

# *Custodial Care Guide*

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## Wellesley Facilities Management

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# Chapter 1: General

## 1.1 Facilities Management Department (FMD)

The Town of Wellesley Facilities Management Department (FMD) is overseen by the Town's Executive Director of Government Services. The department falls under the jurisdiction of the Board of Selectmen, and has a mission of treating municipal department heads and school principals as highly valued customers.

### Responsibilities

The FMD is responsible for capital planning and construction, custodial services, energy conservation, maintenance, operations and project management for its twenty-nine buildings. This totals 1.2 million square feet for all schools and municipal buildings in Town, with the exception of MLP buildings.

### Organizational Structure

The organizational structure of the FMD is comprised of three core business areas:

- Custodial
- Operations (maintenance/energy/safety)
- Design & Construction, each of which is overseen by a professional manager that reports to the Facilities Director

### Mission Statement

The mission of the Facilities Management Department (FMD) is to treat department managers as highly valued customers, by being responsive to their facility needs and allowing them to focus on their own core missions. Facilities will be professionally managed, operated and maintained in an efficient manner and within established budgets. FMD shall maximize service life of facilities and equipment, protecting valuable public assets, through regular preventive maintenance and collaboratively prepared long-term capital plans. FMD staff recognizes the uniqueness of each department's building and operational needs and accomplishes their work in a way that minimizes service interruption. Sustainability and energy efficiency are at the forefront of all FMD operations and practices, and staff shall endeavor to incorporate these into all aspects of their work.

## 1.2 Role of the Custodian

### Importance of the Custodian

The process of teaching children in school involves not only the teacher, but support staff and parents whose services contribute directly or indirectly to their educational growth. The services

our municipal partners provide to the community are just as important and our support of them through maintaining a safe clean and healthy facility is vital. In the course of the day-to-day work, it may seem that it is an endless job of cleaning rooms that will be dirty again tomorrow. As true as this may be, it should be remembered that how well you do your job can affect not only the health and safety of the children, staff, and the general public but the morale and atmosphere of the entire facility. Custodians are responsible primarily for cleaning the facility. Buildings, equipment, and grounds are in your care. Operations and preventative maintenance includes security to prevent vandalism and theft. The community, teachers, pupils, municipal partners, and community at large take pride in a well-kept attractive facility and will help you keep it that way.

### **Typical Custodial Duties**

- Disarm and open the building
- Building walkthrough, identify possible issues
- Heating and cooling system check
- Minor Maintenance
- Trash and Recycle removal
- General cleaning
  - Bathrooms, Classrooms, Offices, Gym, Cafeteria, Entryways, Hallways, Stairwells
- Grounds
  - Sweeping, mowing, blowing, trimming, shoveling, de-icing
- On-call services
  - Furniture moving, deliveries, spot clean-ups, setups, breakdowns
- Communicate with building staff
- Vendor interactions
- Rental coverage
- Detail cleaning
- Administration work
  - Email
  - FMD forms
    - Timesheet, Time Off Request, OT Request, Supply Orders
  - Work order system
- Building Security
- Lock up and arm building

### **Public Relations**

The Principal or Building Manager needs the assistance of professional custodians. The Town realizes the importance of the custodian's position and appreciates the fact that a clean, well-kept, properly heated and ventilated building favorably affects the teachers in their teaching and the children in their learning, and how Town Departments service the community. You can gain good will for the facility through efficiency and a friendly attitude toward pupils, teachers, staff and guests. The public expects all Town employees to be dependable, courteous, cheerful and positive

If any issues arise between a custodian and any staff member that cannot be resolved between them, the Custodial Service Manager should be contacted and made aware of the situation. For example, if staff has a complaint about an area of the building and are not satisfied with the custodian's response, the Custodial Service Manager should be brought into the situation to help resolve the matter.

Custodians are a part of the school's and municipal building's team. As a team member, you are expected to support all staff in a manner which will reinforce their efforts in the performance of their duties. When it is necessary for custodians to go into a classroom during class time or an office space, please enter very quietly and do whatever is necessary with as little distraction as possible. Always wear your Facilities Management Department issued uniform and your photo-identification badge.

## **1.3 Policies and Procedures**

### **Call Ins**

Each building has a call in list (not everyone is on a call in list). When the intrusion (burglar) alarm is set off, the company that monitors the alarms calls the first person on the list and then moves down the list if they can't make contact or that person can't respond. If you are left a message from the alarm company, you may call the alarm company back to see if they have gotten in touch with someone but you are not to go to the building until you are sure that the alarm company is aware that you are responding. The Head Custodian or Facility Supervisor establishes the call in list with the Custodial Service Manager. If you are called in, go to the building as soon as possible and perform a building check –pulling on the doors from the outside, windows, etc. Then email\*preferred (or call) FMD's Administrative Assistant (Meghan Bond) with the details of the call in (when you were called, what were you called in for, what did you find when you arrived, were Police on site, and what if anything did you have to do, etc.). Then complete the Emergency Call In Form and send to Meghan by email, fax or interoffice mail.

### **Calling Out Sick or Personal Time**

Email or call Meghan in the office. Make sure to include your name, the reason you are calling out, how long you think you will be out, who else you have notified (Swing Custodian, Field House, Building Manager, etc.) and any other details, OT etc. we need to know. Head Custodians / Facility Supervisors should also include who they found to cover their shift.

### **Email**

All FMD employees must check their emails daily. Facility Supervisors and Head Custodians must check their emails at least twice a day. All department notices are sent by email. Use of email and Town computers are governed by policies which all employees have signed. Improper use of Town computers can result in disciplinary measures.

## **Custodial School Coverage**

School custodians are absent due to vacation, sickness or use of personal time. The FMD has developed guidelines for providing custodial coverage under various scenarios. The Custodial Manager may change these guidelines as may be necessary to support.

## **Overtime (OT)**

All overtime must be approved by the Custodial Service Manager or Operations Manager BEFORE any overtime is worked (with enough time for the form to be signed and sent back to you). The person working the overtime must complete an Overtime Request Form. Submit OT form to Meghan Bond. Meghan Bond will print out the form and have it signed by Custodial Manager. Then Meghan will scan the signed form, email it back to the person/people working the OT, and copy the Facility Supervisor / Head Custodian and Financial Manager (you should receive this form before any OT is worked). Maintenance: submit OT form to Meghan Bond. Meghan will print out the form and have it signed by Operations Manager. Then Meghan will scan the signed form and email it back to the person/people working the OT and Financial Manager (you should receive this form before any OT is worked). In last minute/emergency situations, email approval could be received from the Manager.

## **Payroll**

Each FMD employee is responsible for completing their own timesheet each week. They must email their timesheet either after their shift Tuesday, but no later than Wednesday 8:00am (except salary office staff).

## **Purchase Requests**

All purchasing must be approved through your manager within the FMD. The FMD follows State law for public procurement (MGL Chapter 30B), including supplies and services, building construction, public works construction and building design services.

## **Receiving Supplies/Services and Design/Construction**

All packing slips must be sent to AA Meghan Bond ASAP. An FMD employee must check packing slips against actual delivery to ensure the correct quantity and type of goods are received. Any discrepancies must be noted immediately. The employee that checks the order must also sign and date the packing slip, in case there are questions. If you do not receive a packing slip, please email Meghan Bond with the details of what was received and when so we can pay the vendor.

## **Time Off**

Each FMD employee must complete the time off request form. One form is needed for each month / type of time off. Maintenance should submit their forms directly to Meghan Bond. She enters the time into the calendar and invites the employee (so they will have the info on their calendar). Meghan then gives the form to the Operations Manager to approve the time off and returns the form to Meghan. Meghan scans the time off form to the requesting person. Custodians should submit their forms to their Facility Supervisor / Head Custodian for approval. The Facility Supervisor /

Head Custodian should then submit the form then to Meghan Bond. Meghan enters the time into the calendar and invites the supervisor (so they will have the info on their calendar). Meghan then gives the form to the Custodial Service Manager to approve the time off and returns the form to Meghan. Meghan scans the time off form to the requesting person and copy the Facility Supervisor / Head Custodian. The completed form is kept for the fiscal year in a binder in the FMD Office.

### **Uniforms**

FMD employees are required to be in their supplied uniform at all times. This includes proper footwear. The only exception is that school staff may wear shorts instead of pants during summer- an email will be sent each year to notify staff of the dates when this is allowed.

### **Maintenance Work Orders**

All building related concerns within a building should be brought to the custodian's attention. If custodians can't address the request within their building themselves, then they should complete a *Maintenance Direct* work order. Work Orders should be adequately detailed so that no questions have to be asked by the assigned maintenance staff. Head Custodians / Facility Supervisors should frequently review open work orders in their building. Follow up with the Maintenance Manager if a work order has been open for an extended period of time.

### **Workers Compensation**

If you are injured on the job, you must notify AA Meghan Bond immediately by phone and then follow up by email as soon as possible. Complete the form (found on the Town of Wellesley HR website) and submit to your manager as soon as possible preferred within 24 hours. If you need medical care - go to the emergence room and let them know it is a work injury for the Town of Wellesley. If you receive medical care you **MUST** have the return to work form (Town of Wellesley HR website) completed and given to Danielle or Meghan **BEFORE** you can return to work.

# Chapter 2: Cleaning Products

## 2.1 Orbio

Sustainability is at the forefront of FMD operations, leading us to invest in one of the greenest cleaning chemical systems possible, the Orbio os3.

The Orbio os3 system utilizes On-Site Generation (OSG), an innovative technology that enables cleaning solutions to be made on site. This OSG technology uses an electrolysis process to convert water, electricity and a small amount of salt into separate effective cleaning and disinfecting solutions. It eliminates the need for most conventional packaged chemicals that have been used for years. FMD has installed one of these systems in every school, Town Hall, Main Library, Warren Recreation Center, Tolles Parsons Center, DPW Admin/Water building, and the Police Station.

The Orbio os3 replaces a wide range of concentrated chemical cleaners. Just as important, it reduces the training requirements for new cleaning staff on multiple chemicals, their dilutions and applications. This technology also reduces staff, patron and Custodian exposure to highly concentrated conventional chemicals. The system supports the FMD's sustainability initiatives by allowing us to greatly reduce our environmental footprint by generating the majority of necessary cleaning chemicals on-site.

The two products that the Orbio system generates are:

- Multi-Surface Cleaner
  - A multi-purpose cleaner for floors, surfaces, and glass that is colorless, odorless, has no VOCs
- MultiMicro 200
  - A hospital grade disinfectant/sanitizer that is colorless, pH neutral, and has a slight chlorine smell

## 2.2 Product Central

Prior to the installation of the Orbio os3 systems, the FMD utilized the Product Central system from M.D. Stetson for the majority of cleaning products. This system is still in place in all buildings, primarily for use as a back-up to Orbio, as well as the exclusive source of chemicals at the Fire Stations and RDF.

Product Central is a cleaning product dispensing system that provides safe and accurate dispensing consistently. The cleaning product is stored in concentrated form within safe, leak-proof, containers. They protect end-users by allowing chemical to release only when bottle is secured on dispenser and water is flowing. The containers dispense low and high flow volume from the same cartridge. The products come with user friendly color and number-coded labels with usage icons for accurate product use. These Universal cartridges fit wall or hand-held dispensers. The Product Central



dispensing system features a compact wall-mounted unit that safely and accurately dispenses a full line of cleaning chemicals.

The chemicals we use in the Product Central line include:

- Winterclean Neutral Cleaner PC117
  - General floor cleaner, great at neutralizing salt residue in the winter
- HBV Disinfectant PC103
  - Disinfectant, sanitizer, fungicide, viruside, a hospital grade disinfectant
- Peroxide Multisurface Cleaner PC120
  - Multi-surface cleaning product used for all cleaning applications
- Prozyme Enzyme Cleaner PC121
  - Live-bacteria solution. Breaks down protein based material. Great for urinals, carpets, and odor control

## 2.3 Other Cleaning Products

- Paper Towels
  - GP PRO Pacific Blue Basic Roll Recycled Paper Towel
    - High capacity, economical, brown hard wound everyday roll towels
- Toilet Paper
  - Cascades Pro Jumbo Toilet Tissue
    - Made from 100% recycled fiber and Green Seal certified
- Soap
  - GOJO Clear and Mild Foam Handwash
    - Green certified foam hand soap enriched with moisturizers and skin conditioners
- Wax (floor finish)
  - M.D. Stetson Formula A-25 Floor Finish
    - High solids ultra high speed thermoplastic floor finish that provides superior strength and durability, for use with a high speed buffing program
- Stripper (floor finish remover)
  - M.D. Stetson Environmentally Preferable Stripper
    - Environmentally preferable concentrated floor stripper and heavy-duty degreaser that safely removes both traditional and zinc-free floor finishes and is Green Seal GS-40 certified
- Brilliance Stainless Steel Wipes
  - Wipes with non-toxic properties that clean and shine stainless steel, chrome, laminate and wood surfaces while also leaving a protective coating against smudging, markings, and fingerprints
- Crème Clean
  - An extra thick, detergent based cleaner for organic stains, rust, grease, oil, soap film, and more while It also whitens and controls odors
- N-8 Bowl Cleaner

- A non-toxic and biodegradable toilet bowl cleaner that cleans, descales, makes porcelain fixtures sparkle
- Ben-a-qui
  - Biodegradable all-purpose cleaning paste that cleans stainless steel, copper & aluminum cookware, formica, tile, chrome, linoleum, porcelain, glass, patio furniture, cement, and more
- Ice-Melt (snow/deicing product)
  - Purple Flame commercial ice melt

# Chapter 3: Cleaning Procedures

## 3.1 Methodology

### Assembling Equipment and Supplies

At the beginning of each shift, the custodian should plan the shift's work and assemble all tools and materials needed to clean thoroughly. This will minimize frequent return trips to the custodial closet to get something else.

- Custodian cart with caddy or barrel attachment
- Spray bottles with appropriate solutions to clean glass, counters, sinks, disinfect surfaces, and spot cleaning
- Dust cloths, microfiber cloths
- Paper towels
- Putty knife/razor blade scrapper
- Dust mop (treated if needed)
- Wet mop (if needed)
- Mop bucket and wringer (if needed)
- Vacuum cleaner complete
- Plastic liners (small and large)
- Counter brush
- Dust pan
- Protective glasses and gloves

### Trash and Recycling

Empty all trash receptacles daily. Remove lunch trash immediately following lunch. Do not reach into the receptacles, but carefully dump the contents of the receptacle into the waste collection bag. Damp wipe soiled receptacles. Replace plastic liners only when soiled or otherwise needed. Collect recycling materials separately and dispose of it in the appropriate dumpster.

### Vacuuming

Vacuuming is always the preferred floor cleaning process. *Sweeping floors really only succeeds at pushing dust around and gets particles in the air.* Backpack vacuums with HEPA filters are preferred, as they are much more efficient than upright vacuums. Research has found that when used in the crowded classrooms of a K-12 setting, backpack vacuums outrank their upright counterparts in terms of efficiencies. According to some research, backpacks are 70 percent more productive and they remove roughly 40 percent more dirt.

### Dusting

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

A vacuum cleaner with a HEPA filter is the best tool for removing dust.

### **Drinking Fountains**

If drinking fountains are not cleaned regularly and correctly, they can become a health hazard. The public expects clean drinking water; therefore, it is the responsibility of the Custodian to keep the drinking fountains clean and sanitary. Drinking fountains should be cleaned daily using the following methods:

- Use spray bottle or bucket with water and detergent/disinfectant solution to spray or wipe solution over all surfaces
- Agitate with clean cloth, small brush, or paper towel
- Rinse
- Use clean Microfiber cloth or paper towel to wipe dry and polish chrome and other surfaces

Adjust the bubbler so that the water stream is the correct height (not hitting the spout and not spraying).

## **3.2 Cleaning Areas**

### **Entrances, Lobbies and Corridors**

These areas are generally the first areas seen by all building patrons. Their condition and cleanliness leaves a lasting impression on all that enter the building. It is of the utmost importance that these areas are maintained to a standard of excellence.

Considerable dirt is carried in and deposited in entryways and corridors. Regular sweeping or snow removal from the sidewalks outside of entryway doors will prevent some dirt and sand from entering the building. Snow and ice should be removed from the entryway as soon as possible using sand or ice melt to avoid slips and falls. Use only those ice melt products that are approved by the school District.

#### Daily tasks:

- Empty waste receptacles and remove debris
- If floor is resilient tile, dust mop floors with a dust mop, picking up with a dustpan
- Spot-mop floors as necessary to remove soil
- Vacuum carpet areas and mats; remove gum and soil spots.
- Clean drinking fountains and hydration stations
- Clean entrance and interior door glass
- Verify door hardware, including security access systems, are properly functioning
- Vacuum stairways
- Spot mop stairways as needed

#### Weekly tasks:

- Dust the tops of lockers, fire closets, extinguishers and window casings. (Low dusting, below 5')
- Spot-clean finger marks and smudges on walls, door facings, and doors
- Buff/Burnish non-carpeted floors to restore shine

- Complete mop stairwells

#### Monthly tasks:

- High dust vents, lights, pipes, venetian blinds, over doorways, hanging light fixtures and connecting and horizontal wall surfaces. (High dusting, above 5')

### **Classrooms and Offices**

Due to the many different types of furniture and equipment used in classrooms and offices, a careful analysis should be made to determine how to clean each room in the shortest time with the fewest steps and still maintain the required standard of cleanliness. Some rooms will have desks that may be shifted from side to side each day as you clean the floor, while others have tables that can only be moved a few inches. Some furniture in the rooms can be rolled away from the wall to make sweeping easier; other furniture is stationary and must be cleaned around and underneath. The custodian cart will hold the necessary equipment and materials to clean classrooms and offices.

#### Daily tasks:

- Empty waste receptacles and replace liners as needed
- Vacuum traffic patterns and noticeable debris on the entire floor
- Spot mop the floor (if hard surface)
- Clean glass in doors and partitions
- Vacuum carpeted areas thoroughly

#### Weekly tasks:

- Complete thorough vacuum of the entire floor
- Wet mop entire floor (if hard surface)
- Disinfect door surfaces and handles

### **Restrooms**

#### Daily tasks:

- Empty waste receptacles and change liners as needed
- Thoroughly clean and disinfect toilets and urinals
- Restock dispensers: soap, paper towel and toilet tissue
- Clean and disinfect sink basins
- Clean mirrors
- Spot wash walls and partitions
- Dust mop or vacuum floors then wet mop with designated cleaner

#### Weekly tasks:

- Polish stainless fixtures and stainless steel dispensers
- Pour at least one gallon of water down floor drains (to block sewer gasses from trap)
- Dust wall and ceiling vents
- Disinfect door surfaces and handles
- Wash down wall tile

#### Monthly tasks:

- Scrub floor with floor machine

### Cleaning Frequencies Chart

Services	Daily	Weekly	Monthly	Annually	As Needed
Trash pick-up	X				
Recycle pick-up		X			X
Sweep, wet mop, disinfect restroom floors	X				
Clean, disinfect restroom fixtures	X				
Restock restroom supplies	X				
Dust mop all hard surface floors	X				
Vacuum entry mats and carpet in traffic areas	X				
Clean floors, sinks in break rooms	X				
Clean, disinfect drinking fountains	X				
Clean loading dock areas		X			
Vacuum stairwells	X				
Vacuum traffic areas	X				
Detail vacuum		X			
Low dusting (Below 5 feet)		X			
High dusting (Above 5 feet)			X		

Wet mop stairs		X			
Extraction of all carpet areas			X		X
Wet mop floors in rooms		X			X
Wet scrub and restore finish in hall/corridor floors				X	X
Spray-buff and burnish hall/corridor floors		X			X
Clean ceiling vents		X			
Window blind cleaning			X		
Unlock/Lock buildings	X				
Clean all glass	X				
Change trash liners		X			X
Litter patrol around building, parking areas	X				
Sweep and clean building entry	X				
Replace light bulbs & tubes					X
Clean Fluorescent Fixtures and Diffusers			X		
Respond to emergencies					X
Unplug drains					X
Clean spills					X

Inclement weather duty					X
Vandalism, transient debris clean-up					X
Refinish wooden gym floors				X	
Strip and Wax resilient floor finish				X	
Scrub and Recoat resilient floor finish				X	X

### Team Cleaning

Traditionally, a person works within a specific area or zone and performs every function of cleaning. The results: a higher margin of error, equipment is needed for every zone and training is more complicated. Team Cleaning is a system designed to address these problems. Four types of specialists concentrate on defined tasks such as light duty and trash, vacuuming, restrooms, and utility work. The advantages over zone cleaning are monumental.

- Higher quality of cleaning performed in less time
- Easier job training, supervision, and absentee replacement
- More overall building knowledge and cooperation among workers
- Less equipment is needed

We utilize a modified version of Team Cleaning at both Wellesley High School and Wellesley Middle School. The cleaning duties are broken up into roles that rotate on a weekly basis. Our smaller buildings continue to use zone cleaning.

## 3.3 Custodial Equipment

### Equipment currently in use:

- Kai-Vac
  - An “all-in-one” cleaning system for detail bathroom cleaning. The system has a sprayer that connects to cleaning chemical in order to coat walls and fixtures in the restroom. It then converts to a high-pressure sprayer to clean off the chemical. The system has an on-board wet-vacuum to then suck all the dirty water up off the floor.
- Walk-behind Floor Machines
  - Orbital Head Scrubbers (20” and 28”)






- Gym floor applicators
  - Multi-Flo applicators are battery powered and pump the gym seal from its container out onto the floor as the applicator is maneuvered to spread out the seal. Makes the process of applying gym seal quick and easy.
- Other Basic Custodial Equipment
  - Custodial Carts
  - Dry Mops (for dusting)
  - Wet Mops
  - Microfiber Cloths
  - Dusters
  - Dollies
  - Flatbed trucks
  - Scrapers/Putty knives

### **Maintaining Equipment**

The need for proper care of equipment cannot be overemphasized. A job can be no better than the person that does it or the equipment used. Equipment that has proper care will stay in use much longer. It will be safer for the operator to use and will enable the custodian to do a better job. After each use, make it a practice to clean equipment and store it properly. Inspect power equipment daily. If equipment needs repairs, contact the Facility Supervisor or Head Custodian. Ensure that electrical cords and connectors are grounded and in good condition. Any cords that have had the grounding prong removed or broken or where the cord is frayed should be immediately taken out of service. Do not use equipment until it has been fully repaired.

## **3.4 Inspection Forms**

Facility Supervisors and Head Custodians routinely perform detailed cleaning inspections in their buildings. These inspections are documented monthly using the FMD's Custodial Inspection Form. The person filling out the form performs a walkthrough of the facility, inspecting specific areas and noting any deficiencies. The form is then later shared with the Custodians who were assigned to clean those areas in order to further educate them on how well they are doing and what needs improvement. A sample form is shown below.

Wellesley FMD CUSTODIAL INSPECTION FORM: <i>BATHROOMS</i>				
Building:	Location:			
Date:				
Inspected By:				
Ratings: "A" = Commendable, "B/C" = Satisfactory and "D" = Needs Improvement				
<b>BATHROOMS</b>				
Item	Rating			Comments
	"A"	"B/C"	"D"	
Initial Overall Visual Impression				
Initial Overall Odor Impression				
Graffiti				
Trash				
Supplies: Paper/Soap Full				
Lavatories				
Toilets				
Urinals				
Mirrors				
Plumbing (Drips/leaks)				
Dispensers: Paper, Soap Sanitary				
Shelves and changing tables				
Floors				
Walls				
Ceilings				
Windows/Ledges				
Corners				
Toilet Partitions/Graffiti				
Lighting				
Electrical Outlets & Switches				
Wall & Ceiling Louvers/Grills				
HVAC: Operation-Exhaust and Heat				

# Chapter 4: Other Custodial Duties

## 4.1 Maintenance

Minor maintenance work, not requiring a State license, is regularly performed by our custodial staff, including:

1. Changing filters
  - a. HVAC, Water Fountain, Vacuum, etc.
2. Monitor Building Management Systems (Metasys)
3. Basic door repair
  - a. Locks
  - b. Closers
4. Basic plumbing repairs (flushometers)
5. Replacing light bulbs/lamps
6. Painting

The Custodians are responsible for identifying all maintenance issues in their buildings. A *Maintenance Direct* work order is to be created for any maintenance work beyond the duties of a Custodian.

## 4.2 Grounds

### Daily duties include:

1. Remove ice and snow from required areas immediately during winter months. Ice melt should be applied to prevent injury, and rechecked as necessary based on weather conditions. When ice is too thick or too hard to remove by shovel or melting agent, place sand on the surface as a temporary measure to reduce slipping.
2. Remove paper, cans, and trash from the grounds.
3. Keep the playground equipment in safe condition. Any hazard to the children should be blocked off with caution tape and then reported immediately to the DPW Parks Division for repair.
4. Notify Police of vandalism and complete and submit a vandalism report to the Director's office immediately after noticing it. Do not remove graffiti until police have reviewed it.

### Other services as needed include:

- Grass cutting
- Weed-whacking excess growth around the building
- Trimming bushes and trees as needed
- Weeding
- Blowing and collecting leaves

### **Equipment currently in use:**

- Snow Blowers
- Lawnmowers
- Weed Whackers
- Hedge Trimmers
- Leaf Blowers

## **4.3 Security**

The Custodians are deeply involved with building security. They open the building each day, and close the building each night. This involves arming and disarming a building alarm and coordinator with our alarm service provider. The Custodians perform a walkthrough each morning when opening the building, and each evening when closing the building, ensuring the building is secure. They also serve as “ambassadors” in the building and are seen as an integral part of the school community.

In 2018 the FMD along with the Public Building Committee (PBC) and the School Department completed a building security project at all schools. Every school now has prox card readers at primary entrances for more secured/controlled access and an automated computer system that controls the locks on the doors. The Custodians work alongside school staff and the School IT department to monitor the status of this system and ensure that doors are locked at the correct times.

## **4.4 Events and Rentals**

The majority of the FMD buildings are rented out for events like sports practices, banquets, plays, and parties. Other town departments (School, Recreation, etc.) take care of scheduling these events, but they coordinate with the Custodians at each building for coverage. The Custodians often meet with the organizers of the events to go over set ups and what the needs are for each event. The Custodians provide the set up and clean up and are on call as needed throughout the events.

## **4.5 Metasys (Direct Digital Controls – DDC)**

The FMD utilizes a direct digital control (DDC) building management software from Johnson Controls called “Metasys”. This system allows the Custodians to get electronic reading for temperatures in specific areas of their buildings, *as a way to monitor indoor air quality – a critical element to an appropriate learning environment*. When trained on the system, the Custodians are also able to change temperature set-points in different areas of their building as needed. They are also able to monitor the HVAC systems in their building to see if they are functioning as intended.

# Chapter 5: Sustainability

## 5.1 Green Cleaning

In 2012 the Facilities Management Department (FMD) was formed in the Town of Wellesley with *sustainability* as a key tenet of our Mission Statement. Implementing green cleaning products, equipment, and methods was of paramount importance. We began a team cleaning approach in some locations, which required collaboration with students and staff to ensure “buy-in” to this initiative. We partner with school nurses to stress the importance of hand washing in collaboration with proper cleaning procedures to minimize germ spread. Recently we implemented advanced recycling measures such as food recovery, cardboard segregation for our Recycling Disposal Facility and liquid waste diversion.

We use sustainable third-party certified green *products* throughout the district, including paper products, trash can liners, and cleaning products. We also recognized that having the right *equipment* would help us fulfill our mission. We use vacuums with HEPA filters for both carpeted areas and hard surface flooring. We recently implemented ionized water cleaning systems throughout the District, including Orbio os3 generator systems and Tennant autoscrubbers, which use ec-H2O nanoclean technology. This technology electrically converts ordinary tap water into a highly effective cleaning solution with significant sustainability benefits. These new auto scrubbers also use orbital technology, to remove old floor finish without using harsh chemicals.

Products and equipment are important, but our custodians drive our green cleaning program. They are trained in proper green cleaning techniques, equipment maintenance, and the Metasys system year round. We also work closely and cooperatively with several local green initiative groups including the Sustainable Energy Committee, WasteWise Wellesley, and Wellesley Green Schools, and were recently named a Designated Green Community by the State. We are always looking for feedback to improve our program.

***In 2018 Wellesley was awarded the nationwide Green Cleaning Grand Award for K-12 Districts from American School and University Magazine.***

## 5.2 Recycling

### Single Stream

All of our school facilities have single stream recycling programs. There is a specified dumpster at each school for single stream waste, which includes:

- Paper
- Magazines
- Cardboard
- File Folders
- Newspaper

- Aluminum and Tin Cans
- Clear and Colored Glass
- Plastic Food and Beverage Containers

### **Liquid Waste Diversion**

We operate a liquid waste diversion and food recovery program in many of our elementary schools. This program involves the students pouring liquids, such as milk, into buckets instead of throwing them into the trash. The milk cartons are recyclable and the collected liquids are poured down the drain. The students also clean off their cardboard lunch trays, which are then recyclable as well.

# Chapter 6: Environmental Health and Safety

## 6.1 AHERA

Public and non-profit private schools have distinct regulatory requirements to protect school children and school employees from asbestos exposure. The Asbestos Hazard Emergency Response Act (AHERA) and its regulations require public school districts and non-profit schools including charter schools and schools affiliated with religious institutions to:

- Inspect their schools for asbestos-containing building material
- Prepare management plans and to take action to prevent or reduce asbestos hazards

The FMD has developed, maintained and updated asbestos management plans and keep a copy at each individual school. These plans are required to document the recommended asbestos response actions, the location of the asbestos within the school, and any action taken to repair and remove the material.

These records, among other things, include:

- Name and address of each school building and whether the building has asbestos-containing building material, and the type of asbestos-containing material
- Date of the original school inspection
- Plan for re-inspections
- Blueprint that clearly identifies the location of asbestos-containing building materials that remains in the school
- Description of any response action or preventive measures taken to reduce asbestos exposure
- Copy of the analysis of any building, and the name and address of any laboratory that sampled the material
- Name, address, and telephone number of the “designated person” or contact to ensure the duties of the school district or non-profit private school are carried out
- Description of steps taken to inform workers, teachers, and students or their legal guardians about inspections, re-inspections, response actions, and periodic surveillance

The FMD updates the management plans every six months. Parents, teachers, and school employees, or their representatives, all have the right to inspect the school’s asbestos management plan. These plans are often kept in the main office at each school, but sometimes the Custodians office. It is very important that all Custodians know where their school’s asbestos management plan is kept.

## 6.2 Safety Data Sheets (SDS)

The Hazard Communication Standard (HCS) (29 CFR 1910.1200(g)), revised in 2012, requires that the chemical manufacturer, distributor, or importer provide Safety Data Sheets (SDSs) (formerly



MSDSs or Material Safety Data Sheets) for each hazardous chemical to downstream users to communicate information on these hazards. The information contained in the SDS is largely the same as the MSDS, except now the SDSs are required to be presented in a consistent user-friendly, 16-section format. This brief provides guidance to help workers who handle hazardous chemicals to become familiar with the format and understand the contents of the SDSs. The SDS includes information such as the properties of each chemical; the physical, health, and environmental health hazards; protective measures; and safety precautions for handling, storing, and transporting the chemical. The information contained in the SDS must be in English (although it may be in other languages as well). In addition, OSHA requires that SDS preparers provide specific minimum information as detailed in Appendix D of 29 CFR 1910.1200. The SDS preparers may also include additional information in various section(s).

The FMD follows the SDS requirements that follow:

- A Safety Data Sheet (SDS) is available for every hazardous chemical used or stored at the workplace.
- All SDS are readily available to employees in the work area throughout each work shift.
- If SDS are maintained electronically, employees have access throughout each shift without making a request.
- The file of Safety Data Sheets contains a “Table of Contents” listing for all chemicals used/stored at the facility. (Note: The list does not require inventory quantities or a list of individual ingredients.)
- A system is available to update the SDS file when manufacturers send a revised SDS

# Chapter 7: Training

## 7.1 Professional Development

The FMD holds quarterly professional development sessions, usually taking place during school vacation weeks in order to maximize attendance. In these sessions, training that covers a wide range of topics is provided to all FMD employees. Some of these topics have included:

- Personal Protective Equipment (PPE)
- Bloodborne Pathogen
- Ladder Safety
- Slip, Trip, and Fall Prevention
- Asbestos Awareness
- Confined Space Awareness
- Ergonomics
- Minor Maintenance Training
- Landscaping Training
- Snow Blower Safety
- Various other safety and hands on training

Some of these training sessions are repeated as required or when the FMD feels it necessary for the training to be refreshed.

The FMD also provides hands-on training for new cleaning chemicals or any new equipment that is introduced. These training sessions are often provided by our vendors and educate out Custodians on the proper way to use a chemical or a piece of equipment.

## 7.2 New Employee Training

Every new FMD Custodian is provided with the training they need to perform all Custodial tasks. They also provided with a full session of safety training, which includes the following:

### **Hazard Communication or “Right to Know”**

- Explaining your rights under the Massachusetts Right to Know Law
- Learning how to obtain chemical hazard information
- Understanding how chemical hazards may affect your health
- Using chemical hazard information to help keep you safe on the job

### **Bloodborne Pathogen**

- Disease epidemiology and symptoms
- How bloodborne diseases are transmitted
- How to recognize tasks that may have risk of exposure

- Use of various controls for reducing the risk of exposure
- Selection, use and disposal of personal protective equipment
- The Hepatitis-B (HBV) vaccine
- Procedures for reporting an exposure incident, and post-exposure evaluation
- How regulated medical waste is packaged and labeled

### **Personal Protective Equipment (PPE)**

- Protective equipment, including personal protective equipment for:
  - Eyes, face, head, and extremities, protective clothing, respiratory devices, and protective shields and barriers
- Shall be provided, used, and maintained in a sanitary and reliable condition wherever it is necessary by reason of hazards of processes or environment
- Lessons on what PPE to use in what situation