the policy says not to trash anything if it isn’t in a trash can, you must pick up any litter from classrooms and public areas. Litter is anything that is obviously trash such as candy wrappers, soda cans, etc. Use extreme discretion when trashing offices. Anytime you don’t know if you should trash something, contact your supervisor.

# Recycling

### Equipment

 Clear trash bags, large  Cable ties

 Towel

 General Purpose Cleaner.

 Personal Protective Equipment (See Safety Suggestions)

### General Description

Custodians are responsible for white paper and cardboard recycling. The magazine and newspaper containers are Delivery Service’s responsibility. If you are asked to empty the newspaper and/or magazine containers, do so but politely ask the occupant to contact Delivery Services in the future.

### Safety Suggestions

 Wear gloves if necessary.

 Never try to compress the trash – you could impale yourself on a needle or piece of glass.

### Procedure

 Check recycle containers as you trash. When a container is more than half full, empty it into a clear plastic bag.

 Tie the bag shut with a cable tie.  Replace bags as necessary.

 Clean recycle containers regularly, especially the tops.

 Place recycle (tied closed) in designated location outside building before trash pickup (before 7:00am). Bags must not weigh more than 25 pounds.

**Additional Notes:**

 Empty recycle materials from designated containers only.

 Do not empty individual office containers unless special arrangements are made.

# Chalkboard Cleaning

### Equipment

 Felt Eraser

 Sponge/Chamois Chalkboard Cleaning Eraser  Vacuum

 Towel or Sponge

 Designated Dust Mop (optional)  Chalk (white or yellow)

 Personal Protective Equipment (See Safety Suggestions)

### General Description

Proper chalkboard cleaning is essential to fulfilling the University’s primary mission of educating its students. All chalkboards must be cleaned and stocked with chalk every day to enable the professors to do their job. Clean or replace dirty erasers; throw away old chalk when it is shorter than one inch and replace it with an adequate supply of new chalk.

### Safety Suggestions

 Wear gloves.

 Wear dust mask if you are sensitive to chalk dust.

### Procedure

 Erase the board with felt eraser to remove writing.

 Clean the board with the sponge side of the chalkboard cleaner to remove the coarse dust. Start at the top of one section and make complete strokes across the section.

 Clean the board with a chamois side to remove the fine dust.  Vacuum the chalk trays and erasers.

 Wipe the tray with a damp sponge or cloth as needed.

 Throw away old chalk when it is shorter than one inch and replace it with an adequate supply of new chalk.

**Additional Notes:**

 **NEVER** try to clean a chalkboard with water or any other type of cleaner.

 Do not erase any board marked “SAVE.”

 Ask your supervisor which chalkboards in offices and labs should be cleaned.  Always provide enough chalk.

 If desired, you can do a final cleaning with a clean, untreated dust mop designated for chalkboards. This is not required, but it blends the remaining chalk dust into an even coating, greatly improving the appearance of the chalkboard.

 Occasionally clean the chalkboard cleaner’s working surfaces (sponge or chamois) as it becomes loaded with excess chalk dust. Do this by wiping it with a clean, dry cloth or by vacuuming.

# White Board Cleaning

### Equipment

 White Board Cleaner

 White Board Conditioner  Towels

 Clean Erasers

 Personal Protective Equipment (See Safety Suggestions)

### General Description

As with chalkboards, white boards are essential to fulfilling the University’s primary mission of educating its students. White boards use erasable markers like chalkboards use chalk. Clean white boards every day and provide clean erasers; clean erasers erase better, making it easier to clean the board at the end of the day. Clean trays as needed.

### Safety Suggestions

 Wear gloves

 Wear safety glasses

 Wear dust mask if you are sensitive to the white board cleaner.

### Procedure

 Wipe the board with clean cloth using specialized cleaner as needed.

 Use white board conditioner when the board becomes difficult to erase. Apply the conditioner like car wax, using a damp towel. Use a separate damp towel to wipe the conditioner from the board until all the residue is gone and the board is shiny.

 Wipe the tray clean.  Put out clean erasers.

 Be sure no permanent markers are available. If so, remove them.

**Additional Notes:**

 We do not provide markers.

 Remove any markers that are not for use on white boards.

 Always provide clean erasers. Clean the dirty white board erasers with water and allow them to dry. Keep enough erasers on hand so that one set can be in use while the others are being cleaned.

# Doors, Walls, Electronics, and Window Sills

### Equipment

 Neutral cleaner, multi-surface cleaner, or specialty cleaner (See Chemicals)  Spray Bottle

 Towel or Sponge

 Personal Protective Equipment (See Safety Suggestions)

### General Description

Doors, trim, window frames and walls are often neglected, but are very important to the overall appearance of a building. Food and coffee splatter and drip on the walls near trash cans. Walls and trim near light switches get smudge by dirty, oily hands. Doors get dirty around doorknobs and push plates. All of these areas can negatively affect the appearance of a building. These areas should be monitored daily and cleaned as necessary.

### Safety Suggestions

 Wear gloves

 Wear safety glasses

### Procedure

1. During routine cleaning, check doors, walls, trim, window frames and sills for smudges, splatters, and general uncleanliness.
2. Spray a neutral or multi-surface cleaner (see Chemicals) on a damp towel and wipe the area.
3. If an area is difficult to clean try using a stronger cleaner (see Chemicals). A Graffiti Remover might be necessary for ink or paint marks. Be sure to check with supervisor before using a stronger cleaner on electronics.

**Additional Notes:**

 **Don’t spray the wall, or electronics directly** as it will leave drip marks, or damage electronics. If you must spray the wall, start from the bottom and work upwards, make sure to completely cover and protect outlets, electronics, and other sensitive items.

# Dusting

### Equipment

 Feather Duster or -  High Duster

 Vacuum  Towel

 Wood Conditioner

 Personal Protective Equipment (See Safety Suggestions)

### General Description

Dusting is a task that does not have to be done every day in every room. It should, however, be done on a rotating schedule so that dust and cobwebs don’t accumulate until a room looks neglected. The best time to dust is during routine trashing. Check each room from top to bottom. If you notice dust buildup or cobwebs, dust the room with the feather duster on your barrel or cart. The best time is before you dust mop or vacuum the room. If high dusting is required, leave the door open to do it before cleaning the floor.

### Safety Suggestions

 Wear safety goggles when dusting overhead.

### Procedure

1. Carry a feather duster on your cart or barrel so you can remove newly accumulated dust as you go through your trashing routine.
2. Inspect all rooms from top to bottom. Check near the ceiling and in corners for cobwebs. Use a high duster if necessary.
3. Dust the horizontal surfaces of all furniture and office equipment (including telephones) with a feather duster. **Don’t move any papers, pictures, plants or breakable objects. Take care not to disturb personal items.** Dust clocks, desks, office equipment, coat racks, chairs, and any horizontal surface that is accessible. Use the feather duster to dust computer monitors – **do not clean the screens with glass cleaner or any other chemical**.
4. Use a feather duster or vacuum to clean dust and lint from vents and grills in ceilings, walls and doors.
5. Use a feather duster or vacuum for removing dust from overhead pipes. Check with your supervisor before cleaning pipes over equipment or experiments.
6. Dust sills and ledges with a feather duster. Wipe away dirt in the corners or around windows and trim. If you can’t clean sills because of equipment or plants are in the way, notify your supervisor.
7. Clean the blinds without taking them down. Accumulated dust usually can be either vacuumed or dusted off with feather duster.

**Additional Notes:**

 If surfaces, such as desktops or windowsills, are soiled, clean them with a neutral cleaner, multi-surface cleaner, or specialty cleaner.

 Wood surfaces can be dusted with a towel treated with wood conditioner.

# Vacuuming

### Equipment

 Upright Vacuum  Backpack Vacuum

 Extension cord (optional)

 Personal Protective Equipment (See Safety Suggestions)

### General Description

Carpets need regular care to look good and wear well. Regular vacuuming during the daily routine prolongs the life of the carpet. Vacuum regularly according to the Concept of a Clean Room – if a carpet looks vacuumed, don’t vacuum it. But remember that all carpets must appear clean at the end of your shift, whether you vacuumed or not. Also remember that carpets need to be vacuumed periodically to maintain their appearance; for instance, the edges and corners of a room might not get a lot of traffic, but over time dust builds up and the room will start to look dingy. You must vacuum as needed. Carpets in classrooms, halls, and entrances usually need daily vacuuming.

Make vacuuming an efficient part of your routine. Make a note of what needs to be vacuumed as you trash a floor. Leave doors open to rooms that need vacuuming. When you have finished trashing an area or an entire floor, vacuum the area in an orderly pattern – start at one end and work your way to the other.

Vacuum sofas, chairs and drapes periodically with the upright hose attachment or a backpack vacuum. Upholstered furniture should be shampooed or cleaned by soil extraction periodically. Contact your supervisor for instructions.

### Safety Suggestions

 Wear hearing protection

 Wear the backpack vacuum properly. The shoulder straps should be slightly loose and the weight of the backpack should rest on the lower back.

 Maintain good posture when vacuuming with an upright vacuum.

### Procedure

1. Evaluate your floors as you go through your trashing/cleaning routine.
2. Inspect the vacuum. Check the brushes and bags. Replace vacuum bags regularly.
3. Plug the vacuum in. Use outlets that give you the greatest cord reach.
4. Move chairs to vacuum under desks. Use the hose attachment to vacuum corners, edges, and furniture.
5. Vacuum slowly, overlapping each pass.
6. Turn off lights and close the door when you are done vacuuming a room.

**Additional Notes:**

 Monitor the vacuum’s performance. If it stops picking up debris check the bag and replace if full. Check to see if the hose is clogged. Check the brush for proper operation.

 **Do not** vacuum large debris such as paper clips, leaves, twigs, pieces of paper, etc.

# Dust Mopping

### Equipment

 Dust mop

 Angle broom  Dust pan

 Personal Protective Equipment (See Safety Suggestions)

### General Description

If the floor is rough or littered with dirt or trash, sweep it with a broom; use a dust mop if the floor is smooth.

Dust mopping smooth floors helps protect the floor finish by removing abrasive soil. Use the best size for the job. A 36 or 48-inch swivel head mop is best for wide halls. An 18 or 24-inch swivel head mop is best for classrooms and small areas. (*However*, a backpack vacuum is recommended for classrooms, offices, or other confined areas. It is more efficient than dust mopping because it allows you to clean under desks and in tight areas quickly and thoroughly.)

Begin by edging the area (cleaning the path next to the walls). Dust mop the remaining area in straight paths or in an S pattern. Overlap each pass and keep your back straight to avoid getting tired. Always use the same leading edge for a job and keep the mop head on the floor as much as possible. Move light pieces of furniture to dust mop under them. Avoid bumping the mop into walls and furniture; dirt will fall off onto the clean floor. Pick up the dirt with a dustpan as soon as you finish each area. Don’t leave it to be tracked into a clean area.

### Safety Suggestions

 No safety gear is required but a dust mask is recommended if you are sensitive to dust.

### Procedure

 Evaluate the surface – if it is smooth use a dust mop, if it is rough use a broom.

 When dust mopping, edge the floor first, then do the remaining area in straight, overlapping passes.

 Choose one spot to push the dirt and debris into a pile. Gently shake the dust mop over the pile when you are done with the area.

 Pick up the pile with a broom and dustpan.

 Brush the dust mop clean with a deck brush and store the dust mop on a wall with the head on top. You can also use your vacuum to clean off debris using the upright hose attachment.

**Additional Notes:**

 Keep the dust mop on the floor as much as possible. If the dust mop comes off the floor while mopping, go back several feet and resume mopping.

 Do not go over wet areas with a dust mop.

 Keep the dust mop’s leading edge in front at all times.  Treat dust mops at least one day prior to use.

# Sweeping

### Equipment

 Angle broom  Push broom  Dustpan

 Personal Protective Equipment (See Safety Suggestions)

### General Description

Use a bristle broom to sweep uneven, rough-surfaced floors, or areas that have a heavy accumulation of trash or soil. Sweep in short strokes, occasionally tapping the bristles against the floor to loosen dirt stuck in the broom. When you use a push broom, sweep in overlapping straight lines across the floor. Pick up the dirt with a dustpan as soon as you are finished sweeping.

### Safety Suggestions

 No safety gear is required but a dust mask is recommended if you are sensitive to dust.  Keep your back straight and the broom handle close to your body for better leverage.

### Procedure

 Evaluate the surface – if it is smooth use a dust mop, if it is rough use a broom.

 Use a push broom for large exterior areas. Sweep in overlapping straight lines with the broom in front of you. Use short strokes as you move in a straight line – push the debris a short distance, pick the broom off the ground, bring the broom back towards you, set it down and push the debris again. Continue this technique until the whole area is swept into a pile.

 Use an angle broom for smaller areas. Use short strokes like the push broom, but don’t push the broom in front of you. Keep the broom near your feet and sweep the debris a little at a time, overlapping each stroke.

 Pick up the piles with a dust pan.

# Wet Mopping

### Equipment

 Mop bucket & wringer  Mop

 Water

 Proper chemical, usually a neutral cleaner (see chemicals)  Personal Protective Equipment (See Safety Suggestions)

### General Description

Wet mopping is the second step in daily floor care after dust mopping. Mopping removes spills and heavy soil. Spot mopping is mopping scattered spills and soils instead of an entire floor.

Always use a neutral cleaner such as Top Clean for wet mopping. When wet mopping, do not use mops labeled for waxing. **Always** post WET FLOOR signs before you start mopping. In areas too big to do all at once, divide the floor into sections of about 100 square feet and complete one at a time.

When you mop, keep your back straight and swing the mop head close to your feet. Steady the mop with one hand near the top; swing the mop with the other hand about waist height. The weight of the mop itself will clean the floor. Dip the mop in the solution and wring it out. Start at the far end of the area and begin by edging a path around the outside of the section. Mop the rest of the section in an overlapping, figure eight pattern.

Change the solution when it gets dirty.

When you finish, tightly wring out the mop and pick up any solution left on the floor. Wipe off any splashes on walls, doors, or furniture. Rinse the mop thoroughly and hang it up to dry.

**Spot Mopping**

Spot mopping takes less time than mopping an entire floor so it is a good technique to use when you have little time to make the building presentable. Follow the same procedures as for wet mopping but only mop spills, footprints, and dirty areas. The floor won’t be as clean as if you mopped the entire floor, but it will be presentable (See *Concept of a Clean Room*).

### Safety Suggestions

 No safety gear is required but safety glasses are recommended if splashing is possible and gloves are recommended when handling chemicals and dirty water.

 Keep your back straight and swing the mop head close to your feet. Steady the mop with one hand near the top; swing the mop with the other hand about waist height.

### Procedure

1. Fill the mop bucket with the properly diluted chemical.
2. Make sure the mop is clean and serviceable. If not, clean or replace it.
3. Place WET FLOOR signs at all entrances to the area you are going to mop.
4. Submerge the mop head in the solution and wring it out.
5. Start at the far end of the area and begin by edging a path around the outside of the section. Mop the rest of the section in an overlapping, figure eight pattern.
6. Dip the mop in the solution and wring it out as needed.
7. Change the solution when it gets dirty.
8. When you finish, tightly wring out the mop and pick up any solution left on the floor. Wipe off any splashes on walls, doors, or furniture.
9. Rinse the mop thoroughly and hang it up to dry.

**Additional Notes:**

 In an area is too big to do all at once, divide the floor into sections of about 100 square feet and complete one at a time.

 Do not use mops labeled for waxing.

 Change the solution regularly – do not mop with dirty water.

# Changing Burned Out Lights

### Equipment

 Ladder

 Light Bulbs (correct type and wattage)

 Screwdriver (some covers must be unscrewed)

 Personal Protective Equipment (See Safety Suggestions)

### General Description

Custodians are responsible for replacing burned out light bulbs. During your daily cleaning, check all light fixtures for burned out bulbs. Some fixtures have up to four bulbs so sometimes it’s hard to tell if only one is burned out. Some light fixtures are marked with a red dot – this means the fixture does not function. However, some light fixtures are functional but don’t have any bulbs in them. Usually this means the occupant requested the bulbs be taken out; do not replace these unless told to do so.

### Safety Suggestions

 Wear gloves

 Wear safety goggles

 Follow proper sharps handling procedure for broken bulbs.  Dispose of bulbs properly.

 Do not use a ladder taller than ten feet to change lights.

### Procedure

1. Put on gloves and safety glasses.
2. Place a ladder to allow access to the fixture.
3. Remove or open the cover.
4. Remove the bad lights.
5. Replace the bad lights.
6. Clean the cover and replace. Make sure the cover is secure.
7. Put the bad bulbs in a box labeled “BAD BULBS.” Call your supervisor when the box is full.

**Incandescent:** To replace a burned out incandescent light, turn it off if you can. Remove and replace the bulb and globe or shade. Replace the bulb with one of the same wattage.

**F l u o r e s c e n t:** To replace flickering and burned out fluorescent lights turn off the light if you can. Remove or lower the diffuser (cover). Remove the tube by rotating it 90 degrees and sliding the pins out of the holders. Insert a tube of the same wattage and rotate it into position. The small indentations on the ends of the bulb should be pointed directly down. If the fixture contains more than one fluorescent bulb, **replace all of them**, even if they still work. The logic behind this is based on average bulb life and labor savings: if all the bulbs in the fixture were replaced at the same time, and the average lifespan of the bulbs is equal, then the bulbs that still work are at the end of their life span and would have to be replaced soon anyway. By replacing them all at once, the labor cost you save greatly outweighs the value of the remaining bulb life.

**Additional Notes:**

 Do not put unbroken fluorescent bulbs in the trash. Designate a box for burned out bulbs. Label it “Bad Bulbs.” When this box is full, contact your supervisor.

 We do not replace light bulbs in personal lamp/fixtures.  Fixtures with red dots are not functional.

 Replace all fluorescent bulbs in a fixture even if some are still working.

 Check all exterior lights including the blue lights over the outside campus phones. (The cover is blue; the bulbs are regular incandescent bulbs.)

# Restrooms

### Equipment

 Custodial Cart stocked with toilet paper, paper towels, sanitary napkin bags, soap, and dispenser keys.

 Two Johnny mops and two buckets  Disinfectant cleaner (see Chemicals)  Glass cleaner

 Squeegee

 Cream Cleanser  Sani Cleanse

 Towels

 Mop and mop bucket  Neutral cleaner

 Personal Protective Equipment (See Safety Suggestions)

### General Description

Proper restroom cleaning is **THE MOST IMPORTANT** custodial service. Nowhere else is sanitation so important. It demands professional skill and efficiency, and is to be done daily.

Unpleasant odors in restrooms are almost always the result of bacterial growth. Covering up the odors with aerosols or deodorant will not eliminate the bacteria. Only daily cleaning with germicidal detergent will sanitize restroom surfaces.

By following these procedures, you will save time and effort, and your building will meet expected standards. Use the custodial cart and other equipment to your advantage. A clean and organized custodial closet and cart are essential to performing these procedures efficiently. Always wear gloves when cleaning restrooms. Wear safety glasses if needed.

### Safety Suggestions

 Wear gloves.

 Wear safety glasses when splashing is possible.

 Use caution when emptying trash and sanitary napkin bags – watch out for needles and blood. Do not compress the trash with your hands.

### Procedure

Daily Procedures:

1. Stock cart, prepare chemicals, put on gloves and other necessary PPE.
2. Prop open doors and pick up any trash on the floor (dust mop if necessary).
3. Johnny mop (with disinfectant) the sinks and counters making sure to get around and behind the fixtures. Use the Johnny mop designated for the sinks. **Never** use acid bowl cleaner, abrasive cleanser or a pumice bar to clean chrome fixtures or pipes. If there are visible deposits of lime scale, scrub the faucets and pipes with germicidal detergent, using a sponge or white cleansing pad.
4. Johnny mop the toilets (using the Johnny mop designated for the toilets). First put the seat down and johnny mop the top of the seat; then johnny mop the rear of the toilet and around the fixtures. Lift the seat and johnny mop the underside of the seat and the rim of the toilet. Then mop the inside of the bowl, making sure to clean the entire bowl, including under the rim and below the water line. Finally, clean around the outside of the bowl all the way down to the base of the toilet (refreshing the disinfectant on the johnny mop as needed). Check the floor around the base of the toilet regularly and clean if necessary (you may have to use your johnny mop where the regular mop won’t reach). If the johnny mop becomes soiled, rinse it in the toilet, flushing periodically to remove the soil.
5. Clean urinals the same way, using the Johnny mop designated for the toilets. (First you must remove cigarette butts and trash from the urinal and flush it.) Johnny mop around the fixtures, the entire inside of the urinal, and the rim and underside. Check nearby walls/surfaces for urine and Johnny mop as necessary.
6. Johnny mop all of the sinks, toilets, and urinals in one restroom and then move to the next restroom (on the same floor). The disinfectant must now sit for 10 minutes.
7. Clean the mirrors with a window washer and squeegee.
8. Check and restock paper products and soap dispensers.
9. Check and replace lights.
10. Remove the trash.
11. By now the disinfectant has had time to work so you can wipe everything down. With a clean towel, preferably the yellow micro-fiber cloths for sinks, and red for toilets, wipe the sinks and countertops including the fixtures*. (It is important to thoroughly wipe around the base of all fixtures to prevent buildup.)* When wiping the toilets, first do the rim and underside of the seat; then put the seat down and wipe the top of the seat and the rear of the toilet, including the fixtures. Before leaving each stall, clean any dispensers and be sure to wipe down the stall and stall door as needed.
12. Check all dispensers, horizontal surfaces, doors, and doorknobs and clean as needed. Dust and cobwebs can build up in many places: mirror tops, light fixtures, partitions, ceiling corners, air vents, tops and sides of lockers, door frames and window sills. *You must clean these places as often as necessary to prevent this accumulation.* Use a ladder to dust high areas; don’t stand on toilets seats or trashcans.
13. Mop the restroom. Use a neutral cleaner to **MOP ALL RESTROOMS DAILY.**

**Additional Notes:**

Removing buildup

Above is the standard procedure for daily cleaning. However, occasionally (1 or 2 times monthly) you will need to use Cream Cleanser, or an acid cleaner to remove any buildup or water rings. Do this as needed, a little each day. Don’t let every toilet get rings before you decide it is time to scrub. Scrub one toilet or one sink a day if necessary. If you do the routine cleaning properly the buildup will be manageable on a daily basis. Clean any stainless steel (including fountains) with stainless steel cleaner as needed.

Do not use a pumice bar. Use a sponge with a scrub pad with the Cream Cleanser. Rinse thoroughly after scrubbing. Be sure not to apply too much pressure when scrubbing as it will damage the protective enamel.

**\*NOTE:** Do not get any acid cleaner on any fixtures because the acid will damage the finish.

Chemicals

Fill your Johnny mop containers with appropriate disinfectant (Hillyard Re-juv-nal). For mirrors and glass fill a spray bottle with appropriate glass cleaner (Hillyard Window Cleaner). Use a neutral cleaner such as Top clean to mop the floor.

Cart

Your cart should contain trash bags, paper products, keys for all dispensers in the restrooms, spray bottles with required cleaners, clean cloth towels, two containers with disinfectant and johnny mops, feather duster, dust pan, broom, squeegee, dust mop, abrasive pad, Cream Cleanser, hand soap.

Removing Trash

Be sure you are wearing rubber gloves to protect your hands from dirt, bacteria, and chemicals. Pick up loose trash lying on the floor and put it in the trashcan. Remove the trash bag, placing it in your custodial cart’s trash bag.

Clean and disinfect the trashcan if necessary. Spray germicidal detergent from a spray bottle all over the can and its lid, if it has one. Wipe it clean with a cloth or sponge. If it is metal, dry it with a clean cloth to prevent rust.

In women’s restrooms, empty the small cans or wall containers that hold sanitary napkins. Fold the top of each liner over and take it out. Dispose of all the bags in your custodial cart’s trash bag. If necessary, spray the inside, outside and top of each napkin can with germicidal detergent and clean it with a cloth or sponge. If all the stains, or odor don’t come off, use a specialty cleaner. Get a fresh liner for every can from your cart. Put in new liners and replace the lids.

Paper Towel Dispensers

If you can’t tell if a dispenser needs refilling by looking in the slot, open it. If it is less than half full, refill it. Be sure that all the towels go in the same direction, not upside-down. Fold the new towels into the old so they will dispense correctly. (Do not overfill dispensers, as it will cause the towels to tear before it pulls out of the dispenser.) Close the dispenser and pull out a few towels to see if it works.

To clean the outside of the dispenser, spray germicidal detergent on a cloth or sponge and wipe it clean. If it is chrome or stainless steel, use a specialty cleaner to polish it.

Toilet Paper Dispensers

Replace the roll in a one-roll dispenser if it has less than one-fourth of an inch of paper. Refill two- roll dispensers when one is empty. When refilling the Jumbo dispensers, open the dispenser and move the used roll to the left side and put a new roll in the right side. Check to see that the paper unrolls freely and from the top. On single roll dispensers, make sure the spindle is locked in place. To clean the outside of the dispenser, spray germicidal detergent on a cloth or sponge and wipe it clean, or wipe it down when you wipe down the toilet.

Clearing Restrooms

Clear the restroom of the opposite sex before entering it to clean. Open the door a few inches, knock loudly and announce that you are going to clean the room. If no one answers, open the door all the way and repeat the procedure. If again no one answers, begin cleaning.

Another way to clear the room is to open the door a few inches, reach in for the light switch and flip it on and off a few times. If no one answers when you announce that you are going to clean, go in.

If someone does answer, either wait outside the door until he or she leaves or clean somewhere else first.

Blocking Doorways

Block the doorway so no one can enter, this is for public’s safety and your convenience; others can slip on wet floors or you could hit someone with a mop handle. People can dirty your clean floor or interrupt your work.

Wedge the door open at the bottom with a wooden or rubber wedge or set your supply cart in front of the door. Either method should let people know they should use another restroom when you are working there.

Wet Mopping

Wet mop the floor with neutral germicidal detergent solution or a general purpose neutral floor cleaner. Wring out the mop head until it doesn’t drip. Edge the room by mopping next to the baseboards, then mop the entire floor, beginning in the corner farthest from the door.

About once a month, whenever it looks dirty, machine scrub the floor. If dirt, oil or grease is tracked in, you may have to scrub it more often than once a month.

Floor Drains

Once a week, pour about a gallon of the germicidal detergent solution you have used to mop the floors down floor drains in restrooms and all other areas. This will prevent sewer gas from backing up into the building.

Odors

Occasionally a restroom will develop an odor and it can be hard to find its origin. If the restroom is cleaned according to these procedures, the odor’s most likely cause is the floor drain. Pour leftover disinfectant down the floor drain; if the odor persists, contact your supervisor.

If the odor is not coming from the drain, the next likely cause is the area around toilets and urinals. Unfortunately, many types of human excrement, such as urine and vomit, do not find their mark. Urine, especially in men’s rooms, can fall on surfaces that are often neglected in daily cleaning. When the toilet is not sealed where it meets the floor, urine or any other moisture can get underneath and promote bacterial growth. (The bacteria cause the odor.) You must eliminate the odor, not just cover it with air fresheners. First, clean the toilets or urinals as described in the Cleaning Toilets section.

Also clean nearby walls and surfaces. Clean all surfaces using ample disinfectant.

If the odor persists after several thorough cleanings, contact your supervisor.

### Locker Rooms & Showers

Locker room cleaning follows the same procedure as restroom cleaning with the addition of the locker area, shower area, and sometimes an office area. Clean the showers when you clean the restroom area. Sweep and mop the locker area. Clean offices as usual.

### Drinking Fountains

Drinking fountains should be cleaned the same way sinks are cleaned. Fountains made of stainless steel or brass must be polished with the appropriate metal cleaner/polish as needed.

# Elevators

### Equipment

 Broom or dust mop  Vacuum

 Putty knife

 Wet mop & bucket with neutral floor cleaner.  Glass cleaner

 Applicator & Squeegee  General Purpose Cleaner  Stainless steel cleaner

 Cloth

 Personal Protective Equipment (See Safety Suggestions)

### General Description

Elevators are used heavily every day. They must be cleaned daily not only to keep them presentable, but also to keep them functional. Dirt and debris can build up in the tracks and cause the elevator to malfunction.

The walls of most elevators are stainless steel and are cleaned with a stainless steel cleaner. Other surfaces should be cleaned with a general purpose cleaner. Light covers should be cleaned regularly and lights should be changed as needed. The tracks must be vacuumed and cleaned regularly, on every floor.

### Safety Suggestions

 Wear gloves.

 Wear safety goggles if there is a risk of splashing or if working overhead.

### Procedure

1. Clean the outside doors of the elevator using stainless steel cleaner for stainless steel or a general purpose cleaner for other surfaces.
2. Clean the area around the call button with a general purpose cleaner and cloth.
3. Call the elevator to your floor. If possible, turn the elevator switch to “off.”
4. Check the lights and clean light covers as necessary. Replace bad bulbs.
5. Dust ceiling vents.
6. Clean walls. Use a stainless steel cleaner for stainless steel walls and a general purpose cleaner for other surfaces.
7. Wash windows as needed (see *Window Cleaning*).
8. Check the tracks for dirt and debris. Vacuum as needed.
9. Clean tracks with a general purpose cleaner.
10. Sweep or dust mop the floor.
11. Mop the floor.

**Additional Notes:**

 Use a separate cloth for stainless steel cleaner.

 Try to clean elevators early so the floor has time to dry before the building is opened.

# Exterior Cleaning

### Equipment

 Broom Dustpan

 Hose or bucket of water  Deck brush

 Blower

 Glass Cleaner

 Applicator & Squeegee  General Purpose Cleaner  Cloth

 Trash bags

 Personal Protective Equipment (See Safety Suggestions)

### General Description

The condition of the exterior of a building, especially near entrances, makes a big impression on people who use the building. Cleaning the exterior of a building consists of policing around the perimeter of the building, picking up trash and sweeping/blowing as needed. Custodians are responsible for the area surrounding the building out to the sidewalk. This varies from building to building so if there are questions, contact a supervisor. Check for dirt and cobwebs on the building – clean as needed. Check exterior windows and clean as necessary. Clean entrance doors as needed.

Scrub and rinse pavement as needed, especially where trash is placed for pickup. Remove trash and cigarette butts from ashtrays. Empty exterior trash cans.

### Safety Suggestions

 Wear gloves

 Wear safety goggles when blowing or if there is a risk of splashing.

 Follow proper procedure for picking up and disposing of sharp objects such as glass and needles.

### Procedure

1. Police and sweep the perimeter of the building, out to the sidewalk or designated stopping point. Use a blower if one is available and if there aren’t pedestrians in the area.
2. Clean cobwebs and dirt from ledges, window sills, or anywhere they might accumulate on the building.
3. Clean exterior doors and glass.
4. Clean all ashtrays.
5. Empty all exterior trash cans.

**Additional Notes:**

 It’s a good idea to walk around your building as though you were a visitor. Does it look clean? Or are there cigarette butts on the ground and cobwebs on the building. Use the Concept of a Clean Room when cleaning the exterior to make your building presentable.

## Deep Cleaning & Periodic Duties

*When Routine Cleaning Is Not Enough*

### Periodic Duties

 Periodic Cleaning - maintain cleaning schedule for all cleaning other than daily cleaning in order to maintain standards.

 Snow and ice removal  Insects infestations  Messes and spills

 Setups

### Periodic and Break Cleaning

It is difficult to execute major cleaning projects when classes are in session. Therefore, the best time to deep clean is during break periods. Clean as thoroughly as you can during the terms, but make a plan for deep cleaning during breaks. Always document your deep cleaning and scheduled maintenance on the Custodial Maintenance Record form. Every custodian is expected to turn in a completed Custodial Maintenance Record form(s) at the end of each break period. By documenting your deep cleaning, you will know what rooms have been done and what needs to be done during the next term and the following break; this will enable you to deep clean each room on a regularly scheduled basis.

**Periodic Cleaning Frequency Guideline**

Below is a guideline for expected services other than your daily cleaning. In general, you have the freedom to assess your area and decide on the best plan for cleaning**. Deep cleaning is not restricted to break periods***;* break deep cleaning projects into small sections and fit them into your routine - focus on the heavy traffic areas. Below are the normal cleaning frequencies to consistently maintain a building at a level that basic daily cleaning cannot.

### Monthly Services

 Traffic Lane Floor Maintenance - High speed buffing, burnishing of hard floors, Bonnet and light extraction of carpets in main thoroughfares.

 Detailing - High to low dusting, desks, horizontal surfaces, sills, ceiling vents and partitions, carpets and tile floors. All rooms should be cleaned on regular rotations.

### Quarterly, Semi-Annual & Annual Project Services

 Floor Stripping & Finishing: Removal of old floor finish down to the floor covering, then resealing and re-application of new floor finish

 Scrub & Finishing: Several dirty top layers of old floor finish are removed; remaining finish is covered with new layers of finish.

 Deep Extraction of Carpets: Carpets are vacuumed, spotted, pre-sprayed then extracted removing deep-set dirt.

 Exterior Window Washing: Exterior windows are cleaned with "Tucker" Brushes and other window washing equipment.

 Pressure Washing: Exterior entries are pressure sprayed to remove deep-set dirt, mold, gum, etc.

 Detail Cleaning: High to Low detail cleaning, vents, cobwebs, blinds, sills, wall washing, horizontal surfaces, edge vacuuming.

**Break Cleaning Schedule**

The academic year of Southern Oregon University consists of four quarters: Fall, Winter, Spring, and Summer. The periods between each session varies. The following list is a guide for custodians to use during break/project periods.

Winter Break

This is one of the longest periods without classes in session so it is ideal for major floor projects. This would involve deep extraction of carpeting and stripping and refinishing hard floors. Teaming up is advisable to maximize productivity.

Spring Break

Custodians should use this period to detail clean all public areas, such as halls, conference rooms, and lobbies, in their areas from high to low. Plan on floor maintenance as well; buff or burnish hallways and classrooms; perform any scheduled carpet cleaning.

Pre-summer Break

The Spring Quarter ends in mid-June. The Summer Quarter begins approximately a week later. Commencement takes place between these quarters. All custodians are required to help set up Commencement so it is a busy week even though few classes are in session. Plan accordingly.

Summer Quarter

Classes are in session during the Summer Quarter, but it is less active than the rest of the year. You will be able to plan deep cleaning projects even though classes are in session. You should deep clean restrooms, wash windows (Tucker Brushes if necessary), pressure wash entry concrete, deep extract carpets in all areas, etc. Begin the process of hard floor maintenance; start in private offices, division offices and classrooms, finish in hallways. Teaming up is advisable to maximize productivity.

Pre-fall Break

At the end of the Summer Quarter, before the fall term, you can complete whatever deep cleaning your building needs. Use your Custodial Maintenance Reports (and your best judgment) to determine what cleaning you need to do to elevate your building’s cleanliness to the highest standards possible.

# Detailing a Room

### Equipment

 Feather duster  High duster

 General purpose cleaning solution in a spray bottle  Towels

 Glass Cleaner in a spray bottle  Squeegee

 Vacuum

 Personal Protective Equipment (See Safety Suggestions)

### General Description

Sometimes a room will become available to be detailed. Detailing is a complete cleaning from top to bottom. This often occurs during breaks or when a faculty member moves out of an office. Be aware of your building’s usage and take advantage any time a room is unused.

### Safety Suggestions

 Wear gloves

 Wear safety glasses when dusting overhead or changing lights.

### Procedure

 Gather all necessary equipment for the room that will be detailed.  Remove all the furniture you can and clean it in the hall.

 Start detailing by dusting around light fixtures. Remove the light covers and clean on all sides. Replace burned out bulbs. Replace light covers

 Clean air vents and any cobwebs on the ceiling. Replace broken or discolored ceiling tile if possible.

 Clean walls, chalkboards, and switch plates.

 Clean all horizontal surfaces (tables, shelves…). Clean all windows and sills.

 Clean doors and any glass in door.

 Now the floor is ready to be worked on (see *Scrubbing, Waxing*).

**Floor Care**

Proper floor care is important because a dirty floor leaves the impression that the whole building is dirty. Not only is regular floor maintenance vital to the appearance of a building, but it also extends the life of the floor. You will spend more time on floor care than on any other part of your job.

Floor care includes sweeping or dust mopping, wet mopping, buffing, scrubbing, stripping, and refinishing.

Sweeping or dust mopping is the first step in daily floor care. Wet mopping is the second step and removes wet stains and spills. (See Sweeping, Dust mopping, and Wet Mopping sections for details.) Periodic buffing maintains floors. Scrubbing and refinishing removes the top layers of dirt and wax and puts down several fresh coats of wax. Stripping removes all wax to the tile and puts down four to six coats of fresh wax.

# High Speed Burnishing

### Equipment

 Dust mop  Putty knife

Wet mop or autoscrubber  High Speed burnisher



 Burnishing pad (pink or white)  Spray bottle

 Spray buff liquid or finish restorer

 Personal Protective Equipment (See Safety Suggestions)

### General Description

Most floors require hard finishes (waxes). Spray buff these finishes to renew their shine,

High speed burnishing, or spray buffing, allows you to renew the shine on your hard floors, remove scuffmarks and black marks, and make the finish harder and shinier. The burnishing machine spins a soft pad at high speed and “buffs” the floor. A finish restorer sprayed on the floor before burnishing enhances the shine.

### Safety Suggestions

 Be observant of occupants while burnishing.

 No PPE is required but safety glasses are recommended in case of flying debris.

### Procedure

1. Dust mop the area to be burnished.
2. Scrape off gum or other solids.
3. Mop or auto scrub the area.
4. Check the pad on the burnisher. It should be clean and the proper color. Use only pink or white pads. (There are aqua colored pads soft enough for burnishing, but these could be confused with blue scrubbing pads so ask a supervisor if you want to use an aqua pad.)
5. When the floor is clean and dry, plug in the burnisher and spray a medium mist on a small area.
6. Lower the handle of the burnisher while pulling the safety lever.
7. To start the machine, push in the safety button and twist the hand grip toward you.

 Move the machine over the area sprayed with restorer. Buff it until it is dry and glossy. Always keep the machine moving. You can go forwards and backwards or you can do strips at a time. Whichever technique you use, always monitor the results; watch for streaks or burn marks. Don’t keep the machine in one place too long or the finish will “burn.”

 When the pad begins to drag or leave streaks, change it or turn it over. When you are done, check the machine and cord for damage. Brush and wash the pad(s) thoroughly and wipe the machine with a dry cloth.

 Clean and properly store all equipment.

**Additional Notes:**

 Never stop moving the burnisher while it is spinning. At high speeds, the pad will burn the wax and might even damage the floor tiles.

 Do not tilt the burnisher, or try to force it – the pad will burn the floor.

 Do not spray too much restorer. This will bog the machine down and cause buildup on the pad. The buildup will streak or burn the finish.

 Different restorers are available for use such as Snapback and Spray Gloss. Follow the instructions on the container.

# Scrubbing

### Equipment

 WET FLOOR signs

 Dust mop, dustpan and counter brush.  Slow speed floor machine.

 Proper pad (blue if waxing, red if general cleaning).  Doodlebug and brown pad.

 Clean cloths.

 Safety scraper and blades.  Neutral detergent.

 Scrub mop and scrub bucket.  Rinse mop and rinse bucket.  Wet/dry vacuum.

 Personal Protective Equipment (See Safety Suggestions)

### General Description

Floor scrubbing is done using slow speed floor machines, also called scrubbers. When floors get so worn or dirty that wet mopping won’t clean them, you must machine scrub them. This removes scuff marks, black marks, and imbedded soil from the surface of the floor finish. When using more aggressive pads (blue, brown) some of the floor finish also is removed, so you must reapply finish.

Machine scrubbing is done mostly in classrooms, labs and hallways where all or most of the furniture can be moved. Scrubbing with a less aggressive pad (red, pink) can be done on a regular basis without the need to reapply wax.

### Safety Suggestions

 Wear safety glasses when splashing is possible.

 Gloves are not required but recommended when scrubbing by hand.

 Use the slow speed machine with caution. The machine is moved left and right by tilting the handle up and down. You could lose control if you tilt it too much.

 For your own safety, call for assistance when moving heavy items such as desks, bookcases and file cabinets.

### Procedure

1. Place WET FLOOR sign at all entrances to the work area, even if the building is locked. People who have keys may enter at any time. If you block an entrance, stairway, or hallway, post a sign suggesting alternate routes.
2. Make a map of the area showing the location of all furniture
3. Move all the pieces you can from the area. If you must leave pieces of furniture in the room, move them to the half of the room nearest the door and complete the half farthest from the door first, then move the furniture onto the finished area and complete the half nearest the door.
4. Dust mop the floor and remove gum and other solid material with a safety scraper. Pick up all soil with the dustpan and counter brush.
5. Apply the neutral detergent solution. Begin in the corner opposite the door you will leave through. First edge the area or room with a scrub mop dripping with the solution. Spread the solution on the floor using a figure eight pattern. Wet the floor just enough to keep it from drying before you begin scrubbing; don’t flood the floor.
6. Scrub the floor with the machine and a scrubbing pad. Plug the machine into a wall outlet as far away as the cord will allow. Start scrubbing at the far end of the area and work backward, toward the dry area. This way you can 1) see any spots you miss, 2) avoid walking through an area that is already scrubbed, and 3) keep your electrical cord safely behind you, away from the spinning pad. If the floor starts to dry while you are scrubbing, wet mop the floor again.

 Scrub corners and other spots the machine misses with the doodlebug and pad.

 When you finish scrubbing a section, pick up the dirty detergent solution with a wet vacuum before the floor dries.

 Flood rinse the floor with clear water. Dip a rinse mop in a rinse bucket of clear water and without wringing the mop, flood rinse the floor; pick up the water with a wet vac.

1. Refill your rinse bucket with clear water, wring the mop out tightly and rinse the floor a second time. This time mop the splashes off the baseboards as you mop.
2. Continue refilling the bucket and rinsing the floor until the rinse water stays clear after rinsing.
3. Apply floor finish at this time if necessary (see *Waxing*). When the finish has dried, move the furniture back to its proper place. It is a good general rule to let the wax dry for at least a day before moving furniture onto the floor. Clean and put away all tools and equipment.
4. Clean and properly store all equipment.

**Additional Notes:**

 Remember to clean the baseboards.

# Stripping

### Equipment

 WET FLOOR signs  Dust mop

 Broom and dustpan  Slow speed scrubber  Black pad

 Doodlebug and brown pad  Clean cloths

 Duct tape  Trash bags

 Safety scraper and blades  Stripper

 Wet/dry vacuum

 Strip mop and strip bucket  Neutralizer

 Clean rinse mop and rinse bucket

 Personal Protective Equipment (See Safety Suggestions)

### General Description

When a floor has become so discolored and worn that scrubbing can’t clean it properly, you must remove the finish with a stripper.

This process removes old finish and may require several attempts before all the wax is removed. Strip a floor only when no other method can do the job well; it takes lots of time, a good stripper and plenty of “elbow grease.” It must be done correctly. If you take your time and follow all the steps, you should have no problems.

The goal of stripping is to remove everything from the floor surface. The wax is then applied directly to the clean floor without sealing in any soil or discolored wax. This method produces the best results, but takes the most time.

Normal strippers will not remove some sealers. Your supervisor can provide a special stripper to remove a heavy buildup of sealer. You may also need a safety scraper and razor blades to remove buildup from corners or other areas that are hard to reach with the floor machine.

### Safety Suggestions

 Wear gloves.

 Wear safety glasses when splashing is possible.  Request help to move heavy items.

 Wear stripping boots for traction.

### Procedure

1. Post WET FLOOR signs at all entrances to the area you will be cleaning, even if the building is locked. People who have keys may enter at any time. If you block an entrance, stairway, or hallway, post a sign suggesting alternate routes.

 Make a map of the area showing the location of all furniture, and then move all the pieces you can from the area or to one side. If you must leave pieces of furniture in the room, move items to the half of the room nearest the door and complete the half farthest from the door first, then move the furniture onto the finished area and complete the half nearest the door.

 Dust mop the floor and remove gum and other solid material with a safety scraper. Pick up the soil with the broom and dustpan.

 Use duct tape and trash bags to protect any areas you don’t want the stripper to run.

Duct tape a trash bag on the floor where you intend to stop stripping.

 Place several trash bags or towels on the floor outside the stripping area to protect the surface from any stripper you might track out.

 Mix the stripper in a strip bucket, adding the stripper according to the manufacturer’s instructions (usually 4 parts water, one part stripper).

1. Apply the stripping solution with the stripping mop dripping with solution. Allow it to stand for 10 minutes. Old finish will float to the surface and may completely absorb the solution, turn white and begin to dry. If this happens, apply more solution.

 Scrub the baseboards and edges with the doodlebug and brown pad. Try to get all the buildup off the baseboards. Use a spray stripper if necessary. (The edges get very little wear and retain more finish than the traffic areas.)

1. Scrub the area with a floor machine and black pad. Plug the machine into a wall outlet as far away as the cord will allow. Start scrubbing at the far end of the area and work backward, toward the dry area. This way you can 1) see any spots you miss, 2) avoid walking through an area that is already scrubbed, and 3) keep your electrical cord safely behind you, away from the spinning pad. If the floor starts to dry too fast while you are scrubbing, apply more solution with the mop.

Move the machine slowly from side to side, using each row of tile as a guide so you don’t miss any spots. Make several passes over each row and then, working backward, overlap each pass until the area is completely stripped.

 Pick up the dirty solution with the wet vacuum before it begins to dry. Do not let the floor dry.

 Rinse the floor with water. Apply the water heavily and pick it up with the wet dry.

 At this point, inspect the floor for any remaining finish. Any shiny spots or dark patches mean there is still wax on the floor and you must start the procedure over until you get to this point again. Don’t forget to redo the baseboards if necessary. When all the finish is removed move to the next step.

 Fill a clean rinse bucket with water and add the dissolving neutralizer packet (one packet per three gallons of water). Mop the edges, baseboards, and floor with this neutralizer solution.

 Empty the rinse bucket and fill with water. Rinse mop the floor and baseboards.

 Empty the rinse water and fill the bucket with clean water. Rinse mop the floor again.

Continue refilling the bucket and rinse mopping until the water remains clear.

 Doodle dust and apply finish (see *Waxing*).  Clean and properly store all equipment.

 Replace the furniture as you found it.

**Additional Notes:**

 If you let the floor dry before picking up the dirty solution, you will probably have to re- strip the entire section. You can prevent this problem if you strip small sections of no more than 100 square feet and watch your work carefully. Pick up all traces of the dirty solution. If any trace is left on the floor the finish will not bond and you will have to do the job over. Wipe any splashes off baseboards, furniture and doors quickly before they dry.

 If you work with another person, one can apply the stripper solution and run the floor machine while the other picks up the dirty solution with the wet vacuum and wipes splashes from baseboards, furniture and doors.

 Always clean baseboards while stripping.

# Waxing

### Equipment

 Mop bucket

 Wax applicator  Trash bags

 Wax

 Doodle duster and pads

 Personal Protective Equipment (See Safety Suggestions)

### General Description

Most hard floor surfaces require a protective coating, known as a finish or wax. Wax should be applied to new floors and re-applied regularly as the finish wears away and becomes uneven.

The floor must be clean before applying finish. Follow the procedures for scrubbing and stripping before you apply any wax. Scrubbing cleans the floor so you can apply more coats of wax to the existing finish. Stripping removes all the old finish giving you a “brand new” floor to wax.

### Safety Suggestions

 Wear gloves.

 Wear safety glasses if splashing is possible.  Wet wax is very slippery. Use caution.

### Procedure

1. You will refinish a floor after it has been machine scrubbed or wet stripped. Before you apply any protective finish, be sure there are no traces of detergent, stripper or other chemical on the floor; otherwise, the finish may damage easily and look dull or streaked.
2. Pre-soak the wax mop in clean water and wring it out well. If you use a new mop, it must soak for about an hour.
3. Doodle dust the floor before you lay wax to remove any remaining dust, dirt, hair, etc. Doodle dust the same way you would dust mop. When you have dusted the entire floor check the doodle pad. If it is dirty, put a new pad on and dust the floor again. Do this until the pad doesn’t pick up any more dirt or debris.
4. Line the bucket with two trash bags and pour about half a gallon of undiluted finish into the bucket and replace the cap on the container. Do this in a custodial closet or in the area you plan to wax in case the wax spills or drips.
5. Dip the applicator in the finish and press it out in the wringer until it stops dripping.
6. Edge a section with a thin coat of finish about an inch from the wall. Do not get wax on the baseboards, trim, or furniture. Fill in the section using a figure eight pattern. Overlap each stroke and look for dull spots that show where you missed. Rewet the mop when it begins to leave streaks.
7. Move to the next section following the same procedure. Overlap each section. Continue this process until the whole area is waxed.
8. Let the first coat dry for about half an hour, or more.
9. Apply a second coat. As you edge the area this time, apply the finish closer to the wall, but don’t touch the baseboard or wall. Do not splash finish on baseboards, door jambs or furniture.
10. If you apply three or more coats, only place a single coat up to the baseboard or wall. Applying finish too close to the wall, where it is not worn off by traffic, is the most common mistake made in floor refinishing. If you make this mistake, you will have the difficult job of removing finish buildup from the edges.
11. When you are through, remove the trash bag from the bucket and throw it away. Rinse out the bucket. Rinse the mop in clear water several times and hang it up to dry.
12. Allow the wax to dry (preferably 24 hours). Replace the furniture in the area exactly as you found it.

**Additional Notes:**

 Before you begin waxing, decide how you are going to apply the wax. Start at the corner farthest from where you will leave the area and work backward, toward the exit. Apply the wax in sections, but if the wax begins to dry it will streak when you overlap so you must work quickly and in a logical pattern. Hallways are easy – just start at one end and apply the wax in sections until you reach the other end. Large classrooms, however, are more difficult. You must apply the wax in sections, overlapping before the wax has started to dry and become sticky.

 Do not wax baseboards.

 The number of coats you apply depends on the condition of the existing finish. If the floor was stripped, all the finish was removed so you must apply 3 – 5 coats. If the floor was scrubbed, some finish remained so you should apply 2 – 3 coats.

 Certain floors, such as tile or stone, are scrubbed but never waxed or sealed. Contact your supervisor with any questions.

 Apply thin coats rather than one or two thick coats.

 If there is wax left over and you plan on waxing in the next day or two, you can save the wax by tying the trash bag closed. The mop can stay in the wax. This will only last for a few days.

 If you are using the Kai Motion Waxing System, follow these procedures until it is time to lay the wax. At that time, follow the procedures to apply wax with the *Kai Motion Waxing System*.

**Carpet Care**

There are several different methods of maintaining a carpet, each with an increasing degree of soil removal. Vacuuming and spot cleaning must be done daily. Spots must be cleaned AS SOON AS POSSIBLE or they will become permanent stains. The other carpet maintenance methods are done in varying frequencies - spin bonnet cleaning at least once a month, extraction every other month, deep cleaning every six months or a year.

The most efficient way to maintain a carpet is to:  Vacuum every day

 Clean spots as they appear

 Quick extraction/spin bonnet traffic areas monthly or as needed

 Deep clean the entire carpet as needed, if and when time permits (usually during breaks)

To better understand this scheduling, compare carpet cleaning with hard floor care. For instance, vacuuming is like dust mopping a hard floor. Spin bonnet cleaning is similar to mopping and high speeding a hard floor. Quick extraction is similar to scrubbing and waxing and deep extracting a carpet is similar to stripping and waxing a hard floor. Use common sense when deciding which method to use. High traffic areas such as hallways may need more frequent extraction or deep cleaning than an office with new carpet and minimal usage.

# Carpet Spotting

### Equipment

 Spotting kit (spotting chemicals and chart)  Towels

 Spotting extractor (if available)

 Personal Protective Equipment (See Safety Suggestions)

### General Description

Carpet spotting is the removal of spot, spill, or stains on carpets. It is important to remove spots as soon as possible; the longer the spot stays on the carpet, the harder it is to remove.

Almost all spots can be classified as either water soluble or oil soluble. Water soluble spots can be removed with a diluted neutral detergent or other spotting chemical designed to remove water soluble spots. Oil soluble spots can be removed with a spotting solvent.

### Safety Suggestions

 Wear gloves when working with spotting chemicals. Wear goggles when splashing might occur.

### Procedure

1. Determine what the spot is and what chemical to use (use the spotting chart with the spotting kit).
2. If you have access to a spotting extractor, or even a regular extractor, fill the solution tank with water, apply the chemical directly to the spot as directed and extract the spot. Do not place chemical in the extractor.
3. If you don’t have an extractor, use a towel and spotting kit to remove the spot. Start by wetting the spot with the general spotter. Allow it to soak for about five minutes. Blot – don’t rub or scrub – the spot with the towel. Look at the towel to see if the spot is transferring onto the towel. If the general purpose spotter does not loosen the soil, contact your supervisor
4. Some substances can stain a carpet and require a specialized spotting chemical. Use the spotting chart provided with the spotting kit if needed.
5. Coffee sometimes leaves a yellowish, brown stain if left in the carpet too long. To remove a coffee stain, use a Tannin Stain Remover. Apply the Tannin Stain Remover to the spot and

allow to set for ten minutes. Blot the spot with a clean towel or extract. Continue until the spot is removed.

1. Remove rust with the Rust Remover spotting chemical. Always treat the area with Alkaline Conditioner afterwards to neutralize the Rust Remover.
2. Red Juice and wine stains are the most difficult stains to remove. The best way to remove these spots is to extract them when the spill is fresh and still wet. If the spill is dry, try to remove it using the Red Juice Stain Remover.
3. Gum can be removed using a gum remover. This chemical freezes the gum so you can chip it away. Another chemical that removes gum is Citrus Express Gel. It acts as a solvent and loosens the gum. Gum on hard floors can be scraped up with a putty knife.

**Additional Notes:**

 Do not pour solvents directly on the carpet. The solvent can soak through the carpet and dissolve the glue causing the carpet to “bubble.” Instead, use a spray bottle or pump spray to apply chemical to the stain. Remember you can always use more, but it is always more difficult to remove excess chemical from the carpet.

# Bonnet Buffing

### Equipment

 Slow speed scrubber  Bonnet pad(s)

 Pre-spray  Sprayer

 Personal Protective Equipment (See Safety Suggestions)

### General Description

Bonnet buffing, or spin bonneting, can be used to maintain a carpet between extractions, or it can be done in conjunction with extracting. Either way, the purpose of bonnet buffing is to loosen, spread, and partially remove soil. It is the equivalent of mopping and high speeding a hard floor.

Done by itself, bonnet buffing loosens soil and makes the carpet’s surface appear cleaner and more even. The bonnet pad only removes a portion of the soil, however. The pad can be soaked in cleaning solution and wrung out, or the solution can be sprayed directly onto the carpet (or both).

### Safety Suggestions

Make sure the slow speed handle is waste high and you have a good grip when you start this procedure. Keep your back straight and keep the handle near your body. The pad will grab the carpet and the machine might be difficult to manage for the first few seconds. Once the pad becomes wet it will glide over the carpet easily.

### Procedure

1. Vacuum
2. Treat spots (See carpet spotting procedures.)
3. If you don’t have a specialized chemical, Top Clean is good for bonnet cleaning.
4. Pre-spray the cleaning solution on a section of carpet. Do not spray too large of an area or it will dry before you can bonnet it. Allow to set for 5 - 10 minutes.
5. Place a clean spin bonnet pad on the floor and set the slow speed scrubber on it. Plug the scrubber in and lower the handle. The handle should be waist high or slightly lower to give you the proper leverage.
6. Spin bonnet the carpet

**Additional Notes:**

 Do not let the pre-spray dry on the carpet before spin bonneting.

 If the bonnet is grabbing the carpet, it is probably too dry. Do not spin bonnet a dry carpet.

# Quick Extraction

### Equipment

 Extractor

 Extraction solution  Slow speed Scrubber  Spin bonnet pads

 Personal Protective Equipment (See Safety Suggestions)

### General Description

Quick extraction is a way to maintain a carpet when your time is limited. This method is used to remove soil from heavy traffic areas. This improves the overall appearance of the carpet without having to move the furniture to clean every square foot of carpet. This method should be done on an as needed basis. Some carpets near entrances need to be extracted monthly. Some office carpets only need a yearly extraction.

It is best to extract carpets early in the morning so they are dry by 7:00am. Plan and adapt you routine to accommodate this. With the quick extraction you don’t have to do an entire floor. You can extract only a section of carpet. By doing small areas at a time, you don’t have to commit hours to cleaning the carpets. It should only take about a half hour extra to perform this method. Do it regularly.

### Safety Suggestions

 Make sure the slow speed handle is waste high and you have a good grip when you start this procedure. Keep your back straight and keep the handle near your body. The pad will grab the carpet and the machine might be difficult to manage for the first few seconds. Once the pad becomes wet it will glide over the carpet easily.

 Wear gloves and eye protection when handling the carpet cleaning chemicals.

### Procedure

1. Vacuum the area to be extracted.
2. Apply the cleaning solution to the stain.
3. Lower the brush until it makes contact with the floor. Don’t lower it too far or it will pop the breaker.
4. Turn the power on to the brush, vacuum, and water pump.
5. Extract the area, overlapping each pass. Each extractor has a different trigger to spray the solution. Refer to the manual or contact a supervisor if you need instruction.
6. Remove any remaining spots.
7. Use a clean, dry SPIN BONNET to even out carpet’s appearance. Turn the pads as needed and replace them as they get dirty.
8. Place fans
9. Clean the extractor. First drain the dirty water. Open the recovery tank and spray it out until the water runs clean. Leave the recovery tank lid unscrewed so the tank can air dry.
10. Raise the brush to the storage position. Wipe the exterior of the extractor and store it in the proper location.

**Additional Notes:**

 Most spots will come out during the extraction process. Because of this, it is more efficient to extract first and work on any spots that remain after extracting. Once all the spots are gone, spin bonnet.

 Do not allow the water to spray when the extractor is at rest or you will leave a puddle.

# Deep Extraction

### Equipment

 Sprayer

 Pre-spray solution  Extractor

 Extraction solution  Slow speed Scrubber

 Carpet brush (optional)  Spin bonnet pads

 Personal Protective Equipment (See Safety Suggestions)

### General Description

Deep Extraction is the most labor intensive carpet cleaning procedure. All the carpet within an area is extracted so the furniture must be moved out. This method should be done annually to most carpets. If the quick extraction method is done regularly, however, the time between deep extractions can be extended.

In this method, the carpet is pre-sprayed and then agitated with a brush or spin bonnet to loosen the soil before extracting. Spots are treated before and after extracting.

### Safety Suggestions

 Make sure the slow speed handle is waste high and you have a good grip when you start this procedure. Keep your back straight and keep the handle near your body. The pad will grab the carpet and the machine might be difficult to manage for the first few seconds. Once the pad becomes wet it will glide over the carpet easily.

 Wear gloves and eye protection when handling the carpet cleaning chemicals.

### Procedure

1. Move furniture
2. Vacuum the entire area to be extracted, including the edges.
3. Treat Spots (See carpet spotting procedures.)
4. Fill the solution tank of the extractor with water.
5. Pre-spray small section using a pre-spray solution (DO NOT ALLOW PRESPRAY TO DRY) Allow the pre-spray to set for 10 minutes.
6. Carpet brush or spin bonnet the pre-sprayed area to loosen the soil.
7. Lower the extractor’s brush until it makes contact with the floor. Don’t lower it too far or it will pop the breaker.
8. Turn the power on to the brush, vacuum, and water pump.
9. Extract the area, overlapping each pass. Spray a steady stream of solution as you extract. Each extractor has a different trigger to spray the water. Refer to the manual or contact a supervisor if you need instruction.
10. Remove any remaining spots.
11. Use a clean, dry SPIN BONNET to even out carpet’s appearance. Turn the pads as needed and replace them as they get dirty.
12. Place fans
13. Clean the extractor. First drain the dirty water. Open the recovery tank and spray it out until the water runs clean. Leave the recovery tank lid unscrewed so the tank can air dry.
14. Raise the brush to the storage position. Wipe the exterior of the extractor and store it in the proper location.
15. Replace furniture when dry.

**Additional Notes:**

 Do this procedure in sections so the pre-spray doesn’t dry.

 Do not allow the water to spray when the extractor is at rest or you will leave a puddle.

 Don’t let the spin bonnet sit on the carpet or the soil will transfer and leave a large round stain.

 If you have to put furniture back before the carpet is dry, put Styrofoam protectors under any metal or wood feet. Metal will leave a rust stain and wood stains can bleed into the carpet. (Rust can be removed but wood stains are permanent.)

# Window Cleaning

### Equipment

* Squeegee
* Applicator
* Glass Cleaner in spray bottle or bucket
* Towels
* Razor Blade
* Hose
* Personal Protective Equipment (See Safety Suggestions)

### General Description

Window, glass, and mirror cleaning should be done regularly. Entrance glass and mirrors must be done daily; windows as needed. Upper level exterior windows are done during breaks as time permits using the Tucker window washing poles.

### Safety Suggestions

 Use caution when working with razor blades.

 Wear eye protection when working overhead or if there is the possibility of splashing.

### Procedure

**Regular Glass Cleaning**

1. Start from the top down.
2. Apply the glass cleaner. Either spray it on or dip the applicator in the bucket.
3. Scrub the surface with the applicator to loosen the soil.
4. Remove any tape, paint, or debris using a razor blade. Use caution. The surface must be wet or you will scratch the glass.
5. Squeegee the surface. Squeegee either from side to side or top to bottom. Angle the squeegee to control the flow of water. Start at the top and wipe the squeegee after each pass.
6. Wipe the sill clean.

**High Exterior Glass Cleaning**

1. Contact your supervisor

**Additional Notes:**

 Wear eye protection when working overhead

 Never use a razor blade on glass without wetting the surface first.  Some windows are tinted and can be damaged by a razor blade.

 Never let the solution dry on the window.

# Snow and Ice Removal

### Equipment

 Shovel

 De-icer

 Personal Protective Equipment (See Safety Suggestions)

### General Description

The Custodial Department is responsible for removing snow and ice from the exterior walkways leading into the academic buildings. Snow is shoveled to allow access to the buildings and de-icer is spread over the walkways to melt ice or to prevent wet areas from turning into ice. Start snow and ice removal before 7:00 am if possible.

### Safety Suggestions

 Wear a back brace when shoveling if needed.  Use caution when working in icy conditions.  Wear gloves.

### Procedure

1. Start near the building and shovel the snow to the side. Clear as much walkway as possible.
2. Shovel stairs.
3. Shovel to the streets or parking lots.
4. Spread ice melt on any icy or wet surfaces. Use liberally, but don’t leave piles. Don’t forget the stairs.

**Additional Notes:**

 Use the shovel like a snow plow to push the snow aside rather than lifting and throwing it.

 Remove any snow accumulation from the stairs and walkways of your building before 7:00 a.m. Apply de-icer on icy areas and on wet areas that might become icy later in the day.

# Stadium Cleaning

### Equipment

 Brooms

 Deck brushes  Dust pans

 Hoses with attachments

 Personal Protective Equipment (See Safety Suggestions)

### General Description

The stadium is cleaned one or two days prior to most events. Accumulated dust, dirt, and bird droppings must be removed, in addition to the trash and debris from prior events. It is best to sweep the entire stadium before hosing and scrubbing. If time and manpower permit, one group can sweep, another can hose and scrub the next day. When sweeping, each person takes a section, working from the top down. When the bleacher area is complete, sweep the entrance stairs and ramps and empty the trash barrels. When hosing, hook up a hose at each of the faucets under the press box stairs. The person hosing must wet the bleachers so the rest of the crew can scrub them. Hose from the top down and from the center out. Each hose does two sections.

### Safety Suggestions

 None required but gloves, eye protection, and foot protection recommended.  Use caution when the stairs are wet.

### Procedure

1. Gather necessary equipment from the closet between the two restrooms.
2. Begin sweeping at the top. Each person takes a section. If there are only two people, each person takes two sections.
3. Sweep up all debris and collect it in dustpans.
4. Sweep the entrance stairs and walkways.
5. Empty the trash barrels and replace the liners.
6. Get the hoses from the cabinet in the closet. Make sure there are two sprayer attachments.
7. Open the compartments under the press box stairs, near the top of the stadium. Hook up the hoses to the faucets. Turn on the water.
8. Spray the bleachers so the rest of the crew can begin scrubbing with deck brushes.
9. Begin hosing at the top and center of the stadium. Hose the cement all the way to the edge. As you return, hose the bleacher on that level. Continue this way until you get to the bottom.
10. Keep the bleachers wet for the scrubbers. The scrubbers scrub the tops of the bleachers and the cement to loosen any soil. This makes it easier to hose clean.
11. Hose the stairs, ramps and walkways.
12. Turn the water off and remove the attachments. Drain the hoses and roll them up.
13. Return all equipment to the closet.

**Additional Notes:**

 Make sure not to let the water sit, or use too much water as it will leak into the rooms below.

## Supplies and Equipment

# Custodial Closets

Well-maintained custodial closets provide the foundation for a well-maintained building. Every custodial closet must be kept in such an order that any custodian can enter and begin cleaning immediately. The cart should be completely stocked, the supplies should be organized and adequate, and the equipment should be ready to use.

 Custodial closets and mechanical areas must be kept clean and organized at all times.

 All closets should have an adequate supply of stock for daily use. Stock before leaving so everything is ready when you start work.

 Keep heavy items on bottom shelves or floor.

 All containers must be properly labeled (See Hazard Communication Program).  Hang up all brooms.

 Dust mops should be cleaned daily and treated as necessary. Hang them up.

 Store extra dust mop heads and dirty dust mop heads in separate metal containers with lids.

 Rinse wet mops after use and hang head-down. Rinse mop buckets.

 Empty vacuum bags when they are half full. Clean and check vacuum belts, brushes, and bags on a regular basis.

 Every main custodial closet must have a fully stocked first aid kit.  Clean all equipment and store properly at the end of shift.

 Every main closet should have a copy of the daily procedures for the building and a diagram of the light panel locations including a list of the necessary lights.

### Custodial Carts & Barrel Caddies

The custodial cart and barrel caddies are essential to efficient cleaning. These allow you to perform multiple tasks as you move through your area without having to return to the custodial closet when you need a cleaner or tool. Keep the cart or barrel organized and stocked, ready for the next day or the next custodian should you be absent.

**Dispenser Keys**

When you are assigned an area that has dispensers in it, make sure you keep the dispenser keys on the custodial cart. If another custodian has to cover you area, it is important that the keys are accessible.

# Ordering Supplies

Custodians are responsible for maintaining an adequate stock of supplies for their area. This includes building consumables such as paper towels; cleaning supplies such as Cream Cleanser; and equipment such as mop heads. Supplies should be checked regularly and ordered when the amount of any item(s) is running low; it may take a week or more to process a supply request so plan accordingly. Supply orders at the start of the shift every Wednesday.

To order supplies, e-mail your lead/supervisor with a list of supplies. Make sure when ordering equipment parts to include make and model of the equipment.

If, for whatever reason, you are unable to order online. Contact your supervisor in person or at F.M.P.

# Building Consumables

The supplies listed below are what you need to clean and stock your building on a daily basis. Plan ahead and order what you need so you don’t run out.

**Trash Bags**

Small trash bags are used in small office trash cans. Their size is generally 23 X 25 and they are black in color

Large trash bags are used in large trash cans. Their size is generally 30 X 40, black in color.

Extra Large (Barrel) are used in the barrel cans we use to collect trash and also in a few large (56 gal.) trash cans throughout campus. Their size is generally 43 X 47, black in color.

Recycle bags are large, clear bags used to collect recycling. Their size is generally 33 X 40. Use these for recycling only. The clear bags allow the recycling station to view the contents of the bag to determine recyclability.

**Sanitary Napkin Bags**

Sanitary Napkin Receptacles are located in most women’s stalls. Check them daily and replace the wax paper bag when used. Never reuse the sanitary napkin bags. Order what you need to keep an adequate supply.

**Toilet Paper**

There are several different types of toilet paper dispensers on campus.

Regular roll dispensers come in many brands and use several different keys. They use regular roll toilet paper. Usually when the first roll is empty the second roll will drop down. Make sure there are two rolls every day.

There are two types of Jumbo roll dispensers: single and double. Single roll dispensers take a square key. Double dispensers take a wavy key. Never leave a double dispenser with an empty roll.

Check all dispensers daily and stock as necessary. Order enough to keep an adequate supply.

**Paper Towels**

There are several types of paper towel dispensers on campus. Make sure you know the different types of dispensers and which towel go in each.

Single Fold towels are brown and a wider rectangular shape than multifold towels. Most of these dispensers open with a generic dispenser key. Some dispensers that are built into the wall require a special key.

Multi Fold towels are skinnier than single fold and are folded several times. Some multifold dispensers open with the generic dispenser key. Others open with the CAT74 key (BOBRICK).

Roll Towels are found in a most buildings. Follow the directions on the inside of the dispenser to stock.

**Hand Soap**

The most common hand soap dispenser on campus uses the Azure hand washing foam. There are, however, several other types of dispensers that use soap.

**Pink Lotion Hand Soap** is used in every building. It comes in one gallon containers. The lids of these dispensers open at the top and the soap is poured in.

**Powdered Soap** is used in one of the art buildings and in the McNeal complex. This soap comes in a box and must be kept dry or the soap will harden. The dispenser opens at the top using a special tab key.

**Azure hand washing foam** is used in only most dispensers on campus. To open the dispenser, insert the white key ace key into one of the openings on the side. Turn the bottle upside down and slide the head into the track. Make sure to pump the dispenser until foam comes out.

# Chemicals

### Hazardous Chemicals

Custodians that use hazardous chemicals are required to know how to safely use, store, handle and dispose of them. Custodians will receive annual training for the location of chemical safety data sheets and information the sheets contain. All chemical spills will be addressed and handled in a safe manner. At a minimum custodians will always wear gloves and goggles when handling chemicals and the hazards they represent.

# Cleaning Equipment

**Spray Bottles**

Spray bottles are used to dispense a variety of cleaners. You will use spray bottles for glass cleaner, general purpose cleaners, carpet spotters, spray buff liquids . . . any chemical you need to spray.

Always label the bottle correctly and be sure to wear safety glasses when necessary. Contact your supervisor for proper labels.

**Towels**

Rags are used for general cleaning and wiping of surfaces. Collect your dirty rags and inform a supervisor when you need them washed. Keep a batch of clean ones to get you through until the dirty rags are washed.

Microfiber Towels are made of microfibers that attract dirt and dust. These are excellent or wiping down restroom fixtures and window cleaning.

**Putty Knife**

This is a handy tool to have on your cart. It is mainly used to scrape gum off floors but it has many other uses.

**Razor Blades**

Razor Blades are used to remove tape, glue, or other materials from surfaces. The most common use is to remove tape from windows or mirrors. Always make sure the surface is wet before scraping with a razor. Be careful not to damage the surface. Use extreme caution as razors are very sharp.

**Feather Duster**

Feather dusters are used to brush away dust accumulation. They come in different sizes. They are very effective in reducing dust accumulation when used regularly.

**High Dusters**

High dusters are used to remove cobwebs from around ceilings and to dust tops of shelves, vents, pipes, and anything too high to reach with a feather duster.

**Erasers**

There are several types of erasers.

White Board Erasers are used on erase white boards. They must be cleaned regularly with water and a mild cleaning solution such as Top Clean.

Sponge/Chamois Cleaner Erasers are used to clean chalkboards. The sponge side removes the majority of the chalk dust and the chamois side removes the fine dust.

**Safety Glasses & Goggles & Face Shields**

There are varying degrees of eye protection. Always use the appropriate protection for the task. Any of these are available upon request – contact your supervisor.

Safety glasses are shatter proof glass worn like regular glasses. Safety glasses have side shields for additional protection.

Safety goggles enclose the entire eye area and are held on the head with an elastic strap.

Face shields protect the entire face. A face shield has an adjustable frame that fits on the head and a plastic shield that swivels down over the face.

**Dust Masks**

Dust masks come in many varieties. They cover the nose and mouth and prevent dust and particles from being breathed in. Dust masks should never be used in place of a respirator.

**Rubber Gloves**

Rubber gloves are an essential part of your Personal Protective Equipment repertoire. They come in all sizes and several different types, each designed for a specific use.

Chemical resistant gloves are used when you need a heavier duty glove to perform aggressive cleaning or are working with strong chemicals. These gloves can be washed and reused.

Disposable Gloves are the main type of glove used by the Custodial Department. These are to be worn for almost every task performed by a custodian. Restroom cleaning, trash removal, and chemical handling are the duties most frequently performed that require gloves.

**Bowl Swabs (Johnny Mops)**

Bowl swabs have a plastic handle, generally blue, and a white fluffy head at the end. The Johnny mop is used in restroom cleaning. It is used to clean fixtures (sinks, toilets, urinals) by applying disinfectant cleaner while at the same time lightly scrubbing the fixtures.

**Plunger**

Plungers are used to unclog toilets, sinks, and water fountains. You can also use it to remove the water in a toilet so you can clean below the water line. There should be a serviceable plunger in a custodial closet on each floor of every building.

**Mop Bucket and Ringer**

There are several varieties of mop buckets and wringers.

The small plastic bucket without wheels is used with the white cone mops. It has a plastic wringer that snaps onto the top of the buckets. To wring the mop you place the cone mop in the wringer and twist the mop while pushing down.

Most mop buckets have wheels and a detachable handle operated wringer. These are used with the standard mops. To wring the mop, place it in the wringer and pull the handle to squeeze the water out of the mop.

The Unger smart mop system uses a flat mop and the bucket has two compartments for dirty and clean water. The wringer goes over the dirty water side. To wring a flat mop, step on the gray button on top of the mop to collapse the frame. Rinse the mop in the dirty water side and wring it out; then rinse the mop in the clean water wide and wring it out again. In order to lock the mop frame in the flat position you must spin the mop as you move the mop head to the floor. The spinning will force the edges of the mop outward and the frame will lock when the mop hits the floor.

**Mops**

There are many types of mops with as many uses. Mops are used for cleaning and to apply chemicals or finish. Use the following guidelines to choose the right mop for the job:

Mops come in different sizes. There are small, medium, and large mops. There are also flat mops and mops designed for rough surfaces. There are mops made specifically to apply finish. Make sure you use the proper mop for the task at hand.

Cotton mop heads are generally natural in color. They are extremely absorbent and should be reserved for damp mopping, rinsing a floor, or applying a stripping agent.

Synthetic mops are typically made of rayon and are less absorbent than cotton mops. Since they tend to hold less moisture, synthetic mops are ideal for applying floor finish. The synthetic fibers “release” the finish more easily, which results in an even application.

Blended mops are a combination of materials, usually cotton and rayon. They may be used for damp mopping, rinsing, applying stripper, and adding finish to a floor.

When you have decided on which mop to use for each application, be sure to label the mop and never use it for another purpose. For instance, if you use a mop to apply stripper, never use it to clean with or to apply wax.

After each use, mops should be thoroughly cleaned and hung to dry. Do not use bleach to clean mop heads used for maintaining or applying finish. Bleach is an oxidizer and not compatible with floor finish, and will cause the finish to coagulate.

**Kai Motion Waxing System**

The Kai Motion waxing system looks like a large yellow mop bucket with removable compartments on top, a handle for maneuvering, and a long handled valve in the rear. It allows you to dump wax directly on the floor and spread it with a flat mop. Fill the reservoir with the desired amount of wax. Attach a flat mop onto the mop head making sure to wrap the mop over the leading edge that is lined with Velcro.

Follow the procedures to prepare the floor for waxing. When you are ready to begin, turn the handle on the back until wax flows out. Push the Kai Motion forward, dropping a 2 inch line of wax about a foot from the wall. When you near the end of the section, turn and push the Kai Motion along the opposite wall. You should have created a horseshoe of wax about one foot from either wall.

Dip the flat mop in the wax and start to edge the section. Run the mop through the line of wax to re- wet it. When the edging is done, go to the curve of the horseshoe and wax the rest of the area using a figure eight motion, keeping the leading edge of the mop in front. With this motion, push the line of wax on each side towards the center.

Move to the next section, making the horseshoe so the curve is next to the area you just waxed. Continue this process until the entire floor is waxed.

If wax remains in the reservoir, empty it back into the wax container. Rinse the reservoir and clean the mop. Make sure the mop is rinsed thoroughly and hung to dry.

**Doodlebug and Pads**

Doodle bugs consist of broom handle and a small rectangular frame with jagged teeth on one side. These teeth hold the doodle bug pad in place. Use the doodle bug to scrub edges and hard to reach areas when cleaning a floor.

**Doodle Duster and Pads**

A doodle duster is used to dust a floor after it has been scrubbed and rinsed, just prior to laying wax. This removes hair and small debris left after the final rinse. The doodle duster is attached to a broom handle. It is a six inch wide, three foot long plastic frame with clamps on top to hold the pad.

The pad is a white, fibrous material that comes in rolls. Unroll about three feet of pad and tear it off, preferably at a perforation. Lay it on the clean floor and place the doodle duster on top of it. Fold the pad edges over the top of the doodle duster and clamp them.

Dust the floor as if you were dust mopping. Always keep the leading edge in front. Check the pad when you have dusted an area. If it is dirty, replace it and dust the floor again. Continue dusting the floor until the pad stays clean.

**Dust Mops**

Dust mops are used to sweep large areas of hard floor. They look like a long, flat mop head attached to a broom handle. Dust mops come in different sizes. Small 12 - 24 inch mops are good in tight areas while large 36 – 48 inch mops a good for halls and gyms. See *Sweeping and Dust Mopping* for proper use.

Dust Mop Care

Avoid pushing your dust mop through liquid spills. Brush out or vacuum your dust mop after each day’s use. First shake it sharply once or twice close to the floor to remove most of the soil. Then clean the strands with a brush or canister vacuum.

**Treatments**

Dust mops can be treated with a special chemical to attract and hold the dust in the mop fibers. There are oil and water based treatments available. If you use an oil based treatment you must store

the dust mop in a metal container. Dust mops should be treated immediately after laundering and occasionally during use. Follow the directions on the container.

Mops must be retreated because they dry out during use. There are several ways to tell if your mop needs retreatment. If the dirt you brush from the mop is light and dry instead of black and oily, the mop needs retreatment. The clearest sign, however, is a dirty floor. If it shows streaks or traces of dust, the mop is not doing its job.

**Changing Mop Heads**

Custodians often change mop heads when they look dirty, but this is usually when the mop is most effective. The time to replace a dirty mop is when it does not pick up dust – this can vary from two weeks to several months depending on the weather, building traffic, and how well you follow the procedures for dust mop care.

**Deck Brush**

Deck brushes are hard bristled brushes, about half the size of a regular push broom that are used to scrub cement and other rough surfaces. Some have longer bristles that are less aggressive. Some have short, rigid bristles that are very aggressive.

**Brooms**

Brooms are generally used to sweep rough surfaces like concrete or small areas where a dust mop can’t reach. Use a broom and dustpan to pick up piles of debris collected while dust mopping. Push brooms are wide, rectangular brooms use in a pushing motion to sweep large, rough surfaces. Angle brooms are smaller and have angled bristles.

**Dustpan**

Use a dustpan to pick up trash and debris after sweeping. Some dustpans, called lobby dustpans, have a handle and swivel at the base so you don’t have to bend over to pick up the debris.

**Snow Shovel**

Snow shovels are used to remove snow. Use a plowing motion rather than lifting whenever possible.

**Ladder**

Ladders are used to change lights and clean high areas. There are 2, 4, 6, 8, and 10 foot ladders available to custodians. See Ladder Safety for specific instructions.

**Spin Bonnets**

The spin bonnets are the white cloth pads with green stripes used with a slow speed scrubbing machine to clean carpets. There are a few pads that are all white and fluffy, and some that are all white and thin. Each one may give slightly different results, but they are all used the same way.

**Floor Pads**

Floor pads are used on slow speed machines and auto scrubbers to scrub floors and high speed machines to buff floors. Below is a list of 3M pads and their uses:

3000 **WHITE** BURNISH PAD: Use for High-speed 3100 **AQUA** BURNISH PAD: Use for High-speed

3400-4200 **TAN/BEIGE** PADS: Use for High-speed 3600 **PINK** “Eraser” BURNISH PAD: Use for High-speed

5000 **LIGHT GREEN** PRE-BURNISH PAD: Use for Scrubbing before High-speed 5100 **RED** BUFFER PAD: Use for Scrubbing before High-speed

5300 **BLUE** SCRUB PAD: Use for Scrubbing before Waxing

7100-7300 **BROWN/BLACK** STRIPPING PADS: Use for Stripping

# Mechanized Cleaning Equipment

### Equipment Maintenance

 Clean and check vacuum belts, brushes, and bags regularly.

 Clean all buffers, wet/dry, auto scrubbers, and extractors after use.

 Do not leave liquid in solution tank of extractors. Either run until empty or use drain tube.

 Never run a wet/dry or an extractor when recovery tank is full – it will ruin the motor. Do not allow foam to build up in the recovery tank either – it will also ruin the motor. Use de-foamer if the tank fills with foam.

 Check batteries and fill with distilled water as needed.

### Minor Repairs

Occasionally equipment breaks down. Many times the problem is easy to fix. Vacuums are the most likely piece of equipment to break down because they are used the most. The problem is usually one of the following:

 The hose or intake opening is clogged and must be cleared.  The belt is broken or dislocated and must be replaced.

 The plug is damaged and must be repaired.

 If a piece of equipment stops working properly, check for the obvious problems and make sure you are following the proper procedure for its use. If you don’t know what’s wrong with the machine or if you can’t repair the machine by replacing parts such as belts, brushes, or plugs, call your supervisor.

 A supervisor must be informed of any broken equipment or any equipment that needs maintenance.

**PLUGS**

Plugs go bad on all types of equipment, not just vacuums. Replacing a plug is considered a minor repair, contact your supervisor if you need to replace a plug on a cord.

Within the electrical cord are three wires – black, white, and green. If a piece of equipment does not get power, unplug it and unscrew the plug cover to see if the three wires are still connected inside the plug. Sometimes you can just put a wire back in the proper hole to solve the problem. If the wires are connected, replace the plug:

1. To replace the plug, first cut the old one off.
2. Remove about 1 ½ inches of the cord cover from the end, exposing the three wires inside.
3. Strip the three wires to expose about ¼ inch of bare wire.
4. Most plugs come in two pieces – the cover and the plug. Make sure to slide the cover on the cord before connecting the wires.
5. Plugs vary in the way the wires are attached, but usually you just insert the wires into the appropriate hole and tighten a screw(s).
6. The black wire is inserted into the hole leading to the gold prong. The area around the hole might be gold as well.
7. The white wire is inserted into the hole leading to the silver prong. The area around the hole might be silver as wall.
8. The green wire is the ground and is inserted into the hole leading to the ground prong.
9. Once the wires have been inserted and secured, slide the cover over the plug and tighten the screws. The three wires should not be visible once the cover is on.
10. Tighten the clamp on the back of the cover to hold the wires secure.

**Back Pack Vacuums**

Back Pack Vacuums consist of a main vacuum canister that is worn on the back, a hose, and a wand with various attachments. This type of vacuum is good for confined areas such as offices and classrooms because the wand makes it easy to vacuum under and around objects. Check the bag daily. If the vacuum is heavily used, you might need to empty the bag periodically during the shift. Replace the bag as necessary.

When properly worn, the weight of the backpack rests on the lower back. The shoulder straps are tightened just enough to hold the backpack in an upright position.

**Wet/dry Vacuums**

Wet Dry vacuums are used to pick up water or other liquids. They are mainly used during floor scrubbing, but sometimes you will need one to clean up after a flood. Some wet dry vacuums have a hose and wand with a floor attachment. Some have a drop squeegee on the front that is operated by a

pedal at the back of the machine. The drop squeegee vacuum works well in large areas while the wand is good for smaller areas like offices.

Every building must have an operational wet dry. Check that the hose, wand, and attachments are present and in good working condition. Always empty and rinse clean after every use. Wet dry vacuums require a filter if used to vacuum dry material.

**Upright Vacuum Cleaners**

Upright vacuums are the most common type of vacuum used by the Custodial Department. They stand upright for storage. The handle is lowered when vacuuming, usually by stepping on a foot release. Uprights have a brush assembly and an upper assembly where the bag is located. The vacuum and brush motors are located in different areas depending on the manufacturer of the vacuum. Some uprights have a hose with attachments for cleaning tight spaces.

Adjust the brush so it just makes contact with the floor. Some vacuums like the Windsor Sensor XP series automatically adjust the height of the brush. Check the bag daily and replace as necessary. Unplug the vacuum before winding the cord – this prevents the cord from twisting which causes the wires inside to fray and separate.

**Blower**

Blowers are used to clean the exterior of a building by blowing debris away from the building. This method is much faster than sweeping. Most blowers on campus are electric and need a long extension cord to operate efficiently. Blow away from the building and watch out for pedestrians. The best time to blow is just after sunrise.

**Slow Speed Scrubber**

Slow speed scrubbers are floor machines used to clean many types of floor surfaces by spinning a circular pad or brush. They are mainly used to deep clean hard floors and to spin bonnet carpets.

There are different slow speed machines on campus made by different companies, such as General, Advance, and Nobles, but they all do the same thing.

**High Speed Buffer**

High Speed Buffers, or burnishers, shine hard floors by spinning a pad at high speed. A finish restorer can be used to enhance this effect. Use a soft pad such as a pink or white pad. Check the pad before each use. To install a new pad, tilt the machine back and remove the pad holder. Some pad holders snap on and off, others unscrew. Put the pad in place and replace the pad holder. Make sure the pad holder is secure. Clean the burnisher after each use. Check the filter over the air intake and clean as necessary.

There are different high speed machines on campus made by different companies, such as Advance and Nobles, but they all do the same thing.

High speed machines should glide over the floor with little effort. If you are fighting the machine you are not using it correctly and probably doing serious damage to the floor.

**Auto Scrubber**

Automatic scrubbers, or auto scrubbers, do the job of a slow speed scrubber and a wet dry vacuum at the same time. The auto scrubber dispenses water from the storage tank, scrubs the floor

and vacuums it into the waste water tank. It replaces wet mopping in large areas and can be used for scrubbing prior to waxing.

Battery Care and Maintenance

Many of our automatic scrubbers run on deep cycle batteries. These batteries need consistent maintenance to prevent damage. Always follow these rules:

 New batteries should be given a full charge before use.

 New batteries need to be cycled several times before reaching full capacity. Usage should be limited during this period.

 Battery cables should be intact, and the connectors tight at all times.

 Vent caps should be kept in place and tight during operation and charging.

 Batteries should be watered after charging unless plates are exposed before charging. If exposed, plates should be covered by approximately 1/8” of water. Check water level after charge. The acid level should be kept ¼” below the bottom of the fill well in the cell cover.

 **Use only distilled water to fill batteries.** Particular care should be taken to avoid metallic contamination (iron, rust).

 For best battery life, batteries should not be discharged below 80% of their rated capacity.  As batteries age, their maintenance requirements change; this means longer charging time.

Usually older batteries need to be watered more often. Their capacity also decreases.

 Deep cycle batteries need to be equalized periodically. Equalizing is an extended, low current charge performed after the normal charge cycle. This extra charge helps keep all cells in balance. Actively used batteries should be equalized once per week. Automatically controlled chargers should be unplugged and reconnected after the initial charge is complete in order to perform the equalization charge.

 Inactivity can be extremely harmful to all lead acid batteries. If seasonal use is anticipated a.) Completely charge the battery before storage, b.) Remove all connections from battery, c.) Store battery in as cool place as possible but not consistently below 32 degrees, d.) Boost every two months.

 Extreme temperatures can affect battery performance and charging. Cold reduces battery capacity and retards charging. Heat increases water usage and can result in overcharging. Very high temperatures can cause thermal run-away, which may lead to an explosion or fire.

**Carpet Extractor**

Carpet extractors clean carpets by spraying water on the floor, scrubbing the carpet with a rotating brush, and vacuuming the dirty solution all in one pass. There are a variety of extractors on

campus. Most are pulled backwards to clean. A few can be pushed forward. There is one riding extractor on campus located at the Library.

**Carpet Spotter**

Carpet spotting machines are small carpet extractors with a hose and handheld wand. To clean a spot, spray the water onto the spot by pulling the trigger on the wand. Vacuum the area with the wand at the same time. Some spotting chemicals may be required to lift the spot, but most of the time the extractor will remove the spot with a light cleaning solution such as Top Clean.

## Safety

# Employer/Employee Responsibilities

### Employer

The employer must provide each employee a place of employment free from recognized hazards that are causing or are likely to cause death or serious harm to the employees; and must comply with occupational safety and health standards, rules, regulations, and orders issued under the Oregon Safe Employment Act of 1973.

### Employee

The employee must comply with all occupational safety and health standards, rules, regulations, and orders issued under the Oregon Safe Employment Act of 1973 that apply to their own actions and conduct on the job. Disregard for safety procedures can result in discipline, up to and including dismissal.

# General Safety Guidelines

 If you see or detect a hazardous condition, including chemical spills, storage odors, or damaged asbestos-containing material such as pipe insulation, report it to your supervisor.

 Wear personal protective clothing or safety devices as directed by your supervisor.

 Wear rubber gloves and eye protection when using cleaning agents that may injure the skin.

 Wear protective gloves when handling sharp objects such as scrap lumber or metal. Do not place hand into trash containers unless you are wearing protective leather or heavy plastic-coated gloves.

 Head protection shall be worn when falling objects may be a hazard.

 Approved safety belts and life lines may be required for off-the-ground work.

 When the weight of a load or object is beyond your lifting capacity, use mechanical lifting devices whenever possible. Otherwise, get help from other employees.

 Do not use power equipment that is not mechanically safe. Report any unsafe condition of power equipment to your supervisor.

 Do not leave power sweepers or floor scrubbing machines running unattended.

 Do not leave carts, cleaning materials, or equipment where anyone can trip over them.  Do not park equipment in front of electrical panels, fire equipment, or in exit aisles.

 Do not push power sweepers or scrubbing machines with forklifts or other vehicles.

 When mopping heavily used corridors always keep one side dry for use. Be sure to post the wet areas with warning signs.

 Use only those cleaning solutions which have been approved by your supervisor. DO NOT MIX CHEMICAL CLEANING AGENTS.

 All chemicals used or handled shall be properly identified. This requirement includes waste chemical materials. Only approved containers may be used.

 Do not store poisons or corrosive cleaning chemicals in broom closets or cabinets unless the door is kept locked.

 No work is permitted in pits, tanks, trenches, or confined spaces without specific instructions from your supervisor.

 When working between machines or in confined areas, do not disturb the position of air hoses, electric cord, or other equipment unnecessarily. Be alert for equipment that may start or stop automatically.

 Do not attempt to clean a power-driven machine without making certain the power is off and locked or tagged out.

 Do not attempt to clean portable electrical equipment without making certain that it is unplugged.

 Do not disconnect electrical equipment by pulling on the cord. First, place the switch in the OFF position and then use the plug for pulling.

 Carry full trash bags away from the body to prevent accidental cuts, scrapes, or abrasions from items within the bag.

# Hazard Communication Program

(OSHA 1910.1200)

The purpose of the Hazard Communication Program is to ensure that the hazards of all chemicals produced or imported are evaluated, and that information concerning their hazards is transmitted to employers and employees. This transmittal of information is to be accomplished by means of comprehensive hazard communications programs, which are to include container labeling and other forms of warning, safety data sheets(SDS), lists of hazardous chemicals present, and employee training (see *Training Schedule*).

# SDS

A Safety Data Sheet is a document describing the results of the health and physical hazard evaluation the manufacturer of the product has performed. The SDS is available online. If you need assistance, call your supervisor. Appendix D to 29 CFR 1910.1200 indicates the required (and suggested) information to include in the SDS and the format.  Sections 1-11 and 16 are required, sections 12-15 may be included but are not required.

* Section 1—Identification: Product identifier, manufacturer or distributor name, address, phone number, emergency phone number, recommended use, and restrictions on use.
* Section 2—Hazard(s) identification: All hazards regarding the chemical and required label elements.
* Section 3—Composition/Information on ingredients: Information on chemical ingredients and trade secret claims.
* Section 4—First-aid measures: Required first aid treatment for exposure to a chemical and the symptoms (immediate or delayed) of exposure.
* Section 5—Fire-fighting measures: The techniques and equipment recommended for extinguishing a fire involving the chemical and hazards that may be created during combustion.
* Section 6—Accidental release measures: Steps to take in the event of a spill or release involving the chemical. Includes: emergency procedures, protective equipment and proper methods of containment and cleanup.
* Section 7—handling and storage: Precautions for safe handling and storage, including incompatibilities.
* Section 8—Exposure controls/Personal protection: OSHA’s permissible exposure limits (PELs), threshold limit values (TLVs), appropriate engineering controls, and personal protective equipment (PPE).
* Section 9—Physical and chemical properties: The chemical’s characteristics.
* Section 10—Stability and reactivity: Chemical stability and possible hazardous reactions.
* Section 11—Toxicological information: Routes of exposure (inhalation, ingestion, or absorption contact), symptoms, acute and chronic effects, and numerical measures of toxicity.
* Section 12—Ecological information: How the chemical might affect the environment and the duration of the effect.
* Section 13—Disposal considerations—describes safe handling of wastes and methods of disposal, including the disposal of any contaminated packaging.
* Section 14—Transportation information—includes packing, marking, and labeling requirements for hazardous chemical shipments.
* Section 15—Regulatory information—indicates regulations that apply to chemical.
* Section 16—other information—includes date of preparation or last revision.

**Container Labeling**

All containers must have appropriate labels. These labels must not be defaced or removed from the container. Section 1910.1200(f) (6) (ii) requires that workplace labeling include product identifier and words, pictures, symbols, or combination thereof, which provide at least general information regarding the hazards of the chemicals, and which, in conjunction with the other information immediately available to employees under the hazard communication program, will provide employees with the specific information regarding the physical and health hazards of the hazardous chemical. As such, paragraph (f) (6) (ii) does not require that workplace labeling include the manufacturer’s name and address, precautionary statements, or hazard statements.

 *Chemical Identity* - the name of the chemical in the container. This may be the common name, the product name, or the chemical name. It must be the same as the name on the SDS and the Hazardous Chemical List.

 *Appropriate Hazard Warning* – these can be words, pictures, or both. They include warnings such as “flammable” or “vapor harmful” or what will happen if the chemical is not handled properly.

 *Protective Clothing and Equipment* – these may be described by using words, pictures, or symbols.

 *Handling and Storage Instructions* – these tell you how to properly store the product. It may need to be used only in “well ventilated areas,” for example.

 *Manufacturer’s Name and Address* – as well as an emergency telephone number to get more information.

 “Container” refers to all containers containing chemicals, including portable containers (spray bottles). Any new or temporary container into which a chemical is placed should be labeled and marked with the identity and appropriate hazard warning. Although the Hazard Communication Standard does not require labels on containers that will be emptied by the end of the shift and used by only one employee, doing so will help prevent accidental misuse.

### Inspection

Both the employee and supervisor are responsible for inspecting the work area for possible hazards. Report any hazardous conditions to your supervisor immediately. Do not continue to perform a task if it involves this hazardous condition. Notify your supervisor immediately.

# Personal Protective Equipment

(OSHA 1910.132)

Protective equipment, including personal protective equipment for eyes, face, head, and extremities, protective clothing, respiratory devices, and protective shields and barriers, shall be provided, used, and maintained in a sanitary and reliable condition wherever it is necessary by reason of hazards of processes or environment, chemical hazards, radiological hazards, or mechanical irritants encountered in a manner capable of causing injury or impairment in the function of any part of the body through absorption, inhalation or physical contact.

**Eye and Face Protection**

(OSHA 1910.133)

There are many forms of eye protection, ranging from safety glasses to complete face shields. Each task must be evaluated for the proper eye protection. The following is a list of eye and face protection available upon request:

 Safety glasses

 Safety glasses with side guards  Safety goggles

 Face shields

Contact your supervisor to request any of these. Even if the task does not require personal protective equipment, you are allowed and encouraged to use any equipment you need to feel safe. Use any level of protection you feel comfortable with as long as the minimum requirements are met.

**Respiratory Protection**

(OSHA 1910.134)

The most common respiratory protection used by custodians is dust masks. However, some custodians working around pool chemicals are required to use special respirators with filters designed for the chemicals in use.

**Head Protection**

(OSHA 1910.135)

Custodians usually don’t need head protection to perform their daily duties. However, if you are working near a construction zone or if you are performing an overhead cleaning task where falling

objects are present, you must wear a hard hat. You also need a hardhat when working above ten feet, but this is rare in the Custodial department.

**Hand Protection**

(OSHA 1910.138)

There are many forms of hand protection available. Custodians are required to use hand protection for many tasks. Most tasks such as restroom cleaning require only disposable gloves. Some chemicals require chemical resistant gloves. Custodians should wear work gloves when doing setups and moving furniture. The following is a list of gloves available upon request:

 Disposable gloves

 Powder free disposable gloves  Nitrate disposable gloves

 Reusable rubber gloves  Chemical resistant gloves  Canvas work gloves

 Leather work gloves

 Atlas gloves (provide good grip for moving heavy objects)

# Preparedness and Awareness

### Safety Supplies Spill Kit

 Disposable Gloves  Splash Mask

 Phenolic Spray

 Safety goggles/glasses  Red Disposal Bags

 Disposable towels  Tongs

 Labels (Biohazard)

### Other Safety Supplies

 Absorbent Powder  Ear plugs

 Pull-over boots  Antiseptic wipes

 Floor signs (located in janitor closet)  Caution tape

### Procedures & Hazard Communication

 SDS website

 *Posted* Blood & O.P.I.M. Cleanup Procedures

**Emergency Medical Plan**

### Scope and Intent

This policy is intended to complement the Occupational Safety Program when employee injuries are concerned. Provision of the policy will also be applicable to person (s) who are on campus but are not employees of the college. This policy provides general guidelines for:

 The caring of the ill or injured persons on campus, and

 Establishes minimum standards for the maintenance and safe use of first aid supplies on campus

### DEFINITIONS

 “Emergency care” is the provision of care by an ambulance or rescue vehicle.

 “Immediate care” is defined as life-sustaining care for persons suffering from serious injuries or illness (such as: control of excessive bleeding, restoration of respiratory function or treatment of shock) until emergency care is available.

 “Medical care” is defined as patient care provided:

For students, by the college Health Center during scheduled office hours



 For non-students, by public hospital (s) / emergency rooms.

 “Minimum First Aid Supplies” are minimum supplies to be maintained which would constitute a complete first aid kit.

 “Minimal care” is defined as care needed in minor injuries (such as scratches, cuts, splinters, etc.) that do not require medical care.

 “Serious injuries or illness” is defined as severe injuries or illness which might incapacitate or render the victim helpless, and incapable of obtaining for him/her.

### ACCIDENT REPORTING PROCEDURES

 First aid supplies shall be available to all persons who sustain injuries while on campus.

 All persons requiring minimal care on campus are expected to seek or provide first aid care for him/her.

 All injuries or illness, no matter how minor, which is related to the victim’s occupation or employment, must be reported to the Security Department for investigation.

 All college personnel who knows or observes person(s) on campus who appear to be suffering from serious injuries or illness shall immediately contact the Emergency (9-911) Dispatch Center.

 Emergency Dispatch will in turn notify Security personnel in addition to dispatching appropriate ambulance or rescue units.

 The on-duty Security Officer shall provide immediate care until such time emergency care is available for the victim(s).

**First Aid Kits**

At least one First Aid Kit will be maintained in each campus building, to be kept in the office of the Building Manager. The building managers will be responsible for the periodic inspection and maintenance of the first aid supplies. Building managers will determine the locations for, and conspicuously post, no less than two signs on each floor indicating the location and availability of the buildings’ first aid kit.

 Additional first aid kits shall be maintained in the following locations:

 One in each residence (dormitory) hall, to be maintained by the Head Resident.

 One in each campus owned automobile in the motor pool, to be maintained by the supervisor of the motor pool.

 One to by immediately available to kitchen employees at all times, and maintained by the manager of the kitchen.

Such first aid supplies shall be subject to inspection by the Safety Department or representatives. It is not the intent of this policy to prevent or disallow the keeping of additional or privately owned first aid kits on shops, offices, or work areas; such first aid kits, where not otherwise required, are not subject to compliance with this policy and shall be maintained by the owner for personal use only.

### Minimum First Aid Supplies

Southern Oregon University has established the following minimum standards for campus owned first aid kits:

 First aid supplies shall be stored in prominently marked containers, adequate to protect the contents from damage or contamination.

 Each First Aid Kit shall contain the following minimum first aid supplies:

* Adhesive bandages.
* Triple antibiotic ointment

Blankets and other packaged items need not be stored inside the first aid kits, but must be in proximity and should be designated as first aid supplies and reserved for that emergency use only.

Warning labels stating “AVOID CONTACT WITH BLOOD, USE GLOVES” shall be prominently affixed to all packages of gloves, on the containers of each first aid kit, and cabinets or closets in which such supplies are maintained.

First aid supplies, refills, signs and labels can be purchased through the college Health Center.

# Blood borne Pathogens

Blood borne pathogens are pathogenic microorganisms that are present in human blood and can cause disease in humans. These pathogens include but, are not limited to, hepatitis B virus (HBV) and human immunodeficiency virus (HIV).

The term “blood” means human blood, human blood components, and products made from human blood. Other potentially infectious materials include semen, vaginal secretions, cerebrospinal fluid, any bodily fluid that is physically contaminated with blood, all body fluids in situations where it is

difficult or impossible to differentiate between body fluids, and any unfixed tissue or organ (other than intact skin) from a human (living or dead).

**Exposure Control Plan**

The exposure control plan provides definition and dangers of exposure, ways to prevent exposure, and how to deal with an exposure incident. An exposure incident occurs when a specific eye, mouth, other mucous membrane, or non-intact skin comes in contact with blood or other potentially infectious material.

All employees have access to the Blood borne Pathogen Exposure Control Plan. There is a copy in the red blood borne pathogen binder, along with the procedures for cleanup, located in all the main custodial closets, as well as at the Facilities, Management and Planning.

**Blood Bourne Pathogens: Cleanup Procedure**

Procedure for Removal of Blood Spills and Other Potentially Infectious Materials

1. **Wear protective equipment as necessary - gloves are mandatory.** Use eye or face protection if splashing is possible. Post wet floor signs.
2. **Apply a tuberculocidal disinfectant.** Completely cover the spill with disinfectant using a spray bottle for small spills or a mop and bucket for larger spills. Allow mop to drain on and around spill. Do not touch blood or infectious material with mop. Household bleach mixed fresh with water at 1:10 may be used if phenol disinfectant is not available, but never use bleach on or near carpeted areas.
3. **Clean up contaminated material.** Use paper towels for small spills. For larger spills - place mop in solution and wring out, then pick up diluted spill. Return mop to bucket often to rewet and wring out. For carpeted areas or very large spills a wet dry vacuum or extractor may be used to pick up spill.
4. **Dispose of contaminated materials.** Paper towels should be placed in a plastic trash bag (double bag if there is a lot of liquid). Then place in a red bag. Place in janitor closet and call supervisor for disposal. Do not put out with regular trash. Dispose of used/soiled disinfectant using normal procedures. Carefully dump down drain and flush with water. Clean out mop and bucket, wet dry, or extractor with fresh disinfectant and rinse.
5. **Apply fresh disinfectant cleaner to decontaminated spot** and continue cleaning area with disinfectant of choice.
6. **Wash hands thoroughly.** Dispose of gloves in red bag along with paper towels. Remove wet floor signs after floor has dried completely.

### Sharps Disposal

Clean up broken glass without delay. Place warning signs if necessary. Wear gloves but do not pick up the glass with your hands. Use tongs or pliers or tweezers to pick up the big pieces. Sweep the rest into a dustpan. Do not put broken glass in a trash bag. It must be placed in a container such as a cardboard box and labeled “BROKEN GLASS.” Set the labeled container out with the trash.

Needles, razors, and other related sharps must be placed in a designated sharps container. These containers are red plastic pails with special lids, and are marked with the biohazard symbol. Wear

gloves and use a tweezers (or pliers) to pick up the sharp. Carefully place it in the appropriate sharps container. Disinfect the tool used to pick up the sharp.

# Fire

**Fight or Flight**

Small, incipient fires can be extinguished only if you are trained to use a fire extinguisher. You are not required to fight a fire. However, an immediate readiness to evacuate is essential. All fires, even those that have been extinguished, must be reported immediately. The following are guidelines on how to react to the discovery of a fire:

### RACE In Case of Fire

 R RESCUE – When you discover a fire, rescue people in immediate danger if you can do so without endangering yourself. Alert others in the immediate area.

 A ALARM – Sound the alarm by pulling the alarm pull station nearest you and call 911 from a safe distance.

 C CONFINE – Close all doors, windows and other openings, if it is safe to do so.

 E EVACUATE – Evacuate the building and gather at the rally point designated rally point. REMEMBER - **DO NOT** use the elevators!

**PASS - Use of a Fire Extinguisher**

Fire extinguishers are not designed or intended to extinguish large fires, but if used properly, can control or extinguish a small fire. A small fire is defined as one that could start in a standard office trash can or laboratory fume hood and is in the incipient stage. When a fire or suspected fire (i.e., smoke) is discovered, the first reaction should always be to RACE. However, fire extinguishers are available and can be used provided the person is properly trained to use the extinguisher. The following are guidelines on how to use the extinguisher on a small fire:

 P PULL the pin from the handle.

 A AIM the nozzle at the base of the fire.

 S SQUEEZE the handle to activate the extinguisher.

 S SWEEP the nozzle from side to side at the base of the flame until the fire is out.

REMEMBER - LEAVE THE AREA IMMEDIATELY IF:

 Your path of escape is threatened

 The extinguisher runs out of agent

 The extinguisher proves to be ineffective

 You are no longer able to safely fight the fire

**Evacuating a building**

 The last one out of the room should not lock the door, just close it. Locking the door hinders the fire department's search and rescue efforts.

 Proceed to the exit as outlined in the Emergency Action Plan.  NEVER, NEVER use elevators under any circumstances.

 Stay low to avoid smoke and toxic gases. The best air is close to the floor, so crawl if necessary.

 If possible, cover your mouth and nose with a damp cloth to help you breathe.

 If you work in a building with multiple stories, a stairway will be your primary escape route. Most enclosed stairwells in buildings over two stories are "rated" enclosures and will provide you a safe means of exit; don't panic - descend stairs slowly and carefully.

 Once in the stairwell, proceed down to the first floor. Never go up.

 Once outside the building, report to a predetermined area so that a head count can be taken.

### WHAT TO DO IF TRAPPED IN A BURNING BUILDING

If you're trying to escape a fire, never open a closed door without feeling it first. Use the back of your hand to prevent burning your palm. If the door is hot, try another exit. If none exists, seal the cracks around the doors and vents with anything available.

Use wet towels to seal the space under the door and prevent the entry of smoke. Cracks around the door can be sealed with masking tape if necessary.

If trapped, look for a nearby phone and call the fire department, giving them your exact location.

If breathing is difficult, try to ventilate the room, but don't wait for an emergency to discover that window can't be opened.

If on an upper floor and your window is of a type that CANNOT be opened, DON'T break it out- you'll be raining glass down on rescuers and people exiting the building. If you can't contact the fire department by phone, wave for attention at the window. Don't panic.

### WHAT TO DO IF SOMEONE CATCHES ON FIRE

If you should catch on fire:

 STOP - where you are  DROP - to the floor

ROLL - around on the floor

This will smother the flames, possibly saving your life. Just remember to **STOP, DROP and ROLL.**

If a co-worker or occupant catches on fire, smother flames by grabbing a blanket or rug and wrapping them up in it. That could save them from serious burns or even death.

### Fire Extinguishers

There are four different types or classes of fire extinguishers, each of which extinguishes specific types of fire. Newer fire extinguishers use a picture/labeling system to designate which types of fires they are to be used on. Older fire extinguishers are labeled with colored geometrical shapes with letter designations. Both of these types of labels are shown below with the description of the different classes of extinguishers.

Additionally, Class A and Class B fire extinguishers have a numerical rating which is based on tests conducted by Underwriters Laboratories that are designed to determine the extinguishing potential for each size and type of extinguisher.

All ratings are shown on the extinguisher faceplate. Some extinguishers are marked with multiple ratings such as AB, BC and ABC. These extinguishers are capable of putting out more than one class of fire.

Class A and B extinguishers carry a numerical rating that indicates how large a fire an experienced person can safely put out with that extinguisher.

Class C extinguishers have only a letter rating to indicate that the extinguishing agent will not conduct electrical current. Class C extinguishers must also carry a Class A or B rating.

Class D extinguishers carry only a letter rating indicating their effectiveness on certain amounts of specific metals.

**Fire Extinguisher Ratings**

|  |  |  |
| --- | --- | --- |
|  | **Class A Extinguishers** will put out fires in ordinary combustibles, such as wood and paper. The numerical rating for this class of fire extinguisher refers to the amount of water the fire extinguisher holds and the amount of fire it will extinguish. |  |
|  | **Class B Extinguishers** should be used on fires involving flammable liquids, such as grease, gasoline, oil, etc. The numerical rating for this class of fire extinguisher states the approximate number of square feet of a flammable liquid fire that a non-expert person can expect to extinguish. |  |
|  | **Class C Extinguishers** are suitable for use on electrically energized fires. This class of fire extinguishers does not have a numerical rating. The presence of the letter “C” indicates that the extinguishing agent is non-conductive. |  |
|  | **Class D Extinguishers** are designed for use on flammable metals and are often specific for the type of metal in question. There is no picture designator for Class D extinguishers. These extinguishers generally have no rating nor are they given a multi-purpose rating for use on other types of fires. |  |

**Multi-Class Ratings**

|  |  |
| --- | --- |
|  | Many extinguishers available today can be used on different types of fires and will be labeled with more than one designator, e.g. A-B, B-C, or A-B-C. Make sure that if you have a multi-purpose extinguisher it is  properly labeled. |

|  |  |
| --- | --- |
| This is the old style of labeling indicating suitability for use on Class A, B, and C fires. |  |

|  |  |
| --- | --- |
|  | This is the new style of labeling that shows this extinguisher may be used on Ordinary Combustibles, Flammable Liquids, or Electrical Equipment fires.  This is the new labeling style with a diagonal red line drawn through the picture to indicate what type of fire this extinguisher is **NOT** suitable for. In this example, the fire extinguisher could be used on Ordinary Combustibles and Flammable Liquids fires,  but not for Electrical Equipment fires. |

**WHEN NOT TO FIGHT A FIRE**

Never fight a fire:

 If the fire is spreading beyond the spot where it started.  If you can't fight the fire with your back to an escape exit.  If the fire can block your only escape.

If you don't have adequate fire-fighting equipment.

In any of these situations, DON'T FIGHT THE FIRE YOURSELF. CALL FOR HELP. If you plan to fight the fire you must plan to get out alive. Remember the following:

 Fire is black, not light – expect not to see.  Smoke and gases kill – not the flames.

 Heat kills in seconds – one breath of superheated air will destroy your lungs.  You have no time to waste – you may have less than 1 minute to get out.

# Asbestos

Asbestos is a generic term for a group of minerals that share fiber forming, flame resistance, and indestructible qualities. The word asbestos is derived from the Greek word meaning unquenchable or indestructible. Asbestos is mined from the earth all over the world.

During the 20th Century, the low cost and abundance of asbestos along with its indestructible and insulating qualities made it an ideal material for building and production needs. Asbestos was used in ceilings, walls and floors, in plasters, pre-formed tile, coverings on boilers, furnaces, ductwork and piping, woven cloth for curtains, gloves and aprons, in chemistry labs, in electrical wiring, and cement products.

However, when asbestos was found to be hazardous, it was no longer used in these commercial applications. But since it was used in building materials for decades, it is still present in many buildings built prior to 1978. Currently the vast majority of asbestos on this campus has been removed. Employees should still be aware of the dangers of asbestos, and how to work around it if there is still asbestos in they’re building. Please contact your supervisor if you are concerned your building has asbestos in it.

Health Concerns

Asbestos can enter your body two ways: by inhalation (breathing) or ingestion (swallowing). Asbestos cannot enter through the skin. The body’s defenses have the ability to trap and expel many of the particles in the air we breathe. As the level of airborne particles increases, so does the chance that asbestos fibers will bypass these defenses. Asbestos fibers are indestructible once inside the body. Once past the body’s defenses, there are a number of illnesses that may develop.

In order to be a health risk, asbestos fibers must be released from the material and be present in the air for people to breath. The composition of the asbestos-containing material will influence fiber release. When a material is easy to crush of crumble with your hand when it is dry, it is referred to as friable. The greater the friability, the greater the likelihood fibers will be released.

Safety and Prevention

When asbestos exposure is possible or unavoidable, respirators should be worn. Custodians, like building occupants, are not at risk of exposure during normal operations. Usually, exposure will only occur when fibers are released through accidental or intentional physical damage. Some known asbestos-containing materials are clearly marked, such as pipes encircled with black and yellow stripes. In order to reduce the risk of releasing asbestos fibers from these or other asbestos-containing material, abide by the following:

 Do not touch or disturb asbestos material on walls, ceilings, pipes, ducts, or boilers.  Do not sweep, saw, drill, or sand asbestos-containing material.

 Do not clean asbestos-containing materials with normal vacuums.

 Do not touch asbestos-containing materials when changing light bulbs.

 Do not damage asbestos-containing material when moving ladders or furniture.

 Do not direct fans or blowers towards asbestos-containing materials.  Do not remove air filters dry, or shake air filters.

**Floor Maintenance**

 All vinyl and asphalt flooring material shall be maintained according to the following unless it has been demonstrated the flooring does not contain asbestos:

 Sanding of flooring material is prohibited. Stripping of finishes will be done with low abrasion pads, at a speed slower than 300 rpm, and employing wet methods.

 Burnishing, or buffing, may be performed only on flooring that has sufficient finish so the pad cannot contact the flooring material, and the tiles and adhesives remain intact throughout the process.

 If you have any questions or concerns, contact your supervisor.

# Slip & Fall Prevention

Slips and falls can be prevented by following all safety guidelines and staying alert. Slips and falls happen without warning, usually when your mind is on the job at hand. That’s why it’s important to follow these safety tips at all times:

 Place wet floor signs when mopping and around leaks and spills.  Wear appropriate footwear when stripping floors.

 Use ladders properly (See *Ladder Safety*).

 Spread ice melt and remove snow when necessary.

 Use caution when walking onto a hard floor from a wet surface.  Take one stair at a time and don’t carry heavy loads on stairs.

 Don’t leave cleaning equipment or anything else on stairs or in doorways.  Make sure floor mats lie flat.

 Maintain exterior lighting around your building.

 Turn on lights in dark halls and rooms before you enter them.

# Ladder Safety

Ladders are useful and necessary tools. However, because ladders are so commonplace, safety precautions are often neglected or overlooked. While there are inherent risks working with ladders, proper training, as well as routine inspections and maintenance can substantially reduce the risk.

**Safe Use of Ladders**

Always follow these rules for the safe use of ladders:

 When setting a ladder against a wall, ensure it is set at the proper angle. Place the bottom of the ladder a distance from the wall equal to ¼ the working length of the ladder. For instance, if you are using a twenty-foot ladder, the bottom of the ladder will be five feet from the wall.

 Never allow more than one worker on the ladder at a time.

 The ladder base or bottom feet must be placed with secure footing.

 The top of the ladder must be placed with the two side rails supported.  Always face the ladder when ascending or descending.

 Never use the top step of a stepladder as a step.

 Ladders cannot be tied or fastened together to make a longer section.

 Ladders are not to be used as braces or gangways. Use a ladder only for what it was intended. (Read and follow the labels and material the manufacturer provided)

 Carry ladders parallel to the ground, and preferably by two employees.  Tie ladders down securely when transporting.

 Barricade traffic areas in vicinity of ladder use. Lock and barricade doorways where a ladder must be placed.

 Keep the area around the top and bottom of the ladder clear.  Do not move, shift, or extend a ladder while occupied.

 Always maintain three points of contact with the ladder. Two feet/ one hand or two hands/ one foot should be in contact with the ladder at all times.

 Carry tools in pouches around the waist. Use a rope to raise and lower large items.

 Do not overextend sideways. Use the belt buckle rule: keep your belt buckle position between the side rails at all times, this will maintain your center of gravity.

 When using the ladder to access a platform or roof, extend the ladder three feet above the eave and secure it by lashing or tying it off.

**Care of ladders**

 Ladders must be maintained in good usable conditions at all times.

 Ladders should be inspected prior to every use. Immediate ladder inspection is required when ladders tip over and fall. Inspect the ladders for:

 Side rail dents or bends.  Excessively dented rungs.

 Check all rung to side rail connections.  Check hardware connections.

 Check rivets for shear.

 If the ladder is exposed to oil or grease or another slippery material, clean it off.

 If a structural defect is noticed on a ladder, tag it as “out of service” until it can be repaired in accordance with manufacturer specifications.

 Know what the intended load capacities are of your ladder and do not exceed them.

**Ladders and Electricity**

 If a ladder will be used where the employee or the ladder could contact electrical current, the side rails must be constructed on a non-conductive material.

 ABSOLUTELY NO employee, tool, or ladder can be within ten feet of high voltage lines. (600 volts or more) This applies whether the employee is on the ground, on the ladder, or holding and using a window washing wand.

 If there is a possibility an employee, tool, or ladder could contact any electrical voltage in excess of 50 volts, the source must be de-energized and locked and/or tagged out.

**General Industry Activities**

 Employees are required to be protected from fall hazards when working on unguarded surfaces when more than 10 feet above a lower level or hazardous equipment.

 Attachment points for lifelines and lanyards must be capable of supporting a minimum dead weight of 5000 pounds.

 Personal fall arrest systems are to be rigged so an employee cannot free fall more than six feet or contact a lower level.

 Personal fall arrest systems are to be rigged so an employee cannot free fall more than two feet.

 Lifelines, lanyards, and body belts/harnesses are to be periodically inspected by the supervisor in charge.

 Employees are to inspect their body belts/harnesses daily.

 Defective body belts are to be discarded or repaired before use.

**Ladder Storage**

The ladder storage area should be well ventilated.

Wood ladders should not be exposed to moisture or excessive heat. Avoid storing ladders near stoves, steam pipes, or radiators.

Store straight and extension ladders in flat racks or on wall brackets.

Store step ladders vertically, in a closed position, to reduce the risk of sagging or twisting. Secure stored ladders so they won’t tip over if they are struck.

# Safe Lifting

Custodians constantly lift objects while performing their duties. Every day you lift hundreds of trash cans. You lift equipment and move furniture. Sometimes you are called to help set up events with hundreds (or thousands) of chairs and tables. Safe lifting is one of the most important precautions you can take to prevent injury on the job.

 Use a back brace.

 Lift with the legs by bending at the knees and keep the back straight.  Keep the load near the body.

Get help to move heavy or awkward objects.

# Accidents and Injuries

### Job-related Injury/Illness and Workers’ Compensation

You must report any job-related injury and/or illness to your supervisor or manager immediately after it occurs, or at the latest before you leave the work place or before the end of your workday. This enables SOU to file required forms and protect your benefits. For an emergency, call 911 and/or seek medical attention immediately at the nearest emergency facility.

Forms required for reporting a job-related incident, injury and/or illness can be obtained from your supervisor, from Human Resource Services at 552- 6315, or from the Safety Officer at 552-6909.

* The Southern Oregon University’s **Incident Report form** is completed for all job- related incidents, accidents and/or illnesses. The completed form must be given to Human Resource Services (Churchill 185) within 24 hours of the incident, injury and/or illness, whether or not you need medical attention.
* In addition to the SOU Incident Report form, the Report of Job Injury or Illness, **SAIF Form 801**, is required if the injured or ill employee sees a doctor for the reported job-related injury and/or illness. The completed form must be given to Human Resource Services (Churchill 185) within 24 hours of the injury/illness.

Notify your supervisor when you are going to be off work due to your injury or incident. Keep your supervisor and the S.A.I.F. Coordinator in Personnel Services informed about your doctor’s visits and time loss. If your physician does not release you to your regular duties, he/she must spell out any physical restrictions and for what period of time.

All job-related injuries and/or illnesses resulting in doctor’s care require a written release to return to work from the treating physician. YOU WILL NOT BE ALLOWED TO RETURN TO YOUR REGULAR DUTIES WITHOUT A DOCTOR’S WRITTEN RELEASE. If time off is ordered,

you must bring a statement from the doctor stating the period of time you will be off. While you are on time loss, it is your responsibility to keep in contact with your supervisor and to notify them of any changes in your work status.

Southern Oregon University is committed to returning injured employees back to the job as soon as possible. When feasible, we are willing to temporarily change an employee’s current work assignment to accommodate most medically required limitations. Our goal is to return an employee to full, regular duty as soon as possible providing the employee is medically authorized to do so.

For detailed information about job-related injuries, please contact Human Resource Services at 552- 6315 or the Safety Officer at 552-6909.

## Inspections and Evaluations

# Inspections

In order to ensure these standards are being met and the proper procedures are being used, the supervisors will perform regular, random inspections of all areas. The supervisor will inspect everything from the ceiling to the floor. Any discrepancies will be passed on to the responsible custodian and documented on an inspection form.

# Evaluations

(Refer to Article 57 of the collective bargaining agreement.)

Evaluations are given once a year. (New employees receive an evaluation for the first three and six months.) Evaluations are based on many factors. For example: the condition and appearance of the assigned area, attitude, attendance, performance, cooperation, etc.

## New Employees

# Orientation

Human Resource Services is responsible for the implementation of new employee orientation for regular employees. Orientation will provide new employees with information such as:

 A review of the organization of the University and its mission, values, and vision.

 An introduction to the Equal Employment Opportunity; Affirmative Action; Discriminatory Harassment and Sexual Harassment; Drug-free workplace; Drug, alcohol, and weapons; and other important policies.

 An introduction to payroll and personnel procedures.

 General information about maintaining a safe and healthy work environment.  A review of benefits.

 Other services and information about SOU.

New employees will be released to payroll some time during the first workday to complete and submit initial payroll forms (form I-9, Employee Data form, form W-4) and receive an ID Card Authorization form.

During the employee’s integration into employment at the University, he/she will complete any other necessary payroll and benefit forms, and will be issued an employee identification card.

# I.D. Card

If you are a new regular employee or lost your faculty/staff identification card, you can acquire an identification card (1) by visiting Human Resource Services to get an authorization card and (2) taking the authorization card to the Registrar’s office in the Britt Building where your picture will be taken and the card issued. As a backup to the Registrar’s office, ID cards may also be obtained at the Housing and Residential Life Office in the Cox Building. Identification cards are required to access a variety of services such as those offered by the Library, Fitness Center, dining facilities, the Bookstore, and to ride the bus for free (see Bus Pass). Identification cards must not be loaned to, or used by, any person other than the employee the card is issued to. Identification cards must be returned to your supervisor when you leave employment.

# Direct Deposit

Employees may elect to have their paychecks deposited automatically into a checking or savings account on payday. An earnings statement for all direct deposits is delivered to you via campus mail on payday.

# Initial Training Goals

Below is a list of information you need to know when you begin employment at Southern Oregon University. You will be trained on the following:

# New Employee Training

All new employees receive general training in areas such as, but not limited to (each of these subjects is explained in detail within this manual):

 Policies

Organization



Work Schedule



 Paperwork

 Overview of Responsibilities  Routine Cleaning Tasks

 Safety and Incident/Illness Reporting  Hazard Communication

 S.D.S

 Asbestos

 Periodic Cleaning Tasks  Two-week time sheets

 Building abbreviations and work order numbers  Monthly time sheets

 Shift differential  Leave requests

 Ordering supplies

 Blood borne Pathogens

 Personal Protective Equipment  Chemical Usage

 Keys

 Parking

 Cell phone

Email account



 Evaluations

 Inspections

# TRAINING CHECKLIST

### BASIC TRAINING

 Trash and detail, Recycle

 Clean floors

 Replace lights

 Restrooms

 Window cleaning

 Develop efficient routine

### PAPERWORK

 Two-week timesheets

 Monthly time record

 Leave requests

 Supply requisitions

 Service/maintenance requests

 Accident Report

### GENERAL REGULATIONS AND PROCEDURES

 Work schedule and breaks

 Phone calls – report absences/absent co-workers

 Cell phone usage

 Computer usage

 Key policy

 Energy conservation – lights

 Dress code

 Inclement weather policy

### SAFETY

 SDS & Hazard Communication Program  Video

 Personal Protective Equipment

 Video

 Blood borne Pathogen Program / Sharps disposal  Video

 Hepatitis Shot / Declination

 Asbestos

 Video

 Ladder safety and fall protection

 Lifting

 General preparedness

 Accidents and injuries

### SECURITY

 Lock / Unlock

 Reporting incidents – unlocked doors, vandalism, suspicious activity

 Log

 Personal items - conduct

### CARPET CARE

 Spotting basics

 Spin Bonnet

 Extraction

### HARD FLOOR CARE

 Auto scrub

 Spray buff / High speed burnishing

 Scrub and wax

 Strip and wax

 Waxing

# Trial Service (Probationary Period)

The trial service is recognized as an extension of the selection process and is the time immediately following appointment. For full-time employees, the trial service is six full months; for part-time employees, it is 1,040 hours.

Employees receive training during the trial service period. Training includes, for example:  Review of the position description with the employee.

 Development of a work plan that sets a timetable for the accomplishment of on-the-job

learning objectives so that assessments may be made periodically of the employee’s progress towards becoming fully proficient in all duties of the position.

 Participation in the New Employee Orientation, safety, and other campus related training.

 Employees may be evaluated during the trial service period. There may be one evaluation near or at mid-probationary period. There will be a final evaluation (called the trial service evaluation) using the University’s standard performance evaluation report at the end of the trial service period.

 Employees who are in their trial service period may be removed from service when, in the judgment of the University, the employee is unable or unwilling to perform the duties of the position satisfactorily, or the habits and dependability of the employee do not merit continuation in service.

## Student Employees

You may have a student worker(s) assigned to your area; you are responsible for their cleaning so use their assistance wisely. Students usually begin work at 4:00 a.m.

# Paperwork

**Payroll Forms**

New student employees must fill out all forms required by Payroll.

**Two Week Timesheet**

This is the same timesheet used by the custodians and should be filled out the same way.

**Missed Punch Form**

This form must be filled out and turned in when a student forgets to clock in/out. It must be turned in by the 12th of each month for the time to be part of that pay period.

**Leave Request**

Students can request time off by filling out a student leave request. Any time the student takes off is unpaid.

# Training Required

S.D.S.

 Asbestos PPE

 Blood borne Pathogens