



WETASKIWIN REGIONAL PUBLIC SCHOOLS



Wetaskiwin Regional Public Schools

Custodial Standards and Guidelines



Wetaskiwin Regional
Public Schools

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CUSTODIAL STANDARDS AND GUIDELINES

These Custodial Standards and Guidelines establish the tasks, standards and expectations of custodial staff in Wetaskiwin Regional Public Schools (WRPS). Each member of the custodial staff is required to be familiar with these standards and guidelines, and should refer to these guidelines as the occasion demands.

Custodial staff are responsible for a clean, safe, and environmentally friendly site. Standards and Guidelines details those tasks, standards and expectations typical in a site cleaning schedule. However, each site may have slightly varying procedures.

The tasks are refined into schedules that the custodian can manage daily, weekly, monthly and annually. These schedules may be customized at each site as requirements dictate.



ADMINISTRATIVE ORGANIZATION

Board of Trustees

The Board of Trustees is the governing body of the Division. The Board of Trustees is responsible for the development of goals, plans and policies that guide in the provision of educational services to students, including custodianship of sites. Individual School Board Trustees may visit schools and maintain communication with the personnel, but do not generally become involved in administrative details.

Superintendent of Schools

The Superintendent of Schools serves many leadership and advisory functions. With respect to custodial staff, day to day leadership is delegated to the Director of Plant Facilities.

Director of Plant Facilities

The Director of Plant Facilities is responsible to the Associate Superintendent, Business Administration for the overall operation, maintenance and repair of all plant facilities.

Facilities Manager

The Facilities Manager reports to the Director of Plant Facilities. The Facilities Manager's main task is to directly supervise and evaluate all aspects of custodial duties, custodial services and facilitate annual custodial professional development. The Facilities Manager may delegate duties to maintenance personnel as required in order to fulfill the responsibilities of the position.

Principals

Working closely with the Facilities Manager, principals are the on-site supervisors of their custodial staff. Principals supervise custodians on a day-to-day basis, ensuring that they perform their duties and maintain high quality standards. Principals report any deficiencies or concerns they have regarding custodian performance to the Facilities Manager.

School Staff

School staff requirements regarding custodial services are channeled through the Principal. Staff must work with custodians to keep equipment, materials and tools clean and in order. The Plant Operations and Maintenance Department ask that all rooms be kept in an orderly manner, and in a state that will enable cleaning without meeting obstacles such as personal student and staff items, projects and materials that may hamper the cleaning process.

Personnel in Schools

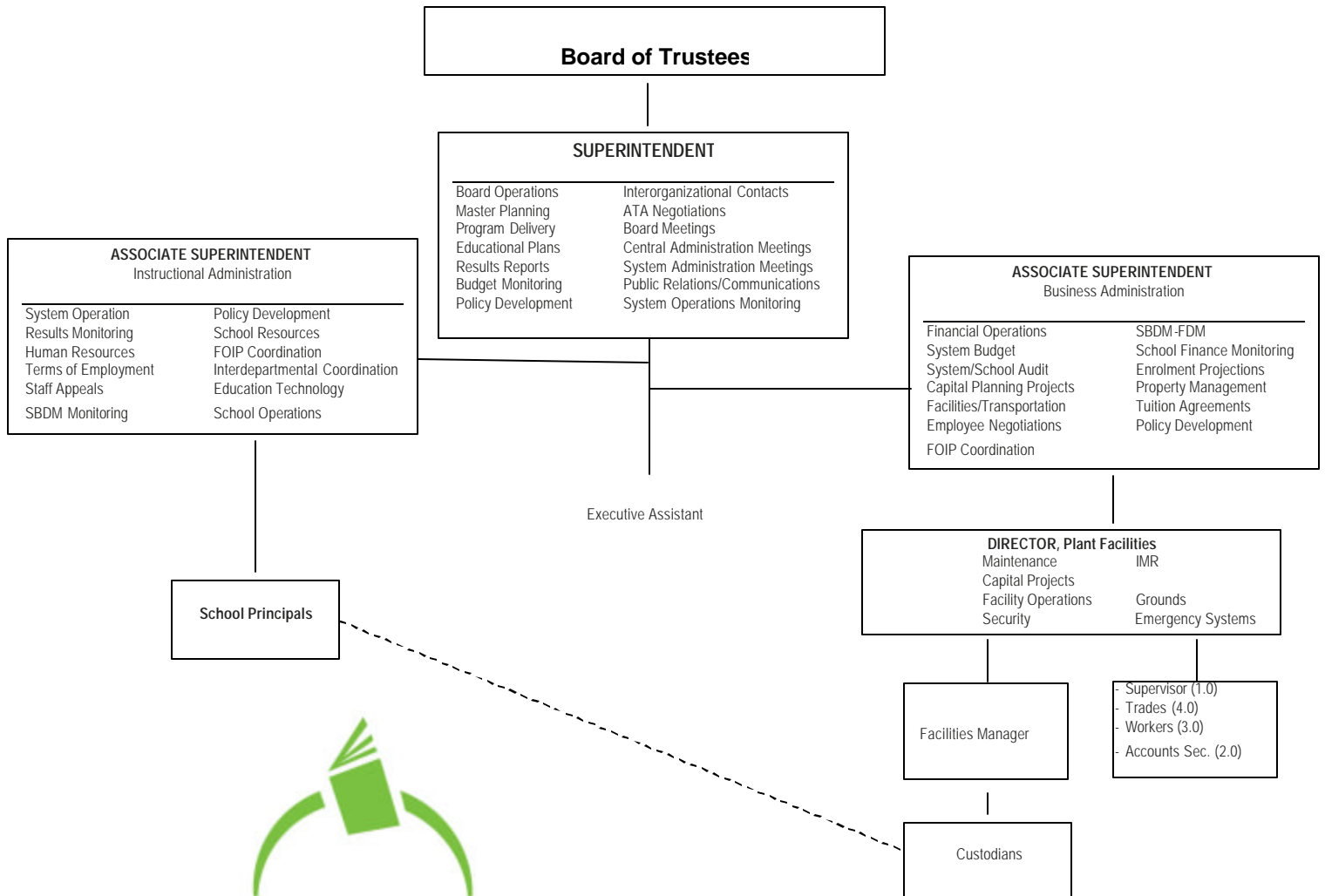
Only those persons authorized to be in the school are permitted in the school. Family, staff, relatives, friends, or other associates of the custodial staff shall not be in the school assisting the custodial staff or in any other capacity without prior authorization.

Custodianship

Custodial staff need to work cooperatively with all stakeholders: Trustees, Central Office Personnel, the Director of Plant Facilities and Facilities Manager as well as on-site staff, students and parents.

ORGANIZATIONAL CHART

SYSTEM ADMINISTRATION ORGANIZATIONAL CHART OPERATIONS AND MAINTENANCE



CUSTODIAN DUTIES

The Custodian performs cleaning duties as required. He /she is specifically responsible for a designated area within a site and may be required to perform minor administrative duties.

Education: Grade 10 or equivalent;
Building Services Worker's Certificate BWS
Custodian I: 6 months previous experience
Custodian II: 1 year previous experience
Demonstrated ability to read and write

Preference will be given to candidates who have the following qualifications:

1. Valid WHMIS (Workplace Hazardous Materials Inventory System)
2. Valid first-aid certificate;
3. Two (2) years related experience; or
4. Computer experience as pertains to internet access etc.

General Duties:

1. Ensure that the daily, weekly, monthly and annual cleaning schedules, as well as the cleanliness standards on the following pages, are adhered to;
2. Maintain site safety by ensuring that:
 - a. All waste matter is disposed of at the end of each day; storing waste inside the site is prohibited;
 - b. No obstruction exists in door ways, halls, stairs, vestibules, mechanical rooms or storage rooms;
 - c. All snow or ice is cleared from full door swings (twice the width of door), steps, landings or other exit points;
 - d. Ensure that no exit door is locked, bolted or otherwise fastened so that the door cannot be opened from the inside by a door, latch or panic release device;
 - e. All defective gas burning equipment is reported to the principal and Director of Plant Facilities;
 - f. Doors to boiler rooms remain closed at all times; and
 - g. He/she is familiar with all fire extinguishers in the site and understands the proper handling of each type
3. Perform general daily site safety checks by:
 - a. Morning security check, including unlocking doors and disarming the building
 - b. Ensure Call-Button is worn, per Working Alone procedures; (referred to in 6 a.)
 - c. End-of-day security check ensuring all doors and windows are closed and locked, and building is armed; and
 - d. Ensure all lighting is turned off when not in use

4. Perform the following clerical tasks:
 - a. Report any vandalism;
 - b. Complete all work orders, requisitions, inventory, Leave Approval Form 404-1, and Working Schedule Forms;
 - c. Report any problems or issues to the principal or Facilities Manager;
 - d. Turn lost and found articles into the Principal or designate;
 - e. Ensure WHMIS labeling and data sheets are maintained and easily accessible to all staff

5. Perform daily general maintenance duties as follows:
 - a. May perform chlorine tests on water systems (rural sites only);
 - b. Check boiler, furnace and HVAC systems;
 - c. Monitor environmental systems;
 - d. Repair and clean custodial equipment as required;
 - e. Perform minor maintenance duties as required

6. Ensure general health and safety procedures are followed by:
 - a. Understanding and adhering to Working Alone procedures;
 - b. Becoming familiar and adhering to Occupational Health and Safety procedures;
 - c. Ensuring WHMIS regulations are strictly adhered to and understand WHMIS responsibilities as related to custodial tasks;
 - d. Identifying the location of the WHMIS information related to products that are used
 - e. Adhere to the manufacturer's directions for product use and safety procedures as identified on the MSDS (Material Safety Data Sheets) are followed

Additional Tasks

Some additional tasks, not included on the cleaning schedule or listed above, may be assigned from time to time. Due to site renovations, regular custodial duties may need to be amended. Should this occur, the Facilities Manager will coordinate the short-term change with the Principal and the Custodian.

Relationship with Students, Staff and the Public

- a. Custodians must treat all students, staff and the public, with courtesy and respect, but should expect the same level of courtesy and respect in return; and
- b. Any misbehaviours of students must be reported to the Principal or designate, and not dealt with directly by the custodial staff

Confidentiality

Custodians may be privy to information or incidents of a confidential nature. The custodian shall not discuss any information of a personal nature with anyone other than the Principal or Facilities Manager.

Concerns / Complaints

Concerns that custodians may have about any aspect of the way the school operates should be made known to the principal. The principal will treat them confidentially and take appropriate action, if warranted.

Professional Development

When directed to do so, all custodians shall be required to participate in professional development activities.

Contact Information

Custodial staff should feel free to contact the principal and/or Facilities Manager with any questions or problems they may have regarding methods, procedures and use of equipment and supplies in performing their duties. For 24-hour emergency pager call the Plant Facilities office at 352-8078, press #4 and wait for directions.

Terms of Employment

A full time custodian is expected to work an eight (8) hour day. Overtime hours, excepting in an emergency, must be pre-approved by the Facilities Manager.

Allowable breaks during the shift include a paid 15-minute coffee break for each 3.5 hours worked, and an unpaid lunch/rest period of 30 minutes, where the total hours worked is in excess of 5 consecutive hours.

Administrative Procedures

While the entire Administrative Procedure Handbook should be somewhat familiar to all custodians, the following Procedures may be the most relevant:

- Technology Acceptable Use - AP #140
- Harassment Free Environment - AP #172
- Health and Safety - AP #173
- Freedom of Rights and Privacy (FOIP) - AP #180
- Working Alone - AP #409
- Vacations - AP #442
- Professional Development - AP #406

Administrative Procedures are available on the WRPS web site, www.wrps.ab.ca or copies of individual procedures can be obtained from the Facilities Department.



CUSTODIAN II

The Custodian II is expected to complete duties as above and the following administrative tasks may be assigned:

Incumbents typically perform routine cleaning duties, minor grounds maintenance such as snow removal, garbage collection to ensure the safe and clean operation of schools and schools grounds. Additionally, incumbents may perform minor maintenance repairs and may be expected to perform routine hazard assessments on the buildings and surrounding environments.

Incumbents are responsible to coordinate in-house custodial staff, monitor the work of Custodian I positions and assign work accordingly to ensure proper assignment of duties and they must possess the ability to work with a minimum of supervision and prioritize work assignments. Additionally, they are responsible for ordering and maintaining custodial supply inventories.

Incumbents must be physically fit to perform the functions of this position.

CUSTODIAN I

Incumbents perform routine cleaning duties, minor grounds maintenance such as snow removal, garbage collection to ensure the safe and clean operation of schools and school grounds. Additionally, incumbents may perform minor maintenance repairs and may be expected to perform routine hazard assessments on the buildings and surrounding environments.

Work is assigned by and coordinated by a Custodian II. Additionally, incumbents must possess the ability to work with a minimum of supervision and prioritize work assignments.

Incumbents must be physically fit to perform the functions of this position.



RELIEF CUSTODIAN DUTIES

(1 to 5 day expectation)

1. The principal or designate will issue school keys, provide information about emergency call button procedures and security system usage.
2. Prior to working, the Principal or designate will orient the relief custodian as to areas of cleaning responsibilities, time allotted for the work shift, equipment and supply locations and WHMIS information.
3. Allowable breaks during the shift are a paid 15-minute coffee break for each 3.5 hour worked, and an unpaid lunch/rest period of 30 minutes where the total hours worked is in excess of 5 consecutive hours.
4. For 24-hour emergency pager contact call the Plant Facilities office at 352-8078, press #4 and wait for directions.
5. The location of the WHMIS information related to products that will be used will be identified. It is important that manufacturer's directions for product use are followed and safety procedures as identified on the M.S.D.S. sheets be adhered to.
6. Job expectation for a relief custodian is as follows:
 - a. In classrooms, computer labs and libraries, floors are to be dry and damp mopped as required, carpets vacuumed, garbage emptied, soap and towel dispensers wiped and refilled as needed, chalk or white boards cleaned, counters spot wiped;
 - b. Hallways and floors need to be dry and damp mopped as required, carpets vacuumed, including entrance mats;
 - c. Gym floors dry mopped with an appropriately treated mop.
 - d. In the office areas and staff room garbage emptied, floors dry and damp mopped as required, carpets vacuumed, and sinks cleaned.
 - e. Counters cleaned; and
 - f. In the washrooms, mirrors, toilets, urinals, sinks and counters are to be cleaned, garbage emptied, floors damp mopped, soap, towel and toilet tissue dispensers wiped and refilled as needed.
7. Ensure all lights are shut-off, secure all windows, lock all required doors, and arm the building before leaving the site.
8. Garbage must be placed in the large dumpster bin outside before leaving the site.
9. If a relief custodian works more than 5 consecutive days in any one position within the same site, the custodian is expected to adhere to the Custodial Standards and Guidelines as established in this Handbook.

Cleaning Schedule

Following is the cleaning schedule for all sites within WRPS. Variation from this schedule may be acceptable, but only with the approval of both the principal and the Facilities Manager

Legend:	X = respective frequency listing to column listed within A = as needed				
Daily Requirements		Daily	Complete	Comment	Initials
Floors dust, swept and/or damp mopped		X			
Tables, sinks, counters cleaned		X			
Carpets vacuumed including entrance mats		X			
Garbage emptied from site		X			
Furniture, shelves and counters dusted		X			
Classroom desks wiped		X			
Dispensers wiped and/or refilled		X			
Whiteboards, chalkboards and brushes cleaned		X			
Walls spot cleaned		X			
Counters and tables spot wiped if free of papers.		X			
Gym floors oil dust mopped (wooden or vinyl)		X			
Entrances clear and swept		X			
Pencil sharpeners emptied		X			
Toilets and urinals cleaned and disinfected		X			
Cubicle walls and washroom walls spot cleaned		X			
Washroom floors disinfected		X			
Showers disinfected (if used regularly)		X			
Replace burnt out lights/tubes		A			
Elevator walls, floors and doors spot cleaned		A			
Locker tops dusted		A			
Infirmary bedding cleaned as used		A			
Drains and all areas free of odor		A			
General areas dusted and all mirrors cleaned		A			
Additional site-specific tasks:		A			

Weekly Requirements	Weekly	Complete	Comment	Initials
Furniture, shelves, and counters dusted	A			
Chairs and/or desks wiped	X			
Computer screens dusted	A			
Walls spot washed	X			
Stages dust mopped/ vacuumed	X			
Gym floors wet mopped	X			
Elevator floors damp mopped	X			
Lockers spot wiped	X			
Hallway floors buffed or burnished	X			
Entrance mats turned over and cleaned underneath (including vinyl bottom of carpets mats.)	A			
Fridges and stoves spot wiped	X			
Mechanical floors swept or damp mopped	X			
Weed and/or clean outside flower beds	A			
Toilets or urinals treated for hard water (bowl cleaners)	A			
Windows spot cleaned on the inside	A			

Monthly Requirements	Monthly	Complete	Comment	Initials
Carpets spot cleaned	X			
Storage areas cleaned	A			
Under stage areas and carts swept or vacuumed.	A			
A.V. and other equipment dusted	X			
Carpet traffic lanes bonneted or spray cleaned	A			
Air filter screens cleaned, or more often if required	X			
Mechanical filters replaced	X			

Annual Requirements	Annually	Complete	Comment	Initials
Walls and light fixtures washed	X			
Floors stripped and refinished once every 3-5 years if prepared properly; Scrubbed and recoated 1 to 3 times annually depending on traffic	X			
Outside windows cleaned as needed	X			
High-area dusting	X			
Furniture, fridges and stoves thoroughly cleaned and disinfected	X			
Baseboards washed and free of buildup	X			
Carpets extracted (traffic lanes bonneted or spray cleaned twice a year)	X			
Desks and chairs thoroughly cleaned and disinfected inside and out	X			
Gym mats disinfected	X			
Lockers cleaned and disinfected	X			
Shelves in storage areas washed	X			
Mattresses and beds disinfected in infirmaries	X			

CLEANLINESS STANDARDS

Building Safety	<ul style="list-style-type: none"> • Electrical cords not cut or damaged
	<ul style="list-style-type: none"> • Exit lights completely lit
Carpets	<ul style="list-style-type: none"> • Clean and even appearance – not in need of deep cleaning
	<ul style="list-style-type: none"> • Free of gum
	<ul style="list-style-type: none"> • Free of brownout
	<ul style="list-style-type: none"> • Free of debris
	<ul style="list-style-type: none"> • Free of stains
Ceilings	<ul style="list-style-type: none"> • Ceiling tiles in good repair
	<ul style="list-style-type: none"> • Free of debris or cobwebs
	<ul style="list-style-type: none"> • Free of dust, soil or dirt
Chalkboards & Whiteboards	<ul style="list-style-type: none"> • Even in appearance, free of chalk dust buildup, swirls or streaks
	<ul style="list-style-type: none"> • Free of stains
	<ul style="list-style-type: none"> • Rails free of dust, soil or dirt
	<ul style="list-style-type: none"> • Brushes free of dust
Counters	<ul style="list-style-type: none"> • Backsplashes free of soil / dirt / streaking
	<ul style="list-style-type: none"> • Clear and even shine (if polish is appropriate)
	<ul style="list-style-type: none"> • Free of detergent streaking
	<ul style="list-style-type: none"> • Free of dust, soil or dirt
Cupboards (inside if unlocked)	<ul style="list-style-type: none"> • Free of detergent streaking
	<ul style="list-style-type: none"> • Free of dust, soil, dirt or fingerprints
Dispensers	<ul style="list-style-type: none"> • Filled
	<ul style="list-style-type: none"> • Free of dust, dirt or soap drippings
	<ul style="list-style-type: none"> • Paper dispensers free of buildup underneath
	<ul style="list-style-type: none"> • Shiny and free of marks or smudging
	<ul style="list-style-type: none"> • Dispensers in good repair
Equipment	<ul style="list-style-type: none"> • Brooms free of dirt buildup and odor
	<ul style="list-style-type: none"> • Dust mops free of debris, dirt buildup and odor – includes handles
	<ul style="list-style-type: none"> • Machines free of dirt buildup – neat and tidy in appearance
	<ul style="list-style-type: none"> • Machines in good working order
	<ul style="list-style-type: none"> • Pails free of dirt, soiling and odor – including floor finish
	<ul style="list-style-type: none"> • Utility carts free of dirt, soiling and odor – including wheels
	<ul style="list-style-type: none"> • Wet mops free of soil and bacterial odor – including handles
	<ul style="list-style-type: none"> • Wringers free of dirt, soiling and odor – including floor finish

Flooring & Stairs	• Baseboards free of dirt, debris and finish streaking
	• Corners free of dirt, debris, polisher swirls (technique, mopping)
	• Baseboard covering free of dirt, debris, finish buildup and finish streaking
	• Door jambs free of dirt and debris
	• Drains free of dirt, debris and floor finish
	• Edges under or between counters, heating units free of dirt and debris
	• Finish free of cloudiness, discoloration or detergent streaking
	• Finish free of imbedded dirt (technique – finishing over dirt)
	• Finish free of imbedded lint or dust (technique)
	• Finish free of patchiness or streaks – even appearance
	• Finish in traffic lanes are consistent across floor
	• Finish shine able to show defined shadows (depth to shine)
	• Finish free of burnisher or polisher blackening or swirling (technique)
	• Floor free of dust and loose debris
	• Floor free of finish buildup or ground in dirt
	• Floor free of gum or tape
	• Floor free of marks, scratching, or scuffs
	• Floor free of slipperiness (oil mop treatment, etc.)
	• Grouting free of dirt buildup, soil or staining
	• Grouting in good repair – not pitted or chipped out
• Metal plates and door stops free of dirt, debris and floor finish	
• Stair nosing free of dirt and finish buildup	
Furniture (plastic, metal, wood)	• Clear and even shine and free of detergent streaking
	• Free of dust, dirt, graffiti, rust
	• Free of finish splashing and mop strands (bottom or legs)
	• Free of soil and debris under legs and boots
Garbage	• Receptacles emptied and free of odors
	• Receptacles free of dirt and stains inside and out
	• Receptacles bags replaced as needed
Heating Units & Vents	• Air filters replaced if plugged
	• Boiler housekeeping pads free of dirt and grime
Lights	• Diffusers clear
	• Fixtures free of soil, dirt, insects, or debris
	• Fixtures in good repair
	• Lights shut off when not in use
	• Lights working – none burned out
Lockers	• Free of detergent / disinfectant residue
	• Free of dirt and debris, inside & out including graffiti, tape & stickers
	• Free of odor

Mirrors	<ul style="list-style-type: none"> • Free of streaks, dirt and marks – even shine in appearance • In good repair
Outdoors	• Flower beds weeded
	• Garbage cans emptied
	• Garbage removed from around immediate building
	• Sidewalks, landings and steps free of dirt, debris, snow and ice
• Playgrounds free of debris	
Pencil Sharpeners	• Emptied and are in proper working order
	• Free of dirt and shavings outside
Mechanical and Storage Rooms	• Boiler room clean, neat and orderly
	• Mechanical rooms clean, neat and orderly
	• Store rooms clean, neat and orderly
	• Utility rooms clean, neat and orderly
Shelving & Ledges	• Free of detergent streaking
	• Free of dust (shelves and books)
	• Free of soil / dirt / debris /stains
Showers	• Clean floors, walls, ceilings & fixtures
	• Drains free of debris
	• Fixtures shiny and free of smudges and marks
	• Free of alkali buildup, dirt and stains
Sinks & Fountains	• Free of dirt and staining throughout, including edges and trim
	• Overflow openings free of dirt and bacterial buildup
	• Pipes free of dust, dirt and shiny in appearance (if stainless or chrome)
	• Shiny, not dull in appearance
	• Taps and fixtures shiny and free of marks and smudging
	• Free of dirt buildup under sinks and fountains
Stair Rails	• Free of dirt
	• Metal polished and free of smudges and marks

Toilets & Urinals	• Bases free of dirt buildup or staining, including capping for bolts
	• Behind toilets free of dirt, buildup or debris
	• Bowls free of hard water stains and/or urine stains
	• Bowls rims free of dirt or bacterial buildup
	• Free of urine odor
	• Seats free of disinfectant residue and/or urine spots, top and bottom
	• Tanks free of dirt, soil, or marks and enamel is shiny in appearance
Upholstery	• Clean and even appearance – not in need of deep cleaning
	• All surfaces and crevices free of debris, brownout, gum or stains
Walls & Doors	• Cinder block pores and grouting free of dirt or body fat buildup
	• Door frames free of dust, dirt or stains
	• Door kick plates free of cleaning damage or marks and are shiny
	• Door knobs shiny and free of smudges and dirt
	• Even in appearance – not showing rub marks from spot removal
	• Free of detergent streaking, dirt or dust, graffiti, marks, spots, fingerprints or stains
	• Grouting free of dirt and staining – consistent in appearance
	• Hand plates free of cleaning damage, dirt, smudges, or marks and are shiny
	• Switches free of marks, smudges and dirt buildup
Windows	• Curtains, blinds free of dust, soil /dirt and stains
	• Frames free of dirt and stains
	• Free of cloudiness, marks – clear and shiny





For more information regarding the Custodial Standards and Guidelines please contact:

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