



Diverse Facility Solutions

Your Guide to Clean and Healthy Schools

GREETINGS

Welcome to the Chicago Public Schools (CPS) custodial staff. We are glad you are here! This training manual is being provided to help facilitate your job and answer any questions you might have.

The purpose of this training manual is to:

- Standardize methods of performing tasks.
- Ensure each current employee or trainee knows the proper procedures, products, tools, and equipment needed to complete a task.
- Provide an opportunity to learn, increase and improve your knowledge of this profession, enhance your skill levels, and to provide you with the necessary tools for advancement.
- Generate compet ence and professional pride among the custodians.

Purpose

We serve the students, faculty, administration, and taxpayers of the CPS community by providing the best possible service as custodians. Our commitment to excellence, coupled with the collaborative effort to constantly improve the condition of the assets entrusted to us, will result in the betterment of the academic experience.

Vision

Our vision as custodial support is to provide the CPS custodians with the necessary resources to complete their job at the highest level. We will support the custodial staff of each location to ensure that all CPS facilities are maintained at a level that promotes health, safety, and an undistracted learning environment for the students, staff, and community.

Mission Statement

The mission of DFS, in collaboration with CPS, our parents and community, is to provide children an excellent education in a healthy and safe learning environment where they are prepared with the critical skills to reach their full potential in a 21st century global society.

Goals

- 1. To provide quality training to develop housekeeping knowledge, safety awareness, task performance skills, and techniques in the custodial program.
- 2. To provide quality cleaning products (chemicals), equipment, and supplies to support the custodial program.
- 3. Constant and consistent improvement to the condition of the assets entrusted to the custodian's care.

- 4. To provide opportunities for the administration, faculty, students, and community to gain knowledge of their supportive rolls in the custodial program.
- 5. To provide continuous monitoring for quality assurance and an avenue for feedback and communication from each work site to the appropriate employee.

POSITIVE ATTITUDES

- 1. Look neat in appearance. (Clean-shaven, clean clothes, proper shoes. Hair, beards and mustache clean and neatly trimmed).
- 2. Be pleasant and smile. (It improves everything around you).
- 3. Be courteous. (Please the customer and if there is a problem, bring it to the Supervisor of Operations).
- 4. Be positive. (Edify the department and each other and do not put others down).
- 5. Don't spread rumors. (One rumor spreads fiftyfold).
- 6. Learn all you can learn about your job. (Seminars, videos, reading and taking courses).
- 7. Be professional.
- 8. Set job goals.

Please refer to Employee Handbook, Disciplinary Action, Page 11 for additional information.

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Policies and Procedures

In order to establish, monitor, and maintain a sound, workable agreement between employee, the supervisor, and the commitment to the tasks to be performed, the following procedures shall be the basis for a fair and productive work climate.

- 1. All employees are required to complete Protecting our Children
- 2. Unreported absences of three (3) consecutive work days by classified employees will be considered a voluntary resignation of employment with DFS.
- 3. Employees are to report to work on time.
- 4. Employees must contact/notify immediate supervisor prior to any absence.
- 5. Absence without prior approval, chronic absences, habitual tardiness, or abuses of designated working hours are all considered neglect of duty and will result in disciplinary action up to and including dismissal.
- 6. DFS and CPS health and safety rules will be followed and enforced.
- 7. Employees will notify the immediate supervisor if injured on the job.
- 8. Respect the property of both employer and fellow employees. Willful destruction will not be tolerated.
- 9. Unauthorized removal of property belonging to CPS, the employer, other employees, or Students, is not permitted. All items found should be turned in to the school administration office and reported to your immediate supervisor.
- 10. Respect the rights of others. Threatening or attempting to injure another person will not be condoned.
- 11. Address concerns to the immediate supervisor.
- 12. Limit all personal telephone calls to work related or emergency calls. Personal telephone calls should be made during scheduled breaks.
- 13. Acts of insubordination will not be tolerated.
- 14. Perform each work assignment to the best of your ability.
- 15. Employees must not become involved with students. If student problems arise, contact your immediate supervisor.
- 16. The use of tobacco products on or in any school property, or at any school-sponsored activity or event (regardless of location), is prohibited.
- 17. The possession, use, sale, or handling of illegal drugs while at work is not permitted.
- 18. The use, possession, and consumption of alcoholic beverages at the workplace, or coming to work under the influence of alcoholic beverages will not be condoned.
- 19. All employees are subject to assignment and reassignment to any CPS location.
- 20. Employees' schedule may be adjusted according to CPS seasonal needs.
- 21. Quality work is expected by all DFS employees.

Custodial Dress Code

All employees of DFS serve as role models for the students and as representatives of CPS. Consistent with these roles, all employees are expected to dress professionally and appropriately relative to their specific job duties and responsibilities.

An employee's dress may not be so unusual, inappropriate, or lacking in cleanliness that it disrupts classroom or learning activities. For this reason, DFS has issued uniforms to all employees which must be worn always while on duty or while officially representing DFS on school property. This uniform includes:

- 1. DFS issued uniform shirt or any other "approved" shirts representing your school location
- 2. DFS issued uniform pants
- 3. DFS Employee Identification Badge including 3E Contact Card
- 4. Approved footwear (i.e. solid dark color boot or gym shoe)
- 5. DFS issued hat (if requested)
- 6. Additional DFS Dress Code Policy is located in the employee handbook Page 31

All other items, not describe above are not acceptable to wear while at work.

Custodian's Role

Importance of the Custodian's Job

The process of educating students involves not only the teacher, but support staff and parents whose services contribute directly and indirectly to their educational growth and success. The work of the custodian directly contributes to factors that influence the learning process, such as indoor air quality, mold remediation, and asthma trigger awareness.

How well you do your job will affect not only the health and safety of the students, but the morale and atmosphere of the entire facility.

Custodians are responsible primarily for cleaning the facilities, equipment, and grounds in your care. Operations and preventive maintenance include security to prevent vandalism and theft. The community, teachers, and students take pride in a well-kept, attractive facility and will help you keep it that way.

A. Public Relations

The facility administrator needs the assistance of professional custodians. CPS realizes the importance of the custodian's position and appreciates a clean, well-kept facility; it favorably affects the teachers in their teaching and the students in their learning. The custodian can gain good will for the facility through efficiency and a friendly attitude toward students, teachers, and visitors. The public expects all employees to be dependable, courteous, and cheerful.

Custodians are a part of the facility's team. As a team member, you are expected to support all staff in a manner which will reinforce their efforts in the performance of their duties. When it is necessary for custodians to go into a classroom during class time, please enter very quietly and do what is necessary with minimum disruption.

B. Grounds

As a custodian, you have the distinct responsibility for the initial impression that the public has of your assigned area. The first visible item that everyone sees is the condition of the grounds surrounding the facility.

It is a general housekeeping duty to do the following:

- 1. Remove paper, cans, and trash from the grounds *daily*.
- 2. Notify engineering if you notice unsafe playground equipment conditions.
- 3. Assist with the Integrated Pest Management (IPM) program. Notify your building engineer if you notice insects or rodents in or around your school.
- 4. Provide snow removal and salting around entryway doors.

C. Lights

Custodians are to assist in making sure lighting in the facilities are working. This responsibility includes the following:

- 1. Report burned out bulbs and lamps to building engineering.
- 2. Turn lights off in unoccupied rooms.
- 3. Turn out all lights, except for security lights, and check that outside lights are on before leaving the facility at night.
- 4. Know the location of all light switches, panel boards, and load centers.
- 5. Clean fixtures and lenses annually.

Safety Recommendations

Never leave a slick spot or any foreign material on the floor that may be hazardous to the occupants of the facility. Always put out safety precaution signs where a floor may be wet from mopping or leaking water.

SFCTION 4

Chemical and Cleaning Solutions

Most of the chemicals used by the custodial staff come in highly concentrated forms and must be diluted before use. These chemicals are in dispensing systems that dilute automatically. Always read the instructions and Material Safety Data Sheets (SDS) for each product. *The following safety rules are for your protection:*

- 1. Ensure that the SDS's are accessible and that all custodial personnel are aware of their location. Periodically review the SDS's to ensure they are current and reference chemicals that are currently in use. All employees should carry, as part of their badge, a 3E contact card which can be accessed 24 hours per day in the event of unexpected chemical contact. Know the proper first aid procedures for all chemicals used in the facility.
- 2. Know what you are using. Do not use chemicals from unmarked bottles or containers.
- 3. Always read the label and follow the instructions.
- 4. Measure all chemicals that are not being mixed through an approved proportioning system unless the chemical comes as "ready to use". If the directions say to use four (4) ounces in one (1) gallon of water, measure the water and the chemical correctly. A weak solution may not provide the proper cleaning power. A solution that is too strong will not only waste supplies, but will damage the surface on which you use it. It may also have the potential to cause injury to you or others.
- 5. Do not substitute chemicals. Many chemicals are made only for specific jobs.
- 6. Never mix chemicals. You can easily destroy a chemical's usefulness or possibly create a poisonous gas or solution by mixing it with other chemicals.
- 7. Do not get into the habit of smelling chemicals as a means of identification. A deep breath of the fumes from some chemicals can and will injure you.
- 8. Protect yourself with the appropriate personal protection, for example: safety glasses, rubber gloves, or protective clothing if the solution you are using is a strong acid or alkali.
- 9. Always secure bottle caps and lids before the container leaves your hands.
- 10. Do not store harsh or liquid chemicals on overhead shelves.
- 11. Do not store heavy containers on overhead shelves.
- 12. Use proper ventilation always.
- 13. Store all flammable products in flammable safety cabinets.
- 14. Any chemical that is being diluted through a proportioning system must be used in accordance with the instructions for that system. At no time can an individual bypass, change mixing ratios, manipulate, change color codes, or alter the system without the written approval of the Custodial Administrator.

Note: Do not bring chemicals from home, and do not purchase chemicals from anywhere other than vendors prescribed by the DFS Custodial Administrator.

DFS Prescribed Cleaners

Below is a list of cleaners and solvents prescribed by DFS. Ensure that each product is used for its intended purpose. Using a cleaner or solvent for something other than its original intent could provide for a hazardous condition and possible risk to human health.

1. All Purpose Cleaner

Use: Clean by Peroxy

Method: Daily use on most surfaces such as counter tops, desktops, floors, walls, etc.

2. Neutral Cleaner

Use: **Tribase**

Method: Daily use for mopping and scrubbing floors. Dispense concentrated amount of solution from dispensing system into mop bucket; proceed with cleaning. No rinsing.

3. Glass Cleaner

Use: BioRenewable Glass Cleaner

Method: Daily use on glass, stainless steel and other surfaces. Cleans grease, grime, soap film, finger marks, and smoke. Dispense concentrated amount of solution from dispensing system; proceed with cleaning. No rinsing required, just wipe clean.

4. Disinfectant

Use: NABC

Method: Daily use. A broad-spectrum hospital grade disinfectant for use in bathrooms, High touch points, nurse's quarters, desktops, and deep cleaning of restroom floors. Dispense concentrated amount of solution from dispensing system; proceed with cleaning. No rinsing.

Do not mix chemicals together under any circumstances; chemicals may react violently, produce toxins or become ineffective.

Extremely hazardous fumes can be created when ammonia is mixed with Clorox Bleach. **Do not use Bleach as a cleaning agent under any circumstances.**









Cleaning Equipment and Uses

The need for proper care of equipment cannot be overemphasized. A job can be no better than the person who does the job or the equipment used. Equipment that has been cared for properly will stay in use much longer. It will be safer for the operator to use and will enable the custodian to do a better job. After each use, make it a practice to clean the equipment and store it properly.

Power equipment should be inspected daily and before each use. If the equipment needs repair, submit a request to your Supervisor to have it repaired. Ensure that electrical cords and connectors are grounded and in good condition. Any cords that have had the grounding prong removed or broken or where the cord is frayed should be immediately taken out of service. Do not use equipment that has not been fully repaired.

Custodial Carts

The custodian's cart is one of the most useful tools in a building's housekeeping. It is designed to carry most of the necessary equipment needed by the custodian.

- 1. Keep cart clean, stocked, and stored properly.
- 2. Empty all trash into dumpster each shift.

Mop Bucket and Press

- 1. Clean after use and store properly.
- 2. Buckets will last longer if emptied, dried, and turned upside down for storage.

Wet Mops

- 1. Consist of long strands of twisted cotton yarn secured by a band at the top.
- 2. The most common sizes of mop heads are 12, 16, and 24 ounces.
- 3. To avoid cross contamination do not use the same mop heads in restrooms and classrooms. **Blue mops** for classrooms and **Green mops** for bathrooms.

Note: Wet mops should be rinsed out well each time they are used, wrung as dry as possible, and hung with the head up to dry. If stored very long in a damp place, wet mops will mildew and develop an odor that will render them unfit for use.

Vacuum Cleaners

In the matter of dirt removal from the premises, there is no substitute which even approaches the vacuum cleaner for thoroughness. The suction of the vacuum cleaner pulls all loose particles into its flow, including those in corners and around furniture, preventing gradual accumulation in difficult places. On carpeting it draws the embedded dust out of the pile. Grit left in the carpet cuts the pile and hastens the deterioration of the carpet.

- An industrial vacuum cleaner (also called a wet/dry vacuum) performs another function which is almost as necessary and quite as effective as picking up dry accumulations.
 Most industrial vacuum cleaners are or can be adapted for picking up water and are, therefore, highly efficient for removing scrub water from resilient floors.
- 2. Vacuum cleaners must be emptied each shift (or as necessary).
- 3. Filters are to be cleaned regularly to ensure maximum airflow and to extend the life of the motor.
- 4. Clean machine exterior also, and store properly.

Floor Machine

The floor machine is an indispensable machine for maintaining resilient floors. It can also be used for spot-cleaning carpets using a bonnet pad (bonneting).

1. Twenty-inch machines are most commonly used for burnishing, scrubbing, and stripping resilient floors.

Carpet Extractors

Carpet extractors provide the most efficient method of cleaning carpets. Most are designed to inject a solution of plain water and detergents (under pressure) into the carpet. This solution is agitated by a powered brush; the soiled solution is then extracted by means of a powerful vacuum, removing soils and most of the moisture. The use of fans after a carpet has been cleaned will help speed the drying process and help prevent the growth of mildew.

- 1. Individuals can be easily trained to operate these machines.
- 2. Removes more soil than any other practical system.
- 3. Leaves carpets damp/dry if equipment is used properly.

Cleaning Procedures

This section discusses cleaning procedures by function according to "APPA 2" standards. It provides information on daily, weekly, and other cleaning procedures in these areas:

- Entrances, lobbies, and corridors.
- Classrooms and laboratories.
- Offices, lounges, and conference rooms.
- Restrooms, locker rooms, showers, and dressing areas.
- Cafeterias and lunch areas.
- Shops and other service areas.
- Gyms and multipurpose rooms.

Entrances, Lobbies, and Corridors

These areas are generally the first areas seen by students, staff and visitors. Their condition and cleanliness leave a lasting impression on all who enter the building. It is of the utmost importance that these areas are maintained to a standard of excellence.

Considerable dirt is carried in by wind, people, and equipment and deposited in entryways and corridors. The custodian's schedule should include adequate time to sweep these areas of travel more than once a day.

Regular sweeping or snow removal from the sidewalks outside of entryway doors will prevent some dirt and sand from entering the building. Snow and ice should be removed from the entryway as soon as possible using ice melt to avoid slips and falls. Use only those ice melt products that are prescribed by CPS. Some entryways have floor mats to serve as a dirt and sand trap. These must be vacuumed and cleaned daily.

Daily

- 1. Empty waste receptacles; remove debris, leaves, and litter.
- 2. If floor is resilient tile, dust mop floors with a wide, treated dust mop, keeping the dust mop head on the floor always. Pick up soil from the floor with a dustpan. With a lightly dampened mop, spot-mop floors as necessary to remove soil.
- 3. Vacuum carpet areas and mats; remove gum and soil spots.
- 4. Disinfect drinking fountains.
- 5. Clean entrance door glass.

Weekly

1. Dust the tops of lockers, fire closets, extinguishers, and window casings. (Low dusting,

- below 5 feet.)
- 2. Clean glass partitions, display cases, and interior door glass.
- 3. Spot-clean finger marks and smudges on walls, door facings, and doors. Use detergent solution in spray bottle and a cloth.
- 4. Dust furniture.

Monthly

- 1. High dust vents, lights, pipes, Venetian blinds, over doorways, hanging light fixtures and connecting and horizontal wall surfaces. (High dusting, above 5 feet.)
- 2. Note: When cleaning stairways, on a routine schedule clean out the corners and the edges of each step. Remove gum, etc. with a putty knife. Damp mop or spot clean as necessary. DO NOT USE FLOOR FINISH ON THE STAIRS.
- 3. Note: Submit a work order for any vents, lights, HVAC filters, or ceiling tiles that you cannot reach from an 8' ladder.

Classrooms and Laboratories

There is more time spent in classroom cleaning than any other phase of custodial duties. Valuable time and many steps can be saved by careful planning. Due to the many different types of furniture and equipment used in the classrooms, custodians should make a careful analysis to determine how to clean each room in the shortest time with the fewest steps and still maintain the required standard of cleanliness. To keep a classroom clean will entail much more than just sweeping the floor and dusting the furniture. It will require a custodian with a willingness to work, a custodian who takes pride in his/her work, and one who is interested in the welfare of the students. Some classrooms have desks that may be shifted from side to side each day as you clean the floor, while others have tables that can only be moved a few inches. Some furniture in the rooms can be rolled away from the wall to make sweeping easier; other furniture is stationary, and you must clean around and under it. Tables and desks must be wiped off with disinfectant. The custodian's cart will hold the necessary equipment and materials to clean classrooms.

Daily

- 1. Empty waste receptacles and replace liners as needed.
- 2. Clean chalk trays.
- 3. Vacuum traffic patterns on carpeted floors; remove gum and soil spots.
- 4. Dust mop and spot mop tiled floors.
- 5. Clean glass in doors and partitions.

Weekly

- 1. Dust furniture surfaces and damp clean desk and tabletops. (Low dusting, below 5 feet.)
- 2. Vacuum carpeted areas thoroughly.
- 3. Clean door surfaces.
- 4. Mop tiled floors.

Monthly

- 1. High dust vents, lights, pipes, Venetian blinds, and baseboards. (High dusting above 5 feet.)
- 2. Vacuum upholstered furniture.
- 3. Note: Submit a work order for any vents, lights, HVAC filters, or ceiling tiles that you cannot reach from an 8' ladder.

Office, Lounge, and Conference Rooms

Most of the same cleaning procedures, as outlined for 'Classroom and Laboratories' cleaning in the previous section, can be followed for cleaning office areas, faculty lounges, conference rooms, libraries, media center areas, etc.

Daily

- 1. Empty waste receptacles daily, and damp clean as needed.
- 2. Clean chalk trays.
- 3. Vacuum traffic patterns on carpeted floors and remove gum and soil spots.
- 4. Dust mop and wet mop tiled floors.
- 5. Clean glass in doors and partitions.
- 6. Damp clean tabletops as needed.

Weekly

- 1. Dust furniture surfaces. (Low dust below 5 feet.)
- 2. Vacuum carpeted areas thoroughly.
- 3. Clean door surfaces.

Monthly

- 1. High dust vents, lights, pipes, Venetian blinds, and connecting vertical and horizontal wall surfaces. (High dust above 5 feet.)
- 2. Note: Submit a work order for any vents, lights, HVAC filters, or ceiling tiles that you cannot reach from an 8' ladder.

Restroom Cleaning

The job of cleaning and disinfecting your restrooms is not a difficult one and is to be done efficiently and daily. Clean restrooms are important for several reasons, such as:

- 1. Bacteria control to help eliminate cross infections and safeguard health.
- 2. Clean restrooms encourage the public to help keep them that way.
- 3. Clean restroom fixtures greatly reduce the possibility of offensive odors. The most frequent lingering cause of odors in restrooms is due to uric acid salts. Remove these salts through proper cleaning procedures. Restrooms also require adequate ventilation.
- 4. Check and restock toilet tissue, hand towel, and soap dispensers as needed.
- 5. Wipe down dispensers with a disinfectant and check to see if the dispensers are working properly.

Daily

Note: Place restroom closed sign before beginning cleaning.

- 1. Remove trash and sweep floor.
- 2. Using disinfectant, spray urinals, commodes, sinks, and fixtures. Let stand according to manufacturer's specifications.
- 3. Check soap, toilet tissue, and hand towel dispensers.
- 4. Using Johnny-mop, clean inside of toilet bowl.
- 5. Wipe down outside of toilets and urinals.
- 6. Spot clean walls and stalls.
- 7. Mop the floor.
- 8. To discourage additional graffiti, always remove it right away. Test chemical or cleaner in an obscure area prior to use. In older buildings, it may be necessary to paint the stalls frequently to maintain the desired level of appearance in shower rooms, locker rooms, and dressing rooms.

Weekly

- 1. Scrub floor with floor machine. Rinse thoroughly and mop.
- 2. Clean floor drains and pour at least one quart of water into the drain.
- 3. Wipe down wall with disinfectant solution.

Trash

Daily

- 1. Empty all trash containers, including small pieces of soap and other debris, into cart.
- 2. Reline containers with plastic liner.
- 3. Spray or wipe containers with germicide/disinfectant solution. Wipe dry with a clean cloth or paper towel.

Locker Rooms, and Showers

Daily

- 1. Empty waste receptacles and change liners.
- 2. Thoroughly clean and disinfect toilets and urinals.
- 3. Thoroughly clean and disinfect shower rooms and dressing rooms.
- 4. Restock dispensers: soap, paper towel, toilet tissue, and sanitary napkins.
- 5. Clean mirrors; clean basins; polish stainless steel and chrome surfaces.
- 6. Spot wash walls, lockers, and partitions.
- 7. Dust mop and wet mop floors with disinfectant solution.

Weekly

- 1. Damp clean and polish partitions thoroughly.
- 2. Pour at least one gallon of water down floor drains.
- 3. Dust wall and ceiling vents.

4. Clean doors and wall tile.

Cafeterias and Lunch Areas

Daily

- 1. Empty trash during breakfast and lunch periods.
- 2. Clean up spills that occur during breakfast and lunch periods.
- 3. Dust mop and wet mop cafeteria floor after the final lunch period.

Weekly

- 1. Clean inside windows.
- 2. Clean doors and door frames.
- 3. Dust vertical surfaces.
- 4. Replace ceiling tiles and light bulbs as needed.

Annually

- 1. Clean light covers.
- 2. Clean air vents.
- 3. Wash window sills, walls, and blinds.
- 4. Strip and re-finish floor.

Shop Areas

Daily

1. Empty waste receptacles and replace liners; dust mop or sweep floors; and spot mop floors.

Weekly

- 1. Dust sills and ledges; spot clean walls.
- 2. Mop floors with detergent solution.

Gyms and Multipurpose Rooms

Daily

- 1. Empty waste receptacles and replace liners as needed.
- 2. Dust mop court floors and spot clean using recommended treatment for dust mopping.
- 3. Clean glass in doors and partitions.
- 4. Clean and disinfect drinking fountains.
- 5. Vacuum traffic patterns on carpeted floors; remove gum and soil spots.
- 6. Dust furniture.
- 7. Dust mop and wet mop tiled floors.
- 8. Spot clean walls; remove graffiti.

Weekly

- 1. Vacuum carpeted areas thoroughly.
- 2. Clean door surfaces.
- 3. Vacuum upholstered furniture. Clean all wooden and vinyl furniture. (Low dusting, below 5 feet.)
- 4. Clean and polish brass or chrome.
- 5. Spray buff tiled floors; remove scuffmarks.

Monthly

1. High dust (above 5 feet) or vacuum vents, lights, pipes, Venetian blinds, drapes, and baseboards.

Annually

- 1. Reseal floor-using manufacturer's recommended procedures and finishes.
- 2. Drinking fountains
 - a. If drinking fountains are not cleaned regularly and correctly, they can become a health hazard. It is the responsibility of the custodian to keep the drinking fountains clean and sanitary. Drinking fountains should be cleaned daily using the following methods:
 - i. Use spray bottle or bucket with water and disinfectant solution to spray or wipe solution over all surfaces.
 - ii. Agitate with clean cloth, small brush, or paper towel.
 - iii. Rinse.
 - iv. Use clean cloth or paper towel to wipe dry and polish chrome and other surfaces.

Cleaning Methods

Dusting

From the standpoint of health as well as appearance, dusting is one of the most important jobs of the custodian. Dust can be a carrier of disease and germs. Visible dust present needs to be taken care of as soon as possible.

A vacuum cleaner is the best tool for removing dust. Some surfaces lend themselves well to 'damp dusting' using a clean cloth and plastic sprayer with appropriate solution.

Dust all horizontal surfaces such as window ledges, sills, files, counter tops, and desks. Inspect student desktops and spot clean them to remove heavy soil, heavy markings, or graffiti. As a rule, all horizontal surfaces less than 5' will receive a thorough dusting weekly. Horizontal surfaces greater than 5' will receive a thorough dusting monthly. Some surfaces may require spot dusting daily.

Note: Lock all windows.

Cleaning Classroom Sinks and Counters

Clean sinks and replenish paper towels and hand soap daily. Clean sinks by using plastic sprayer with disinfectant/detergent solution. Spray and wipe dry with a clean paper towel, or use a fine cleanser, rinse and wipe dry with a clean cloth or paper towel. Spray solution on counter and wipe clean with a clean cloth or paper towel.

Dust Mopping Resilient Floors

For either totally or partially resilient type floors, the following is recommended:

Pick up large pieces of paper or other debris before starting to clean. Use treated dust mop and carefully dust mop all resilient floor areas. Clean under all desks, equipment, etc. that are off the floor. Dust mop debris to one area for pick up with counter brush and dust pan. Lightly shake or vacuum dust mop to remove dust in appropriate area.

Trash

Empty all trash receptacles. Do not reach into the receptacles, but carefully dump the contents of the receptacle into the waste collection bag. Damp wipe soiled receptacles. Replace plastic liners only when soiled or otherwise needed.

Note: Remove lunch trash immediately following lunch. Use ramp or steps provided when throwing trash into dumpsters. Do not throw over your head. This will minimize injury.

Carpet Vacuuming

The vacuum cleaner is the most effective tool to remove soil from many surfaces, especially carpeting. Move furniture in room only as necessary to vacuum all areas of the carpeting. Pick up large pieces of paper and other debris before vacuuming. Look for and clean up spots or soiled areas on carpeting using plastic sprayer, appropriate cleaner, and clean cloth or paper towels. Remove gum by using gum remover; follow manufacturer's instructions. Vacuum all carpeted areas, getting under desks, furniture, and equipment that is off the floor. Replace all moved furniture.

Spot Cleaning

Spot clean walls, doors, windows, and ledges, as previously recommended. Spot clean carpeted areas daily. Spot clean glass in doors and partitions and on the inside of windows to remove smudges, as previously recommended. Dust or clean vents in ceilings of classrooms, offices, etc., as previously recommended.

Before leaving the room, visually check to make sure all the following duties are completed:

- 1. Windows are locked.
- 2. All items are in appropriate place.
- 3. Room looks clean and is clean!
- 4. Lights are turned off.

5. Door is locked.

Benches, Furniture, and Lockers

- 1. Using a cloth, spray or wipe with germicide/disinfectant solution and scrub or wipe dry with a clean cloth.
- 2. Spot clean walls and lights, as needed (as listed above). Report burned out lights.
- 3. Replenish paper towels, soap, etc. Clean dispensers and lock.
- 4. Showers
 - a. Spray down walls with germicide/disinfectant solution and let solution stay on walls for a few minutes to allow chemicals to work. Wipe down walls with a cloth, wedge mop, sponge mop, or brush.
 - b. Scrub or agitate solution to loosen soil and scum. Rinse with clean water.
 - c. Polish handles, shower heads, and other hardware; wipe dry.
 - d. Clean hair, etc. from shower drains.

Cleaning of Body Fluids

The following is an eight-step guide, demonstrating how to safely clean body fluid spills and avoid contamination:

- 1. Block off the area by using wet floor signs.
- 2. Wear disposable gloves. Essential safety equipment, gloves protect workers from the liquid absorbing into the skin or open cuts. If necessary, wear a mask.
- 3. Sprinkle absorbent material over spill. This will contain the spill and make cleanup easier. Spray a disinfectant on the spill to inactivate germs or viruses.
- 4. Remove the spill. Once the spill is contained, use a brush or disposable cloths and dustpan to remove. Place it in a double-bagged plastic bag.
- 5. Disinfect tools immediately after cleanup.
- 6. Discard used absorbent materials. Gloves should be removed and disposed of in a plastic bag. Seal the bag tightly, take it out of the facility, and put it in the campus dumpster.
- 7. Decontaminate area. Use a germicidal detergent/disinfectant solution, either mopped or sprayed.
- 8. Thoroughly wash hands with an antimicrobial hand wash. If you are not close to the hand wash area, use an antiseptic alcohol hand rinse until regular hand washing is possible.

Floor Types

Resilient Floors

These include such flooring surfaces as asphalt tile, hard vinyl tile, sheet goods, and resilient poured floors. Most of the custodian's work in these areas will consist of floor care procedures with a limited amount of time spent dusting or cleaning benches, bleachers, or chairs.

Daily

- 1. Use a treated dust mop and follow the factory recommended treatment to clean the floor. Do not sweep with a dust mop as this will scatter dust into the air. Keep dust mop on the floor and clean in long runs. Lightly shake or vacuum dust mop to remove dust in appropriate area.
- 2. Re-treat lightly with mop treatment as needed.
- 3. Pick up dust and debris with dust pan and counter brush or vacuum and dispose of trash.

Wood Floors

Daily

- 1. Pick up and dispose of debris.
- 2. Remove chewing gum.
- 3. Dust mop floor with a clean and properly treated mop.
- 4. Wipe floor with bare hand to test if dust remains on the floor. If dust is detected, repeat step 3.

Annually

Gym floors will be screened and refinished annually or as requested by CPS.

Carpeting

Daily

- 1. Detail vacuum traffic patterns, corners, edges and under desks.
- 2. Remove gum and soil spots.

Semi-annually

1. Deep clean and extract carpeting.

Rubber Floors

Follow manufacturer's instructions.

Standards for Cleaning

1. EXCELLENT

- ✓ Floor coverings are bright and clean.
- ✓ Trays are clean.
- ✓ No dust on vertical surfaces.
- ✓ Furniture is spotless and orderly, like new.
- ✓ Glass is clean and sparkling.
- ✓ EXCELLENT. Every phase of the operation exceeds standard.

2. GOOD

- ✓ Floor coverings are clean but dull finish.
- ✓ Trays only showing day's use.
- ✓ Little dust accumulation, only noticeable by touch.
- ✓ Furniture clean and orderly.
- ✓ Glass cleaned with no smudges.
- ✓ GOOD. Each phase of the operation is satisfactory.

3. AVERAGE

- ✓ Floor coverings clean but flat finish.
- ✓ Trays showing some accumulation.
- ✓ Some dust accumulation on other surfaces visible.
- ✓ Furniture orderly.
- ✓ Glass has some smudges.
- ✓ AVERAGE. Areas are being maintained at standard. Action required to increase quality.

4. BELOW AVERAGE

- ✗ Floor coverings flat finish and dirty.
- Trays will be dusty.
- > Dust accumulation will be clearly evident.
- Furniture will be dusty and in disarray.
- **✗** Glass is dirty, will show some streaks and hand prints.
- **×** BELOW AVERAGE. The operation is below average. Immediate action is necessary to increase quality.

5. EXCEPTIONALLY POOR

- Floor coverings will be dull and dusty showing spots, marks, and debris on floor.
- **x** Trays will be dirty and have marker build up.
- Furniture will be very dusty, marked, and in disarray.
- **✗** Glass will be dirty and hand printed.
- * The operation is inadequate. Areas are being ignored. Detailed cleaning needed.

What do Inspectors look for when they inspect a building?

An inspector is not looking for just the "shiny floors," but is looking for the things that distract from those "shiny floors." QA inspections will be conducted on a regular basis and all deficiencies reported for correction.

In offices, lounges, hallways, and classrooms, they are looking for:

- 1. Corners that have dirt built up.
- 2. Dust on furniture legs of desks, chairs, etc., backs of chairs, tops and sides of file cabinets, sides of desks, the top or bottom edges of bulletin boards.
- 3. Dirty window sills (i.e. dust and water marks).
- 4. Built up black marks on floors.
- 5. Dusty Venetian blinds.
- 6. Messy, dirty wastebaskets and ashtrays (i.e. food spills on swinging tops, trash leakage through plastic bags that has dried into the waste basket containers).
- 7. Cobwebs in corners of walls and at ceilings.
- 8. Dirty walls, chalkboards, and chalk trays.
- 9. Dirty doors, especially push/pull plates and door knob areas.
- 10. Dust around door casings.
- 11. Dirt and dust build up on edges of carpeting.

In restrooms, they are looking for:

- 1. Dust on top of stall dividers, louvers in doors, hinges of doors, on top edge of mirrors, and on light fixtures.
- 2. Buildup around the faucet fixtures on sinks and the underside of the sink itself and flush fixtures on toilets.
- 3. Dirty mirrors.
- 4. Dirt buildup in grouting around the edge of floors.
- 5. Dirty stall dividers and walls behind toilets and urinals.
- 6. Dirty toilet bowls and urinals, inside and outside of both.
- 7. Dirt buildup under and around toilets.
- 8. Dirty pipes and tile under sinks.
- 9. Dirty wall (i.e. handprints, make-up splashes, soap, and food).
- 10. Messy push/pull plates on doors.
- 11. Dirty waste receptacles.
- 12. Soap scum buildup on shower and tub walls.

Right to Know/Hazard Communication (HAZ-COM)

Under Federal and State law, employees have the "Right to Know" what potential hazards exist with chemicals or other materials in the workplace and how to protect themselves.

Manufacturers or distributors of hazardous products must provide information on a SAFETY DATA SHEET (SDS) and product label.

Employers must develop a Hazard Communication Program and train their employees on proper handling of hazardous materials; how to protect employees; and how to read and understand the SDS. The SDS must be readily available to employees.

Employees must attend scheduled Haz-Com training and learn how to understand the SDS and product labels. They must use proper protective equipment and clothing and know what to do if there is a mishap. Ask questions if unsure of anything or what to do.

SDSs must contain the following information; however, the format may vary from different manufacturers or distributors.

- 1. Chemical information: Manufacturer's name, address, and telephone number. Chemical, technical, and trade name, i.e., WD40.
- 2. Hazardous ingredients: Identification of components and Permissible Exposure Limits.
- 3. Physical Data: Appearance, boiling point, odor, vapor pressure and density, water solubility, evaporation rate, and specific gravity.
- 4. Fire and Explosion Data: Flash point, fire extinguisher media, special fire-fighting procedures, unusual fire hazards and flammability limits.
- 5. Reactivity Data: What the chemical will react with, what could happen, and what to avoid preventing a chemical reaction.
- 6. Health Hazard Data: Body entry, symptoms, health hazards and first aid.
- 7. Spill or leak: What to do if there is a leak; clean-up and disposal information.
- 8. Special Protection: What personal protection equipment (PPE) is required.
- 9. Special Precautions: Handling requirements, i.e., temperature, humidity, cabinets, or special containers.
- 10. Additional Information: If any.

Product labels are provided by the manufacturer or distributor of the product and should identify the manufacturer, the chemical, the concentration, hazard severity, and protection needed.

Note: If an employee decants a product from a large container to a smaller one, he/she **MUST** label the smaller container with the name of the product. He/she should report unlabeled and unidentified containers to his/her supervisor for disposition.

Bloodborne Pathogens

What are bloodborne pathogens?

Bloodborne pathogens are microorganisms in blood or body fluid that cause disease in humans. The two bloodborne pathogens that have received the most attention and pose a serious health threat if contracted are the hepatitis B virus (HBV), which can cause a severe form of hepatitis, and the human immunodeficiency virus (HIV), which can cause AIDS (Acquired Immunodeficiency Syndrome).

Methods of transmission

Bloodborne pathogens are usually transmitted or passed on when disease organisms enter the body through mucus membranes or through breaks in the skin. While intact skin offers some protection, bloodborne pathogens may be transmitted through the skin by accidental injection with needles, scalpels, and shards of glass. They also may enter the body through open cuts, nicks, skin abrasions, and cracked skin caused by various types of dermatitis. At work, the most common exposure to bloodborne pathogens occurs when an infected worker has an injury allowing direct exposure to human blood and the person who comes to help him/her is not wearing the proper personal protective equipment (PPE) or practicing universal precautions.

Universal precautions

Universal precautions are a method of infection control in which all blood and certain human body fluids are treated as if known to be infected with HIV, HBV, or other bloodborne pathogens. Universal precautions must be observed in all situations where there is a potential for contact with blood or other potentially infectious material. PPE should be used in conjunction with universal precautions when dealing with all body fluids.

Qualified, trained first-aid personnel should be equipped to safeguard against this exposure. You should be aware that there is a good possibility that you may have small nicks or cuts on you from previous jobs. These nicks and cuts, in addition to your mouth, nose, and eyes are examples of possible entryways for bloodborne pathogens, present in the injured person, to enter your circulatory system.

Occupational and Safety Health Administration's (OSHA's) bloodborne pathogen standard The Occupational and Safety Health Administration's Bloodborne Pathogen Standard, 29 C.F.R., Part 1910.1030, sets forth requirements to protect workers from occupational exposure to bloodborne pathogens.

The standard covers all employees who could be reasonably anticipated, as the result of performing their job duties, to encounter blood and other potentially infectious materials. OSHA has not attempted to list all occupations where exposures could occur; however, designated first

aid providers (i.e., persons used to comply with 29 C.F.R.1910.151) are, in most cases, covered by the standard.

The standard requires employers to establish a written exposure control plan, which would identify workers with occupational exposure to blood and other potentially infectious material and specify means to protect and train them. The standard calls for engineering controls, such as puncture-resistant containers for used needles; work practice controls, such as hand washing to reduce contamination; and PPE, such as gowns and gloves. There also are requirements in the standard for housekeeping procedures, medical surveillance, hepatitis B vaccination, signs and labels, etc.

Personal Protective Equipment

In the workplace we try to eliminate hazards several ways. First, we try to eliminate the hazard, and do away with it. If this is not possible, work rules and safety rules are put in place to reduce the exposure to and severity of the hazard. If necessary, a barrier is placed between the employee and the hazard. This barrier is known as PPE.

As custodians, you are exposed to several potential hazards in your daily activities. You must be aware of these hazards, and protect yourself by using the appropriate PPE that is provided to you, such as:

- Eye protection: Safety glasses, goggles, and face-shields protect the eyes from flying objects, impact hazards, and chemical exposures.
- Hand protection: Gloves can protect the hands from injury. There are different types of
 gloves made of materials to protect hands from chemicals, biological agents, cuts, and
 abrasions or temperature extremes.
- Foot Protection: Safety shoes, boots, and proper footwear can help prevent slips on wet floors. Some rubber-soled shoes are designed just for working in a wet environment.
 Other safety shoes and boots have steel toes to protect the feet from hard impact.
 Antifatigue soles and insoles can also reduce worker fatigue after long hours standing on hard surfaces.
- Protective clothing: Special clothing to protect against chemical or biological hazards.
- Head Protection: Hard hats protect against falling objects or bumping hazards.
- Respiratory Protection: Dust masks up to special filter respirators and Self Contained Breathing Apparatus (SCBA) gear.
- Hearing Protection: Ear plugs or ear muffs worn to reduce the noise level to below 85db.

Make sure you use proper-fitting PPE; poorly-fitting PPE will not protect you. Inspect your PPE often and keep it clean. Be aware that although you wear PPE, the hazard still exists; so be alert and observe all approved work procedures, safety rules, and directives.

How to Prevent Back Injuries

The best way to prevent back injuries is to develop habits that reduce strain on the back.

There are some basic things you can do to help:

- 1. Use proper lifting techniques. Do not bend at the waist to lift.
- 2. Avoid lifting whenever you can. Anytime you can spare your back the stress and strain of lifting and bending, do so.
- 3. Place objects up off the floor; raise or lower shelves to a comfortable level.
- 4. Use carts or dollies to move objects. Get help if necessary.

Follow these steps when lifting:

- 1. Size up the load, and then take a balanced stance over the load with feet shoulder-width apart. If load is too heavy or too large, get help.
- 2. Bend your knees to squat down close to the load keeping heels off the floor.
- 3. Grasp the load with fingers and palms. Make sure you can maintain your grip.
- 4. Lift gradually using your legs and abdominal and buttock muscles. Keep the load close to your body and keep the as back straight as possible.
- 5. Once standing, change direction by pointing your feet in the direction you want to go and turn your whole body. Do not twist your torso at the waist to change direction.
- 6. To put the load down, reverse the process.

By following these lifting guidelines and by practicing good body/back management, you can prevent back injuries on the job and at home.

Ladder Safety

The primary hazard when using a ladder is falling. A fall can be the result when a ladder fails due to overloading, misuse, or damage. You can fall when you lose your grip, slip, or lose your balance when reaching too far. As a result, DFS has adapted a "No Ladder Policy" to prevent injuries. All high work should be done with specialized equipment such as extension poles or high lifts. If work cannot be accomplished either from the ground or with special equipment, please notify your supervisor immediately for alternate accommodations.

Fire Prevention

To understand the basic principles of fire safety, you first need to know a little bit about fire. Four things must be present at the same time to produce fire:

- 1. Enough OXYGEN to sustain combustion.
- 2. Enough HEAT to raise the material to its ignition temperature.
- 3. A FUEL or combustible material.
- 4. A CHEMICAL, exothermic reaction.

Fires Are Classified by Type:

- Class A: Wood, paper, cloth, rubber, and certain plastics.
- Class B: Flammable liquids or gasses, gasoline, oil, grease, propane, paint thinner.
- Class C: Electrical fires, any energized piece of electrical equipment.
- Class D: Combustible metals, magnesium, titanium, etc.
- Class K: Cooking oil or fat.

Class A: Make sure combustible materials do not encounter potential heat sources such as light bulbs, space heaters, candles, electrical sources, pilot lights, etc.

Class B: Always be careful when using flammable or combustible liquids. Most of these liquids emit fumes that are heavier than air, can travel long distances, and may be ignited by nearby ignition sources.

Class D: Don't overload wall electrical outlets. Make sure electrical cords and wiring are in good condition. Replace them if they are damaged. Don't run cords under carpets or through doors or windows.

Housekeeping

Do not let trash and debris accumulate. Dispose of it in proper containers. Store materials and equipment in the proper area, not in mechanical or electrical rooms. Do not block hallways or fire exits. Clean up chemical spills and oil immediately.

Sample Task Frequency Schedule

Corporate Office: 12838 S. Cicero Avenue, Alsip, 1L 60803 • P: 773-582-1022 • F: 773-582-1094 www. DiverseFacilitySolutions.com

TASK AND FREOUENCY SCHEDULE

Subzone F: Doolittle

Primary Duties	Restroom Cleaning Remove all trash from waste receptacle (Daily) Sweep large debris from floor (Daily) NABC concentrate: (Start Counterclockwise) Detail clean all sinks, plumbing fixtures, faucet handles, and bathroom wall stalls (Daily) BioRenewables Glass Cleaner: Clean all glass and reflective surfaces (Daily) All-Purpose Cleaner (Clean by Peroxy): Spot clean walls, all touch surfaces (Daily) NABC Concentrate: Clean inside toilet and urinal using Johnnymop or disposable blue cloth (Discard cloth after each use) (Daily) All-Purpose Cleaner (Clean by Peroxy): (Counterclockwise) Mop floor (Attention to under stalls and toilets) (Daily)						
	aning ner niture s s naily) iights,						
uties	Classroom and Office Cleaning Dry clean chalkboards/whiteboards (Daily) Empty trash and replace liner (Daily) Spot clean/Dust desks/furniture (Daily) Sweep/Vacuum/Mop floors (Daily) Vacuum high traffic areas (Daily) Carpet spot removal (As needed) Wipe down touch points (Daily) Inspect the room (turn off lights, and lock the door) (Daily) Spot clean interior glass (Daily) High/Low dust (Daily)						
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I	• Dry clean chalkboards/whiteboards (Daily) Empty trash and replace liner (Daily) Spot clean/Dust desks/furniture (Daily) Sweep/Vacuum/Mop floors (Daily) Vacuum high traffic areas (Daily) Garpet spot removal (As needed) Wipe down touch points (Daily) Wipe down touch points (Daily) Inspect the room (turn off lights, and lock the door) (Daily) Spot clean interior glass (Daily) High/Low dust (Daily)						
ated on							
Designated Location	Classrooms: 101, 102, 103 3rd Floor bathrooms						
Vame							
Employee Name	Name						
o o	End 0:30pm eak 8:30pm the color of the color						
Time	Start/End 2:00pm-10:30pm 1st Break 3:00pm-3:30pm Lunch 5:30pm-6:00pm 2nd Break 8:00pm-8:10pm						

Clean and restock any supplies used during the day. Clean all scrubbers and wipe down equipment daily, as well as, ensure that the janitor's closet/storage area is organized and clean.

Inspect work to ensure all tasks are completed as established by the Task and Frequency Schedule.

Any safety/zone/maintenance issues, please notify your Sodexo Manager.



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www.DiverseFacilitySolutions.com

Task and Frequency Schedule

Employee Name:			
Designated Areas:	Start Time:	2:00 PM	10:30
Classrooms:	1st Break:	3:00 PM	3:10
Restrooms:	Lunch:	5:00 PM	5:30
Support Areas:	2nd Break:	7:00 PM	7:10
	·		

	_				
Classrooms:	М	Т	W	T	F
Dry clean chalkboards/whiteboards	X	х	х	х	X
Empty trash and replace liner	Х	Х	х	х	х
Spot clean/Dust desks and furniture	Х	Х	х	Х	х
Sweep/Vacuum/Mop floors Tribase	Х	х	х	Х	х
Carpet spot removal Clean by Peroxy				х	
Wipe down touch points	х	х	х	х	х
Inspect the room (turn off lights and lock the door)	х	х	х	х	х
High/Low dust	х	х	х	х	х
Spot clean interior glass BioRenewables Glass Cleaner	х	х	х	х	х
Restrooms and High Touch Areas:					
Remove all trash from waste receptacle	х	х	х	х	х
Sweep large debris from floor	Х	Х	х	Х	х
(Start Counterclockwise) Detail clean all sinks, plumbing fixtures, faucet handles, and bathroom wall stalls	х	x	x	х	x
NABC	^	^	^	^	^
Clean all glass and reflective surfaces BioRenewables Glass Cleaner	х	х	х	х	х
Spot clean walls and all touch surfaces Clean by Peroxy	х	х	х	х	х
Clean inside of toilet and urinal using Johnnymop or disposable blue cloth (discard cloth after each use)	x	x	x	x	×
NABC	_ ^	^		^	_ ^
(Start Counterclockwise) Mop floor (attention under stalls and toilets) Clean by Peroxy	x	х	х	х	x
Support Areas (i.e. Library, Computer Rooms, Staff Lounge):					
Vacuum and mop all floors using Tribase	х	х	х	х	х
Wipe clean any surfacesusing Clean by Peroxy	х	х	х	х	х
Deep clean fridges and any kitchen areas	х	х	х	х	х
Dust around paperwork areas (DO NOT MOVE PAPERS)	х	х	х	х	х
Wipe clean switches, plugs and door handles using NABC	х	х	х	х	х
Wipe light covers and vacuum any light shades	х	х	х	х	х
Wipe windows and mirrors clean using BioRenewable Glass Cleaner	х	х	х	х	х
Empty and bleach bins	х	х	х	х	х
Dust any edges and corners	Х	Х	х	Х	х
Vacuum sofas and any soft seating	Х	Х	Х	Х	х
Hallways, Stairways and Gym areas:		,		,	
Sweep, mop and vacuum all flooring, making sure all edges and corners are reached Tribase	х	x	x	x	x
Wipe windows and mirrors clean using BioRenewable Glass Cleaner	х	х	х	х	х
Wipe clean switches, plugs and door handles using NABC	x	x	x	x	x
Empty all trash bins and replace liners	x	x	x	x	x
Wipe down any gym equipment	х	х	x	х	х
Dust mop/broom sweep stairwell	x	х	х	х	х
Wet mop Stairs using Clean by Peroxy		х		х	
Wipe down handrails using NABC	х	х	х	х	х
Remove all visable Graffiti / Report any graffiti that can not be removed with Grafitti Remover	х	х	х	х	х
Grounds Maintenance:					
Pick up trash and debris around the peremeter of the school	x	x	x	x	х
Pick up trash and debris around dumpster	x	x	x	x	x
Report any damaged property to Engineering	X	x	X	x	×
Daily Floor/Corridors Care:					
Dust mop all floors, edges and corners	l x	x	l x	x	x
Wet mop/autoscrub	X	X	X	x	X
Machine scrub floors	x	X	X	X	X
Burnish corridors	x	^	X	^	X
Vaccum all Carpets and Entryway Mats	x	х	X	х	X
Spot clean all visable carpet stains	X	x	X	x	x
alter and the second and the second		^_	<u> </u>	^	^_

^{*}Clean and restock any supplies used during the day. 2

^{*}Clean all scrubbers and wipe down equipment daily, as well as, ensure that the janitor's

closet/storage area is organized and clean.

^{*}Inspect work to ensure all tasks are completed as established by the Task and Frequency Schedule.

^{*}Any safety/zone/maintenance issues, please notify your Sodexo Manager.