

Custodial Operations Guidelines – Cleaning Standards

(School District)

Assignment Description: General Duties (Day Program)

Task	Guidelines	Frequency
Security	Security of the facility consists of only opening areas of the building the department is responsible for. Inspecting the facility for discrepancies and reporting your findings to your immediate supervisor, and correcting any safety issues that were identified during your rounds as you check and unlock your assigned areas. Security checks should be performed throughout the day and prior to your departure. Check with the building administration to determine what areas should remain open once the students arrive.	Daily
Inspection	The Head Custodians and Coordinators are responsible for the general cleanliness and upkeep of the entire facility. Ensuring that the mechanical systems (daily) are working properly and the cleaning program meets the basic guidelines outlined by management and the general needs of the customers and public visiting the facility are met. An inspection of the facility should be completed weekly. Communications with management and the building administration should take place on a weekly basis to help reduce potential problems that could occur.	Weekly
Event Setups	Event setups that require assistance from the custodial operations must be completed in a timely fashion. Programs that can't be setup or taken down by the Night Program must be performed by the Day Program. Make sure the equipment utilized during setups and/or tear-downs is secured properly once the task is completed. Check the building schedule and/or on-line permit system daily to ensure events are covered in a timely basis. Make sure the building administration is aware of time delays and/or other activities that may hinder your ability to complete the task.	Daily
Customer Service	Responsible for handling customer requests and complaints at the building. Receiving and distributing deliveries within the building only. Work Orders should be completed in a timely fashion. Make sure you document all work orders and/or requests performed daily. Note: The only time a member of the custodial staff will be authorized to leave the building is to assist Food Service due to a shortage, or if they receive approval from the Director of Operations or one of the Operation Coordinators. Make sure you check in with the main office before departing.	As Needed
Other Duties	Inspect and maintain the cleanliness of all Restrooms throughout the day, make sure dispensers are fully stocked. Make sure to clean and Disinfect toilets, urinals, sinks, counters, stalls, etc if discrepancies are found. Remove graffiti immediately. If the restrooms or locker rooms are a part of the Day program work assignment; follow the guidelines listed under the section outlined for Restroom/Locker Room/Pool Area/Food Service Areas.	Daily
Other Duties	Responsible for maintaining the cleanliness (Sweeping/Mopping/Organizing) of all storage areas, mechanical rooms, custodial closets and the receiving area as part of the weekly routine. Make sure these areas are secured at all times. Do not leave equipment, chemicals, boxes, or trash unattended or within public reach or view.	Weekly
Other Duties	The Head Custodians and Coordinators are responsible for the inventory of custodial cleaning supplies, liners, and paper products. They are also responsible for the general repairs of custodial equipment. Make sure to report any discrepancies or material needs to the Operation Coordinators . Document all requests on the proper form.	As Needed

Assignment Description: General Duties (Day Program) Section II

Task	Guidelines	Frequency
Maintenance HVAC Requirements	Heating, ventilation, and air conditioning units should be inspected twice daily (minimum) to ensure proper operations. Preventative Maintenance (i.e. filters, greasing, belt replacement, etc) should be performed as needed. Follow all preventative maintenance program schedules issued by Maintenance & Operations. Make sure to inspect roof top units (coils and condenser), air intakes, cooling towers, etc for cottonwood, debris and/or any other material that could decrease the performance or cause the unit to fail. This schedule will vary from week to week or monthly, depending on the time of year and weather conditions. Make sure to report all discrepancies or repairs that you are not equipped to handle or that are beyond your expertise. Follow all reporting guidelines issued by the Director of Maintenance for service and/or parts.	As Needed
Maintenance Plumbing Repairs	Responsible for general plumbing repairs. Toilet, sink, and drain clogs should first be handled by the custodial staff, unless specialized equipment is required. Replacement of gaskets, seals, o-rings, etc should be performed in-house. If a unit needs to be replaced, remounted, or completely rebuilt you need to contact the Maintenance Department for assistance. Follow all reporting guidelines issued by the Director of Maintenance for service and/or parts.	As Needed
Maintenance Electrical Repairs	Responsible for general electrical repairs; outlets, switches, and bulb replacements. Repair and/or replace lighting fixtures, ballasts, etc. You must have a clear understanding and knowledge of the tools and materials needed to complete the required tasks safely. Follow all safety precautions outlined in the Lock-Out/Tag-Out Compliance Manual. Make sure to report all discrepancies or repairs that you are not equipped to handle or that are beyond your expertise. Follow all reporting guidelines issued by the Director of Maintenance for service and/or parts. For lamps or replacement parts that are normally the responsibility of the custodial department, complete the proper documentation and send to the Operation Coordinator.	As Needed
Maintenance General Repairs	Responsible for general carpentry repairs. Mounting of bulletin boards, furniture repairs and adjustments, assembly of new furniture, ceiling tile replacement, minor structural repairs, etc. Make sure to report all discrepancies or repairs that you are not equipped to handle or that are beyond your expertise. Follow all reporting guidelines issued by the Director of Maintenance for service and/or parts. For hardware supplies or replacement parts that are normally the responsibility of this department, complete the proper documentation and send to the Operation Coordinator.	As Needed
Maintenance Grounds Requirements	Responsible for maintaining the grounds around the entire facility. Mowing and trimming must be performed weekly in areas not covered by the grounds department. Check the grounds for paper debris, glass, graffiti, and other discrepancies daily. Empty outside trash containers weekly or after events that generate large amounts of garbage. Weeding of flowerbeds should be performed only if time permits . A visual inspection of the playground equipment should be performed on a weekly basis. Make sure you complete the inspection form and mail it to the Maintenance & Operations department. Grounds equipment repairs and preventative maintenance services will be handled by the grounds department. Repair requests must be documented on the Express Work Order system. For general supplies (2-Cycle oil, trimmer cord, etc) or replacement parts that are normally the responsibility of the custodial department, complete the proper documentation and send to the Director of Operations.	As Needed
Maintenance Pool Requirements	The Pool Operator is responsible for testing and maintaining the pool as required by Local and State guidelines. If the pool operator is unavailable the Coordinator or Head Custodian must perform the necessary tests. The Pool Operator will still be responsible for placing orders for pool chemicals.	As Needed

Assignment Description: Office Areas/Conference & Board Rooms/Classrooms

Day & Night Area Assignments – Section I

Task	Cleaning Guidelines	Frequency
Waste Removal	Empty all trash receptacle units and remove all boxes marked for disposal only. Do not discard boxes that are not marked as trash. If you are not sure, leave a note to verify. Replace liners in smaller receptacles as needed. Larger receptacle liners and liners which have food products disposed in them are to be replaced daily. One important step in preparing the area for servicing is to police the area and remove large debris or material that has been misplaced, when you are emptying the trash receptacle units.	Daily
Surface - Dusting	General dusting consists of areas that are not cluttered with paper, items that should not be moved, or items that will delay the cleaning process. When dusting, start with high surfaces first and work downward. If time permits, you should dust the computer equipment, televisions, and project screens first.	As Time Permits
Floor - Dry Mopping ↓	Dry mopping is to be performed as part of the daily routine. All traffic lanes and open areas should be serviced five days a week as part of the normal schedule, which will account for approximately 60% of the areas. In addition, a putty knife should be carried to remove gum and other debris from the floor surface.	Daily
Floor - Edge & Corner	To properly clean a hard surface floor, during a one-week period the entire floor (100% of the areas not obstructed) must be serviced. For edge and corner cleaning use an Angle Broom, Canister Vacuum, or Backpack Vacuum with the proper floor tool, if time permits.	As Time Permits
Floor - Wet Mopping	Wet Mopping normally consists of spot cleaning areas of the room that are soiled from spills or dirt that could not be removed by dry mopping. During your normal routine 100% of the unobstructed areas should be covered as part of the weekly operations. It is required that “Wet Floor” signs be posted to warn people of the slip hazards.	Daily
Floor - Vacuuming ↓	Vacuuming is to be performed as part of the daily routine. All traffic lanes and open areas should be serviced five days a week as part of the normal schedule, which will account for approximately 60% of the areas. In addition, you should carry Carpet Gum Remover to assist in the daily removal of all gum from carpet.	Daily
Floor - Edge & Corner	To properly clean a carpeted floor, during recess periods the entire floor (100% of the areas not obstructed) must be serviced. For edge and corner cleaning, use a Canister or Backpack Vacuum with the proper floor tools. Spot/Stain remover should be completed during this process. Vacuum entire area to finalize this task.	As Time Permits
Surface - Glass	General glass cleaning consists of spot cleaning glass surfaces, doors, surrounding glass, show cabinets, glass desktops, tabletops, etc. This process should be part of the daily cleaning program if time permits. This process is not part of the window-cleaning program, which requires a great deal of time and effort. It is only designed to remove the obvious handprints and smudges on larger windowpanes and other glass surfaces. Smaller areas like entrance doors and surrounding panes should be cleaned from top to bottom on a monthly basis.	As Needed
Surface - Spot Cleaning	General spot cleaning consists of cleaning around entranceways, light switches, doors, doorframes, and waste container units. Counters and sinks must be cleaned daily. Areas visited by the public on a regular basis should be spot cleaned daily (i.e. Main Office or Conference Rooms). When cleaning the kitchen counters, tables, and other surfaces use a Neutral Cleaner or Cleaner-Disinfectant if instructed.	As Needed
Surface – Other	Chalkboards and Whiteboards will be cleaned once a week at the Middle and High Schools on Wednesday night. To allow you time to perform this task, areas that require the boards to be cleaned will not be vacuumed, dust mopped or swept. This should allow you time to complete this task.	Weekly

Special Note: Any item classified as **personal** must not be touched or moved without authorization.

Assignment Description: Rest Room/Locker Room Area/Pool Area/Food Service Areas

Day & Night Assignments – Section II

Task	Cleaning Guidelines	Frequency
Waste Removal	Empty all trash receptacle units. Replace liners in all small and large receptacles daily. Spot clean all trash receptacles daily. Police the area and remove large debris or material that has been misplaced, prior to sweeping and wet mopping.	Daily
Dispensers	Dispensers should be restocked daily and checked for proper operations. Check and empty sanitary napkin receptacles and re-stock sanitary dispensers with wax bags in restrooms. These areas must be maintained by both the Night and Day program.	Daily
Floor - Dry Sweeping ↓	Dry Sweeping should be performed daily to maintain a sanitary and attractive floor appearance. All areas must be serviced daily as part of the normal schedule, which will account for 100% of the areas. Do not use a dust mop in areas that moisture is normally present.	Daily
Floor - Wet Mopping or Auto-Scrubber	Wet Mopping and/or auto-scrubbing in Restrooms, Locker Rooms, Pool Deck, Cafeteria and Kitchen areas consists of cleaning 100% of the areas not obstructed on a daily basis. Due to health and safety regulations, these areas must be cleaned daily with the products specified by the Director of Operations. Make sure mop water mixture is changed often to maintain a sanitary surface. It is required that “Wet Floor” signs be posted to warn people of the slip hazards.	Daily
Surface - Cleaning	General surface cleaning consists of Cleaning/Disinfecting all toilets, urinals, sinks, counters, stall areas, and dispensers daily in Restrooms and Lock Rooms. Allow the proper dwell time for your Cleaner/Disinfectant to work before rinsing the surface with clean water. Make sure all bright work is wiped out and dried. Cafeteria tables and all food service countertops maintained by the custodial department should be cleaned with a neutral cleaner or degreaser if specified. This program must be maintained by both the Day and Night Program; inspections should be performed throughout the day to insure that all discrepancies are corrected and to maintain a proper setting.	Daily
Surface - Spot Cleaning	General spot cleaning consists of cleaning around entranceways, light switches, doors and frames, etc. In addition to the spot cleaning process, graffiti should be removed from all surfaces daily.	Daily
Surface - Glass	Glass cleaning in Restrooms and Locker Rooms normally consists of mirrored surfaces. This task must be completed daily. Select the proper chemical for cleaning mirrors and glass surfaces. Spot cleaning of glass in Kitchens, Cafeterias, and Pool areas should be performed weekly or as time permits.	As Needed
Surface - Dusting	Dusting in these areas must be performed if time permits on a Monthly basis. When dusting, start with high surfaces and work downward. Dust air vents, ledges, stalls, and any other surface that may collect dust. Use a hand duster or vacuum only when a dust cloth is impractical or too time consuming.	Monthly

Assignment Description: Corridors/Entranceways/Lobby areas

Day & Night Assignments – Section III

Task	Cleaning Guidelines	Frequency
Floor – Dust Mopping or Power-Sweeping ↓	Dust mopping and/or power sweeping is to be performed as part of the daily routine. All traffic lanes and open areas should be serviced four days a week as part of the normal schedule, which will account for approximately 85% of the areas. In addition, a putty knife should be carried to remove gum and other debris from the floor surface. Wet surfaces and coarse surfaces should be maintained by dry sweeping the area with a corner broom and/or push broom.	Daily
Floor – Edge & Corner	To properly clean any hard surface floor, during a one-week period the entire floor (100% of the areas not obstructed) must be serviced. For edge and corner cleaning, use an Angle Broom, Canister or Backpack Vacuum with the proper floor tool. Complete this task by sweeping or dry mopping the entire area.	Weekly
Floor – Wet Mopping or Auto-Scrubbing	Wet Mopping normally consists of spot cleaning areas that are soiled from spills or dirt that could not be removed by dry mopping and/or sweeping. During your normal routine the entire floor (100% of the areas not obstructed) should be covered as part of the daily (this may vary depending on weather conditions or building usage) operations, by mopping or utilizing an Automatic Scrubber for larger areas. It is required that “Wet Floor” signs be posted to warn people of the slip hazards.	As Needed
Floor – Vacuuming ↓	Vacuuming is to be performed as part of the daily routine. All traffic lanes and open areas should be serviced four days a week as part of the normal schedule, which will account for approximately 85% of the areas in most cases. In addition, you should carry Carpet Gum Remover to assist in the daily removal of all gum from carpet areas.	Daily
Floor – Edge & Corner	To properly clean a carpeted floor, during a one-week period the entire floor (100% of the areas not obstructed) must be serviced. For edge and corner cleaning, use a Canister or Backpack Vacuum with the proper floor tools. Spot/Stain removal should be completed during this process. Complete this task by vacuuming the entire area.	Weekly
Surface – Dusting	General dusting consists of maintaining all surfaces in the Corridors, Entranceways, and Lobby areas. When dusting, start with high surfaces and work downward. When dusting in any area, do about one fourth of the area each day. This will ensure that the entire area will be cleaned once a week.	Weekly
Surface – Spot Cleaning	General spot cleaning consists of cleaning around entranceways, light switches, doors, door frames, and waste container units, etc. The Day Program must maintain this program in the Corridors, Entranceways, and Lobby areas. Use the proper cleaner for all surfaces.	Weekly
Surface – Glass	General glass cleaning consists of spot cleaning entranceways, doors, surrounding glass, show cabinets, office areas, fire extinguisher cabinets, etc. This process must be part of the daily cleaning program. This process is not part of the window-cleaning program, which requires a great deal of time and effort. It is only designed to remove the obvious handprints and smudges on larger windowpanes. Smaller areas like entrance doors and surrounding panes should be cleaned from top to bottom on a weekly basis.	Daily
Organization	One of the keys to cleaning the corridors, entranceways, and lobby areas properly is ensuring that the areas are left in an organized fashion and free of safety hazards. Make sure boxes, office supplies, etc. are removed immediately. Make sure chairs and tables (lobby furniture) are left in an organized fashion in the lobby and/or corridor areas.	Daily

Assignment Description: Auditorium/L.G.I./Gymnasium

Day & Night Assignments – Section IV

Task	Cleaning Guidelines	Frequency
Floor – Dust Mopping or Power-Sweeping ↓	Dust mopping and/or power sweeping is to be performed as part of the daily routine in the gymnasium or LGIs. All traffic lanes and open areas should be serviced five days a week as part of the normal schedule. The Auditorium should be cleaned based on usage. In addition, a putty knife should be carried to remove gum and other debris from the floor surface. The Gymnasium may require additional services based on activities scheduled. You should make a dust mop available so if the need arises, the event coordinator or coach can sweep the floor.	Daily
Floor – Edge & Corner	To properly clean any hard surface floor, you must edge and corner clean (100% of the areas not obstructed). For edge and corner cleaning, use an Angle Broom, Canister or Backpack Vacuum with the proper floor tool. This process should be performed as time permits.	As Time Permits
Floor – Wet Mopping or Auto-Scrubbing	Wet Mopping normally consists of spot cleaning areas of the room that are soiled from spills or dirt that could not be removed by dust mopping and/or sweeping on a daily basis. During your normal routine, the entire floor (100% of the areas not obstructed) should be covered as part of the weekly operations, by mopping or utilizing an Automatic Scrubber for larger areas. It is required that “Wet Floor” signs be posted to warn people of the slip hazards.	As Needed
Floor – Vacuuming ↓	Vacuuming is to be performed as part of the daily routine. All traffic lanes and open areas should be serviced five days a week as part of the normal schedule. In addition, you should carry Carpet Gum Remover to assist in the removal of all gum from carpet areas daily. The Auditorium should be cleaned based on usage.	Daily
Floor – Edge & Corner	To properly clean a carpeted floor, you must edge and corner clean (100% of the areas not obstructed). For edge and corner cleaning, use a Canister or Backpack Vacuum with the proper floor tools. Spot/Stain remover should be completed during this process. Complete this task by vacuuming the entire area. This process should be performed as time permits.	As Time Permits
Surface – Dusting	General dusting consists of areas that are not cluttered with equipment or items that should not be moved or that will delay the cleaning process. When dusting, start with high surfaces and work downward. If time permits you should dust the computer equipment, televisions, and project screens first.	As Time Permits
Surface – Spot Cleaning	General spot cleaning consists of cleaning around entranceways, light switches, doors, doorframes, and waste container units. Counters and sinks must be cleaned daily. When cleaning the kitchen counters, sinks, water coolers, fountains, and tables use a Neutral Cleaner, or Cleaner-Disinfectant if instructed.	Weekly
Surface – Glass	General glass cleaning consists of spot cleaning entranceways, doors, surrounding glass, show cabinets, office areas, fire extinguisher cabinets, etc. This process must be part of the daily cleaning program. This process is not part of the window-cleaning program, which requires a great deal of time and effort. It is only designed to remove the obvious handprints and smudges on larger windowpanes. Smaller areas like entrance doors and surrounding panes should be cleaned from top to bottom on a weekly basis.	As Time Permits
Organization	One of the keys to cleaning the large areas properly is ensuring that the areas are left in an organized fashion and free of safety hazards. Make sure boxes, office supplies, etc. are removed immediately. Make sure chairs and tables are left in an organized fashion or removed if not in use.	Daily

Assignment Description: General Duties (Night Assignments)

Task	Guidelines	Frequency
Security	Security of the facility consists of locking down the entire building at the end of the work day. Inspecting the facility for discrepancies and reporting your findings to your Head Custodian or Coordinator and correcting any safety issues that were identified during your rounds as you check and lock up the facility. The first security check should be performed once the students depart for the day. Check with the building administration to determine what locations will be left open for general traffic. As you secure the facility (all members of the custodial staff) turn off lights in areas not utilized by staff, students, or community groups during your first round.	Daily
Inspection	The Assistant Head Custodians are responsible for the general cleanliness and upkeep of the entire facility during the afternoon shift. Ensuring that the mechanical systems are working properly, that the cleaning program meets the basic guidelines outlined by management, and that the general needs of the customers and public visiting the facility at night are met. An inspection of the facility should be completed weekly. Communicate any problems noted during your inspections to the Coordinator or Head Custodian.	Weekly
Event Setups	Event setups that require assistance from custodial operations must be completed in a timely fashion. Programs that can't be setup or taken down by the Day Program must be performed by the Night Program. Make sure the equipment utilized during setups and/or tear-downs is secured properly once the task is completed. Check the building schedule and/or on-line permit system daily to ensure events are covered in a timely basis. Make sure the building administration is aware of time delays and/or other activities that may hinder your ability to complete the task.	Daily
Customer Service	Responsible for handling customer requests and/or complaints at the building. Unlocking areas for events or scheduled activities. Making sure the area or areas are setup correctly and are ready in time for the event or program. You should verify that a permit has been issued for the event or that you have received confirmation from the building administration, Central office, or Maintenance & Operations Department.	As Needed

All Custodial Personnel

Note: This list is not intended to be all inclusive but rather to provide the general guidelines of work expected in these areas. Cleaning frequencies can be affected by special events, unforeseen conditions (emergencies, deliveries, weather, etc) and the overall condition spaces are left in. Key areas are restrooms, locker rooms and food service areas (if required to clean). Make sure sinks, water coolers and **unobstructed countertops** connected to sinks are cleaned daily.

It is important reminder that it will take time to work out the bugs and re-train yourself on how to be successful with limitations you are now faced with.