

## INTRODUCTION

The Bedford Facilities Department recognizes its responsibility to provide a clean and safe environment for the students, staff, and visitors to the Bedford Public Schools and Town of Bedford buildings. All members of the custodial staff are expected to familiarize themselves with the duties and responsibilities outlined in this manual.

The following procedures are intended to clarify and define the responsibilities of the custodians in the Bedford Public Schools and Town of Bedford. This procedure manual will be amended as necessary. This manual has been developed to establish standard operating procedures. Section I addresses personnel management. Section II addresses areas of responsibilities. It is impossible to establish procedures for every possible event; this manual provides standard procedures that if followed will cover most situations.

This manual is intended for the use of department personnel only.

## Section I Personnel Management

### Chain of Command:

Ultimate responsibility for the assignment of custodial duties rests with the Director of Facilities. Custodians will maintain their working relationship on a daily basis with each school principal or Town Department Head in conjunction with the needs of the Facilities Department. The needs of the Facilities and the Towns/Schools are synonymous. In the event of a conflict in scheduling arises between Facilities and Schools/Towns, the custodian's must inform the Director of Facilities of the conflict. The conflict will then be resolved between the Director of Facilities and the School Principal/Department Head.

### Shift Hours:

- Day Shift Custodian Hours: 6:00 a.m. - 2:30 p.m.
- Split Shift Custodian Hours: 9:30 a.m. – 6:00 p.m.
- Night Shift Custodian Hours: 2:30 p.m. - 11:00 p.m.
- Summer Schedule Hours: 7:00 a.m. – 3:30 p.m.; Some custodian/maintenance personnel may elect to work a four day work week consisting of four 10 hour days

**Any changes in hours are dependent on building usage; and must be approved by the Director or his designee**

### Overtime:

1. Custodians working “ details” are directly responsible to the organization using the building. Any “freed up time” during these details in which the organization does not require the services of the custodian will be used to perform tasks such as: changing light bulbs throughout the building, checking on cleanliness of all bathrooms in the building and cleaning if necessary, etc.
2. All areas used by the organization shall be checked for cleanliness prior to use and cleaned if necessary.
3. All areas used by the organization shall be cleaned and returned to previous condition after organization leaves the building.
4. In the event of snow during a detail, any custodian working details will remove snow/ice from entranceways.

### Sick Calls:

1. In the event a custodian needs to call in sick, he/she is directed to do so before the start of ones regular shift.
2. Calls should be made to the Facilities Department (781-275-5290) and to the building principals' office or Town Department Head.

3. Day shift custodians are directed to find adequate coverage in their absence. When this is not possible, call the Operations Manager (781-844-2720).

Note: For an absence of four or more consecutive days, a doctor's note will be requested.

#### Vacation/Personal Day Requests:

1. All personal day requests need to be made at least 48 hours in advance.
2. Vacation requests should be requested 30 days in advance, whenever possible.
3. No custodian will take a vacation or personal day without written confirmation.

#### Summer Vacation Requests:

Requests for summer vacations must be made by June 1<sup>st</sup> to be considered for approval. The needs of each school/town building will be first taken into consideration when granting summer vacation requests. Requests will be granted on a seniority basis and only when scheduling allows. The Facilities Department will make every effort to accommodate each request.

#### Communication:

1. All custodians will be issued an electronic mail (e-mail) address. Your mail should be checked at the beginning, middle, and end of your shift. A computer location will be made available to you to access your e-mail. Electronic mail will be the means of communicating on a daily basis, to send and receive messages to and from the Facilities Department, each school principal/town department head, and between each other. A copy of all electronic transmission from custodians to principals/department heads must be sent to the Director of Facilities. Electronic mail will not be used as a substitute for time off requests, overtime slips, or weekly time sheets
2. Home telephone numbers will be kept in the Facilities Department for each custodian. Changes of home telephone numbers must be reported to the Facilities Department immediately.

#### Reporting Injuries:

It is imperative to inform the Facilities Director's Office immediately following a work-related injury. An accident report should also be filed in the Business Office located in the Superintendent's Office at the John Glenn Middle School.

## Section I cont.

### Requests for custodial supplies and materials:

All requests for supplies or materials should be made to the Facilities director or his designee. Electronic mail requests will be accepted by the Facilities Department and forwarded to the department designee.

### Building Entrance and Lock-Up Procedure:

Upon arrival to each school, the custodian must call the alarm Service Company, SAS (617-924-7600), reporting your arrival. This must be done when arriving outside of normally scheduled hours.

The alarm must be set and in proper working form before a custodian leaves the building at the end of his/her shift. In the event the alarm does not set, recheck all doors and reset. If the system remains unset, contact the Bedford Police Department to have them page the facilities on call maintenance technician. The custodian must wait for the technician to arrive before leaving the building. At no time will the custodian be asked to call in the Alarm Company (i.e., SAS) for service.

## Section I Cont.

### Breaks:

Per the guidelines established in Article 4-10 all employees are entitled to take a break during specified times and at specified locations. The times and locations must be made known to the Operations Manager.

### Snow Removal Procedure:

1. In the event of school cancellation due to snow, all custodians will report to work at the regular shifts.
2. If it snows during the weekend, the Facilities Director or his designee will call custodians to report for snow removal.
3. Custodians are responsible for snow removal during their shifts, even if it has not stopped snowing.
4. For safety reasons, snow removal has priority over normal duties. If necessary, other work may be delayed.
5. As per article 4-12 an employee may request up to 4 hrs of personal or vacation time if snow removal has been completed.

State of Emergency:

In situations where a “state of emergency” has been declared the Facilities Director or his designee will make a decision on who will be needed to work during the “state of emergency”. Those employees required to work will be notified through a phone call of the schedule of work and what will be required during that schedule.

Employees not required for the “state of emergency” may use 8 hrs vacation time for the shift. If an employee can safely report to work, and would rather do so than use vacation time, they may work their regular shift at regular time and not receive “state of emergency” pay.

**End of Section I**

## Section II Duties and Responsibilities

### List of Duties

All duties described below are to be done daily unless otherwise noted.

#### **Classrooms:**

- Empty waste baskets and replace liners, wash out **during summer schedule**
- Dry mop floors
- Vacuum carpets
- Spot Clean Stains
- Check and replace lights
- Clean sink areas
- Refill paper towel/soap dispensers
- Clean chalk trays weekly
- Clean glass biweekly
- Dust all ledges and window sills weekly
- Close and lock windows
- Turn off lights and lock doors

#### **Corridors, Stairs, and Landings:**

- Dry mop using mop oil
- Spot clean stains
- Vacuum carpets/mats
- Clean drinking fountains
- Remove graffiti from all walls, doors, and lockers
- Remove gum or other debris
- Check and replace lights
- Clean glass biweekly
- Clean trophy cases weekly
- Dust sills and locker tops weekly
- Auto scrub floors **bi weekly, not on consecutive nights**
- Spray buff weekly
- Lock exterior doors, check windows, and shut off lights

#### **Lavatories:**

- Empty waste baskets and replace liners, **wash out weekly**
- Refill towel, tissue, feminine products, and soap dispensers
- Clean interior and exterior of sinks, urinals, and toilets
- Clean mirrors
- Clean a section of wall/partitions to ensure all sections are cleaned on a weekly basis

#### **Lavatories cont.:**

- Remove graffiti
- Check and replace lights
- Sweep and wet mop floors

**Cafeteria:**

- Clean and rearrange all tables and chairs
- Clean tables monthly so as to return to beginning of year cleanliness, this includes removing all debris from underside of table.
- Empty all waste barrels and replace liners, wash out barrels weekly
- Dry mop floors
- Wet mop/ auto scrub floors
- Empty all waste barrels and replace liners
- Clean drinking fountains
- Check and replace lights
- Clean glass in doors and windows
- Dust sills and univent tops weekly
- Spray buff weekly

**Kitchen:**

- Empty all waste barrels and replace liners, wash out barrels daily
- Sweep floor (including under mats)
- Wet mop floors (including under mats)
- Check and replace lights
- Lock windows and doors
- Sweep and wet mop walk-in coolers and storerooms weekly
- Dust and clean hoods monthly
- Check floor drains during vacations, fill with water periodically

**Library:**

- Empty waste baskets and replace liners, wash out during summer schedule
- Vacuum carpets
- Clean windows
- Spot clean stains
- Dust sills, chairs, and book racks weekly
- Check and replace lights
- Lock doors and windows

**Offices:**

- Empty waste baskets and replace liners, wash out during summer schedule
- Sweep floors
- Vacuum carpets

Section II cont.

**Offices cont.:**

- Spot clean stains

- Section II cont.
- Dust file cabinets, table tops, and window sills
- Check and replace lights
- Lock windows and doors
- Clean Glass

**Auditorium/Multi Purpose Rooms:**

- Dry mop or vacuum floors
- Dry mop stage areas
- Vacuum carpets
- Spot clean stains
- Remove gum and other debris
- Clean glass
- Remove graffiti
- Lock windows and doors

**Health Offices:**

- Empty waste baskets and replace liners, **wash out weekly**
- Dry mop floors
- Clean lavatories (as described above) with stringent cleaners and disinfectants
- Wet mop floors

**Locker Rooms:**

- Empty waste baskets and replace liners, **wash out weekly**
- Sweep, vacuum, or dry mop floors
- Clean all lavatory areas, Physical Ed. and teachers' lavatories
- Clean a section of wall/partitions to ensure all sections are cleaned on a weekly basis
- Clean showers
- Wet mop floors
- Remove graffiti
- Clean walls
- Dust locker tops weekly
- Check and replace lights
- Clean drinking fountains

**Gyms:**

- Dry mop floors using appropriate mop treatment

Section II cont.

**Gyms cont.:**

- Wet mop spills
- Clean bleachers (under bleachers as well)
- Check and replace lights
- Clean walls as needed
- Clean drinking fountains



- Auto scrub floors weekly

**Day Shift: (6:00 a.m. – 2:30 p.m.)**

- Sweep or dry mop all corridors after students arrive
- Periodically check lavatories during the day
- During winter keep walkways free of snow and ice
- Give assistance to administration and faculty
- Perform minor maintenance tasks

**Night Shift: (2:30 p.m. – 11:00 p.m.)**

- Periodically check lavatories for problems
- During winter keep walkways and entrances free of snow and ice
- Perform minor maintenance tasks
- Check interior and exterior of buildings for security before leaving
- All custodial closets will be cleaned and locked when not in use

**Summer Cleaning Responsibilities:**

**Classrooms/Offices/Cafeteria:**

- Clean and remove all furniture
- Clean and replace lights/lenses
- Dust and wash window blinds
- Clean windows and window sills
- Dust and wash walls (blackboards included)
- Replace filters, vacuum univents and other filter systems
- Clean and polish any wooden areas (doors etc.)
- Clean sink areas
- Shampoo all rugs
- Strip, seal, and finish floors

**Bathrooms:**

- Clean and replace lights
- Clean windows and window sills
- Scrub walls/partitions

Section II cont.

**Bathrooms cont.:**

- Clean sinks, urinals, and toilets
- Polish wall tile
- Scrub floors

**Hallways/Lobbies:**

- Clean and replace lights
- Dust and wash walls

- Clean lockers inside and out
- Clean window and window sills
- Polish any wooden surfaces
- Strip, seal, and finish floors

**Kitchens:**

- Clean and replace lights
- Clean and polish exhaust hood
- Wash walls
- Clean refrigerator tops
- Clean all matting
- Strip floors

**Notes:**

- All soiled dry mops will be collected by the facilities designee and returned clean on a weekly basis
- During night meetings bathrooms are to be inspected for cleanliness and cleaned as necessary

This list is subject to change at any time at the discretion of the Facilities director or his designee.

**End of Section II**

# **Bedford Facilities Department Custodial Procedures Manual**

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November 2012