

**STATE OF ARKANSAS**

**DIVISION OF PUBLIC SCHOOL ACADEMIC FACILITIES AND**  
**TRANSPORTATION**

**Public School Facilities,  
Maintenance, Repair and Renovation Manual  
(Custodial and Maintenance Manual)**

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Arkansas Division of Public School

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Academic Facilities & Transportation

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September 2009

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## **Public School Facilities, Maintenance, Repair and Renovation Manual (Custodial and Maintenance Manual)**

Revision September 2009

### **I. INTRODUCTION**

This manual is mandated by Act 1426 of the 2005 Regular Session of the Arkansas General Assembly as amended by Act 19 of the 1<sup>st</sup> Extraordinary Session, 2006. The research for this manual was compiled by a special committee from the Task Force to Joint Committee on Educational Facilities and the Division of Public School Academic Facilities and Transportation.

### **II. PURPOSE**

The purpose of this manual is to establish a uniform standard for custodial, maintenance, repair and renovations of public school facilities in order to provide for the long-term conservation and protection of public school facilities; elimination of the deterioration of existing and future public school facilities; provide a safe and healthy environment for students, teachers, administrators, staff and others; and provide for the efficient use of state and local funds in support of facilities in each of the school districts.

### **III. DEFINITIONS**

- A. Public School Facility - any public school building or space, including related areas such as the physical plant and grounds, that is used for any purpose, including, without limitation:
1. An extracurricular activity;
  2. An organized physical activity course as defined in § 6-16-137;
  3. Pre kindergarten education;
  4. District administration; or
  5. Delivery of instruction to public school students that is an integral part of an adequate education as described in § 6-20-2302.

- B. Custodial Activities – routine and renovation cleaning activities related to daily operations and upkeep of facilities, including related supervisory and management activities.
- C. Facilities Improvement Plan – a remedial plan developed by a school district for a public school or school district identified as being in academic facilities distress that supplements the school district’s facilities master plan by:
  - (1) Identifying specific interventions and actions the public school or school district will undertake in order to correct deficient areas of practice with regard to custodial, maintenance, repair and renovation activities in the school district; and
  - (2) Describing how the school district will remedy those areas in which the school district is experiencing facilities distress, including the designation of the time period by which the school district will correct all deficiencies that placed the school district in facilities distress status.
- D. Maintenance, Repair, and Renovation – any activity or improvement to a facility and, if necessary, related areas, such as the physical plant and grounds, that: Maintains, conserves, or protects the state of condition or efficiency of the facility; or brings the state of condition or efficiency of the facility up to the facility’s original condition of completeness or efficiency.

#### **IV. ACADEMIC FACILITIES MAINTENANCE AND CUSTODIAL FUNDING**

Each school district shall dedicate nine percent (9%) of its foundation funding exclusively to payment of utilities and costs of custodial, maintenance, repair, and renovation activities, which include related personnel costs, for public school facilities. If any amount of the dedicated nine percent (9%) is unspent at the end of the school district's fiscal year, the funds shall carry over, and the school district shall transfer the remaining amount into a public school facilities escrow account.

A school district may use funds from its public school facilities escrow account in any fiscal year for payment of utilities and costs of custodial, maintenance, repair, and renovation activities, which include related personnel costs, for public school facilities. If a school district wants to use funds from its public school facilities escrow account for new construction, the school district shall apply to the Division of Public School Academic Facilities and Transportation for its approval. If the Division authorizes the release of funds from the school district's public school facilities escrow account and approves the new construction, the school district may use the funds as authorized by the Division.

A school district is not required to use funds in its public school facilities escrow account for new construction. New construction shall be funded by local resources, which may include funds in the school district's public school facilities

escrow account if approved by the division. In addition, new construction may be eligible for state financial participation.

## V. STANDARDS FOR CUSTODIAL OPERATIONS

### A. Custodial Care Plan

Custodial Personnel are extremely important to the local school operation. Their daily care of a district's facilities aids in the implementation of the academic program by insuring a safe and healthy environment for the students, staff and faculty. To aid in this endeavor, all school districts shall develop and implement a custodial care plan for all public school facilities owned by that district. The plan may take the form of a custodial handbook or procedures manual. The plan may follow any format which fits the district operation, but will include as a minimum the following content areas:

#### 1. Required Content of Custodial Care Plan

(Reference Appendix A, pp. 17-28)

- Custodial Job Descriptions and General Duties
- Custodial Duties and Frequency
- Custodial Work Schedules (Reference Appendix B)
- Custodial Training (Reference Appendix D)
- Custodial Staffing (Reference Appendix C)

#### 2. Optional Content Areas (Reference Appendix A, pp. 29-38)

- Custodial Supervision and Management
- Administrative Policies
- Applicable Board Policies Dealing with Personnel Matters
- Custodial Safety
- Custodial Supply Procedures

### B. Suggested Schedule for Routine Care, Renovation and Cleaning (Reference Appendix B, pp. 39-41))

- Each district facility shall develop and maintain a cleaning schedule detailing the routine cleaning duties contained herein.

### C. Personnel Necessary To Perform Custodial Operations (Reference Appendix C, pp. 42-45)

- All school districts shall maintain adequate staff or contract services to perform the mandated custodial care plan.

### D. Training Criteria for Use and Storage of Supplies and Equipment, Chemical Right-To-Know, Indoor Air Quality and Other Applicable Standards

- Staff members or contract services personnel shall be properly trained. This training shall include, as a minimum, chemical right-to-know, bloodborne pathogens, AHERA two-hour asbestos, low pressure boiler operator, safety codes and procedures, crisis management, district employment policies,

supervisory training (as applicable) and procedures for routine care, renovation cleaning, supply procurement, minor maintenance, and equipment use and care. Proof of completion to be kept on file in district office.

E. Supplies and Equipment Necessary to Perform Custodial Operations and Space Standards or Proper Storage

- All school districts shall provide custodial staff members (or require contract services to provide) adequate supplies and equipment to perform the mandated custodial care plan. Also, adequate space must be provided for the proper storage of these supplies and equipment. Appropriate training must be provided for the use and storage of all supplies and equipment, with emphasis given to chemical right-to-know, MSDS information and other applicable standards.

F. In-Service Training for Custodial Personnel (Reference Appendix D, pp. 46-50)

- All school districts may provide the opportunity for custodial employees to attend continuing in-service training. In-service training may be organized and provided through the Arkansas Department of Education or other custodial professional training programs.

G. Process and Procedures for Maintenance Activities

- Routine Duties. May include, but not be limited to, unlocking the facilities, inspecting the facilities for vandalism, check HVAC operations, safety violations, proper display of the American flag, assisting students, staff and patrons as needed, and securing and locking the building at the end of the day.
- Routine Grounds. Establish a schedule that includes the daily policing of the grounds to remove litter and other debris, schedules for mowing, landscape care, and sweeping of sidewalks, driveways, and parking lots as necessary.
- Routine Restroom Care. Establish a schedule that ensures restrooms are kept clean and sanitary and includes high dusting; emptying waste containers; sweeping the floor; removing graffiti; cleaning walls, doors, partitions and mirrors; cleaning soap, towel, toilet tissue, and sanitary product dispensers; cleaning urinals, toilets, and trash receptacles; and replenishing soap, towel, toilet tissue, and sanitary product dispensers. All surfaces in the restroom must be cleaned with an antibacterial disinfectant solution prepared according to the manufacturer's instructions. A small amount of disinfectant solution should be poured into floor drains. Restrooms must be inspected often when the facility is occupied and re-cleaned as necessary.

- Routine Classroom Care. Establish a schedule that includes high dusting; cleaning of chalk or marker boards (do not erase any information); emptying pencil sharpeners and wastebaskets; cleaning desks and chairs; cleaning lavatories, counter tops and drinking fountains; daily dust mopping or vacuuming floor; spot mopping daily; and wet mopping or auto-scrubbing and buffing as needed. Surfaces shall be disinfected, especially during the cold and flu season. After the room is cleaned, the furnishings shall be arranged in an orderly manner, window shades and blinds adjusted to a uniform position, lights turned “off”, and doors properly secured.
- Routine Office Care. Establish a cleaning schedule for the cleaning of all office areas to include, at a minimum, high dusting; low dusting; cleaning of chalk or marker boards (do not erase any information); emptying pencil sharpeners and wastebaskets; cleaning furniture; dust mopping or vacuuming floor; spot mopping and wet mopping and buffing as needed. Special care shall be given to ensure that papers and files left on desktops are not disturbed. After an office is cleaned the furnishings shall be arranged in an orderly manner, window shades and blinds adjusted to a uniform position, lights turned “off”, and doors locked.
- Routine Entrance and Corridor Care. A schedule for keeping these areas clean shall include sweeping or blowing the sidewalks leading to the entrance; cleaning the entrance glass; maintaining an entrance mat program; high dusting of the corridors; dust mopping or vacuuming the corridor floors as needed, cleaning of interior glass and display cases; cleaning drinking fountains; and wet mopping or auto-scrubbing and buffing as needed.
- Routine Cafeteria Care. A schedule to provide for a cafeteria or cafetorium’s cleanliness shall include, at a minimum, clearing and cleaning tables, chairs, and other furnishings; sweeping and spot mopping as needed; and removal of trash after each serving of food. Following the final serving of food, the schedule shall include high dusting; clearing and cleaning tables, chairs and other equipment and furnishings; placing movable equipment into proper storage area(s); emptying and washing trash containers; and the appropriate method of cleaning (sweeping, damp mopping, or auto-scrubbing).
- Routine Care of Special-Use Areas. Facilities with areas such as gymnasiums, auditoriums, stadiums, and other special-use areas should have cleaning schedules that include high dusting; proper wood or synthetic floor care; cleaning and disinfecting restrooms, shower rooms and locker rooms; cleaning bleachers and other seating; vacuuming carpeted areas; and event preparation. A separate schedule for gym floor care should be considered based on facility usage.



- Routine Care of Mechanical Rooms, Storage Rooms, and Closets. Most facilities contain electrical, water, and gas shut-offs, HVAC and water heating equipment, and other devices that will need to be accessed routinely and in emergencies. All mechanical rooms, storage rooms, and closets shall be kept clean and well arranged by dusting; sweeping the floor; proper storage of flammables, rags, dust mops, equipment and other chemicals; and organizing items in a safe and orderly manner. Mechanical rooms shall not be utilized for chemical, cleaner, or flammables storage, nor any stored items that interfere with the accessing of this equipment.
- Routine Minor Maintenance. Minor maintenance tasks may be performed by the custodial staff to include, but limited to, changing light bulbs, fluorescent tubes, and air filters; repairing and/or replacing pencil sharpeners; tightening hinge screws; lubricating hinges; making emergency repairs of windows and doors; painting small areas; recognizing unusual smells, sounds and signs that indicate problems with plumbing, electrical, and HVAC systems; following proper shut-off procedures when problems do exist; and reporting needed major maintenance through an established work order program. Those personnel holding an Arkansas Low Pressure Boiler Operator's license may inspect and repair, if necessary, boilers for heating and domestic hot water systems.
- Routine Custodial Equipment Care. Some of the equipment needed for an acceptable custodial care plan (hand tools, ladders, brooms, mops, mop buckets, wringers, floor scrubbers, auto-scrubbers, high-speed burnishers, and vacuums) reflect a substantial investment of funds and require routine care. A program to ensure this care is provided will include determining the equipment necessary to perform individual tasks; training on proper use, care, and minor maintenance of each piece of equipment; and providing adequate storage for the equipment.
- Restroom Renovation Cleaning. A restroom will be sanitary with continued routine cleaning, but to keep it looking attractive, a program of renovation cleaning must be established. This program shall include, at a minimum, high dusting; cleaning exhaust fan and heater vents; cleaning light fixtures; removing all unattached furnishings; sweeping the floor; cleaning the fixtures with a product that will remove stains and deposits but will not tarnish or corrode the flush valves and faucets; washing the walls, doors, baseboards, counters, and partitions with a disinfectant cleaner; cleaning the mirrors; and scrubbing the floor with a product recommended for the type of flooring.
- Classroom Renovation Cleaning. Routine cleaning of a classroom will keep it functional, but approximately once a year renovation cleaning will need to take place. Renovation cleaning shall include washing all unattached furnishings and removing them from the room; high dusting; cleaning light

fixtures; cleaning chalk or marker boards according to manufacturer's recommendations; cleaning HVAC grills and ceiling fans; properly cleaning wall surfaces, doors, baseboards, and remaining surfaces with a general detergent; washing windows inside and outside; cleaning blinds and shades; scrubbing and recoating or stripping and refinishing resilient floors; and removing spots and cleaning carpeted floors according to the manufacturer's directions.

- Office Renovation Cleaning. In addition to the requirements listed in the Classroom Renovation Cleaning section above, special care shall be given to use the proper cleaning procedures for office furnishings and equipment.
- Entrance and Corridor Renovation Cleaning. In addition to the requirements listed in the Classroom Renovation Cleaning section above, care shall be given to drinking fountains and mats.
- Cafeteria Renovation Cleaning. In addition to the requirements listed in the Classroom Renovation Cleaning section above, special emphasis shall be placed on ensuring furnishings are free of all food residues.
- Special-Use Areas Renovation Cleaning. When it is time for renovation cleaning, special-use areas pose a unique problem with high ceilings and wood, synthetic, or carpeted flooring. Renovation cleaning shall include high dusting; cleaning light fixtures; cleaning chalk and marker boards according to manufacturer's recommendations; cleaning HVAC grills, ceiling fans, and floor fans; washing windows inside and outside; cleaning shower room walls and floors in a way that leaves them soap and germ free; cleaning bleachers and other seating; and refinishing floors using the proper techniques established by the manufacturer.
- Mechanical Rooms, Storage Rooms and Closets Renovation Cleaning. Renovation cleaning of mechanical rooms, storage rooms, and closets shall include removing all unattached items; high dusting; cleaning light fixtures and vent grills; walls and doors (being sure to protect electrical and electronic equipment from becoming wet); cleaning attached equipment; scrubbing the floor; and applying an appropriate floor finish, if required.
- Custodial Equipment Cleaning. To keep equipment looking and operating as per manufacturer's recommendations, cleaning will be required and will include thoroughly cleaning the exterior; cleaning interior compartments; cleaning or replacing filters; applying a protective coat of polish or oil to the exterior of the equipment; lubricating bearings, pivots, and hinges; and proper storage.

## **VI. STANDARDS FOR MAINTENANCE, REPAIR AND RENOVATION ACTIVITIES**

### **A. Maintenance Plan**

Maintenance personnel are essential for the continued up keep, periodic inspections, preventive maintenance measures and repairs that directly contribute to the safe operation of your facilities. Their early detection of building problem areas and their quick response to necessary repairs directly influence the success of the academic environment. To insure that the state's schools are adequately maintained, all school districts shall develop and implement a scheduled preventive maintenance and reactive maintenance strategy plan for all facilities owned by that district. Information defining the type of preventive maintenance work being performed and the dates on which it was completed shall be documented and kept on file.

The structure and organization of the Preventive Maintenance Program must be in place before effective scheduling of work can occur. Operations and maintenance organizations establish a cross-discipline preventive maintenance work center whose main task is to inspect various systems and components and write maintenance work orders. Following the inspection, more traditional work centers such as plumbing, sheet metal, etc. are assigned the actual work tasks. Other maintenance organizations are oriented almost completely toward preventive maintenance tasks with major crafts taking responsibility for components and systems within their respective areas. In this model a small multi-disciplined work center handles routine maintenance and emergency repairs and, in some cases, minor improvement work.

Rural and smaller school districts have unique challenges in establishing an organizational structure for preventive maintenance efforts. The availability of trained workers, limited accessibility and logistical concerns are among the factors that will influence the organization. A common structure for many rural districts is to have one or two onsite custodial and general maintenance personnel supplemented by a traveling team of maintenance personnel with journeyman skills in the various building trades.

Another option is to augment the small in-house work force with open contracts to provide either preventive maintenance service or maintenance repair services for those items which require trade skills beyond the skills of the in-house workforce. Open-ended mechanical, electrical and plumbing contracts are commonplace to augment the in-house workforce.

#### Required Contents of Preventive Maintenance Plan

- Work Order Procedures System (see Paragraph B, p.9)
- Maintenance Training (see Paragraphs D and E, pp.9-10)
- Inspection Compliance Program (see Paragraph F-BB, pp. 10-16)

- License Program (see Paragraph H, pp. 11-12)
- Inspection Process and Procedures (see Paragraphs F-BB, pp. 10-16)
- Maintenance Staffing (see Paragraph C below).

B. Process and Procedures for Maintenance, Repair and Renovation Work-Request System;

All school districts shall participate in the state Computerized Maintenance Management System (CMMS). This participation satisfies the requirement in law to develop and implement a work request system to allow others to inform the maintenance department of needs and allow the responsible person to prioritize responses.

- Preventive maintenance tasks can also be managed using a computerized maintenance management system. Scheduling and assigning specific preventive maintenance tasks is the heart of the Preventive Maintenance Program and is always done on a work order system. This element of the Preventive Maintenance Program takes the work items developed for each component and assigns them to appropriate maintenance crafts persons or teams according to the established structure and schedule. This may include a description of the task and the tools and materials to be used. The work order becomes part of a file and serves as a reminder to the maintenance manager as to when the tasks should be completed. The date and the next time the work is required should be noted on the work order. In this way the maintenance manager will know at a glance what needs to be completed within a given month, week or day.

C. Personnel Necessary to Perform Maintenance Operations (Reference Appendix C, pp. 42-45)

- All school districts shall maintain adequate staff or contract services to perform their maintenance plan.

D. Training criteria for maintenance personnel in school policies, safety procedures, use of specialized equipment, compliance with federal, state, county and municipal laws and regulations impacting public school facilities and equipment, and other specified areas of training.

- All school districts shall provide a minimum of eight hours of training for new maintenance employees including, but not limited to, AHERA, department policies, safety procedures, and training on specialized equipment.

E. In-Service Training for Maintenance Personnel

- All school districts shall provide the opportunity for selected maintenance employees to attend continuing in-service training to be provided and held regionally by the authority of the Arkansas Department of Education.

- All school districts will train in compliance with federal, state, county and municipal laws and regulations including, but not limited to, the following items:
  - a) Fire department inspections of facilities.
  - b) Fire extinguisher and kitchen hood suppression system inspections.
  - c) Gas piping pressuring test and equipment inspections.
  - d) Boiler inspections – boilers, water heaters, expansion tanks, storage tanks, safety relief valves, and kitchen equipment.
  - e) HVAC equipment, ventilation and exhaust systems, and indoor air quality.
  - f) Electrical circuits and equipment, lockout/tagout program.
  - g) Plumbing, back flow prevention devices.
  - h) Arkansas Department of Health inspections. Arkansas Department of Environmental Quality.
  - i) ADA compliance.
  - j) Asbestos - AHERA - six-month surveillance, three-year re-inspection training for employees, annual notification, and contractor awareness.
  - k) Elevator equipment inspections – three-year pressure test.
  - l) Department of Labor.
  - m) Chemical right-to-know notification to local fire departments and emergency response agencies, training, MSDS sheets.
  - n) Forklift training and operator licenses.
  - o) Bloodborne pathogen training.
  - p) Employee equipment general safety training.

F. Process and Procedures for Inspection, Cleaning, Servicing and Repair of Heating, Ventilation and Air-Conditioning Systems

- Heating, ventilation, and air-conditioning systems shall be inspected, cleaned, and serviced by properly trained personnel. Filters shall be replaced or cleaned per IAW manufacturer's recommendations. The type of filter product being used and the condition and location of the area being heated or cooled shall determine scheduled filter replacement. Filter placement shall assure filtration of all system air.
  - a) Split and packaged units shall be inspected annually. Servicing should include, but not be limited to, clean evaporator and condensing coils to remove dirt and possible mildew growth, clean catch pans and condensate drains. Inspect and lubricate fan and blower motors where applicable. Inspect contactors, capacitors, and wiring. Inspect and clean gas burners and exhaust flues. Route condensate drains on rooftop units to roof drains or gutters in an effort to reduce water from ponding around units. Inspect interior of air handlers for mold and mildew.

- b) Cooling tower systems shall be serviced biannually (spring and fall). Inspect equipment visually and repair as needed. Clean tank systems to remove scale, dirt, and biological growth. Clean air intake screens and sump strainers. Inspect motors and bearings and lubricate where applicable. Inspect and adjust all drive belts and pulleys. Inspect and clean all spray nozzles. Inspect fan blades for debris and damage. Inspect and adjust operation of make-up water system. Water treatments shall be performed by trained personnel only. Chemicals shall be stored away from all student occupied areas.
- c) Chilled water systems shall have water, oil, and refrigeration levels checked daily (or as recommended by manufacturer). Inspect wiring, piping, valves, pumps, chiller, and piping insulation bi-annually. Inspect chiller case for rust and condenser tubes for scale annually. Inspect belts and coupling. Testing and calibrating chiller controls should be done annually by qualified personnel.
- d) Heating boiler systems are regulated by State and local laws and shall only be operated and maintained by licensed and trained personnel.
- e) Ventilation and exhaust systems shall be inspected annually. Lubricate motors and bearings where applicable. Inspect and adjust all drive belts and pulleys. Inspect fan blades for damage. Check unit during operation for vibration and noise.

G. Process and Procedures for Inspection and Repair of Electrical Systems

- Electrical systems shall be inspected and repaired by trained personnel only. Main transformers, switchgear, and breaker panels shall be accessible and kept clear of materials and supplies at all times. Covers shall be in place. Panel rooms may be required to be locked to prevent unauthorized persons from having access to equipment. Surge and lightning protection devices should be used for all electronic equipment. Flammable materials must be stored away from all equipment.

H. Process and Procedures for Inspection and Repair of Hot Water Boilers and Heaters

- Hot water boilers and heaters shall be inspected annually by trained personnel. Equipment fired by natural gas shall have burners and flues cleaned. Inspect storage tanks and piping for leakage. Inspect and lubricate circulating pumps and motors. Inspect couplings for wear. Special attention must be given to safety devices and controls. Flammable materials must be stored away from equipment. A.C.A. §§ 20-23-404 and 20-23-405 state that operators, sellers, installers, and repairers must be licensed.

I. Process and Procedures for Inspection and Repair of Fire Alarms

- Fire alarms shall be tested on a monthly basis when performing fire drills within each facility and shall be inspected by a licensed contractor annually.

Equipment such as pull stations and alarm bells or buzzers shall be checked as well as strobe light indicators where applicable. Inspect and clean smoke and heat detectors within the building and duct work to prevent false alarms from occurring. Control panels shall be accessible and clear of materials and supplies but restricted to authorized personnel only.

J. Process and Procedures for Inspection and Repair and Servicing of Fire Sprinkler Systems

- Fire sprinkler systems shall be inspected annually and serviced only by a licensed contractor.

K. Process and Procedures for Inspection and Repair of Fire Extinguishers and Kitchen Hood Vent Suppression Systems

- Fire extinguishers and kitchen hood vent suppression systems shall be inspected monthly by trained personnel and checked annually by a certified inspector. Extinguishers must have a current year inspection tag fastened to it and must be inspected and recharged or pressure tested, if needed, at least annually.

L. Process and Procedures for Inspection and Repair of Emergency Lighting and Exit Light Fixtures

- Emergency lighting and exit light fixtures shall be inspected and tested each month while performing fire extinguisher inspections. Inspect wiring and batteries for corrosion and leakage.

M. Process and Procedures for Inspection and Repair of Elevators and Wheelchair Lifts

- Elevators and wheel chair lifts shall be inspected in accordance with Arkansas Department of Labor standards and serviced by a licensed contractor. Equipment rooms and pits shall be kept clean at all times. A licensed contractor will perform hydraulic pressure test of equipment every three years.

N. Process and Procedures for Inspection and Repair of Plumbing

- Plumbing within all facilities shall be inspected periodically including, but not limited to, piping and insulation, toilets, urinals, sinks, strainers, floor drains, flush valves, and faucets. Licensed personnel must inspect back flow prevention devices annually.

O. Process and Procedures for Inspection and Repair of Roofs

- Roofing shall be inspected biannually (spring and fall). Penetrations including, but not limited to, flue stacks, chimneys, HVAC roof curbs and duct work, gas lines, electrical conduit, and roof drains shall be checked for watertight seal. Ponding water on flat roof areas shall be addressed to prevent future deterioration of roof surfaces and possible problems with indoor air quality. Check gutters and downspouts for debris and leaking

joints. Check metal roofs for screws, fasteners, and panels that may have worked loose due to the expansion and contraction of the roof. Only sealant recommended by the manufacturer shall be used on metal surfaces. Repair roof leaks as soon as possible to prevent deterioration of the building and damage to the contents. If leaks occur, damaged materials such as drywall, ceiling tiles, insulation, and carpet shall be cleaned, repaired, and/or replaced to prevent the possibility of mold and other indoor air problems.

P. Process and Procedures for Inspection and Repair of Stairwell Areas

- Stairwell areas shall be inspected to verify that adequate lighting is being provided and that all hand railing is positioned correctly and is secure. Stair treads shall be level and secure and the surface condition shall be satisfactory for the type of location.

Q. Process and Procedures for Inspection and Repair of Interior and Exterior Lighting

- Adequate exterior lighting shall be provided for security of persons and property around buildings and in parking areas. Automatic control devices for exterior lighting shall be checked periodically. All lighting shall be maintained to original design intent.

R. Process and Procedures for Inspection and Repair of Doors and Windows

- Doors and windows shall be inspected including, but not limited to, jambs, frames, hinges, thresholds, closing devices, panic devices, lock sets, latches, silencers, glazing, push plates, kick plates, pull handles, screens, and weather stripping. Doors, windows, and hardware shall be functional and in good repair.

S. Process and Procedures for Inspection and Repair of Floor Covering

- Floor coverings including, but not limited to, VCT, terrazzo, brick, ceramic and porcelain tile, linoleum, carpet, synthetic rubber, and wood shall be maintained as recommended by the product manufacturer. Transitions from surfaces shall be maintained level and smooth to prevent trips and falls. Damage to floor which presents a trip hazard will be repaired immediately.

T. Process and Procedures for Inspection and Repair of Masonry and Concrete Building Exteriors

- Masonry and concrete building exteriors shall be inspected bi-annually (spring and fall) for open expansion joints, cracking, spalling, and porosity. Cracked and open joints need to be repaired by using a urethane sealant (or as recommended by manufacturer). Mortar joints shall be repaired by tuck-pointing. Surfaces may need washing at regular intervals to remove accumulated dirt, mildew, and stains from surface. It is recommended that a flood coat of an approved type of sealant be applied every three-to-five years to protect exterior surfaces from damage caused from moisture.



U. Process and Procedures for Inspection and Repair of Interior and Exterior Finishes

- Painting of facilities, interior and exterior, shall be performed or supervised by trained and experienced painters only. This ensures that the correct type of paint is used for the application and that all precautions to prevent health hazards to the students and staff have been taken. Proper ventilation is always required. Paints and solvents will be stored away from all student areas in a container authorized for “Flammable Material” and disposed of properly. Proper ventilation shall be utilized during painting operation.

V. Process and Procedures for Inspection and Repair of Kitchen Equipment

- a) Kitchen equipment shall be inspected biannually (summer and winter breaks).
- b) Inspect all electrical supply cords and connectors on equipment.
- c) Clean condenser and evaporator coils, catch pans, and condensate drains on coolers, freezers, and mailboxes.
- d) Inspect fan blades and lubricate motors where applicable.
- e) Clean and check gas burner operation on ranges, ovens, fryers, steamers, and brazing pans.
- f) De-scale steamers and inspect water supply and drain piping.
- g) Check lights, doors, latches, and seals on all equipment where applicable.
- h) Check controls, safeties, motors, pumps, piping, conveyor, and sprayers on dishwashers.
- i) Check garbage disposal controls, safeties, and inspect blades for wear.
- j) Check lubricant level in gearboxes on mixers. Inspect seals for leakage. Inspect bowl lift mechanism, controls, and guard safeties where applicable.
- k) All other electrically operated equipment shall be inspected including, but not limited to, warmers, slicers, can openers, and hand mixers.
- l) Empty and sanitize ice machines. Replace filter on water supply line. Clean filter, coils, and fan blade. Check refrigerant level.

W. Maintenance of a Pest Control Program

- A pest control program will be maintained in all kitchens, food storage, and serving areas. This includes, but is not limited to, insects, spiders, and rodents. It is strongly recommended that all areas within the building be maintained under a similar plan. Exterior areas of grounds should be inspected periodically for such pests as fire ants, wasps, bee hives and rodent burrows. Districts may maintain termite protection contracts along with any new contracts that may be a result of new termite infestation, new construction and/or renovation.

X. Process and Procedures for Inspection and Repair of Sidewalks, Driveways, Parking Areas, and Paved Play Areas

- Sidewalks, driveways, parking areas and paved play areas shall be inspected semi-annually. Surface areas shall be level, free of holes and depressions and provide smooth transitions to all areas to prevent trip and fall hazards. Clean and fill cracks and expansion joints in concrete with a urethane sealant to prevent moisture from entering. Inspect asphalt for cracking and “alligatored” areas indicating sub-surface failures. Recommended fillers and sealant shall be used to prevent moisture from entering surface. Asphalt sealant with a sand additive should be applied to all surfaces approximately every three years to add oil and flexibility back to the material. This will help prevent moisture from entering, extend the life of the asphalt, and reduce costly repair and/or replacement.

Y. Process and Procedures for Identifying and Marking Parking Lots, ADA Compliance, Fire Lanes, Drives, Etc.

- Parking lots, handicap parking spaces, driveways, fire and emergency vehicle zones, and bus and car loading/unloading areas shall be marked with lettering, symbols, and striping as needed to provide information identifying these areas as such. Marking shall be repainted as needed to maintain a good appearance and visibility.

Z. Process and Procedures for Inspection and Repair of Playground Equipment

- Playground equipment shall be inspected monthly for wear and damage. Repairs shall be made immediately or equipment must be disabled or removed from use until repairs can be made. Proper fall surfaces and zones shall be checked and corrected if found insufficient. Play equipment and fall areas must be in compliance with the Consumer Products Safety Commission Standards. Field areas must be maintained to provide a smooth and level playing area.

AA. Grounds Maintenance Standards

- Daily inspections and trash pick up with scheduled mowing is the first step in maintaining the appearance of the facility. Trees and large shrubbery shall not be planted close to the buildings. This not only poses a security problem but may also create damage to the foundations from the root systems as well as damage to roofs and gutters from limbs and foliage. Trees shall have branches pruned high enough to allow for mowing equipment to pass under them. Proper drainage shall be provided to prevent water from ponding and erosion from occurring around the buildings. Fencing and gates shall be maintained in good condition at all times to discourage unauthorized access and prevent injuries to the students.

BB. Athletic Field Maintenance

- Athletic field maintenance varies tremendously with the type and use of the athletic field. Mowing schedules are at the demand of the athletic staff/coaches. Good grounds procedures should be developed to inspect fields before all use. Immediately repair swells or holes that could be

injurious to players. Procedures and schedules should be developed for grounds maintenance to include, but not be limited to, top surface fertilizing, weeding, nutrient schedules and levelizing playing fields. Non-grounds structures such as time clocks, scoreboards, public address systems, field lighting, structures for players and storage, fences and goal posts should be inspected regularly to insure compliance with applicable codes and serviceability.

## **VII. INSPECTIONS AND REPORTS**

### **A. Inspections**

In addition to the recommended inspection criteria outlined in Section VI, for the school district's preventative maintenance program, the school district is subject to inspections of various systems based on either state or federal law and from outside state agencies. An inspection matrix is located in Appendix E. The matrix outlines these inspections and indicates (1) State agency responsibility, (2) System inspected, (3) Description of inspection, (4) Inspection frequency, (5) Inspection legal reference, (6) Remarks. It is intended to provide the user a checklist of inspections to augment the preventative maintenance schedule.

### **B. Reports**

School districts and the Division have the capability to run Work Order or Preventative Maintenance reports, for the management of the states educational facilities directly from the State's Computerized Maintenance Management System, at any time that the school district directs. It is anticipated that the Division may run these reports as needed but not less than once a year at the close of the fiscal year. School districts will be notified prior to running the fiscal year report.

### **C. Tracking**

Regularly scheduled inspections, required by law, should be entered into the school district CMMS by either building or campus, depending on the inspection. It is anticipated that the inspections can then be tracked, results noted on the work order and any required corrective action scheduled.

## **APPENDIX A**

A Custodial Procedures Manual and a Custodial Handbook can be invaluable assets in running a successful custodial program. Each district is required to develop a Custodial Care Plan (procedures manual) tailored to its custodial program. The example provided in this appendix may be used, but must be adapted to the local situation.

### **SAMPLE CUSTODIAL CARE PLAN (Procedures Manual)**

#### **INTRODUCTION**

Few people are more important to a school than the custodial personnel. It is our intention that the material presented here will assist you in the task of performing your duties properly, more easily and as scheduled.

This manual has been aimed at methods of operation which will enable each custodian to recognize the importance of his or her position within the school organization and to stimulate pride in doing his or her job well.

Pride in your work is important because it gains you the respect of administrators, teachers and students. A job well done will give you pride and respect, but a job well done is only accomplished by doing it properly and on schedule.

#### **I. CUSTODIAN JOB DESCRIPTION**

General duties of the custodian are to maintain safety and cleanliness of classrooms, restrooms, hallways, administrative offices, gyms, auditoriums and any other areas inside and outside each school. Routine work includes, but is not limited to, the following:

1. Dust, sweep and/or mop floors as necessary.
2. Wash windows as needed and clean window sills.
3. Care for and clean the grounds.
4. Scrub, or strip, and wax floors as scheduled.
5. Clean and sanitize restroom fixtures, hardware, tile, mirrors, partitions, floors, etc. Replace restroom supplies as needed. This includes locker rooms.
6. Set up tables, chairs, etc., for school meetings, games, dances and any other events.
7. Report any damage to school property and report maintenance needs.
8. Replace light bulbs and fluorescent tubes as needed.
9. Follow schedule and do things as they appear on it.
10. Load and unload supplies and equipment.

11. Assist in any maintenance work that is needed.
12. Do any minor repair work that is needed.
13. Sweep exterior walkways.
14. Relieve, assist, or fill in temporarily on other jobs as assigned by the supervisor.
15. Know location and proper care and use of all fire fighting equipment.
16. Responsible for the security of the classrooms and buildings. Check that all students are out of the buildings, lights are off, windows and doors are locked, and rooms and buildings are checked for fire hazards.
17. Work on maintenance during summer months.
18. Report any trouble or problems relating to the heating or cooling system immediately.
19. Clean all tools, supplies and equipment after each use and store in their proper place.

## **II. CUSTODIAL DUTIES AND FREQUENCY**

### **Three times a day**

Dust mop hallways and gym

### **Twice a day**

Clean restrooms  
Clean drinking fountains  
Clean all entrances

### **Daily**

Unlock and lock all buildings  
Empty pencil sharpeners and wastebaskets  
Dust mop classrooms  
Vacuum carpeted areas  
Wipe down streaks and smudges on woodwork, tile and windows  
Clean and store equipment properly  
Check: Thermostat  
    Paper and soap in restrooms  
    Lights, replacing bulbs  
Pick up trash, outside areas

### **Weekly**

Damp mop and buff hallways  
Lawn and shrub care  
Clean erasers and chalkboards  
Sweep outside walkways  
Clean restroom fixtures with phosphoric acid bowl cleaner  
Clean showers with foaming phosphoric cleaner

**Monthly**

Clean: Radiators and grills  
Window sills  
Glass on cabinets  
Inside windows  
Dust vertical surfaces  
Scrub and wax floors, if needed

**As Required**

Clean outside of windows  
Clean or replace filters, heating, cooling, cooking, etc.  
Tighten any loose screws as you find them  
Make any minor repairs to tables, chairs, doors, locks, windows, etc. as you find them  
Spray buff floor

**III. WORK SCHEDULE**

**A. Restroom and Shower Room Cleaning**

**Daily** (twice a day)

Clean with disinfectant:  
Toilets and fittings  
Urinals and fittings  
Lavatories and fittings  
Partitions  
Walls around fixtures  
Shower rooms and fittings  
Floors  
Refill toilet paper and towels  
Check windows and lock  
Empty wastebaskets; clean and disinfect, if needed

**Weekly**

Clean toilets, urinals and sinks with phosphoric acid bowl cleaner  
Clean showers with high foaming cleaner  
Clean floor drain and pour one quart disinfectant solution into drain

**Monthly**

Wipe down walls with disinfectant solution  
Clean windows

**B. Corridor and Stairway Cleaning**

**Daily**

Dust horizontal surfaces  
Dust mop floors (three times a day)  
Adjust window shades or drapes

- Check windows and lock
- Clean drinking fountains (twice daily)
- Dust banisters
- Clean entrance doors and glass

**Weekly**

- Damp wipe lockers with disinfectant
- Damp mop and buff floors
- Clean walk-off mats
- Damp wipe window sills

**Monthly**

- Clean windows inside
- Wet mop stairways
- Dust vertical surfaces, including pictures and trophies
- Damp wipe banisters

**Semi Annually**

- Strip and wax floors, if needed

**Annually**

- Clean lights and fixtures

**As Required**

- Clean fingerprints and smudges
- Clean up spills immediately
- Pick up litter.
- Spray buff floor

**C. Classroom Cleaning**

**Daily**

- Dust horizontal surfaces
- Dust mop floor or vacuum
- Empty pencil sharpeners
- Empty wastebaskets; wash, if needed
- Adjust shades or drapes
- Lock windows

**Weekly**

- Clean chalkboards and erasers

**Monthly**

- Clean inside windows
- Clean doors and frames
- Clean window sills
- Dust vertical surfaces
- Clean glass on cabinets
- Damp wipe radiators

**Annually**

- Clean furniture
- Clean lights and fixtures
- Clean window shades

**Semi-Annually**

- Strip and wax floors, if needed
- Clean baseboards

**As Required**

- Clean fingerprints and smudges
- Damp mop floor and buff
- Spray buff floor

**D. Lunchroom Cleaning**

**Daily**

- Dispose of garbage and trash
- Clean waste cans
- Damp wipe eating surfaces with an approved sanitizer
- Dust mop floors and dust all horizontal surfaces
- Damp mop floor with disinfectant

**Monthly**

- Clean inside windows
- Clean doors and frames
- Clean window sills
- Dust vertical surfaces

**Semi Annually**

- Strip and wax floors

**Annually**

- Clean furniture
- Clean lights and fixtures
- Clean window shades or drapes

**As Required**

- Clean fingerprints and smudges
- Spray buff floor

**E. Gymnasium Cleaning**

**Daily**

- Dust horizontal surfaces
- Dust mop floor three times a day
- Clean under bleachers



**Monthly**

- Damp wipe bleachers
- Damp wipe doors and frames
- Damp wipe window sills
- Clean inside of windows

**Annually**

- Clean lights
- Dust walls and fixtures
- Floor maintenance, as needed

**As Required**

- Damp wipe spills on bleachers
- Damp mop spills on floor and under bleachers

**F. Auditorium and Stage Cleaning**

**Weekly**

- Dust horizontal surfaces
- Dust seats and surfaces
- Dust mop floor
- Clean door glass

**Annually**

- Clean lights and fixtures
- Clean window shades or drapes
- Floor maintenance, as needed or required
- Clean piano and keys
- Damp mop spills immediately
- Pick up litter immediately

**G. Office and Lounge Cleaning**

**Daily**

- Dust desks, file cabinets, tables, chairs, book shelves and telephone
- Dust mop floor
- Vacuum carpet
- Empty wastebaskets; wash, if needed
- Empty and damp wipe ashtrays
- Adjust shades or drapes
- Clean any spots on carpeting
- Damp wipe telephones with disinfectant
- Clean door glass
- Clean smudges on walls and window sills

**Monthly**

- Clean inside of windows
- Clean doors and frames
- Clean window sills

Clean glass on cabinets  
Damp mop floor and buff

**Annually**

Clean furniture  
Clean lights and fixtures  
Clean shades or drapes  
Strip and wax floors, if needed

**As Required**

Damp mop spills  
Clean carpeting immediately

**H. Exterior Cleaning**

**Daily**

Put up flag  
Pick up trash  
Empty and wash trash cans  
Take down flag and fold, when necessary (properly)

**Weekly**

Sweep entrances and walks  
Check playground equipment  
Hose off entrances

**Annually (Seasonally)**

Rake grounds  
Sweep and hose off parking areas

**As Required**

Water grounds  
Mow lawn  
Clean any marks on exterior walls.  
Check roof drains  
Clean outside windows  
Sweep and hose off parking areas

**IV. EQUIPMENT AND MATERIALS AND APPROPRIATE STORAGE**

The custodial staff is responsible for the proper care and use of custodial equipment and materials. Always clean and store equipment and supplies after each use. Custodial closets should be kept clean and orderly. Do not allow trash, empty containers, dirty rags, etc. to collect.

**Dust Mop** - The dust mop should get the greatest use of all the tools used in building maintenance. It is important to use the dust mop as often as possible in

order to remove the grit, which acts like sand paper under shoes, from the floor.  
Treating a new or freshly laundered dust mop:

- a. Lay mop on a board and apply two ounces of dust mop treatment per foot of mop (a four foot mop would require eight ounces).  
Sprinkle or spray the solution evenly on the threads.
- b. Mops may be treated in advance this way.
- c. Or, the mop may be placed on the frame and handle, and hung on the wall with the threads hanging down overnight.

**CAUTION:** Never treat a dust mop and use the same day - floors may become dangerously slick.

Treating after use:

- a. Clean mop after each use with a stiff bristle brush over a trash container.
- b. Lay mop on treating board and apply 1 ounce per foot of dust mop treatment (a 4 foot mop would require 4 ounces). Sprinkle or spray the solution evenly on the threads.
- c. Hang on the wall overnight with the handle up and the threads hanging down.

**Wet Mops**

Wash Mops: It is impossible to do a good job of mopping with a dirty mop.

Wet mops should be rinsed out after each use, wrung as dry as possible; then, after shaking the strands apart, hung up in a well ventilated place for drying.

Wet mops should not be stored in a damp place because they will mildew and develop an odor that will make them unfit for use.

**Mop Buckets and Wringers**

Mop buckets are to be emptied, rinsed and wiped dry after a job is completed.

Wringers are also to be rinsed and wiped dry after each use.

Lubricate the casters and moving parts regularly.

**Floor Machines**

Clean machine after each use.

When storing the machine, always remove the brush and pad holder and keep the machine tilted.

Hang up brushes.

Clean cord with a damp cloth while winding on lugs after each use.

**Vacuums**

Do not allow vacuum bag to overfill; this greatly reduces power.

Check the belt often.

Remove threads or hair wrapped around the brush.

An easy way to check if the brush is adjusted properly is to place a penny on the floor by the side of the vacuum, start lowering the brush until the penny vibrates. This is the proper adjustment.

Lowering the brush too much can damage the carpet pile and decreases the efficiency of the vacuum.

### **Wet and Dry Vacuums**

When using as a wet vacuum the tank is to be emptied, rinsed and wiped dry after each use.

Clean cord after each use and wrap around motor unit.

The hose used for wet pick-up should be flushed with clear water and the squeegee head rinsed after each use.

### **Chemicals and Supplies**

The materials furnished for the operational care of buildings represent a rather large investment.

The proper use and storage of these materials depends a great deal upon the common sense of the custodial staff.

Read the directions and use a measuring cup when diluting chemicals in water.

The saying, "If a little bit does a good job; then a lot has to do a better job" is a false statement. Don't guess, measure!

It is important when storing chemicals to make sure the cap or lid is on tight and that the chemicals are stored in an area where they will not freeze.

MSDS (Material Safety Data Sheets) Sheets must be on file in the building in which a chemical is used. Make sure the location and the data contained about the chemicals are known to all staff and faculty in the facility. Make sure custodial staff is knowledgeable about procedures to be followed should someone be bothered by the chemicals.

## **V. OPERATIONAL PROCEDURES**

The operational procedures for carpet care, resilient floor care, terrazzo floor care, shower and restroom care and wood gym floor care can be found in the back of this manual. These procedures are furnished as a guide only.

### **Dusting**

Dusting is important not only for appearance sake, but also because accumulated dust can soil clothing as well as irritate eyes and lungs.

The dusting process should be one that removes dust from a surface, not one that simply stirs it up and moves it from one spot to another.

Proper dusting will include both horizontal and vertical surfaces.

Vertical surfaces will need less frequent dusting, but should be done at least monthly in each room and corridor.

Use treated dust cloths for general dusting of horizontal surfaces, a lint brush for upholstered furniture and a wall duster with extension for ceilings and walls. Dust mop treatment can be used to treat dust cloths.

### **Drinking Fountain Cleaning**

Drinking fountains should be cleaned twice daily.

A disinfectant solution in a spray bottle, a sponge and a dry cloth are needed.

Spray all surfaces top and bottom, wipe with sponge and polish chrome fittings with dry cloth.

### **Furniture Cleaning**

- a. Dust furniture.
- b. Remove gum using a putty knife.
- c. Mix neutral chemical cleaner with water. With a sponge wash all surfaces. Work from top down. Avoid use of excess water. Do not use an abrasive cleaner.
- d. Rinse all surfaces.
- e. Dry all surfaces with dry cloth.
- f. Apply a thin coat of furniture polish on all surfaces.  
Since water is used in furniture cleaning, such cleaning should be completed before floors are re-conditioned.

### **Window Cleaning**

Inside windows are least expensively cleaned with a window cleaning solution applied with a sponge. Immediately dry pane with a chamois.

The chamois must be thoroughly wrung out after rinsing in clear water.

Change rinse water frequently. Use dry cloth to wipe water from sills.

Outside windows are more easily cleaned with a neutral window solution applied with a sponge and the immediate use of a squeegee to remove soiled water.

Use dry cloth to wipe water from sills, if necessary.

### **Chalkboard Cleaning**

- a. Wipe off excess chalk dust with dry cloth.
- b. Remove chalk dust from trough by carefully pushing dust from one end to the other with a dry cloth. Catch it in the wastebasket.
- c. Apply clear water to board with sponge.
- d. Remove water from board with a squeegee.
- e. Dry board and trough with dry cloth. Do not allow board to air dry.
- f. Erasers are easily cleaned with a vacuum cleaner.

### **Dry Erase Boards**

Boards should be cleaned according to the manufacturer's recommendations.

Not all boards are similar so multiple cleaning agents may be needed.

Boards should be marked so as to insure the correct cleaner is used, otherwise damage could occur.

### **Safety**

Safety is everyone's responsibility so each person must be alert to hazards and potential danger. The danger of fire is very real. Ask for help from your local fire department to ensure that risks are minimized.

Telephone numbers for locating "key people" are most important in an emergency. List the following numbers and post them in conspicuous places:

Fire Department	Superintendent of Schools
Gas Company	Principal
Water Company	Ambulance
Electric Company	Hospital
Police Poison Information Center	Sheriff

### **Critical Locations**

The locations of the following listed items should be known to all custodians:

Gas shut off	Fire alarms
Water shut off	Fire extinguishers
Electric shut off	First aid cabinet

## **VI. INVENTORY**

Custodial staff should maintain an accurate inventory of necessary cleaning materials and equipment:

### MATERIALS

Sealer  
Wax  
Stripper  
Cleaner  
Spray Buff Solution  
Window Cleaner  
Disinfectant Cleaner  
Terrazzo Floor Seal  
Gym Finish  
Clean Up Solvent  
Dust Mop Treatment  
Carpet Cleaner  
Foaming Cleaner (Showers)  
Bowl Cleaner (Phosphoric Acid Base)

### EQUIPMENT

Buffer  
Pad Holder  
Vacuums (carpet)

Vacuum (wet pick up)  
Mop Buckets  
Wringers  
Maid's Cart  
Dust Mops  
Wet Mops (24 oz. rayon)  
Dust Mop Handles  
Wet Mop Handles (60")  
Dispensing Jugs, 5-gallon  
Sprayers (pump up)  
Polish Pads (white)  
Scrub Pads (blue)  
Spray Buff Pads (red)  
Strip Pads (black)  
Sponges with Scrub Backing  
Dust Cloths  
Cotton Carpet Bonnets  
Bowl Swabs  
Shower Foam Guns  
Lambs Wool Applicators  
Screen Discs, 120-Grit  
Turkish Towels  
Applicator Pan  
Measuring Cup

## **SAMPLE CUSTODIAL HANDBOOK**

A custodial handbook is tailored to provide school district general guidance and policies for the custodial staff and is used in conjunction with the procedures manual which provides the onsite instructions for the staff. A custodial handbook provides district policies and operating procedures and should be tailored by specific district policies that pertain to the custodial staff and expanded to include personnel policies regarding vacation and sick leave, salaries, discipline, school calendars, and any policy governing general district operations.

The Custodial Care Plan is not required to contain a custodial handbook. However, a custodial handbook could be very beneficial to district custodial and maintenance personnel.

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- XI. Custodial Summer Crews
- XII. Safety and Security



**I. RESPONSIBILITIES:  
CUSTODIAL MANAGEMENT AND SUPERVISION**

A. Principals

Supervision of custodians assigned to school buildings is the responsibility of the principal during the time the nine and one-quarter (9 ¼) month custodians are on contract. During this time the principal's responsibilities are to:

1. Observe and evaluate the custodial staff.
2. Adjust custodial schedules.
3. Select custodians to fill vacancies.
4. Approve custodian leave requests.
5. Assign site keys and site access codes to custodians.
6. Arrange the opening and closing of the building for any and all functions.
7. Perform disciplinary actions.

B. Facility Services/Assistant Superintendent for Operations' Responsibilities:

1. Approve all custodial requisitions and equipment replacement.
2. Process payroll, keep records, approve overtime.
3. Establish and update custodial supply-budget for each site.
4. Process newly hired employees.
5. Train new employees.
6. Perform inspections of each site and report results to building manager.
7. Advise principals on all matters of custodial operations as needed.

C. Summer Vacations

Since there is a variation in contract timeframes for the building-level principals and summer vacations, there is a gap for ensuring the onsite supervision of custodians during the summer months. Facility services/operations will retain the supervision of the custodians during this time.

**II. METHOD USED TO DETERMINE STAFFING** (Appendix B, pp, 42-45)

Districts should use a constant method applicable to all schools for determining the staffing needs. The elements of this formula produce a recommended FTE staffing level for each school.

A. Elements Used to Calculate Custodial Staffing

1. Building area (square feet, including portables)
2. Number of academic staff
3. Student capacity

4. Number of acres
5. Stadiums at location
6. Carpeted area
7. Gymnasium at location

This calculation should be checked at least once per year to ascertain that it is current and takes into consideration all the aspects included in the computation. If the periodical review changes the recommended staffing level of the facility, then the FTE is adjusted accordingly.

#### B. Qualifications and Performance Responsibilities

Documents defining the qualifications and performance-responsibilities of all custodial positions are available through Human Resources. Most of the descriptions and definitions in these documents are self-explanatory. Item #8 under "Basic Performance Responsibilities" declares that the employee is responsible for performing other duties that may be assigned by the supervisor. These assigned duties are to remain within the parameters of a custodian's job responsibilities. A more accurate definition for "other duties" is "other custodial duties." (Running errands, making coffee, washing dishes, supervising students, large-scale painting and moving projects, and personal services are a few examples of areas that are not custodial duties.)

#### C. Substitutes

Facility Services (Human Resources) will hire, train, and assign substitute custodians to fill absences, vacancies, and positions of custodians on medical leave. A base number of fifteen subs are assigned by listed priorities until the number of substitutes available for that day is exhausted. Subs are assigned as late as the third day of an absence of a permanent custodian. Substitute-assignment is evaluated daily, and subs are assigned according to the following guidelines:

*Priority One: High Percentage Absence* (Schools with the highest percentage of absences for their designated custodial staffing level)

*Priority Two: Extended Absence* (Known long-term absence at schools)

This includes providing a substitute custodian for a permanent custodian who is on long-term sick leave, suspension with pay, or for filling a known vacancy until such time as that vacancy is filled permanently.

*Priority Three: Absence at Administrative Buildings*

*Priority Four: Make-Up Teams for Various Sites*

D. Filling Job Vacancies

When the principal selects a candidate to fill a vacancy, the name of the person selected is forwarded to the human resources office. The HRO then contacts the individual to set up the initial hiring process of insurance enrollment and fingerprinting for background checks. HRO then processes the individual as required by district policy.

**III. TIMEKEEPING RECORDS**

A. Sign-in Book

A sign-in book is located in each facility and kept as an official record of each custodian's work time. Employees sign in when the work day begins and sign out when the facility is exited or the work day ends. Instructions are in each book. Time recorded in the sign-in book is the official time entered on the employee's time sheet by the head custodian.

B. Time Sheets

Time sheets are filled out by the head custodian and approved by the employee's supervisor. Approved time sheets are faxed each Thursday to the financial office for processing.

C. Absence Reporting

Employees who do not report each absence to their supervisor are considered "absent without reporting." An absence is to be reported a minimum of two hours before the beginning of the employee's shift. The absence will be recorded in a daily log and the employee's principal will be notified. The employee is requested to notify the school where they work of their absence. If an employee leaves during a work shift, the employee must report the leave to the supervisor.

D. Excessive Absence and Failure to Report an Absence

Excessive absences place hardships on employees and co-workers and affect the overall cleanliness of the school. Employee absences are considered excessive when absenteeism exceeds the accumulated sick-leave time for the current contract year. Custodians accumulate four hours sick leave per pay period, or eight hours per month. Attendance should be monitored and should progressive disciplinary action be necessary, it should be in line with district attendance policies. Employees who do not report absences of three consecutive working days to their Supervisor are considered to have resigned. Human resources will be notified and appropriate action will be taken by that office.

E. Vacation

Vacation time should be requested in accordance with district policies. Custodial staff is permitted to take vacation time any time throughout the calendar year. However, vacations should be scheduled so that adequate staff will be present to maintain the facilities and ensure that school facilities will not be left unattended for extended periods of time. If the foregoing conditions are not met, leave may not be approved.

F. Hours of Work

Full-time custodial employees work forty hours a week. A regular work day is eight hours (including two 15-minute breaks), but exclusive of time spent for lunch.

G. Overtime

Overtime scheduling of employees will only be used in those instances when work must clearly be accomplished beyond the 40-hour work week. Overtime is paid at the rate of time and one-half for all hours worked in excess of forty hours per week.

An employee may not work overtime upon his or her own initiative nor may an employee volunteer to work overtime or waive his/her right to overtime compensation by either working for free or by agreeing to work overtime at his/her regular rate of pay.

**EXCEPT FOR EMERGENCIES, ALL OVERTIME PERFORMED BY CUSTODIANS MUST BE PRE-APPROVED.**

**IV. TRAINING**

Appendix D (“Custodial Training”) provides suggested courses of training for custodial personnel. Development classes are provided to inform custodians about federal, state, and local laws and codes that are applicable to their job assignments. Additional training is provided on subjects that increase the employee's knowledge relating to various aspects of custodial duties. This better qualifies custodians to perform assignments in a competent and safe manner. Normally one class is scheduled each month and average one to two hours for head custodians and one to one and one-half hours for twelve-month and nine-and-one-quarter (9 ¼) month employees.

Training requirements for custodial employees are a condition of employment and law requires that all personnel be trained in asbestos and hazardous communications within sixty (60) days of employment. The law also requires that

all custodians undergo a review on both of these matters annually. Personnel not completing required training within the specified time, plus one make-up period, can be considered for dismissal for breach of contract.

## **V. INSPECTIONS**

Each facility is to be inspected monthly and a written inspection report is then turned in to the principal/building manager. Aspects of the inspections include:

1. Cleaning
2. Supplies and equipment
3. OSHA compliance
4. Safety
5. Code compliance that pertains to custodial operations

## **VI. OUTDOOR RESPONSIBILITIES**

1. Grounds
2. Mowing
3. Raking
4. Trimming
5. Trash pick up

## **VII. SUPPLIES AND EQUIPMENT**

### **A. Supplies**

Supplies are requisitioned by the head custodians and requisitions are faxed to the office for supervisor approval. The approved requisition is forwarded to the procurement department who orders the supplies and delivery of the supplies to each facility.

### **B. Method Used to Determine Supply Budgets**

Supply budgets are established and updated by the custodial supervisor. Each year a budget is determined by using the enrollment at each facility and applying a cost factor. The budget is monitored by the custodial supervisor.

### **C. Approved Chemicals**

Only commercial chemicals stocked by the procurement department are to be used by the custodians. The head custodian is furnished supply requisitions for ordering supplies through the procurement department. It is a violation of district policy to requisition or in any way procure and use in a district facility any cleaning product not authorized by the maintenance department of procurement. Material Data Safety Sheets (MSDS) will be maintained at each facility where chemicals are used. The data sheets will be readily available to

all occupants and custodians. School nurses are to be made aware of all chemical hazards and remedies for accidents.

D. Grounds-Equipment Repair, Replacement, and Purchase

An employee must turn in a work order to request purchase, replace, or repair grounds equipment. Grounds equipment is normally considered to be items such as weed eaters, blowers, clippers and mowers. This type of equipment is purchased and repaired by the maintenance department.

E. Custodial Equipment Repair, Replacement and Purchase

Custodial equipment is property of the School District and is assigned to individual schools through the maintenance department. It is the responsibility of the individual who uses the equipment to perform basic maintenance and to keep the equipment clean. If the equipment needs to be serviced or repaired, this will be done at the maintenance department and the equipment returned to its assigned site. If the equipment cannot be repaired or if the supervisor of the repair department determines that it is no longer feasible to repair the equipment, then the supervisor will notify the facility that equipment needs to be replaced. The maintenance department drafts specifications and purchases all cleaning equipment following procurement department policies.

**VIII. CAFETERIA / KITCHEN – MANAGEMENT AND CUSTODIAL RESPONSIBILITIES**

A. Kitchen management staff responsibilities, under the Director of Food Services, include:

1. General cleaning of the kitchen areas including, but not limited to, food preparation and serving areas, office, pantry, restroom, floors, and general storage areas.
2. Wiping down all cafeteria tables and all chairs at the conclusion of the meal operation.
3. Breaking down all used cardboard boxes before placing them in the garbage bins.

B. Custodial responsibilities include the following:

1. Ensure the overall cleanliness of the cafeteria area including floors, walls, doors, etc. in preparation for serving meals.
2. Ensure that adequate food-disposal containers are ready for mealtime operation.
3. Dispose of all garbage and litter as needs arise and at the end of each mealtime operation.
4. Clean all aspects of the facility that may have been disturbed during the mealtime operation. This includes, but is not limited to, floors, walls, doors, etc.

5. Ensure that stand-by personnel are available to react to any emergency, such as overturned foods or liquids that could result in a health or safety hazard.
6. Ensure, with cooperation of food management personnel listed above, the overall cleaning of the cafeteria area, such as floors at the conclusion of each meal- time operation.
7. Make sure custodians for the school do not roll garbage cans from the cafeteria through the kitchen or carry garbage through the kitchen on the way to the dumpster at any time.

C. Food Trays

Depositing food from trays, separating disposal foods and utensils, and depositing trays to be cleaned are normally the responsibility of the individual eating the meal.

**IX. SCHEDULES** (Reference Appendix B, pp. 39-41 )

Each employee will be assigned a definite shift with designated starting and ending times. Shifts can be adjusted on a temporary basis to accommodate the needs of the school for special programs and events. Employees are to receive a written notice five days in advance of any permanent shift change. Schedules should be established to serve the cleaning requirements and activities of each site. (The most effective cleaning is normally accomplished after the students leave each day.) Split shifts are totally voluntary and will not be used without the consent of the employee.

Service Frequencies

Full cleaning is scheduled when employee-attendance is normal. However, when conditions exist where limited staff is available, partial cleaning should be scheduled. When necessary, work assignments should be adjusted for partial cleaning and may result in a minimal level of service. Minimal service may be limited in some areas to waste removal, restroom cleaning and restocking, and mop-up of spillage. Full cleaning and partial cleaning schedules should be established for each facility.

**X. PEST CONTROL, FIRE EXTINGUISHERS, AND DUMPSTER SERVICE**

These services are provided by a licensed contractor and are monitored by the head custodians and school administrators.

Regular requests are to be submitted by work order. Important information regarding these items is as follows:

A. Pest Control

1. The range of pest control coverage is basically limited to household insects, ants, and rodents.
2. The contract should specify that pest control work orders should be responded to within ten days of the date of the work order.

B. Fire Extinguishers

1. The maintenance department submits annual work orders for all extinguishers to be serviced during the summer break.
2. Head custodians are responsible for checking all fire extinguishers monthly and dating and initialing the tags. This is a mandatory city fire code policy.
3. Kitchen fire-suppression systems are not part of this contract and are the responsibility of the Food Service Staff.

C. Waste Management

1. Head custodians are to report any missed waste pickups.
2. Additional pick-ups are requested through the office administering the waste management contract. There is no guarantee that pickups will occur the same day as requested. However, pickups requested by a set time in the morning are frequently responded to on the same day.
3. Wastem is not responsible for trash and furniture left outside the dumpster or for certain items thrown into the dumpster. A work order is to be submitted for items such as community furniture left inside or outside the dumpster. Maintenance will dispatch a crew to pick it up and dispose of it.

**XI. CUSTODIAL SUMMER CREWS**

One gym-floor crew, one carpet-cleaning crew, and three hard-surface floor crews are provided by maintenance as support staff for summer renovation cleaning and are scheduled by custodial supervisors. The gym-floor crew finishes all of the hardwood gym floors in the District. The carpet and hard-surface floor crews assist in shampooing carpets and stripping floors in large open areas such as hallways, cafeterias, and media centers. These crews are not responsible for all of the renovation cleaning. Summer renovation cleaning at all sites is the overall responsibility of the head custodians and their staff.



## **XII. SAFETY AND SECURITY**

### **A. Inspections Upon Opening the Buildings**

1. If a building is broken into, the safety and security department must be notified and a work order must be submitted for any damaged school district property.
2. Each morning an inspection of the grounds for bottles, glass, paper, or other trash should be made.
3. During the inspection of the grounds, windows should be checked for breakage and, if necessary, followed up with reports and/or work orders.

### **B. Turning the Alarm Systems On and Off**

1. If an inability to code the alarm system occurs, the security office must be notified.
2. If for any reason and/or at any time a school or other facility cannot be secured, security must be notified immediately.

### **C. Alarm Check**

The alarm systems of all District buildings should be checked by an alarm company between 10:00 and 11:00 p.m. If the alarm systems are not properly set or if the security office has not been advised that someone is in the building, the building principal or building administrator will be advised of any irregularities. It is then the responsibility of the principal/director to properly set the alarm system.

## APPENDIX B

### SUGGESTED CUSTODIAL SCHEDULE FORMATS

Custodial schedules can be as general or as specific as the site requires. All facilities should have a set schedule for all custodial employees and the schedule should delineate both full and partial cleaning. The schedule should allow enough flexibility to react to changing conditions or shifts in priority, yet insure that all areas of the facility are cared for properly. The schedule could be coordinated with the school principal to insure priorities are considered in the daily schedule.

Suggested custodial schedule formats for a head custodian and a full-time custodian are provided below.

#### Head Custodian Schedule

##### a.m.

6:30 - 6:45 -- Disable alarm system, sign in, check all restrooms for cleanliness.

6:45 -7:10 -- Clean front office and principal's office. Clean restrooms (front boys and girls on the south side).

7:10 -7:25 -- Set up cafeteria for breakfast; trash barrels with liners; mop bucket with mop, soap and water; broom with dustpan.

7:25 -7:45 -- Inspect grounds; pick up large tree limbs, paper and broken glass. Thoroughly clean curb-site and entrances.

7:45 - 8:00 -- Clean glass windows, entrance, and front office.

8:00 - 8:30 -- Clean cafeteria after breakfast. Dust mop floor, wet mop floor, take out trash.

8:30 - 8:45 -- Break

8:50 - 9:00 --Check front restrooms (girls and boys), flush all commodes, urinals and remove all urine from surfaces. Mop all urine from floors, pick up paper from floors and empty all trash cans. Replace tissue and paper towels.

9:00 - 10:00 -- Yard work (Monday and Tuesday) mow grass, weed eat, blow or rake leaves. Clean sidewalks and curb-site.

10:00 - 10:30 -- Dust mop hallways, clean windows, spot clean walls, sweep walkways.

10:30 -11:30 -- Lunch

11:30 -11:45 -- Check all restrooms (girls and boys), flush all commodes, urinals and remove all urine from surfaces. Mop all urine from floors, pick up paper from floors and empty all trashcans. Replace paper towels and tissue.

11:45 -12:15 p.m. -- Cafeteria duty (in between lunch shifts), take out trash, mop up spills and dust mop underneath tables.

p.m.

12:15 -12:30 -- Check all restrooms (girls and boys), flush all commodes and urinals. Remove all urine from surfaces, mop all urine from floors, pick up paper from floors and empty trashcans. Replace paper towels and tissue.

12:30 -1:30 -- Clean-up cafeteria after lunch, dust mop floors, wet mop floors, clean cafeteria glass windows.

1:30 -1:45 -- Break

1:45 - 2:30 -- Check log booklet in office, do minor repairs, stock employee carts, check equipment and turn in any non-emergency work-orders.

2:30 - 3:30 -- Clean assigned areas, rooms 101, 102, 103, 201, counselor offices A and B, health room and library

3:30 -- End of Shift

### **SAMPLE CUSTODIAN SCHEDULE**

11:00 - 12:00 -- Clean restrooms on lower level. Run hall lower level. Clean glass on exit doors lower level. Damp wipe window ledges, dust all facings, cafeteria duty.

p.m.

12: 00 - 12: 15 - Break

12:15 - 3:00 -- Clean restrooms lower level, run hall, outside duties.

3:00 - 4:00 -- Lunch

4:00 - 5:00 -- Clean assigned rooms.

5:00 - 5:15 -- Break

5:15 - 8:00 -- Clean assigned area, secure the building.

### **ASSIGNED AREA**

Down stairs 12 classrooms, dust mop and wet mop hall, buff two times weekly. Clean exit doors and sweep in front of entrances down stairs.

Full cleaning daily.

## APPENDIX C

### STAFFING LEVELS

**Custodians:** Custodial personnel are individuals responsible for building upkeep and cleaning.

- The recommended staffing level for school facilities custodians in the State of Arkansas is 18,000 to 20,000 square feet or 2,250 to 2,500 square feet per custodial man hour. These levels are based on an eight-hour shift.

Custodial staffing levels can be determined by a number of industry standards for public and private buildings. Regardless of the method used, it must insure that all aspects of the facility are staffed with an adequate number of trained and qualified staff, as these are factors that affect the staffing level and the ability to provide a clean and safe environment for the students and staff. The average in Arkansas public schools closely aligns with the national average for academic facilities: 18,999 to 20,000 square feet per full-time custodian. School districts should select a method that meets district needs, can be supported, and is flexible enough to adapt to changing times and requirements. Additional information using the Omaha formula is provided in this appendix. The following is a suggested method of determining custodial staffing which does insure consideration of most all aspects of a school that affect cleanliness.

**Grounds/General Labor Personnel:** Grounds personnel are individuals responsible for landscape upkeep and maintenance. In addition, many districts use grounds personnel as general maintenance labor.

- The recommended staffing level for school facilities grounds personnel for the State of Arkansas is 18 to 20 acres per employee. These recommendations must be modified for local conditions, including the amount of landscaping, type of terrain, and size and type of athletic fields.

**Maintenance Personnel:** Maintenance personnel include skilled, technical or specialized staff, such as painters, HVAC technicians, plumbers, electrical technicians and carpenters.

- The recommended staffing level for school facilities maintenance personnel for the State of Arkansas is 80,000 to 90,000 square feet per full-time employee based on an eight hour shift.

Maintenance personnel staffing is a far more complicated matter. The average of one maintenance worker per 80,000 to 90,000 square feet is a very vague generalization and is to be used as a guide only. Maintenance personnel who possess a working knowledge of all aspects of a large complex building are extremely rare. Most often a school district needs specialized assistance in the maintenance of its facility components. The requirements for licensing of electricians, plumbers and HVAC repairmen, coupled with

the lesser known specialty areas such as asbestos and hazmat repairs, necessitate that the district develop a custodial/maintenance staff which combines the personnel necessary for daily preventive maintenance measures, emergency repairs, and inspections with contract specialized firms. The guide of one maintenance worker per 80,000 to 90,000 square feet allows for minimum care. This figure does not include custodial staff, grounds staff, maintenance administration or equipment repair staff.

The district maintenance program can also be augmented through contract work. The entire operation can be contracted out. Many firms are available to come in and provide all of the preventive maintenance schedules, materials and labor necessary to maintain district facilities and are also capable of providing emergency work orders for repairs and minor construction.

A second method is to take those aspects of the maintenance program that are beyond the capabilities of the in-house workforce and augment that workforce with open-ended contracts. This concept is addressed earlier in the section entitled "Standards for Maintenance Repair and Renovation Activities" (pp. 8-16).

The same concept holds true for custodial operations. Firms are available that will contract all aspects of custodial operations (including training individuals and supplying all materials).

The advantages and disadvantages of maintaining a contract or partially contracted operation must be weighed before considering either of these options. In either case, a cost analysis should be accomplished to determine whether or not it is economically feasible to maintain the operation in-house or by contract. It must be understood that when analyzing these two methods all requirements for both sides of the equation must be equal. All burdens placed on the in-house workforce for training, staffing, materials, storage and equipment must be taken into consideration when contracting operations are considered. In addition, the contract for contracting operations must be inclusive of all aspects the job is anticipated to entail.

## CUSTODIAL AND MAINTENANCE STAFFING

### CUSTODIAL CALCULATIONS – OMAHA FORMULA

The Omaha Formula was developed by the Omaha, Nebraska public school system. It is one of many formulas that may be used to calculate the number of custodial FTE (Full-Time Equivalent) staffing at elementary and secondary schools.

The Omaha Formula for the evaluation of custodial personnel is rather involved, yet simple to use, once the information has become a part of a facility data base. The components have been derived from various sources in the public and private sectors, as well as actual experience within the originating district. The key elements are described here.

The plan takes many factors into consideration to arrive at a recommended custodial staffing for each facility. Factors considered by the Omaha Formula are as follows:

1. Area: The total area of the building in square feet, including all portables.
2. Staff: The number of full-time teaching staff.
3. Student Capacity: The rated pupil capacity of the building.
4. Site: Size of the grounds in acres.
5. Stadium: If the facility has an athletic stadium, consideration is given.
6. Secondary: Junior and senior high schools add to the staffing.
7. Carpet: This insertion into the formula acknowledges that carpet cleaning requires more time for floor care.
8. Gymnasium: This adds the overall staffing level.

These elements of the formula produce a recommended FTE staffing at each school.

Staffing: Levels are computed as follows:

STEP I: Averages the FTE derived by singly computing FTE required for area staff and capacity.

- a) Area: The total area of the building represented in square feet, including temporary classrooms on site, is divided by 15,000 square feet. Nationally, figures from 13,000 to 22,000 square feet seem to be used as standards as the amount of space to be maintained by one custodian. From this calculation, an FTE based on area is determined.
- b) Staff: The number of full-time teaching staff is divided by twelve (12). This presumes that one custodial FTE is necessary to serve approximately twelve (12) instructional staff and related ancillary facilities. From this calculation, an FTE based on staff is determined.
- c) Capacity: The rated people capacity of the building is divided first by twenty-five (25) and then by twelve (12). In this case, twenty-five (25) was used as an arbitrary student-load factor for typical classroom space. An FTE based on capacity is then determined.

As all of these factors are susceptible to problems caused by the particular building dimensions or abnormal enrollment in an individual building, they are then averaged and an average FTE is determined.

STEP #2: To that average FTE, the following adjustments are made:

- a) Site: If there are over five (5) acres in the site, “.1” is added to the total. Decimal figures represent full-time equivalency (FTE) allowances and are based upon an approximation of time necessary for additional duties.
- b) Pool: When a swimming pool is present, “.25” FTE is added as an element in the final computation.
- c) Stadium: An athletic stadium on the site adds “.75” FTE.
- d) Secondary: Junior and senior high schools add “.5” FTE to compensate for the additional stress placed on the building by extended activity utilization. It has also been determined that the presence of vandalism and misuse rises with the grade level, thus requiring more spontaneous response by custodians on duty.
- e) Carpet: To add to the total formula for extensive carpeting, the percent of the structure carpeted is multiplied by “.25”. This insertion into the formula acknowledges that carpet cleaning requires approximately 25% more custodial time for floor care.
- f) Gymnasium: The number of separate gyms is also multiplied by “.25” FTE. Bleacher movement/care, maintenance of specific sports equipment, and the presence of activity crowds on an extended time basis accounts for the inclusion of this factor.

The additions mentioned above in step #2 are added to the calculation in step #1. This constitutes the total number of Full Time Employees (FTE) required at the school. This figure is then rounded up or down depending upon its relation to the breaking point of .5 FTE. Districts are reminded that the number of FTE and the number of employee may differ. 1 FTE equates to 1 full time person or 2 part time persons.

The calculation should be checked periodically, at least once a year, to ascertain that it is current and takes into consideration all the aspects included in the computation, specifically the additions to buildings or portables that could change the calculation.



## **APPENDIX D**

### **SUGGESTED TRAINING**

Custodial training is the key to the success of maintaining public schools. The days of part-time custodians who have other jobs and do school custodial work as a side job, possibly in conjunction with another job in the school district, and who are not properly trained, will result in long term damage to both the physical plant and school environment. The emphasis that has been placed on a clean, healthy and safe environment for students, not to mention the requirements for maintenance and repair of facilities, demands a staff that is trained to do the job. Additionally, that training must be ongoing as new hazards to the health environment are found, new products are introduced into the cleaning market and new and better techniques are developed to maintain school facilities. To this end training programs are developed.

While school districts are not required to develop a custodial training program, it is advisable that one be developed that not only encompasses the basic rules and policies of the district and professional progression, but insures that the district custodial staff is prepared to face the most current health hazards and is trained in the most up-to-date cleaning methods. The following sample training programs can be used, but should be tailored to the needs of the district.

## **TRAINING**

### **I. GENERAL IN-SERVICE**

Presented annually to all employees.  
Presented individually at time of employment.

- A. Company Policies
  - 1. Rules and Regulations - Proper Attire
  - 2. Disciplinary Action
- B. Fire Safety
  - 1. Location of Equipment
  - 2. Use of Equipment
- C. Evacuation Plan
  - 1. Location of Exits
  - 2. Location of Stairwells
- D. First Aid and Safety
  - 1. First Aid
    - a. Basic Steps and Procedures
    - b. Who to Call
  - 2. Emphasis on Safety

### **II. CUSTODIAL DEPARTMENT IN-SERVICE**

- A. Department Policies
- B. Proper Use of Equipment
- C. Proper Use of Chemicals
  - 1. Mixing
  - 2. Proper Use
- D. Hazardous Materials and Waste Handling
- E. Floor Maintenance
  - 1. Resilient Floors
  - 2. Hard Floors
  - 3. Wood Floors
  - 4. Carpet
- F. Restroom/Shower Room Maintenance
- G. Basic Cleaning Procedures
  - 1. Dusting
  - 2. Window Cleaning
  - 3. Wall Washing
- H. Procedures Manual
- I. Schedule

- J. Cleaning and Storing Equipment
- K. Custodial Closets

### **III. TRAINING METHODS**

- A. Films
- B. Slides
- C. Lectures
- D. Hands-on Instruction
- E. Ole Joe
- F. Follow Up

## SAMPLE GENERAL CUSTODIAL TRAINING OUTLINES

### I. TECHNICAL

A. Resilient Floor Maintenance (Hard Surface) - The following topics are covered:

1. Flooring materials and construction
2. Soils and soiling on floors
3. Floor maintenance systems, chemicals and equipment
4. Inspection and pre-testing
5. Action processes from mopping to stripping and refinishing
6. Trouble-shooting and problem solving

B. Carpet and Upholstery - Teaches the basics of carpet construction (carpet fibers, identification, fiber and yarn processing, and carpet manufacture), the technology of carpet cleaning, and includes:

1. How soiling occurs and classification of soil
2. The principles of cleaning and carpet appearance program
3. Carpet and fabric cleaning and spotting chemicals
4. Carpet and fabric cleaning equipment
5. Action process from vacuuming to extraction

C. General Cleaning Procedures - The basic fundamentals, equipment, chemicals, and methods will be taught with specific attention to the six-step "full" and daily or "partial" procedures.

D. Equipment Care and Use - The proper use and user level maintenance for common cleaning equipment will be explained.

E. Specific Area Cleaning Procedures - Steps and procedures to be used when cleaning offices, classrooms, and corridor areas will be covered.

F. Gym Floor Care - This class teaches the chemicals, equipment and work processes necessary to maintain wood gymnasium floors in the best possible condition. It covers routine, periodic maintenance to complete refinishing of the floor.

### II. MANDATORY - NEW HIRE AND ANNUAL REVIEW

A. HAZCOM (Right-to-Know) - This module explains the objectives of the Hazard Communications Standard and associated "Right-to-Know" laws and regulations, the nine sections common to all MSDS, and where to look for critical information on the MSDS.

B. AHERA - Two hour asbestos training for new hires and a one-hour annual review with all custodians.

### III. SAFETY

- A. HAZMAT (Hazardous Materials) - Presents fundamental information to develop an awareness of OSHA and EPA regulations for handling hazardous chemicals/materials, the content of MSDS sheets and labels, and recognition and identification of the proper handling steps for the different types of chemicals/materials.
  - 1. Personal Protective Equipment (PPE) - Presents fundamental information on the recognition of potential workplace hazards requiring PPE; determination and selection of the types of PPE needed for various workplace hazards; the proper use, wear and storage of PPE; and the proper maintenance and storage of PPE.
  - 2. Bloodborne Pathogens Standard - This class defines bloodborne pathogens and potential workplace hazards involved. It also covers the selection of the types of personal protective equipment needed for potential exposures and the proper maintenance and disposal of materials that may contain bloodborne pathogens.
  - 3. Heat Stroke
  - 4. Lawn Mower Safety
  - 5. Ladder Safety

### IV. LEADERSHIP DEVELOPMENT PROGRAM

- A. Customer Service - The Next Step - Participants will learn how to recover from missed opportunities and perceived poor service to the customer. This session will show how good recovery skills can turn angry and often frustrated customers into loyal customers.
- B. Developing Strengthening Communication - Learners will identify and practice the fundamentals of quality communication; identify and eliminate "communication killers"; strengthen communications with the repeat method, clarification, extending and summarizing; and use the seven steps for planning a communication.
- C. Improving Employee Performance - Learners will be able to identify initiative in employees and understand the results of effective training.

## Appendix E

Mandated Inspections of Arkansas Public School Facilities						
Responsible Party	System	Description	Frequency	Code Section or Regulation	Remarks	Tracking
<b>School District</b>	Fire Extinguishers	Inspect for proper charge	Monthly	AFPC, Vol. 1, Section 906.2	School custodial/maintenance staff sign-off on tag attached to cylinder.	CMMS
	Back-flow Prevention	Service and maintenance of RPZ device.	Annually	A.C.A. 17-38-104	State Plumbing Law. Requires licensed inspector	CMMS
	Natural Gas Piping System	Pressure test for leaks	Annually, prior to the beginning of school	A.C.A. 17-38-201(a)(6)(A)	Report due to Dept. Health by Sept 1 annually	CMMS
	Asbestos Program	inspection of building features with asbestos	Monitor every 6 months	Public Law 99-519; 763.92 (3)(b); CM 09-087	Must note in facility Asbestos Plan	CMMS
	Asbestos Program	Condition inspection of asbestos covered features	Re-inspect every 3 years	Public Law 99-519; 763.85 (b)(1); CM 09-087	Requires Certified inspector. Post in facility Inspection Plan	CMMS
	Sewage Treatment Systems	Perform visual operational and discharge inspections	Daily			CMMS
<b>Fire Marshal</b>	Fire Safety	Annual Fire Inspections	Semi-annually	A.C.A. 6-21-106	Inspected by a State Fire Marshal approved inspector.	CMMS
	Fire Alarm	System test	Annually	AFPC, Vol. 1, Section 906.6.1	Inspected by licensed Fire alarm contractor	CMMS
	Fire Sprinkler		Annually	AFPC, Vol. 1, Section 906.6.1	Inspected by licensed Fire system contractor	CMMS
	Fire Extinguishers	Recharge based on date of last inspection	Annually and Every 6 yrs.	AFPC, Vol. 1, Section 906.6.1	Re-charge annually, Hydrostatic cylinder test every 6 yrs. By licensed contractor	CMMS

**Appendix E**

	Kitchen Exhaust Hood Fire Suppression		Semi-annually	AFPC, Vol. 1, Section 901.6.1	Inspected by licensed Fire system contractor	CMMS
<b>Health Department</b>	HVAC, Plumbing, Gas System Installations	Mandated inspections for new HVAC or replacement plumbing and natural gas installations.	Three inspections required: Once on rough-in, once on top-out and final inspection prior to occupancy.	A.C.A. 17-38-201(c)(6)	Must be conducted by state or local inspector	Construction Related Inspections N/A
	Food Service	Inspection of kitchen and food service areas	Annually	A.C.A. 20-57-204	Must be conducted by state or local inspector	CMMS
	Septic Systems	Monitor Contract Report	Annually	A.C.A. 14-236-111	Must be conducted by inspector. Rules Published 12-22-08	CMMS
<b>Labor Department</b>			High pressure - annually		Must be conducted by certified state inspector	
			Low pressure - externally annually; internally every 3 years	A.C.A. § 20-23-203	Must be conducted by certified state inspector	CMMS
	Hot Water Boilers & Heaters	Inspection of boilers	Unfired pressure vessel - biennially		Must be conducted by certified state inspector	
	Elevators and Lifts	Must maintain current operation permit.	Every six (6) months	A.C.A. § 20-24-112(a)(3)	Must be conducted by certified state inspector	CMMS
<b>Arkansas Department of Environmental Quality</b>	Sewage Treatment Systems	Perform operational and discharge inspections	Once every five (5) years by ADEQ		Must be conducted by state inspector	CMMS
	Underground Storage Tank Systems	Perform compliance inspections	Once every three (3) years by ADEQ		Must be conducted by ADEQ state inspector	

## Appendix E

<b>Division of Public School Academic Facilities and Trans.</b>	Existing Facilities	Operational and Maintenance Compliance Inspections	Random/Un announced	A.C.A. § 6-21- 112	Conducted by Division personnel	N/A
	Construction Projects	State Funded, Self-Funded and Catastrophic Projects	As Needed or requested	A.C.A. § 6-21- 813	Conducted by Division personnel	N/A
	Special Investigations	Complaints regarding condition of facilities and/or health, life and safety matters	As Needed or requested		Division to coordinate with the state agency or local authority having jurisdiction	N/A
		<b><u>Disclaimer</u></b>				
This matrix system depicting the known state mandated inspections for K-12 facilities may or add-to or delete from those inspections listed as established by current Arkansas law. Likewise, shall be corrected by the respective agencies.						
Definition: CMMS - Computerized Maintenance Management System for public schools administered by the Division of Public School Academic Facilities and Transportation						
Revised 08-25-09						